

Operational Delivery Plan

Objective 1: Increasing safety of residents and homes

Action	Start date	Finish date	Progress	Status
Allocate a pot of money specifically to address tenants security concerns, allowing purchase of deployable CCTV cameras, additional lighting, more secure fencing etc.	March 17	July 17	<p>Estate budgets have been top sliced to create a pot of £8,000 for security measures</p> <p>Deployable camera currently being used at Central Estates and Buttrills estate to monitor on going anti-social behaviour (ASB) problems. Cameras have proved effective in reducing ASB and improving residents' sense of safety. Specification for cameras currently being reviewed in order to improve surveillance (including sound recording, night vision and allowing longer distance coverage). Demonstrations received from suppliers and the case for increased level of investment is being considered</p> <p>All new ASB cases are being assessed to establish if any security/ target hardening measures would assist to alleviate problems and decisions are made on a case by case basis.</p>	
Review published crime statistics and liaise with Police and Safer Vale to identify key issues on Council estates	Sept 17	Dec 17	<p>Close partnership working in place with Safer Vale, including joint visits, case reviews and problem solving.</p> <p>New information sharing project is in place where South Wales Police send daily reports of crimes and incidents which relate to Council owned properties. This information enables the Housing Management team to identify issues at an early stage and work with the Police and other partners to resolve problems before they escalate.</p>	
Adopt secure by design principles for all Council new build developments	April 17	Sept 17	New build properties at Francis Road and Holm View incorporate secure by design principles.	
Re tender empty property security contract	April 18	Dec 18	No longer appropriate. There has been a reduction in the use of empty property security which reflects fact that long term empties have now been refurbished and re let. Only in exceptional circumstances are steel shutters or alarms used to protect empty properties. Current levels of expenditure mean the service does not need to be subject to formal procurement exercise.	
Run focus groups with tenants who have expressed a concern regarding security in order to identify local	April 17	July 17	Local consultations and meetings taken place with residents at Fair Oaks and Central estates regarding ASB. Package of measures including CCTV, increased Police patrols etc. have been adopted. Security concerns continue to be discussed with existing tenants	

priorities that can make a difference			groups as part of their standard monthly meetings. A good example is at St Luke's Avenue, Penarth where the Police have attended the residents' board meeting and discussed concerns of residents and talked about how they can work with local people to address crime and the fear of crime in the local area.	
Develop estate action plans for larger estates to set out responses to residents' concerns	Feb 17	Feb 18	Draft estate action plans have been developed for many of the larger estates which include a range of socio economic data, information about the housing stock and demographics of the people who live there. The Housing Management team are now consulting with local tenants and residents about these plans and agreeing priorities for future actions.	

Objective 2: Improving the appearance and cleanliness of the community environment

Action	Start date	Finish date	Progress	Status
Schedule monthly estate inspections/walkabouts in advance and publicise dates and times to tenants	April 17	Dec 17	Estate walkabouts are now taking place at most estates and a system of estate grading is underway. This involves grading estates against an agreed standard. The standard also breaks down into different elements e.g. car parks, garage areas. The system will be rolled out across all estates by the end of September and will help drive improvements in appearance Dates and times for estate walkabouts have been shared with tenants and there has been some take up, with a small number of people taking part, however there are plans for more publicity in the next tenant newsletter	
Encourage tenants to take part in estate walkabouts, including consideration of incentives	April 17	On going	Time credits (which can be redeemed at a range of outlets and leisure facilities) are being offered to tenants who take part in estate walkabouts and other community activities. There has been an increase in the number of tenants taking part in some areas; however there remain low levels of engagement in other areas with no tenants taking part in some walkabouts.	
Review service level agreements and arrangements with Cleansing and Parks team to ensure rubbish removal and grass cutting works are carried out regularly to a high standard	June 17	Dec 17	There have been some issues with the cleansing and grass cutting service over the last few months, with delays starting the weed spraying contract, delays in getting rubbish cleared and with grass and bushes cut back. This has resulted in a number of complaints and negative feedback from Residents Boards. Discussions have taken place with Neighbourhood Services to improve response times; the quality of work carried out and to resolve billing queries.	
Work with Cleansing team to develop	Feb	June	Several meetings taken place with the enforcement team and a process has been agreed	

process for tackling fly tipping and dog fouling and take enforcement action against offenders	17	17	and adopted to tackle fly tipping. Whilst dumping continues to be an issue in the Vale there have been reductions at the sites targeted. A number of fines have been issued to tenants who have been caught fly tipping on Council estates. It is anticipated this will serve as a deterrent to other people.
Identify hotspots for rubbish dumping and use CCTV to identify perpetrators	April 17	Sept 17	Several specific sites have been identified, including the garage courts in Llantwit Major and parts of Gibbonsdown. Regular inspections are being carried out at both sites and advice given to tenants about correct disposal. Sites are also on rota for the cleansing team to clear.
Review communal bin store facilities at flats to ensure residents have got sufficient means of disposing of household rubbish	April 17	March 18	Pilot schemes have taken place at several blocks of Council owned flats; this has involved supplying tenants with containers for waste which can be used in between collection days. This has proved effective and has resulted in less waste being piled up outside flats and reduced the cost incurred in rubbish removal arranged by the Housing team. Further works will be considered for different locations on a site by site basis- dependant on the local issues and resident preferences.
Work with Visible Service to target publicity and education campaigns towards Council tenants	April 17	March 18	Several community events/ roadshows taken place at Gibbonsdown, Dinas Powys, St Athan and Rhoose aimed at raising awareness of rubbish disposal and recycling, including providing recycling materials
Provide recycling materials free of charge to all new tenants at start of their tenancy	Feb 17	On going	Packs provided to all new tenants and left in the property prior to the tenant moving in.
Hold annual 'best garden' competition for tenants to include categories for best individual garden and best street	April 17	Oct 17	Best garden competition has taken place and winners have been announced at the recent Festivale event.
Target overgrown gardens and encourage and support individual tenants to keep their garden in good condition	April 17	Oct 17	Housing staff have been undertaking garden inspections across the Vale and have targeted tenants who have not kept their garden to an acceptable standard
Research scope for a garden service to assist disabled or elderly tenants	Sept 17	May 18	Discussions underway with 'Gibby Greenfingers' the tenant volunteer group who manage the Treharne Community garden. They have recently carried out garden work at sheltered complexes and are looking to expand this work to elderly and disabled tenants across the Vale. A vehicle to move the equipment and transport the volunteers would assist and a number of options, including grant funding are being considered.

Develop a photo book which sets out different environmental standards and allows consistency in recording	Feb 17	May 17	A photobook has been completed using a variety of photographs to define different environmental standards. This has been rolled out for use by front line staff and is used during monthly estate walkabouts.	
Use photo book to grade environmental standards on all Council estates	May 17	Dec 17	The Photobook is in place and all estates have been graded.	
Record the estate grading's as part of performance reporting and target improvements on estates with lower grading's	Dec 17	On going	Gradings are in place for all estates and changes in standards are monitored on a quarterly basis.	
Consult tenants and produce business case for a communal cleaning service to improve the cleanliness of shared areas in flats	April 17	March 18	Scope for communal cleaning service is hampered by the fact there is a condition in the current tenancy agreement, which makes it the responsibility of tenants to clean communal areas. As a consequence, any service would not be eligible for Housing Benefit. This action will be put on hold pending the introduction of revised tenancy agreements under the Renting Homes Act	

Objective 3: Increasing opportunities to access open spaces

Action	Start date	Finish date	Progress	Status
Map all open/ green space on housing estates which is owned by the Housing team	July 17	June 18	All Housing land is highlighted on the council's mapping system. This is being used to identify plots of land for potential community use	
Undertake resident consultation regarding specific plots of green space to identify possible uses	July 17	Dec 17	Consultation has taken place with some residents groups regarding the use of green space by community groups. At two separate sites in Coldbrook (Stratford Green and Hathaway Place), resident consultation events and activities have taken place in order to identify residents' priorities and get volunteers on board to support a grant application to improve green spaces. In addition, tenants at Catherine Meazey House in Penarth are working with the Council to improve the communal areas.	
Explore grant funding opportunities to secure additional funding to improve specific green spaces, including Treetops in Gibbonsdown	July 17	Dec 17	The Community Garden at Gibbonsdown is open again and is being managed by a new group of tenants and residents. Although the part time worker is no longer employed, the Housing team have supported the residents to become a formally constituted group and put in place a range of process governing the use of the garden. It is popular with residents and at least 20 individuals volunteer on a regular basis. In addition, the group are working	

			with other agencies including support providers who use the garden to support vulnerable clients.	
Prepare a business case for the development of a community garden at Margaret Avenue, Colcot	April 17	Aug 17	The grant application for the Community Garden at Margaret Avenue was not successful. Communication with local residents is ongoing regarding alternative uses for the space and it remains secured in the short term to prevent rubbish dumping. A number of volunteering days have taken place recently involving the Colcot residents association, Parks and the local School where volunteers have tidied up the land, painted the fencing and look at installing raised beds and low maintenance play equipment e.g. mud kitchen, sand pit, tyres etc.	
Develop 2 pilot projects to bring unused areas of land into use by local community	July 17	Dec 17	<p>Consultation has taken place with some residents groups regarding the use of green space by community groups. Grant funding was secured (section 106) to develop a parcel of green space adjacent to Oakfield School in Gibbonsdown. Staff have worked with the school, other partners and local residents to establish a steering group to coordinate the project. Work to excavate the land, lay paths etc. is currently taking place.</p> <p>Plans are also being developed to improve the communal garden and green spaces at Buttrills to give people more ownership over green spaces and try and engender a sense of community pride. This work is being carried out in partnership with the local Residents Board and politicians.</p>	
Establish links with range of agencies e.g. Keep Wales Tidy, Ground works Trust and develop a toolkit to support Environmental Projects	April 17	Dec 17	Housing team participate in quarterly task group meetings involving Visible Services, Keep Wales Tidy etc.	

Objective 4: Increasing community engagement and residents pride in their area

Action	Start date	Finish date	Progress	Status
Encourage tenants to participate in estate walkabouts, including possibility to use incentives	April 17	On going	<p>Estate walkabouts are now taking place at most estates and a new system of estate grading is being used. This involves grading estates against an agreed standard. The standard also breaks down into different elements e.g. car parks, garage areas. The system will be rolled out across all estates by the end of September and will help drive improvements in appearance</p> <p>Dates and times for estate walkabouts have been shared with tenants and there has been</p>	

			some take up, with a small number of people taking part, however there are plans for more publicity in the next tenant newsletter	
Schedule and hold a series of community clean ups across the Vale including in rural areas	Feb 17	Dec 17	Rubbish amnesties and skip days have taken place in a number of areas including Barry, Penarth and Llantwit Major. These have been very popular events and have led to improvements in the appearance of estates	
Develop pro forma for tenants and groups to apply for funding from estate budget and also criteria for prioritising bids	April 17	Aug 17	Draft criteria and proforma's have been developed to enable tenants and groups to apply for funding from the estate budgets. This will also enable Officers to prioritise bids.	
Promote estate budgets to residents and support tenants to develop projects and secure funding	April 17	Sept 17	A set of criteria has been developed along with a process and forms to be used. This is being promoted to local groups and partners and will be advertised more widely in the next tenants' newsletter.	
Develop toolkit for undertaking community clean ups e.g. how to promote events, how to engage residents, which agencies to engage, how to source skips etc.	Feb 17	April 17	Toolkit is in place and has been used to plan the recent community clean ups.	