



CLITHEROE NEIGHBOURHOOD PLAN

Making a positive difference in Clitheroe

Onward will seek to make a positive difference in Clitheroe by providing access to services, maintaining excellent service standards and supporting growth development.

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).



CLITHEREOE

Clitheroe is a historic market town situated in The Ribble Valley. Onward manages over 700 homes in the area which include general needs properties, sheltered units and supported housing. There is a growing number of new developments designed for rent and shared ownership in the area. Clitheroe is a popular location and local amenities are good.

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 an excellent relationship with Ribble Valley Borough Council, other housing providers, local police, foodbanks, Inspire drug and alcohol services, Ribblesdales Children's Centre, the local job centre and the Citizens Advice Bureau.

“ Overall quality of service is generally very good.

Maintenance has never been an issue. ”



WHAT CUSTOMERS ARE TELLING US ABOUT CLITHEROE

Feedback from customers in Clitheroe gathered from our STAR survey revealed that residents feel safe in their homes and neighbourhoods and find that Onward colleagues are helpful. The feedback also revealed that the following topics are most important to customers in the area. 42% of customers in Clitheroe 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 key priority• A significant number of customers highlighted that the repairs and maintenance services need improvement• More than 2/3 customers have had a repair in the last 12 months, of which 34% were very satisfied
Environment and environmental services	<ul style="list-style-type: none">• Rubbish dumping, littering and dog fouling were identified as the most important neighbourhood issues• Customers feel that we could improve the value for money which service charges offer• Customers reported low levels of satisfaction with the grounds maintenance service
Trust	<ul style="list-style-type: none">• Almost 50% of customers who made a complaint were unhappy with how the complaint was handled• Customers would like Onward to listen to them and act on customer feedback
Communication	<ul style="list-style-type: none">• More than 50% of customers regularly use the internet but only 23% access the Onward website• Customers feel that they benefit from face-to-face communication



“ Up to now I have had a good experience with Onward. ”

“ Nobody listened and nobody did anything about my complaint. ”

Our Customer Insight Team is continually improving our response to complaints.

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 Clitheroe. 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• Promote early evening and Saturday morning repairs appointments• Deliver property improvements at 57 homes in Clitheroe by March 2021, including boiler replacements
Improve customer satisfaction	<ul style="list-style-type: none">• Continue to meet customer satisfaction targets• Work alongside the Resolution Team to ensure that complaints are dealt with in a timely and efficient manner and that customers are satisfied with the outcome
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 high standards of their gardens and take action when tenants do not keep their gardens clear and tidy• Carry out regular estate inspections and invite customers to get involved
Increase customer engagement and build trust with the local community	<ul style="list-style-type: none">• Increase our presence in the neighbourhood• Host coffee morning events at sheltered schemes in collaboration with scheme managers• Continue to promote the My Onward Portal and Onward website
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
Support the growth of Clitheroe and increase the property waiting list	<ul style="list-style-type: none">• Support Ribble Valley Borough Council to nominate suitable applicants for newly built properties• Promote the property waiting list through a targeted marketing campaign



DELIVERING OUR COMMITMENTS

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

