

NEIGHBOURHOOD PLAN QUARTERLY UPDATE

October 2020

Onward's purpose is to make a positive difference in the communities we serve.

Our Neighbourhood Plans set out service commitments to you and your local area. This update provides you with an overview of some of the key things we have achieved in Lancashire over the past quarter to meet these commitments and respond to feedback from customers.

Neighbourhood	Key Achievements
Blackburn	<ul style="list-style-type: none"> Upgraded CCTV on Yates Fold & Honeyhole to address fly tipping and anti social behaviour. Partnership working with local authority - work ongoing to change bins / collection arrangements
Central Accrington	<ul style="list-style-type: none"> Joint working with Calico & Hyndburn Borough Council to support the Global Resettlement Scheme - 1 x property handed over Property Delivery Team completed improvement works at Friar Court. Removal of old shrub beds / new fencing Environment Services Team commission contractors to weekly inspections and removal of fly tipping to address customers complaints. Safer Neighbourhood Team - focus on ASB at St Leger Court. ASB Injunction obtained and multi-agency work with local college Social Investment & Safer Neighbourhoods deliver 'Summer Kicks Project. Diversionary activities for the young people of Hyndburn. Joint project between Onward, Hyndburn Leisure, Accrington Stanley and Street Games - project run in a reduced format, but still a success!
Chorley	<ul style="list-style-type: none"> Improved the condition of existing properties in Chorley through commencement of a kitchen renewal programme - 26 completed to date so far in 20/21. Improved the physical environment through significant investment completing phase 2 of grounds maintenance improvements Worked with Police to tackle scrambler bike ASB. Number of bikes seized and liaised with customers to reassure and issue warnings where necessary

Neighbourhood	Key Achievements
Church	<ul style="list-style-type: none"> Internal improvements made to communal areas on St James Road, Church Neighbourhoods & Wellbeing – identified improvement works for communal room decorating at Park View – hard to let
Clayton Le Moorside & Laneside	<ul style="list-style-type: none"> Joint working with Calico & Hyndburn Borough Council to support the Global Resettlement Scheme – 2 x property handed over Neighbourhood Team supported ‘A Bed for Every Night’ (ABEN) Project – joint working with Stepping Stone – 2 x properties handed over Safer Neighbourhood – Worked to develop relationship with local Youth Panel and Community Alcohol Partnership in area. Safer Neighbourhoods – worked with Police and oversaw a reduction in ASB related to mini-motos and motorbikes in area Repairs Team completed installation of new communal flooring at Devonshire Drive Social Investment – funded youth boxing club from Community Fund (being run in a covid-secure format)
Clitheroe	<ul style="list-style-type: none"> Reviewed to allocation waiting list to increase demand for St Anne’s extra care scheme
Great Harwood & Rishton	<ul style="list-style-type: none"> Income Team -focused on arrears which saw a reduction in arrears in Great Harwood & Rishton
Huncoat & Milnshaw	<ul style="list-style-type: none"> Social Investment - ‘Wellbeing Wednesdays’ – Outdoor exercise and advice sessions over Summer Holidays in Milnshaw Park. Delivered in partnership with Hyndburn Leisure. Neighbourhoods & Wellbeing – delivered flowers & card to a resident of 40 years, celebrating her 100th Birthday.
Longridge	<ul style="list-style-type: none"> Participated in working group established for renewable heating project in Chipping that was led by Ribble Valley Borough Council and local parish council. Confirmed legal ownership of Kirkfields car parks so that improvement works can commence.
Morecambe & Lancaster	<ul style="list-style-type: none"> Agreed improvement works with Property Team for fencing at Kilnbank scheme.
Oswaldtwistle	<ul style="list-style-type: none"> Social Investment - Friends of Rhyddings Park – community-led wellbeing sessions, stress and anxiety workshops that help tackle mental health. Activity sessions for families and young people – progressing in covid-secure format Neighbourhood Team Supported – ‘A Bed for Every Night’ (ABEN) Project – joint working with Stepping Stone – 2 x properties handed over
Preston Avenham	<ul style="list-style-type: none"> Continued to address anti-social behaviour through joint working and targeted initiatives with the Preston Council Community Safety Team & Police Implemented new monthly newsletter to high rise to make communication clearer on key issues. Rectified some fencing issues to ensure gardens are safe areas for customers.

Neighbourhood	Key Achievements
Preston North	<ul style="list-style-type: none"> Supported “Men Hear” mental health support group with Onward Community Fund. Now meeting in Project Fit following closure of Onward’s Callon office. Proactive approach at targeting tenants whose Universal Credit hadn’t increased in line with the April rent increase, to ensure entitlement was correct. Engaged with customers regarding waste land at Lockside and highlighted as a priority to Development
Preston Queen Street	<ul style="list-style-type: none"> Completed improvements of balcony and stair areas which were Health & Safety hazard ensuring the walkways are safe. Continued to address anti-social behaviour through joint working and targeted initiatives with the Preston Council Community Safety Team & Police Supported residents after a serious fire in a private residence, working with local fire service and police. Introducing regular patrols to ensure fly tipping in reduced
Ribble Valley Villages	<ul style="list-style-type: none"> Developed an approach for remaining in contact/visual with customers in such isolated areas while social distancing is in place
Springhill & Fern Gore	<ul style="list-style-type: none"> Neighbourhoods - Global Resettlement Scheme – joint working with Calico & HBC – 1 x property handed over Repairs Team fitted new security lights at Walker Avenue to make residents feel safer
South Ribble	<ul style="list-style-type: none"> In-depth review carried out with Environment Service Team on Mark Close, Further Field and Ryan Close to review landscaping plans and budget.

In the community.



Significant investment improving the environment and grounds maintenance in Chorley

Onward
ONWARD IN AVENHAM.
SEPTEMBER 2020

AVENHAM ACTION DAY.

We held a really successful estate clean up action day in June - a big thanks to everyone who got involved! We placed three skips around the estate, including the high rise blocks, to encourage residents to get rid of any rubbish they may have accumulated during any lock down clear-outs. It was a great day, with skips almost full by 10am. We hope you found it useful.

Off the back of this we've already seen a reduction in fly tipping. Please remember if you have any large items of rubbish it's your responsibility to arrange for them to be disposed of in the correct manner.

Rubbish on the high rise landings poses a fire risk, and takes Onward staff away from their other tasks. It could also lead to an increase in the weekly service charge.

If you have anything you want to get rid of that won't fit down the bin chute, please contact Preston City Council on 01772 906904 or via their website.



HEATING & HOT WATER SYSTEM SERVICING.

We're currently running a programme to service everyone's heating and hot water units (H/Ws) to ensure the units are running correctly and are fully safe. Please be aware we will need access to your property to do this.

We know you might be nervous about letting people into your home due to the risk of COVID but our operatives are fully trained in our Safe Systems of Work and will take all the necessary precautions. Please allow them access when they contact you.

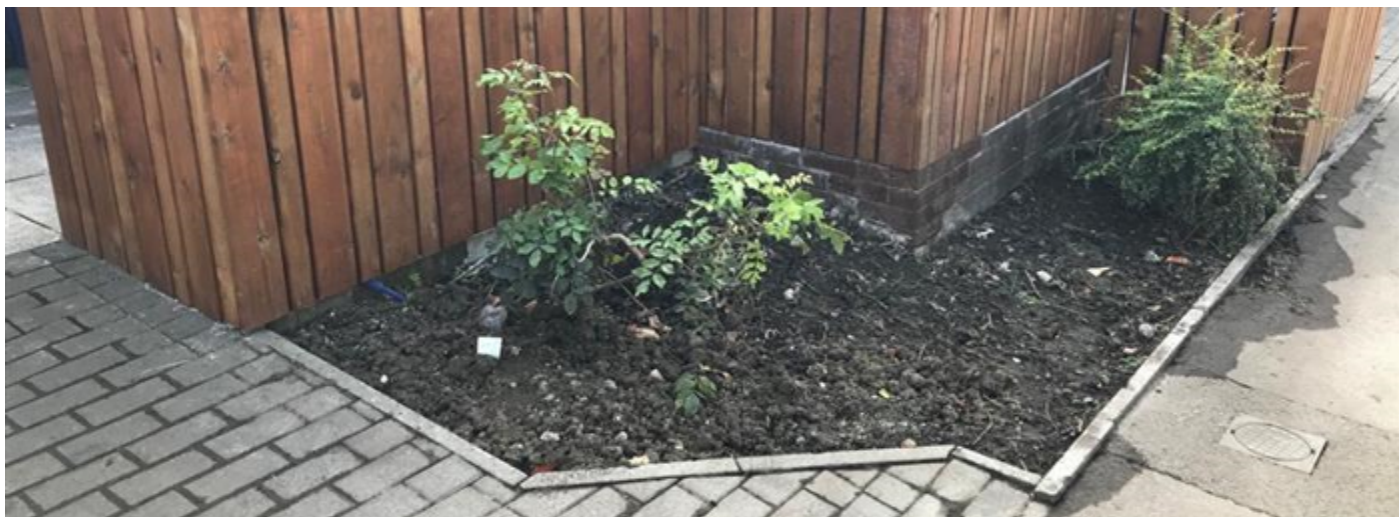


Preston Avenham Newsletter



Addressing Fly tipping issues in Blackburn

In the community.



Improvement works, Friar Court
Central Accrington



Summer Kicks – Central Accrington



Addressing Fly tipping at Clyaton – le – Moors

In the community.



Internal Improvements in Church



Being visible in our Huncoat & Milnshaw Neighbourhood