



CHORLEY NEIGHBOURHOOD PLAN

Making a positive difference in Chorley

Onward will seek to make a positive difference in Chorley 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).



CHORLEY

Onward manages over 200 properties in Chorley, most of which are located on the Mendip Road estate. However, we manage properties across 4 housing schemes in the area in total. The range of properties includes family homes and flats. Chorley is a popular area and boasts excellent employment opportunities, schools, green spaces and transport links.

We are committed to partnership working so we can remain in touch with the issues that matter to people most in Chorley. As such, we support the efforts of the local policing team and Chorley Borough Council. We have worked together on a great number of projects in recent years, including community clean-up days.

“ I think Onward are great and do anything to make sure you are happy in your home. ”



WHAT CUSTOMERS ARE TELLING US ABOUT CHORLEY

Feedback from customers in Chorley gathered from our STAR survey revealed that residents feel safe in their homes and neighbourhoods, and believe that Onward colleagues are helpful. The feedback also revealed that the following topics are most important to customers in the area. 19.8% of customers in Chorley took part in the survey.

Topic	
The standards of repairs and maintenance services	<ul style="list-style-type: none">• Three quarters of customers feel that the repairs service is the most important priority• Customers also told us that the quality of their home is a key area of improvement
Antisocial behaviour	<ul style="list-style-type: none">• Customers highlighted ASB as one of their biggest concerns• Rubbish, dog fouling and drugs identified amongst the highest neighbourhood issues
Trust	<ul style="list-style-type: none">• Customers want Onward to listen to your views more and act upon them.• Putting things right was highlighted as an area where Onward can improve.
Value for money	<ul style="list-style-type: none">• Customers told us that there is a lot of room for improvement with the appearance of their neighbourhood• Less than half of customers are happy with the grounds maintenance service and don't think that the estate services are value for money



“ Kitchen worktops are very worn and I struggle to shut some drawers. ”

We are delivering a replacement kitchen programme this year to target older suites.

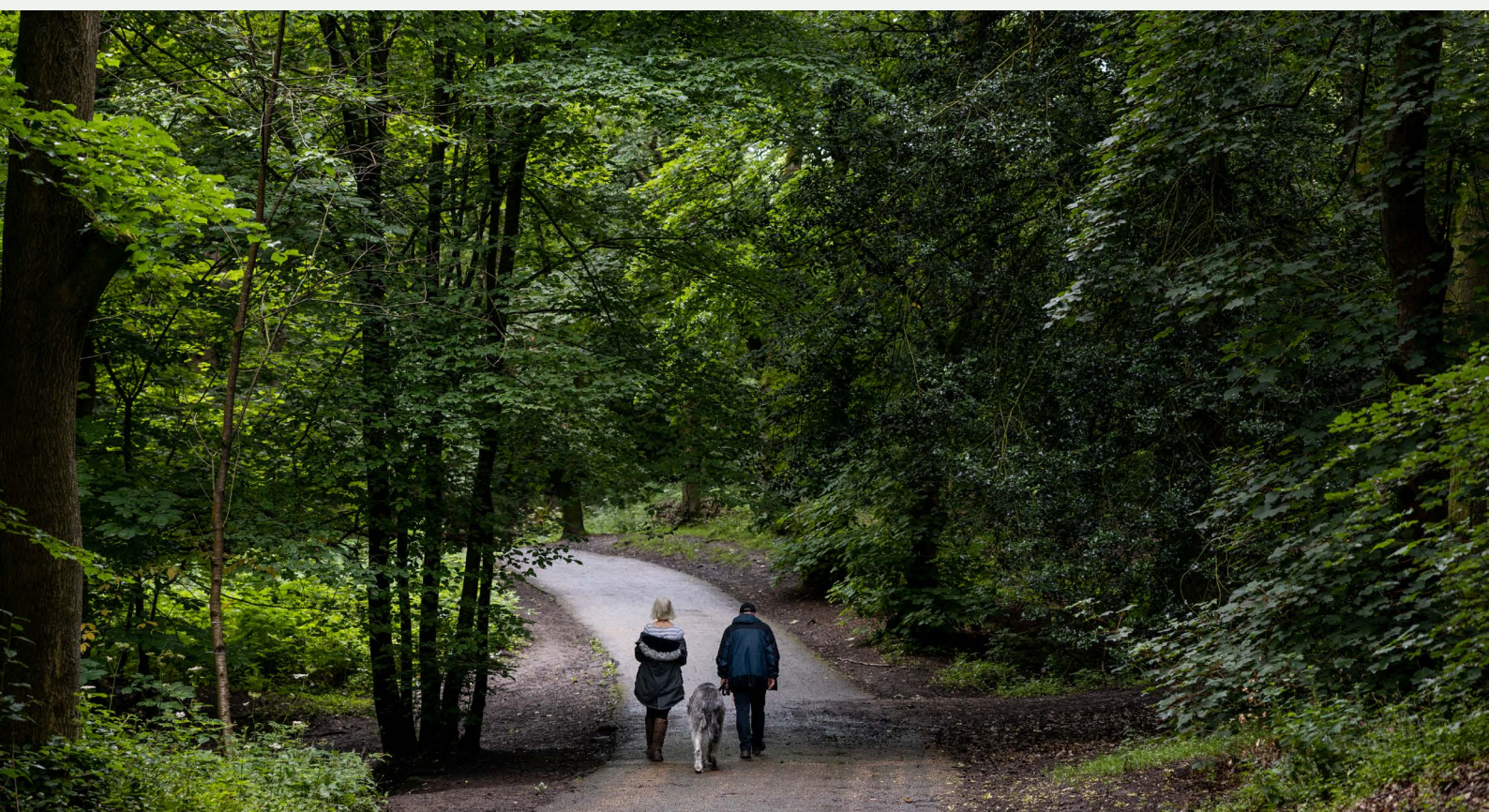
“ Car parking spaces should be marked. ”

We plan to assess where we can invest in car parking facilities in the coming months.

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 Chorley. 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 at 50 homes in Chorley by March 2021, including replacing doors, windows and kitchens
Improve, manage and maintain the environment	<ul style="list-style-type: none">• Collaborate with partners to arrange 'Action Days' which will encourage customers to get involved in maintaining the neighbourhood• Improve the communal grounds on Mendip Road by working in partnership with the local authority, the environmental services team and contractors. This will include improvements to car parking facilities and green spaces• Encourage customers to maintain high standards of their gardens and take action when customers do not keep their gardens clear and tidy• Create additional parking where possible
Continue to address ASB	<ul style="list-style-type: none">• Encourage reporting and respond effectively to reports of ASB• Continue to work with the local police and local authority
Increase customer engagement and build trust with the local community	<ul style="list-style-type: none">• Increase our presence in the neighbourhood
Contribute towards creating a wealthier, more economically active neighbourhood	<ul style="list-style-type: none">• Work with partners to deliver a series of initiatives designed to support local residents 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 Chorley 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.

