



## HANDFORTH NEIGHBOURHOOD PLAN

*Making a positive difference in Handforth*

Onward will seek to make a positive difference in Handforth by improving the quality and management of homes and open spaces, providing customers with access to services and supporting customers to achieve a great quality of life.

## 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).



### HANDFORTH

Onward manages 563 properties in Handforth located on the Knowle Park and Spath Lane estates. The range of properties include 2 and 3 bedroom houses, cottage flats and 3 bedroom tower blocks. We also manage a number of supported and leasehold properties across the neighbourhood. In addition, there are several areas of land on the estates which are owned by Contour Homes and Cheshire East Council.

We are committed to partnership working in the neighbourhood so we can remain in touch with the issues which matter to local people most. As such, we have excellent relationships with Cheshire East Council, local police, local community groups and local councillors. We work closely with these partners in allocating homes, managing the neighbourhood and supporting local services.

“ I love living in Handforth. I have lived here since I was two and I'm now 57. I have seen many changes, good and bad, but I love my home. ”



## WHAT CUSTOMERS ARE TELLING US ABOUT HANDFORTH

Feedback from customers in Handforth gathered from our STAR survey revealed that residents are generally satisfied with the quality of their homes and neighbourhoods. The feedback also revealed that the following topics are most important to customers in the area.

Topic	
Service charges	<ul style="list-style-type: none"><li>• 42% of customers feel that service charges provide value for money</li><li>• 35% of customers are satisfied with the standard of cleaning</li><li>• 30% of customers are satisfied with the condition of internal communal areas</li></ul>
Repairs and maintenance services	<ul style="list-style-type: none"><li>• 67% of customers are satisfied with how Onward resolves repairs and maintenance issues</li><li>• 26% of customers are dissatisfied with the quality of their home</li><li>• 72% of customers identified the repairs service as the top priority for the neighbourhood</li></ul>
Antisocial behaviour (ASB)	<ul style="list-style-type: none"><li>• Dog fouling was identified as the most important issue</li><li>• Rubbish dumping and littering was identified as the second most important issue</li><li>• Some customers raised concerns about the condition of individual gardens</li></ul>
Trust	<ul style="list-style-type: none"><li>• 50% of customers feel that Onward listens to their views and acts on customer feedback</li><li>• 26% of customers do not trust Onward to put something right if it goes wrong</li></ul>



“ It is always good to speak to someone directly face to face. ”

We are keen to have a visible presence in the area including neighbourhood walkabouts.

“ Lack of parking spaces. ”

We will work with partners to address parking across the estate where we can.

Onward is also aware that customers in Handforth are concerned about parking and the management of green spaces. We would like to assure customers that we are committed to doing what we can to address these concerns.

## 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 Handforth. 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"> <li>• Improve our repairs service so that more repairs are completed in time and to a satisfactory standard</li> <li>• Deliver a variety of property improvements in Handforth</li> <li>• Review the services and charges applied to customers</li> </ul>
Improve, manage and maintain the environment	<ul style="list-style-type: none"> <li>• Work closely with internal and external partner agencies to ensure that neighbourhoods are kept clean, tidy and safe for all customers</li> <li>• Work with partners to create additional parking bays where this is feasible and appropriate</li> <li>• Encourage customers to maintain high standards of their gardens and take action when people do not keep their gardens clear and tidy</li> <li>• Improve the land around tower blocks and look into the feasibility of an orchard project at Knowle Park</li> <li>• Deliver projects to improve green spaces</li> </ul>
Continue to address ASB in particular around the tower blocks	<ul style="list-style-type: none"> <li>• Encourage reporting and respond effectively to reports of ASB</li> <li>• Ensure tenancy conditions are being met</li> <li>• Work with partners to tackle rubbish dumping, littering and dog fouling</li> </ul>
Increase customer engagement and build trust with the local community	<ul style="list-style-type: none"> <li>• Have a visible Onward presence in the neighbourhood</li> <li>• Support ongoing work by the Wilmslow View community facility</li> </ul>
Ensure the safety of tower block residents	<ul style="list-style-type: none"> <li>• Continue to improve the safety of the tower blocks in Handforth through further investment, maintenance and inspections</li> </ul>
Contribute towards creating a wealthier, more economically active neighbourhood	<ul style="list-style-type: none"> <li>• Respond to economic challenges by providing access to financial advice and support</li> <li>• 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</li> <li>• Support residents into employment through the work of the Social Investment</li> <li>• Support the ongoing work of the Community Centre at Wilmslow View</li> </ul>



## DELIVERING OUR COMMITMENTS

We will provide customers with feedback on progress made in Handforth 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](mailto: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](mailto:customerservices@onward.co.uk). Alternatively, speak with one of our friendly Onward colleagues in your neighbourhood.

