



SOUTH RIBBLE NEIGHBOURHOOD PLAN

Making a positive difference in South Ribble

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



SOUTH RIBBLE

Onward manages 249 properties in South Ribble which has been nominated as the UK's best place to live for people in their twenties thanks to its healthy housing market and thriving jobs scene.

Our range of properties in South Ribble includes general needs flats and houses, as well as three sheltered schemes. Our sheltered scheme at Kingshaven is particularly successful. It works with other providers to host "memory café" meetings with customers and we are keen to duplicate this in other schemes within the neighbourhood.

Onward is an active partner in the community and works with public sector partners as part of the the South Ribble Partnership. We are committed to partnership working so we can improve outcomes for local people and communities and ensure that high-quality services are accessible in the neighbourhood. We are keen to develop partnerships with other registered housing providers in the area, as many of the estates we manage are in close proximity to each other.

“ Repairs in my home have not been completed. The door handles are all broken and the toilet leaks and is not fixed to the floor properly. It's awful. ”

We are working hard to improve the quality of our repairs service.



WHAT CUSTOMERS ARE TELLING US ABOUT SOUTH RIBBLE

Feedback from customers in South Ribble 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. 30.6% of customers in South Ribble took part in the survey.

Topic	
Repairs and maintenance services	<ul style="list-style-type: none">• A significant number of customers highlighted the repairs and maintenance services as a key priority and expressed concern with the standard of service they have received• The quality of customers' homes was identified as an area for improvement
Antisocial behaviour (ASB)	<ul style="list-style-type: none">• Customers told us that tackling antisocial behaviour should be one of Onward's main priorities• Dog fouling, drug dealing, drug misuse, noisy neighbours and rubbish dumping were identified as some of the most important neighbourhood issues
Trust	<ul style="list-style-type: none">• Over 1/3 customers feel that Onward does not listen to customers• 75% of customers trust Onward to put something right if it goes wrong
Service charges	<ul style="list-style-type: none">• 1/4 customers feel that service charges do not offer value for money• Customers are dissatisfied with the cleaning and grounds maintenance services



“ On the whole I am happy with my home, the environment I live in and the amount of rent I pay. ”

“ I have experienced dog fouling in my front garden for months. ”

We are committed to working with local partners to tackle antisocial behaviour.

Onward is also aware that South Ribble 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 South Ribble. 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"> • Improve our repairs service so that more repairs are completed in time and to a satisfactory standard • Deliver property improvements by March 2021, including a number of bathroom replacements
Continue to address ASB	<ul style="list-style-type: none"> • Encourage reporting and respond effectively to reports of ASB • Ensure tenancy breaches are dealt with and that involved residents are kept well-informed • Continue to work with the local police to tackle reports of drug misuse
Increase customer engagement and build trust with the local community	<ul style="list-style-type: none"> • Increase our presence in the neighbourhood • Regularly monitor the standard of cleaning and ground maintenance on schemes to ensure value for money • Improve landscaping at Ryan Close and Furtherfield • Improve the car park at Eastwood Close
Contribute towards creating a wealthier, more economically active neighbourhood	<ul style="list-style-type: none"> • Continue to work with the Social Investment team to identify and support vulnerable customers • 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 series of initiatives designed to support local residents into employment and training



DELIVERING OUR COMMITMENTS

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

