



## RIBBLE VALLEY VILLAGES NEIGHBOURHOOD PLAN

*Making a positive difference in Ribble Valley Villages*

Onward will seek to make a positive difference in the Ribble Valley Villages by supporting the development of 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).



### RIBBLE VALLEY VILLAGES

Onward manages over 400 properties in the Ribble Valley including general needs homes and sheltered units. Our properties are widely dispersed throughout a number of rural villages in the area, including Sabden, Whalley, Barrow, Chipping and Clayton-le-Dale. We also manage properties in Dunsop Bridge on behalf of the Duchy of Lancaster.

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 strong and established links with Ribble Valley Borough Council, the local police, foodbanks, Inspire drug and alcohol services, Age UK, Salvation Army, Home start, Ribblesdale Children's Centre, other registered housing providers and JobCentre Plus.

“ The parking is not very good even though we have blue badges. ”



## WHAT CUSTOMERS ARE TELLING US ABOUT RIBBLE VALLEY VILLAGES

Feedback from customers in Ribble Valley Villages gathered from our STAR survey revealed that customers are generally satisfied and feedback is positive. The feedback also revealed that the following topics are most important to customers in the area. 50.8% of customers in Ribble Valley Villages took part in the survey.

Topic	
Repairs and maintenance services	<ul style="list-style-type: none"> <li>Nearly 75% of customers told us that the repairs and maintenance services are their top priority</li> <li>The majority of customers are satisfied with the quality of their home</li> </ul>
Environment and Environmental Services	<ul style="list-style-type: none"> <li>Dog fouling, littering and noisy neighbours were identified as key neighbourhood issues</li> <li>Customers expressed concerns about the value for money which service charges offer</li> <li>64% of customers are satisfied with Onward's ground maintenance service</li> </ul>
Antisocial behaviour (ASB)	<ul style="list-style-type: none"> <li>Almost 2/3 general needs customers use the internet, but only 35% of those access the Onward website</li> <li>More than 1/3 customers told us that keeping residents informed and acting on their feedback should be a top priority</li> </ul>
Trust	<ul style="list-style-type: none"> <li>50% of customers who made a complaint in the last 12 months were not satisfied with how the complaint was handled</li> </ul>



“ Well maintained properties and very friendly, helpful staff. ”

“ Things are getting much better. ”

Onward is also aware that Ribble Valley Villages experiences high levels of poverty and deprivation. We acknowledge that for customers, this is a key issue. We would like to assure customers that we are committed to tackling poverty and building 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 Ribble Valley Villages. 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>• Improve our repairs service so that more repairs are completed in time and to a satisfactory standard</li> <li>• Deliver property improvements to Ribble Valley Villages by March 2021, including replacing 38 boilers</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>• Improve the appearance and standard of paths and carparks in Chipping</li> <li>• Encourage customers to maintain high standards of their gardens and take action when tenants do not keep their gardens clear and tidy</li> <li>• Carry out regular estate inspections and invite customers to get involved</li> </ul>
Increase customer engagement and build trust with the local community	<ul style="list-style-type: none"> <li>• Have a visible Onward presence in the neighbourhood</li> <li>• Increased our presence in the neighbourhood</li> <li>• Get involved in community initiatives such as Chipping in Bloom</li> </ul>
Contribute towards creating a wealthier, more economically active neighbourhood	<ul style="list-style-type: none"> <li>• Work with partners to deliver a series of initiatives designed to support local residents into employment and training</li> <li>• 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</li> <li>• Work with B4rn (Broadband 4 the Rural North) to extend fibre technology into the area</li> <li>• Work with Affordable Housing Supply Programme providers to ensure that tenants are making best use of the scheme</li> </ul>



## DELIVERING OUR COMMITMENTS

We will provide customers with feedback on progress made in Ribble Valley Villages 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.

