



OLDHAM NORTH NEIGHBOURHOOD PLAN

Making a positive difference in Oldham North

Onward's vision is to make a positive difference in Oldham North by working in collaboration with partners to create positive spaces and support thriving communities.

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).



OLDHAM NORTH

Onward manages 430 properties across Oldham North. The range of properties include family homes, terraced houses and large schemes of flats such as Coldhurst Hall. We have properties close to Oldham Town Centre and in other areas such as Westwood and Chadderton.

The area boasts good Metrolink access to Manchester city centre and other boroughs in Greater Manchester. The neighbourhood is also home to a number of schools and a hospital.

“ There have been some incidents of drug dealing. ”

We will do what we can to address antisocial behaviour and work in conjunction with the police to tackle crime.



WHAT CUSTOMERS ARE TELLING US ABOUT OLDHAM NORTH

Feedback from customers in Oldham North gathered from our STAR survey revealed that residents feel safe in their homes and neighbourhoods, and that tenants believe 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"> • 57% of customers are satisfied with the quality of their home • 64% of customers are satisfied with the repairs service • 2/3 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 noisy neighbours were identified as the two most important neighbourhood issues • 52% of customers are satisfied with the appearance of the neighbourhood • 63% of customers are satisfied with the grounds maintenance service
Antisocial behaviour (ASB)	<ul style="list-style-type: none"> • 16% of customers have reported ASB in the past 12 months • Noisy neighbours, drug misuse and drunk and rowdy behaviour were all reported as high priorities on the list of neighbourhood issues
Trust	<ul style="list-style-type: none"> • 37% of customers feel that Onward listens to their views and acts on customer feedback • 1/3 customers do not trust Onward to put something right if it goes wrong



“ The estate is in poor condition in places. ”

We are committed to improving properties and the environment around our schemes.

“ My house needs some repair works. ”

We encourage you to report repairs and we will seek to address these to a high standard and in a timely manner.

Onward is also aware that there are high levels of poverty and deprivation in parts of Oldham North. We are committed to doing what we can to tackle poverty and help build 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 Oldham North. 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 in Oldham North	<ul style="list-style-type: none"> • Deliver a range of improvements at Coldhurst Hall, including improving bin storage and communal areas • Improve our repairs service so that more repairs are completed in time and to a satisfactory standard • Deliver a programme of property investment including windows and door replacements benefitting 150 properties by March 2021
Improve, and effectively manage and maintain the environment around our schemes	<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 • Improve the appearance of Coldhurst Hall including paved areas • Encourage customers to maintain high standards of their gardens and take action when tenants do not keep their gardens clear and tidy • Work with the local community and council to address fly tipping and pests, and improve the appearance around Westwood in particular
Continue to address antisocial behaviour	<ul style="list-style-type: none"> • Encourage reporting and respond effectively to reports of ASB • Ensure tenancy conditions are being met • Tackle ASB around Coldhurst Hall and implement additional security measures
Increase customer engagement and build trust with the local community	<ul style="list-style-type: none"> • Effectively engage with diverse populations in Oldham North • Support the ongoing work of the Chadderton and Westwood Place Based Initiative
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 customers into employment and training • Deliver a range of social investment projects designed to make a positive difference to communities in Oldham North • 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 Oldham North 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.

