



CLAYTON-LE-MOORS AND LANESIDE NEIGHBOURHOOD PLAN

Making a positive difference in Clayton-le-Moors and Laneside

Onward seeks to make a positive difference in Clayton-le-Moors and Laneside 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).



CLAYTON-LE-MOORS AND LANESIDE

Onward manages over 400 homes in Clayton-le-Moors and Laneside which include houses, flats and 1 and 2 bedroom bungalows. We also manage an active community centre at Willow Close and Ribblesdale Avenue.

We experience average demand for properties in the area and have low turnover. Furthermore, we have very few customers in rent arrears. The area experiences relatively low levels of antisocial behaviour and customer satisfaction is fairly high.

We are committed to partnership working so we can remain in touch with the issues that matter to local people most. As such, we have excellent relationships with Hyndburn Council, other housing providers, local schools, community groups and other organisations to deliver local initiatives which make a positive difference in the neigh-

“ Dealing with antisocial behaviour is really important. ”

Our Safer Neighbourhoods Team will work with partner agencies to focus on dealing with ASB in the area.



WHAT CUSTOMERS ARE TELLING US ABOUT CLAYTON-LE-MOORS AND LANESIDE

Feedback from customers in Clayton-le-Moors and Laneside gathered from our STAR survey revealed that residents feel safe in their homes and neighbourhoods, and that Onward colleagues are helpful. The feedback also revealed that the following topics are most important to customers in the area. 33.3% of customers in Clayton-le-Moors and Laneside took part in the survey.

Topic	
Repairs and maintenance services	<ul style="list-style-type: none"> • Customers feel that the quality of their home is a top priority • A significant number of customers highlighted the repairs and maintenance services as a key priority
Environment and environmental services	<ul style="list-style-type: none"> • Rubbish dumping, littering and dog/cat fouling were identified as the two most important neighbourhood issues • Customers believe it is important that environmental services offer good value for money • Customers would like us to improve the quality of our grounds maintenance service
Antisocial behaviour (ASB)	<ul style="list-style-type: none"> • Drug misuse and drug dealing was identified as the third most important neighbourhood issue • We recorded a significant number of customer comments in relation to ASB, drug misuse and tenancy breaching • The majority of residents feel safe in their home
Trust	<ul style="list-style-type: none"> • Customers would like Onward to listen to them and act on customer feedback • More than 75% of customers trust Onward to put something right if it goes wrong • Most customers find that Onward is helpful when they get in touch with the Customer Contact Centre by telephone



“ I have not had any problems with the service Onward provides. ”

“ Please address fly tipping. ”

We are installing CCTV at Alexandra Close, and will be taking action against anyone we find to be fly tipping.

Onward is also aware that Clayton-le-Moors and Laneside 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 Clayton-le-Moors and Laneside. 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 improvements to a number of properties in Clayton-le-Moors and Laneside, including new bathrooms, and boilers by March 2021
Improve, manage and maintain the environment	<ul style="list-style-type: none"> • Tackle fly tipping • Work closely with internal and external partner agencies to ensure that neighbourhoods are kept clean, tidy and safe for all customers • Improve car parking at Haywood Road and restrict parking to bays • Encourage customer to maintain high standards of their gardens and take action when tenants do not keep their gardens clean and tidy
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 • Install CCTV on the Alexandra Close estate • Support community activities such as the Summer Kicks activities programme
Increase customer engagement and build trust with the local community	<ul style="list-style-type: none"> • Support the introduction of new community groups where interest is shown • Carry out consultations with customers when delivering improvements • Promote engagement opportunities through social media
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 • Have a visible Onward presence in the neighbourhood



DELIVERING OUR COMMITMENTS

We will provide customers with feedback on progress made in Clayton-le-Moors and Laneside 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.

