



## BLACKBURN NEIGHBOURHOOD PLAN

*Making a positive difference in Blackburn*

Onward seeks to make a positive difference in Blackburn by supporting the development of a clean and safe neighbourhood.

We are committed to providing visible and responsive services in the area, as well as working with partners, stakeholders and the local community to improve the area as a desirable place to live.

## INTRODUCTION TO YOUR NEIGHBOURHOOD PLAN

Onward's purpose is to make a positive difference in the communities we serve. We recognise that each community is unique and requires different services and support. As such, we have developed a Neighbourhood Plan which sets out our service commitments to you and your local area. In developing the plan we sought customer feedback, particularly through our most recent Survey of Tenants and Residents (STAR).



### BLACKBURN

Onward manages over 250 properties in Blackburn, most of which are located at Rockcliffe Street and Audley Range near the town centre. The range of properties includes flats and houses.

We are committed to partnership working so we can remain in touch with the issues that matter to local people most. As such, we aim to improve links with the local community and make improvements that will benefit customers in Blackburn.

“ Grass cutting is really important. ”

We are in the process of procuring a new grounds maintenance contract.



## WHAT CUSTOMERS ARE TELLING US ABOUT BLACKBURN

Feedback from customers in Blackburn gathered from our STAR survey revealed that residents feel safe in their homes and neighbourhoods. The feedback also revealed that the following topics are most important to customers in the area. 27.5% of customers in Blackburn took part in the survey.

Topic	
Repairs and maintenance services	<ul style="list-style-type: none"><li>• 87% of customers are satisfied with the quality of their home</li><li>• A significant number of customers highlighted the repairs and maintenance services as a key priority</li></ul>
Environment and Environmental Services	<ul style="list-style-type: none"><li>• The majority of customers feel that rubbish dumping and littering is a key issue</li><li>• Customers believe it is important that environmental services offer good value for money</li><li>• Customers would like us to improve the quality of our grounds maintenance service</li></ul>
Antisocial behaviour (ASB)	<ul style="list-style-type: none"><li>• Noisy neighbours and alcohol-related issues were identified as some of the most important neighbourhood issues</li><li>• We recorded a significant number of customer comments in relation to ASB, drug misuse and tenancy breaching</li></ul>
Trust	<ul style="list-style-type: none"><li>• Customers would like Onward to listen to them and act on customer feedback</li><li>• 75% of customers trust Onward to put something right if it goes wrong</li></ul>



“ I don't have any issues living here. ”

“ Please deal with the fly tipping. ”

We are looking to install CCTV so we can identify perpetrators.

Onward is also aware that Blackburn experiences high levels of poverty and deprivation. We acknowledge that for customers, this is a key issue. We would like to assure customers that we are committed to tackling poverty and building strong communities.

## OUR COMMITMENT TO YOU

Using customer feedback gathered from the STAR survey, we have agreed the following objectives to help tackle the issues which are most important to customers in Blackburn. In doing so, we aim to deliver on the promises set out within our Customer Charter.

Our aims	What we will do
Improve the condition of existing properties	<ul style="list-style-type: none"> <li>• Improve our repairs service so that more repairs are completed in time and to a satisfactory standard</li> <li>• Deliver property improvements in Blackburn</li> </ul>
Improve, manage and maintain the environment	<ul style="list-style-type: none"> <li>• Tackle fly tipping</li> <li>• Work closely with internal and external partner agencies to ensure that neighbourhoods are kept clean, tidy and safe for all customers</li> <li>• Arrange 'Action Days' to encourage customers to get involved in maintaining neighbourhood</li> <li>• Make changes to bin stores to make them safer</li> <li>• Clear rubbish left behind the fencing at the end of Smalley Way</li> </ul>
Continue to address ASB	<ul style="list-style-type: none"> <li>• Encourage reporting and respond effectively to reports of ASB</li> <li>• Ensure tenancy conditions are being met</li> <li>• Support customers who have experienced ASB</li> <li>• Upgrade CCTV on Rockcliffe Street in response to fly tipping</li> </ul>
Increase customer engagement and build trust with the local community	<ul style="list-style-type: none"> <li>• Have a visible Onward presence in the neighbourhood</li> <li>• Promote the work we do in the community</li> <li>• Build better relationships with other organisations and contribute more to community events</li> </ul>
Contribute towards creating a wealthier, more economically active neighbourhood	<ul style="list-style-type: none"> <li>• Work with partners to deliver a series of initiatives designed to support local residents into employment and training</li> <li>• Work with the Financial Inclusion team to support customers facing financial hardship, debt and benefit cuts, and help manage and sustain their tenancies and finances</li> </ul>



## DELIVERING OUR COMMITMENTS

We will provide customers with feedback on progress made in Blackburn through newsletters, reports and regular updates on the Onward website. We also pledge to keep you updated on future plans for the area.

## GET INVOLVED

At Onward we want to make sure our customers' voice is at the heart of everything we do. As such, we invite you to join our Customer Engagement Community. The community is a group of customers who are regularly invited to take part in surveys, feedback and other engagement activities. Our CEC members are also entered into a monthly prize draw to win £50 of high street vouchers. For more information, get in touch with our Customer Engagement team at [customerengagement@onward.co.uk](mailto:customerengagement@onward.co.uk)

For more information about Onward and our plans for your neighbourhood, visit the Onward website, chat to us on 0300 555 0600 or email us at [customerservices@onward.co.uk](mailto:customerservices@onward.co.uk). Alternatively, speak with one of our friendly Onward colleagues in your neighbourhood.

