

Neighbourhood Action Plan



BARRY WEST AND BARRY ISLAND

Barry



NEIGHBOURHOOD ACTION PLAN

For the Barry West and Barry Island area

This is the neighbourhood action plan for the Barry West and Barry Island area. There are several primary schools within this area such as Barry Island Primary, Romilly Primary School and All Saints Church in Wales Primary School.

There are a number of local shops and the area is within walking distance to the local High Street. The area is serviced well with bus routes and there is a train station on Barry Island.

This area of Barry hosts several beaches and open spaces such as Porthkerry Country Park, Romilly Park and the Knap Lake with cafes.

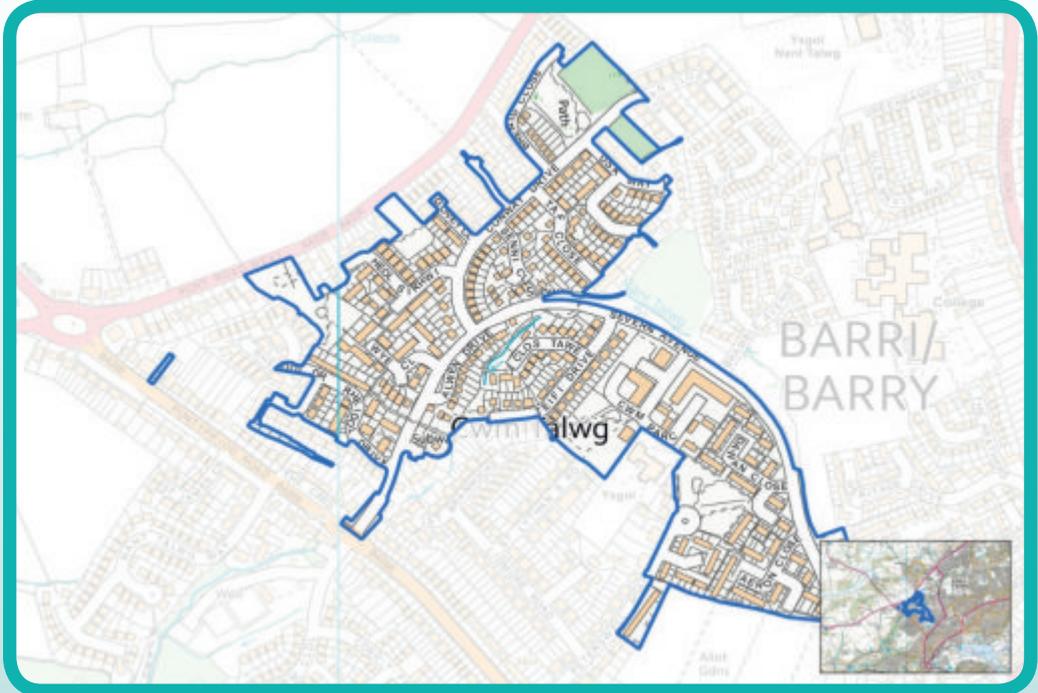
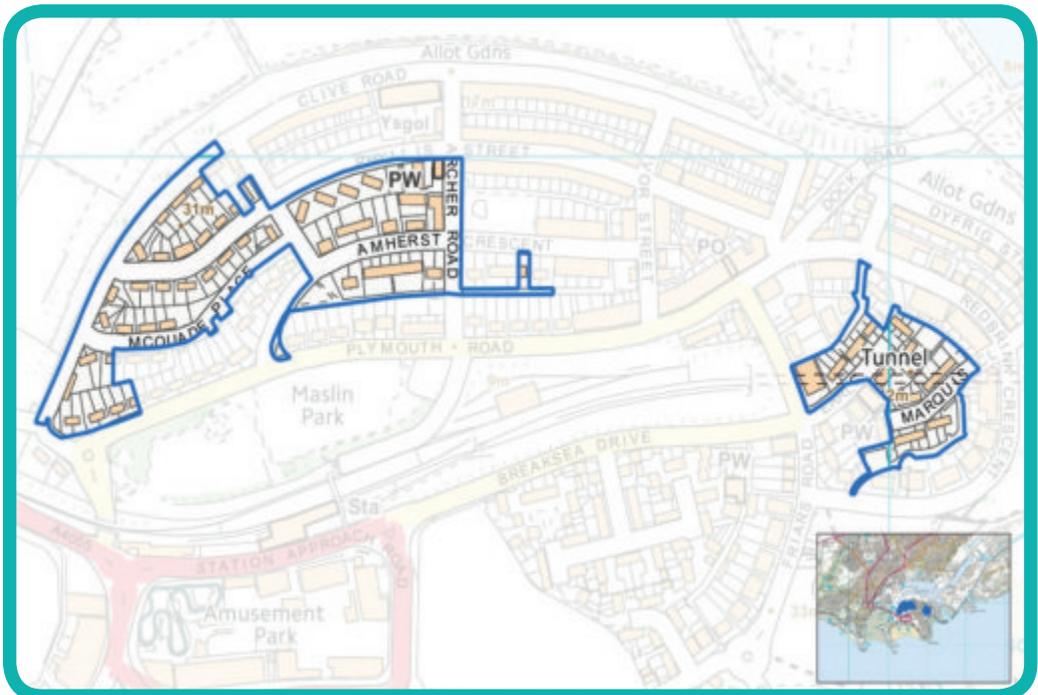
Two Community centres are located within the area, where privately run playgroups are held as well as some youth activities.

The Council owned Sheltered Scheme Gwenog Court is situated within this area and it houses residents aged 55+. It has a communal area that facilitates an array of groups and activities for the residents and local community.

Neighbourhood fact file

- 30 June 2017 – There are 3,655 people living in the West End and Barry Island
- 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 395 council owned properties consisting of; 134 houses, 151 flats, 5 maisonettes, 67 flats for older people, and 38 bungalows for older people. There are 47 Leasehold properties and 28 garages. The properties are of a traditional construction type and were built between 1946 and 1964.



What is a neighbourhood action plan?

What are the aims?



The Area Neighbourhood Plan sets out a range of specific local priorities which are important to people who live on the estates. 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.

Key information for community

<p>Community Safety</p>	<p>55% 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 some living within the area with 31% of tenants stating they were concerned, which is just below the Vale average of 35%.</p> <p>Drug usage and taking is not a high area of concern within the West End and Barry Island with only 24% of tenants identifying it as an issue, which again is just below to the Vale average of 26%.</p> <p>75% of the tenants living in the area reported feeling very safe.</p>
<p>Customer contact</p>	<p>86% of residents said staff were helpful and 82% felt the staff were able to deal with their query quickly and efficiently.</p> <p>71% of tenants thought it was easy to contact the right person (Vale average 65%)</p> <p>During a recent tenant survey 100% of those responding living in this area confirmed they knew the Neighbourhood Team.</p>
<p>Demand for homes</p>	<p>There is a healthy demand for homes in the areas with an average of 35 bids being placed for properties advertised via Homes 4 You when advertised for re-let.</p> <p>"I love living in the area, feel happy and safe in my home"</p>
<p>Access to services</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>There are 3 community Primary schools in the area and sufficient places are available for children living within the catchment.</p> <p>In a recent tenant survey residents did highlight that they would like to see more local services within the area.</p> <p>"Good location for buses and shops"</p>

Key information for community (cont.)

<p>Rent arrears</p>	<p>92% of tenants say that their rent represents value for money. 31% of tenants in the area are currently in rent arrears which is in-line with the Vale average, however a high proportion of tenants receive Housing Benefit or Universal Credit to help cover the costs of their housing.</p> <p>Providing value for money rent is a key priority for people living within this area.</p>
<p>Repairs</p>	<p>Average waiting time for a repair was 8 days</p> <p>85% of tenants on the estate were satisfied with the repairs service and 85% felt that repairs were carried out quickly.</p> <p>Although tenants are satisfied with the repairs service they have raised this as an area that could be further developed within the recent survey.</p>
<p>Employment</p>	<p>The neighbourhood has average 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>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 50% of tenants living in the area have some understanding of Universal Credit and how the changes will affect them.</p>
<p>Property turnover</p>	<p>31 properties became empty last year which is around 8% of the housing stock in the area.</p>
<p>Active Tenants</p>	<p>We have little engagement with tenants living in the area in terms of traditional tenant forums.</p> <p>We are currently looking to establish a residents board within the area to improve this and ensure tenants have an opportunity to contribute to the delivery of services within their neighbourhood.</p>

Key information for community (cont.)

<p>Crime and nuisance</p>	<p>The main crimes reported to the Police in this area are ASB, violence and sexual offences, criminal damage and burglary however the levels of crime reported are significantly below the Vale average.</p> <p>In a recent tenant survey residents did not highlight any concerns in relation to community safety.</p>
<p>Health and well being</p>	<p>11% of residents' health limits their day to day activities - this is similar to the Vale average.</p>
<p>Young people</p>	<p>Higher proportion of young people than the Vale or Wales average with 20% of the population aged between 0-15 (compared 19% across the Vale)</p> <p>Little provision made for Young People via Youth Clubs and Social groups</p>
<p>Education</p>	<p>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</p> <p>Higher pupil absence rates than the Vale average at Primary and Secondary school</p>
<p>Open spaces</p>	<p>There is a variety of open spaces which could be used by community.</p> <p>We are luckily enough to have some beautiful open spaces that fall within this neighbourhood including Barry Island Resort and Porthkerry Park as well as number of children's play areas.</p>
<p>Estate Gradings</p>	<p>The overall estate grading is 4 Recurring issues include fly tipping, litter and overgrown hedges bordering on to pathways across the area. Several possible abandoned cars have also recently been identified in the area that are currently under investigation.</p> <p>"Lovely neighbours, wonderful street"</p> <p>"Great place to live"</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 generally 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, with some of the areas such as Parkland Walk being an idyllic setting.	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.	

Residents view/comments

The Neighbourhood Team held a coffee morning to discuss with the residents the possibility of developing a residents group.

Several residents attended and were keen to become further involved.

People don't know us/no strong contact

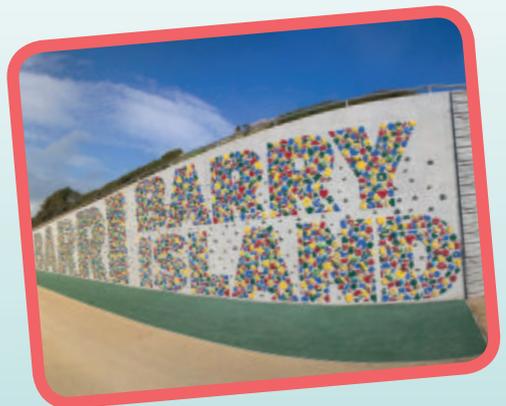
Need to know more about our tenants/demographics

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:

- Ensuring value for money rent
- Ensuring the overall quality of homes
- Communicating effectively with tenants, listening to suggestions and acting on these

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

- Ensuring repairs and maintenance are completed to a high standard in a timely fashion
- Improving parking facilities in the area
- Having more local 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
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
Target overgrown gardens of tenanted homes, including communal gardens.	To improve the overall appearance of the Neighbourhood. Improve community safety.	Within 12 months
Review areas that experience significant increases in parking such as Barry Island to see what measures can be put in place to resolve parking difficulties for tenants.	Improve local parking arrangements	Within 12 months
To work with Highways and the Parks Department to review the condition of pavements within the area to assess any works that are required. To ensure that weed spraying and litter picking are included within our planned works.	To improve the overall appearance of the neighbourhood and improve the local environment. To develop green spaces and improve the environment. Improve community safety.	Within 3 years
Crime and Safety		
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 12 months

Actions (cont.)

What?	Why?	When?
Active communities		
More 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.	Within 6 months
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
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
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
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

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

In person:

Housing Reception, Civic Offices, Holton Road, Barry

8:30 to 5:00pm Monday to Thursday

8:30 to 4:30pm Friday

