



SALFORD WEST NEIGHBOURHOOD PLAN

Making a positive difference in Salford West

Onward will seek to make a positive difference in Salford West by providing high-quality services to customers and ensuring that schemes are kept safe, clean and attractive.

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 WEST

Onward manages 241 homes in Salford West, most of which are located in Walkden, Eccles, Swinton and Irlam. The range of properties include apartment blocks, family houses, a small number of sheltered and supported units, and home ownership properties.

We are 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, the police and a variety of community and voluntary sector organisations.

“ I have lived here for 10 months and I am happy with my flat. My neighbours are lovely, the warden is helpful and friendly, the area is quiet and has plenty of wildlife. ”



WHAT CUSTOMERS ARE TELLING US ABOUT SALFORD WEST

Feedback from customers in Salford West 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">• 57% of customers are satisfied that service charges provide value for money• 58% of customers are satisfied with the grounds maintenance service• 40% of customer are satisfied with the cleaning service• 32% of customers are satisfied with the condition of internal communal areas
Repairs and maintenance services	<ul style="list-style-type: none">• 71% of customers are satisfied with how Onward deals with repairs and maintenance issues• Just over 50% of 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">• 50% of customers feel that Onward listens to their views and acts on customer feedback• 29% of customers do not trust Onward to put something right if it goes wrong



“ I have noticed since Onward started we have had some focus on our complex which is positive so far. ”

“ The grass isn't always cut properly. ”

We will work hard to provide an excellent gardening and grounds maintenance service.

Onward is also aware that there are schemes and spaces around properties in Salford West that need improving and that there is a need to support customers facing financial hardship. 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 West. 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 antisocial behaviour in Salford West	<ul style="list-style-type: none"> • Encourage reporting and respond effectively to reports of ASB • Ensure tenancy conditions are being met
Improve the condition of existing properties in Salford West	<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 Salford West, including a range of investments benefitting up to 80 properties by March 2021
Improve the appearance of our schemes and estates	<ul style="list-style-type: none"> • Carry out improvement works at a number of schemes and estates • Work with the local authority to assess options for improving parking arrangements at St Simon Street
Invest in and improve the appearance of Halton Bank and surrounding areas	<ul style="list-style-type: none"> • Deliver a programme of planned improvement works at Halton Bank • Have a regular and visible Onward presence at the scheme
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 • Deliver a campaign to promote Personal Independence Payment and ensure that customers who are eligible gain access • Work with partners to support local customers into employment and training



DELIVERING OUR COMMITMENTS

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

