



# Action Plan 2024 – 2027

## Vicarage Fields, Walton On Thames, Surrey, KT12

Welcome to your neighbourhood plan!

Working with residents your Neighbourhood Coordinator has created and agreed neighbourhood improvement plan for your community, that identifies what you see as the priorities where you live. This information highlights the main challenges in your neighbourhood and how we can work with partner agencies and community stakeholders to make improvements.

Objective	Key Actions to achieve	Action Owner	By when	Progress Update	Status
To increase engagement and visibility of us the Neighbourhood Coordinators across your neighbourhood. Which will continue to help us build great relationship with our residents.	Quarterly surgeries to be implemented within one of the blocks at the site so to give myself an even greater presence on the site.	Neighbourhoods Team	July 2025	I have identified one of the areas where I can hold these surgeries, and I am now trying to investigate ways that the room can be cleaned up/made suitable for me to hold the surgeries.	Ongoing
Update our residents on the progress across the	Monthly updates to be provided via the Neighbourhoods website	Neighbourhoods Team	April 2025	Website is currently being developed, updated and correspondence generated.	In progress

neighbourhood to be shared with residents regularly.	and QR code to website and copy of action plan to be put on our website.			Action plan will be sent to website once signed off.	
Neighbourhood Improvement project.	Possible parking management across the site to help abuse from cars on communal areas.	Neighbourhoods Team	June 2026	I will look to arrange a meeting with PCM for the site to consider options on how we can manage an increase on vehicle across this estate.	<b>Not started</b>
Neighbourhood Improvement project.	To increase lighting in areas needed on the estate.	Neighbourhoods Team	October 2025	Quotes need to be sourced with internal/external contractors and consultation to be had with residents affected.	<b>Not Started</b>
Neighbourhood Improvement Project.	To upgrade CCTV systems across all three blocks of Lushington House, Croxall House and Lynde House.	Neighbourhoods Team	August 2024	Quotes were sourced and CCTV was upgraded across all areas of the three blocks.	<b>Completed</b>

Neighbourhood Management	To improve the standards of the ground's maintenance across this site, i.e. Litter picking, grass cutting, shrubs cutbacks etc so that the standard is raised to an acceptable level and is more consistent from our contractors throughout the neighbourhood.	Contracts and Partnership Team and Just Ask (Contractor).	Completed February 2025	We have been working with Just Ask recently on the estate to improve the overall condition and I am pleased to confirm it looks a look clearer and cleaner than previously.	Completed
Neighbourhood Improvement Project.	To work with the development team to consider plans around the future redevelopment of the garages next to Croxall House, Garages are in poor condition currently.	Development/Neighbourhoods Team	November 2025	To arrange round table meeting to request updates on long term plans for the garages and support any future development.	Not started
Neighbourhood Improvement Project.	To send out a survey to all residents in the neighbourhood to ascertain what local	Resident Involvement/Neighbourhoods Team	September 2025	To create the survey with the resident involvement	Not started

	people would like developed in the area for young people. ie events/clubs/initiatives with resident involvement team.			team and send out to residents.	
Neighbourhood Management.	GM Mapping for neighbourhood as outdated - Will keep regular contact with the contracts team to get this updated.	Contracts and Partnership/Neighbourhood Team	June 2025	NCs have highlighted the missing information on the maps and have also requested that this be quoted and implemented as soon as possible.	In progress
Neighbourhood Management.	You and your neighbourhood surveys - October 2024 - Good opportunity to meet residents across the neighbourhood and gauge feeling and opinions on PA's services and behaviours.	Neighbourhoods Team	October 2024	Surveys have been completed and feedback gathered, and this feedback was passed to the relevant teams.	Completed

Neighbourhood Management.	To complete a leaflet, drop/deeplake text to all residents when links from our community partners are sent through i.e. links to sports clubs/mental health support/financial support and others.	Neighbourhoods Team	Various	When updates are provided to us, we look to forward these to our residents that we feel are relevant.	In progress
Neighbourhood Management.	To attend the Junior Citizens event at the Excel centre - Working with schools, external partners i.e. Police, fire to provide a presentation on ASB and PA manage this.	Neighbourhoods/ASB team.	June 2024	Yearly event completed in 2024, and new event scheduled this year which we will look to attend.	Completed
Neighbourhood Management	Improve cleaning standards throughout Lushington, Croxall and Lynde House	Neighbourhoods Team/Contracts Team/Contractor	Current.	I have reported my concerns around the cleaning standards across these 3 blocks to our contracts team and contractor.	Ongoing

				Plan of improvement has been requested to the contractor and possible refunds to PA if service not improved.	
Community Support	To carry out food bank drops where needed to support vulnerable residents. This was completed and may be a support programme that will be needed again.	Neighbourhoods/Resident Liaison Team	February 2024/ when required	Food Bank Drops completed in 2024 and delivered when necessary. Maybe required again in 2025/2026.	Completed
Neighbourhood Improvement Project.	To resolve any larger outstanding repairs on the site that could lead to complaints.	Neighbourhoods Team/ Repairs	Through 2025-2026	To continue to work with repairs and senior management to make sure larger potentially damaging repairs are dealt with more	Ongoing

				quickly and efficiently.	
Neighbourhood Improvement Project.	To source and install 3 new rubbish bins across the estate.	Neighbourhoods Team	May 2025	To source quotes and decide on more effective locations.	<b>Not started</b>
Neighbourhood Improvement Project.	To source and install 3 New Dog Bins in suitable places across the estate.	Neighbourhoods Team	May 2025	To source quotes and arrange install.	<b>Not started</b>
Neighbourhood Improvement Project.	To source and install 6 Bollards in areas outside Lushington House, Lynde House and Croxall House.	Neighbourhoods Team	February 2026	To source quotes and arrange install.	<b>Not started</b>
Neighbourhood Improvement – Better Engagement.	To hold community events where possible to encourage engagement between PA and our residents at the site.	Neighbourhood Team/Various Other Teams Attending.	September 2025	To liaise with various teams to attend site with me and to invite residents to come and talk with those teams to help	<b>Not started</b>

				resolve their issues.	
Neighbourhood Improvement Project.	To consider/develop a plan to close the internal bin chutes across the 3 blocks and modernise the bin management at the sites due to mis treatment of the bin chutes.	Neighbourhoods/Repairs/Building Services and Senior Management Team.	September 2025	I will bring various teams together to formulate a plan on how this could work as well as funding.	Ongoing
Neighbourhood Improvement Project.	To Install Door Closer/Fob entry into Shed/bin areas of each block.	Neighbourhoods Team	Completed	Quotes were sourced and the install has been completed.	Completed
Neighbourhood Co-Ordinator.	CCTV installation in bin areas to clamp down on fly tipping in bin/shed areas.	Neighbourhoods Team	Completed	Quotes were sourced and install has been completed.	Completed
Neighbourhood Co-Ordinator.	Improve current play area or look at funding options around implementing a new play area on the site.	Neighbourhoods	June 2026	This is obviously a big plan, and I will be looking at doing a consultation	Not Started

				with our residents to see what they would like at the site. I will then obtain quotes and look to provide some form of improved playing area for the residents to enjoy with their children.	
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