



MURDISHAW NEIGHBOURHOOD PLAN

Making a positive difference in Murdishaw

Onward will seek to make a positive difference in Murdishaw 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).



MURDISHAW

The Murdishaw estate was built in the 1970's as part of Runcorn New Town. The estate is divided into 4 phases; North, South, East and West. There are over 700 properties located on the estate and of this total, Onward manages 497 in the North and South. The range of properties includes 3 bedroom houses and 1 bedroom bungalows. The neighbourhood has recently received significant investment for the installation of new kitchens, bathrooms and central heating systems and roofs.

Onward also manages some landscaped areas in Murdishaw which include woodland and Gorsewood Park play area.

Murdishaw boasts 3 primary schools, a secondary school, a community centre, health centre and shopping facilities. The neighbourhood has good transport links to Warrington, Chester and Manchester, good motorway access and easy access to the new Mersey Gateway Bridge.

“ On the whole I feel that Onward do a good job given the number of properties and tenants they are responsible for. ”



WHAT CUSTOMERS ARE TELLING US ABOUT MURDISHAW

Feedback from customers in Murdishaw gathered from our STAR survey revealed that residents feel safe in their homes and neighbourhoods, and that 73% of residents 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">• 2/3 customers are happy with the repairs and maintenance services• 75% of customers are satisfied with the overall quality of completed repairs and maintenance work
Environment and environmental services	<ul style="list-style-type: none">• 58% of customers believe that estate services offer value for money• 68% of customers said they are happy with the overall appearance of the neighbourhood• 39% of customers are happy with the quality of grounds maintenance
Antisocial behaviour (ASB)	<ul style="list-style-type: none">• 11% of customers reported ASB in the last 12 months and 84% of customers said they feel safe in the neighbourhood• Rubbish dumping, littering, drug misuse and dog fouling are the most important ASB issues in the neighbourhood
Trust	<ul style="list-style-type: none">• 7 out of 10 customers prefer to be contacted by Onward via telephone• 8 out of 10 customers are happy with their contact with Onward• Half of customers feel it is easy to get in touch with the relevant colleague when contacting Onward



“ I am not happy with the way you look after the grounds maintenance. ”

“ The hedges do not get trimmed. ”

We are committed to improving the environment in Murdishaw and are currently developing an improvement plan. We also make sure regular checks of the grounds maintenance contractors to ensure they are delivering high quality work.

Onward is also aware that Murdishaw 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 Murdishaw. 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, including to the one-bedroom bungalows in Spinnaker, Mariners, Anchor, Quadrant and Schooner Close. We will consult with you nearer the time to let you know what work is planned.
Improve, manage and maintain the environment	<ul style="list-style-type: none"> • Support the Residents Committee with initiatives to help improve the environment • Work with the local authority to improve the outcomes for residents • Take action against fly tipping • Host regular partnership walkabouts with external partners and customers to identify landownership and agree actions to deliver improvements • We will deliver the actions from an Environmental Improvement Plan in consultation with engaged customers. Work will include: <ul style="list-style-type: none"> - Promotion of environmentally sustainable initiatives which benefit our residents - We will deliver an inclusive skip scheme (in conjunction with clean up days) - We will develop plans for The Goreswood and Play area, including a Woodland Management Plan • Delivered a community art project at the former Murdishaw church site • In Anchor Close we have installed secure fencing to prevent unsafe pedestrian access to the busway • Resurface the access road to the Boxing Club
Continue to address antisocial behaviour (ASB)	<ul style="list-style-type: none"> • Encourage reporting and respond effectively to reports of ASB • We will promote positive, preventative measures and community safety issues • We will continue to work in partnership with the Local Police and Community Safety Team to deliver 'Street of the Week'
Increase customer engagement and build trust with the local community	<ul style="list-style-type: none"> • We will continue to engage with residents in the neighbourhood to find out what issues are affecting you and how we can improve the area you live in. • Work closely with partners on the estate to help deliver services you need
Contribute towards creating a wealthier, more economically active neighbourhood	<ul style="list-style-type: none"> • We will continue to support local community food banks and holiday hunger projects • We will continue to support Community Shop who provide high quality low cost food • Work in partnership to deliver youth projects including sports, Kops N Kids and PC Panda • Deliver and support bespoke projects including winter warmth, loan shark awareness, community events, annual garden competition and virtual Halloween contest • We will maintain support for residents seeking training and employment

DELIVERING OUR COMMITMENTS

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

