



WESTHOUGHTON NEIGHBOURHOOD PLAN

Making a positive difference in Westhoughton

Onward will seek to make a positive difference in Westhoughton by providing opportunities for customers and improving the quality of existing properties and services.

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).



WESTHOUGHTON

Onward manages 408 properties in Westhoughton located across two estates: The Pungle and Pewfist. The majority of properties include general needs houses and flats which are let through Bolton's Choice Based Letting system. However, we also operate 50 leasehold properties in the neighbourhood.

We are committed to partnership working in the area so we can remain in touch with the issues which matter to local people most. As such, we have excellent relationships with Bolton Council, Bolton at Home, the local police and Bolton Integrated Drug and Alcohol Service. We also work closely with the John Holt Community Centre in Westhoughton, which is an important resource for customers living on the Pewfist estate. The facility is managed by Bolton at Home and operated by local volunteers who host youth events, parenting clubs, work clubs and IT literacy sessions.

“ Gardening and window cleaning could be improved. ”

We are committed to improving service delivery in the neighbourhood.



WHAT CUSTOMERS ARE TELLING US ABOUT WESTHOUGHTON

Feedback from customers in Westhoughton gathered from our STAR survey revealed that residents are generally satisfied with the quality of their homes and neighbourhoods. The feedback also revealed that the following topics are most important to customers in the area.

| Topic | |
|--|--|
| Repairs and maintenance services in 2019 | <ul style="list-style-type: none">• Just over 50% of customers are satisfied with the repairs service• A significant number of customers commented on their dissatisfaction with the repairs service• 60% of customers highlighted the repairs and maintenance services as key priorities |
| Environment and Environmental Services | <ul style="list-style-type: none">• Rubbish dumping, littering and dog fouling were identified as the top two neighbourhood issues• 43% of customers feel that service charges provide good value for money• 67% of customers are satisfied with the grounds maintenance service• A significant number of customers commented on their dissatisfaction with the standard of gardening and window cleaning |
| Antisocial behaviour (ASB) | <ul style="list-style-type: none">• Noisy neighbours were identified as the third highest neighbourhood issue• 44% of customers feel that drug misuse is an issue |
| Trust | <ul style="list-style-type: none">• 40% of customers feel that Onward listens to their views and acts on customer feedback• 1/3 customers don't trust Onward to put something right if it goes wrong |



“ Some hedges are really overgrown. ”

We will work hard to improve the appearance of the area and ground maintenance services in Westhoughton.

“ We have been very happy, long standing tenants of Onward for nearly 35 years. ”

Onward is also aware that there are high levels of poverty and deprivation in parts of Westhoughton. 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 Westhoughton. 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 in Westhoughton |
| Improve and effectively manage and maintain the environment in Westhoughton | <ul style="list-style-type: none">• Improve the standard of gardening and window cleaning services• Work closely with partners to address fly tipping and dog fouling• Ensure that gardens at The Pungle, Pewfist and Pinfold Close schemes are well maintained and tenancy conditions are met• Work to improve external communal lighting and street lighting |
| Continue to address antisocial behaviour in Westhoughton | <ul style="list-style-type: none">• Encourage reporting and respond effectively to reports of ASB• Tackle any hotspots of antisocial behaviour in Westhoughton• Have a visible Onward presence in the neighbourhood |
| Contribute towards creating a wealthier, more economically active Westhoughton | <ul style="list-style-type: none">• Support ongoing work by the John Holt Community Centre• 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• Work with other housing providers as part of Bolton Community Homes to improve the delivery of homes and services to Bolton residents |



DELIVERING OUR COMMITMENTS

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

