



PRESTON QUEEN STREET NEIGHBOURHOOD PLAN

Making a positive difference in Preston Queen Street

Onward seeks to make a positive difference in Preston Queen Street by regenerating the area, improving the quality of homes, creating a thriving community, growing and diversifying the housing offer, improving the environment and addressing poverty and socioeconomic deprivation.

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 QUEEN STREET

Onward manages over 300 homes in Preston Queen Street which is one half of the Preston Avenham estate situated on the outskirts of Preston city centre. The range of properties includes 1 and 2 bedroom flats, maisonettes and family homes. We have identified that the appearance of the neighbourhood requires improvement.

The neighbourhood is in an excellent location and within walking distance from the town centre, train station, schools, colleges and the UCLAN campus. The area also boasts good local amenities and health centres.

Preston City Council have plans to regenerate a large area of Preston city centre and are promoting the development of residential opportunities. This will be beneficial to the economy in the locality providing more homes and employment opportunities.

“ I rang Onward to complain about drug dealers and drunks sitting on my wall at night. I need fencing up but nobody has replied to me yet. ”

Our Safer Neighbourhoods Team is committed to working with the police to tackle antisocial behaviour in Preston Queen Street.



WHAT CUSTOMERS ARE TELLING US ABOUT PRESTON QUEEN STREET

Feedback from customers in Preston Queen Street gathered from our STAR survey revealed that residents 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. 21% of customers in Preston Queen Street took part in the survey.

Topic	
Repairs and maintenance services	<ul style="list-style-type: none">• Customers told us that the quality of their home is a concern• A significant number of customers highlighted the repairs and maintenance services as a key issue
Environment and Environmental Services	<ul style="list-style-type: none">• Rubbish dumping, fly tipping and dog fouling were identified as the most important neighbourhood issues• A majority of customers feel that service charges provide good value for money and are satisfied with the grounds maintenance service
Antisocial behaviour (ASB)	<ul style="list-style-type: none">• Almost half of customers identified noisy neighbours as a key issue• We recorded a significant number of customer comments in relation to ASB, drug misuse and drug dealing
Trust	<ul style="list-style-type: none">• Just over half of customers feel that Onward listens to customer views and acts on customer feedback to put something right if it goes wrong



“ My careworkers have nowhere to park due to students parking their cars.

“ There is no privacy between neighbours; we hear everything as if we were living in the same house. ”

We are committed to the long term sustainability of Preston Queen Street and we are currently reviewing the options available to us.

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 Queen Street. In doing so, we aim to deliver on the promises set out within our Customer Charter

Our aims	What we will do
Invest in the neighbourhood	<ul style="list-style-type: none"> • Ensure that Preston Queen Street is treated as a priority Neighbourhood for Onward • Commission the necessary resources to support the local community and maintain the appearance of the neighbourhood • Work in partnership with Preston City Council to identify where we can support their plans for regeneration of the area. • Continue to engage with customers regarding the long-term future of Queen Street
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 • Respond quickly to fly tipping and vandalism to ensure customer safety and maintain the appearance of the estate • Arrange 'Action Days' and deliver skips to encourage customers to get involved in maintaining the neighbourhood
Continue to address ASB	<ul style="list-style-type: none"> • Encourage reporting and respond effectively to reports of ASB • Continue to work closely with the police and Preston City Council to deal with crime, ASB and vandalism, and take quick tenancy enforcement action • Support vulnerable customers who are subject to abuse and crime • Improve security measures at Albyn Bank Road
Increase customer engagement and build trust with the local community	<ul style="list-style-type: none"> • Increase our presence in the neighbourhood • Continue to develop partnerships with the local authority, the Foxton Centre, Cardinal Newman College and other support services to deliver community engagement opportunities and resolve neighbourhood issues
Contribute towards creating a wealthier, more economically active neighbourhood	<ul style="list-style-type: none"> • 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 work with our Social Investment team to identify and support vulnerable customers and help them access services



DELIVERING OUR COMMITMENTS

We will provide customers with feedback on progress made in Preston Queen Street 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.

