

Neighbourhood Action Plan



LLANTWIT MAJOR

Western Vale



NEIGHBOURHOOD ACTION PLAN

For the Llantwit Major area

This is the neighbourhood action plan for Llantwit Major. Llantwit Major is a large town in the western Vale, locally known as “old and new Llantwit”. Well served by rail and roads, the town is generally regarded as affluent and often features in lists of best places to live in Wales. There are however contrasts and pockets of deprivation particularly across the two main estates.

There are two primary schools; Ysgol Y Draig and St Illtyds, and they feed into Llantwit Major Secondary School. There is also a Welsh medium primary school, Ysgol Gymraeg Dewi Sant.

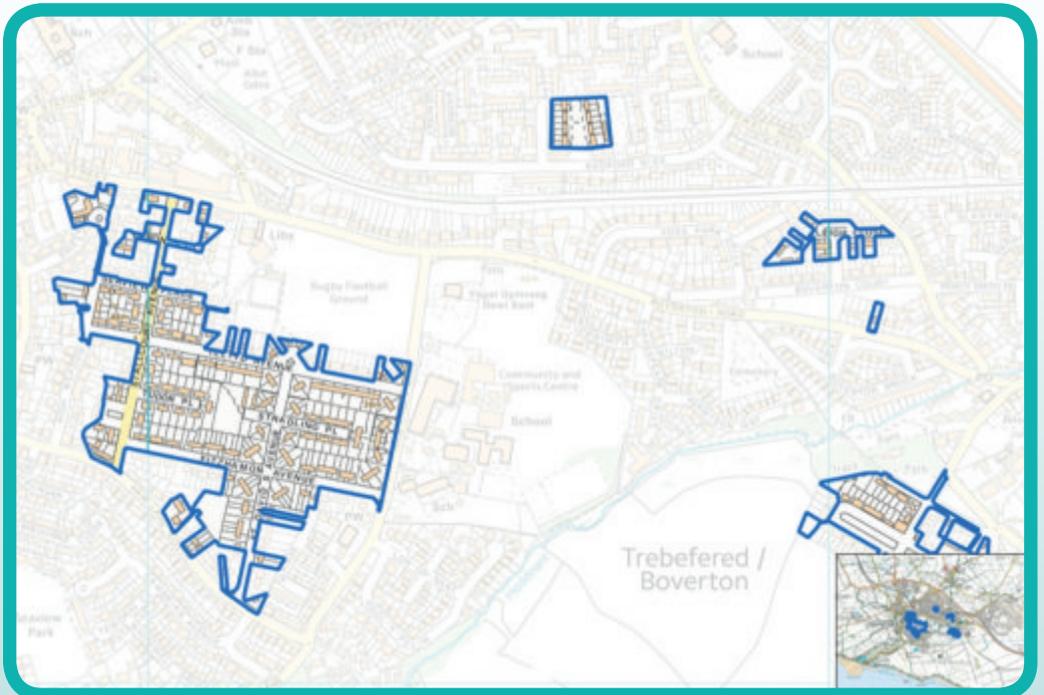
There are a variety of shops, pubs and restaurants in the town centre, and one local shop in the ‘new’ Llantwit area.

The Council owned sheltered scheme Crawshay Court is situated within this area and it houses residents of the age 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 3,023 people living in Llantwit Major
- 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 312 Council owned properties in Llantwit Major. There are 234 houses, 4 maisonettes, 17 flats, 5 flats for older people, 29 bungalows for older people and a sheltered scheme with 23 flats. There are 11 leasehold properties and 198 garages. The properties are of a traditional construction type and were built circa 1958, and the newer estate is a non-traditional build type built in the late 1960's.



What is a neighbourhood action plan?

What are the aims?



The Llantwit Major 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 advised that they knew the Neighbourhood Team for the area which is disappointing. Therefore the neighbourhood plan will set out how the team will increase its presence within the area.

Key information for community

<p>Community Safety</p>	<p>46.3% 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 concern for many with 66% of tenants on the estate stating this wasn't an issue (compared to 67% across the Vale)</p> <p>32% of tenants felt that drug use in the area was a problem which is slightly higher than the Vale average of 26%.</p> <p>57% of tenants reported feeling safe living in the area.</p> <p>"There is a good sense of community spirit here"</p>
<p>Customer contact</p>	<p>79% of residents said staff were helpful and 80% felt the staff were able to deal with their query quickly and efficiently.</p> <p>77% of tenants thought it was easy to contact the right person (Vale average 65%)</p>
<p>Demand for homes</p>	<p>Over the last 12 months we have had 24 properties become available for re-let in the area. There is a healthy demand for properties within the area with an average of 30 applicants bidding on each property.</p> <p>"It's a safe and quiet area to live."</p> <p>"Good neighbours and community spirit"</p>
<p>Access to services</p>	<p>People in the neighbourhood have good access to shops and services. There are good bus services and train links meaning tenants can get into Barry or Cardiff and can visit supermarkets easily.</p> <p>There are three primary schools and secondary school in Llantwit Major and sufficient places are available for children living within the catchment.</p> <p>During a recent tenant survey tenant highlighted that they would like to see an increase in local services and this is a priority area for them moving forward. We aim to work with tenants to identify where there are a lack of services and explore if these can be increased.</p>
<p>Rent arrears</p>	<p>86% of tenants on the estate say that their rent represents value for money.</p> <p>28% of tenants are in rent arrears which is lower than the average across the Vale of 31%.</p>
<p>Repairs</p>	<p>77% of tenants on the estate were satisfied with the repairs service and 76% felt that repairs were carried out quickly.</p> <p>Tenants living in this area identified having repairs completed in a timely fashion as being their highest priority in terms of services provided by Vale Homes.</p>
<p>Employment</p>	<p>The neighbourhood has higher levels of employment compared with other neighbourhoods in the Vale. 2.3% of working age people claim out of work benefits which is slightly higher than the Vale average which is 1.1%.</p> <p>Tenants have advised that they would like to see more employment support services in the area to help people access employment.</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>When recently asked only 29% of tenants living in the area shared that they had heard about Universal credit and had some understanding of how the changes will affect them.</p>
Property turnover	24 properties became empty last year (8% of the housing stock in the area)
Active Tenants	<p>We have low engagement with tenants within the Llantwit area and only 14% of tenants shared that they know the Neighbourhood Team for the area.</p> <p>We do have an active residents board that is based at Crawshay Court. This is mainly attended by the residents living within the sheltered scheme and tends to focus on issues relating to older people.</p> <p>We are aware that there are some community groups operating within the area which our tenants engage with however we have limited links with these.</p> <p>We are aware that one issue in the area are families being rehoused in the area and then wanting to return to other areas such as Barry which prevents them from putting down roots.</p>
Crime and nuisance	Lower than average crime rates in respect of burglary, violent crimes and anti-social behaviour.
Health and well being	<p>21% of residents' have health conditions that limit 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>Llantwit has a higher proportion (22%) of young people living in the area than both the Vale and Wales average.</p> <p>It has been highlighted by tenants that there is little in the area for children and young people to do, with many highlighting this as a priority that needs to be addressed.</p> <p>Little provision made for Young People via Youth Clubs, Social groups.</p>
Education	<p>Educational attainment levels are similar to the Vale average with attainment scores average at key stages 2 (89), 3(108) and 4 (434), compared to 89, 106 and 492 across the Vale</p> <p>Llantwit does experience higher pupil absence rates in secondary schools, with 11% compared to 8% across the Vale.</p>
Open spaces	There are a variety of open spaces which could be used by community, and a number of smaller tracts of green space or parking areas within the area.
Estate Gradings	The overall estate grading is 3. Recurring issues include fly tipping, litter and overgrown hedges bordering on to pathways across the estate.

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	
<p>The area as a whole benefits from established communities and low turnover of properties</p>	<p>The frequency at which people move in and out of the neighbourhood is low and it is easy to let most properties. Garage areas have a poor appearance and there are currently 30 void garages with two "ready to let".</p>
<p>Rubbish dumping is an issue in the garage court areas, and with further changes to recycling in 2019 this is a priority for the area</p> <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.</p> <p>There are pockets of fly tipping in certain areas such as the garage courts in Llantwit Major</p> <p>Several trees in the neighbourhood are in poor condition and there are areas of used land that could be put to better use such as the land at Stradling Place</p>	<p>Parking is a problem in some parts of the neighbourhood mainly due to the width of some roads and the lack of available space.</p>
<p>The general appearance of properties in the area is good, with some of the villages being an idyllic setting.</p>	<p>There are also some problems with the condition of gardens and fences in some areas due to maintenance and poor fencing.</p>
<p>The properties in the area have all had the WHQS works completed and are in very good condition.</p>	<p>People don't know us/no strong contact</p> <p>Need to know more about our tenants/ demographics</p>
<p>The Neighbourhood Management Team attend the Major Residents Group meetings on a monthly basis held at Crawshay Court.</p> <p>They have recently attended the Town Council meeting to forge relationships.</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
- That issues with anti-social behaviour are managed effectively
- Communicating effectively with tenants, listening to suggestions and acting on these.

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

- Tackling rubbish and fly tipping within the area
- Improving local services
- Improving community safety



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 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 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
Consider enclosing the open front gardens outside flats to reduce build-up of litter.	To improve the overall appearance of the neighbourhood. Tackle issues with litter in the area and create bin storage.	Within 12 months

Actions (cont.)

What?	Why?	When?
Target overgrown gardens of tenanted homes, including communal gardens	To improve the overall appearance of the Neighbourhood. Improve community safety.	Within 6 months
Environment issues		
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
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 12 months
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
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
Crime and Safety		
Establish Neighbourhood Watch activities to increase the level of surveillance in neighbourhood and therefore increase the feeling of security and empowerment against crime. Including identifying vulnerable tenants who have been or may be a victim of crime.	To reduce levels of vandalism and increase feelings of security for residents who feel vulnerable to crime. Development of a long term crime prevention strategy will ensure consistent policing approach.	Within 3 years
Work in partnership with Youth Service and Community Investment Team to develop diversionary activities with young people through outreach activities e.g. Football, Bike Club 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
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
Active communities		
Working in partnership with community groups, organisations and tenants develop a menu of youth engagement activities within the area. Including establishing a youth tenant forum for the area (targeting 16 to 25 year olds)	Improving local services. Building community engagement. Providing community activities. Improving health and wellbeing. Improving community safety.	Within 2 years
To create a tenant group or forum within the area in addition to the group meeting within Crawshay which tends to focus more on older people.	Increase engagement with local tenants. Building community engagement. Building strong and cohesive communities.	Within 6 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 6 months
Develop youth club/ youth service provision from buildings in the area	Improving local services. Building community engagement. Providing community activities. Improving health and wellbeing. Improving community safety.	Within 12 months

Actions (cont.)

What?	Why?	When?
Active communities		
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 the 3 monthly walkabouts, inviting the local PCSO's and Town Councillors – 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.	Developing green spaces and improving the environment.	Within 6 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
Active communities		
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 explore digital working and establish a base within the area to enable the team to spend more time working within the area.	Improve engagement with the community. Improve community relationships.	Within 12 months
Attend the Community Council Meetings and other local based meetings forums to build effective working relationships within the area.	Improve engagement with the community.	Within 6 months
To erect Community notice boards within the area displaying relevant information, including promoting community activities.	Improve engagement with the 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 12 months

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8:30 to 5:00pm Monday to Thursday

8:30 to 4:30pm Friday

