



BURY & RAMSBOTTOM NEIGHBOURHOOD PLAN

Making a positive difference in Bury & Ramsbottom

Onward will seek to make a positive difference in Bury & Ramsbottom by maintaining a high-quality environment and increasing customer satisfaction.

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).



BURY & RAMSBOTTOM

Onward manages 414 properties in Bury & Ramsbottom, including in Radcliffe and Prestwich. The range of properties includes general needs schemes and flats such as Hilton Lodge in Prestwich, Berkshire Court in Bury and St Andrews Close in Ramsbottom.

Properties in the area are widely dispersed and, as a result, we work in partnership with a number of agencies across the Borough including Bury Council, Greater Manchester Police, fire and rescue services, and social services.

“ The rubbish keeps getting worse..... it's time something was done. ”

We will work hard to improve waste management in the neighbourhood.



WHAT CUSTOMERS ARE TELLING US ABOUT BURY & RAMSBOTTOM

Feedback from customers in Bury & Ramsbottom gathered from our STAR survey revealed that residents are generally satisfied and feel safe in their homes and neighbourhoods. The feedback also revealed that the following topics are most important to customers in the area..

Topic	
Repairs and maintenance services in 2019	<ul style="list-style-type: none">• 70% of customers are satisfied with the quality of their home• 2/3 customers highlighted the repairs and maintenance services as key priorities• Just over 50% of customers are satisfied with the repairs service
Environment and Environmental Services	<ul style="list-style-type: none">• 70% of customers are satisfied with the appearance of their neighbourhood• 55% of customers feel that service charges provide good value for money• Rubbish dumping and littering were identified as the main neighbourhood issue
Antisocial behaviour (ASB)	<ul style="list-style-type: none">• Noisy neighbours were identified as the second highest neighbourhood issue• Drug dealing was identified as the third highest neighbourhood issue
Trust	<ul style="list-style-type: none">• Only 45% of customers feel that Onward listens to their views and acts on customer feedback• 58% of customers trust Onward to put something right if it goes wrong



“ Nobody takes care of the backs of properties and lawns. ”

We want to improve the environment in Bury & Ramsbottom.

“ When there was a problem on the estate a few weeks ago.... staff from Onward came round to see whether we were ok. ”

Onward is also aware that there are schemes and spaces around properties in Bury and Ramsbottom that need improving. We would like to assure customers that we are committed to tackling these issues.

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 Bury & Ramsbottom. In doing so, we aim to deliver on the promises set out within our Customer Charter.

Our aims	What we will do
Improve our repairs and maintenance services	<ul style="list-style-type: none">• Improve our repairs service so that more repairs are completed in time and to a satisfactory standard• Deliver a variety of property improvements in Bury & Ramsbottom
Improve, manage and maintain the environment	<ul style="list-style-type: none">• Work closely with internal and external partner agencies to ensure that neighbourhoods are kept clean, tidy and safe for all customers• Improve the quality and appearance of Hilton Lodge and Clifton Road• Closely monitor window cleaning and grounds maintenance contractors to ensure that service charges provide value for money
Continue to address ASB	<ul style="list-style-type: none">• Encourage reporting and respond effectively to reports of ASB• Ensure tenancy conditions are being met, including conditions on noise nuisance



DELIVERING OUR COMMITMENTS

We will provide customers with feedback on progress made in Bury & Ramsbottom 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.

