

Neighbourhood Action Plan



BUTTRILLS

Barry



NEIGHBOURHOOD ACTION PLAN

For the Buttrills Estate in Barry

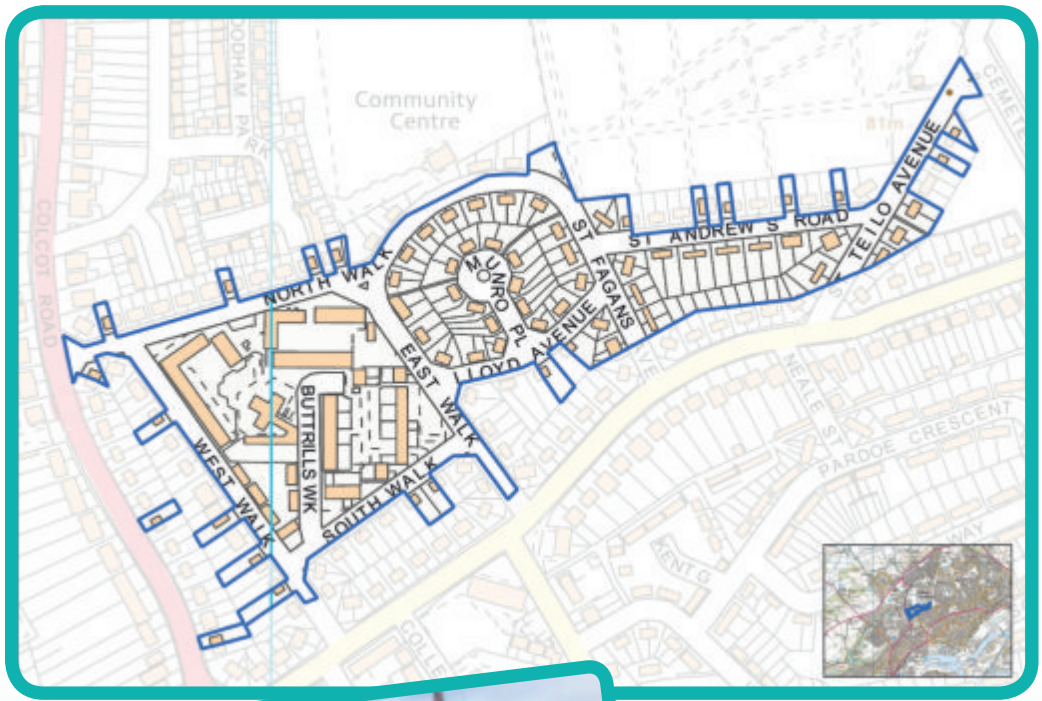
Buttrills borders Colcot to the north and includes territory to the north of Barry Road and south along Buttrills Road. Buttrills playing fields (known as The Butts) in the upper part of the district are extensive and used regularly for training and local weekend football matches. To the east, adjacent to the playing fields, is Barry Cemetery. The Cherry Orchard is a popular local public house on Barry Road. College Fields Nursing Home is located just behind this.

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Neighbourhood fact file

- 30 June 2017 - There are 1,798 people living in the Buttrills 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 164 Council owned properties, 1 leasehold property and 24 garages. There are 57 houses and 95 flats and 12 bungalows for older people. The properties are of a traditional construction type and were built prior to 1974.



What is a neighbourhood action plan?



What are the aims?



This 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>Community Safety</p> | <p>52% of tenants were satisfied with the arrangements for dealing with anti-social behaviour which falls just below the Vale average of 58% showing there is room for improvement.</p> <p>Noisy neighbours are a concern for many with 66% of tenants on the estate stating this was an issue which is significantly higher than the Vale average which is 33%</p> <p>Drug use is also regarded as an issue within the neighbourhood which 45% of tenants identifying it as an area of concern, again this is significantly higher than the Vale average of 26%.</p> <p>84% of tenants who responded to a local survey shared that they either felt safe or very safe living in the area.</p> <p>"I feel very comfortable here, the neighbours are lovely and I like the off road parking"</p> |
| <p>Customer contact</p> | <p>77% of residents said staff were helpful and 76% felt the staff were able to deal with their query quickly and efficiently.</p> <p>53% of tenants thought it was easy to contact the right person which is lower than the Vale average 65%</p> <p>During a recent tenant survey, 84% of tenants who responded advised that they knew the Neighbourhood Team responsible for the area.</p> |
| <p>Demand for homes</p> | <p>There is a reasonable demand for properties within this area with an average of 26 applicants bidding when a property is advertised for re-let.</p> <p>"The redevelopment of the estate is brilliant and the Neighbourhood Team are visible – which is great!"</p> |
| <p>Access to services</p> | <p>People in the neighbourhood have good access to shops and services. There are good bus services meaning tenants can get into Barry town centre or visit supermarkets easily.</p> |
| <p>Rent arrears</p> | <p>76% of tenants on the estate say that their rent represents value for money. Only 23% of tenants are in rent arrears which is better than the Vale average, 31%.</p> <p>A high proportion of tenants receive Housing Benefit or Universal Credit to cover their housing costs.</p> |
| <p>Repairs</p> | <p>The average waiting time for a repair was 8 days.</p> <p>66% of tenants on the estate were satisfied with the repairs service and 67% felt that repairs were carried out quickly.</p> |
| <p>Employment</p> | <p>The neighbourhood has high levels of unemployment compared with other neighbourhoods in Barry. 2% of working age people claimed JSA, compared to 1% across the Vale.</p> |
| <p>Household income</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>58% of tenants advised that they have some understanding of Universal Credit and how this will affect them.</p> |

Key information for community (cont.)

| | |
|-----------------------|--|
| Property turnover | 22 properties became empty last year which is 13% of the housing stock in the area. |
| Active Tenants | <p>There is a long established Residents Board which represents the interests of people living in the estate. The Board has actively campaigned for the area and provides a number of activities for families such as day trips. The group is proactive in promoting tenants' rights and holding the Council to account for services delivered.</p> <p>"We have really good neighbours" "Sense of community"</p> |
| Crime and nuisance | There are above average crime levels for the estate, with double the average number of burglaries, high incidence of violent crime and higher amounts of anti-social behaviour reported. |
| Health and well being | <p>30% 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 number of young people living in the area is in-line with the Vale average of around 19% of the population.</p> <p>There is little provision made for Young People via Youth Clubs, Social groups.</p> |
| Education | <p>Educational attainment levels are lower than other areas in the Vale with average attainment scores at key stages 2 (86), 3 (102) and 4 (463); as compared to (89), (106) and (492).</p> <p>Higher pupil absence rates than the Vale average at Primary (6.3%) and Secondary school (9.2%). Compared to 5.9% and 7.9% across the Vale.</p> |
| Open spaces | There is a variety of open spaces which could be used by community. This includes a number of smaller tracts of green space or parking areas within the estate. |
| 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 has a higher than average turnover of properties | The frequency at which people move in and out of the neighbourhood is high but it is always possible to let most properties. Garage areas – poor appearance. |
| The appearance of the area has improved recently with some open spaces which are not used well by the community. | 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 poor and has the look and feel of a traditional Council estate. | 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 issues with poor garden and fencing condition. |
| <p>The Neighbourhood team speak to residents and actively works with any resident forums or consultative groups. It is felt there is a lack of opportunities to obtain regular input from residents across the entire neighbourhood.</p> <p>The area has improved recently</p> <p>Strong Residents Board</p> <p>Good green spaces</p> <p>Drop in events</p> <p>Local engagement with tenants</p> | |

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:

- Communicating effectively with tenants, listening to suggestions and acting on these
- Repairs and maintenance being completed to a high standard in a timely fashion
- Value for money rent

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

- Improving community safety
- Building good community relationships within the area
- Ensuring that repairs and maintenance are completed to a high standard in a timely fashion

Actions

| What? | Why? | When? |
|--|--|------------------|
| Environment issues | | |
| To identify options to reduce refuse storage issues and the effect on neighbourhood appearance. Including reviewing current bin store arrangements and exploring creative solutions with local tenants. | To improve the appearance of the neighbourhood. | Within 6 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 6 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 the level of dog fouling in common areas. | Within 6 months |
| 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 |

Actions (cont.)

| What? | Why? | When? |
|--|--|------------------|
| Undertake a review of local play facilities provision in consultation with residents. | 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 |
| Environment issues | | |
| To review the current children's play area at Awbery House. To redesign the use of this space and increase safety within the area. | Improving community safety. Providing community activities. Tackling rubbish and fly tipping, including dog fouling. Tackling Anti-Social behaviour. | Within 6 months |
| To work with the Council's Park's department to review current litter picking service and the number of litter bins in the area to see if this can be improved. To look at community based solutions to increasing litter picking such as tenant involvement schemes using Time Banking | Tackle litter and fly tipping. Improve community safety Improve the overall appearance of the neighbourhood. | Within 6 months |
| Crime and Safety | | |
| 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 |
| Crime and Safety | | |
| Establish Neighbourhood Watch activities to increase the level of surveillance in the neighbourhood and therefore increase the feeling of security and empowerment against crime. Including identifying vulnerable tenants who have been or may be a victim of crime. | To reduce levels of vandalism and increase feelings of security for residents who feel vulnerable to crime. Development of a long term crime prevention strategy will ensure consistent policing approach. | Within 6 months |

Actions (cont.)

| What? | Why? | When? |
|--|--|------------------|
| 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 6 months |
| 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 |
| To work with other Council departments, such as Civil Enforcement Officers to reduce the number of issues with inconsiderate parking | Improve community safety Improve parking facilities | Within 6 months |
| To review the current lighting arrangements within car parking areas and public spaces to see if these can be improved. | Improve community safety Build safe and cohesive communities. | Within 6 months |
| Active communities | | |
| Working in partnership with community groups, organisations and tenants to develop a menu of youth engagement activities within the area. Including establishing a youth tenant forum for the area (targeting 16 to 25 year olds) | Improving local services. Building community engagement. Providing community activities. Improving health and wellbeing. Improving community safety. | Within 12 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 6 months |
| To work with the Community Investment Team and Building Services to create a community space within Awbery House, including incorporating a digital offer to tenants. | Improving local services. Building community engagement Providing community activities Support with employment and training Increasing access to digital services. | Within 12 months |
| To run a number of money advice sessions and Universal Credit sessions within the area to ensure that tenants have access to appropriate advice. | Provide money advice and support services to tenancies. Building sustainable tenancies. | Within 6 months |
| Active communities | | |

Actions (cont.)

| What? | Why? | When? |
|---|--|------------------|
| To promote employment and training services within the area, including leafleting properties, running taster sessions and targeted projects to increase engagement. | Providing employment and training support. Building sustainable tenancies. Improving health and wellbeing. Providing community activities. Building strong and cohesive communities. | Within 6 months |
| Using Time Banking to recruit community and block champions to promote the local area and welcome new tenants when moving in. | Support with employment and training. Increase community engagement. Improving green spaces and local environment. Building strong and cohesive communities. | Within 6 months |
| Work with the Community Investment Team to establish a "Buttrills in Bloom" competition, this will include upskilling tenants on how to maintain their gardens, grow plants, look after the communal gardens and create innovative hanging baskets or "garden in a bin" type displays | Support with employment and training. Increase community engagement. Provide community based activities. Improve green spaces and local environment. Tackle rubbish and fly tipping within the area. | Within 12 months |
| Rebrand the local area to show future tenants the positives it has to offer in order to challenge negative views people may hold. Including the use of show flats and promotional leaflets or adverts about the area. | Build strong community relationships. Build sustainable tenancies. Build strong and cohesive communities.. | Within 3 years |
| Active communities | | |
| Working with Community Investment to consider the benefits of securing funding to develop a community based vehicle, similar to TREV, to run community based activities from including mobile digital inclusion services. | Build strong community relationships. Providing community based activities. Increasing the digital offer to tenants. | Within 3 years |
| Work in partnership with the Housing Solutions Team to review the use and management of temporary accommodation within the area | Building strong and cohesive communities. | Within 12 months |
| To work with other functions within the Housing Management Service to improve our digital communication with tenants, including sending rent statements via email rather than postal statements if requested. | Building sustainable tenancies. Increasing the digital offer to tenants. Developing a menu of communicate available to tenants – tailored services. | Within 12 months |

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8:30 to 5:00pm Monday to Thursday

8:30 to 4:30pm Friday

