

LADYWOOD RESIDENT & COMMUNITY CHARTER



 **RESET**

 **RESHAPE**

 **RESTART**

1 WELCOME

Welcome to the Ladywood Resident & Community Charter.

This Charter is a written commitment on how the council will work with the community throughout the life of the project to ensure that you are informed, involved, and treated fairly.

Aim of the Charter

We know that regeneration of this scale, whilst an exciting opportunity to deliver significant social, economic, community and environmental benefits, is also a daunting prospect for many.

Through the charter the Council will demonstrate our commitment to working collaboratively with residents, keeping the Ladywood community fully informed, involved, and at the heart of future decisions. The Charter will reflect the priorities of local residents, the engagement principles that will guide the regeneration process and the councils offer to residents and the wider community affected by the regeneration.

This is the first version of the Residents & Community Charter. The Charter should be seen as a working document, subject to ongoing review as the development programme progresses. More detailed offers will be included in later versions and developed in partnership with our development partner.

We recognise that the existing community has a key role to play in creating the future Ladywood. By listening to you, responding to your needs and keeping our promises, we can together build an environment in which people, communities and businesses thrive.

2 STRATEGIC NARRATIVE

The Ladywood Estate Regeneration Scheme is Birmingham's most significant housing regeneration and redevelopment opportunity for a generation.

We know that Ladywood is a vibrant, interesting, and convenient place to live, with a diverse but tight-knit community. But it has not had the investment it has needed for many years.

Over the next 20 years, the regeneration scheme will bring £2.2 billion pounds of investment to Ladywood.

This investment aims to regenerate the area by bringing:

- New and affordable homes
- Sustainable, energy efficient homes
- Fully refitted and refurbished tower blocks
- Well-designed public open spaces, including play areas and parks
- New community facilities such as schools, healthcare facilities, and community spaces
- Better connected transport links
- Improved walking and cycling routes
- New and improved facilities for children and young people
- Jobs and training opportunities for the local community
- Funding for community projects

3 WHAT WE KNOW SO FAR...

Over the last 12 months, we have collated lots of information from conversations with the community about what is important to you and what you would like for the future of Ladywood.

This is a high-level summary of some of the key things we have taken from these conversations across 4 distinct areas:

ENGAGEMENT & COMMUNICATION

- Meaningful engagement
- Regular up to date information especially at key stages
- Better understanding of timelines relating to the regeneration scheme
- Responses to emails in a timely manner
- To influence decision making
- More opportunities to speak to the project team face to face
- Walk in session that can be attended without booking
- Mixed communication and engagement approach – letters, emails, noticeboards, face to face; tailored for accessibility and language needs, online activity and events
- More communication/clarity on the financial package for homeowners

MY HOME

- For all residents who want to remain in the area to be able do so
- Rehousing options that are fair and do not leave you worse off in relation to property type and additional cost
- Not to have multiple moves
- Regeneration that considers the changing needs of the community, such as housing for older people
- Homes that are good quality with equal access to amenities
- Improved insulation and cheaper running costs
- Family homes with gardens
- Exploration as to whether all homes require demolition in order to achieve the regeneration aims.
- Affordability of rented homes and those for resale (existing homeowners)
- To be compensated fairly
- To understand more about your rights and information needed to make decisions prior to there being an approved planning application

MY NEIGHBOURHOOD

- Improved connectivity across the estate
- Improved environment and facilities for children and young people
- Better access to local health services such as GP, Dentists and other healthcare
- Access to affordable supermarkets/local shops
- Green spaces that the whole community can benefit from and use to socialise
- Play areas for children, sports facilities and skateboarding zones
- Retain where possible, the culture, history and architecture of Ladywood
- Better street lighting and limited hidden walkways/alley ways
- A mix of tenure types that includes social housing
- A family friendly neighbourhood

MY COMMUNITY

- A better cleaning provision and commitment to address fly-tipping,
- Measures in place to improve personal safety in the area
- A more responsive repairs service
- Community Champions
- Resident Steering Group/Development Trust
- Investment in community infrastructure
- Community to benefit from the opportunities, particularly economic opportunity that the regeneration presents
- Retention of faith spaces but with consideration to the changing needs of a diverse community
- Capacity building and training to support meaningful engagement with regeneration
- Inclusive regeneration that ensures residents with disabilities have full access to their neighbourhood/community
- Access to advice and support such as welfare rights and debt, counselling, access to housing officers and regeneration project team

Working with the community we have used your views to shape a shared vision for the regeneration of Ladywood.

VISION

Regeneration that works for all: Making regeneration inclusive and beneficial to all; delivering for people as well as places

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4 ENGAGEMENT PRINCIPLES

The charter aims to **Reset, Reshape, Restart** the relationship with the community, providing a clear set of commitments on the way in which the Council will communicate and engage with residents going forward.

Reset, Reshape, Restart are the key values the Council will abide by during the regeneration of the Ladywood Estate. The need to **Reset** the relationship with the

Community recognises that the beginning of the Councils engagement for the regeneration caused frustration. From this, the Council aims to **Reshape** the relationship with the community by ensuring residents are kept informed throughout and can influence the regeneration going forward. Finally, the Council will **Restart** the relationship by ensuring all the commitments made are put into tangible actions to provide a

clear blueprint of how we approach the regeneration ensuring the community are at the heart of the process. The council launched its corporate engagement strategy '**Powered by People**' in 2023 which sets out the Councils public participation aims and places community at the centre. Our six participation principles form the basis of our engagement approach to the regeneration of Ladywood.

Converse	Inform	Consult	Involve	Collaborate	Empower
Listen to & connect with people	Tell people what is happening or being planned in ways that are engaging, easy to understand and accessible	Offer ideas or options and respond to feedback	Encourage others to provide information, insights and opinions to join in considering the best way forward	Work together to jointly explore, design and deliver	Enable people to shape where they live and the services they rely on

We Promise We Will

Understand priorities, concerns and vision of communities of interest. Deliver surgeries, events and other opportunities to connect with and listen to residents. Establish a visible presence of the project and development partner within the redevelopment area.	Produce regular newsletter and written updates to all residents. Communications will be inclusive and adapted to meet the needs of vulnerable residents. We will use a range of format including: Letters, emails, newsletters, social media, surveys, door knocking, face-to-face meetings, online activity & events	Carry out meaningful consultation, in line with our legal duties, before decisions have been made, with ample opportunity to provide feedback through a range of mediums	Actively gather community insights and views, demonstrate how these have been used to influence decisions & outcomes – Use a range of creative and accessible ways to do this – develop a menu of involvement with the community, along with formation of a Resident Steering Group/Development Trust	Create opportunities for collaboration, developing ideas and taking them forward, such as the charter or masterplan, Resident Steering Group/ Development Trust Residents will be encouraged to participate in the design process	Ensure Independent Advice is available to residents throughout the life of the regeneration project, ensure residents have opportunity for capacity building and training to support meaningful engagement and influence - seek participative decision-making opportunities, Resident Steering Group/ Development Trust
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In delivering the participation principles we will ensure we are:

PROACTIVELY ENGAGING

with the community, reaching more people to help give everyone a voice, especially people we seldom hear from. We will regularly monitor who we are engaging with (or not) and adapt our approach accordingly.

CLEAR CONSISTENT APPROACH

Having integrity, building trust, creating feedback loops and demonstrating the impact of the engagement, for example 'you said, we did'.

INCLUSIVE AND ACCESSIBLE

Ensuring we co-ordinate our activity so people have real opportunity to participate. This includes:

- Not sticking to purely 'office hours', understanding people have busy lives.
- Ensuring residents have a means to share their accessibility and communication needs. Equality, diversity and inclusion are central to the approach, and with an understanding that these are separate but interlinked issues, which may need different responses.

- Where engagement is by digital means other options such as by telephone or in person will be made available.
- We will use technology to maximise inclusivity such as immersive readers and real time translation tools.

These principles will be at the heart of all of our activities.

Our Commitments include:

1. Regular Newsletter – Monthly newsletter, providing current information on things that matter to you. We will include contributions from community stakeholders to increase community awareness on what's happening within community and wider opportunities.
2. Annual report – In addition to regular newsletters and updates, we will write to all affected residents at least annually to provide an update on progress. This will include engagement statistics & feedback. We will demonstrate how we've used your feedback to influence services/engagement.

3. Emails – We will develop a service standard for replying to emails with clear turnaround times that we will monitor progress against this. We will do our best to answer any queries, and where we don't have the level of detail needed to respond in full, we'll be honest about this.
4. Menu of involvement – develop and expand our menu of involvement, to be published. We will use community feedback to develop this
5. Independent Advice – ensure independent advice is available to residents throughout the life of the regeneration project
6. Meaningful Consultation – We will tell you about changes we're planning, listen to and acknowledge your opinions, and provide feedback on how your input has influenced any decisions made.
7. Healthy discussion and debate – We will create opportunities for healthy discussion and debate with the community, key stakeholders and decision influencers/makers.

8. Inclusive & Accessible – Take an inclusive and accessible approach to community engagement, ensuring we co-ordinate our activity so people have real opportunity to participate.
9. Proactively Engaging - with the community, reaching more people to help give everyone a voice, especially people we seldom hear from. We will regularly monitor who we are engaging with (or not) and adapt our approach accordingly.
10. Communication and engagement methods – We will adopt a wide range of communication and engagement methods. Communications will be inclusive and adapted to meet the needs of vulnerable residents
11. Jargon free communications – Produce a community summary of important documents, such as future reports to cabinet that relate to the Ladywood regeneration; to ensure the community understand what’s being discussed/ proposed and what this means for you.

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5 RESIDENTS OFFER

The next section of the Charter will provide details of the different offers the Council will put forward to the residents of the Ladywood Estate. The Council recognises the estate is made up of a variety of homes of different tenure types, alongside businesses, community and faith organisations.

With this said the proceeding offers have been tailored based on your own circumstances.

It must be noted as the Ladywood Estate is at an early stage of the regeneration process the offers put forward below will become more detailed as the regeneration progresses.

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6 OFFER TO COUNCIL TENANTS & TENANTS OF REGISTERED PROVIDERS

We know that a substantial proportion of the community are tenants of Birmingham City Council and we have outlined the specific commitments we will make for our tenants and tenants of Registered Providers:

- You will have access to a free, impartial, and independent advice organisation throughout the project.
- Wherever possible, we will only ask you to move once but if this is not possible, you will have an option to return to a new home on the Ladywood estate that is suitable for the needs of the household.
- A social housing rent
- Your new home will be the right size for your household.
- We recognise that change causes uncertainty and some level of inconvenience to all affected households and you will be afforded financial compensation as a result, which could include:
 - A home loss payment that is designed to compensate people for the inconvenience of having to move, the amount is set by government and changes annually but is currently set at (£8,100).
 - A disturbance payment that will compensate you for any expenses related to moving- examples might include removal costs, special adaptations, disconnecting and reconnecting utilities etc.
 - A package of support, that can include a financial payment, may also be awarded through the Councils Wisemove programme (Restricted to Council Tenants). This can aid households seeking to downsize, if they are living in a home that is too large for them.
- You will not be asked to live in insecure accommodation (B&Bs or hotels) due to regeneration.
- We will make sure any home you move in to takes into consideration the needs of your household and is affordable.
- Tailored support and housing advice throughout any move.

7 OFFER TO NON-RESIDENTIAL / RESIDENTIAL HOMEOWNERS

We know that there are a variety of homeowners who are either living on the estate themselves or renting to tenants. We have outlined the specific commitments we will make to owner occupiers below:

- You will have access to a free, impartial, and independent advice organisation throughout the project.
- Wherever possible, you will be supported to secure a new home on the estate should you want to remain*
- The Council will pay the reasonable costs for appointment of a solicitor to sell your home as part of the regeneration
- An RICS chartered surveyor will undertake an independent valuation of your property, paid for by the Council.
- We will offer you market value for your home, which means the value of your home if you were to sell it on the open market (the regeneration project will not be taken into consideration within the valuation).
- If you do not wish to purchase another property, either on the estate or elsewhere, you will be entitled to an affordable rented home, either on the estate or elsewhere in the city*.
- We recognise that this may cause uncertainty and some level of

inconvenience to all affected households and homeowners will be afforded financial compensation as a result, which could include:

- A home loss payment of 10% of the sale price of your home*
- A disturbance payment that will compensate you for any expenses related to moving- examples might include removal costs, special adaptations, disconnecting and reconnecting utilities etc.
- Wherever possible, we will give you, first refusal to purchase a new home on the estate if you want to stay.
- We commit to exploring all possible financial models to make sure you are not 'priced out' of the estate; this might include shared equity or zero rent shared ownership*
- Tailored support and housing advice throughout any move.

Please note: There is no formal obligation to re-provide housing non-residential homeowners in most circumstances. Compensation will vary to that of a resident homeowner.

*Applies to resident homeowners

8 OFFER TO NON-SECURE TENANTS IN TEMPORARY ACCOMMODATION

We know that some households have been placed on the Ladywood estate following an offer of temporary accommodation. We have outlined the specific commitments to households in temporary accommodation below:

- You will have access to a free, impartial, and independent advice organisation throughout the project.
- An alternative offer of suitable temporary accommodation will be provided, we will make sure this doesn't include B&B or hotel accommodation wherever possible.
- We know that you may have already moved multiple times and we will try to make sure we can adopt a one move approach wherever possible.
- Any move into a new temporary address will not have a negative impact on your homelessness application.
- Wherever possible, we will make sure we don't interfere negatively with family life and will take into consideration children's schools, medical appointments or other family support when looking to secure a new placement.
- Any household that has been in temporary accommodation for longer than 12 months, will be entitled to a permanent home on the new Ladywood estate.
- Tailored support and housing advice throughout any move.

9 OFFER TO BUSINESSES

We know that several businesses are likely to be affected by the planned changes to the estate, we have outlined our commitments to businesses below:

- You will have access to a free, impartial, and independent advice organisation throughout the project.
 - Should you wish to appoint a surveyor to undertake a valuation of your premises and negotiate on your behalf – The Council would pay the reasonable fees incurred.
 - You can commission your own, independent valuation of the business and the Council would pay the reasonable fees incurred.
 - There will be genuine opportunities for you to influence the types of commercial space available within the detailed design.
 - We will offer you financial compensation if your business needs to be re-located or extinguished subject to certain qualification criteria
 - We will capitalise on possible opportunities to re-locate the business either within the estate, or other areas of the city.
- Wherever possible, we will try to match you with the different commercial spaces available on the estate.
 - Tailored support and advice throughout any business re-location or extinguishment.

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10 OFFER TO LOCAL SERVICES

We recognise that there are a number of key services that operate within the Estate and play an essential role within the community such as schools, community organisations and places of worship.

- The Council will be working closely alongside these services throughout the regeneration to ensure they can continue to operate within the estate and will be taken into consideration when forming any plans for the future of the estate. This may mean for some services an option to relocate to temporary spaces.
- An Education working group will be formed to ensure that schools are suitably informed and involved in shaping their school's future and able to continue to deliver services. We want to ensure the children's educations are not disrupted and schools meet the need of both existing and future pupils and their families.
- If as a Community or Faith organisation you own your own premises, we will pay for the reasonable fees in you obtaining the appropriately qualified professional to advise on the value of your premise, negotiate the sale on your behalf and to assist you in relocating to alternative premise, if we need to acquire your premises

- A Community Partnership & Stakeholder Group will be formed and will bring together education, Faith and Community organisations to:
 - Provide you with regular updates about the regeneration scheme and how your organisation may be affected.
 - Explore how we can work collaboratively to best support the community and your organisations
 - Provide a route for you to discuss what the needs of your organisation are during and post regeneration

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11 MEANWHILE

The regeneration of the Ladywood Estate will span over the course of several years to bring to completion. In the meantime, there will need to be set procedures in place to ensure the estate is sustainable whilst changes are made to the area.

We believe it is really important that we listen to residents' feedback and take into account and put forward a set of commitments to enable the estate to be sustainable whilst we make changes to the estate. This meantime offer has been shaped by some of the key messages provided by the community throughout engagement such as safety concerns within the estate.

This section will outline what the Council will be offering in the meantime to enable the estate to be sustainable whilst we make changes to the estate.

- We will employ a dedicated Housing Officer to work with residents to tackle some of the challenges you are facing.
- We will work closely with the Community Safety Team and other key stakeholders

to make you feel safer and will thoroughly investigate and respond to any reports of anti-social behaviour.

- We will work towards making sure we achieve 100% compliance across all statutory landlord Health & Safety areas, including aspiring to achieve Decent Homes Standards wherever possible.
- For homes that are in situ for longer, we will make targeted investment into your home (where a Council property).
- We will work closely with community partners and other stakeholders to develop a well-being offer to ensure residents have support in the key areas you have identified.

12 MEET THE TEAM

There are several people and organisations who are helping behind the scenes who are working on progressing the regeneration. We think it's important that you know who people are and how to contact them if you need to:

Our local housing team are:

- TBC
- TBC

To get in touch with St Josphe the key contacts are:

- TBC
- TBC

The Council also have a dedicated Tenant Participation Team, specifically for Council tenants and leaseholders. There are opportunities for you to have your say on the Ladywood regeneration through your local Housing Liaison Board.

You can find information about how to join, using the link below:

<https://www.birmingham.gov.uk/HLBoard>

Alternatively, you can contact the Tenant Participation Officer responsible for the area, who can talk to you about the ways you can engage with the Council.

Our Tenant Participation Officer is TBC

To contact the Regeneration Team:

Email address

Contact centre number

Ladywood surgery dates and times

Engagement form details/link

Planning to regenerate a community in this way is challenging and requires involvement from lots of different people, if you have any specific questions, you can e-mail LadywoodRegeneration@birmingham.gov.uk

or visit our website which also has lots of useful information.

[https://www.birmingham.gov.uk/
Ladywoodregeneration](https://www.birmingham.gov.uk/Ladywoodregeneration)

We know that change like this can cause lots of people to feel nervous and uncertain. We are absolutely committed to maintaining a visible presence in Ladywood and keeping in touch with you as much as we can. We care about the Ladywood community and want to make sure everyone has a real opportunity to be involved in what happens next.