



MAKING A POSITIVE DIFFERENCE IN ROCHDALE

Making a positive difference in Rochdale

Onward will seek to make a positive difference in Rochdale by improving the environment and working with partners to help residents prosper.

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).



ROCHDALE

Onward manages more than 800 properties in Rochdale, including general needs flats and a large number of sheltered and supported units. The majority of properties are located in close proximity to Middleton, Rochdale and Castleton town centres. As such, they benefit from local amenities and good road and rail networks.

We are committed to partnership working in the neighbourhood so we can remain in touch with the key issues which matter to local people most. As such, we have excellent relationships with Rochdale Boroughwide Housing, Riverside, Rochdale Borough Council, GM Police and Rochdale Housing Initiative.

Onward is an active member of the Rochdale Strategic Housing Partnership and we have a particularly strong partnership with Rochdale Housing Initiative. Through this partnership we are able to support the health and wellbeing of supported and sheltered housing customers.

“ It can take Onward a long time to complete repairs. ”

We are committed to improving our repairs service.



WHAT CUSTOMERS ARE TELLING US ABOUT ROCHDALE

Feedback from customers in Rochdale gathered from our STAR survey revealed that residents are generally satisfied with the quality of their homes and neighbourhoods. The feedback also revealed that the following topics are most important to customers in the area.

Topic	
Repairs and maintenance services in 2019	<ul style="list-style-type: none">• Just 2/3 customers were satisfied with how Onward dealt with repairs and maintenance issues
Environment and Environmental Services	<ul style="list-style-type: none">• Rubbish dumping, littering and dog fouling were identified as the top two neighbourhood issues• Less than 2/3 customers are satisfied with the grounds maintenance service• 59% of general needs customers and 47% of sheltered housing customers believe that service charges offer value for money• Almost 1/3 customers feel that the neighbourhood has declined over the last 3 years
Trust	<ul style="list-style-type: none">• 50% of customers trust Onward to listen to their views and act on customer feedback• More than 1/4 customers said they would like to engage with Onward to help shape services



“ The gardens need better attention and there is some fly tipping and dog fouling. ”

“ I have always enjoyed my home and am happy with Onward as my landlord. ”

We are committed to keeping the neighbourhood clean, tidy and safe.

Onward is also aware that there are high levels of poverty and deprivation in parts of Rochdale. 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 Rochdale. 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 Rochdale	<ul style="list-style-type: none"> • Improve our repairs service so that more repairs are completed in time and to a satisfactory standard • Deliver property improvements in Rochdale, including an extensive bathroom replacement programme benefiting up to 200 properties by March 2021
Improve, and effectively manage and maintain the environment around our schemes in Rochdale	<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 • Address fly tipping and improve waste management • Improve the standard of gardening and window cleaning services • Improve the appearance, environment and services around our older persons schemes
Continue to address antisocial behaviour	<ul style="list-style-type: none"> • Encourage reporting and respond effectively to reports of ASB • Work with partners to address youth nuisance and other issues around our schemes
Help to support residents to maximise their incomes and access opportunities	<ul style="list-style-type: none"> • 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 • Identify and promote employment and training opportunities • Continue to support the health and wellbeing work of the Rochdale Housing Initiative
Deliver new affordable housing opportunities in Rochdale	<ul style="list-style-type: none"> • Grow our stock in Rochdale where appropriate opportunities arise



DELIVERING OUR COMMITMENTS

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

