



## Action Plan 2025 – 2026

### ST Johns Estate, 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
Increase Engagement and Visibility of us the Neighbourhood Coordinators across your neighbourhood. Which will continue to help us build relationship with our residents.	Monthly surgeries to be implemented at the Cromwell Centre. Regular weekly visits to be carried out across the neighbourhood.	Neighbourhoods Team	July 2025	Surgeries are held once a month 2pm-4pm and are ongoing.  Site visits and inspections are carried out across the neighbourhood on a regular basis, and this aids daily engagements with our residents.	Completed
Updates on progress across the neighbourhood to be shared with residents regularly.	Monthly updates to be provided via the Neighbourhoods website and QR code to website and copy of	Neighbourhoods Team	April 2025	Website is currently being developed, updated and correspondence generated. Action plan will be sent to website once signed off.	In progress

	action plan to be put on our website.				
Neighbourhood Improvement Project	To work and revamp community garden with external partners. Once completed help to maintain the garden.	Neighbourhoods Team.	Summer 2024	Community garden has officially reopened and elected a Neighbourhood Champion for the garden. Garden is currently in an excellent condition.	Completed
Neighbourhood Management	To improve the standard of the ground's maintenance across this site so that the standard is more consistent from our contractors throughout the neighbourhood.	Contracts and Partnership Team	Ongoing	Have regular contact with Just Ask (site contractor to provide feedback on failings and suggested improvement where needed. We will also work with the contracts team.	In progress
Neighbourhood Partnership Events. (Implement new events and community gatherings)	To attend scheduled events with councils/community partners at community garden when they take place.	Various external partners	Various	Events are held regularly by Elmbridge council to promote the garden, and we will often attend to provide PA support.	In progress
Neighbourhood Management	To carry out walkarounds of the neighbourhood with surveyors and heads of services/ground	Neighbourhood Team	June 2024	All walk arounds carried out. All issues highlighted to relevant teams for them to action.	Completed

	maintenance teams to highlight the issues that needs to be addressed.				
Neighbourhood Partnership Events	To attend promotional partnership event at George Froud Park with external partners i.e. Police/Fire/Councillors - To recognise the work undertaken to improve the parks community impact and safety.	Neighbourhood Team	May 2024	Event complete	Completed
Neighbourhood Improvement Project	To fence off garages in Rodney Close to reduce ASB, Garages are currently being considered for development.	Development/N eighbourhoods Team	November 2024	Garages have been fenced off with plans being considered over the coming weeks/months.	Complete with follow on actions
Neighbourhood Management	Service Charge event at Cromwell centre - to offer residents opportunities to discuss service charge query with team members.	Neighbourhoods / Service Charge Team	October 2024	This was held in October 2024 and was well attended and many queries answered.	Completed
Neighbourhood Management	You and your neighbourhood surveys - October 2024 - Good	Neighbourhood Team	October 2024	Surveys have been completed and feedback gathered, and this feedback	Completed

	opportunity to meet residents across the neighbourhood and gauge feeling and opinions on PA's services and behaviours.			was passed to the relevant teams.	
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.	Neighbourhood Team	Various	When updates are provided to us, we look to forward these to our residents that we feel are relevant.	Completed
Neighbourhood Management	To attend the Junior Citizens event at the Excel centre - Working with schools, external partners ie Police, fire to provide a presentation on ASB and PA manage this.	Neighbourhoods /ASB team.		Yearly event completed in 2024, and new event scheduled this year which we will look to attend.	Completed
Neighbourhood Partnership Working	Meeting with Gabi Markham and Mandi Simms (Surrey Council/Hoarder	Neighbourhoods Team	April 2024	Meeting took place and good relationship created. Links and support have been used since.	Completed

	pioneer to set up an understanding of hording and possible support for our residents going forward).				
Community Support	To conduct food bank drops 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