

# Neighbourhood Action Plan



## **BARRY EAST**

Barry



# NEIGHBOURHOOD ACTION PLAN

## For the Barry East area

This is the neighbourhood action plan for the East Barry area. There are two primary schools within the area, Palmerston Primary School and Cadoxton Primary School.

This area has a number of shops within walking distance. The area is serviced with good bus routes and Cadoxton train station.

Within the area there's a mix of property types with a number of age designated 60+ properties.

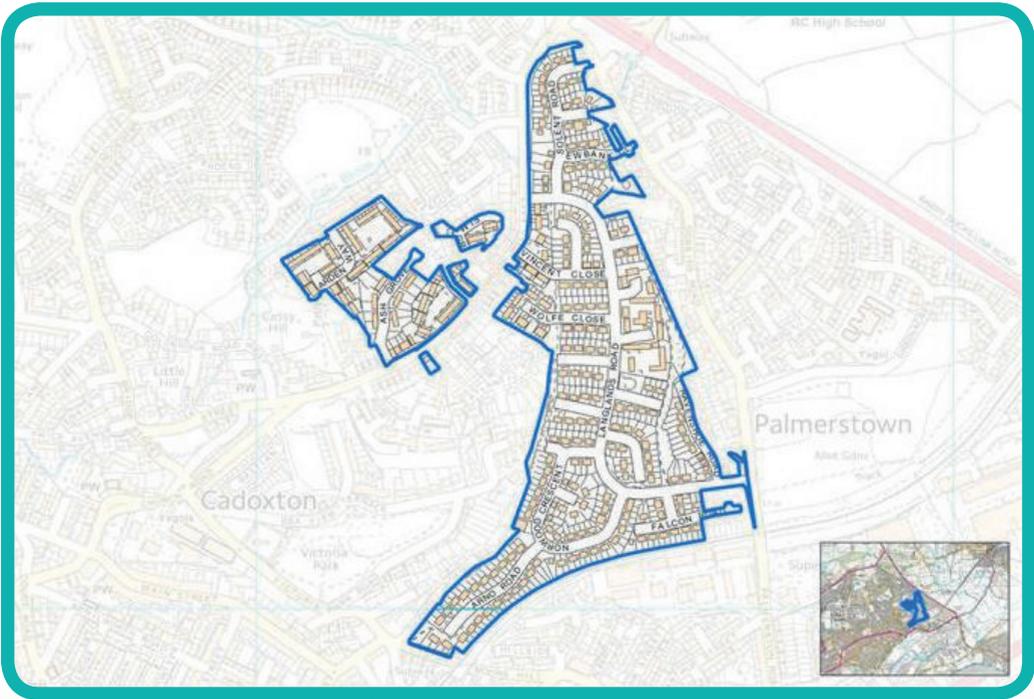
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## Neighbourhood fact file

- 30 June 2017 - There are 1,418 people living in the area.
- The area has an urban/rural classification of: Urban city and town.
- The Local Health Board is Cardiff and Vale University.
- The Police Force area is South Wales Police.
- The Fire and Rescue Authority is South Wales Fire and Rescue Authority.

There are 214 Council owned properties in the area. There are 128 houses, 33 flats, 12 flats for older people and 41 bungalows for older people. There are also 39 garages.

The properties are of a traditional construction type and were built between 1945 and 1974.



# What is a neighbourhood action plan?

## What are the aims?



The Barry East Neighbourhood Plan sets out a range of specific local priorities which are important to people who live on the estate. The plan takes into account a wide range of information including the results of resident consultation, results from the large scale tenants' satisfaction survey, socio economic data including health, employment and poverty as well as recurring themes identified by staff. Together, this information shapes priorities which affect people's lives, including environmental issues, promoting active communities addressing crime and security.

A number of actions are identified which address the priority issues on the estate and these will be delivered over the next few years in order to improve the neighbourhood and make a difference to tenants' lives.

## Key information for community

<p><b>Community safety</b></p>	<p>59% of tenants were satisfied with the arrangements for dealing with anti-social behaviour which is in-line with the Vale average.</p> <p>Noisy neighbours raise some concerns in the area with 21% of tenants in the area stating this was an issue which is significantly lower than the Vale average of 35%.</p> <p>Drug use wasn't regarded as a priority issue within the area with 21% of tenants seeing this as a concern which is similar to the Vale average of 26%.</p> <p>During a recent tenant survey 80% of tenants living in this area reported feeling either safe or very safe.</p>
<p><b>Customer contact</b></p>	<p>86% of residents said staff were helpful and 89% felt the staff were able to deal with their query quickly and efficiently.</p> <p>76% of tenants thought it was easy to contact the right person compared to the Vale average of 65%.</p> <p>In a recent neighbourhood audit 55% of tenants confirmed they knew the Neighbourhood Management Team for the area.</p>
<p><b>Demand for homes</b></p>	<p>There is a reasonable demand for homes within this area with an average of 22 applicants bidding on properties when advertised for re-let.</p> <p>"Good sense of community."</p> <p>"Good neighbours."</p>
<p><b>Access to services</b></p>	<p>People in the neighbourhood have good access to shops and services. There are good bus services meaning tenants can get into Barry or Cardiff town centre or visit supermarkets easily.</p> <p>"Central location, good bus services."</p>
<p><b>Rent arrears</b></p>	<p>92% of tenants in the area say that their rent represents value for money.</p> <p>33% of tenants are in rent arrears which is higher than the average across the Vale of 31%, however a high proportion of tenants receive Housing Benefit or Universal Credit to cover their housing costs.</p>
<p><b>Repairs</b></p>	<p>The average wait time for repairs was 8 days.</p> <p>87% of tenants on the estate were satisfied with the repairs service and 88% felt that repairs were carried out quickly.</p>
<p><b>Employment</b></p>	<p>The neighbourhood has high levels of employment compared with other neighbourhoods in Barry. With 3% of working age people claiming JSA (as opposed to 1% across the Vale). This indicates that some people in the neighbourhood are having difficulty accessing the jobs market and may not be well qualified for the jobs that are available.</p>
<p><b>Household income</b></p>	<p>The neighbourhood has some problems with family income levels compared with other neighbourhoods in the Vale. This indicates that some families may suffer the effects of deprivation and have difficulty in making ends meet.</p> <p>80% of tenants recently shared that they have some understanding of Universal Credit and how this will affect them.</p>

## Key information for community (cont.)

Property turnover	14 properties became empty last year which is around 7% of the housing stock in the area.
Active tenants	<p>The area has an active resident board, Ty Cadoc, which was formed with tenants living in Treharne. Recently the group has struggled to attract new members however is still committed to improving the local area.</p> <p>A number of community events have been held in the area including a Universal Credit awareness day and fun Halloween family day, both had excellent levels of tenant engagement, including in the organising of the events.</p> <p>Ty Cadoc Residents group were also successful in applying to a number of grant making organisations to secure funding to develop flower beds and communal gardens within the area.</p>
Crime and nuisance	<p>The main crimes reported to the Police (per 100 residents) include violent crime (2.1) and criminal damage (1.6). Both are higher than the Vale and Wales levels.</p> <p>Levels of burglary reported (0.6), ASB (2), and theft (0.3) are lower than other areas in the Vale.</p>
Health and well being	<p>31% of residents' health limits their day to day activities, this is higher than the Vale average.</p> <p>The neighbourhood has some issues with people's health and disability levels compared with similar neighbourhoods in the Vale. This could indicate that more people than usual may have mobility problems of one sort or another, need some long term medical support in their homes and perhaps feel quite isolated.</p>
Young people	<p>The proportion of young people living in the area is in line with the Vale average at around 19%.</p> <p>There is little provision made for Young People via Youth Clubs, social groups.</p>
Education	<p>Educational attainment levels are amongst the lowest quartile when compared to other areas in the Vale with average attainment scores below average at key stages 2, 3 and 4.</p> <p>Higher pupil absence rates than the Vale average at Primary (7%) and Secondary school (9%).</p>
Open spaces	<p>There is a variety of open spaces which could be used by the community. Hathaway and Stratford Greens.</p> <p>"Great green spaces for the children to play."</p> <p>"The greens are great!"</p>
Estate gradings	The overall estate grading is 3. Recurring issues include fly tipping, litter and overgrown hedges bordering on to pathways across the estate.

# Local knowledge:

## Auditing your estate

Whilst the indicators show us useful trends and point us in the right direction we need more local knowledge to identify some of the specific issues we need to address.

To gather this information we have conducted a neighbourhood audit asking the people who live and work here to identify what they think the issues were.

Residents view/comments	
The area as a whole benefits from established communities and low turnover of properties.	The frequency at which people move in and out of the neighbourhood is low and it is easy to let most properties. Garage areas – poor appearance, lots of voids – can we do something different?
The appearance of the area is good with many green spaces.  Several trees in the neighbourhood are in poor condition and there are areas of used land that could be put to better use.	Parking is a problem in some parts of the neighbourhood mainly due to the width of some roads and the lack of available space.
The general appearance of properties in the area is good, with WHQS now completed.	There are also some problems with the condition of gardens and fences in some areas due to maintenance and poor fencing.
The properties in the area have all had the WHQS works completed and are in very good condition.	There are also some problems with the condition of gardens and fences in some areas due to maintenance and poor fencing.
The Neighbourhood team speak to residents regularly and currently work with the resident forums or consultative local Residents Group. It is felt that there is an opportunity for more involvement with residents in the area. There is a lack of opportunities to obtain regular input from residents across the entire neighbourhood.	People don't know us well enough/no strong contact.  Need to know more about our tenants/ demographics.

As part of the neighbourhood audit tenants were asked to identify the most important services to them, the top three services within the area are:

- The overall appearance of the neighbourhood and ensuring this is maintained to a high standard
- Managing anti-social behaviour effectively
- Ensuring a high standard of overall home quality

When asked what tenants felt the priorities should be for improvement they highlighted:

- Tackling rubbish and fly tipping
- Improving community safety
- Developing green spaces and improving the local environment

## Actions

What?	Why?	When?
<b>Environment issues</b>		
To identify options to reduce refuse storage issues and the effect on neighbourhood appearance.	To improve the appearance of the neighbourhood.	Within 12 months
Consult with local tenants to develop an estate regeneration scheme to improve security, including lighting, potential CCTV, fencing etc.	To improve community safety.	Within 12 months
Work with partners and the local community to increase provision of litter bins in community spaces and litter picking to tackle on-going issues with rubbish.	To improve the overall appearance of the neighbourhood and improve the local environment. To reduce the incidents of casual littering in the neighbourhood and reduce level of dog fouling in common areas.	Within 6 months
Work in partnership with private landlords and owner occupiers to improve the gardens of non-local authority houses which are having a negative impact.	To improve the overall appearance of the neighbourhood. Build stronger communities.	Within 12 months
Target overgrown gardens of tenanted homes.	To improve the overall appearance of the neighbourhood. Improve community safety.	Within 6 months

What?	Why?	When?
Develop an improvement programme for the garage sites to bring the space back into use.	To improve the overall appearance of the neighbourhood. To develop green spaces and improve the environment. Improve local parking arrangements.	Within 12 months
<b>Environment issues</b>		
Undertake a review of local play facilities provision in consultation with residents. Including looking to install play equipment on Stratford and Hathaway greens.	Develop safe play spaces for children and young people. Developing green spaces and improving the environment. Improving community safety. Providing community activities.	Within 12 months
Complete an audit of green spaces within the area which can be developed to create community spaces or improve the local environment. This is to be completed in consultation with local residents. This will include considering how green spaces and waste land can be used to increase parking.	Developing green spaces and improving the environment. Increasing available parking in the area.	Within 12 months
<b>Crime and safety</b>		
Increase the physical surveillance in antisocial behaviour (ASB) hotspots working in partnership with the Police and Safer Vale.	Tackle anti-social behaviour. Improve community safety. Improve overall quality of life for people living in these areas. Build safe and cohesive communities.	Within 12 months
Work with the Police and Safer Vale on target hardening and a more general policing plan targeting drug and alcohol use, vehicle crime and crime against vulnerable groups.	Tackle anti-social behaviour. Improve community safety. Improve overall quality of life for people living in these areas. Build safe and cohesive communities.	Within 12 months
<b>Crime and safety</b>		
Work in partnership with Youth Service and Community Investment Team to develop diversionary activities with young people through outreach activities e.g. Football, Bike Club etc.	Tackle anti-social behaviour. Improve community safety. Build safe and cohesive communities. Providing community based activities. Support with employment and training.	Within 3 years

## Actions (cont.)

What?	Why?	When?
Build a network of tenant champions who will act as “good neighbours” to support people living in the local area and report any concerns to the Neighbourhood Team or PCSO’s as appropriate.	Tackle anti-social behaviour. Improve community safety. Build safe and cohesive communities.	Within 12 months
<b>Active communities</b>		
Promote time banking and increase the amount of tenant volunteering hours. Including starting volunteer litter picks within the area.	Develop good community relationships. Providing more community activities. Developing green spaces and improving the environment. Support with employment and training.	Within 6 months
Review current facilities and activities for young people.	Improving local services. Building community engagement. Providing community activities. Improving health and wellbeing. Improving community safety.	Within 12 months
<b>Active communities</b>		
To review current digital inclusion services available within the area and to work with tenants to identify the best digital offer for the area.	Supporting vulnerable tenants. Providing digital inclusion services. Improving community engagement. Supporting with training and employment. Providing money advice services.	Within 12 months
To work in partnership with the Community Investment Team and local residents to develop a plan for running more health and well-being activities within the area.	Improve health and wellbeing. Provide community activities. Improve community engagement. Provide support to vulnerable tenants. Build strong and cohesive communities.	Within 3 years
To identify a community space or mobile solutions to enable the Neighbourhood Management Team to spend time working in the heart of the community. This will include creating a space that local residents can use for community activities.	Improving community engagement. Providing community activities. Reducing anti-social behaviour. Building strong and cohesive communities.	Within 3 years
Consult with tenants to identify what employment and training services they would like to access to create a tailored package for residents living within the area.	Providing more community activities. Support with employment and training. Building strong and cohesive communities.	Within 12 months

## Actions (cont.)

What?	Why?	When?
<b>Active communities</b>		
To review community services in the area for older people and work with the Community Investment Team to develop a range of projects suitable for older people.	Providing Community activities. Supporting vulnerable tenants.	Within 12 months
Create Neighbourhood Team contact cards, including photos and contact information for officers. These will then be delivered to all Vale Home's properties in the area. These will also include the details of Neighbourhood Walkabouts.	Improve engagement with the community. Improve community relationships. Building strong and cohesive communities.	Within 6 months
To work in partnership with the Community Investment Team and local residents to start a gardening club that can help look after communal spaces, enable older people to share their knowledge and teach new tenants how to manage their gardens successfully. Using time banking this could also form a skills exchange.	Providing community activities. Increasing community engagement. Supporting vulnerable tenants. Support with employment and training. Improving the overall appearance of the neighbourhood. Building strong and cohesive communities.	Within 12 months
To work with local residents, service providers and local businesses to see if access to services can be improved for those living in the area, for example a local vegetable co-op or delivering items etc.	Increasing community engagement. Supporting vulnerable tenants. Building strong and cohesive communities.	Within 3 years

# How to contact us:

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8:30 to 5:00pm Monday to Thursday

8:30 to 4:30pm Friday

