

Neighbourhood Action Plan



CENTRAL ESTATES

Barry



NEIGHBOURHOOD ACTION PLAN

For the Central Estates area

This is the neighbourhood action plan for Central Estates in Barry.

This includes, Williams Crescent, Owens Close, Irving Place and surrounding streets.

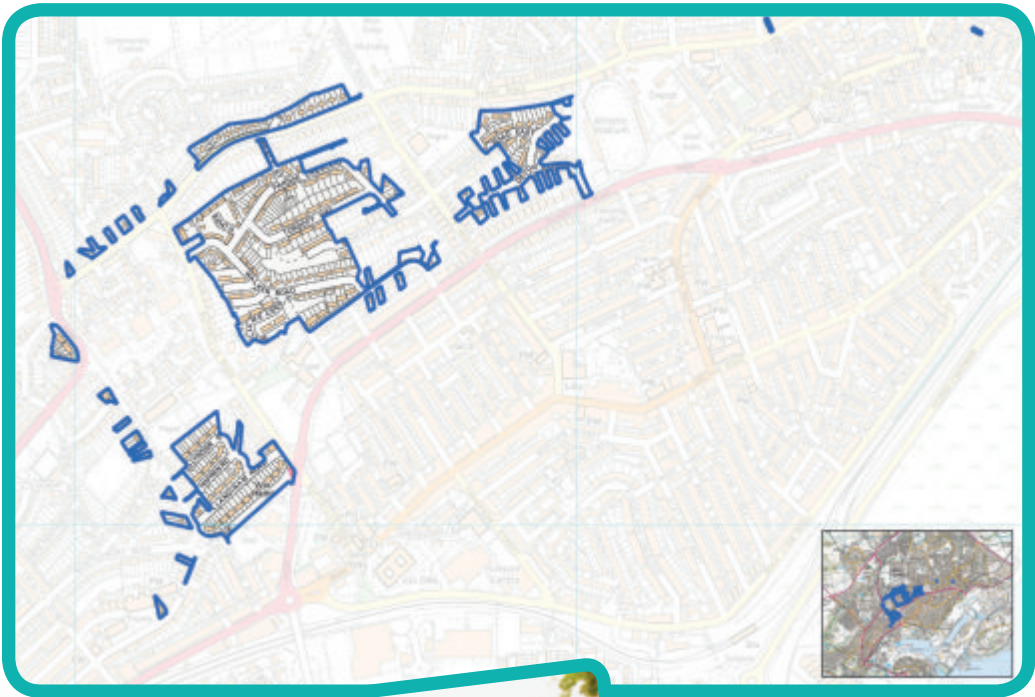
Central Estates sits in the Buttrills ward in Barry, Vale of Glamorgan. The Buttrills ward is situated in the middle of Barry and its most northern edge borders the Buttrills area. Central Estates benefits from being close to the Buttrills playing fields, the Cherry Orchard pub and the Memorial Hall. It also contains Gladstone Primary School.

Neighbourhood fact file

- 30 June 2017 - There are 1,798 people living in Central Estates
- 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 230 Council owned properties, 42 leasehold properties and 31 garages.

There are 93 houses and 73 flats and 11 bungalows and 53 bungalows for older people. The properties are of a traditional construction type and were built circa 1957.



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 and 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>51% of tenants were satisfied with the arrangements for dealing with anti-social behaviour which is just below the Vale average of 58%</p> <p>Noisy neighbours were not a major concern within the area for tenants with only 29% stating this was an issue compared to the Vale average of 35%</p> <p>Drug use again was not highlighted as a major concern within the area with 20% of tenants stating this was an issue for concern compared to the Vale average of 26%</p> <p>In a recent tenant survey 60% living within the area reported feeling very safe when responding to a recent tenant survey.</p>
<p>Customer contact</p>	<p>76% of residents said staff were helpful and 76% felt the staff were able to deal with their query quickly and efficiently.</p> <p>64% of tenants thought it was easy to contact the right person which is in line with the Vale average of 65%</p> <p>80% of tenants confirmed they knew the Neighbourhood Team responsible for the area.</p>
<p>Demand for homes</p>	<p>There is a good demand for housing within the areas with an average of 55 applicants bidding on properties when advertised for re-let.</p> <p>"It's a really quiet area"</p> <p>"Quiet area and good relationships with my neighbours in the area"</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>89% of tenants on the estate say that their rent represents value for money.</p> <p>30% of tenants are in rent arrears which is in line with the Vale average of 31% however a high proportion of tenants receive Housing Benefit or Universal Credit to cover their housing costs.</p>
<p>Repairs</p>	<p>Average waiting time for a repair was 8 days.</p> <p>73% of tenants on the estate were satisfied with the repairs service and 75% felt that repairs were carried out quickly.</p>
<p>Employment</p>	<p>The neighbourhood has higher levels of employment compared with other neighbourhoods in Barry.</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>60% of tenants have heard about Universal Credit but don't know how the changes will affect them.</p>
<p>Property turnover</p>	<p>17 properties became empty last year (7% of the housing stock)</p>
<p>Active Tenants</p>	<p>There are no established residents boards which represents the interests of people living in the area.</p>

Key information for community (cont.)

<p>Crime and nuisance</p>	<p>The main crimes reported to the Police (per 100 people) include ASB (3.9), violence and sexual offences (2.4) Criminal Damage (1.9), burglary (2.4) and all are higher than the Vale average.</p>
<p>Health and well being</p>	<p>23% of residents' health limits their day to day activities, this is similar to 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> <p>During a recent tenant survey residents highlighted that as a priority they would like to see more support provided to vulnerable people living within the area.</p>
<p>Young people</p>	<p>The proportion of young people living in the area is similar to the Vale average at around 21%. However there is little provision made for young people via youth clubs, social groups.</p>
<p>Education</p>	<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>The area also has higher pupil absence rates than the Vale average at Primary and Secondary school</p>
<p>Open spaces</p>	<p>There is a variety of open spaces which could be used by community.</p>
<p>Estate Gradings</p>	<p>The overall estate grading is 3. Recurring issues include fly tipping, litter and overgrown hedges bordering on to pathways across the estate.</p>



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 a steady 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 communal spaces.	Parking is a problem in some parts of the neighbourhood mainly due to the width of some roads and the lack of available space. There is also a lot of hard standing parking areas which aren't used to their full potential and can attract youths and fly tipping.
The general appearance of properties in the area is good, with some significant improvements in the appearance of the estate following the external works that have recently been 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 but do not currently work 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.	Not enough people know us/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:

- Communicating effectively with tenants, listening to suggestions and acting on these
- High overall quality of home
- Providing value for money rent

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

- Building good community relationships
- Providing support for vulnerable tenants living within the area
- Tackling issues with rubbish and fly tipping within the area



Actions

What?	Why?	When?
Environment issues		
To identify options to reduce refuse storage issues and the effect on neighbourhood appearance.	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 3 years
To reduce the incidents of casual littering in the neighbourhood and reduce level of dog fouling in common areas.	To improve the overall appearance of the neighbourhood. To develop green spaces and improve the environment.	Within 12 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
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
To work with our Parks Department to review grass cutting services to see how we can provide a more effective service moving forward.	To develop green spaces and improve the environment.	Within 6 months
Environment issues		
To establish a programme for improving and managing communal facilities within the area.	Improving the overall appearance of the Neighbourhood Improving community safety.	Within 12 months
To work with residents and Neighbourhood Services to develop projects for tackling litter and fly tipping within the area.	Improve the overall appearance of the Neighbourhood.	Within 12 months

Actions (cont.)

What?	Why?	When?
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 3 years
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
Crime and Safety		
To arrange more walkabouts with PCSO to improve community safety.	Improve engagement with tenants. Building community engagement. Tackling ASB and addressing rubbish or fly tipping.	Within 6 months
Active communities		
Promote time banking and increase the amount of tenant volunteering hours.	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 community facilities and activities in the area and see how we can develop future opportunities.	Improving local services. Building community engagement. Providing community activities. Improving health and wellbeing. Improving community safety.	Within 12 months

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
Active communities		
Using Time Banking recruit community and block champions to promote the local area and welcome new tenants when moving in.	Support with employment and training. Increasing community engagement. Building sustainable tenancies. Building strong and cohesive communities.	Within 12 months
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
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



How to contact us:

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In writing:

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Via the web:

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In person:

Housing Reception, Civic Offices, Holton Road, Barry

8:30 to 5:00pm Monday to Thursday

8:30 to 4:30pm Friday

