

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 regeneration that aims to 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 significant change, 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.

This Community Charter outlines the Council's commitment to engage collaboratively with the community during the regeneration process to ensure community members are kept well-informed, actively included, and are treated fairly.

The Charter sets-out the engagement principles which will shape how the Council will maintain contact with the community reflecting on lessons we have learned through previous engagement with the community. We know that the main asset for Druids Heath, is the people that make up the community who live and work on the estate. We want to harness this opportunity to re-set our relationship and work together on making the estate that reflects the skills, experiences and community spirit we have seen through our engagement so far.

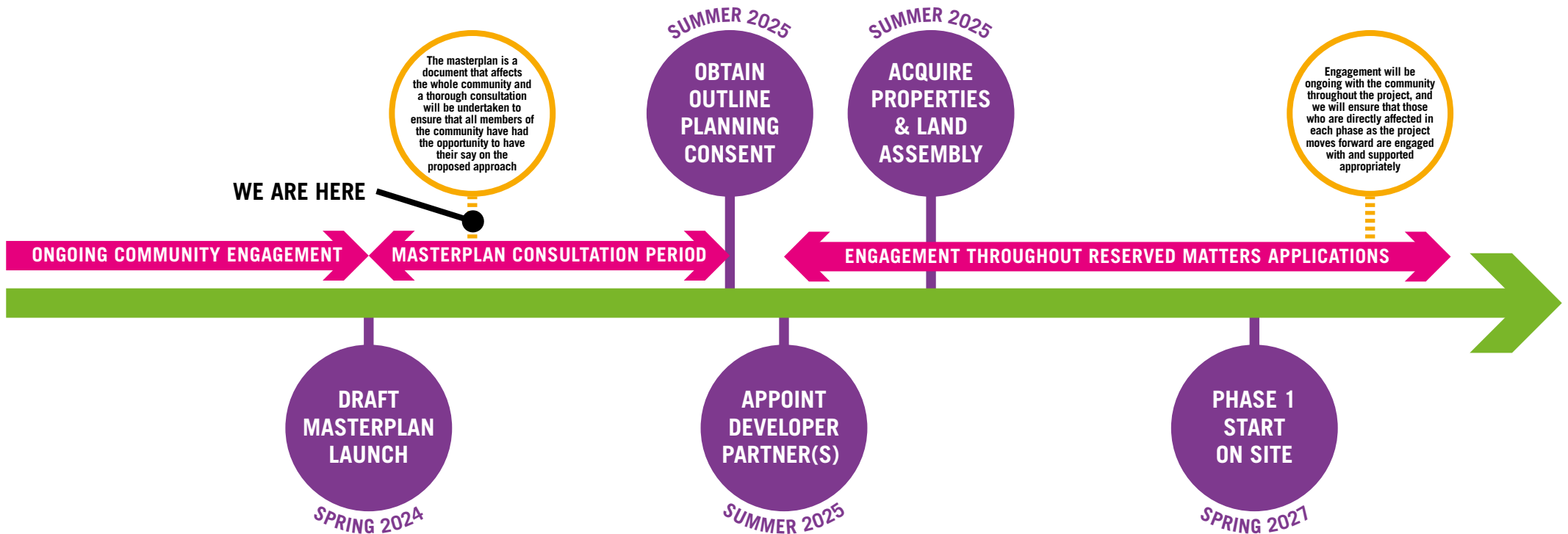


Below is an approximate timeline for this regeneration programme. Given the size and scale of the estate, this project will continue over a 20-year period. This means that there are likely to be changes locally, regionally and nationally over this period. We must make sure that this Charter is a live document that is updated to reflect the changing landscape and will be subject to regular review.

Whilst the principles of the Charter will remain the same, we must be honest with the community when things change and will clearly explain when things change.

We also know that regeneration can feel like a very complicated process, and we want to make sure people feel included. A glossary of terms has been included so that any technical jargon is explained and there is no confusion around the Council's intentions.

The Council knows that past engagement with the community has been challenging. We hope this Charter provides assurance that the impact that regeneration will have on the Druids Heath community is fully understood and there is a genuine intention to work collaboratively on making the changes that really matter to the community of Druids Heath.





Artistic Impression

1 OBJECTIVES

The Council have developed a set of clear objectives that should be applied throughout the course of the regeneration programme. These objectives have been tested with the community, technical experts, politicians, Council officers and national and regional groups. These objectives will underpin every decision that we make throughout this process.

- We will build high quality, genuinely affordable homes, protecting the existing community.
- We will design spaces with safety in mind, reducing alleyways and areas that encourage anti-social behaviour and crime.
- We will protect and seek opportunities to improve the use of green spaces and encourage biodiversity.

- 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.
- We will consider the health and wellbeing of the existing and future community, ensuring that all efforts are made to prevent increased anxiety and harm.

These objectives underpin the content of this Charter, encompassing all of the conversations and feedback we have received through the various phases of engagement.

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 ENGAGEMENT PRINCIPLES

Over the past 2 years, the Council have commissioned Loconomy (formally known as Pioneer Group) to work with the community objectively to ensure your views are heard and genuinely incorporated.

We will continue to work closely with partners and independent specialists to make sure the community are involved and represented.

The Council launched its corporate Engagement Strategy 'Powered by People' in 2023, which sets out the Council's public participation aims and places community at the centre.

The strategy lists the Council's six participation principles which are to Converse, Inform, Consult, Involve, Collaborate and Empower. The six participation principles form the basis of our engagement approach and have been incorporated within our engagement principles in the regeneration for the Druids Heath Estate.

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

- 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 will be transparent and demonstrate how your views influence decisions and shape your future neighbourhood.





Examples of the actions we will take to deliver on our commitments include:

- There will be multiple methods of engagement which will be inclusive and accessible for all members of the community to access. This will ensure we co-ordinate our activity, so people have a real opportunity to participate.
- We will actively seek views from the community in a way that suits you.
- There will be a visible presence in the community that will allow residents, business owners and other stakeholders to access information, advice and assistance.
- We will ensure there are multiple 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 will actively seek to better understand your diverse needs to do this effectively.
- We will keep you up to date via a dedicated website, regular newsletters and other forms of communication.
- We will ensure community views are represented through activity such as surveys, workshops, surgeries and community events.
- We will work with partners to mobilise a Community Steering Group to represent the community in the decision making process.

We know that the community are 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.

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.

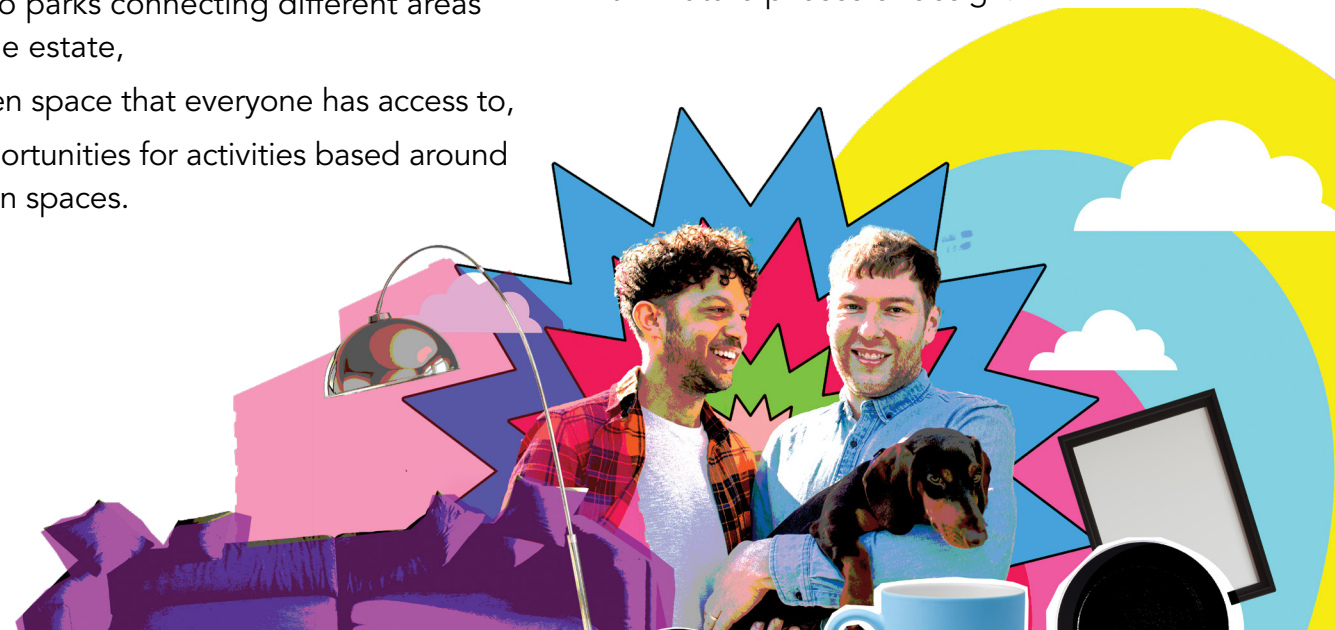
What kind of green spaces do we want?

- 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 RESIDENT OFFER

The next section of the Charter will provide details of the different offers the Council will put forward to people living in the Druids Heath Estate. The Council recognise the estate is made up of a variety of homes of different tenure types, alongside businesses, community and faith organisations and we have taken this into consideration in the offer we are committing to.

There may be circumstances when individual finances, circumstances and lifestyle preferences will be considered as part of the resident offer. We cannot explore this individual detail in this Charter but are seeking to make sure that everyone understands the minimum entitlement they have within this process.

We will build on this at the right time through dedicated re-housing advice that will take into consideration the specific details of each individual household.



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.
- It is our intention that households are only asked to move once, minimising disruption wherever we can.
- A new home on the Druids Heath estate that is suitable for the needs of the household.
- Your new home will be the right size for your household which means it will have the right number of bedrooms for the people living in your home but is unlikely to be bigger than you need.
- Your new home will be affordable for you and your household, and this will be thoroughly checked before any move.
- You will be entitled to financial compensation because you are impacted by regeneration, including the following:
 1. A home loss payment designed to compensate for the inconvenience of having to move, the amount is set by Government and changes annually but is currently set at £8,100.
 2. A disturbance payment that will compensate you for expenses related to moving- examples might include removal costs, adaptations, utilities or instructing a surveyor to act on your behalf.
- A financial incentive if you are living in a home too large for you and are downsizing, this is called wisemove and is designed to release larger family homes to households who need them the most.
- You will not be asked to live in insecure accommodation (B&B or hotels) because of the regeneration programme.
- You will be entitled to advice from a dedicated re-housing officer who will help you to understand what you are entitled to and how the process works.
- It is important to note that rent arrears may be deducted from compensation payments. We will take your individual circumstances into account when making this decision.

5 OFFER TO RESIDENTIAL / NON-RESIDENTIAL HOMEOWNERS

We know that there are a variety of households who own their home, 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.
 - It is our intention that households are only asked to move once, minimising disruption wherever possible.
 - It is our intention that homeowners who want to purchase a new home on the estate will be supported to do so.
 - When the Council buy your home, we will offer you market value. This means you will be offered the amount your home would sell for on the open market, if you weren't affected by regeneration.
- If you are unable to purchase another property on the estate and don't want to move elsewhere, you will be entitled to a rented home that is affordable for your household.
 - If you wish to appoint an adviser such as a Surveyor, the Council will pay for any reasonable fees incurred.
 - The Council will arrange for a RICS Chartered Surveyor to undertake a valuation of your property, this will be paid for by the Council.
- You will be entitled to financial compensation because you are impacted by regeneration, including the following:
 1. A home loss payment of 10% of the sale price of your home (residential homeowners).
 2. A home loss payment of 7.5% of the sale price of your home (non-residential homeowner or landlord).
 3. A disturbance payment that will compensate you for expenses related to moving; examples could include, removal costs, special adaptations to support disabled access, disconnecting/reconnecting utilities and reasonable costs for surveyors and solicitors when purchasing a new property.

- It is our intention to give you first refusal to purchase a new home on the estate if you want to stay.
- Where there is a difference in value between your current home and your new home, we will advise on appropriate financial options that will bridge the gap. This may include shared equity or zero-rent shared ownership.

We know that some households may want more information on shared equity or zero-rent shared ownership opportunities. The offer for households is likely to differ based on each individual situations but we have provided more information about some of these opportunities below to help homeowners to better understand their options.

Shared Equity - A shared equity property purchase is a type of home financing, typically it allows for the purchase of a portion of a property with a deposit and mortgage in combination with an equity loan. The equity loan would be provided by a third party and would in turn allow for a smaller mortgage to be required, the details of the repayment of the loan would be confirmed with the third party.

Shared Ownership - A shared ownership property is a form of affordable home ownership in which a share of between 10% and 75% of the home's full market

value can be purchased through a mortgage or through savings, rent would then be paid to the Landlord of the remaining share. In a zero-rent shared ownership property, rent would not be paid on the remaining share of the property. A deposit would be required for the share being purchased usually between 5% and 10%, there is also the option to purchase further shares in the future.



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 that this doesn't include B&B or hotel accommodation.
- We know that you may have already moved multiple times so we will wherever possible, adopt a one move approach.

- Any alternative offer of temporary accommodation provided will not have a detrimental impact on your homelessness application or your place on the housing register.
- We will make sure we consider your individual circumstances and try minimising disruption to family life. We will consider the location of children's schools, vital medical appointments and any other reliance on support services when considering any alternative offer of temporary accommodation.
- Any household that has been in temporary accommodation for longer than 12 months, at the point at which you are being asked to move will be entitled to a new home on the Druids Heath estate.



7 OFFER TO PRIVATE TENANTS

We understand that there are households who are privately renting properties on the Druids Heath Estate. Whilst we don't have a statutory obligation to these tenants, we want to minimise the impact wherever possible and have outlined the specific commitments below:

- You will be able to access free, impartial, and independent advice throughout the project.
- Landlords are likely to sell their property at some stage within this process, tenants who are renting privately and do not have the financial resources will have an opportunity to access robust housing advice about how to find a new home and the financial support they are entitled to.
- The Council will use their discretion to provide financial assistance to certain households who may require a deposit for any private rented property, this may include first month's rent in certain circumstances.
- The Council may not have a legal obligation to private rented tenants but will intervene where any household is at significant risk of homelessness.



8 OFFER TO BUSINESSES

We know that there are several businesses operating on the estate who will be affected by the proposed plans for regeneration.

- You will be able to access free, impartial, and independent advice throughout the project.
 - There will be genuine opportunities for you to influence the types of commercial space available within the detailed design.
 - Dependent on your individual circumstances, we will try to match your business to commercial spaces available on the newly designed estate.
 - If you can't be re-located on the estate, we will work with you to identify other commercial spaces across the city .
- The Council will appoint a RICS Chartered Surveyor to undertake a valuation of your business, the Council would pay reasonable fees incurred.
 - You can commission your own valuation of your business and the Council would pay reasonable fees incurred.
 - You will be offered financial compensation should your business need to be re-located or extinguished, subject to specific qualification criteria.



9 OFFER TO LOCAL SERVICES

We recognise that there are several key services that operate within the estate and play an essential role within the community such as schools, community organisations and places of worship. We have devised a set of commitments to these organisations, understanding that households in the community rely heavily upon them.

- You will be able to access free, impartial and independent advice throughout the project.
- Where services are unable to operate in existing buildings due to demolition, the Council will work closely with you to identify temporary spaces you can operate in so that services don't have to close.
- We will work with you throughout the design process to understand the kinds of spaces that will be available for you to operate in moving forward so that you can plan ahead.

- If you own the premises which you are operating in and it is at risk of demolition, the Council will pay any reasonable fees incurred to help you to obtain appropriate qualified professional advice on the value of your premises and to help you to negotiate the sale on your behalf.
- A Stakeholder Group will be formed by the Council, bringing together those organisations who contribute to the wellbeing of the community. The group will do the following things:

1. Keep you informed about the progress of the regeneration project and answer any questions you might have received from people who use your services.
2. Explore how we can work collaboratively to prioritise the wellbeing of the community throughout the regeneration project.
3. Understand the needs of your organisation both during and after the regeneration project.



10 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 important that we listen to residents' feedback and consider and put forward a set of commitments to enable the estate to be sustainable whilst we make changes to the estate.

- You will be able to access free, impartial and independent advice throughout this project.
- We will employ increased Housing Officer resources to work with residents to tackle some of the challenges you are facing.

- We will invest in CCTV to make you feel safer and 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 reducing fly tipping.
- We will invest in a dedicated provision to reduce the time taken to complete repairs and maintenance.
- We will work towards making sure we achieve 100% compliance across all statutory landlord Health & Safety areas, including achieving Decent Homes Standards wherever we can.

- 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.



10 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.

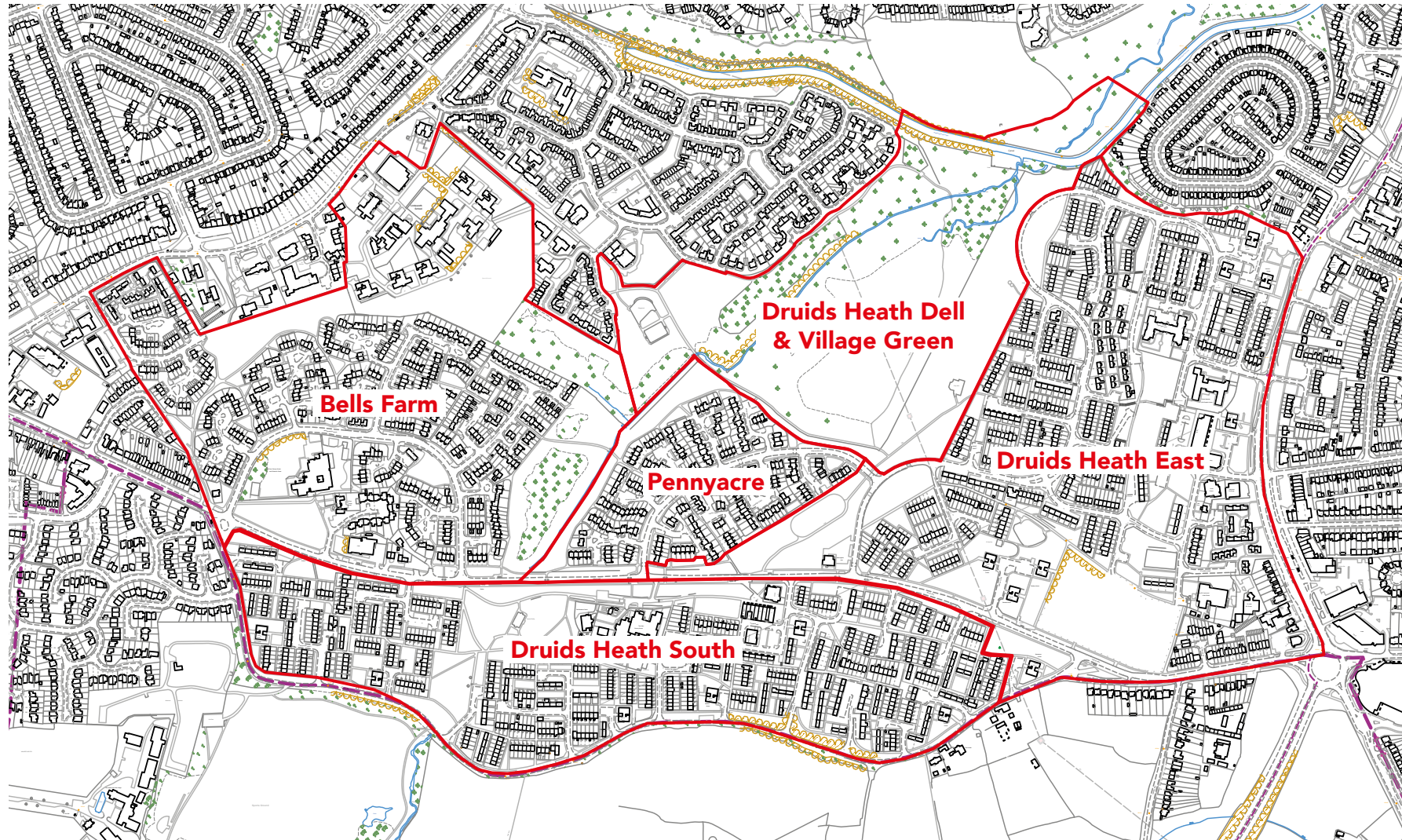
11 APPENDIX

Druids Heath Area

Total Area: 288.4 Acres 116.7 Hectares

OS Ref: SP0778NW & NE - SE0779 SW & SE

For Information Only



12 GLOSSARY

Affordable Housing - The UK government's definition of affordable housing as outlined in the National Planning Policy Framework is housing for sale or rent, for those whose needs are not met by the market. Affordable Housing can be provided as affordable housing for rent which can be provided in the following forms; social rent, affordable rent and intermediate rent. Affordable Housing can also be provided as affordable housing for sale which can be provided in the following forms; Shared Ownership, Rent to Buy, First Homes and discount market sale properties.

Biodiversity - Short for biological diversity. This term is used to collectively describe the different kinds of life you'll find in one area, for example, the variety of animals, plants, etc. that make up our natural world.

Council Tenant - Applies to any household who have a tenancy agreement with Birmingham City Council and are living in a home that is either owned or managed by the Council.

Green Space - Is defined as land that is partly or completely covered with trees, shrubs, grass or other vegetation. This includes urban parks, trails and community farms or gardens including roof top gardens.

Housing Manager / Officer - Dedicated officer employed by Birmingham City Council responsible for tenancy management within Druids Heath.

Leaseholder - A resident who has purchased a lease from the freeholder for the right to live in the property for a set number of years. For example, residents who live in flats that have purchased the leasehold from the freeholder.

Market Value - Is the price an asset would fetch in the marketplace if sold or rented on the open market.

Micro-Park - A small green space or park.

Non-Residential / Residential

Homeowner - This includes anyone who owns their home, regardless of whether they live in the property themselves or whether they are a landlord who is renting their property to a tenant and does not live at the home.

Non-Secure Tenants / Temporary

Accommodation - Those that have been granted a licence to occupy on a short-term basis and those that are in temporary accommodation following an approach to the Council as homeless.

Regeneration - Is the long-term upgrading of existing urban, rural, industrial and commercial areas to bring about social and economic change.

RICS Chartered Surveyor - The role of a surveyor is to guide construction and development projects, and to provide professional advice on matters such as the structural integrity of a property or its value.

Shared Equity - A shared equity property purchase is a type of home financing, typically it allows for the purchase of a portion of a property with a deposit and mortgage in combination with an equity loan. The equity loan would be provided by a third party and would in turn allow for a smaller mortgage to be required, the details of the repayment of the loan would be confirmed with the third party.

Shared Ownership - A shared ownership property is a form of affordable home ownership in which a share of between 10% and 75% of the home's full market value can be purchased through a mortgage or through savings, rent would then be paid to the Landlord of the remaining share. In a zero-rent shared ownership property, rent would not be paid on the remaining share of the property. A deposit would be required for the share being purchased usually between 5% and 10%, there is also the option to purchase further shares in the future.

Wise move Programme - Is a Council run programme to incentive Council tenants who are living in homes too large for them, to downsize into a smaller home.

Zero Rent Shared Ownership - a shared ownership product within which no rent is payable.





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