



## OSWALDTWISTLE NEIGHBOURHOOD PLAN

*Making a positive difference in Oswaldtwistle*

Onward seeks to make a positive difference in Oswaldtwistle by supporting the development of a cleaner, and safer neighbourhood.

We are committed to providing a visible and responsive service, as well as working with partners and the local community to improve the area as a 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).



### OSWALDTWISTLE

In Oswaldtwistle we manage over 500 homes located at the Union Road estate, John Street estate, Trinity Street estate, and West End. Our properties are a mix of flats and houses, located close to the town centre. We have a strong history of partnership working in the area, and we are working closely with Hyndburn Borough Council, local schools, community groups and others to deliver local initiatives which make a positive difference in the neighbourhood.

“ Onward has definitely improved the whole service. It took some time before trust was achieved. But Onward is doing what it stated. ”



## WHAT CUSTOMERS ARE TELLING US ABOUT OSWALDTWISTLE

Recent feedback from customers in Oswaldtwistle via our STAR survey revealed that repairs are a priority, that you want us to listen to you, and you want us to be more visible. You also want to feel safe in your homes and in your community. The following issues are most important for Oswaldtwistle residents:

Topic	
Repairs and maintenance services	<ul style="list-style-type: none"><li>• 83% of customers are satisfied with the quality of their home</li><li>• A large number of residents highlighted repairs and maintenance as a key priority</li></ul>
Environment and Environmental Services	<ul style="list-style-type: none"><li>• The majority of residents feel that rubbish and litter is a problem</li><li>• Dog fouling is another issue across the neighbourhood</li><li>• It's important that our Environmental Services Team delivers good value for money</li><li>• Customers have asked us to improve the quality of our Grounds Maintenance service</li></ul>
Antisocial behaviour (ASB)	<ul style="list-style-type: none"><li>• Noisy neighbours, drugs, and alcohol-related problems identified among the most important neighbourhood issues</li><li>• We recorded a significant number of customer comments in relation to antisocial behaviour, drug use and tenancy breaches</li></ul>
Trust	<ul style="list-style-type: none"><li>• Customers want Onward to listen to their views and act on customer feedback</li><li>• Over three quarters of residents trust us to put something right if it goes wrong</li></ul>



“ Look after the landscaping and gardening. ”

We are in the process of procuring a new grounds maintenance contract

“ Overall I'm very happy in my home. The warden is brilliant, here very soon if you need her. ”

From our partnership working in the area, we are also aware of broader priorities such as tackling high levels of poverty and deprivation, and building a stronger community. This feedback and information has helped us to inform the priorities set out below.

## 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 Oswaldtwistle. 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>• 83% satisfied with the quality of their home</li> <li>• A large number of residents highlighted repairs and maintenance as a key priority</li> </ul>
Improve, manage and maintain the environment	<ul style="list-style-type: none"> <li>• The majority of residents feel that rubbish and litter is a problem</li> <li>• Dog fouling is another issue across the neighbourhood</li> <li>• It's important that our Environmental Services Team delivers good value for money</li> <li>• Customers have asked us to improve the quality of our Grounds Maintenance service</li> </ul>
Continue to address ASB	<ul style="list-style-type: none"> <li>• Noisy neighbours, drugs, and alcohol-related problems identified among highest neighbourhood issues</li> <li>• Significant number of customer comments in relation to antisocial behaviour, drug use and tenancy breaches</li> </ul>
Increase customer engagement and build trust with the local community	<ul style="list-style-type: none"> <li>• Customers want Onward to listen to your views and act upon them</li> <li>• Over three quarters of residents trust us to put something right if it goes wrong</li> </ul>



## DELIVERING OUR COMMITMENTS

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

