



CHURCH NEIGHBOURHOOD PLAN

Making a positive difference in Church

Onward seeks to make a positive difference in Church 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).



CHURCH

Onward manages over 400 homes in Church and Church Kirk. The range of properties include flats and houses which are located close to the town centre.

We are committed to partnership working so we can remain in touch with the issues that matter to people most in Church. As such, we have excellent relationships with Hyndburn Borough Council, local schools, community groups and other organisations to deliver local initiatives which make a positive difference in the neighbourhood.

“ Overall I’m very happy in my home. The warden is brilliant, here very soon if you need her. ”



WHAT CUSTOMERS ARE TELLING US ABOUT CHURCH

Feedback from customers in Church gathered from our STAR survey revealed that residents want to feel safe in 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	<ul style="list-style-type: none"> • 83% of customers are satisfied with the quality of their home • A significant number of customers highlighted the repairs and maintenance services as a key priority
Environment and environmental services	<ul style="list-style-type: none"> • The majority of customers feel that rubbish dumping and littering is a key issue • Dog fouling is also a key issue • Customers believe it is important that environmental services offer good value for money • Customers would like us to improve the quality of our grounds maintenance service
Antisocial behaviour (ASB)	<ul style="list-style-type: none"> • Noisy neighbours, drug misuse and alcohol-related issues were identified as some of the most important neighbourhood issues • We recorded a significant number of customer comments in relation to ASB, drug misuse and tenancy breaching
Trust	<ul style="list-style-type: none"> • Customers would like Onward to listen to them and act on customer feedback • 75% of customers trust Onward to put something right if it goes wrong



“ Onward has definitely improved the whole service. It took some time before trust was achieved. But Onward is doing what it stated. ”

“ Look after the landscaping and gardening. ”

We are in the process of procuring a new grounds maintenance contract.

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 Church. 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 improvements to a number of properties in Church including new kitchens and bathrooms by March 2021
Improve, manage and maintain the environment	<ul style="list-style-type: none"> • Improve the performance of our environmental services and cleaning contractors • Work closely with internal and external partner agencies to ensure that neighbourhoods are kept clean, tidy and safe for all customers • Arrange 'Action Days' to encourage customers to get involved in maintaining neighbourhood • Make changes to bin stores to make them safer
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 • Support customers who have experienced ASB
Increase customer engagement and build trust with the local community	<ul style="list-style-type: none"> • Have a visible Onward presence in the neighbourhood • Promote the work we do in the community • Build better relationships with other organisations and contribute more to community events
Contribute towards creating a wealthier, more economically active neighbourhood	<ul style="list-style-type: none"> • 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 Church 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.

