



## MANCHESTER NEIGHBOURHOOD PLAN

*Making a positive difference in Manchester*

Onward will seek to make a positive difference in Manchester by providing access to support for those who need it, improving the appearance of our schemes and supporting the City's ambition to reduce homelessness.



## 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).



## MANCHESTER

Onward manages 613 homes in Manchester. Of these, most are apartment blocks which have communal spaces. However, we also manage a small number of family houses, sheltered and supported units and home ownership properties.

We are committed to partnership working in Manchester so we can remain in touch with the issues that matter to local people most. As such, we have excellent relationships with Manchester City Council, Manchester Move, other registered housing providers, local community services, and the police.

We contribute to partnership efforts across Manchester to help end homelessness and rough sleeping, improve health and wellbeing, tackle crime and antisocial behaviour, and maximise employment opportunities for customers. We are well placed to contribute to these efforts and have close links with the City Council, particularly through our involvement in the Brunswick regeneration project.

“ Problem with noisy neighbours. ”

We will do what we can to address noise disturbance and ASB within Manchester.



## WHAT CUSTOMERS ARE TELLING US ABOUT MANCHESTER

Feedback from customers in Manchester gathered from our STAR survey revealed that residents feel safe in their homes and neighbourhoods, and that tenants believe Onward colleagues are helpful. 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"><li>• 2/3 customers are satisfied with the quality of their home</li><li>• 63% of customers are satisfied with the repairs service</li><li>• Just over 50% of customers highlighted the repairs and maintenance services as key priorities</li></ul>
Environment and environmental services	<ul style="list-style-type: none"><li>• Rubbish dumping and littering were identified as the top neighbourhood issue</li><li>• 45% of customers feel that service charges provide good value for money</li><li>• 68% of customers are satisfied with the grounds maintenance service</li></ul>
Antisocial behaviour (ASB)	<ul style="list-style-type: none"><li>• Drug misuse and drug dealing was identified as the second most important neighbourhood issue</li><li>• Noisy neighbours were identified as the third most important neighbourhood issue</li></ul>
Trust	<ul style="list-style-type: none"><li>• Over 50% of customers feel that Onward listens to their views and acts on customer feedback</li><li>• 1/3 customers do not trust Onward to put something right if it goes wrong</li></ul>



“ I like the fact that our Neighbourhood Specialist visits from time to time. ”

“ Very good service. I am happy. ”



Onward is also aware that in some areas, Manchester experiences high levels of homelessness, poverty and deprivation. We would like to assure customers that we are committed to doing what we can to help tackle these issues.

## 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 Manchester. 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"> <li>• Improve our repairs service so that more repairs are completed in time and to a satisfactory standard</li> <li>• Deliver over 150 kitchen and window replacements over the next four years</li> <li>• Carry out improvements to over 260 homes</li> </ul>
Improve the appearance of our schemes	<ul style="list-style-type: none"> <li>• Work closely with internal and external partner agencies to ensure that neighbourhoods are kept clean, tidy and safe for all customers</li> <li>• Improve the appearance and waste management provision at Elizabeth Court, Gorton</li> </ul>
Continue to address ASB	<ul style="list-style-type: none"> <li>• Encourage reporting and respond effectively to reports of ASB</li> <li>• Ensure tenancy conditions are being met</li> <li>• Work with partners to target hotspot areas</li> </ul>
Support vulnerable customers	<ul style="list-style-type: none"> <li>• Work in partnership with other housing providers and services across Manchester</li> <li>• Identify gaps in support and work with partners to improve support provision</li> </ul>
Tackle poverty and support customers to maximise their income	<ul style="list-style-type: none"> <li>• 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</li> <li>• Proactively target financial support in schemes and neighbourhoods which have been identified as requiring help</li> <li>• Have a greater presence in areas which experience high levels of economic challenge and deprivation</li> <li>• Contact vulnerable customers who transition to Universal Credit to ensure they receive relevant support</li> </ul>
Support customers to access suitable accommodation	<ul style="list-style-type: none"> <li>• Continue to support the Rightsizing Officer in identifying and helping customers to move into more appropriate accommodation to meet their needs where appropriate</li> <li>• Develop our Extra Care scheme at Oaklands House, Fallowfield</li> <li>• Support ongoing initiatives to address homelessness and rough sleeping in Manchester such as Housing First and SIB</li> </ul>





## DELIVERING OUR COMMITMENTS

We will provide customers with feedback on progress made in Manchester 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](mailto: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](mailto:customerservices@onward.co.uk). Alternatively, speak with one of our friendly Onward colleagues in your neighbourhood.

