

DRUIDS HEATH COMMUNITY CHARTER

Ambitious plans for the future
of the Druids Heath estate



 **RESET**

 **RESHAPE**

 **RESTART**

WELCOME

The Council have been working with the residents of Druids Heath and local stakeholders to develop ambitious plans for the future of the Druids Heath estate. The Druids Heath Estate has been recognised as an area for comprehensive regeneration that will deliver significant social, economic, community and environmental benefits for the local community, and benefit the wider Birmingham economy. We know that the regeneration of such a large estate is a bold move, it is important that we capitalise on the opportunity to develop thriving communities, that provide a genuine social benefit to our residents.

Our aim is to create a cohesive community and a real sense of place, providing good quality homes and opportunities for the community to thrive. We want local people to be able to truly benefit from the community, with better quality homes and an improved environment for years to come.





Artistic Impression

1 STRATEGIC NARRATIVE

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We have worked together to decide on some key objectives for the future Druids Heath estate:

- We will build high quality, genuinely affordable homes.
- We will design spaces with safety in mind, reducing alleyways and areas that encourage anti-social behaviour.
- We will protect and seek opportunities to improve green spaces and bio-diversity
- We will make sure the estate is well-connected to other areas of the city.
- We will develop facilities that promote education, employment, and training opportunities for all.

This document is our Community Charter; it encompasses information from all of the conversations and feedback we have received through the various phases of engagement and has truly been co-designed. The Charter sets out the Council's offer to the community, combining practical information for residents who will be affected, with our shared vision and priorities for the area.

It is also important to acknowledge that the regeneration will take many years and households will be remaining in their current home, potentially for some time. This Charter sets out what we are calling our 'meanwhile offer,' setting out the service we will provide to make sure the community is looked after throughout this process.

The Charter is designed to give the community an understanding of what is to come; how we will engage with you moving forward and more importantly, how you can be involved in the detailed design of your estate.

2 PRINCIPLES OF ENGAGEMENT

Over the past 2 years, the Council have commissioned Pioneer Group, to work with the community objectively to ensure your views are heard and genuinely incorporated. Pioneer team now have a new name, and are called Loconomy, they will continue to be deployed as an impartial adviser for the foreseeable future to make sure the residents continue to be represented. We believe that the community should have the opportunity to access fair, free and impartial advice throughout.

These are our principles for engagement:

- There should be multiple methods of engagement, appropriate for all members of the community to access.
- There will be a visible presence in the community that will allow residents, business owners and other stakeholders to access advice and assistance.
- We will ensure there are several workshops through the design process, for people to engage in and give us their views.
- We will make sure that all key messages are accessible, inclusive and take into consideration the demographics and needs of the community.

We have simplified these in to four key commitments, setting out our promise for positive communication now and in the future:

- We will help people to stay in the community wherever we can.
- We will provide free and impartial advice throughout the project.
- We will ensure there are multiple opportunities to be involved.
- We will be accessible and inclusive in all communications.

We know that the community are really keen to hear about what is happening next and we acknowledge that it has taken a long time to get this point. We have focused on taking time to fully understand what the community want to see and this is a commitment we will make throughout.

Getting this right is an absolute priority, and we are looking forward to working with you all both now and in the future.



3 WHAT WE KNOW SO FAR....

Over the last few years, we have collated lots of information from conversations with the community about what is important to them and what they would like the Druids Heath estate to look like moving forward.

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

What should our new home be like?

- Improved insulation and cheaper running costs,
- Homes that are good quality with equal access to amenities,
- Specific types of homes for older people,
- Family homes with gardens.

What do we want our area to feel like?

- Alleyways should be removed, and anti-social behaviour reduced,
- Improve pathways, roads and street lighting,
- Better connectivity across the estate and into other areas of the city,
- Parking and public transport routes.

What kind of facilities would we like?

- A village centre that promotes independent businesses,
- Community centre space,
- Job opportunities for those living in the community,
- Specific provisions for young people,
- Pre-designed health services that are equally accessible.

What kind of green spaces do we want?

- Ensure green space is retained and not lost,
- Micro parks connecting different areas of the estate,
- Green space that everyone has access to,
- Opportunities for activities based around green spaces.

What do we want to see happen in the meantime?

- A better cleaning provision and commitment to address fly-tipping,
- Measures in place to reduce anti-social behaviour (CCTV/security etc.),
- A more responsive repairs service,
- Investment in homes over the life of the project.

The outline headings above underpin what we have sought to encompass in this Charter and we will take responsibility for promoting the views of the community within future phases of design.





Artistic Impression

4 OFFER TO COUNCIL TENANTS

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

- You will be able to access free, impartial, and independent advice 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.
 - A new home on the Druids Heath estate that is suitable for the needs of the household.
 - A tenancy agreement granted on the same basis, as your existing secure tenancy.
 - 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.
 - Financial compensation may also be awarded when a household will be 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.



5 OFFER TO NON-RESIDENTIAL / RESIDENTIAL OWNER OCCUPIERS AND LEASEHOLDERS

We know that there are a variety of households who are either owner occupiers or leaseholders, 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 free, impartial, and independent advice throughout the project.
- Wherever possible, you will be supported to secure a new home on the estate should you want to remain.
- Should you wish you to appointment an adviser such as a Solicitor, the Council will pay for you to do so.
- 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 owner occupiers 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.

6 OFFER TO NON-SECURE TENANTS/ TEMPORARY ACCOMMODATION

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

- You will be able to access free, impartial, and independent advice 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.
- We will make sure that 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 Druids Heath estate.
- Tailored support and housing advice throughout any move.



7 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 be able to access free, impartial, and independent advice throughout the project.
- An RICS chartered surveyor will undertake an independent valuation of your business, paid for by the Council.
- You can commission your own, independent valuation of the business and this will also be paid for by the Council.
- 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.
- 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.



8 OFFER IN THE MEANTIME

The changes we want to make on the Druids Heath estate are likely to take several years to fully complete. We recognise that the estate has received limited investment over several years and are facing issues with the quality of existing homes and do not always feel safe in the area.

We believe it is really important that we listen to residents' feedback and take it into account and put forward a set of commitments to enable the estate to be sustainable whilst we make changes to the estate.

- We will continue to employ a dedicated Housing Officer to work with residents to tackle some of the challenges you are facing.
- We will invest in CCTV and security provision to make you feel safer and will thoroughly investigate and respond to any reports of anti-social behaviour.

- We will increase the cleaning schedule on the estate, paying extra attention to communal areas and fly-tipping.
- We will invest in a dedicated repairs provision for the estate, aiming to provide a more responsive and tailored service.
- 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.

We want you to know that we don't expect residents living in Druids Heath to live in homes that are poor quality on a long-term basis and will make sure we do everything we can to keep your homes safe, secure, and well-maintained throughout the life of the project.



9 MEET THE TEAM

There are several people and organisations who are helping behind the scenes to make the changes to the estate come to life. We think it is important that you know who people are and how you can contact them if you need to.

Our local housing team are:

Danny Kilbride - Housing Manager
Danny.Kilbride@birmingham.gov.uk

Joanne Brown - Housing Officer
Joanne.Brown@birmingham.gov.uk

We are also working with Loconomy, who are an independent organisation (previously part of Pioneer). They will be in regular contact with you to understand the different ways you would like to be involved, to talk about the future of the commitments and to make sure as many people as possible are as well informed as possible.

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 Druids Heath 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 **Sarah Wong**
Sarah.Wong@birmingham.gov.uk

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 **talkdruidsheath@birmingham.gov.uk** or visit our website which also has lots of useful information.

www.birmingham.gov.uk/DruidsHeathRegen



We know that some people are not comfortable accessing information online, Selly Oak Neighbourhood Network Scheme have a digital lending library that can loan apple iPads, android tablets or google chrome books to help people to access the internet. You can contact them at **info@birminghamcommunitymatters.org.uk**

We will continue to provide a fun safe space for all young people aged 10 to 19 years at the Maypole Youth Centre. The team will offer open access youth sessions, projects, and holiday programmes and support young people up to 25 years old to develop skills, connect to opportunities and other services in their locality. You can contact them at: **Natalie.a.haughton@birmingham.gov.uk**

Instagram: **@maypole_youth_centre**

Telephone numbers: **0121 464 6172 (Centre)**
07712436324 (Natalie Haughton)
07548712852 (Stuart Oddy)

The walk-in advice surgery at Druids Heath Library will continue each Thursday from 9am with a limited number of on-the-day appointments available that day. Once those appointments have been booked the team would only be able to signpost you to other support. The team will be there to help if you are struggling because of financial problems or problems with your benefits and can assist with housing issues.

There will be ongoing support for community organisations around work with older people - 50plus as part of the Selly Oak Neighbourhood Network Scheme. Contact **SellyOakNNS@birmingham.gov.uk**

If you are in any doubt about who you should contact, you can ring the contact centre on **0121 216 3030** and we will help you to find the right person to speak to. We also have the Druids Heath website - **http://www.druidsheathtogether.co.uk/** that people can use to stay up to date.

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 on the Druids Heath estate and keeping in touch with you as much as we can. We care about the Druids Heath community and want to make sure everyone has a real opportunity to be involved in what happens next.

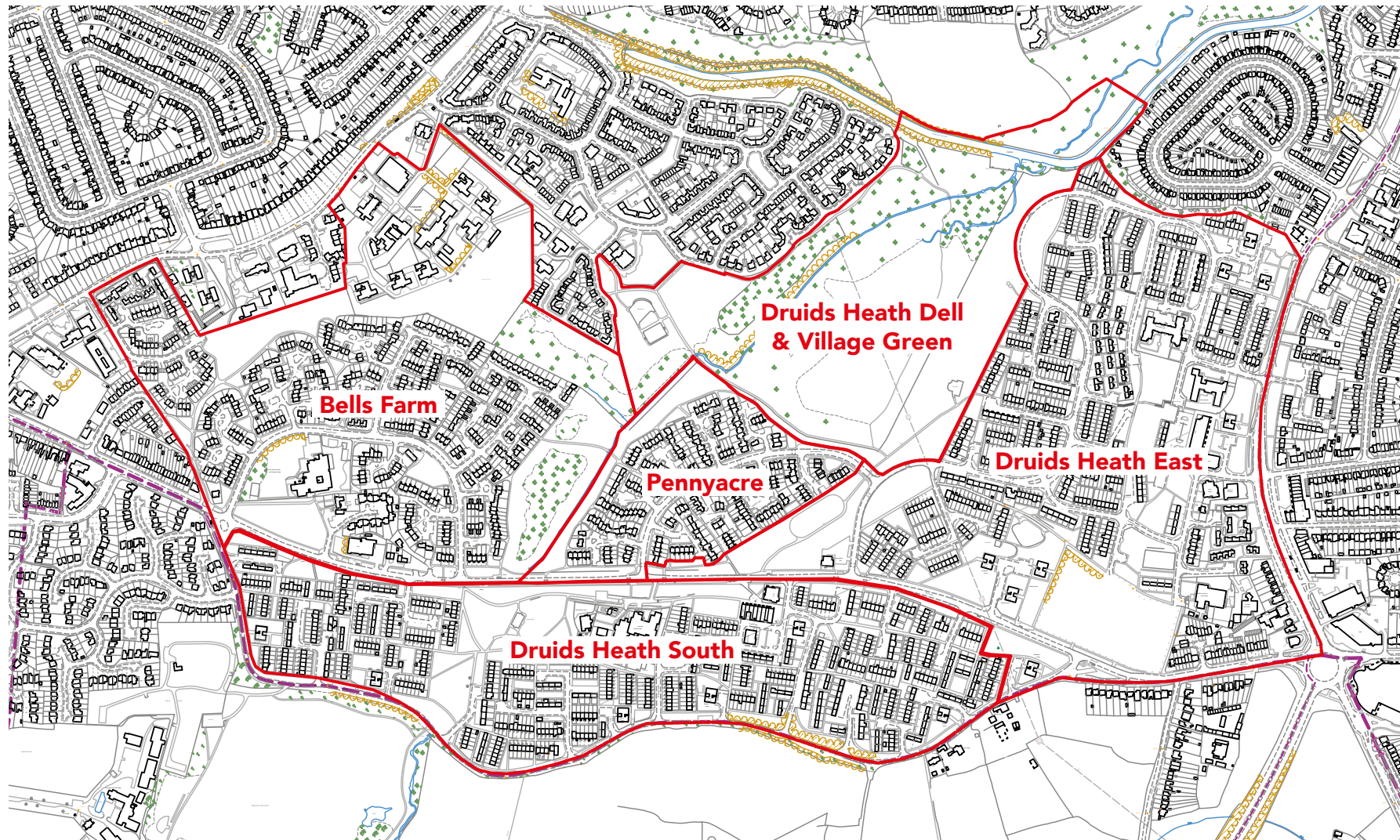
10 APPENDIX

Druids Heath Area

Total Area: 288.4 Acres 116.7 Hectares

OS Ref: SP0778NW & NE - SE0779 SW & SE

For Information Only





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