



CASTLEFIELDS NEIGHBOURHOOD PLAN

Making a positive difference in Castlefields

Onward will seek to make a positive difference in Castlefields by supporting the development of a clean, green 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).



CASTLEFIELDS

Onward manages 793 properties in Castlefields, which include a range of 1 - 5 bedroom houses, 1 and 2 bedroom flats and 3 bedroom bungalows. We also manage several new bungalows specifically designed for wheelchair access and we operate Achilles Court, a scheme for over 55's which contains 21 2 bedroom flats. All properties in Castlefields, with the exception of flats, boast gardens and off-street parking.

50% of properties in the neighbourhood are considered newly built while the other 50% are in good condition, having received new windows, doors, external cladding, roofing and car park resurfacing. Three blocks of flats in the area, namely Rupert Row, Brereton Close, and Plantation Close have been identified as requiring investment. Castlefields has previously benefited from a 15-year-long regeneration programme.

“ I have been with this housing association now for around 18 months. I have never had a problem and they always help me with any issues I have in the best way they can. ”



WHAT CUSTOMERS ARE TELLING US ABOUT CASTLEFIELDS

Feedback from customers in Castlefields 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 happy with the quality of their home • 65% are satisfied with how Onward deals with their repairs • 68% of customers have had a repair in the last 12 months and, of those, 8 out of 10 were satisfied with the quality of the repair • Only 2/3 customers were happy with their repair appointment
Environment and environmental services	<ul style="list-style-type: none"> • 76% of customers are happy with the quality of their home • 65% are satisfied with how Onward deals with their repairs • 68% of customers have had a repair in the last 12 months and, of those, 8 out of 10 were satisfied with the quality of the repair • Only 2/3 customers were happy with their repair appointment
Antisocial behaviour (ASB)	<ul style="list-style-type: none"> • Half of customers are satisfied with how their ASB complaints are dealt with • Rubbish dumping, littering, drug misuse and dog fouling are the most important ASB issues in the neighbourhood
Trust	<ul style="list-style-type: none"> • 78% of customers trust Onward to put things right if something goes wrong • Half of customers feel that Onward listens to their views and acts on customer feedback



“ The gardeners do not turn up regularly so the grass is often over grown. ”

During the summer months the grass is cut every fortnight and we carry out regular checks of their work to ensure that it is done to a high standard.

“ All in all the services I have used with Onward have been good. ”

Onward is also aware that Castlefields 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 Castlefields. 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 Castlefields
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 • Encourage customers to maintain their gardens and take action when customers do not keep their gardens clear and tidy • Invest funding to improve the “no man’s land” in Brereton and Plantation Close • Work with the Environmental Services team and HBC to improve bin store provision
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 • Work with external partners to support community activities, such as PPX • Complete works to close stairwells in Deck Access blocks • Host a monthly surgery in Priory House to address ASB hot spots, such as in Camelot Way and Plantation Close
Increase customer engagement and build trust with the local community	<ul style="list-style-type: none"> • Have a visible Onward presence in the neighbourhood • Encourage customers to visit the Customer Engagement area of the Onward website and join the Customer Engagement Community
Contribute towards creating a wealthier, more economically active neighbourhood	<ul style="list-style-type: none"> • Work closely with Onward’s Social Investment team to deliver a series of initiatives with external partner agencies designed to support customers into employment and training • 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



DELIVERING OUR COMMITMENTS

We will provide customers with feedback on progress made in Castlefields 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.

