



SALFORD EAST NEIGHBOURHOOD PLAN

Making a positive difference in Salford East

Onward will seek to make a positive difference in Salford East by improving the environment and supporting the development of a thriving local community.

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).



SALFORD EAST

Onward manages 797 properties in Salford East, the majority of which are located in Lower and Higher Broughton close to Manchester city centre. The range of properties include apartment blocks, family houses, a small number of supported and sheltered units, and home ownership properties. The neighbourhood is extremely diverse and the community includes longstanding residents and new arrivals.

We have played a key role in the regeneration of Lower Broughton through our partnerships with private developers, Great Places and Salford City Council. We are also members of the Salford Strategic Housing Partnership alongside other registered providers and we work to provide a united housing service across Salford. Our other key partners in the area include Salford City Council, Broughton Hub, The Naz and the police.

“ Motorbikes are often driven recklessly in Lower Broughton area. ”

We will work with partners to do what we can to tackle antisocial behaviour and crime in the local area.



WHAT CUSTOMERS ARE TELLING US ABOUT SALFORD EAST

Feedback from customers in Salford East gathered from our STAR survey revealed that residents feel safe in their homes and neighbourhoods, and that tenants believe Onward colleagues are helpful, particularly Customer Contact Centre colleagues. The feedback also revealed that the following topics are most important to customers in the area.

Topic	
Service charges	<ul style="list-style-type: none">• 45% of customers are satisfied that service charges provide value for money• 58% of customers are satisfied with the grounds maintenance service• 41% of customer are satisfied with the cleaning service• 41% of customers are satisfied with the condition of internal communal areas
Repairs and maintenance services	<ul style="list-style-type: none">• 63% of customers are satisfied with how Onward deals with repairs and maintenance issues• 2/3 customers highlighted the repairs and maintenance services as a key priority
Antisocial behaviour (ASB)	<ul style="list-style-type: none">• Rubbish dumping and littering was identified as the most important neighbourhood issue• Noisy neighbours were identified as the third most important neighbourhood issue
Trust	<ul style="list-style-type: none">• Just under 50% of customers feel that Onward listens to their views and acts on customer feedback• 28% of customers do not trust Onward to put something right if it goes wrong



“ The staff I have spoken to have been very nice and helpful. ”

“ There are some unclean areas and fly tipping. ”

We are committed to doing what we can to address fly tipping in the local area.

Onward is also aware that there are schemes and spaces around properties in Salford East that need improving. We would like to assure customers that we are committed to tackling these issues.

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

Our aims	What we will do
Continue to address incidents of anti-social behaviour in Salford East	<ul style="list-style-type: none"> • Encourage reporting and respond effectively to reports of ASB in the local area • Ensure tenancy conditions are being met
Improve the condition of existing properties	<ul style="list-style-type: none"> • Improve our repairs service so that more repairs are completed in time and to a satisfactory standard • Deliver a variety of property improvements in Salford East
Improve and effectively manage and maintain the environment in Salford East	<ul style="list-style-type: none"> • Improve green spaces across the neighbourhood, including a community orchard on Todd/Rock Street • Work with partners to tackle fly tipping
Improve waste management arrangements and tackle incidents of fly tipping across the neighbourhood	<ul style="list-style-type: none"> • Identify hot spot areas for fly tipping • Develop local responses to tackle fly tipping at schemes, using surveillance and tenancy and wider enforcement activity where possible • Develop and deliver campaigns to tackle fly tipping • Improve waste management arrangements where possible
Tackle poverty and support customers to maximise their income	<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 • Contact vulnerable customers who transition to Universal Credit to ensure they receive relevant support • Deliver a variety of social investment projects to improve health and wellbeing across the neighbourhood • Support the work of existing community and third sector groups making a positive difference in Salford East



DELIVERING OUR COMMITMENTS

We will provide customers with feedback on progress made in Salford East 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.

