

Neighbourhood Action Plan



TREHARNE

Barry



NEIGHBOURHOOD ACTION PLAN

For the Treharne Estate

Treharne is a small area in Barry surrounded by the neighbouring areas of Gibbonsdown and Cadoxton which predominately have more local amenities and services that are accessible. The area has good bus links, with the nearest train station being Cadoxton Train Station.

There is a small resident's group operating in cooperation with the neighbouring group - Coldbrook which was re named "Ty Cadoc".

The community garden, located off Dyfnallt Road, has recently been taken over by a local group, Gibby Green Fingers, to maintain the grounds and encourage community use of the garden which is developing very well. Treharne also has a plot of allotments neighbouring the community gardens which is in regular use.

Treharne houses the Ty lolo hostel which supports the community with accessible services such as Citizen Advice Bureau drop in service. lolo Park sits opposite the hostel.

Neighbourhood fact file

- 30 June 2017 - There are 1,738 people living in the Treharne area.
- The area has an urban/rural classification of: Urban city and town
- The Local Health Board is Cardiff and Vale University.
- The Police Force area is South Wales Police
- The Fire and Rescue Authority is South Wales Fire and Rescue Authority.

There are 180 Council owned properties in the Treharne area. There are 107 houses, 46 flats, 8 flats for older people, and 19 bungalows for older people. There are also 6 garages.

The properties are of a traditional construction type and were built between 1945 and 1964.



What is a neighbourhood action plan?

What are the aims?



The Treharne Neighbourhood Plan sets out a range of specific local priorities which are important to people who live on the estate. The plan takes into account a wide range of information including the results of resident consultation, results from the large scale tenants' satisfaction survey, socio economic data including health, employment and poverty as well as recurring themes identified by staff. Together, this information shapes priorities which affect people's lives, including environmental issues, promoting active communities addressing crime and security.

A number of actions are identified which address the priority issues on the estate and these will be delivered over the next few years in order to improve the neighbourhood and make a difference to tenants' lives.

Key information for community

<p>Community safety</p>	<p>52% of tenants were satisfied with the arrangements for dealing with anti-social behaviour which is slightly lower than the Vale average of 58%.</p> <p>Noisy neighbours are a concern for some with 43% of tenants on the estate stating this was an issue compared to the Vale average of 35%.</p> <p>Drug use was also regarded as an issue for 40% of residents which is significantly higher than the Vale average of 26%.</p> <p>In a recent tenant survey 67% of tenants living in the area reported feeling either safe or very safe.</p> <p>"Really quiet area."</p>
<p>Customer contact</p>	<p>88% of residents said staff were helpful and were able to deal with their query quickly and efficiently.</p> <p>73% of tenants thought it was easy to contact the right person which is higher than the Vale average of 65%.</p> <p>40% of tenants reported knowing the Neighbourhood Management Team for the area.</p>
<p>Demand for homes</p>	<p>There is a high demand for homes within this area with an average of 57 applicants bidding on properties when they are advertised for re-let.</p> <p>"Friendly neighbours."</p>
<p>Access to services</p>	<p>People in the neighbourhood have good access to shops and services. There are good bus services meaning tenants can get into Barry town centre or visit supermarkets easily.</p> <p>Treharne sits in a Flying Start area which means there is a range of additional services for children and families. These include nurseries, parent and toddler groups, drop ins etc. Services are run from community buildings on the estate.</p> <p>"Good access to parks and local shops."</p>
<p>Rent arrears</p>	<p>76% of tenants on the estate say that their rent represents value for money.</p> <p>33% of tenants are in rent arrears which is higher than the average across the Vale of 31%, however a high proportion of tenants receive Housing Benefit or Universal Credit to cover their housing costs.</p>
<p>Repairs</p>	<p>69% of tenants on the estate were satisfied with the repairs service and 71% felt that repairs were carried out quickly.</p> <p>During a recent tenant survey it was identified that the repairs and maintenance service is an area which residents would like to see us develop as a priority.</p>
<p>Employment</p>	<p>The neighbourhood has low levels of employment compared with other neighbourhoods in Barry, with 2% of working age people claiming JSA opposed to 1% elsewhere in the Vale. This indicates that some people in the neighbourhood are having difficulty accessing the jobs market and may not be well qualified for the jobs that are available.</p>
<p>Household income</p>	<p>The neighbourhood has some problems with family income levels compared with other neighbourhoods in the Vale. This indicates that some families may suffer the effects of deprivation and have difficulty in making ends meet.</p> <p>47% of tenants in the area confirmed that they have some understanding of Universal Credit and what this will mean for them.</p>

Key information for community (cont.)

Property turnover	9 properties became empty last year which is around 5% of the housing stock in the area.
Active tenants	<p>There is a Residents Board, Ty Cadoc, which brings together tenants from the Treharne and Coldbrook areas of Barry.</p> <p>The group has a low number of tenants attending and is interested in attracting new members to get involved in community projects.</p> <p>As well as the Residents Board there are a number of informal groups including Gibby Green Fingers gardening group which operates in Treharne and currently run the Ty Iolo Community Garden.</p>
Crime and nuisance	There are higher than average crime rates in the area with more violent crime and anti- social behaviour recorded than in other areas. The main crimes reported to Police are (per 100 residents) are: Burglary 1, Violent Crime 2.3, Theft 0.4, Criminal Damage 1.3, ASB 3.6, and all are higher than the Vale average.
Health and well being	<p>27% of residents' health limits their day to day activities - this is similar to the Vale average.</p> <p>The neighbourhood has some issues with people's health and disability levels compared with similar neighbourhoods in the Vale. This could indicate that more people than usual may have mobility problems of one sort or another, need some long term medical support in their homes and perhaps feel quite isolated.</p>
Young people	<p>The proportion of young people living in the area is in line with the Vale and Welsh average of 19%.</p> <p>There is little provision made for Young People via Youth Clubs, Social groups.</p>
Education	<p>Educational attainment levels are lower than other areas in the Vale with average attainment scores below average at key stages 2, 3 and 4.</p> <p>Higher pupil absence rates than the Vale average with 8% at Primary and 11% at Secondary school compared to the Vale average of 6% and 8%.</p>
Open spaces	There is a variety of open spaces which could be used by community.
Estate gradings	The overall estate grading is 3. Recurring issues include fly tipping, litter and overgrown hedges bordering on to pathways across the estate.



Local knowledge:

Auditing your estate

Whilst the indicators show us useful trends and point us in the right direction we need more local knowledge to identify some of the specific issues we need to address.

To gather this information we have conducted a neighbourhood audit asking the people who live and work here to identify what they think the issues were.

Residents view/comments	
<p>There are some neighbour nuisance issues in the neighbourhood; mainly around noise and Inconsiderate behaviour. However there have also been some more serious incidents of harassment and drug related antisocial behaviour in some specific areas of the neighbourhood and incidents of opportunistic burglary in the summer months.</p>	<p>The frequency at which people move in and out of the neighbourhood is low and it is easy to let most properties, however there are problems letting flats in some blocks.</p>
<p>The appearance of the neighbourhood is good with many green spaces; however there is a significant problem with fly tipping generally.</p> <p>Several trees in the neighbourhood are in poor condition and there are areas of used land that could be put to better use.</p>	<p>Parking is a problem in some parts of the neighbourhood near to the flats mainly due to the lack of available space.</p>
<p>There is also an issue of congestion when football matches are being played.</p>	<p>There are also some problems with the condition of gardens and fences in some areas due to maintenance and poor fencing.</p>
<p>There are pockets of properties in the neighbourhood reporting problems with damp.</p> <p>There are also some problems with the condition of gardens and fences in some areas due to maintenance and poor fencing.</p>	<p>There are also some problems with the condition of gardens and fences in some areas due to maintenance and poor fencing.</p>
<p>The neighbourhood team speak to residents regularly but do not currently work with many different resident forums or consultative groups. It is felt there is a lack of opportunities to obtain regular input from residents across the entire neighbourhood.</p>	

As part of the neighbourhood audit tenants were asked to identify the most important services to them, the top three services within the area are:

- Communicating effectively with tenants, listening to suggestions and acting on these
- Ensuring a high standard of overall home quality
- Ensuring that repairs and maintenance issues are resolved in a timely fashion

When asked what tenants felt the priorities should be for improvement they highlighted:

- Tackling rubbish and fly tipping
- Ensuring repairs and maintenance are completed to a high standard
- Building strong community and neighbour relationships

Actions

What?	Why?	When?
Environment issues		
To identify options to reduce refuse storage issues and the effect on neighbourhood appearance.	To improve the appearance of the neighbourhood.	Within 12 months
Consult with local tenants to develop an estate regeneration scheme to improve security, including lighting, potential CCTV, fencing etc.	To improve community safety.	Within 12 months
Work with partners and the local community to increase provision of litter bins in community spaces and litter picking to tackle on-going issues with rubbish.	To improve the overall appearance of the neighbourhood and improve the local environment. To reduce the incidents of casual littering in the neighbourhood and reduce level of dog fouling in common areas.	Within 6 months
To work with local schools and youth groups to create a campaign to tackle rubbish and fly tipping within the area.	Tackle rubbish and fly tipping. Improve the overall appearance of the neighbourhood. Improve community engagement.	Within 12 months
Complete an audit of green spaces within the area which can be developed to create community spaces or improve the local environment. This is to be completed in consultation with local residents.	Developing green spaces and improving the environment.	Within 12 months
Environment issues		
To work in partnership with Highways, planned works and residents who have a range of disabilities to look at how improvements can be made to pathways and other external areas to improve mobility	Improve the overall appearance of the neighbourhood. Improve community engagement. Supporting vulnerable tenants.	Within 3 years

Actions (cont.)

What?	Why?	When?
To work with tenants living in communal blocks to consider projects or services for ensuring these areas are kept clean.	<p>Improve the overall appearance of the neighbourhood.</p> <p>Improve community engagement.</p> <p>Building safe and cohesive communities.</p>	Within 6 months
Crime and safety		
Increase the physical surveillance in antisocial behaviour (ASB) hotspots working in partnership with the Police and Safer Vale.	<p>Tackle anti-social behaviour.</p> <p>Improve community safety.</p> <p>Improve overall quality of life for people living in these areas.</p> <p>Build safe and cohesive communities.</p>	Within 12 months
Work with the Police and Safer Vale on target hardening and a more general policing plan targeting drug and alcohol use, vehicle crime and crime against vulnerable groups.	<p>Tackle anti-social behaviour.</p> <p>Improve community safety.</p> <p>Improve overall quality of life for people living in these areas.</p> <p>Build safe and cohesive communities.</p>	Within 12 months
Crime and safety		
<p>Establish Neighbourhood Watch activities to increase the level of surveillance in the neighbourhood and therefore increase the feeling of security and empowerment against crime.</p> <p>Including identifying vulnerable tenants who have been or may be a victim of crime.</p>	<p>Improve Community Safety.</p> <p>Tackle anti-social behaviour.</p> <p>Build safe and cohesive communities.</p> <p>Improve community engagement.</p> <p>Support vulnerable tenants.</p>	Within 6 months
Work in partnership with Youth Service and Community Investment Team to develop diversionary activities with young people through outreach activities e.g. Football, Bike Club etc.	<p>Tackle anti-social behaviour.</p> <p>Improve community safety.</p> <p>Build safe and cohesive communities.</p> <p>Providing community based activities.</p> <p>Support with employment and training.</p>	Within 12 months
Build a network of tenant champions who will act as "good neighbours" to support people living in the local area and report any concerns to the Neighbourhood Team or PCSO's as appropriate.	<p>Tackle anti-social behaviour.</p> <p>Improve community safety.</p> <p>Build safe and cohesive communities.</p>	Within 6 months
To work with our planned maintenance service to see if any improvements or creative initiatives could be piloted in the area to reduce noise issues between flats.	<p>Tackle anti-social behaviour.</p> <p>Improve community relationships.</p> <p>Build safe and cohesive communities.</p>	Within 3 years

Actions (cont.)

What?	Why?	When?
Active communities		
Promote time banking and increase the amount of tenant volunteering hours.	<p>Develop good community relationships.</p> <p>Providing more community activities.</p> <p>Developing green spaces and improving the environment.</p> <p>Support with employment and training.</p>	Within 6 months
<p>Working in partnership with community groups, organisations and tenants develop a menu of youth engagement activities within the area.</p> <p>Including establishing a youth tenant forum for the area (targeting 16 to 25 year olds)</p> <p>To review activities in the area for children, including during school holidays to see how we can support with this.</p>	<p>Improving local services.</p> <p>Building community engagement.</p> <p>Providing community activities.</p> <p>Improving health and wellbeing.</p> <p>Improving community safety.</p>	Within 12 months
Consult with tenants to identify what employment and training services they would like to access to create a tailored package for residents living within the area, including developing a programme using the Community Benefit funding from Holm View and Brecon Court development.	<p>Providing more community activities.</p> <p>Support with employment and training.</p> <p>Building strong and cohesive communities.</p>	Within 6 months
Active communities		
To run a residential employment boot camp for tenants living within the area who are looking for support with employment.	<p>Providing more community activities.</p> <p>Support with employment and training.</p> <p>Improving health and wellbeing.</p> <p>Building strong and cohesive communities.</p>	Within 12 months
To review current digital inclusion services available within the area and to work with tenants to identify the best digital offer for the area.	<p>Supporting vulnerable tenants.</p> <p>Providing digital inclusion services.</p> <p>Improving community engagement.</p> <p>Supporting with training and employment.</p> <p>Providing money advice services.</p>	Within 12 months
<p>To work with Gibby Green Fingers to publicise the community garden within the area. This is to include signage to direct people to the space, clear sign and notice board at the site so people can easily identify the project.</p> <p>To promote contact details of the volunteer board so new volunteers can register.</p>	<p>Providing more community activities.</p> <p>Improving the overall appearance of the neighbourhood.</p> <p>Supporting with training and employment.</p> <p>Building strong and cohesive communities.</p>	Within 6 months

Actions (cont.)

What?	Why?	When?
To work in partnership with the Community Investment Team and Gibby Green Fingers to explore options for increasing income to ensure the sustainability of the group.	<p>Providing more community activities.</p> <p>Improving the overall appearance of the area.</p> <p>Supporting with training and employment.</p> <p>Building strong and cohesive communities.</p>	Within 3 years
Active communities		
To review household demographics for the area to identify vulnerable tenants and review how appropriate support services can be provided, including developing community resources or co-production methods.	<p>Improving community safety.</p> <p>Building strong and cohesive communities.</p> <p>Improving the wellbeing of tenants.</p> <p>Building community engagement.</p> <p>Supporting vulnerable tenants.</p>	Within 12 months
To continue working with partners to provide the Ty lolo Bike Club whilst working towards the project becoming sustainable.	<p>Improving community safety.</p> <p>Providing community activities.</p> <p>Building community engagement.</p>	Within 3 years
To work in partnership with Ty Cadoc Residents Board to support them in providing a community engagement day to engage with the wider community and attract new members.	<p>Providing community activities.</p> <p>Building community engagement.</p> <p>Building strong and cohesive communities.</p>	Within 6 months
Create Neighbourhood Team contact cards, including photos and contact information for officers. These will then be delivered to all Vale Home's properties in the area. These will also include the details of Neighbourhood Walkabouts.	<p>Improve engagement with the community.</p> <p>Improve community relationships.</p> <p>Building strong and cohesive communities.</p>	Within 6 months
Active communities		
<p>To work with our Responsive Repairs Team to run community based repairs reporting services and have officers attending that fix repairs at the time of reporting.</p> <p>To work with Responsive Repairs and Tenants to review how we can further develop the repairs service to better meet the needs of the service and tenants.</p>	<p>Maintain the overall quality of the home.</p> <p>Ensure that repairs and maintenance are completed to high standard in a timely fashion.</p>	Within 12 months
Work with Jehu on the Brecon Court Community Benefit Scheme, this will include employment and training opportunities for tenants as well as environmental projects to develop the local community.	<p>Providing community activities.</p> <p>Support with training and employment.</p> <p>Building sustainable tenancies.</p>	Within 12 months
To run a number of money advice sessions and Universal Credit sessions within the area to ensure that tenants have access to appropriate advice.	<p>Provide money advice and support services to tenancies.</p> <p>Building sustainable tenancies.</p>	Within 6 months

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