



BOLTON SOUTH NEIGHBOURHOOD PLAN

Making a positive difference in Bolton South

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

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).



BOLTON SOUTH

Onward manages 596 properties in Bolton South which are located in Darcy Lever, Little Lever, Great Lever and Farnworth. We manage a range of general needs properties which include 2 and 3 bedroom houses, 1 and 2 bedroom flats and several bungalows. We also manage 2 sheltered housing schemes in Little Lever, namely Crompton Court and New Riven Court.

As an important stakeholder in Bolton South, 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, social services and employment and training agencies which help us in providing support services and valuable resources to customers.

Onward is an active member of Bolton Community Homes, a strategic partnership between the local authority and housing and regeneration service providers in Bolton. The partnership aims to help create sustainable communities and neighbourhoods within Bolton and is particularly important in supporting us to deliver neighbourhood improvements.

“ Waiting time for repairs are too long and there should be more flexibility. ”

We are working hard to improve our repairs service



WHAT CUSTOMERS ARE TELLING US ABOUT BOLTON SOUTH

Feedback from customers in Bolton South 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 last year	<ul style="list-style-type: none">• More than 70% of customers in are satisfied with the repairs service• 2/3 customers highlighted the repairs service as a key priority
Environment and Environmental Services	<ul style="list-style-type: none">• Rubbish dumping, littering and dog fouling were identified as the top two neighbourhood issues• Almost 1/3 customers feel that the neighbourhood has declined over the last 3 years• 1/3 customers are dissatisfied with the overall appearance of the neighbourhood
Antisocial behaviour (ASB)	<ul style="list-style-type: none">• Drug misuse and drug dealing was identified as the second most important issue, while noisy neighbours were identified as the fourth most important issue• 50% of customers that had reported ASB were dissatisfied with how the case was handled
Trust	<ul style="list-style-type: none">• Just over 50% of customers feel that Onward listens to their views and acts on customer feedback



“ Rubbish needs sorting out.... people just keep dumping it and it looks disgusting. ”

We are committed to doing what we can to address fly tipping.

“ We are very satisfied with everything. ”

Onward is also aware that there are high levels of poverty and deprivation in parts of Bolton South. 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 South. 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"> • Improve our repairs service so that more repairs are completed in time and to a satisfactory standard • Deliver property improvements in Bolton South, including a major door replacement programme benefitting 175 properties by March 2021
Improve and effectively manage and maintain the environment in Bolton South	<ul style="list-style-type: none"> • Work in partnership to ensure that neighbourhoods are kept clean, tidy and safe for all customers • Encourage customers to maintain high standards of their gardens and take action when tenants do not keep their gardens clear and tidy • Better manage the open spaces which we operate and improve pockets of land e.g. at Roxilina and Burwell Close • Continue to support community groups with gardening projects such as Britain in Bloom
Continue to address antisocial behaviour, particularly in the New Bury area	<ul style="list-style-type: none"> • Encourage reporting and respond effectively to reports of ASB • Work with partners to address youth nuisance in New Bury • 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 • Support and promote ongoing work at the Farnworth UCAN centre, including projects such as Peer Navigator and Food Pantry
Contribute towards creating a wealthier, more economically active neighbourhood	<ul style="list-style-type: none"> • Continue to provide employment advice and support services using resources such as the Bolton Community Homes partnership • Deliver activities in Little Lever to address food poverty • Support new and existing projects across the neighbourhood



DELIVERING OUR COMMITMENTS

We will provide customers with feedback on progress made in Bolton South 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.

