

# Neighbourhood Action Plan



# PENARTH



# NEIGHBOURHOOD ACTION PLAN

## For the Penarth area

This is the neighbourhood action plan for the Penarth area. There are numerous schools within the Penarth area Stanwell Comprehensive, St Cyres Comprehensive, Albert Primary School, Ysgol Pen-y-Garth, Evenlode Primary School, Victoria Primary School, Fairfield Primary School, Llandough Primary, Cogan Primary School, Ysgol y Deri and St Joseph's R/C Primary School.

Penarth hosts a busy shopping centre. The area is host to a good bus network along with Penarth train station and Cogan train station.

Cogan is also home to the area's leisure centre. Penarth also has a library situated in the town.

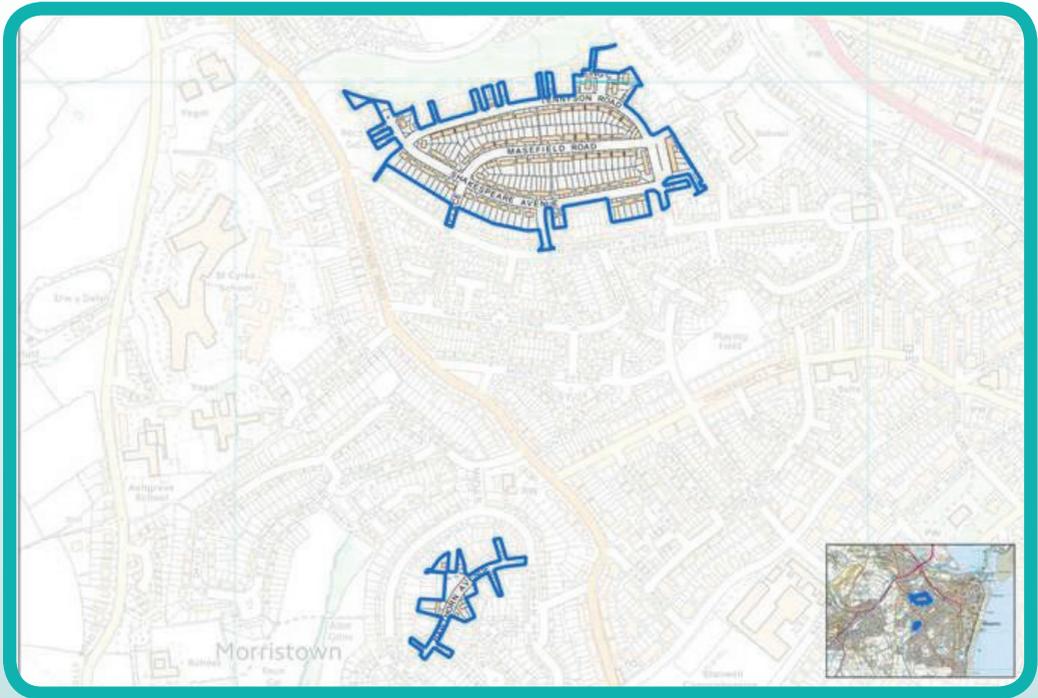
The Council owned sheltered scheme Redlands House & Redlands Avenue is located in Penarth, housing residents 55+ in Redlands Avenue and 60+ in Redlands House. Redlands House has a communal area, which is used to host a number of activities for the residents and the local community. Redlands House also has a 'treatment room' for local residents to attend for medical treatment in the community. Within the Redlands House Scheme there are also two 'Step-Down suites' which assist those unable to return home following discharge from hospital. They can use these suites until adaptations are made to their home or suitable accommodation becomes available.

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## Neighbourhood fact file

There are 457 Council owned properties in the Penarth area, 27 leasehold properties and 75 garages.

There are 218 houses, 149 flats, 9 maisonettes and 2 studio apartments. There are also 21 studio flats for older people, 63 flats and 17 bungalows including the sheltered scheme Redlands House. 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 Penarth 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>60% of tenants were satisfied with the arrangements for dealing with anti-social behaviour which is similar to the Vale average of 58%.          Noisy neighbours are a concern for many living in the area with 46% of tenants stating this was an issue which is higher than the Vale average of 35%.          Drug use wasn't regarded as an issue with only 29% of residents reporting it as a major issue which although slightly above the Vale average which is 26%.          During a recent tenant survey 82% of tenants reported feeling either safe or very safe living in the this area.          "Quiet, good neighbours".</p>
<p><b>Customer contact</b></p>	<p>76% of residents said staff were helpful and felt the staff were able to deal with their query quickly and efficiently.          62% of tenants thought it was easy to contact the right person (Vale average 65%).          73% of tenants confirmed they know who the Neighbourhood Management Team are for the area.</p>
<p><b>Demand for homes</b></p>	<p>There is a very healthy demand for homes in the areas with an average of 90 applicants bidding when a property is advertised for re-let.          "Lovely neighbours".          "Spacious properties".</p>
<p><b>Access to services</b></p>	<p>People in the neighbourhood have good access to shops and services. There are both bus and train services in the area providing easy access to the town centre, Barry and Cardiff.          There are a number of secondary and primary schools within the area.          "Good location".</p>
<p><b>Rent arrears</b></p>	<p>91% of tenants in the area say that their rent represents value for money.          29% of tenants are in rent arrears which is just below the Vale average of 31%.</p>
<p><b>Repairs</b></p>	<p>The average time for a repair was 8 days.          80% of tenants on the estate were satisfied with the repairs service and 79% felt that repairs were carried out quickly.</p>
<p><b>Employment</b></p>	<p>The neighbourhood has lower than average levels of employment compared with other neighbourhoods in Penarth. 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>

## Key information for community (cont.)

Household income	<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>36% of tenants advised that they are aware of Universal Credit and have some understanding of how the changes will affect them.</p>
Property turnover	<p>45 properties became empty last year which is around 10% of the housing stock in the area.</p>
Active tenants	<p>There is an active residents group, STAR, which covers the St Luke's and St Paul's areas of Penarth. The group has excellent attendance and support the community through providing a number of events. This has included day trips to Weston and an Easter family fun day on St Luke's Avenue. The group would like to attract more members, especially young tenants and families living in the area.</p> <p>The STAR group meet in the POD situated within the heart of the community. The Community Investment Team has recently secured funding from new developments within the area to purchase a replacement POD to enable more community's activities to be provided in the area.</p> <p>Redland's House Sheltered scheme also has an active residents board which covers the house and Redland's Avenue. The group focuses on improving and providing services for older people living in the area and is open to any older people living in this area of Penarth.</p> <p>If there are any other areas within Penarth that would like to develop resident's forums the Neighbourhood Management Team would be happy to facilitate this.</p>
Crime and nuisance	<p>Average levels of crime were recorded in respect of burglary, violent crime, theft, criminal damage and anti-social behaviour.</p>
Health and well being	<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.</p> <p>"Clean air and little traffic".</p>
Young people	<p>A higher proportion of young people live in the area than the Vale average at 21%, however there is little provision made for young people via youth clubs, social groups.</p>
Education	<p>Educational attainment levels are around average when compared to other areas in the Vale at key stages 2, 3 and 4.</p> <p>There are lower pupil absence rates at Primary school (5.6%), but higher at Secondary school (8.3%), against the Vale average of 6% and 8%.</p>
Open spaces	<p>There is a variety of open spaces which could be used by the community, and a number of smaller tracts of green space or parking areas within the area.</p>
Estate gradings	<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 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 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.	People don't 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:

- Maintaining the overall appearance of the neighbourhood.
- Managing anti-social behaviour effectively.
- Communicating effectively with tenants, listening to suggestions and acting on these.

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

- Tackling rubbish and fly tipping within the area.
- Building strong relationships with neighbours and the local community.
- Ensuring repairs and maintenance are completed within a timely fashion and to a high standard.

## 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.	Within 6 months
Consider enclosing the open front gardens outside flats to reduce build-up of litter.	To improve the overall appearance of the neighbourhood. Tackle issues with litter in the area and create bin storage.	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 3 years
Undertake a review of local play facilities provision in consultation with residents.	Developing green spaces and improving the environment. Improve parking facilities.	Within 3 years

## Actions (cont.)

What?	Why?	When?
<b>Environment issues</b>		
To work with residents at Catherine Mazez flats to regenerate the communal green space surrounding the flats.	Developing green spaces and improving the environment. Improving community safety. Providing community activities.	Within 6 months
In partnership with youth services, residents and Community Investment run a graffiti project in the alleyway behind St Paul's and the Fire Station.	Developing green spaces and improving the environment. Improving community safety. Providing community activities. Tackling anti-social behaviour.	Within 12 months
To complete an audit of all green spaces and pieces of housing land within the estate in partnership with tenants to create an environmental improvement plan for the area.  This will include developing the communal gardens, increasing parking facilities in the area.	Developing green spaces and improving the environment. Increasing available parking in the area. Improving community safety. Providing community activities. Building safe and cohesive communities.	Within 12 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
<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 3 years
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
Establish Neighbourhood Watch activities to increase the level of surveillance in 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 12 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 12 months
<b>Crime and Safety</b>		
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
<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
To work with local youth provision, residents and Community Investment Team to run a number of youth engagement activities from the POD.	Tackle anti-social behaviour. Provide community activities. Improve community engagement. Improving health and wellbeing. Build strong and cohesive communities.	Within 12 months
To work in partnership with the Community Investment Team and ICT Team to develop a digital inclusion scheme within the area using the POD as a base.	Tackle anti-social behaviour. Provide community activities. Improve community engagement. Provide money advice and support. Support with employment and training.	Within 12 months
<b>Active communities</b>		



## Actions (cont.)

What?	Why?	When?
To work in partnership with the Community Investment Team and ICT Team to develop a digital inclusion scheme within the area using the POD as a base.	Tackle anti-social behaviour. Provide community activities. Improve community engagement. Provide money advice and support. Support with employment and training.	Within 12 months
To purchase a new POD to act as a community hub, including a digital provision and space to hold community activities and training courses.  This would also create a base where staff can spend time working based within the estate.	Support with community activities. Improve community engagement. Support with employment and training.	Within 6 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
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

What?	Why?	When?
<b>Active communities</b>		
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 6 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 meets 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:

By phone:

01446 700111

By email:

housingmanagementteam@valeofglamorgan.gov.uk

 @valehomes  ValeHomes

In writing:

The Alps Depot, Quarry Road, Wenvoe CF5 6AA

Via the web:

[www.valeofglamorgan.gov.uk](http://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

