



HALTON NEIGHBOURHOOD PLAN

Making a positive difference in Halton

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



HALTON

Onward manages a number of properties in Halton, located in Runcorn, Widnes and on the Hallwood Park Estate. Onward manages 93 properties on the Hallwood Park Estate alone. The range of properties in Halton include flats, 3 and 4 bedroom houses, and 2 and 3 bedroom bungalows. Onward also manage the large landscaped area in the center of the neighbourhood.

All properties located on the Hallwood Park Estate have private driveways and medium sized front and rear gardens while all of the bungalows located on the Hallwood Park Estate are wheelchair accessible and are fitted with level access showers.

There is high demand for properties in the area and we experience low turnover. This is particularly true for the Hallwood Park estate which boasts close proximity to local shops and the local hospital.

“ I am very upset about Onward and their repairs team. No communication between them. ”

We have put an improvement plan in place to address issues like this and improve our repairs service.



WHAT CUSTOMERS ARE TELLING US ABOUT HALTON

Feedback from customers in Halton gathered from our STAR survey revealed that they 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.

Topic	
Repairs and maintenance service	<ul style="list-style-type: none">• More than 60% of customers said that the repairs and maintenance service is a key priority• 92% of customers are satisfied with the quality of their home• 62% of customers are satisfied with the way Onward deals with their repairs
Environment and environmental services	<ul style="list-style-type: none">• 4/5 customers are satisfied with the neighbourhood as a place to live• 65% of customers feel that their service charges offer value for money• Six out of ten customers believe that estate services are value for money
Antisocial behaviour (ASB)	<ul style="list-style-type: none">• Vandalism and graffiti are key issues for customers• 13% of customers have reported ASB in the last 12 months
Trust	<ul style="list-style-type: none">• Listening to tenants views was highlighted as a key issue for customers• 75% of customers trust Onward to put something right if it goes wrong• 60% of customers feel that Onward listens to their views and acts of customer feedback



“ I have been in my house since it was built and love it. ”

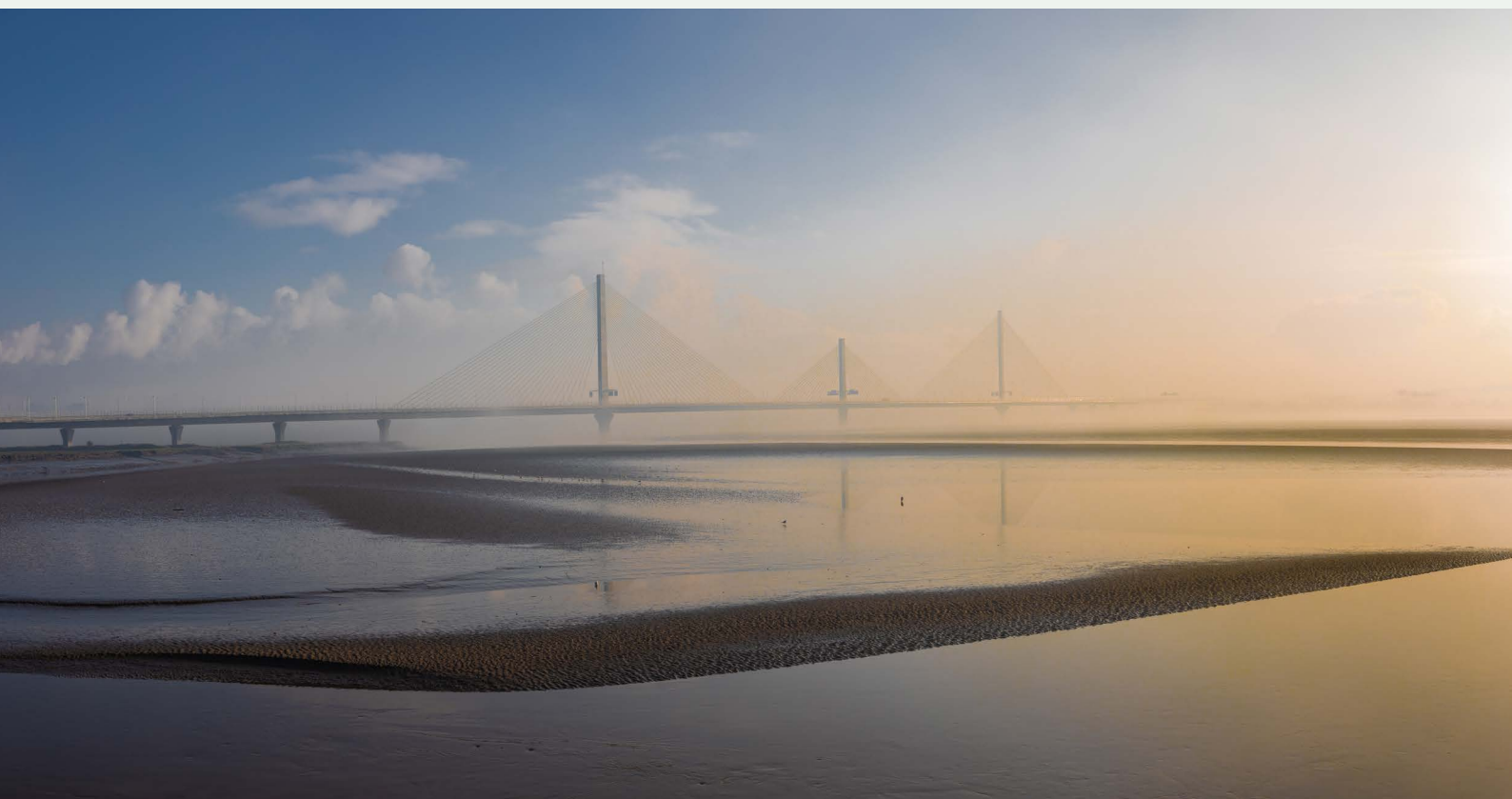
“ What I like about my Onward home is the peace and security it gives me. ”

Onward is also aware that Halton 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 Halton. 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 Halton including 50 new bathrooms by March 21
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
Continue to address ASB	<ul style="list-style-type: none"> • Encourage reporting and respond effectively to reports of ASB particularly around the open areas on Hallwood Park • Ensure tenancy conditions are being met
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 Halton 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.

