



## PRESTON NORTH NEIGHBOURHOOD PLAN

*Making a positive difference in Preston North*

Onward will seek to make a positive difference in Preston North 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).



### PRESTON NORTH

Onward manages over 250 family homes in Preston North located on the Callon Estate, the Lockside Road estate and at a number of smaller housing schemes. The Callon Estate was redeveloped over 20 years ago while the Lockside Road estate on Preston Docks was built recently with the aim of bringing regeneration opportunities to the area.

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 good working relationships with the local policing team, Preston Fire Service, Preston City Council Environmental Health, social services and other support agencies. We also support Callon Kids Community Club which is based on the estate and works well with families in the area. This partnership enables us to help tackle some of the challenges in the neighbourhood. We also work closely with the local school on the estate.

**“ I feel all the windows need replacing as some have condensation in between them, but I know this would not get done because of cost. ”**

We are committed to delivering a series of improvements to almost 400 properties in Preston North by March 2021.



## WHAT CUSTOMERS ARE TELLING US ABOUT PRESTON NORTH

Feedback from customers in Preston North gathered from our STAR survey revealed that residents feel safe in their homes and neighbourhoods and find Onward colleagues are helpful. The feedback also revealed that the following topics are most important to customers in the area. 27% of customers in Preston North took part in the survey.

Topic	
Repairs and maintenance services	<ul style="list-style-type: none"><li>• Customers told us that repairs and maintenance of their home is an important issue</li><li>• Around 50% of sheltered and general needs customers are happy with the services they received over the last 12 months</li></ul>
Trust	<ul style="list-style-type: none"><li>• Over 50% of sheltered customers feel listened to while 100% feel that Customer Contact Centre colleagues are helpful</li><li>• Just over half of general needs customers are satisfied that they are listened to and more than half feel that Customer Contact Centre colleagues are helpful</li></ul>
Antisocial behaviour (ASB)	<ul style="list-style-type: none"><li>• Rubbish dumping, littering and dog fouling were identified as some of the most important neighbourhood issues</li><li>• Drug misuse, rowdy behaviour and noise nuisance were also highlighted as key issues</li></ul>
Environment and environmental services	<ul style="list-style-type: none"><li>• 75% of sheltered customers are happy with the overall appearance of their estate but only half of general needs customers feel the same</li><li>• Over half of the sheltered customers are happy with the grounds maintenance service but less than half of general needs customers feel the same</li></ul>



“ It’s very early days but I think Onward are going in the right direction. Taking repairs back in house is a very positive step. ”

“ Non-residents using our parking spaces. ”

We work closely with local partners in the community to address reports of antisocial behaviour.

## 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 Preston 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	<ul style="list-style-type: none"><li>• Deliver kitchen, windows and door replacements over the next financial year</li><li>• Deliver property improvements by March 2021, including delivering a number of kitchen and door replacements</li></ul>
Improve, manage and maintain the environment	<ul style="list-style-type: none"><li>• Work closely with internal and external partner agencies to ensure that neighbourhoods are kept clean, tidy and safe for all customers</li><li>• Encourage customer to maintain high standards in their gardens and take action when tenants do not keep their gardens clear and tidy</li></ul>
Continue to address ASB	<ul style="list-style-type: none"><li>• Encourage reporting and respond effectively to reports of ASB</li><li>• Work closely with other housing providers, the local authority and the police to improve the community</li><li>• Support activities in the local area delivered by the Kids' Club, especially the activity programme</li><li>• Increase our presence in the neighbourhood</li></ul>
Contribute towards creating a wealthier, more economically active neighbourhood	<ul style="list-style-type: none"><li>• Deliver a series of initiatives designed to support local residents into employment and training</li><li>• Work with partners to provide health and wellbeing support to the community, including NHS quit squad and Menhear mental health group</li></ul>



## DELIVERING OUR COMMITMENTS

We will provide customers with feedback on progress made in Preston 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](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.

