

Neighbourhood Action Plan



ST. ATHAN Western Vale



NEIGHBOURHOOD ACTION PLAN

For the St. Athan area

This is the neighbourhood action plan for the St. Athan area in the Vale of Glamorgan.

There is one primary school, St Athan Primary which feeds into Llantwit Major Comprehensive School. There are a number of local shops with the recent addition of a Co-Op mini supermarket and other local facilities. There are three community centres within the area.

In 2018 the local park was redeveloped with Section 106 funding.

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Neighbourhood fact file

- 30 June 2017 - There are 1,576 people living in St. Athan
- 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 213 Council owned properties; consisting of 70 houses, 17 flats and 21 flats for older people. There are 4 leasehold properties and 51 garages.

The properties are of a traditional construction type and were built circa 1919 and 1965.



What is a neighbourhood action plan?

What are the aims?



The St. Athan 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.

In a recent tenant survey completed within the area only 14% of tenants knew their Neighbourhood Team. Taking this into consideration 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>54% of tenants were satisfied with the arrangements for dealing with anti-social behaviour (58% average across the Vale).</p> <p>Noisy neighbours aren't a significant concern within the area with only 37% of tenants identifying it as an issue which is only slightly higher than the Vale average of 35%.</p> <p>Tenants concerns around drug use within the area are higher than in other areas of the Vale with 42% of residents reporting it as an issue compared to 26% in other areas.</p> <p>In a recent tenant survey 86% of tenants reported either feeling safe or very safe living in the area.</p> <p>"Nice quiet area"</p> <p>"Quiet area with nice parks"</p>
<p>Customer contact</p>	<p>81% of residents said staff were helpful and 84% felt the staff were able to deal with their query quickly and efficiently.</p> <p>69% of tenants thought it was easy to contact the right person (Vale average 65%).</p> <p>Only 14% tenants living in the area know who the Neighbourhood Team are.</p>
<p>Demand for homes</p>	<p>There is a reasonable demand for properties in the area which don't often become available for re-let. On average there are 5 bids placed on each property that becomes available within the area when advertised for re-let.</p> <p>"I really like living here – wouldn't change anything"</p>
<p>Access to services</p>	<p>Tenants have highlighted that there is little in the way of activities for young people living in the area and as a priority they would like to see increased local services being provided in the area.</p>
<p>Rent arrears</p>	<p>81% of tenants on the estate say that their rent represents value for money.</p> <p>17% of tenants are in rent arrears which is better 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>73% of tenants on the estate were satisfied with the repairs service and 74% also felt that repairs were carried out quickly.</p>
<p>Employment</p>	<p>The neighbourhood has above average levels of employment compared with other neighbourhoods in Vale. Just under 1% of working age people living in the area are claiming unemployment benefits.</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>Following a recent tenant survey 57% of tenants living in the area confirmed that they had some understanding of Universal Credit and how the change will affect them</p>
<p>Property turnover</p>	<p>4 properties became empty last year (2% of the housing stock in the area)</p>

Key information for community (cont.)

Active Tenants	<p>We have very low engagement with tenants living in the area, there are no formal tenant groups although we are aware that some of our tenants are actively engaged with community groups.</p> <p>There has been little engagement with tenants in relation to community activities within the area.</p> <p>There are no tenants groups covering this area and it is not represented in any of our tenant forums.</p>
Crime and nuisance	<p>There are a low number of crimes reported to the police which falls below the Vale average, however these do include ASB, violence and criminal damage.</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. 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 area has a higher proportion of young people than the Vale or Wales average with 20% of the population aged between 0-15, compared with 19% (0-15 year olds) across the Vale.</p> <p>However given this there is little provision made for Young People via Youth Clubs, Social groups.</p>
Education	<p>Educational attainment levels are 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 Vale average at Primary and Secondary school.</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 estate.</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 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	Garage areas here are well maintained, aside from one area where we are looking to demolish some garages
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 Rhoose.	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.	People don't know the Neighbourhood Team and no strong contact. Need to know more about our tenants/ demographics in the area.
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.	

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
- Ensuring that repairs and maintenance issues are resolved in a timely fashion
- Maintaining the overall quality of the home

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

- Improving parking facilities within the area
- Tackling anti-social behaviour
- Supporting tenants with training and employment services

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?
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
Crime and Safety		
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
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		
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.	Improving local services. Building community engagement. Providing community activities. Support with employment and training. Building strong and cohesive communities. Improving health and wellbeing.	Within 12 months
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 12 months
Active communities		
Develop youth club/ youth services and community activities such as Bike Club.	Improving local services. Building community engagement. Providing community activities. Improving health and wellbeing. Improving community safety.	Within 12 months

Actions (cont.)

What?	Why?	When?
Review current facilities and activities for young people	Improving local services. Building community engagement. Providing community activities. Improving health and wellbeing. Improving community safety.	Within 6 months
Continue monthly walkabouts, inviting the local PCSO's – getting to know our tenants and increasing police presence in the area	Improve engagement with tenants. Building community engagement. Tackling ASB and addressing rubbish or fly tipping.	On-going
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. Increasing available parking in the area.	Within 12 months
Active communities		
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
In partnership with the local school and community based groups run a St Athan Bike Club for children living in the area.	Improving health and wellbeing. Improve community relationships. Improve engagement with the local community.	Within 6 months (activity will take place in the summer months as weather dependent)
To recruit a number of Community Champions and Time Banking ambassadors within the area to support the work of the Neighbourhood Team.	Improve engagement with the community. Improve community relationships.	Within 6 months

Actions (cont.)

What?	Why?	When?
To establish a tenants forum or group within the area to ensure open communication with tenants.	Enable tenants to easily comment on and contribute to how services are delivered locally. Improve engagement with the local community.	Within 6 months
Active communities		
To work in partnership with local organisations such as the Gathering Place to identify possible location bases for housing drop in sessions to increase presence within the area.	Improve engagement with tenants. Building strong and cohesive communities.	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



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Housing Reception, Civic Offices, Holton Road, Barry

8:30 to 5:00pm Monday to Thursday

8:30 to 4:30pm Friday

