



HUNCOAT AND MILNSHAW NEIGHBOURHOOD PLAN

Making a positive difference in Hincote and Milnshaw

Onward seeks to make a positive difference in Huncoat and Milnshaw 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).



HUNCOAT AND MILNSHAW

Onward manages over 400 homes in Huncoat and Milnshaw. The range of properties includes flats and houses, all of which are located close to the town centre.

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 Borough Council, local schools, community groups and other organisations to deliver local initiatives which make a positive difference in the neighbourhood.

“ I have nothing but total appreciation for Onward and all the help they gave me during a difficult time for me in 2018 and two members of your staff who I shall be ever indebted to for all their help and understanding. ”



WHAT CUSTOMERS ARE TELLING US ABOUT HUNCOAT AND MILNSHAW

Feedback from customers in Huncoat and Milnshaw gathered from our STAR survey revealed that customers want to feel safe in 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">• 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 fouling were identified as some of the 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">• Noisy neighbours were identified as an important neighbourhood issues• We recorded a significant number of customer comments in relation to ASB, drug misuse and tenancy breaching
Trust	<ul style="list-style-type: none">• Customers would like Onward to listen to them and act on customer feedback• 75% of customers trust Onward to put something right if it goes wrong



“ I’m very satisfied with Onward Homes but improvements are needed when reporting a repair online. ”

We encourage customers to use the Onward Customer Portal and will pick up any repairs reported.

“ I am very happy with my Onward home, thank you. ”

Onward is also aware that Huncoat and Milnshaw 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 Huncoat and Milnshaw. 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 Huncoat and Milnshaw including new windows and doors by March 2021
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 • Arrange 'Action Days' to encourage customers to get involved in maintaining the neighbourhood • Encourage customers to maintain high standards in their gardens and take action when customers do not keep their gardens clear and tidy • Make improvements to the drying areas of the flats at Huncoat
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 • Support customers who have experienced ASB
Increase customer engagement and build trust with the local community	<ul style="list-style-type: none"> • Have a visible Onward presence in the neighbourhood • Promote the work we do in the community • Support ongoing work by 1st Call Hyndburn • Work with partner agencies to deliver diversionary activities over the summer holidays
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



DELIVERING OUR COMMITMENTS

We will provide customers with feedback on progress made in Huncoat and Milnshaw 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.

