

Neighbourhood Action Plan



RHOOSE Western Vale



NEIGHBOURHOOD ACTION PLAN

For the Rhoose area

This is the neighbourhood action plan for the Rhoose area. There is one Primary School, Rhws Primary which feeds into Llantwit Comprehensive School. There are a number of local shops based on the main road in the Village, including a doctors surgery, chemist, post office, hairdressers and community library.

Fontygary Leisure Park has a swimming pool and gym that is open to the community for use.

The area is well serviced with bus routes and a train station.

There is a mother and toddler group that also use the community centre regularly, called Wee Chicky Rascals.

Neighbourhood fact file

- 30 June 2017 - There are 2,463 people living in Rhoose.
- The area has an urban/rural classification of: Rural town and fringe
- The Local Health Board is Cardiff and Vale University.
- The Police Force area is South Wales Police.
- The Fire and Rescue Authority for is South Wales Fire and Rescue Authority.

There are 96 Council owned properties in the area; consisting of 27 houses, 49 flats and 20 bungalows for older people. There are also 45 leasehold properties and 51 garages. The majority of the properties are of a traditional construction type and were built between 1945 and 1964.



What is a neighbourhood action plan?

What are the aims?



The Rhooose Neighbourhood Plan sets out a range of specific local priorities which are important to people who live in the area. 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 or 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.

In a recent tenant survey completed within the area 33% of tenants confirmed they knew their Neighbourhood Management Team for the area. Given this information the Neighbourhood Plan will also look at how the team can increase their presence within the area and build stronger relationships with the community.

Key information for community

| | |
|----------------------------------|--|
| <p>Community Safety</p> | <p>57% of tenants were satisfied with the arrangements for dealing with anti-social behaviour which is in line with the Vale average of 58%</p> <p>Noisy neighbours are a concern for many living in the area with 48% of tenants stating this was an issue compared to the Vale average of 33%</p> <p>91% of tenants living in the area didn't regard drug use to be an issue within the community.</p> <p>100% of tenants recently surveyed shared that they either felt safe or very safe living within the area.</p> <p>"It's quiet – Lovely place to live!"</p> <p>"Such a quiet and nice area"</p> |
| <p>Customer contact</p> | <p>70% of residents said staff were helpful and 67% felt the staff were able to deal with their query quickly and efficiently.</p> <p>59% of tenants thought it was easy to contact the right person which is just below the Vale average of 66%</p> <p>During a recent tenant survey 33% of tenants living in the area confirmed they know who the Neighbourhood Team are.</p> |
| <p>Demand for homes</p> | <p>There is a healthy demand for homes in the area with an average of 31 applicants bidding for each property that becomes available for re-let.</p> |
| <p>Access to services</p> | <p>People in the neighbourhood have good access to shops and services. There are good bus and train services meaning tenants can get into Barry town centre or visit supermarkets easily.</p> <p>There is a community primary school on the estate and sufficient places are available for children living within the catchment.</p> <p>"Good local shops and the train station"</p> |
| <p>Rent arrears</p> | <p>69% of tenants on the estate say that their rent represents value for money.</p> <p>32% of tenants are in rent arrears which is slightly higher than the average across the Vale 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>64% of tenants in the area were satisfied with the repairs service and 75% felt that repairs were carried out quickly.</p> |
| <p>Employment</p> | <p>The neighbourhood has high levels of employment compared with other neighbourhoods in the surrounding areas e.g. Barry.</p> <p>In a recent survey tenants identified that they would like more support in relation to training and employment services within the area.</p> |
| <p>Household income</p> | <p>The neighbourhood has some problems with family income levels compared with others in the Vale. This indicates that some families may suffer the effects of deprivation and have difficulty in making ends meet.</p> <p>Following a recent tenant survey 100% of tenants responding confirmed they had some understanding of Universal Credit and how the changes would affect them.</p> |

Key information for community (cont.)

| | |
|-----------------------|---|
| Property turnover | 12 properties became empty last year in the area (13% of the stock in the area) |
| Active Tenants | <p>There is a proactive community within Rhoose who have run a number of community groups which have included our tenants such as the Rhoose Homework Club. The Neighbourhood Management Team have supported these groups through sponsorship, fund raising and providing community activities. These activities tend to focus on children and young families.</p> <p>There are no existing resident boards or tenant forums for this area.</p> |
| Crime and nuisance | No significant concerns about crime in the area with below average crime rates for most crimes and ASB |
| Health and well being | <p>22% of residents' health limits their day to day activities- this is slightly above 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 population in Rhoose was 1364 on 30 Jun 2017, of which 242 people (18%) were of school age (aged 3-19).</p> <p>The area has a smaller proportion of young people compared to the wider Vale or Wales average with 15.3% of the population aged between 0-15 (compared 19% across the Vale)</p> |
| Education | <p>Educational attainment levels are comparable to other areas in the Vale with average attainment scores below average at key stages 2, 3 and 4.</p> <p>Pupil absence rates are also comparable to other areas of the Vale at Primary and Secondary school.</p> |
| Open spaces | There are a few open spaces within the estate such as Milburn Park and a small children's play area next to the Community Centre. |
| 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> <p>Parking on grass verges within the estate is an issue and this damages the grass greatly.</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 | <p>The frequency at which people move in and out of the neighbourhood is low and it is easy to let most properties.</p> <p>Some garages have been demolished and the area has been made good with defined parking spaces and fencing. The Neighbourhood Team currently has 11 vacant garages with one that is "ready to let".</p> |
| The appearance of the area is generally good with many green spaces. There are several small villages that sit alongside larger areas such as Llantwit Major and St Athan. | 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, and the majority have been refurbished as part of the Welsh Housing Quality Standard programme. | |
| 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. | <p>People don't know us/no strong contact</p> <p>Need to know more about our tenants/ demographics</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:

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

When asked what tenants felt the priorities of the Neighbourhood Team should be for improvement in the area they highlighted:

- Developing and building good community relationships
- Improving community safety
- Support with employment and training services

Actions

| What? | Why? | When? |
|---|---|------------------|
| Environment issues | | |
| To identify options to reduce refuse storage issues and the effect on neighbourhood appearance. | To improve the overall appearance of the neighbourhood. | Within 6 months |
| To reduce the incidents of casual littering in the neighbourhood and reduce level of dog fouling in common areas. | Tackle rubbish and fly tipping Improving the overall appearance of the neighbourhood. | Within 6 months |
| Target overgrown gardens of tenanted homes | Improve the overall appearance of the neighbourhood. Build stronger communities. | Within 12 months |
| Complete a review of housing land within the area to consider bringing this into use to improve parking. | To improve the overall appearance of the neighbourhood. 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 6 months |
| Target overgrown gardens of tenanted homes, including communal gardens | To improve the overall appearance of the Neighbourhood. Improve community safety. | Within 6 months |

Actions (cont.)

| What? | Why? | When? |
|--|--|------------------|
| Crime and Safety | | |
| To work with tenants to identify community safety concerns and develop a plan for how these can be improved in partnership with Safer Vale. | <p>Improve community safety</p> <p>Build safe and cohesive communities.</p> <p>Increase engagement with local tenants.</p> <p>Building community engagement.</p> | Within 6 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. | <p>Tackle anti-social behaviour.</p> <p>Improve community safety.</p> <p>Improve overall quality of life for people living in these areas.</p> <p>Build safe and cohesive communities.</p> | 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. | <p>Tackle anti-social behaviour.</p> <p>Improve community safety.</p> <p>Build safe and cohesive communities.</p> | Within 12 months |
| Active communities | | |
| Work in partnership with Community Investment Team to establish a young parents group, bringing the community together and support new tenants moving into the area. | <p>Improving local services.</p> <p>Building community engagement.</p> <p>Providing community activities.</p> <p>Support with employment and training.</p> <p>Building strong and cohesive communities.</p> <p>Improving health and wellbeing.</p> | Within 12 months |
| Active communities | | |
| Promote time banking and increase the amount of tenant volunteering hours. | <p>Develop good community relationships.</p> <p>Providing more community activities.</p> <p>Developing green spaces and improving the environment.</p> <p>Support with employment and training.</p> | Within 6 months |
| Review current facilities and activities for young people. | <p>Improving local services.</p> <p>Building community engagement.</p> <p>Providing community activities.</p> <p>Improving health and wellbeing.</p> <p>Improving community safety.</p> | Within 12 months |

Actions (cont.)

| What? | Why? | When? |
|---|---|------------------|
| Working in partnership with the Community Investment Team to offer a menu of employment and training support services within the area. | <p>Providing support with training and employment.</p> <p>Building community engagement.</p> <p>Improving health and wellbeing.</p> <p>Providing community activities.</p> <p>Building strong and cohesive communities.</p> | Within 12 months |
| To run 3 health and wellbeing events within the area to focus on improving the wellbeing of tenants living within the area. Including sporting activities such as Bike Club. | <p>Building community engagement.</p> <p>Improving health and wellbeing.</p> <p>Providing community activities.</p> <p>Building strong and cohesive communities.</p> | Within 12 months |
| Active communities | | |
| Continue the monthly walkabouts, inviting the local PCSO's – getting to know our tenants and increasing police presence in the area. | <p>Improve engagement with tenants.</p> <p>Building community engagement.</p> <p>Tackling ASB and addressing rubbish or fly tipping.</p> | On-going |
| To work with local groups and community spaces to ensure that tenants have access to public computers and free Wi-Fi. Developing a digital inclusion service for residents living in the area. | <p>Providing community activities.</p> <p>Support with training and employment.</p> <p>Money Advice and support with accessing digital services.</p> | Within 3 years |
| 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. | <p>Improve engagement with the community.</p> <p>Improve community relationships.</p> <p>Building strong and cohesive communities.</p> | Within 6 months |
| Active communities | | |
| To create a tenant group or forum within the area. | <p>Increase engagement with local tenants.</p> <p>Building community engagement.</p> <p>Building strong and cohesive communities.</p> | Within 12 months |
| Building links with local groups and organisations to develop partnership working within the area. | <p>Increase engagement with local tenants.</p> <p>Building strong and cohesive communities.</p> | Within 12 months |



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