

# Neighbourhood Action Plan



## COLCOT

Barry



# NEIGHBOURHOOD ACTION PLAN

## For the Colcot area

This is the neighbourhood action plan for Colcot area in Barry. The Colcot estate sits in both the Dyfan and Gibbonsdown wards situated in the North West of Barry and its most northern edge is on the green belt of the town.

Port Road runs through the ward and is the main route to Cardiff and Cardiff International Airport in Rhoose. It benefits from a sports centre and Buttrills playing fields and Barry Hospital can be found on Colcot Road. It also contains the Colcot Primary School, the Colcot Arms pub, St David's Methodist Church, Coastlands Family Church, a fish and chip shop/Chinese takeaway, Barry Arts Centre and Merthyr Dyfan Cemetery.

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## Neighbourhood fact file

- 30 June 2017 - There are 1,722 people living in the Colcot area
- 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 366 Council owned properties. There are 79 flats and 287 houses, 1 leasehold property and 22 garages. The properties are of a traditional construction type and were built circa 1951.



# What is a neighbourhood action plan?

## What are the aims?



This 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>62% of tenants were satisfied with the arrangements for dealing with anti-social behaviour which is higher than the Vale average of 58%.</p> <p>Noisy neighbours are a concern for many with 40% of tenants on the estate stating this was an issue which is higher than the Vale average of 35%.</p> <p>Drug use is also highlighted as a concern for 33% of the residents in the area compared to the Vale average of 26%.</p> <p>During a recent tenant survey 93% of tenants advised that they either felt safe or very safe living in the area which is significantly higher than other areas of the Vale when asked the same question.</p>
<p><b>Customer contact</b></p>	<p>85% of residents said staff were helpful and felt they dealt with their query quickly and efficiently.</p> <p>66% of tenants thought it was easy to contact the right person which is in-line with the Vale average of 65%.</p> <p>57% of tenants in the area confirmed they knew the Neighbourhood Management Team responsible for the area.</p>
<p><b>Access to services</b></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>Colcot Primary School is situated within the neighbourhood and is in walking distance for most children living in the area. The school plays a vital role within the community and is keen to support local projects such as the Margret Avenue Community Garden.</p> <p>There are also 3 Secondary Schools within the area along with Cardiff &amp; Vale College providing further education in the area.</p> <p>Barry hospital is also situated within the community and has recently worked with some of our Time Banking volunteers and Beautiful Barry to bring the garden space back into use.</p> <p>Residents have raised concern following the recent closure of the local post office, which was used by a significant number of people, including older people living in the area. This means that people would now need to travel outside of the neighbourhood to access a post office service.</p> <p>"Quiet area, local shops and my flat is nice"</p>
<p><b>Demand for homes</b></p>	<p>There is an excellent demand for properties within the Colcot area with an average of 71 applicants bidding for homes when they are advertised for re-let.</p> <p>"Friendly neighbourhoods"</p>
<p><b>Rent arrears</b></p>	<p>82% of tenants on the estate say that their rent represents value for money.</p> <p>38% of tenants are in rent arrears which is higher than the Vale average of 31%, however a high proportion of tenants receive Housing Benefit or Universal Credit to cover their housing costs.</p>
<p><b>Repairs</b></p>	<p>Average waiting time for a repair was 8 days.</p> <p>75% of tenants on the estate were satisfied with the repairs service and 75% felt that repairs were carried out quickly.</p>
<p><b>Employment</b></p>	<p>The neighbourhood has higher levels of employment compared with other neighbourhoods in Barry.</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>53% of tenants advised that they have some understanding of Universal Credit and how this will affect them.</p>
Property turnover	<p>14 properties became empty last year which is 4% of the housing stock in the area.</p>
Active Tenants	<p>There is an established Colcot Residents Board which represents the interests of people living in the area.</p> <p>The residents board is committed to a number of activities within the area to increase community engagement including running a youth club and running events for elderly people in the area.</p> <p>The Community Investment Team in partnership with local residents and Colcot School have been actively involved in developing the Margret Avenue Community Garden.</p>
Crime and nuisance	<p>The main crimes reported to the Police (per 100 people) include ASB (2.7), violent crime (1.5) Criminal Damage (1.2), burglary (0.6) and almost all are higher than the Vale average.</p>
Health and well being	<p>12% of residents' health limits their day to day activities- this is slightly higher than 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>There is a higher proportion of younger people living in the area compared to the Vale and Wales average with 22% of the population being aged 0-15 years.</p> <p>There are a number of youth activities that are available within the local area including youth clubs, social groups, boxing gym and the rugby club.</p>
Education	<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 (85), 3 (97) and 4 (455).</p> <p>Higher pupil absence rates than the Vale average at Primary (7.0) and Secondary school (10.4)</p>
Open spaces	<p>There are a variety of open spaces which could be used by community.</p>
Estate Gradings	<p>The overall estate grading is 3. There have been a number of reoccurring issues with fly tipping within the area which the Neighbourhood Team have been working to resolve which includes issues with litter.</p> <p>There have also been issues with garden conditions. Another issue the Team have been working on in partnership with the DVLA / Local PCSO's is tackling the number of vehicles either parked on the estate or being used on the state which are not taxed on insured.</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 a steady 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 communal spaces.	Parking is a problem in some parts of the neighbourhood mainly due to the width of some roads and the lack of available space. There is also a lot of hard standing parking areas which aren't used to their full potential and can attract youths and fly tipping.  There is the potential to address some of the issues with parking in the area and this should be included within the neighbourhood plans.
The general appearance of properties in the area is good, with some significant improvements in the appearance of the estate following the external works that have recently been completed.	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 parking and narrow roads, and very little in the way of off road parking.
Not all tenants feel consulted with and don't feel able to attend the resident board so miss out on being able to speak to the Neighbourhood Team.	

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
- Managing anti-social behaviour effectively
- Ensuring repairs and maintenance are carried out in a timely fashion to a high standard.

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

- Improving community safety
- Tackling anti-social behaviour
- Improving parking within the area

## Actions

What?	Why?	When?
<b>Environment issues</b>		
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. To tackle rubbish and fly tipping.	Within 12 months
Work in partnership with private landlords to improve the gardens of non-local authority houses which are having a negative impact.	Improve the overall appearance of the neighbourhood. Build stronger communities.	Within 12 months
Target overgrown and untidy 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?
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
To work with highways to review current issues with parking and traffic issues within the area, focusing on areas such as Colcot School and Winston Road.  This is to include reviewing potholes and identifying the plan for these to be resolved.	Improve Community Safety. Improve parking facilities. To improve the overall appearance of the neighbourhood.	Within 3 years
To complete green space work within the Margaret Avenue allotment space to establish a community garden as a hub in the area. The Community Garden will be managed in part by Colcot School.	Improve the overall appearance of the neighbourhood. Improve health and wellbeing. Tackle litter and fly tipping. Improve community safety. Provide community activities. Build strong and cohesive communities.	Within 12 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 12 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.	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
<b>Crime and Safety</b>		
Work in partnership with Youth Service, Colcot Residents Board and Community Investment Team to develop diversionary activities with young people through outreach activities e.g. Football, Youth Club, school holiday project 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

## Actions (cont.)

What?	Why?	When?
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
To work with tenants and local residents to develop a community safety group to further explore how this can be improved at a local level.	To improve community safety. Improve tenant engagement. Build safe and cohesive communities.	Within 6 months
<b>Active communities</b>		
Support the residents board in developing the long-term sustainability of youth provision within the area	Tackle anti-social behaviour. Improve community safety. Build safe and cohesive communities. Providing community based activities. Support with employment and training.	Within 3 years
<b>Active communities</b>		
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 12 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 3 years
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

## Actions (cont.)

What?	Why?	When?
Developing a menu of community engagement events within the area to bring the community together and to improve engagement with the Neighbourhood Team.	Providing community activities. Building strong and cohesive communities. Improving communication between tenants and the Neighbourhood Team.	Within 12 months
<b>Active communities</b>		
To review household demographics for the area to identify vulnerable tenants and review how appropriate support services can be provided, including developing community resources or co-production methods.	Improving community safety. Building strong and cohesive communities. Improving the wellbeing of tenants. Building community engagement. Supporting vulnerable tenants.	Within 12 months
To review community services in the area for older people and work with the Community Investment Team to develop a range of projects suitable for older people.	Providing Community activities. Supporting vulnerable tenants.	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.	Improve engagement with the community. Improve community relationships. Building strong and cohesive communities.	Within 6 months

# How to contact us:

By phone:

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By email:

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In writing:

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Via the web:

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In person:

Housing Reception, Civic Offices, Holton Road, Barry

8:30 to 5:00pm Monday to Thursday

8:30 to 4:30pm Friday

