



TAMESIDE NEIGHBOURHOOD PLAN

Making a positive difference in Tameside

Onward will seek to make a positive difference in Tameside by improving the environment and condition of existing schemes.

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).



TAMESIDE

Onward manages 358 properties in Tameside, including in Droylsden, Audenshaw, Stalybridge, Hyde and Denton. The range of properties includes general needs homes, supported schemes and Cat 1 schemes. We also operate an Extra Care scheme in Stalybridge. In 2019 Onward built 44 new homes at the former Samuel Laycock site in Stalybridge.

“ Everyone’s gardens looking really good and have room but there is some space behind our street that needs work to make it useable. ”

We are committed to improving the local environment around our schemes.



WHAT CUSTOMERS ARE TELLING US ABOUT TAMESIDE

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

Topic	
Repairs and maintenance services last year	<ul style="list-style-type: none"> • 50% of general needs customers are satisfied with the quality of their home while over 80% of customers in sheltered properties are satisfied with the quality of their home • 53% of customer are satisfied with the repairs service • 2/3 customers highlighted the repairs and maintenance services as key priorities
Environment and Environmental Services	<ul style="list-style-type: none"> • 30% of general needs customers are dissatisfied with the appearance of the neighbourhood while 100% of customers in sheltered properties are happy with the appearance of the neighbourhood • Rubbish dumping, littering and dog fouling were identified as the top two neighbourhood issues • 40% of customers feel that service charges provide good value for money • 47% of customers are satisfied with the grounds maintenance service
Antisocial behaviour (ASB)	<ul style="list-style-type: none"> • Noisy neighbours and drug misuse were identified as the second and third most important neighbourhood issue • We recorded a significant number of customer comments relating to ASB, drug misuse and tenancy breaches
Trust	<ul style="list-style-type: none"> • 70% of customers find Onward colleagues to be helpful • Less than half of customers feel that Onward listens to their views and acts on customer feedback • More than 1/3 customers do not trust Onward to put something right if it goes wrong



“ Concerned that there are empty flats in the local area. ”

We let our properties in conjunction with the local authority and attempt to reduce the amount of time empty

“ Fly tipping is a big problem. ”

We will do what we can to keep schemes clean and tidy.

Onward is also aware that there are high levels of poverty and deprivation in parts of Tameside. 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 Tameside. 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"> • Deliver a variety of property improvements in Tameside • Improve our repairs service so that more repairs are completed in time and to a satisfactory standard • Improve the condition of properties in Stalybridge town centre
Improve, manage and maintain the environment	<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 • Ensure that flats are kept clean and tidy using a thorough inspection regime • Encourage customers to maintain high standards of their gardens and take action when tenants do not keep their gardens clear and tidy
Continue to address ASB	<ul style="list-style-type: none"> • Encourage reporting and respond effectively to reports of ASB • Ensure tenancy conditions are being met • Work with partners to address incidents of ASB in Stalybridge
Increase customer engagement and build trust with the local community	<ul style="list-style-type: none"> • Have a visible Onward presence in the neighbourhood
Contribute towards creating a wealthier, more economically active neighbourhood	<ul style="list-style-type: none"> • Deliver a series of initiatives with partners to support customers into employment and training • Promote Onward's employment and training support to customers • Work with partners to identify enterprise, employment and training opportunities for 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
Provide more new affordable homes	<ul style="list-style-type: none"> • Deliver more affordable housing in and around the neighbourhood when appropriate opportunities arise



DELIVERING OUR COMMITMENTS

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

