



HATTERSLEY AND MOTTRAM NEIGHBOURHOOD PLAN

Making a positive difference in Hattersley and Mottram

Onward will seek to make a positive difference in Hattersley & Mottram by supporting a thriving local community, improving the physical environment and increasing the number of new and affordable homes in the local area.

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).



HATTERSLEY AND MOTTRAM

Hattersley and Mottram is Onward's largest neighbourhood and one of our three key regeneration neighbourhoods in the North West. We manage over 1,500 properties in the area and have strong local partnerships. We work closely with the Local Authority and a range of other partners including many community and voluntary sector groups on joint initiatives and shared objectives.

Hattersley and Mottram is located in the Longendale Valley close to the Peak District National Park. It is on the edge of the M60 and adjacent to the M67 and the trans-Pennine Manchester-to-Sheffield routes. Hattersley falls within two electoral wards of Tameside: Hyde Godley and Longendale. It has various local services, and amenities including the Hattersley Community Hub, a dentist, six schools, a sports centre, three churches, a railway station and some retail facilities.

The area has changed significantly over the past decade. It is now a neighbourhood with high, rising and widespread levels of customer satisfaction, low turnover of rented properties, and high demand for any that do become available. The introduction of new housing products at a low cost has meant that the area is becoming a location of choice, particularly attractive to first time buyers.

Despite this, the area continues to face ongoing challenges which we must and work in conjunction with our partners to address. The work in Hattersley & Mottram remains broad, and we are committed to playing our part in making a positive difference to the lives of current and future residents in the area where we can. The progression of the objectives and actions within this plan relating to physical investment and community initiatives will contribute to this journey.

“ Onward have been very good, and the staff well trained, they do their best. The estate is a lot better now, credit to management and all staff. ”

“ It's been a lot easier and better since Onward has taken over in terms of customer service and tenant care. ”

WHAT CUSTOMERS ARE TELLING US ABOUT HATTERSLEY & MOTTRAM

Feedback from customers in Hattersley & Mottram 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	
Repairs and maintenance services	<ul style="list-style-type: none"> • 75% of general needs residents are happy with the quality of their home • 68% of customers are satisfied with the repairs service • Two thirds of customers highlighted repairs and maintenance as a key priority
Grounds maintenance services	<ul style="list-style-type: none"> • Rubbish or litter and dog fouling were identified as the top two neighbourhood issues • 79% of general needs customers are satisfied with the neighbourhood as a place to live. • 70% of customers are satisfied with the appearance of the neighbourhood whilst 66% of customers are satisfied with grounds maintenance
Incidents of antisocial behaviour and tenancy breaches	<ul style="list-style-type: none"> • Noisy neighbours and incidents of drug use were identified as the third and fourth most important neighbourhood issues • We recorded a significant number of customer comments in relation to antisocial behaviour, drug use and tenancy breaches • Overall 90% of residents feel safe in the neighbourhood and 95% of residents feel safe in their home • Only 6% of residents have reported incidents of antisocial behaviour in the past 12 months
Trust	<ul style="list-style-type: none"> • 60% of customers feel that Onward listens to customer views and acts on customer feedback • 80% of customers trust us to put something right if it goes wrong



“ Settees being dumped in the garden. ”

We are supporting the delivery of a number of new play areas in the neighbourhood.

“ Youths hanging around in big groups and driving motorbikes. ”

We will do what we can to address issues of ASB in the area and support youth provision in Hattersley.

Onward is also aware that in some parts, Hattersley and Mottram experiences high levels of poverty and deprivation. We would like to assure customers that we are committed to doing what we can to help tackle these issues.

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 Hattersley and Mottram. In doing so, we aim to deliver on the promises set out within our Customer Charter.

Our aims	What we will do
<p>Improve the internal condition of existing properties</p>	<ul style="list-style-type: none"> • Improve our repairs service so that more repairs are completed in time and to your satisfaction • Deliver property improvements in Hattersley & Mottram, including a major boiler replacement programme benefitting over 180 properties by March 2021
<p>Continue to provide more new and affordable homes in the local area</p>	<ul style="list-style-type: none"> • Work with partners to unlock the delivery of the Hattersley Central Scheme which could provide an Extra Care scheme including 91 apartments, 70 homes for affordable rent and shared ownership • Review our existing land holdings across the estate and bring forward those sites which are suitable for new development • Actively seek new opportunities with development partners to deliver more affordable homes in the local area
<p>Improve and more effectively manage and maintain the physical environment</p>	<ul style="list-style-type: none"> • Work with partners to ensure the neighbourhood is kept clean and tidy • Improve the appearance of open spaces with our grounds maintenance contractors • Undertake a programme of neighbourhood clean ups in conjunction with the local community and partners • Deliver a range of community initiatives such as the Hattersley Go Green Scheme to improve the quality of the local environment • Take action when people do not keep their gardens clear and tidy
<p>Work in partnership to deliver wide-ranging investment in play areas, open space and public realm across the estate</p>	<ul style="list-style-type: none"> • Improve the appearance of parking facilities and improve parking provision including providing new parking bay and courts • Provide new areas provision for residents of all ages across the neighbourhood • Improve the appearance, maintenance and usage of Waterside Clough
<p>Continue to work in partnership to address antisocial behaviour issues on the estate</p>	<ul style="list-style-type: none"> • Encourage reporting and respond effectively to antisocial behaviour cases • Ensure tenancy conditions are being met • Work in partnership with the police to support them in making the area a safer place for residents • Support youth provision in Hattersley & Mottram
<p>Support the creation of a wealthier, more economically active and thriving Hattersley and Mottram community</p>	<ul style="list-style-type: none"> • Deliver a wide-ranging social investment programme which supports and adds to the work of existing local community groups • Continue the work of the Hattersley Work and Skills Coach and other initiatives to support local people into employment and training • Work with partners to support commercial projects that may bring employment and other opportunities to the area • Address food poverty through supporting a number of local initiatives

DELIVERING OUR COMMITMENTS

We will provide customers with feedback on progress made in Hattersley & Mottram 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.

