



STOCKPORT NEIGHBOURHOOD PLAN

Making a positive difference in Stockport

Onward will seek to make a positive difference in Stockport by improving the appearance of our housing schemes and strengthening local partnerships.

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).



STOCKPORT

Onward manages 936 homes in Stockport which include apartment blocks, family houses, a large number of supported and sheltered units, and home ownership properties.

Our key partners in Stockport include Stockport Council, Stockport Homes, other registered housing providers and the Police. We are also members of the Stockport Strategic Housing Partnership alongside other registered providers and we work to provide a united housing service across the area.

“ I have lived in my house since 1985 and I love it, safe, get to know people who live near by, mixed bag of lovely people. ”



WHAT CUSTOMERS ARE TELLING US ABOUT STOCKPORT

Feedback from customers in Stockport 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	
Satisfaction	<ul style="list-style-type: none">• 1/3 customers are dissatisfied with the overall quality of their home
Service charges	<ul style="list-style-type: none">• 45% of customer are satisfied that service charges provide value for money• 65% of customers are satisfied with the grounds maintenance service• 38% of customers are satisfied with the cleaning service• 35% of customers are satisfied with the condition of internal communal areas
Repairs and maintenance services	<ul style="list-style-type: none">• 64% 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
Trust	<ul style="list-style-type: none">• Just over 1/3 customers feel that Onward listens to their views and acts on customer feedback• 33% of customers do not trust Onward to put something right if it goes wrong



“ Things seem to be running smoothly since you took over. ”

“ Cleaning and maintenance standards can be poor. ”

We are committed to improving the appearance of our schemes.

Onward is also aware that there are schemes and spaces around properties in Stockport 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 Stockport. In doing so, we aim to deliver on the promises set out within our Customer Charter.

Our aims	What we will do
Seek to build more affordable homes across Stockport	<ul style="list-style-type: none"> • Increase the number of affordable homes in Stockport where suitable opportunities arise • Continue to be an active member of the Stockport Strategic Housing Partnership
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 Stockport
Improve the appearance of our schemes in Stockport	<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 • Carry out improvement works at a number of schemes • Carry out cyclical painting at several schemes and homes in the neighbourhood
Tackle poverty and support customers to maximise their income	<ul style="list-style-type: none"> • Support customers facing financial hardship, debt and benefit cuts through the work of the Financial Inclusion team • Help customers who require support to manage and sustain their tenancies and finances • Support residents requiring help into employment and training through the work of our Social Investment team



DELIVERING OUR COMMITMENTS

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

