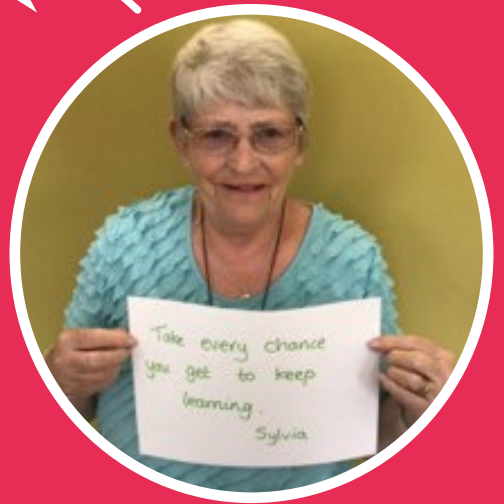




APRIL 2022



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you get to keep
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Sylvia



SUSTAINABLE COMMUNITIES



Introduction

Throughout the year we assess our performance and the difference we are making not only for our tenants but our communities too.


Our Storyboards have 4 key themes:

- **Sustainable Homes**
- **Sustainable Communities**
- **Sustainable Planet** and
- **Our Business**

All align closely to our Corporate Plan.

For each theme local outcomes have been developed with key stakeholders including our staff and tenants, that fit with Welsh Government requirements.

We work with an independent group of tenants and associate members known as the Academy to review the outcomes of our work and provide feedback through several Storyboards.



For each theme local outcomes have been developed with key stakeholders including our staff and tenants, that fit with Welsh Government requirements.

The local outcomes for all four themes, as decided by the group are:



✓ We deliver value for money to make the best use of our resources

✓ We act on our customers' feedback and are committed to continuously improving our services

✓ We are **accountable** to our customers

✓ We understand our customers and deliver services that meet their needs

✓ Customers have opportunities to **make a choice**

✓ Our tenants and members are able to **influence decision making** and shape our services

The Academy felt these local outcomes should be a 'golden thread' throughout all Storyboards and be visually prominent within each.

Sustainable Communities

This Storyboard captures work we are doing in our communities and has five local outcomes:

✓ Customers are proud of their neighbourhood as a place to live

✓ We have a positive impact on our communities through active engagement

✓ Our communities are safe places to live

✓ We work with our partners to deliver services that matter to our customers

✓ We create and sustain local employment and create training opportunities



Customers are proud of their neighbourhood as a place to live

Through our major works programme we work to make our communities more attractive which in turn makes tenants proud of where they live. Our Neighbourhood Services team look after our open spaces and our communal areas, maintaining them to a high standard.

Academy Evaluation

The Academy felt that the major works programme does an excellent job of making our communities more attractive which should help people living there to feel a sense of pride with where they live.

Major Works

External Wall Insulation (EWIs) and Roofs

This year our Fabric Programme has continued to improve our homes by making them more energy efficient with EWI and replacement roofs, this work has also improved the look of our homes too.

Completed since April 2021:

137 EWI on homes 

29 New roofs on homes 

Tenant Feedback

“My Tenant Liaison Officer (TLO) has been amazing throughout the EWI process. The TLO has kept me updated regularly and has been absolutely marvellous. I am extremely thankful!”

Local Resident Feedback

“You’ve done a great job on the flats opposite us. The staff you’ve had there have done great work and the difference in the exterior is amazing. It’s really made a huge difference to our view and raised the whole standard of our village. Good job guys, well done.”



In-House Roofing Team

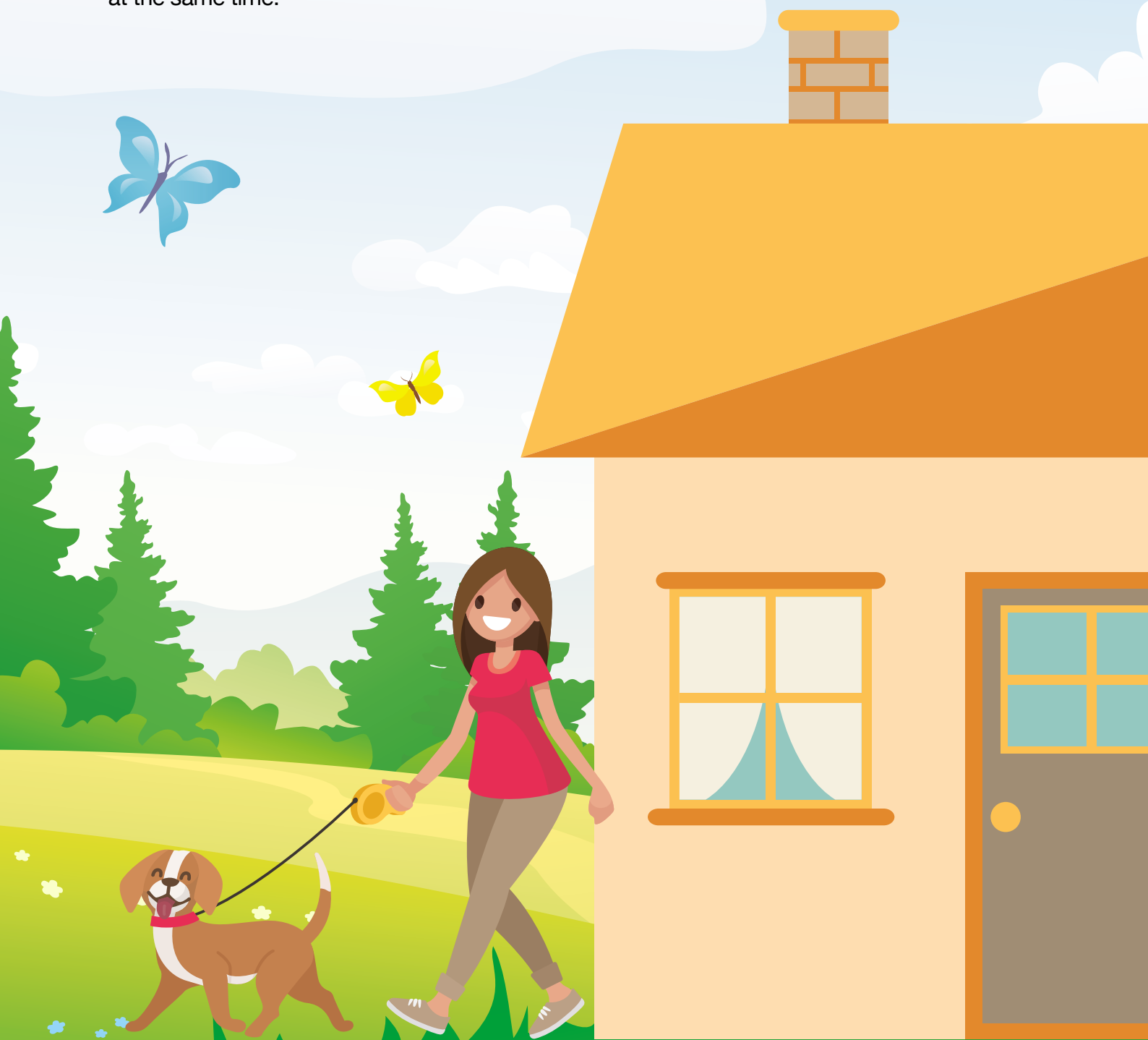


Some roofs are renewed as part of our fabric programme however we also have our own roofing team who have their own programme.

The team are also trained to install insulation as part of the programme should a home require it, allowing the home to become more energy efficient at the same time.

Completed since April 2021:

66 Roofs on homes



UPVC factory



We are one of the few housing associations in Wales that manufactures PVC windows and doors for our own homes.

Our factory in Seven Sisters prides itself on its A rated, double-glazed products which really improve the appearance and energy efficiency of our properties.

Installed since April 2021:

249 Windows in homes



231 Front doors



220 Back doors



Neighbourhood Services



Internal Communal Spaces

We have **260** blocks of flats and our caretakers are responsible for the maintenance of the communal space within them.

Over the past 11 years we have improved all our internal communal areas through our major works improvement programme.

Standards are maintained by our caretakers who carry out:

- ✓ 4 weekly cleaning
- ✓ Safety checks
- ✓ Protecting people and property referrals
- ✓ Communal meter readings

The team also carry out a painting programme which began this year.

Haven Schemes

Our Neighbourhood teams also maintain the communal areas and grounds within our Haven schemes giving tenants pride in their homes and surroundings.

The team take care of grounds maintenance creating and maintaining sensory gardens, maintaining borders and edging, wildflower planting, hedging trimming, tree planting trees and regular cuts of communal gardens.

Regular painting of external and communal areas. Weekly cleans and power washing, installing of steps, handrails, and garden benches.



Tenant Feedback

.....

“The team are always helpful and will always assist with other queries too!”

Looking after outdoor areas

Our Neighbourhood Services team ensure that open spaces and external communal areas are kept clean, tidy and well maintained. They complete:

- ✓ Cuts of open spaces and around the grounds of our blocks
- ✓ Shrubbery maintenance planned during the winter periods to improve visibility
- ✓ Garage grounds cuts and maintenance as part of a regular programme
- ✓ Path clearance to ensure safety of our tenants and residents in the community



Tenant Feedback

.....

“Tenant has contacted us this morning. They wanted to inform us all how pleased they are with the cutting of the grass within the area of their block!”



Neighbourhood Projects



Our neighbourhood team do much more than maintenance.

They are passionate about biodiversity and take immense pride in our communities. They enhance our open spaces by creating wildflower meadows and working with our regeneration team to involve the community with this work.

As well as maintaining our external areas our neighbourhood teams work to make improvements to them as well. Through identifying areas of land where we could enhance through the planting of wildflowers.

Promoting biodiversity but also making sure that the areas are more aesthetically pleasing which hopefully gives people additional pride within their area.





Handyperson service

This year we have re-launched our Handyperson scheme. The scheme has been expanded to offer more services and more staff who bring a wide range of expertise to the scheme.

It helps us support tenants who may need help with jobs at home which are not covered by our day to day repairs or major works programme.

The subsidised service allows this work to be carried out in an affordable way by a reputable tradesperson.

Tenant Feedback

“Thank you to the team who cut my grass today. I’m delighted with their work, and they were a pleasure to have at my home. You were wonderful, thank you.”

“So pleased with the work that the handyperson’s completed today. The garden looks wonderful after they had finished, and they cleaned up so well. We are really pleased.”



A reactive response to fly tipping



Whilst we try to be proactive in the upkeep of our communities, with a planned programme of activities to maintain and improve our estates, there are times when we must be reactive and deal with issues such as fly tipping.

In these cases, our priority is to ensure the area is cleared as quickly as possible as we know that sadly, when fly tipping is left unattended for long periods it can result in more fly tipping in the same area. It also brings down the look of the areas which we work hard to maintain to instil a sense of pride in our communities.

We will also send letters and complete leaflet drops to local residents to try and prevent these issues reoccurring, while trying to identify the person responsible for the fly tipping.

Tenant Feedback

“I am absolutely delighted with the standard that the team have cleaned the flytipping area reported earlier in the week.”

Biodiversity in Communities through engagement with schools

Our Economic and Social Regeneration team play a key role in stakeholder engagement. They work with our partners and our communities, and naturally engagement with schools is a key part of this. The team have been delivering sessions with local primary schools on biodiversity and the importance of nature.

At Central Primary School the talk was brought to life for the youngsters with a visit to nearby Talbot Memorial Park for a scavenger hunt. There pupils were encouraged to look, feel and listen for things within the park, including their very own bird boxes, 10 of which were gifted to the school through our contractor CJ Construction.

The children had a great time exploring the outdoors and learning more of nature along the way.



We worked with our designers to transform her artwork into a vibrant sign which has been dotted around our land left for nature.

The Sites:

- ✓ Main Road Bryncoch
- ✓ Parc Wern
- ✓ Brynbyddan – Cwmavon
- ✓ Heol Bryn Gwyn
- ✓ Maes Gareth Edwards – Gwaun Cae Gurwen
- ✓ Cysgodfa – Tonna
- ✓ Heol Bryn-Gwyn Glyncorrwg – Heol Yr Afon Glyncorrwg – Heol Yr Afon



Many of these sites were identified by our neighbourhood team or local residents who are keen to see biodiversity encouraged in our communities but importantly using signage to explain this to people.

Last year the team also launched a competition with local primary schools to design a sign for our open spaces where we want nature to have the chance to thrive. Over 300 entries were received and the winner was Cadi Penny from YGG Cwmnedd, Glynneath.



Our communities are safer places to live



Introduction

We know how important it is that our communities are safe places to live. Our major works programme has continued to improve our estates by providing our homes with high quality fencing to help our tenants to feel secure.

Anti-social behaviour can have a detrimental effect on people's lives which is why we work closely with partner agencies to deal with such issues in a positive way.

Academy Evaluation

The Academy were particularly impressed with the partnership working we have seen with the installation of eight defibrillators throughout the Borough.

They thought this was an excellent initiative which will definitely make our communities safer places to live.



External boundary programme

Our external boundary programme began in 2017 and over the past year we have continued to improve our estates.



1,300 external inspections in the past year

This has allowed our contractors to carry on with the external works programme and for us to identify any tenant support requirements which may be needed.



120 referrals to other departments and services

Since April 2021 we have completed Fencing in:



372 Properties



182 completed by our Copper Foundation



190 by Contractors

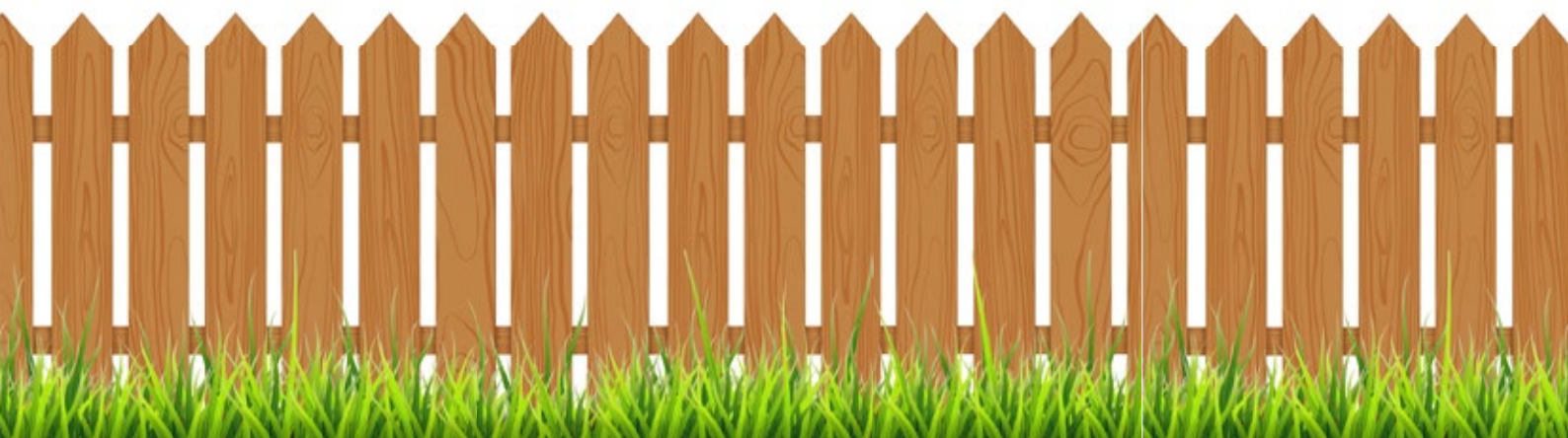
Tenant Feedback

“The team are very friendly, always keeping me updated and always there to answer any questions I may have. The garden is being transformed and the new fence will give me some much needed privacy. I can’t wait to see the finished result and will be keeping the garden clean and tidy in the future!”

“The team that have been working on my garden, have done a great job. The space has been transformed by the work and I now use it frequently, thank you so much. It’s given me so much privacy, making me feel safer in my home.”



Tai Tarian completed Fencing



Keeping the community safe with defibrillators

We have been working with Heartbeat Trust to establish where there may be a need for defibrillators in our communities, eight defibrillators have been installed seven on our buildings and one at Aberavon Beach front.

Seven were donated through our community benefits scheme and with the Ty Gnoll Newydd defibrillators from local councillors funding pot.

Defibrillator Sites:

- ✓ Haven Housing — Cysgodfa Tonna
- ✓ Haven Housing — Llys Nant Fer, Ammanford
- ✓ Haven Housing — Ty Llansawel, Briton Ferry
- ✓ Haven Housing — Michaelstone Court, Cwmafan
- ✓ Aberavon Beach Sea Front
- ✓ Fairway — Cornwall House, Sandfields
- ✓ Goytre House, Goytre, Port Talbot
- ✓ Haven Housing Scheme — Ty Gnoll Newydd, Neath



A place to play

We own 7 playgrounds throughout the Borough, Aneddfan, Brynbryddan, Church Crescent, Fairyland, Heol Godfrey, Heol Heddwch and Pendarren.

We are proud to be able to offer children a safe place to play and want the community to feel safe using these facilities.

Play signage has recently been refreshed so it's clear so the community are aware that they are our playgrounds, and any issues can be reported to us to ensure that they are safe for their children when playing.



We also complete:

- ✓ Weekly inspections covering litter picking, bins emptied and inspection of play equipment
- ✓ Pressure wash cleans when required
- ✓ Monthly inspections by Land Management for additional safety checks
- ✓ Annual inspection by Wickstead so play equipment can be thoroughly checked and signed off by an external company

This emphasises our commitment to keeping the communities we operate in safe.



Working in partnership to tackle anti-social behaviour



Dealing with anti-social behaviour can be challenging, all cases are different and so we need to use a wide range of resources to reach a satisfactory resolution.

We take a victim centred approach to safeguarding.

Our commitment to partnership working is underpinned by our ASB Policy & Procedure. This has many benefits – it gives us independent evidence, helps manage our resources, is more cost effective and allows us to lean on experts to deal with relevant areas of the case.

Working in partnership gives us shared knowledge allowing us to act early, manage expectations and provide a consistent message to tenants.

All of this allows us the best opportunity to work with tenants and members of the community to resolve the issue.

Key partners include:

- ✓ **South Wales Police** — we share information, completing joint visits, joint community work. Police are involved with the enforcement of warrants.
- ✓ **Dyfodal/WCADA** — these provide support in cases where there are drug or alcohol dependency issues.
- ✓ **Community Mental Health Teams** — these provide support where the tenant may be experiencing poor mental health.

- ✓ **Social Services** — we work with them where a child or adult needs additional support.
- ✓ **The Wallich** — help with impartial mediation.
- ✓ **Environmental Health** — support with property condition and noise nuisance complaints.
- ✓ **Platform** — a specialist provider who help us support tenants who are experiencing challenges with their mental health.

We are involved in many partnership meetings to support a multi-agency approach around anti-social behaviour, crime and safeguarding which allows us to keep our communities safer:

- ✓ ASB case review/problem solving group
- ✓ MAPPA (Multi-agency Public Protection Arrangements)
- ✓ MARAC (Multi-agency Risk Assessment Conference)
- ✓ Safer Neath Port Talbot
- ✓ Prevent (anti-terrorism)
- ✓ Channel panel (collective assessment of risk)
- ✓ Registered Social Landlord (RSL) Information Sharing Agreement

Looking after our land



We have two inhouse land inspectors who inspect 877 sites twice a year and also complete reactive visits where issues are raised within the community to ensure we keep our communities safe.

A recent independent audit provided substantial assurance that the organisation has the key processes in place to effectively identify and deal with risks.

We also inspect:

117 
Garage Compounds

62 
Culverts and Streams

This allows us to proactively monitor to help prevent flooding and enable effective drainage.

Arborist Team — Tree Experts in House

Our Arborist Team work on a planned programme to maintain our trees and have an 18-month inspection regime to ensure trees are safe. They also lead on our tree planting programme.

The inclement weather has seen the team carry out more and more emergency work even when the tree may not be ours. If it poses a danger to our tenants or our homes we have a duty to make it safe.

Removing trees only happens if they are damaged, diseased, or dangerous (the 3 d's). However, if we do remove a tree we will always aim to replant in line with our Sustainable Planet initiative.

Tenant Feedback

“Thank you to the tree surgeons all three of them were very professional and respectful. They did a wonderful job.”

“Staff did a fantastic job when dealing with trees that came down in the recent storm. Thank you.”



We create and sustain local employment and create training opportunities



Introduction

We've been able to create and sustain local employment and training opportunities, not only as a large employer in the Borough but through our employment initiatives.

Academy Evaluation

The Academy were extremely positive about the way in which we have continued to provide employment opportunities.

They were particularly impressed to see the level of jobs already created by the County Flats development.

Employing local people

As a large employer within the borough, we create and sustain employment for many people within our community.



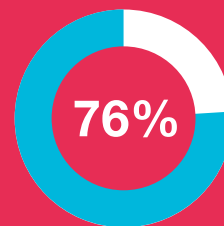
513

Total Staff

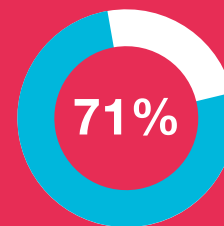


398

all live and work within Neath Port Talbot



of our staff members



of our salary is paid to members of staff that live in Neath Port Talbot

Partnership with Cyfle

Cyfle's aim is to support young adults into sustainable employment within the construction industry. They aim to help to further their careers and their chances of gaining employment.

Through giving young people the opportunity to gain apprenticeships and achieve qualifications within:

- ✓ Bricklaying
- ✓ Plastering
- ✓ Carpentry
- ✓ Electrical
- ✓ Plumbing
- ✓ Painting and Decorating
- ✓ Maintenance/Multi-Skilling
- ✓ Technical and Higher Apprenticeships
- ✓ Business and Administration

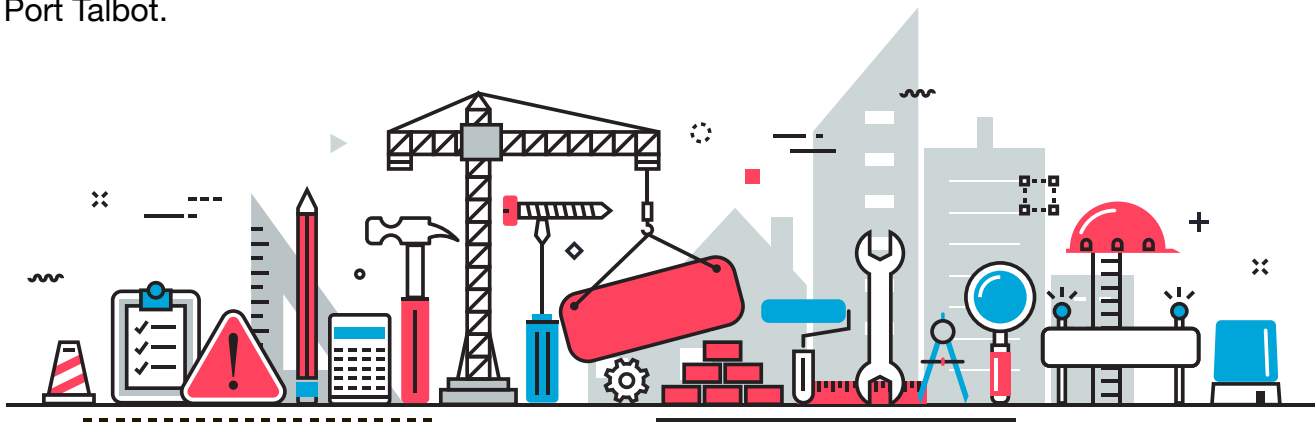
We have worked in partnership with Cyfle to provide opportunities to apprentices involved with the service. Through contractors on our external framework and Cyfle Building Skills, Jenson completed a two-week work experience on our external boundary programme throughout Neath Port Talbot.

The contractors praised Jenson for his attitude and work ethic and offered him an apprenticeship. To date Jenson has completed his Level 2 Bricklaying qualification and is now working towards his Level 3.

Ben Jones took part in the work experience programme ran by the Cyfle Building Skills due to his hard work, dedication, and eagerness to learn he was offered an apprenticeship by Cyfle.



During the summer, Ben was taken on by Port Talbot-based construction company CJ Construction as part of Cyfle's shared apprenticeship scheme. He has been working on our new development scheme at Melyn Close, Neath.





County Flats

Our County Flats redevelopment is our largest redevelopment to date and will see us transform the current flats which are a prominent part of Sandfields, overlooking Aberavon Beach.

Due to the scale of the redevelopment, it will be the largest investment back into the community since the Welsh Housing Quality Standard (WHQS).

The project supports the foundational economy through using local contractors, local material and creating local jobs.

To date the County Flats redevelopment has created opportunities for 23 people including:

- ✓ 5 work experience placements
- ✓ 2 traineeships
- ✓ 10 apprenticeships
- ✓ 6 full time jobs

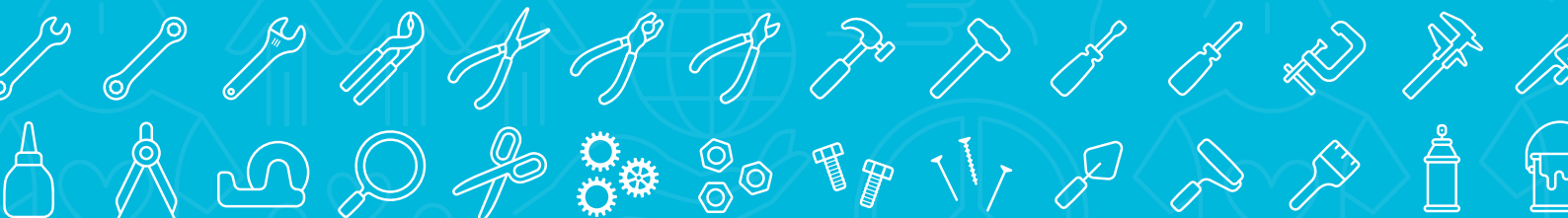
Copper Foundation

In Summer 2017 we made a commitment to help people struggling to find employment back into work — The Copper Foundation was born.

It gives people a 12 month paid contract working outdoors on our external improvement programme. Making our communities look great with things like new fencing, walls, pathways and gates.

But that's not all — lots of fantastic training support and guidance is on offer throughout the year to give people the best chance of securing more work once the contract ends.

14 people have joined the initiative this year playing a huge part in enhancing our communities through our external programme and special projects.



We have a positive impact on our communities through active engagement



Introduction

We recognise how important it is for us to have a positive impact within our communities. Our Fusion project which uses arts and culture as a means to encourage learning has made a huge difference to the lives of many local students.

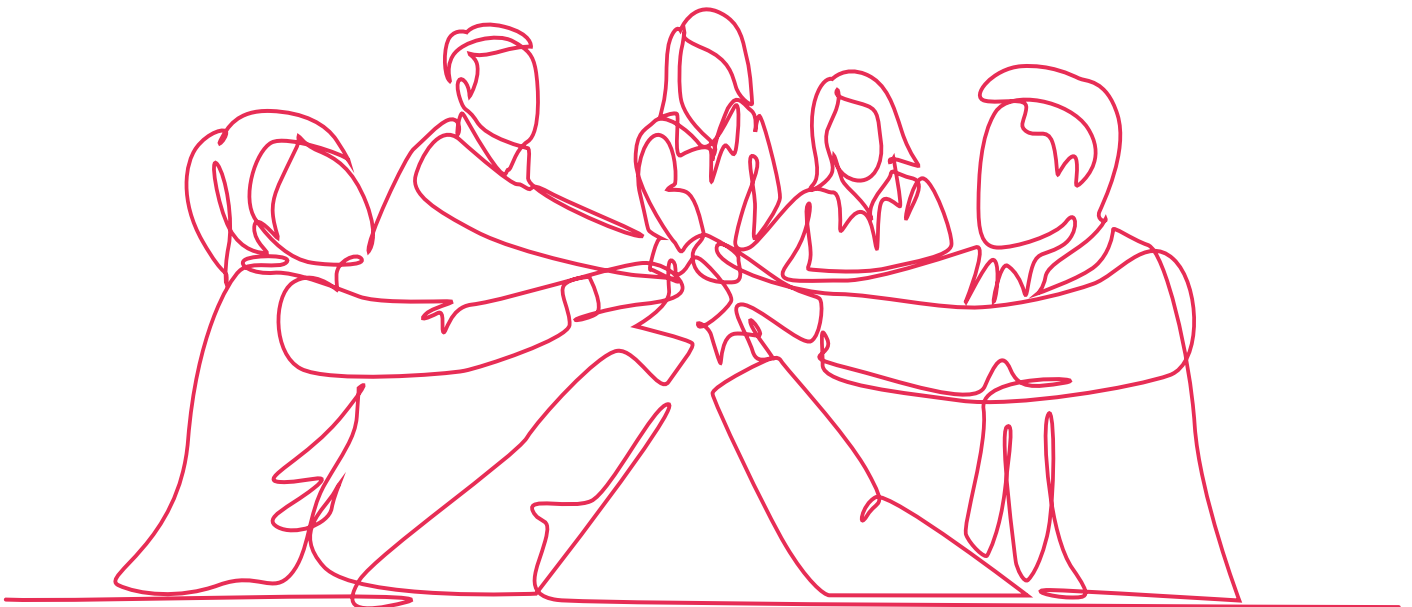
We actively engage with our communities through our six stage of engagement process which includes our community projects, events and building relationships with all stakeholders.

As new opportunities emerge, we will continue to engage with our communities in positive ways.

Academy Evaluation

The Academy was pleased to see the continuous work to actively engage with our communities.

They were particularly impressed by the work of the Fusion Project across schools in the Borough recognising how important engaging with pupils can be to foster a sense of pride across our communities.



Haven Housing

Community is at the heart of Haven Housing

- ✔ Working together to put on their own events
- ✔ Connecting with others in the local community and welcoming them to scheme-based projects and events when possible
- ✔ Partnerships with local services contractors and support agencies to benefit the tenants and the wider community

Godrecoed a Haven scheme in Cadoxton worked with the local church and community members to pack 40 shoeboxes with essential items and raise funds for Blytheswood Care

shoebox appeal. Their kind gesture didn't go unnoticed with residents receiving a thank you letter from the organisation.



"Dear Friends at Godrecoed

Thank you for your kind donation towards the work of Blytheswood Care.

Your support is sure to touch the lives of people in need - people such as the parents of a lively toddler in Ukraine. They long to do what is best for their child. You can imagine their joy to see them receive warm pyjamas and a winter hat and gloves, and to watch their child playing with their new ball.

There are so many more whose stories could be told - people with disabilities or other disadvantages whose lives are touched by your kind support for Blytheswood's projects and Shoe Box Appeal."

Since restrictions have eased the opening of communal areas has allowed visits from community partners to recommence.

Several “Cuppa with a Copper” events at Ty Maes Marchog have allowed residents to have informal chats with Police officers, supporting community engagement and allowing them to talk through any safety concerns they may have.



We have also continued with our social media campaigns which help the residents to feel engaged with the wider community. We recently shared “What advice would Haven residents give to school leavers today?”.

The residents produced their own “advice” posters, ranging from work hard to be kind. Their wisdom was well received.



Christmas at Haven



Tenants celebrated Christmas together with some festive food with some lucky residents having the bonus of winning in the raffle!



St Davids Day Celebration at Haven



Tenants also celebrated St David’s Day enjoying Welsh cakes, raffles and other fun activities.



Community Challenges



We completed 10 Community Challenges to mark our 10th year. All challenges were completed within Neath Port Talbot.

One of the Community Challenges was completed in YGG Trebannws by our Copper Foundation.

- ✔ We consulted with the staff at the school who wanted to create a more fun, vibrant area for the younger children's playground.
- ✔ The team got to work with our reduce, reuse, recycle motto in the forefront on their minds.
- ✔ They made planters and a sheltered area from left over materials from the day to day work, which would have been recycled elsewhere.
- ✔ They made a bench from old pallets and made some tables and stools from felled trees. They were also able to use surplus paint to freshen up the outdoor space
- ✔ They made bird boxes and a bug hotel from old timber and reused old tyres to create a small racetrack.
- ✔ Keen to do their bit for biodiversity the team planted flowers and wildflower seeds.
- ✔ The whole project was a wonderful example of making a difference in our community, with sustainability at the heart.



Fusion Project

Our Fusion project which began in 2017 has built strong partnerships with local schools in Neath Port Talbot, as well as working closely with members of the community and our tenants.

The Fusion project uses heritage and culture to inspire pride in the young people and to convey important life skills. The Fusion project is currently working in St. Joseph's and Ysgol Bae Baglan Secondary school.

The project is delivering the Steel Wool Project supporting Tai Tarian's sustainable housing programme and promoting a sense of place and green spaces for young people. The pupils are also taking part in a pilot project with the Welsh Government and Swansea University, designing an App for NPT supporting young people visiting outdoor green places.

Young people are encouraged to engage in external community programmes that are linked to arts, heritage and culture whilst teaching confidence building, communication skills, and attainment opportunities.



The project has resulted in:

- ✓ Young people taking part in weekly lessons gaining an Arts Award qualification
- ✓ Young people increasing their knowledge on sustainability projects within the community
- ✓ Young people learning how to reduce waste, support local farmers and the local economy
- ✓ Young people engaging in the local community in a positive way and understanding how their actions can make a difference



We work with our partners to deliver services that matter to our customer



Introduction

As a landlord we do more than just provide a home and help tenants to sustain their tenancies.

It's about supporting them more widely and working with our partners and our communities to deliver this.

Academy Evaluation

The Academy felt that our partnership work was a real plus for our communities.

They said it was positive to see the partnership working within housing to support tenancies but recognised that there is high demand for this so want to see more of this work continuing.

Fit and Fed Camp

During the school holidays NPT Pass held a Fit and Fed Camp in Croeserw. The scheme was to provide free physical and sporting activities to children living in deprived areas of the Borough, whilst providing a free well-balanced meal to each child.

We worked in partnership with our contractor Carl F Group to donate lunch parcels as part of our Community Benefit Programme.



80

Over the two days 80 lunches were provided, giving the children who attended a nutritious lunch that day.



Information Event for our County Flats redevelopment

Our County Flats will be a huge re-development which will inevitably have a huge impact on the Sandfields community.

Keeping the community informed across every stage is going to be a critical to the success of the project. To support this we held our first information event and it was a great success.



Many of our tenants and the wider community attended the event at the Aberavon Beach Hotel to meet our contractors Hale Construction. It was a great opportunity to also meet our staff who will be leading the project. The Leader of Neath and Port Talbot County Borough Council Ted Latham attended along with Councillor Sean Pursey and Councillor Matthew Crowley.

Many of our tenants attended as well as a number of residents. The event allowed them to ask our staff and contractor questions and raise any concerns they may have had regarding the re-development.

Community Get Together

Due to the impact County Flats will have on the local area we also held a Community Get Together and Wellness Event as part of our six stage engagement process.

The event allowed us to talk to the community about the development and how it links to our corporate plan and its three themes Sustainable Communities, Homes and Planet.

It was also the opportunity for community partners to engage with attendees and for us to offer people wellbeing activities including yoga, drama, boxing and arts and crafts.



Join us for our FREE Community Get-together and Wellness Event

Tai Tarian

Wednesday 27th October
12pm - 4pm
Aberavon Leisure & Fitness Centre
SA12 6QW

CHANGE TO WIN £50 GIFT CARD

- Raffle ticket will be given on entry
- Free tea and coffee for everyone to be enjoyed at your leisure at Y Lle, the café within the Aberavon Leisure & Fitness Centre
- Sessions in the community too!

Tai Tarian

Christmas Appeal – Though our Community Benefits Programme



Through our community benefits scheme which sees contractors giving back to local initiatives, bolstered by the staff acts of kindness fund, colleagues donated a raft of donations in the run up to Christmas.

Christmas Day dinners, gifts, hampers, afternoon tea's, thousands of pounds for food, gifts or clothing plus hundreds of selection boxes, chocolates and mince pies all helped spread Christmas cheer at what was a difficult time for many.

We answered the call from many charities and community partners who have been inundated with requests but have also identified hundreds of people within Neath Port Talbot in need of a pick me up or helping hand this Christmas time.

Tai Tarian staff also donated gifts to over 100 Young Carers living in Neath Port Talbot as a festive treat, with selection boxes added by staff's acts of kindness fund.

Others that benefited include:

- ✓ Jeffries provided 90 selection boxes and 50 mince pies to the Community in Tonna via Deputy Leader Leanne Jones.
- ✓ Lightening Solutions provided 50 selection boxes to The Small Things Charity.
- ✓ Joyner Group Ltd provided 15 Christmas Afternoon Tea gifts to the Haven Housing schemes as raffle prizes.
- ✓ ASW Property Services provided Christmas Hampers to the Royal National Lifeboat Institution.
- ✓ CJ Construction provided £150 for the Cwm Brombil Christmas Child Appeal.
- ✓ Wynne Jones Property Services provided £160 worth of Christmas meals for YMCA and Bulldogs Veterans (These were delivered on Christmas Day by Tai Tarian staff).



Partnership working with Intensive Housing Management

We understand how important it is to work with other agencies to provide support to our tenants.

To support staff to do this, we have developed a catalogue of our partners.

This catalogue helps staff to know:

- ✓ What support is available
- ✓ How to make a referral for support
- ✓ Who the contact is within the partner organisation

Case Study

Staff from our Intensive Housing Management Team also occasionally work from drop in centre within Neath Town Centre. The centre has been set up by partners agencies to provide a number of support agencies under one roof.

One tenant was able to attend the office to speak to us but at the same time get support for their various support requirements. Ranging from support with housing issues, drug use issues and also health concerns. This allowed a holistic approach to supporting the tenant and all this was able to be provided within 2 hours of attending the centre. The tenant is now thriving in their property and engaging with all the support which was put in place.

Community Benefits



Community Benefits are built into every tender to ensure that our suppliers 'give something back' and Value for Money is re-invested back into our local communities and for our tenants.

Through the community benefits programme, we have donated to several different projects in our communities within Neath Port Talbot.



- Community Donation £14,996
- Community Projects £8,406
- Biodiversity Project £6,252
- Community Challenge £17,691
- Sponsorship £5,950
- Welsh Procurement Alliance Funding £10,000

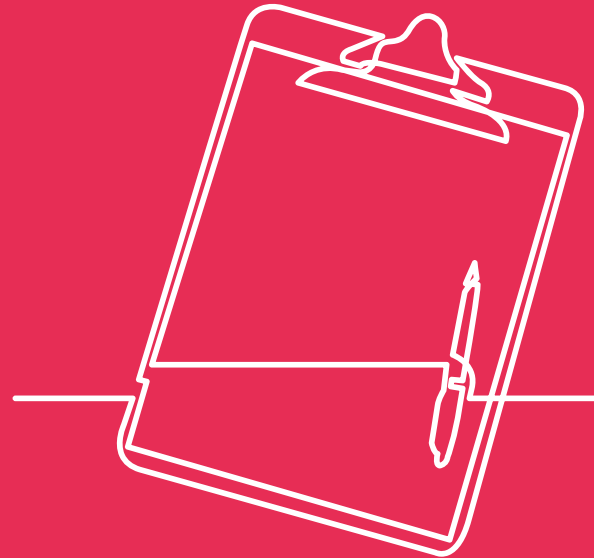
Grand Total - £63,295

Action Plan



The Academy would like to see more housing presence in the communities to help identify tenants who may have support needs and address anti-social behaviour issues.

The Academy would like to see more community days in different areas throughout the Borough. Where tenants could meet with different staff and other partners we work with.



Foundational Economy

The foundational economy is made up of basic services and products that all people and communities rely upon to survive, thrive and stay safe.

These include housing, energy, construction and health and care services, the food we eat, the homes we live in, the energy we use and the care we receive.

Key words and phrases Asset Map Assets are the resources that are available to us, as individuals, communities and organisations.

By keeping an accurate log ('map') of these, we can work out how to make the best use of what we have and address any gaps in provision.

The Welsh Housing Quality Standard (WHQS)

WHQS is the Welsh Government's target standard for all social housing in Wales and stated that by December 2020 all homes should be:

- ✓ In a good state of repair.
- ✓ Safe and secure.
- ✓ Adequately heated, fuel efficient and well insulated.

Social landlords must maintain the WHQS on an ongoing basis.



Tai

Tarian



www.taitarian.co.uk