



MORECAMBE AND LANCASTER NEIGHBOURHOOD PLAN

Making a positive difference in Morecambe and Lancaster

Onward will seek to make a positive difference in Morecombe & Lancaster 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).



MORECAMBE AND LANCASTER

Onward manages 44 sheltered schemes in Lancaster which are located within walking distance from the historic town centre, and 69 homes in Morecambe which comprise 2 bed flats, 2,3,4 and 5 bed houses and 2 bed bungalows

We are an active partner in the Lancaster Registered Providers Strategic Partnership in delivering their aims to enhance and improve Morecombe as an attractive, safe and sustainable place to live and visit. The partnership also aims to increase business opportunities and bring communities and agencies together to address key issues in Lancaster. We also have strong relationships with PCSOs in the area which we work with to tackle antisocial behaviour.

“ I am very happy where I am. Scheme Manager. A1. All one happy family. ”



WHAT CUSTOMERS ARE TELLING US ABOUT MORECAMBE & LANCASTER

Feedback from customers in Morecambe & Lancaster 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. 29.6% of customers in Morecambe & Lancaster 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 an area for concern• Customers reported that the quality of their homes could be improved
Service charges	<ul style="list-style-type: none">• Nearly 1/3 customers don't feel that their service charges offer value for money• The cleaning and ground maintenance services were reported as key areas for concern
Antisocial behaviour (ASB)	<ul style="list-style-type: none">• 25% of customers said that dealing with antisocial behaviour should be considered a priority• Noisy neighbours, dog fouling and rubbish dumping were identified as some of the most important neighbourhood issues
Trust	<ul style="list-style-type: none">• More than 50% of customers feel that Onward listens to their views• Customers feel that we could do more to put things right when they go wrong• A concern was expressed about the way in which Onward communicates messages to customers



“ Window cleaning needs more attention. ”

We are committed to reviewing these services to provide excellent value for money.

“ Complaints from tenants need sorting out by the housing officer. Appointment system is terrible. ”

Our Customer Insight Team are working hard to continually improve our response to complaints.

Onward is also aware that Morecambe & Lancaster 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 Morecambe & Lancaster. 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 replacing kitchens most in need of upgrading
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 • Improve the appearance of schemes by identifying areas for investment • Encourage customers to maintain high standards in their gardens and take action when tenants do not keep their gardens clear and tidy • Investigate opportunities for additional parking • Carry out projects to improve landscaped areas at Bartholomew and Kilnbank
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 involved customers are kept well-informed • Continue to work with the local police to tackle issues in the neighbourhood
Increase customer engagement and build trust with the local community	<ul style="list-style-type: none"> • Increase our presence in the neighbourhood • Monitor the standard of the cleaning and ground maintenance services at schemes to ensure value for money • Investigate demand for regular customer meetings
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 partners to deliver a series of initiatives designed to support local residents 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



DELIVERING OUR COMMITMENTS

We will provide customers with feedback on progress made in Morecambe & Lancaster 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.

