



LONGRIDGE NEIGHBOURHOOD PLAN

Making a positive difference in Longridge

Onward will seek to make a positive difference in Longridge by strengthening partnerships and ensuring customers have good access to services.

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).



LONGRIDGE

Onward manages 165 homes in Longridge, a popular and traditional market town. The range of properties includes general needs homes and sheltered units. We are growing a number of developments in the area for rent and shared ownership properties.

Customers in Longridge have expressed concerns in gaining access to services in the area such as banks, policing and support services. Although Longridge is in the Ribble Valley, residents here access these kinds of services from Preston City Council.

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, Ribblesdale Children's Centre, the local job centre and the Citizen's Advice Bureau.

“ The sub-contractors you use, a lot of their work is well below par, they make lots of mistakes and leave things not completed, resulting in your workmen having to come out again, which I feel is a waste of money. ”

We are committed to improving the repairs service that our customers receive.



WHAT CUSTOMERS ARE TELLING US ABOUT LONGRIDGE

Feedback from customers in Longridge gathered from our STAR survey revealed that 73% of customers are happy with the overall quality of their home and 69% are happy with the services provided by Onward. Customers also 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.

Topic	
Repairs and maintenance services	<ul style="list-style-type: none">• A significant number of customers highlighted the repairs and maintenance services as a key priority• 65% of tenants 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 and littering was identified as the most important neighbourhood issue• 2/3 customers feel that service charges provide good value for money• More than 25% of customers highlighted concerns with grounds maintenance service
Trust	<ul style="list-style-type: none">• Almost 50% of customers would like Onward to listen to them and act on customer feedback• 70% of tenants contacted Onward in the last 12 months of which 43% said that it was hard to get hold of the relevant colleague. However, 74% of customers said that when they did speak to the relevant colleague, the member of staff was helpful
Communication	<ul style="list-style-type: none">• Only a small number of customers use the My Onward Portal• 3/4 customers are happy with the service that the Customer Contact Centre provide



“ The grass cutting service is very poor. ”

We will conduct estate inspections with our Environmental Services Team to ensure that we provide excellent service.

“ Issue a monthly bulletin to let all residents know what is happening. ”

We will issue regular updates on the progress of our Neighbourhood Plans.

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 Longridge. 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• Target a number of properties with boiler replacements by March 2021
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 the customer is satisfied with the outcome
Improve the condition of existing properties	<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 in their gardens and take action when tenants do not keep their gardens clear and tidy• Host regular estate inspections and invite customers to get involved
Improve customer satisfaction	<ul style="list-style-type: none">• Increase our presence in the neighbourhood• Host coffee morning events at sheltered schemes• Build strong relationships 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• Continue to support Longridge Community Gym alongside the Social Investment team
Continue to support the growth of Longridge and increase the property waiting list	<ul style="list-style-type: none">• Support Ribble Valley Borough Council in nominating suitable applicants for newly built properties• Promote the property waiting list through a targeted marketing campaign• Work collaboratively with other housing providers which operate large scale housing developments in the area



DELIVERING OUR COMMITMENTS

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

