



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	Monthly updates to be provided via the Neighbourhoods	Neighbourhoods Team	April 2025	Website is currently being developed, updated and correspondence	Completed

shared with residents regularly.	website and QR code to website and copy of action plan to be put on our website.			generated. Action plan will be sent to website once signed off.	
Neighbourhood Improvement project	Implement parking management/Lines repainting at Preston/Selwyn Court.	Neighbourhoods Team	March 2026	Consultation is complete with resident. Currently getting line marking quotes for line reinforcement. implementation of PCM Is in progress	In progress
Neighbourhood Improvement project	To increase lighting across the neighbourhood in areas that require it.	Neighbourhoods Team	March 2026	Walkaround with programme delivery planned to assess additional lighting.	In Progress
Neighbourhood Improvement Project	To install 7 new CCTV cameras in immediate areas of ASB concerns of St Johns.	Neighbourhoods Team.	March 2025	Installation of 7 cameras across St Johns Estate Is complete.	Completed
Neighbourhood Improvement Project	To install additional CCTV in other areas required to assist with ASB areas of St Johns.	Neighbourhoods Team.	October 2026	To source quotes and seek funding for CCTV in areas needed.	Not started

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	Standards have been improved although this is an ongoing management project. Rectification notice was served earlier this year and this was actioned and monies refunded.	Completed
Neighbourhood Improvement Project	To increase use of Cromwell Centre for community events for all ages.	Resident involvement team	April 2026	We will continue to work with Yvette Copping on contacts we have developed who are interested in hiring the centre going forward.	In progress
Neighbourhood Partnership Events.	To attend scheduled events with councils/community	Various external partners	Various	Events were held regularly by Elmbridge council to promote the	Completed

(Implement new events and community gatherings)	partners at community garden when they take place.			garden, and we attended on various occasions to provide PA support.	
Neighbourhood Management	To carry out walkarounds of the neighbourhood with surveyors and heads of services/ground maintenance teams to highlight the issues that needs to be addressed.	Neighbourhood Team	June 2024	All walk arounds carried out. All issues highlighted to relevant teams for them to action.	Completed
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	Development/Neighbourhoods Team	November 2024	Garages have been fenced off with plans being considered over the coming weeks/months.	Complete with follow on actions

	considered for development.			Additional fencing is being considered (Secure Fencing) – Currently sitting with Faye Cheetham	
Neighbourhood Improvement Project	To send out a survey to all residents in the neighbourhood to ascertain what local people would like developed in the area for young people. ie events/clubs/initiatives with resident involvement team.	Resident Involvement/Neighbourhoods Team	March 2025	Survey has been created and was carried out by neighbourhoods and the resident involvement team.	Completed
Neighbourhood Improvement Project	Rodney close playground – To look into improvement opportunities where the park can be developed for the local community.	Neighbourhood Team	TBC	We will look to explore opportunities and ideas with residents and external partners and consider funding options.	Not Started
Neighbourhood Management	Service Charge event at Cromwell centre - to offer residents opportunities to discuss	Neighbourhoods/Service Charge Team	October 2024	This was held in October 2024 and was well attended and many queries answered.	Completed

	service charge query with team members.				
Neighbourhood Improvement Project	Surrey Tree planting initiative via Surrey County Council. Idea suggested from them is to implement planting of new trees across the neighbourhood where possible.	Contracts Team/Neighbourhoods Team	January 2026	Passed to contracts team for assessment and possible future plan.	Completed
Neighbourhood Improvement Project	GM Mapping for neighbourhood as outdated - Will keep regular contact with the contracts team to get this updated.	Contracts and Partnership/Neighbourhood Team	August 2026	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	Neighbourhood Team	October 2024	Surveys have been completed and feedback gathered, and this feedback was passed to the relevant teams.	Completed

	services and behaviours.				
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 i.e. Police, fire to provide a presentation on ASB and PA manage this.	Neighbourhoods/A SB 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 pioneer to set up an understanding of	Neighbourhoods Team	April 2024	Meeting took place and good relationship created. Links and support have been used since.	Completed

	hording and possible support for our residents going forward).				
Community Support	To carry out food bank drops to support vulnerable residents. This was completed and may be a support programme that will be needed again.	Neighbourhoods/R esident 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	Ongoing	To continue to work with repairs and senior management to make sure larger potentially damaging repairs are dealt with more quickly and efficiently.	Completed
Neighbourhood Improvement Project	To source 5 new rubbish bins across the estate.	Neighbourhoods Team	March 2026	To source quotes and decide on more effective locations.	Not Started
Neighbourhood Improvement Project	Two New No Parking Signs – Rodney Road	Neighbourhoods Team	February 2026	Signs to be purchased and installation arranged.	Not Started

Community Partnerships	Joined up partnership with Walton and Hersham Football Club – Create Resident Event at the club and develop further events in 2026	Neighbourhoods Team	Ongoing	An event was held at the home ground of Walton and Hersham FC where many of our young residents attended and were coached by the training team and also met the 1 st team after.	Completed
Neighbourhood Improvement Project	Consultation with our residents across St Johns Estate to seek feedback on what activities/events they would want in the area – Door Knocking/Leaflets.	Neighbourhoods Team	February 2025	Door knocks across the estate and surveys completed. Feedback collected and will be used for future event consideration.	Completed
Neighbourhood Improvement Project	Implement PCM Parking Management – Marston Court, Preston Court & Selwyn Court.	Neighbourhoods Team	March 2026	We are currently trying to get parking lines reinforced. Consultation was carried out with residents and meetings have taken place with PCM. We are hoping for developments in the coming weeks/months.	Ongoing
Neighbourhood Improvement Project	Bollard installation at Rodney Road	Neighbourhoods Team	May 2026	Quotes to be sourced	Not Started
Neighbourhood Improvement Project	Bollard installation at Rodney Green.	Neighbourhoods Team	May 2026	Quotes to be sourced	Not Started

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