

Neighbourhood Action Plan



DINAS POWYS



NEIGHBOURHOOD ACTION PLAN

For Dinas Powys

This is the neighbourhood action plan for the Dinas Powys area. Dinas Powys has Dinas Powys Primary School and St Andrew's C/W Primary School.

Dinas Powys has shops within walking distance. Dinas Powys has two train stations and good bus links.

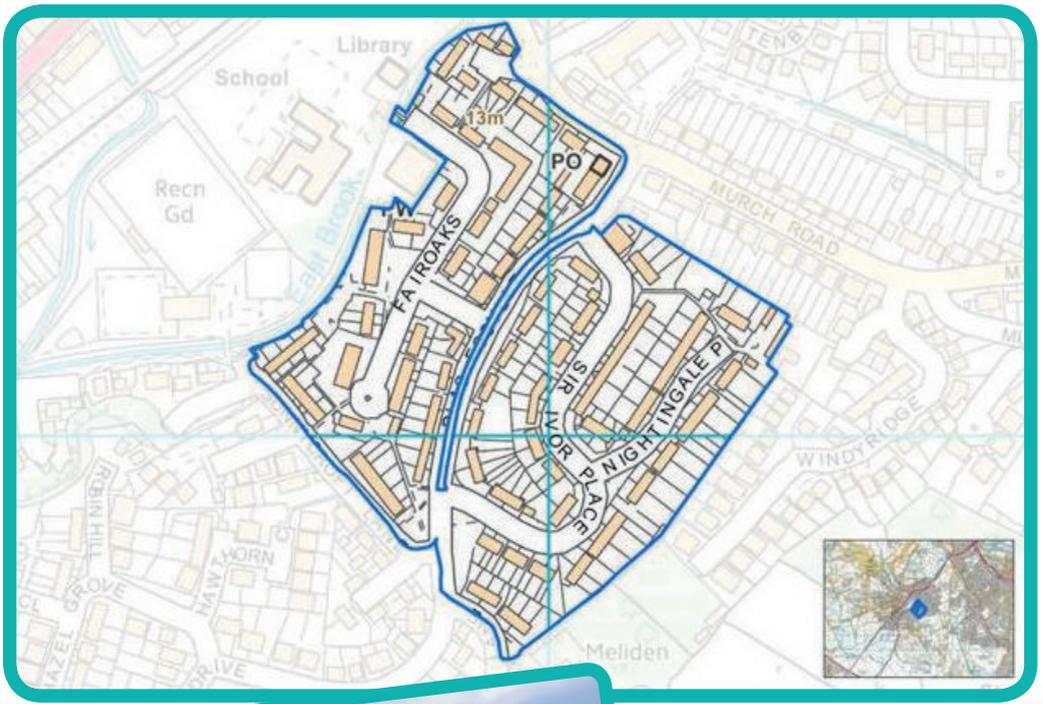
Dinas Powys is home to a Council owned Sheltered Scheme Fairoaks. Fairoaks houses residents aged 55 plus. The scheme benefits from a communal area which hosts a number of activities for both residents and the local community.

Neighbourhood fact file

- 30 June 2017 - There are 1,874 people living in
 - Dinas Powys
- The area has an urban/rural classification of:
Urban city and town
- The Local Health Board for
 - Dinas Powys is Cardiff and Vale University
- The Police Force area for
 - Dinas Powys is South Wales Police
- The Fire and Rescue Authority for
 - Dinas Powys is South Wales Fire and Rescue Authority

There are 183 Council owned properties in the Dinas Powys area, with 47 leasehold properties and 54 garages.

There are 35 houses and 49 general needs flats, 54 flats for older people and 45 bungalows for older people including the Fairoaks sheltered scheme. The properties are of a traditional construction type and were mainly built between 1945 and 1964.



What is a neighbourhood action plan?

What are the aims?



The Dinas Powys and Sully 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>70% of tenants were satisfied with the arrangements for dealing with anti-social behaviour which is significantly higher than the Vale average of 58%. Noisy neighbours are not a concern for many living in the area with only 14% of tenants stating this was an issue which is significantly lower than the Vale average of 35%.</p> <p>In a recent tenant survey 100% of tenants reported feeling either safe or very safe living in the area.</p> <p>"The area is quiet and the neighbours are good".</p>
<p>Customer contact</p>	<p>90% of residents said staff were helpful and 87% 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 which is above the Vale average of 65%.</p> <p>80% of tenants advised they know the Neighbourhood Management Team for the area.</p>
<p>Demand for homes</p>	<p>There is a low demand for properties in the area, although it still remains a popular area to live. On average there are 16 bids placed on each property when advertised for re-let.</p> <p>"Close to shops and friendly neighbours".</p> <p>"Neighbours are lovely, good location, good views and enjoy living here".</p>
<p>Access to services</p>	<p>People in the neighbourhood have good access to shops and services. There are good bus services and train services covering the area enabling easy access to Penarth, Barry and Cardiff.</p> <p>There are a number of schools in the area including Dinas Powys Primary, St Andrews Primary and Sully Primary.</p> <p>"Quiet area, local people are lovely, all public transport is just 5 minutes away and you can easily get everywhere".</p>
<p>Rent arrears</p>	<p>92% of tenants on the estate say that their rent represents value for money. 21% of tenants are in rent arrears which is significantly lower than the Vale average of 31%.</p>
<p>Repairs</p>	<p>The average waiting time for a repair is 8 days.</p> <p>77% of tenants on the estate were satisfied with the repairs service and 88% felt that repairs were carried out quickly.</p> <p>In a recent tenant survey, residents did highlight repairs and maintenance as an area that could be developed further to better meet their needs.</p>
<p>Employment</p>	<p>The neighbourhood has low levels of employment compared with other neighbourhoods. 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>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>40% of tenants are aware of Universal credit and how the changes will affect them.</p>

Key information for community (cont.)

Property turnover	12 properties became empty last year which is around 7% of the housing stock in the area.
Active tenants	<p>There is an established Residents Board which represents the interests of older people living in Dinas Powys that operates out of Fairroaks Sheltered scheme. The Board has actively campaigned for the area and has been effective in instigating positive change including the new facilities e.g. external upgrades, promoting tenants' rights and holding the Council to account for services delivered.</p> <p>As well as the Residents Board there is social group based at Fairroaks. The Dinas Powys Residents Group is open to anyone living in Dinas and covers issues across the area. The Chair of the group is currently very proactive in attracting new members.</p>
Crime and nuisance	<p>There are lower than average crime rates for all types of crimes with the rate of recorded burglaries reported (per 100 residents) at 0.5, The rate of violent crime is 1.4 (per 100 residents), the rate of recorded thefts (0.2), the rate of criminal damage (0.6), and the reported ASB (1.1). All are under the Vale and Welsh Average.</p> <p>"It's a quiet area".</p>
Health and well being	<p>26% 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>
Young people	<p>The proportion of young people living in the area is in-line with the Vale average at round 19%.</p> <p>There is little provision made for young people via youth clubs, social groups.</p>
Education	<p>Educational attainment levels are slightly below average 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 other Vale Secondary schools with 11% compared to the Vale average of 8%.</p>
Open spaces	There is a variety of open spaces which could be used by the community.
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.	There are also some problems with poor gardens and fencing in the area.
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 other resident forums or consultative groups. It is felt there is a lack of opportunity to obtain regular input from residents across the entire neighbourhood.	People don't know us/no strong contact in the larger estates. 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:

- Ensuring that repairs and maintenance issues are resolved in a timely fashion
- Communicating effectively with tenants, listening to suggestions and acting on these
- Ensuring a high standard of overall home quality

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

- Ensuring that repairs and maintenance issues are resolved in a timely fashion
- Tackling anti-social behaviour within the area
- Improving parking facilities

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 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 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

Actions (cont.)

What?	Why?	When?
To work with tenants living in Camms Corner flats to regenerate and brighten up the hard standing / garage area behind the block to make it more family friendly.	To improve the overall appearance of the neighbourhood. Tackle anti-social behaviour. Develop green spaces and improve the environment. Improve community engagement. Provide community activities.	Within 12 months
Environment issues		
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. Improve parking facilities.	Within 3 years
Crime and safety		
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 12 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 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

Actions (cont.)

What?	Why?	When?
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 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 12 months
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 to tackle social isolation.	Providing Community activities. Supporting vulnerable tenants.	Within 3 years
Active communities		
To work with our Responsive Repairs Team to run community based repairs reporting services and have officers attending that fix repairs at the time of reporting. To work with Responsive Repairs and Tenants to review how we can further develop the repairs service to better meet the needs of the service and tenants.	Maintain the overall quality of the home. Ensure that repairs and maintenance are completed to high standard in a timely fashion.	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



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Via the web:

www.valeofglamorgan.gov.uk

In person:

Housing Reception, Civic Offices, Holton Road, Barry

8:30 to 5:00pm Monday to Thursday

8:30 to 4:30pm Friday

