

Maybury
Draft Local Community Action Plan
April 2008



Local Community Action Plan

Maybury

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Foreword

Welcome to the Neighbourhood Action Plan (NAP) for the Maybury area. This plan is part of a pilot project aimed at developing a better understanding of local residents needs and priorities and is linked to the work undertaken at the Maybury Tune-in.

Woking Borough Council is actively working towards achieving sustainable and thriving communities for the people who live and work in the Borough. Based on strong Community Spirit, a clear sense of belonging and community responsibility. This plan has been developed by the Borough Council in conjunction with local residents and is intended to support these principles.

We hope we have included some issues in the plan that you will recognise and that you will agree with the action recommended. However, this is a plan that will be updated over time and we welcome your suggestions for change of improvement through the contact details provided in this document.

The NAP is a process led by your local Councillors, who are:

Borough Councillors:

- § Councillor M. Riasat Khan
- § Councillor Muzaffar Ali
- § Councillor Mohammed Iqbal

Surrey County Councillors

- § SCC Councillor Mrs V Tinney

What is the purpose of the Neighbourhood Action Plan?

The Borough Council contributes to the overall sense of wellbeing in the Borough through the provision of high quality, value for money public services, and undertakes projects and initiatives that improve quality of life.

The Borough Council has been working with representatives of key organisations in the area to understand the problems and identify ways in which they might be tackled. The outcomes reflected in this plan will lead to improvements that are of value to local people and that they will notice.

The information gathered from this process will be shared with other service providers, such as Surrey County Council, the Police, and the Local Strategic Partnership to help inform service planning and delivery in the area and across the Borough.

The Area

Located to the East of Woking Town centre, the Maybury area is primarily residential with a number of business and industrial sites located in the area. There are many different nationalities present in the area with Maybury Infants where 95% of children attend whose first language is not English and New Monument where 90% of children also have a first language which is not English.

The area also plays host to many clubs, societies and community facilities such as the Mosque, Maybury and ARTAL Centres, which all contribute to the area's sense of community.

A number of residents expressed the view that Maybury is actually two different areas with the section nearest the town considered as Maybury Central rather than Maybury.

Maybury's close proximity to the Town Centre, good access to services, particularly the Mosque came across strongly in our consultation as being some of the best things about living in the area.

How was the plan developed

The LCAP has been developed over a period of months and has been a planned process led by ward councillors. A range of consultation and research methods have been used, including:

- § Questionnaires (translated into 6 languages)
- § Talking to resident groups
- § Talking to clubs and societies
- § 1 to 1 interviews
- § Door knocking
- § Other leader groups
- § Business Survey
- § LCAP feedback
- § Tune In

In response to feedback, Ward Councillors have been working with representatives of key organisations in the area to understand the problems and identify ways in which they might be tackled.

The community has identified the following key issues:

Anti-social behaviour
Graffiti
Public transport

Speeding and Parking
Substance misuse
Fly Tipping and Litter

Whilst the plan focuses on improvements, there has been a lot of positive feedback from residents about living in Maybury. Throughout the consultation, it has stood out that amongst other things, the local community are proud of the community spirit where they live and value the ethnic diversity of the population.

Below are some of the best things that local residents have said about living in Maybury:

- § **Close proximity to Town Centre**
 - 'Close to services and Town Centre'
 - 'Lot's of good facilities'

- § **Strong sense of community**
 - 'Mixture of people'
 - '55 years here – would not want to move'
 - 'Good place to live'

- § **Community/ people**
 - 'Good community feel'
 - 'Good neighbours'

- § **Local Mosque**
 - 'Mela good event, well publicised'

- § **Recreation**
 - 'Walton Court play area good'
 - 'Proximity to Town Centre, Canal and Horsell Common'

The attached plan contains:

A description of each issue

The background of how it was identified

The location of the problem

What actions are to be taken to improve the situation?

Who will lead and take responsibility for the action to be taken

The resources needed

How long it will take to carry out the actions

What will be different when the actions have been carried out?

More detailed information regarding the community profile and the liaison and consultation processes used to develop this Plan are contained on the Borough Council website (www.woking.gov.uk), along with information on the Borough Community Plan and the Borough Council's Corporate Plan.

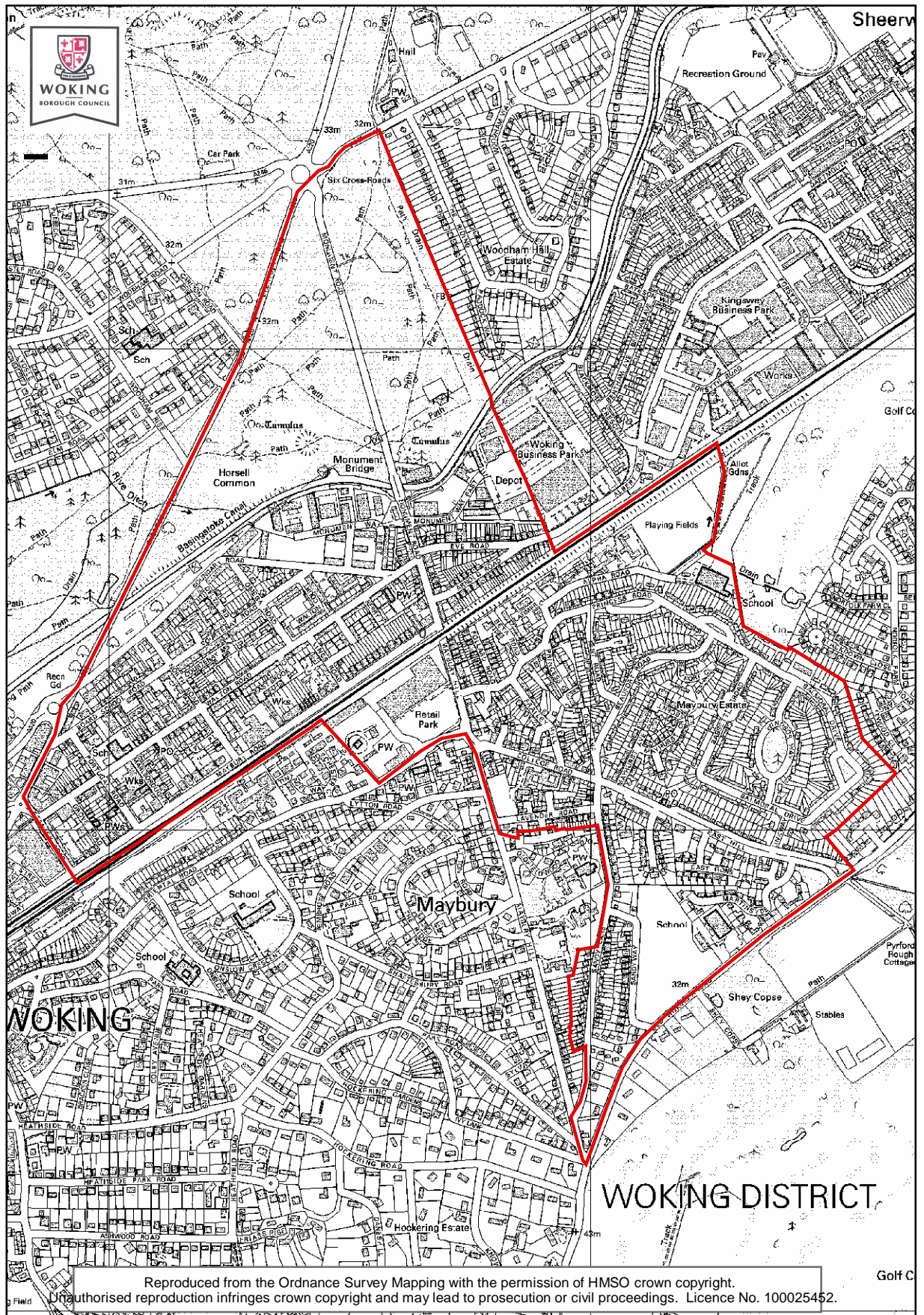
What happens next?

It will be possible to carry out some of the actions in this plan almost immediately, but others will take some time to deliver. Ward Councillors and the Borough Council's Neighbourhood Team will monitor the plans on an ongoing basis. Progress will be reported back to the public via various means, including:

- § The Council's website**
- § Woking Magazine**
- § Residents Meetings**

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Maybury Study Area



Environment

- Litter



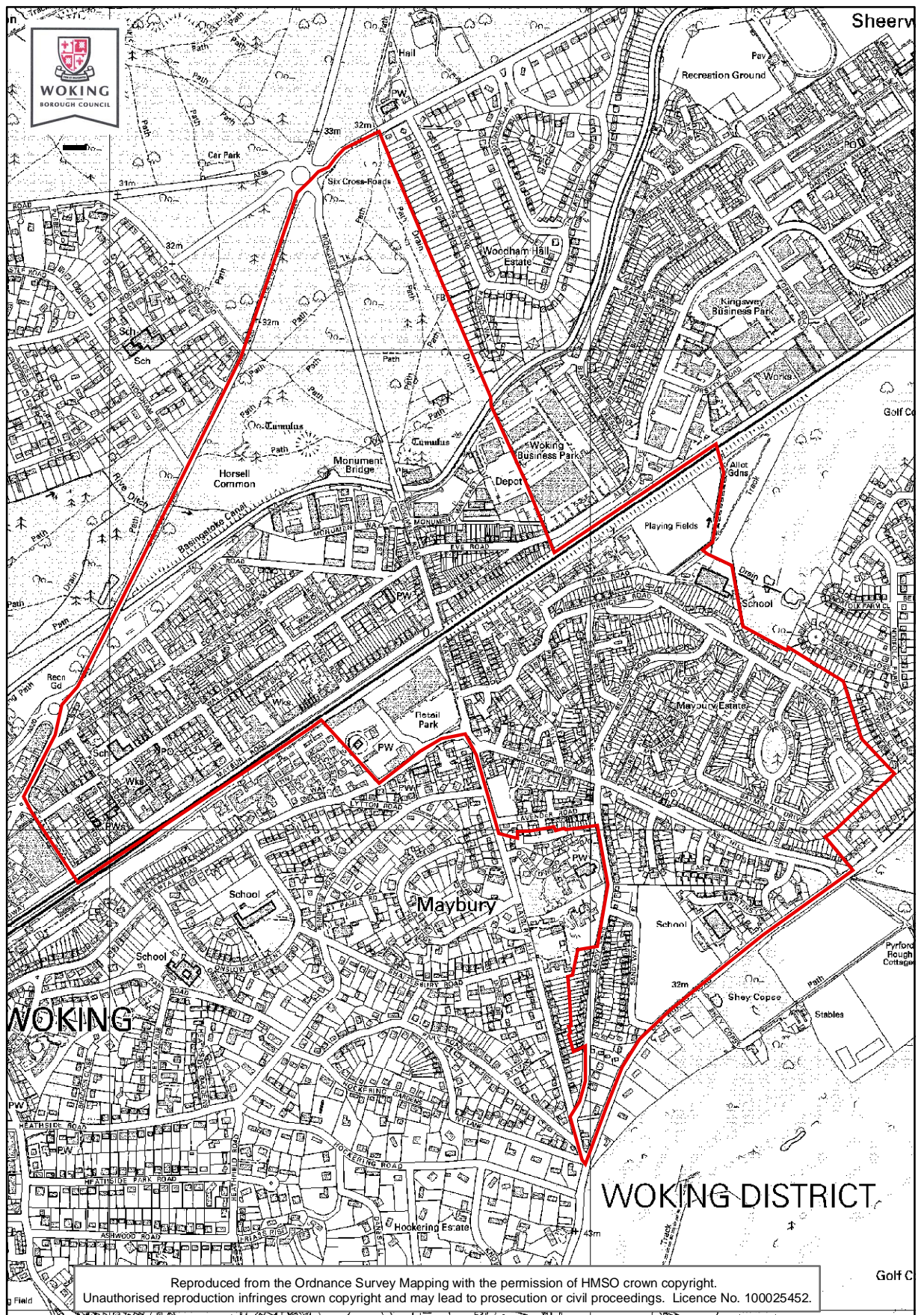
- Fly Tipping



- Waste and Recycling



Environment - Litter



Environment

Litter

Background

- § Consultation feedback has shown that residents and businesses regard litter as a problem throughout the LCAP study area. There is a general feeling that the area does not receive as much attention as other areas in the Borough.
- § Particular concerns were expressed regarding litter in Walton Court. People passing by contribute to the problem and increased cleansing frequencies were requested.
- § Street cleansing frequencies have been reviewed following comments received in the consultation and monitoring will take place to identify improvements.
- § Woking Borough Council's Neighbourhood Team undertakes both enforcement patrols and education programmes with local schools aimed at reducing litter issues.

Location (s)

- § Walton Court
- § Walton Road

Action

- § Woking Borough Council to monitor effectiveness of new cleansing regimes and continue to raise awareness of litter issues with local youth and the wider community.
- § Community clear up and education day – Spring 2008.

Lead/ Responsible Agency

- § Walton Court Residents Association
- § Woking Borough Council (Neighbourhood Team)
- § Serco Environmental Maintenance

Resource

- § Woking Borough Council Officer time (Neighbourhood Team)

Timescale

§ On-going

Outcome measure/ reporting

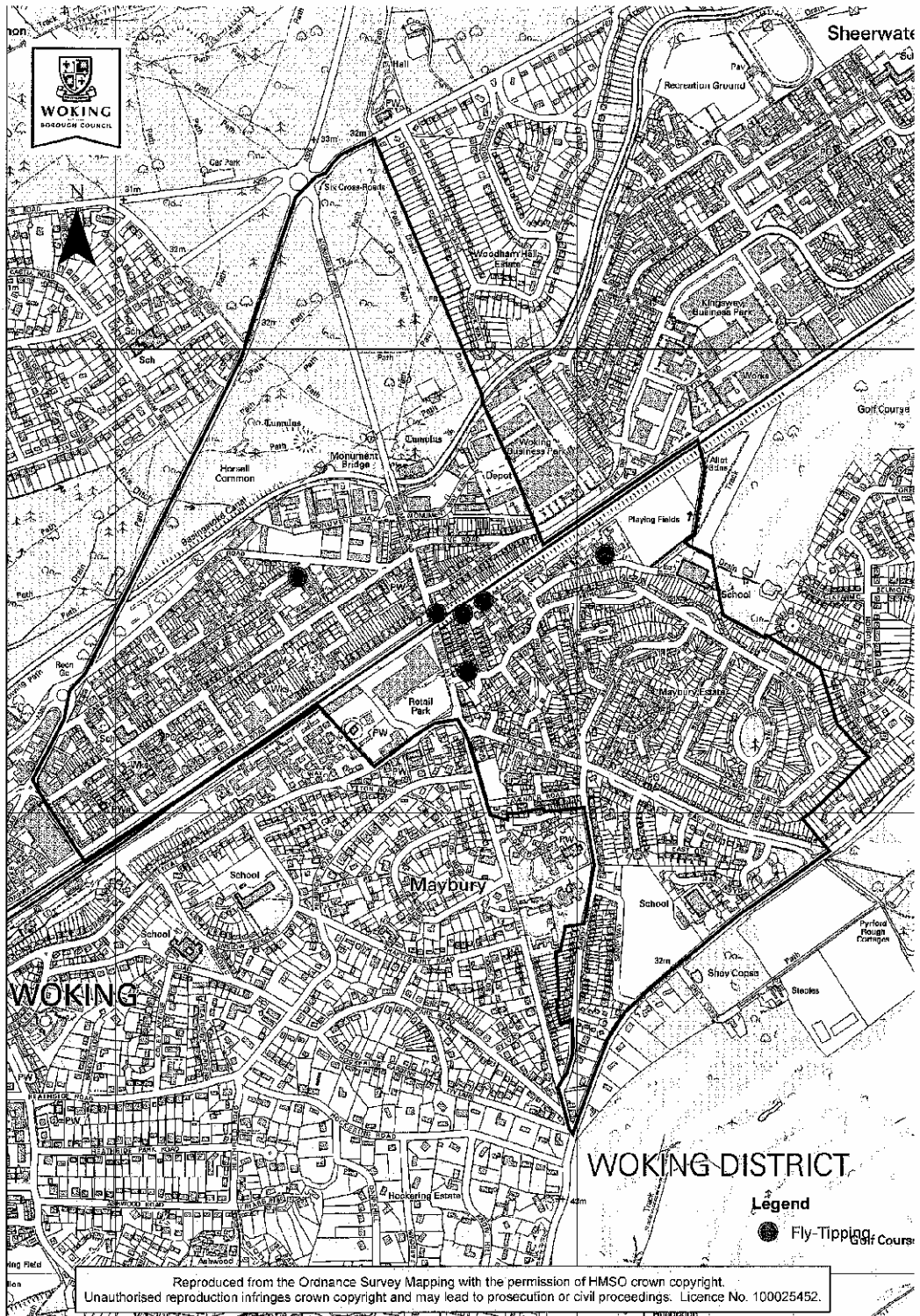
- § % improvement in cleanliness index
- § Reduced litter
- § Improved local perception of safety and pride

Local Community: What you can do

- § Always put your rubbish in a litterbin or take it home.
- § Encourage your children to be responsible about litter.
- § You can report your concerns around litter to Woking Borough Council on-line at www.woking.gov.uk or by calling 01483 755855.
- § Get involved in the clean up day. Contact Andy Calfe on 01483 743451.



Environment - Fly Tipping



Fly Tipping

Background

§ Residents report that fly tipping is a nuisance in certain locations and the suspicion is that the problem is contributed to by people outside the area. However, there is also a view that a large amount of rented accommodation and regular turnover of tenants is also a factor.

Location (s)

- § Walton Court
- § Alpha Road Estate
- § Maybury Estate
- § Track adjacent to New Monument School

Action

§ Woking Borough Council to raise awareness of the problem with the local community. Where information can be provided in confidence to the Council from residents either relating to individuals or vehicles involved with fly tipping enforcement action can be considered.

Lead/ Responsible Agency

- § Woking Borough Council (Neighbourhood Team)

Resource

- § Woking Borough Council Officer time (Neighbourhood Team)

Timescale

- § On-going

Outcome measure/ reporting

- § Reduction in fly tipping.

Local Community: What you can do

- § Remember to be considerate with any rubbish you may have.
- § You can report your concerns around fly tipping to Woking Borough Council on-line at www.woking.gov.uk or by calling 01483 755855.



Environment

Waste and Recycling

Background

§ Problems have been experienced at Walton Court and there is a general feeling that there is not enough provision for waste and recycling. The chute system is not always reliable and does not encourage recycling.

Location

- Walton Court

Action

§ Woking Borough Council to review waste and recycling arrangements at Walton Court.
§ Litter Clean up and Education day – Spring 2008.

Lead/ Responsible Agency

§ Woking Borough Council (Neighbourhood Team)

Resource

§ Woking Borough Council Officer time (Neighbourhood Team)

Timescale

§ On-going

Outcome measure/ reporting

§ Increased recycling

Local Community: What you can do

§ Get involved in the Clean up and Education day – Spring 2008.
§ Recycle as much of your rubbish as possible.
§ Try to limit contamination of recycling.
§ Remember the 3 R's - Reduce, Reuse, Recycle.
§ Use the Community Furniture Store on North Road – 01483 750005.

§ You can report your concerns around waste and recycling to Woking Borough Council on-line at www.woking.gov.uk or by calling 01483 755855.



Fly Tipping at Walton Court

Traffic and Transport

- **Speeding**



- **Parking**



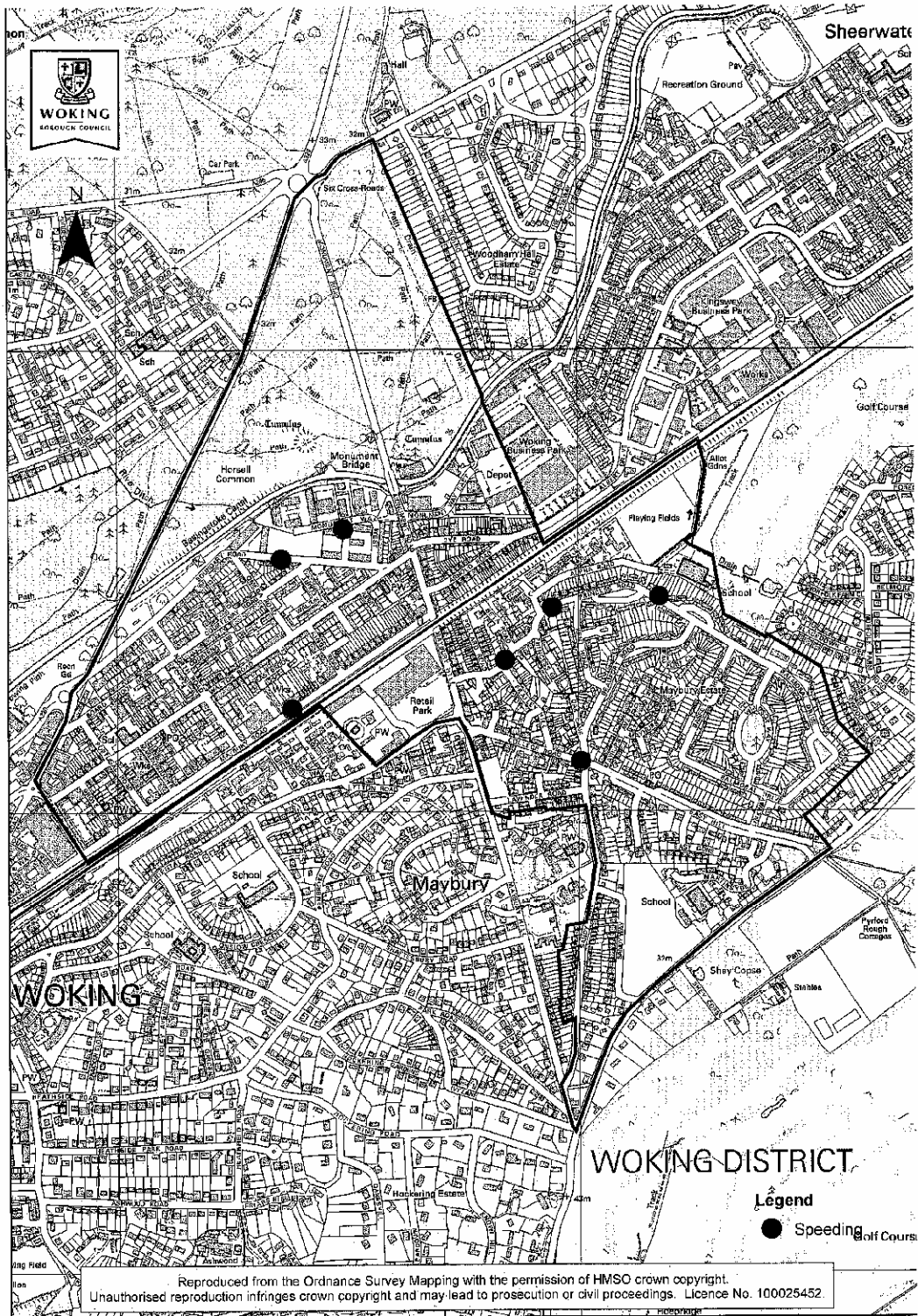
- **Highway Maintenance**



- **Public Transport**



Traffic and Transport – Speeding



Traffic and Transport

Speeding

Background

- § Residents, stakeholders and business all raised concerns regarding levels of speeding on residential roads in the LCAP study area.
- § Consultation feedback indicated speeding near the New Monument School and in the area of Princess Road. Weekends and evenings were particularly bad.

Location (s)

- § Princess Road
- § East Hill
- § Mayhurst Avenue

Action

- § Surrey Police to target the area to investigate and assess speeding issues in named locations.
- § Arising speeding information to be passed on to Surrey County Council to inform transport study.
- § Signs to be erected by New Monument School.

Lead/ Responsible Agency

- § Surrey Police
- § Surrey County Council

Resource

- § Surrey Police Officer time

§ Surrey County Council Officer time

Timescale

§ On-going

Outcome measure/ reporting

§ Reduction in traffic speed.

Local Community: What you can do

§ Drive carefully within the speed limit, especially near schools.

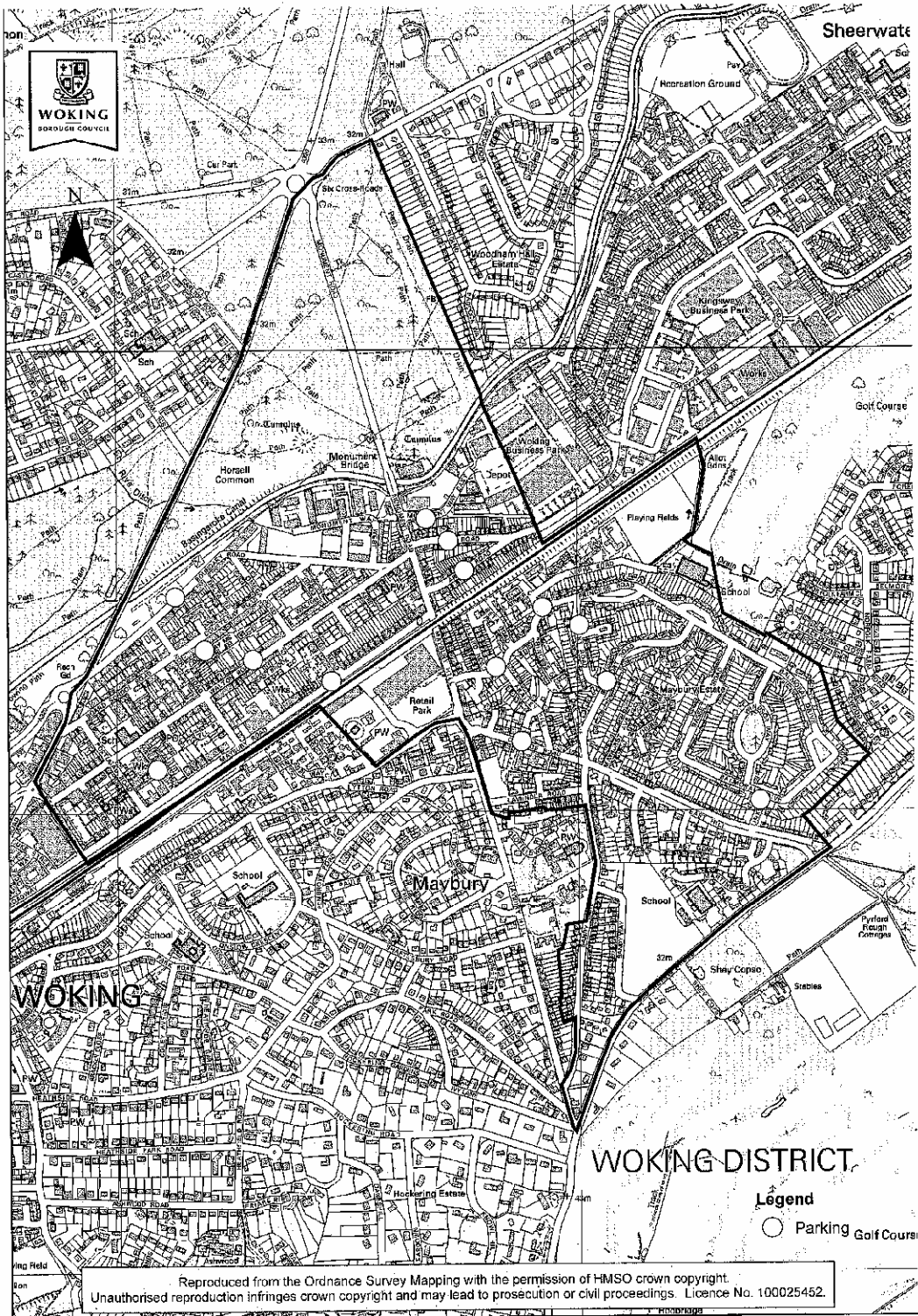
§ For information regarding Neighbourhood Speedwatch please contact Surrey Police Safer Neighbourhoods Team on 0845 125 2222.

§ You can report speeding concerns to the Surrey Police Safer Neighbourhoods Team on 0845 125 2222.

§ For general information about Surrey Police, go to www.surrey.police.uk



Traffic and Transport - Parking



Traffic and Transport

Parking

Background

- § Residents, stakeholders and businesses have all raised concerns with parking in some residential areas as being hazardous.
- § Cars parking along both sides of the road on College Road, was seen by residents as a safety issue.
- § Business representatives were concerned regarding the lack of available short term parking provision close to local shops.
- § Verge parking on the Maybury estate was seen both as a problem and a necessity.

Location (s)

- § Walton Court
- § College Road
- § Maybury Estate

Action

- § Woking Borough Council have introduced 20 minute parking bays
- § Woking Borough Council to pass on LCAP feedback information to Surrey County Council for inclusion transport options.

Lead/ Responsible Agency

- § Woking Borough Council
- § Surrey County Council

Resource

- § Surrey County Council Officer time
- § Woking Borough Council Officer time

Timescale

On-going

Outcome measure/ reporting

Increase satisfaction with access to available parking.

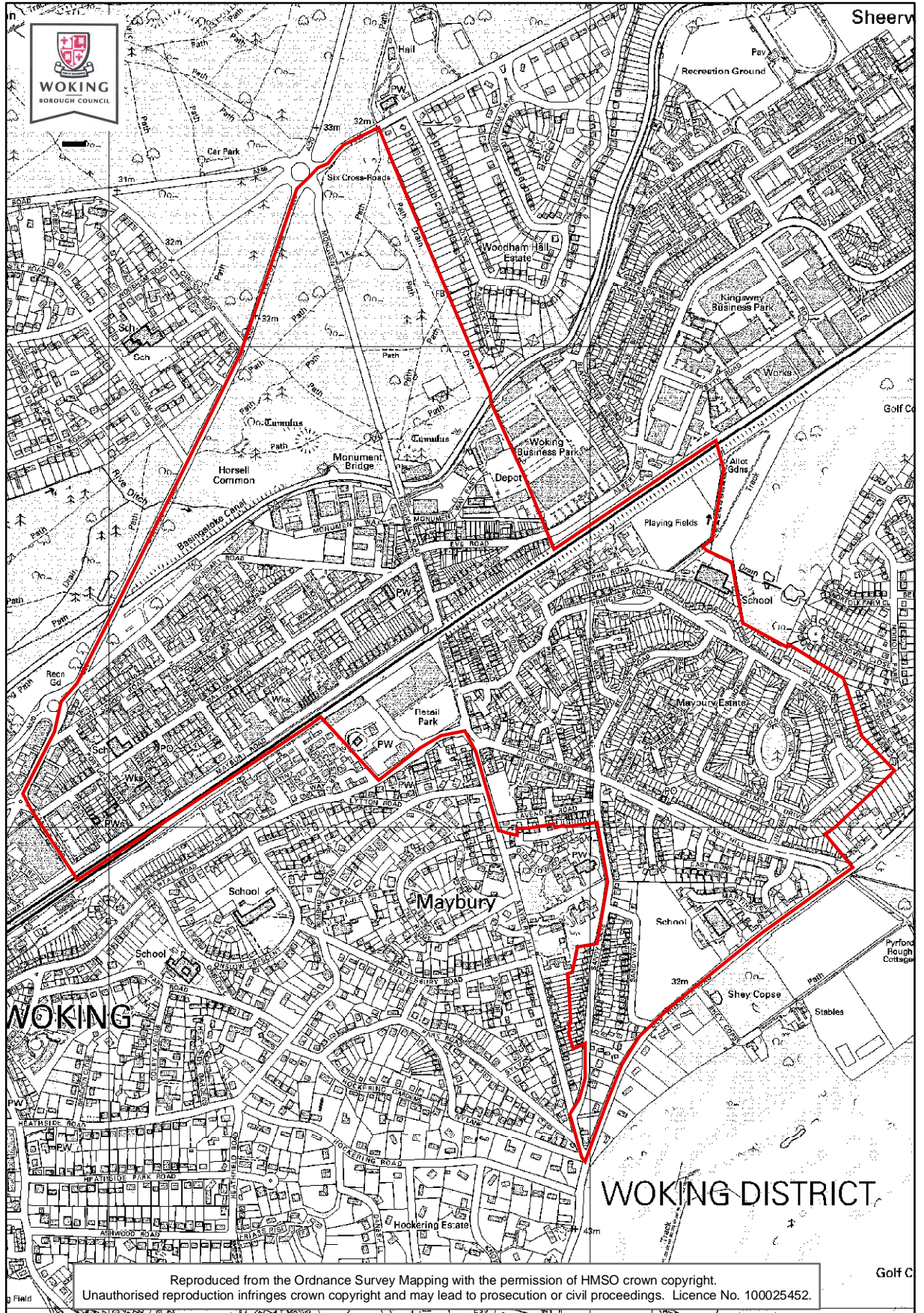
Local Community: What you can do

- § Park legally and with consideration.



Traffic and Transport – Highway Maintenance

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Traffic and Transport

Highway Maintenance

Background

- § Representatives of the Monument School raised concerns regarding the condition of the track leading to the school.
- § Local drainage concerns were highlighted by residents in Maybury Road, Monument Road and Walton Terrace.

Location (s)

- § Maybury Road
- § Monument School
- § Monument Road
- § Walton Terrace

Action

- § Surrey County Council to investigate local drainage issues
- § Woking Borough Council resurfacing track to New Monument School

Lead/ Responsible Agency

- § Surrey County Council
- § Woking Borough Council (Neighbourhood Team)

Resource

- § Surrey County Council Officer time
- § Woking Borough Council Officer time

Timescale

On-going

Outcome measure/ reporting

Increase satisfaction with highway maintenance.

Local Community: What you can do

- § Report highway defects to Surrey County Council on 08456 009009 or contact www.surreycc.gov.uk



Traffic and Transport

Public Transport

Background

- § Residents raised concerns around public transport services in the study area with particular concerns raised with disruption to bus services on the Maybury estate.
- § Feedback also indicated that residents find bus services infrequent in the area of East Hill.

Location (s)

- § East Hill
- § Maybury Estate

Action

- § Target raising awareness of the public transport services within the Maybury area.
- § Feasibility of parking restrictions to be considered to allow improved access for buses on the Maybury estate.

Lead/ Responsible Agency

- § Surrey County Council

Resource

- § Surrey County Council Officer time

Timescale

- § On-going

Outcome measure/ reporting

- § Increase in the number of local residents using public transport services.

Local Community: What you can do

- § Availability of Bustler buses.
- § For full details of public transport services, you look on-line at www.publictransportservices.org.uk or by calling the call centre on 01799 815 518.



Bus Service on Maybury Estate

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Communities Making Better Neighbourhoods

- **Car Vandalism**



- **Community Safety**



- **Graffiti**



- **Youth Issues**



- **Substance Misuse**



**Communities
Making Better Neighbourhoods**

Car Vandalism

Background

§ Issues were raised by residents adjacent to the town who suffer from vandalism, particularly on Friday and Saturday evenings when young adults leave the town on foot.

Location (s)

- § Walton Road
- § Maybury Road
- § Eve Road
- § Arnold Road

Action

- § Surrey Police
- § Woking Borough Council

Lead/ Responsible Agency

- § Surrey Police
- § Woking Borough Council (Neighbourhood Team)

Resource

- § Surrey Police Officer time
- § Woking Borough Council Officer time (Neighbourhood Team)

Timescale

- § On-going

Outcome measure/ reporting

- § Decrease in incidents

Local Community: What you can do

- § For information regarding Neighbourhood Watch please contact Surrey Police Safer Neighbourhoods Team on 0845 125 2222.

- § You can report concerns to the Surrey Police Safer Neighbourhoods Team on 0845 125 2222.
- § For general information about Surrey Police, go to www.surrey.police.uk

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**Communities
Making Better Neighbourhoods**

Community Safety

Background

§ Mothers with young children indicated that they sometimes feel intimidated by older youths congregating in the Boundary Road recreation ground and Alpha Road play area.

Location (s)

§ Boundary Road recreation ground

§ Alpha Road play area

Action

§ Surrey Police

§ Woking Borough Council (Neighbourhood Team)

§ Youth changing hut

§ Access to MUGA at New Monument School

Lead/ Responsible Agency

§ Surrey Police

Resource

§ Surrey Police Officer time

§ Woking Borough Council Officer time (Neighbourhood Team)

Timescale

§ On-going

Outcome measure/ reporting

§ Incidents monitored by Surrey Police

Local Community: What you can do

§ You can report concerns to the Surrey Police Safer Neighbourhoods Team on 0845 125 2222 or Woking Borough Council on-line at www.woking.gov.uk or by calling 01483 755855.

§ For general information about Surrey Police, go to www.surrey.police.uk



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Communities Making Better Neighbourhoods

Graffiti

Background

- § Graffiti was reported as ongoing problem in play areas, on utility boxes and along the alleyway at the side of the railway line off Monument Road.

Location (s)

- § Alleyway adjacent to railway line
- § Walton Road

Action

- § Woking Borough Council (Neighbourhood Team)
- § Serco

Resource

- § Woking Borough Council Neighbourhood Officer time
- § Serco Operative time
- § Surrey Police Officer time working with local schools

Timescale

- § On-going

Outcome measure/ reporting

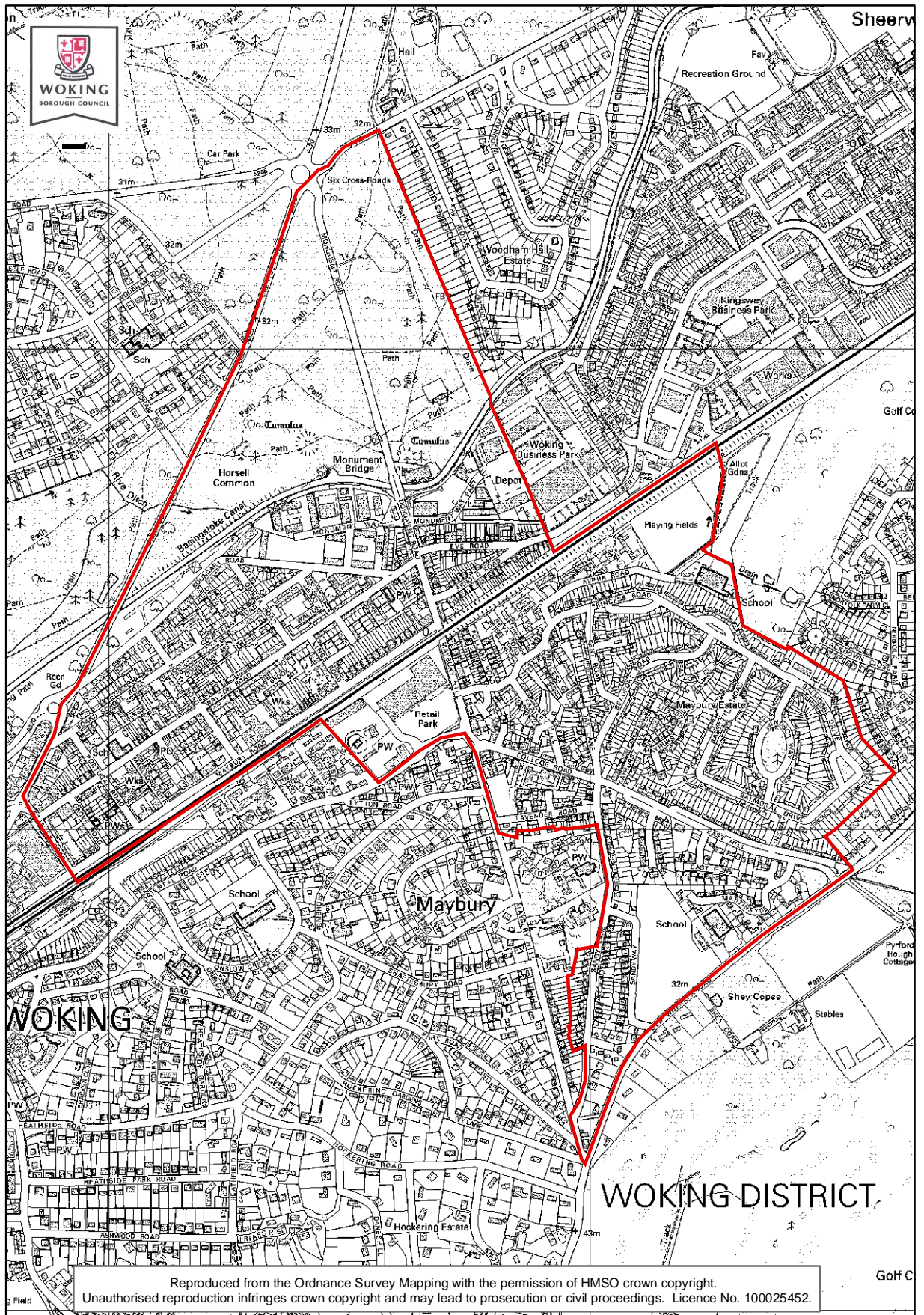
- § Decrease in graffiti incidents

Local Community: What you can do

- § You can report speeding concerns to the Surrey Police Safer Neighbourhoods Team on 0845 125 2222 or Woking Borough Council on-line at www.woking.gov.uk or by calling 01483 755855.



Communities – Making Better Neighbourhoods – Youth Issues



Communities Making Better Neighbourhoods

Youth Issues (Issues for young people)

Background

Many people expressed concerns about young people, but often this appeared on closer inspection to only be about young men. There is concern about their actions and how they impact upon the whole community and themselves. Many of the other issues in the plan are related to young people in some manner sometimes as the instigators of particular issues.

Different areas of Maybury see the problem differently. Maybury Estate residents identifying a cause as the lack of youth facilities in their area, whilst residents in the Walton Road Estate and Road area report similar problems, but have no comments regarding their youth facilities provision.

More work is needed to talk further with young people themselves and understand what they see as problem behaviour and how it might be redirected.

- § There are a great many organisations and individuals who want to improve the behaviour and options for young people.
- § Most of these focus on young men.
- § There is little evidence about the requirements and situation of young girls in the area, although work is now being carried out.
- § Respondents are concerned about the role model young people provide and their impact on younger children
- § Some communities are worried about the pressures on young people to perform and the impact it has on their well being
- § Some people report that young people from outside the area add to the local problems. This is linked particularly to noise and what people describe as alcohol fuelled behaviour on Friday and Saturday nights.
- § Some respondents also suggest that there are young disaffected males from outside the area who contribute to the anti-social behaviour.
- § It has been suggested that some families would value support to deal with difficult teenage behaviour.
- § Language barriers may contribute to the difficulties for parents to be aware/access the support that is available
- § Some parents have concerns about the suitability of local schools.

Action

Tap into mechanisms which are gaining feedback from local teenage girls via Secondary Schools and at the MELA and New Monument Community day.

Work with the Maybury stakeholders group to develop a shared understanding of the issues and potential solutions.

Link with work being undertaken in neighbouring areas on related youth issues.

Investigate staying on rates and job prospects for young males in the Maybury area.

Contact Maybury centre/Mosque regarding support groups for families.

Mosque leaders are considering development of existing family support.

Support activities for young women.

Lead/Responsible Agency

Connexions

Princes Trust

Alpha Road Residents Association - proposed Youth Club

Maybury Community Group (Mosque)

YMCA

Football Group

Woking College

Surrey County Council Youth Service

Surrey Police

Secondary School

Woking Borough Council

Resource

Officer time

Timescale

Ongoing

Outcome measure/reporting

Feedback to the Maybury Community Group

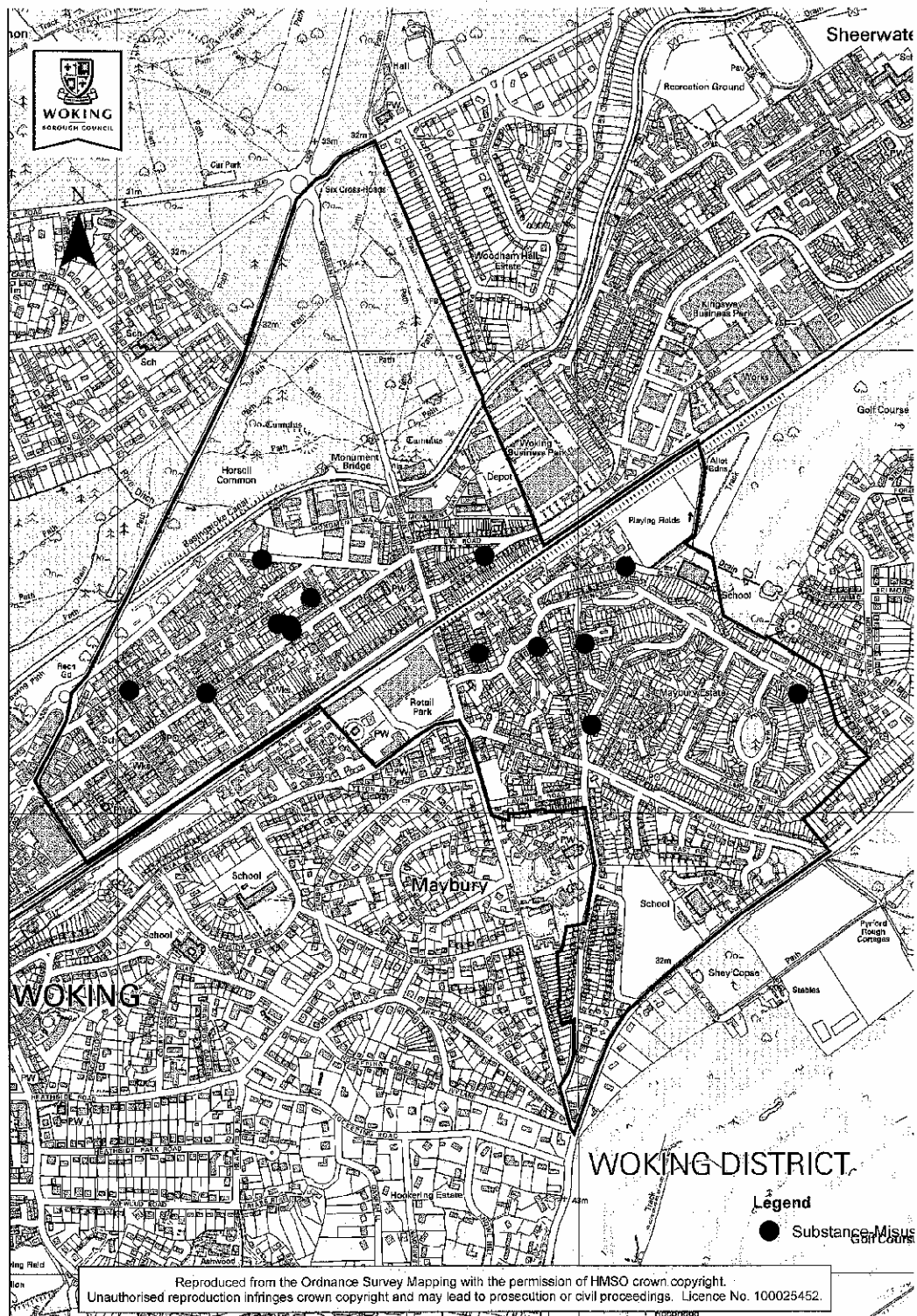
Local Community: What you as an individual can do

- Support youth provision by becoming a volunteer for Woking Council of Voluntary Services <http://www.wavs.org.uk>
- Encourage young people to take part in youth provision.

- www.wokingschoolsconfederation.co.uk
- Woking Youth Centre – 01483 766903
- Woking and Maybury Sports Club – 07738 822229
wokmays@yahoo.co.uk
- Encourage young people to become part of the Youth Council
www.woking.gov.uk/leisuretourism/children/wokingyouthcouncil



Making Better Neighbourhoods - Substance Misuse



Communities Making Better Neighbourhoods

Substance Misuse

Background

Substance misuse covers use of illegal substances (“Drugs”) and Alcohol Abuse (use of Alcohol that impacts adversely on the drinker or other people).

It was one of the three issues identified by attendees at the Maybury Tune-in as of significant disquiet. Businesses, stakeholders and residents also described it as an issue of concern. People recognised that this was a long-term problem that not only affected Maybury, but also was seen as having a significant impact on the area.

Illegal Drug use

- § People identified some key areas where people congregate to access drugs these are shown on the maps.
- § People reported that this was not necessarily people from outside the area either selling or buying drugs.
- § It is reported as a problem particularly of young men though the whole community experiences its effects.
- § Respondents are concerned that younger children are exposed to the drug culture from an early age. People reportedly keep children at home to stop them becoming involved.
- § It is said that area outside Schools are targeted for customers to buy drugs.
- § It is reported that unexplained violence was sometimes associated with drug dealing.
- § Its been reported that some young men feel they don't fit in if they don't take drugs. However social groups do have a mix of people who use and don't use.
- § Distraction activities are reported as not stopping people using drugs

Alcohol Abuse

- § Alcohol abuse is reported as not being a major issue for the Asian community.
- § Reported as mainly being younger people passing through the area at the end of an evening out in Woking Town centre.
- § Littering is associated with the areas that people congregate to drink.
- § Respondents report concern that there are many calls upon Police time and that the police can not be on hand when these issues arise.

Action

- § Consider issues further at JAG (post Tune-in).
- § Investigate further how the community, particularly young people see the drug issue being resolved.
- § Investigate how stakeholders see the drug issue being resolved.

Lead/ Responsible Agency

- § Surrey Police
- § Woking Borough Council
- § Surrey PCT Health Education

Resource

- § Surrey Police Officer time
- § Woking Borough Council Officer time (Neighbourhood Team and Youth Services)

Timescale

- § On-going

Outcome measure/ reporting

- § Work in partnership to increase understanding and reduce incidence of substance misuse.

Local Community: What you can do

- § Become aware of the issues involved in Substance Misuse
www.sadas.org.uk

§ You can report concerns to the Surrey Police Safer Neighbourhoods Team on 0845 125 2222 or Woking Borough Council on-line at www.woking.gov.uk or by calling 01483 755855.

§ Help people get information about support

- Alcoholics Anonymous 08457 697555 <http://www.alcoholics-anonymous.org.uk>
- Narcotics Anonymous 020 7730 0009 <http://www.ukna.org>
- Down Your Drink website <http://www.downyourdrink.org>
- Talk to Frank Information on drugs www.talktofrank.com

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WORKING TOGETHER IN MAYBURY

Throughout the consultation process it has been evident that people do care about the local community and we encourage everyone to take up the challenge of making Maybury an even better place to live.

The local organisations shown below would welcome your support and can be contacted as follows:-

Woking Borough Council – 01483 743669
youth@woking.gov.uk

Youth Council
www.woking.gov.uk/leisuretourism/children/wokingyouthcouncil

Youth provision
www.wokingschoolsconfederation.co.uk

Woking Youth Centre – 01483 766903

Woking and Maybury Sports Club – 07738 822229
wokmays@yahoo.co.uk

Maybury Estate Coffee Club – 01483 852388
Gaiser.butt65@btinternet.com

Maybury Estate Neighbourhood Watch
aeaton@uk.stabilus.com

Alpha Road Residents Group
golra@hotmail.com

New Monument School Toddler Group – 01483 769302
<http://newmonument.surrey.sch.uk>

Volunteer for Woking Council of Voluntary Services
<http://www.wavs.org.uk>

Community Events are planned in Maybury on the following dates. Please come along and give your support.

- **Community Litter Pick tba**

- **Mela – Sunday 13 July 2008**
- **Community Litter Pick tba**
- **Alpha Road Community Day tba**

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