

Maldens & Coombe Neighbourhood

**Your
Neighbourhood**

**Your
Services**

Neighbourhood Action Plan

The Neighbourhood Action Plan sets out your priorities and ideas for improvement in Maldens and Coombe. The priorities have been identified through consultation at Neighbourhood Open Days and other community events during 2009/10. The Plan includes actions that will be implemented by the Council and its partners (public and voluntary) to meet your needs. The Maldens & Coombe Neighbourhood Committee (your local Councillors) will use its role as local decision makers to ensure that your views, through this Neighbourhood Action Plan, are listened to and acted on.

The Neighbourhood Committee is always seeking to hear the views of local people and to involve you in the decision making process. This Neighbourhood Action Plan will be continuously updated as more people get involved and express their views.

There are a number of ways you can influence local decision making through your local Councillors as community leaders.

Contact your Neighbourhood Manager – Hannah Rees, for more information.

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<u>Ref</u>	<u>Priority</u>	<u>Action</u>	<u>Outcome</u>	<u>Milestones/Timescale</u>
1	Involving the Community			
1.1	Need more activities for young people	<p>Monitor the range of youth provision at Youth Centres in the neighbourhood:</p> <ul style="list-style-type: none"> • Dickerage Adventure Playground • Fountain Youth Project • Kingsnympton Youth Centre • Venner Youth Centre 	<p>Councillors, young people and other stake holders are aware of youth provision in the Neighbourhood.</p> <p>Young people have access to a wide range of positive activities.</p>	<ul style="list-style-type: none"> - Report of youth service activity and outcomes to be reported to Neighbourhood Committee annually. - New initiatives at Youth Centres to be reported to Neighbourhood Committee as information items. - Explore the possibility of renaming Dickerage Adventure Playground to reflect the work that now takes place there – September 2010. - Activities taking place for young people are advertised on Young Living website – ongoing.
1.2		Research voluntary sector youth provision in the neighbourhood, and promote it.	Maximise use of RBK and voluntary sector assets and provision.	<ul style="list-style-type: none"> - Complete research – October 2010 - Promotion – ongoing
1.3		Establish the existing level and explore the possibility of youth service provision in Kingston Vale area.	<p>Positive activities for young people aged 13 plus in Kingston Vale area.</p> <p>Young people influencing service provision to meet their needs.</p>	<ul style="list-style-type: none"> - Youth Service to meet with local churches, and young people in the area to get their views on provision – May 2010 - Explore suggestions and agree action plan with all partners to be implemented by September 2010. - Establish voluntary sector and extended schools provision as part of this exercise.

1.4		Residents identified a need for play area in Kingston Vale	Local services for local people subject to resource availability and influence.	<ul style="list-style-type: none"> - Explore options with the Green Spaces Team, Culture & Lifelong Learning, and local schools particularly focusing on existing resources that could be utilised for community benefit.
1.5	Increase involvement of young people in influencing local decision making	Explore ways young people can influence service provision and feed their views into the Neighbourhood Committee	Young people influencing provision of limited services to meet need	<ul style="list-style-type: none"> - Make links with Kingston Youth Council. - Explore opportunities for young people around the Neighbourhood Committee including membership of the Neighbourhood Community Panel.
1.6		Using planned processes, work with partners to ensure young people's views are fed into activities. Starting with the PCT leading on a Participatory Needs Assessment (PNA)* in the Kingsnympton Estate and Cumberland House.	Young people's views reflected in service provision	<ul style="list-style-type: none"> - PNA to commence January 2011. The PNA will be an indepth consultation to identify residents priorities, particularly focusing on health inequalities. It also aims to encourage residents to form community groups, and take part in activities.
1.7	Increase opportunities for residents to have their say / influence how services are delivered in the neighbourhood	Establish a Neighbourhood Action Plan that addresses the priorities and ideas for improvements identified by residents through community engagement in 2009. This will include working in partnership with others to meet local needs.	<p>Residents will feel empowered and as a result have a greater level of satisfaction with services delivered.</p> <p>Residents have an influence and greater understanding of local democracy.</p>	<ul style="list-style-type: none"> - Neighbourhood Action Plan developed around priorities raised by residents at Neighbourhood Open Days in 2009/10 - Present this Neighbourhood Action Plan to Neighbourhood Committee in June 2010 - Continue consultation throughout 2010/11 and update the Action Plan to reflect wide participation of residents from across the neighbourhood - Develop other mechanisms to enable residents to have their say
1.8		Neighbourhood Open Days across the neighbourhood that	Residents will feel empowered and as a	<ul style="list-style-type: none"> - Make links with extended schools, Malden Fortnight committee and others

		<p>give residents information about services (RBK, partners, voluntary sector) and the opportunity to identify priorities and issues in the neighbourhood. To be tied in with existing events being organised to maximise attendance.</p>	<p>result have a greater level of satisfaction with services delivered</p> <p>Residents have an influence and greater understanding of local democracy.</p>	<p>organising events throughout the year – May 2010</p> <ul style="list-style-type: none"> - Report regularly to the Neighbourhood Committee through Neighbourhood Manager's update and feed resident priorities into the Neighbourhood Action Plan
1.9		<p>Establish a Neighbourhood Community Panel (this can take many forms including meetings and e-communication).</p>	<p>Residents will feel empowered and as a result have a greater level of satisfaction with services delivered</p> <p>Enhance the role of Councillors as community champions through communication with residents.</p>	<ul style="list-style-type: none"> - Publicise the Panel widely – May 2010 - Hold inaugural event - Panel up and running – August 2010
1.10		<p>Offer new ways of communication as well as traditional ones – E bulletin, Neighbourhood Facebook page, updated Neighbourhood page on the RBK website and links to partners sites.</p>	<p>Residents better informed, feel more empowered.</p>	<ul style="list-style-type: none"> - Neighbourhood Facebook group set up – May 2010 and ongoing - Neighbourhood page on RBK website updated – ongoing - Contribute to Resident Association / partners newsletters and websites - Identify any barriers that restrict maximum participation at Communitte meetings and other neighbourhood forums.

1.11	Support initiatives that encourage greater community spirit in the neighbourhood	Support and encourage community led initiatives such as the New Malden Christmas Lights switch on, hanging baskets and Malden Fortnight, as well as Residents Associations and arts/culture through advice and funding.	Voluntary/community sector are sustained and supported to continue to deliver activities that benefit the community. Residents feel satisfied with the local area.	<ul style="list-style-type: none"> - Neighbourhood Committee to continue funding for Christmas Lights and New Malden High St hanging baskets in 2010. - Neighbourhood Grants to provide support to local voluntary/ community groups - Promote Kingston Voluntary Action fundraising and advice service to Resident Associations and community groups in the neighbourhood
1.12	Develop relations between the Korean community and other communities in New Malden	<p>Beverley Ward Safer Neighbourhood Police Team to produce their corporate newsletters in Korean.</p> <p>Promote the New Malden Business Forum to the Korean business community to encourage involvement.</p>	<p>Residents/businesses feel satisfied with the local area.</p> <p>Greater cohesion between communities in the neighbourhood.</p>	<ul style="list-style-type: none"> - Police to distribute newsletters – July 2010 for current newsletter and then subsequent newsletters. - Engage with the Korean Residents Association and through the Korean newspaper – ongoing - Korean Festival

1.13	Develop and support the Community Hubs concept which is about creating the conditions in Neighbourhoods so that people have access to what they need to lead happy and healthy lives.	Develop a project that makes life easier for residents and enables them to access our services and those of our partners efficiently and quickly in the neighbourhood.	Residents feel satisfied with the local area. Local people are engaged in activities and improve their quality of life.	<ul style="list-style-type: none"> - Continue with the 'roving hub' concept through Neighbourhood Open Days. - Identify and involve partners - Listen to what the community wants and where it wants it delivered - Develop options to provide greater information about services including an online information hub. - Identify and link up existing hubs in the neighbourhood (schools, libraries) and focus on provision that meets local needs. - Explore the use of ICT and assets through One Council projects
2	Community Safety			
2.1	Young people hanging around	Through partners such as the Police and Youth Service support and monitor the provision of diversionary activities	Young people have access to a wide range of positive activities. Residents feel satisfied with the local area.	<ul style="list-style-type: none"> - Fulham FC KICKZ programme - Number of young people involved with Police/ FA led football based projects in the neighbourhood - Identify existing arts and cultural provision (voluntary, public & private) and promote to young people in the neighbourhood
2.2	Fear of crime and the perception of crime	Support activities to reduce ASB at Worcester Park train station	Reduction in ASB. Residents feel safer.	<ul style="list-style-type: none"> - Support the work of the Worcester Park Station Volunteers Group through information and advice - Ensure local Safer Neighbourhood Teams and ASB Coordinator work together through Joint Agency Group (JAG)

2.3		Support activities to reduce fear of crime amongst businesses.	Increased feeling of security, empowerment of businesses through link to CCTV and ability to respond collectively and quickly to any incidents.	<ul style="list-style-type: none"> - Introduce the Retail Radio system to New Malden High Street. This allows businesses to have direct contact with the Council's CCTV Control Room. CCTV Manager to liaise with local businesses
2.4	Underage drinking	Support activities to tackle underage drinking in hotspots in the neighbourhood	Residents feel safer.	<ul style="list-style-type: none"> - Safer Neighbourhood Teams to enforce Controlled Drinking Zones in parks in the neighbourhood where they are designated - ongoing - Trading Standards to undertake test purchases at targeted locations across the year - ongoing - Safer Kingston Partnership summer poster campaign targeting alcohol misuse to target district centres including New Malden – August 2010
2.5	Safer Kingston Partnership	Ensure local priorities and the actions identified in this Plan are raised at the Safer Kingston Partnership and included in their strategic plans, for delivery.		<ul style="list-style-type: none"> - Safer Kingston Partnership Manager to progress, and include progress in annual report to the Neighbourhood Committee.
3	Improving the Environment			
3.1	Ensure Streetscene Services are delivered that meet Neighbourhood need and raise awareness of service provision.	Performance information for waste, grass cutting, recycling, environmental related calls to the Contact Centre etc to be reported at a Neighbourhood level.	Residents will feel empowered and as a result have a greater level of satisfaction with services delivered.	<ul style="list-style-type: none"> - Through One Council Project 3 (Commissioning) explore if performance information can be linked to the Neighbourhood system – summer 2010. - Reporting procedures are clearly identified and communicated

			Enhanced role of Councillors as community champions.	
3.2	Maintain and improve the excellent environmental appearance of the Neighbourhood.	Tackle graffiti hotspots using the Community Payback scheme, informed by Cllrs and residents.	Residents feel satisfied with the local area.	<ul style="list-style-type: none"> - Number of Payback schemes completed - Streetscene performance levels reported
3.3		Develop Community Champions initiative – build capacity of local residents to help improve their neighbourhood through co-delivery of graffiti removal.	Residents will feel empowered and as a result have a greater level of satisfaction with services delivered.	<ul style="list-style-type: none"> - Compliance Team to promote the initiative at Neighbourhood Open Days and through e-Bulletins, press release etc – September 2010
3.4		Provide information to residents about the Council's tree standards and pruning cycles.	Residents will feel better informed and understand the current policy.	<ul style="list-style-type: none"> - Council's Tree Officer to advise how this could be implemented – summer 2010. - Council's Tree Officer to promote 'adopt a tree scheme' in the Neighbourhood.
3.5		Help, facilitate and support local groups and individuals to consider public art projects (subject to seeking funding) in areas such as New Malden High Street	Residents feel satisfied with the local area.	<ul style="list-style-type: none"> - Work with interested community/voluntary groups to help develop possible proposals and link to Kingston Arts Council, RBK Arts Development Officer.
4	Local Economy			
4.1	Support the economic regeneration of local areas to sustain their viability for the benefit of local residents.	Develop the Shopping Local website to include shopping parades.	Vibrant local shopping districts that benefit the local community.	<ul style="list-style-type: none"> - Continue to promote the Shopping Local website and encourage businesses and residents to take advantage of it – ongoing

			Residents and businesses feel satisfied with the local area.	- Complete the web development so businesses can upload offers to the website – June 2010
4.2		Support the New Malden Business Forum	Vibrant local shopping districts that benefit the local community. Residents and businesses feel satisfied with the local area.	- Number of forum meetings held – ongoing - Aim to increase the number of attendees during the year - Work with Chamber of Commerce to identify and promote support they can give to local businesses - Include local businesses on Neighbourhood Community Panel
5	Transport and Highways			
5.1	Improve quality of life by tackling issues such as safety, congestion and parking.	Seek to tackle safety and congestion at hotspots identified by residents (through community engagement or petitions) by developing schemes for Committee consideration (to encourage involvement of residents 40% response rate in any consultation is required before a scheme can go ahead, unless of an urgent health & safety reason).	Residents will feel empowered and as a result have a greater level of satisfaction with services delivered. Residents feel listened to and given the opportunity to influence.	- Schemes identified developed and presented to Committee – ongoing - Local Improvement Plan (LIP) presented to Committee - Regular scheme updates
5.2	Encourage residents and businesses to participate in public consultations on specific traffic management	Take part in traffic management schemes in the neighbourhood where they are supported by local residents and/ or safety is	Residents will feel empowered and as a result have a greater level of satisfaction	- Schemes developed and presented to Committee – ongoing - Local Improvement Plan (LIP) presented to Committee

	schemes.	a factor (to encourage involvement of residents 40% response rate in any consultation is required before a scheme can go ahead, unless of an urgent health & safety reason).	with services delivered. Residents feel listened to and given the opportunity to influence.	- Regular scheme updates
5.3	Encourage residents and businesses to express views on public transport initiatives operating in the neighbourhood.	Partners such as TfL, South West Trains and neighbouring Authorities will be encouraged to circulate initiatives as widely as possible to ensure residents are given the opportunity to express their views.	Residents feel listened to and given the opportunity to influence.	- Partners encouraged to promote initiatives in the Neighbourhood - Consultations presented at Neighbourhood Committee, circulated via e-Bulletin, webpages etc.
5.4	Encourage residents and businesses to express views on the Planned Highways Maintenance annual programme.	Neighbourhood Committee is asked to prioritise works on an annual basis based on UKpms condition surveys, and the views of residents.	Residents will feel empowered and as a result have a greater level of satisfaction with services delivered.	- Ensure the UKpms condition surveys are available for residents to view, alongside information about the budget available and cost of schemes to ensure a realistic picture is available of what is achievable. -

Key

Participatory Needs Assessment – The purpose of the PNA is to enable local residents to share their knowledge and experience to find out what they feel about their quality of life. This includes community, health and well-being, housing, environment, education, leisure, transport, safety and crime. It aims to make links between residents, community groups, statutory and non statutory agencies and the voluntary sector in responding to the needs identified. In particular the PNA will focus on the health and well-being of residents in the Kingsnympton and Cumberland House area. The results will be used by NHS Kingston, Kingston Council and community and voluntary partners to to develop plans and services for the area, and will feed into the Neighbourhood Action Plan.

Joint Agency Group – Multi-agency group that meets monthly to discuss and agree action to resolve specific issues relating to crime and the environment that cannot be solved by one agency alone. The meetings are jointly chaired by the Police and Neighbourhood Management and include representatives from across RBK, Kingston University, NCP, Kingston First etc.

