



BOLTON NORTH NEIGHBOURHOOD PLAN

Making a positive difference in Bolton North

Onward will seek to make a positive difference in Bolton North by working in partnership to improve the environment, improve the quality of existing homes and provide opportunities for customers.

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).



BOLTON NORTH

Onward manages a range of properties and sheltered schemes in Bolton North. The properties are widely dispersed across the area but are mainly located in Halliwell, Brightmet and Tonge Moor. We also manage a number of properties near the town centre, such as Kensington Court, Clivedale Place and The Hollies which comprise 1 and 2 bedroom flats. Our sheltered schemes in Bolton North include Weavers Court, Lancaster Court, St Matthews Grange and Spinningfields.

As an important stakeholder in Bolton North, we are committed to partnership working so we can remain in touch with the issues that matter to local people most. We also have excellent relationships with Bolton Council, Bolton at Home, the Halliwell UCAN Centre, the police and social services which helps us in providing support services and valuable resources to customers in the area.

“ Sometimes it takes too long for a repair to be carried out. ”

We have a repairs improvement plan.



WHAT CUSTOMERS ARE TELLING US ABOUT PICTON

Feedback from customers in Bolton North gathered from our STAR survey revealed that residents feel safe in their homes and neighbourhoods, and that tenants believe Onward colleagues are helpful. The feedback also revealed that the following topics are most important to customers in the area.

Topic	
Repairs and maintenance services	<ul style="list-style-type: none"> • 76% of customers are satisfied with the quality of their home • 67% of customers are satisfied with the repairs service • More than 2/3 customers highlighted the repairs and maintenance services as key priorities • A significant number of customers commented on their dissatisfaction with the repairs service
Environment and Environmental Services	<ul style="list-style-type: none"> • Rubbish dumping and littering were identified as the top neighbourhood issue • Almost 1/3 customers believe the neighbourhood has declined over the last 3 years • A significant number of customers commented on their dissatisfaction with the grounds maintenance service
Antisocial behaviour (ASB)	<ul style="list-style-type: none"> • Drug misuse and drug dealing were identified as a key issue • Noisy neighbours were identified as a key issue • We recorded a significant number of customer comments in relation to ASB, drug misuse and tenancy breaching
Trust	<ul style="list-style-type: none"> • Less than 2/3 customers feel that Onward listens to them and acts on customer feedback • Almost 1/3 customers would like to engage with Onward to shape services



“ Always been very happy living in this house and the neighbours in my little row. ”

“ Our gardens are looking very run down, making the area look shabby. ”

We want to work with residents to improve the local environment in Bolton North.

Onward is also aware that there are high levels of poverty and deprivation in parts of Bolton North. We are committed to doing what we can to tackle poverty and help build 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 Bolton North. 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 in Bolton North	<ul style="list-style-type: none"> • Improve our repairs service so that more repairs are completed in time and to a satisfactory standard • Encourage repairs reporting and target property improvements, particularly in Halliwell • Delivery property improvements in Bolton North, including new doors to over 100 properties by March 2021
Improve and effectively manage and maintain the environment in Bolton North	<ul style="list-style-type: none"> • Work in partnership to ensure that schemes and estates are kept clean, tidy and safe for all customers • Address fly tipping and improve waste management at hotspots • Continue to support community groups in Bolton with a variety of gardening projects such as Britain in Bloom • Work with contractors to increase satisfaction with the grounds maintenance service
Continue to address antisocial behaviour across the neighbourhood	<ul style="list-style-type: none"> • Encourage reporting and respond effectively to reports of ASB, especially at hotspots around schemes close to the town centre • Ensure tenancy conditions are being met • Work with partners to address drug dealing and drug misuse where we can • Promote the work of the Bolton Victims Champion
Increase customer engagement and build trust with the local community	<ul style="list-style-type: none"> • Have a visible Onward presence in the neighbourhood, especially at schemes such as Kensington court and the Hollies • Support ongoing work in Tonge Moor and at the Halliwell UCAN Centre
Contribute towards creating a wealthier, more economically active Bolton North	<ul style="list-style-type: none"> • Support and promote employment and upskilling projects delivered by partners e.g Barrier Busting, Motiv8 and Knit and Natter • 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 • Work with other housing providers as part of Bolton Community Homes to improve the delivery of homes and services to Bolton residents



DELIVERING OUR COMMITMENTS

We will provide customers with feedback on progress made in Bolton North 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

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. Alternatively, speak with one of our friendly Onward colleagues in your neighbourhood.

