

# Neighbourhood Action Plan



## GIBBONSDOWN

Barry



# NEIGHBOURHOOD ACTION PLAN

## For the Gibbonsdown Estate

This is the neighbourhood action plan for the Gibbonsdown estate. Gibbonsdown is located in north Barry, bordered by Skomer Road in the north and St Brides Way in the south, with views across the Bristol Channel. The estate was built by the Council in 1960's and continues to be made up mainly of Council homes, it is known locally as 'Gibby' and still has a strong sense of community. Gibby is also widely known for Pencoedtre Splash Pad which brings a lot of visitors to the area each year.

In the 1980' and 90s Gibbonsdown formed part of the Priority Estates Project (PEP) a government initiative to turnaround a small number of 'run down' estates- this brought significant investment and a local, intensive housing management service. More recently, Gibbonsdown was a Communities First area and attracted a significant amount of investment targeted towards getting people into work, improving health and well-being and creating more active citizenship.

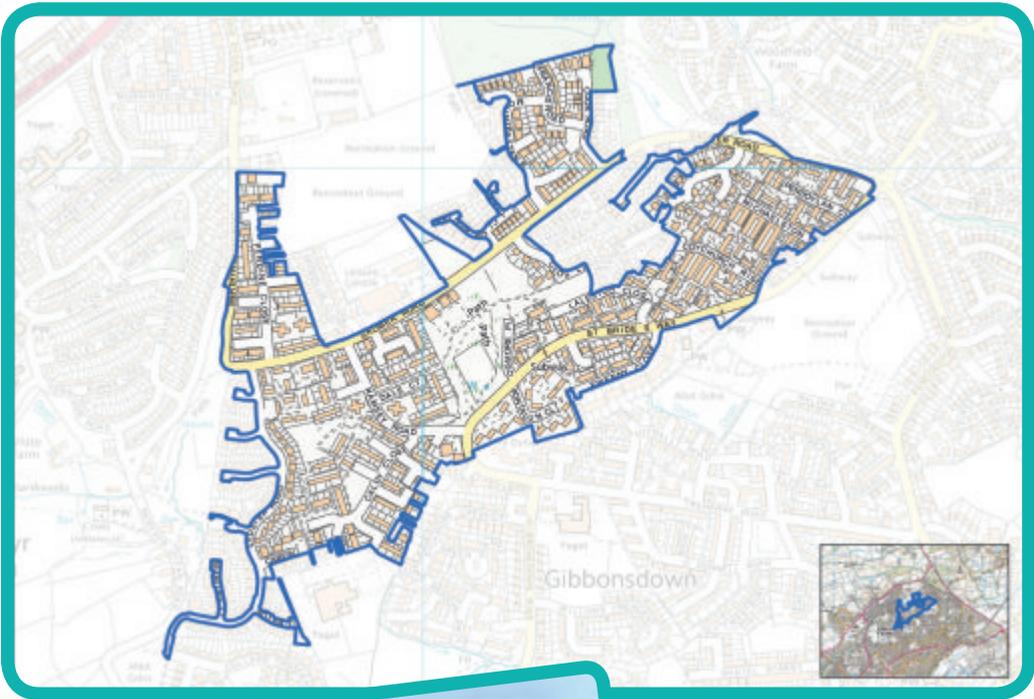
The estate has changed significantly, however it is still one of the most deprived wards in the Vale of Glamorgan and in Wales.

## Neighbourhood fact file

- 30 June 2017 - There are 1,722 people living in Gibbonsdown
- 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 483 Council owned properties, 1 leasehold property and 126 garages.

There are 260 houses and 100 flats, 32 flats for older people and 91 bungalows for older people. The properties are of a traditional construction type and were built between 1965 and 1974.



# What is a neighbourhood action plan?

## What are the aims?



The Gibbonsdown 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 feedback from the Residents Board, results from the large scale tenants' satisfaction survey and socio economic data including health, employment and poverty. 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><b>Community safety</b></p>	<p>60% of tenants were satisfied with the arrangements for dealing with anti-social behaviour which is just higher than the Vale average of 58%.</p> <p>Noisy neighbours are a concern for many with 46% of tenants on the estate stating this was an issue which is higher than the Vale average of 35%.</p> <p>Drug use and drug taking was also regarded as an issue for 44% of residents significantly higher than 26% which is the Vale average.</p> <p>In a recent tenant survey 74% of tenants reported feeling either safe or very safe living within this area.</p> <p>"I've lived here all my life, I know everyone and most of all I feel safe"</p>
<p><b>Customer contact</b></p>	<p>82% of residents said staff were helpful and 81% felt the staff were able to deal with their query quickly and efficiently.</p> <p>63% of tenants thought it was easy to contact the right person which is similar to the Vale average of 65%.</p> <p>50% of tenants in the area confirmed they knew the Neighbourhood Management Team for the area.</p>
<p><b>Demand for homes</b></p>	<p>There is a healthy demand for homes in the area with an average of 29 applicants bidding for properties when advertised for re-let.</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 town centre or visit supermarkets easily.</p> <p>The estate has both an English and Welsh medium primary school. Both schools offer sufficient places for children living within the catchment.</p> <p>Gibbonsdown is a Flying Start area which means there is a range of additional services for children and families. These include nurseries, parent and toddler groups, drop ins etc. Services are run from community buildings on the estate.</p> <p>"Great neighbours, local shops, takeaway, pub and schools"</p>
<p><b>Rent arrears</b></p>	<p>80% of tenants on the estate say that their rent represents value for money.</p> <p>32% of tenants are in rent arrears which is similar to the Vale average 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>Average waiting time for a repair was 8 days.</p> <p>73% of tenants on the estate were satisfied with the repairs service and 82% felt that repairs were carried out quickly.</p>
<p><b>Employment</b></p>	<p>The neighbourhood has high levels of unemployment compared with other neighbourhoods in Barry. 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>The Gibbonsdown area did benefit for the additional services provided through Communities First and now Communities for Work following a change in funding.</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>44% of tenants have some understanding of Universal Credit and how the changes will affect them.</p>

Property turnover	28 properties became empty last year which is around 11% of the stock in the area. "It's a nice and quiet area"
Active tenants	There is a long established Residents board which represents the interests of people living in Gibbonsdown. The board has actively campaigned for the area and has been effective in instigating positive change including facilities e.g. splash park, promoting tenants' rights and holding the Council to account for services delivered. "Good residents board, nice neighbours and good lighting"
Crime and nuisance	The main crimes reported to the Police (per 100 residents) include ASB (4.1), violence (2.8) Criminal Damage (1.3), burglary (1.1) , all of which are higher than both the Vale and Wales average.
Health and well being	20% of residents' health limits their day to day activities - this is similar to the Vale average.  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.
Young people	There is a higher proportion of younger people living in this area than the Vale or Welsh average, with 24% of the population aged between 0-15 years.  There is little provision made for Young People via youth clubs, social groups.
Education	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.  Higher pupil absence rates than the Vale average at Primary and Secondary school.  Gibbonsdown Children's Centre is also a key agency in the area providing support to pre-school age children and their families.
Open spaces	There is a variety of open spaces which could be used by community. This includes a large tract of green space known as Treetops which runs through the estate, the playing fields below St Brides Way and a number of smaller tracts of green space or parking areas within the estate.  "What I like about the area is, the people, the estate layout and tenant respect"
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

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
- Managing anti-social behaviour effectively

- Ensuring repairs and maintenance are carried out in a timely fashion to a high standard.

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

- Improving community safety
- Tackling anti-social behaviour
- Improving parking within the area

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	
There are some neighbour nuisance issues in the neighbourhood; mainly around noise and inconsiderate behaviour. However there have also been some more serious incidents of harassment and drug related antisocial behaviour in some specific areas of the neighbourhood and incidents of opportunistic burglary in the summer months.	The frequency at which people move in and out of the neighbourhood is low and it is easy to let most properties, however there are problems letting flats in some blocks.
The appearance of the neighbourhood is good with many green spaces; however there is a significant problem with fly tipping and some areas near to the shops and flats are subject to littering. There are also some issues with the underpasses at Dale Court, Pendoylan Close, Manorbier Court and Laleston Close.  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 near to the flats mainly due to the lack of available space. In addition some garages are in poor condition and in need of investment.
There have been concerns raised about road safety in the area and the Resident's Board continues to be concerned around the amount and speed of traffic coming through the area. St Brides Way is of particular concern.	There are also some problems with the condition of gardens and fences in some areas due to maintenance and poor fencing.
There are pockets of properties in the neighbourhood reporting problems with damp.	There is a long established residents group operating in the area and they continue to work on behalf of residents to deliver positive change.
Some parts of the estate are poorly lit and together with uneven footpaths, are a hazard to pedestrians.	The provision of clubs and activities for young people is important.
The Holm View Leisure Centre building could be used to benefit the community; one opportunity worth exploring further is to provide a base for skills training, work experience, workshops or delivering apprenticeships.	There is scope to improve the use of the Aberaeron Hub, especially for informal clubs e.g. gaming, knitting, photography, homework etc.

# 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 6 months
Consult with local tenants to develop an estate regeneration scheme to improve security, including lighting, potential CCTV, underpasses, 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
Develop an improvement programme for redundant garage site and 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 6 months
Work with residents to explore options for making use of green spaces on the estate including Treetops.	Developing green spaces and improving the environment.  Improving community safety.  Improving the overall appearance of the Neighbourhood.  Tackling rubbish and fly tipping.  Providing community activities.  Tackling anti-social behaviour.	Within 6 months
<b>Environment issues</b>		
To work with local schools and youth groups to create a campaign to tackle rubbish and fly tipping within the area.	Tackle rubbish and fly tipping.  Improve the overall appearance of the neighbourhood.  Improve community engagement.	Within 12 months
In partnership with Highways review local pathways and pavements to instate a plan for improvements.	Improve the overall appearance of the neighbourhood.	Within 3 years
To work with our Parks service to ensure that high quality grass cutting and grounds maintenance services are provided, including tackling weeds and overgrowth.	Improve the overall appearance of the neighbourhood.  Provide value for money rent.	Within 6 months

## Actions (cont.)

What?	Why?	When?
<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>		
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.	Improve Community Safety. Tackle anti-social behaviour. Build safe and cohesive communities. Improve community engagement. Support vulnerable tenants.	Within 6 months
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 6 months
In partnership Highways and local residents to review current street lighting and lighting of communal areas to see if there is scope to improve this.	Improve community safety. Tackle anti-social behaviour. Support vulnerable tenants. Build safe and cohesive. communities.	Within 12 months

## Actions (cont.)

What?	Why?	When?
<b>Active communities</b>		
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 the use of the Aberaeron Hub to see if community services could make better use of the facilities in the evenings or at weekends.  This is to include the possibility of income generation to support activities already running from the HUB.	Providing more community activities. Support with digital inclusion. Support with employment and training. Building strong and cohesive communities.	Within 12 months
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).  To review activities in the area for children, including during school holidays to see how we can support this.	Improving local services. Building community engagement. Providing community activities. Improving health and wellbeing. Improving community safety.	Within 12 months
<b>Active communities</b>		
Developing a menu of community engagement events within the area to bring the community together and to improve engagement with the Neighbourhood Team.	Providing community activities. Building strong and cohesive communities. Improving communication between tenants and the Neighbourhood Team.	Within 12 months
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, including developing a programme using the Community Benefit funding from Holm View and Brecon Court development.	Providing more community activities. Support with employment and training. Building strong and cohesive communities.	Within 12 months

## Actions (cont.)

What?	Why?	When?
To run a residential employment boot camp for tenants living within the area, who are looking for support with employment.	Providing more community activities. Support with employment and training. Improving health and wellbeing. Building strong and cohesive communities.	Within 12 months
To work in partnership with the Community Investment Team to up-skill tenants living within the area to access employment through Council new build projects within the area.	Providing more community activities Support with employment and training Improving health and wellbeing. Building strong and cohesive communities.	Within 3 years
<b>Active communities</b>		
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.	Developing green spaces and improving the environment.	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 consult with residents and hold 3 family activity events, in partnership with the Community Investment Team in the next 12 months.	Improve engagement with the community. Improve community relationships. Building strong and cohesive communities.	Within 12 months
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

# How to contact us:

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