



WINDMILL HILL NEIGHBOURHOOD PLAN

Making a positive difference in Windmill Hill

Onward will seek to make a positive difference in Windmill Hill by supporting the development of a clean, green 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).



WINDMILL HILL

Onward manages 760 properties in Windmill Hill which comprise 3 and 4 bedroom houses, 2 and 3 bedroom bungalows and 1 and 2 bedroom flats. We also lease two local shops.

The typical style of house in the neighbourhood is unique. In particular, they have a ground floor bathroom, bedroom and utility room. Many of the bungalows are not wheelchair accessible due to having steps at the front and rear.

Demand for properties in the neighbourhood is relatively low compared with other areas in Halton. This is due to its isolated location and poor public transport links compared with other areas. The area also experiences high levels of deprivation, however our Financial Inclusion team are working closely with customers to provide support and advice on this.

Windmill Hill boasts shopping facilities, a dedicated children's centre, two schools, a nursery and a small community building which is also managed by Onward.

“ I've just had my bathroom done and the workmen were very helpful and polite. ”



WHAT CUSTOMERS ARE TELLING US ABOUT WINDMILL HILL

Feedback from customers in Windmill Hill gathered from our STAR survey revealed that 9/10 residents feel safe in their homes and neighbourhood, and that 3/4 tenants are satisfied with the quality of their home. The feedback also revealed that the following topics are most important to customers in the area.

Topic	
Repairs and maintenance services	<ul style="list-style-type: none">• 59% of customers are satisfied with how Onward deals with repairs and maintenance• 6/10 customers have had a repair raised within the last 12 months• 6/10 customer are satisfied that their scheduled appointments are kept
Environment and environmental services	<ul style="list-style-type: none">• Rubbish dumping, littering, dog fouling and noisy neighbours are key issues• Half of customers feel that estate services offer value for money• Less than 40% of customers are satisfied with the standard of communal cleaning
Antisocial behaviour (ASB)	<ul style="list-style-type: none">• 8% of customers have reported ASB in the last 12 months
Trust	<ul style="list-style-type: none">• 55% of customers feel it is easy to get hold of the relevant Onward colleague• 2/3 customers are satisfied with how Onward staff deal with queries• Less than 50% of customers feel satisfied that Onward listens to them and acts on customer feedback



“I’m very pleased with Onward and the way they deal with me.”

“The carpark never gets cleaned, drains are always blocked.”

The Neighbourhood Specialist will carry out regular estate inspections during which they will identify and resolve such issues.

Onward is also aware that Windmill Hill 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 Windmill Hill. 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"> • Implement our repairs improvement plan to ensure that repairs are completed as “right first time” and to a satisfactory standard • Deliver property improvements in Windmill Hill including new doors and windows to 361 properties by March 2021
Improve, manage and maintain the environment	<ul style="list-style-type: none"> • Work alongside HBC and The Woodland Trust to tackle fly tipping and dog fouling in woodland areas • Work closely with internal and external partner agencies to ensure that Windmill Hill is kept clean, tidy and safe for all customers • Improve the appearance of car parks and improve parking provision • Encourage customers to maintain their gardens and take action when customers do not keep their gardens clear and tidy
Continue to address ASB	<ul style="list-style-type: none"> • Encourage reporting, particularly at the Norton Hill flats, and respond effectively to reports of ASB • Ensure tenancy conditions are being met
Increase customer engagement and build trust with the local community	<ul style="list-style-type: none"> • Have a visible Onward presence in the neighbourhood • Encourage customers to visit the Get Involved pages of the Onward website and join the Customer Engagement Community • Work with interested parties to develop a community hub at St Berteline’s church
Contribute towards creating a wealthier, more economically active neighbourhood	<ul style="list-style-type: none"> • Work closely with Onward’s Social Investment team to deliver a series of initiatives with external partner agencies designed to support customers into employment and training • 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 in partnership with Big Local on projects which encourage customers to become more economically active



DELIVERING OUR COMMITMENTS

We will provide customers with feedback on progress made in Windmill Hill 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.

