



## OLDHAM SOUTH NEIGHBOURHOOD PLAN

*Making a positive difference in Oldham South*

Onward will seek to make a positive difference in Oldham South by working with partners and the local community to support the development of a clean, green and desirable neighbourhood.

## 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).



### OLDHAM SOUTH

Onward manages 707 homes in Oldham South, most of which are located in the Limeside area of Hollinwood. We also operate housing schemes at Hazelhurst Mews, Lyndoncroft and Cashgate Court and a small number of properties in Hathershaw and Fitton Hill. We manage a large amount of land across Limeside, as well as an active community centre and play area.

We are committed to partnership working in the neighbourhood so we can remain in touch with the key issues which matter to local people most. As such, we have excellent relationships with Oldham Council, other housing providers, local schools and community groups which help us in delivering local initiatives that make a positive difference in the area.

“ The rubbish seems to be getting worse. It's time something was done. ”

We will work with the community to keep the neighbourhood tidy.



## WHAT CUSTOMERS ARE TELLING US ABOUT OLDHAM SOUTH

Feedback from customers in Oldham South 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>• 62% of customers are satisfied with the repairs service</li><li>• 2/3 customers highlighted repairs and maintenance as key priorities</li></ul>
Environment and environmental services	<ul style="list-style-type: none"><li>• Rubbish dumping, littering and dog fouling are the most important ASB issues in the neighbourhood</li><li>• 44% of customers feel that service charges offer good value for money</li><li>• 59% of customers are satisfied with grounds maintenance</li></ul>
Antisocial behaviour (ASB)	<ul style="list-style-type: none"><li>• Noisy neighbours were identified as a key issue</li><li>• We recorded a significant number of customer comments relating to ASB, drug misuse and tenancy breaching</li></ul>
Trust	<ul style="list-style-type: none"><li>• Less than half 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>



“ Nobody takes care to the backs of properties and lawns. ”

We are committed to improving and effectively managing the local environment.

“ When there was a problem on the estate a few weeks ago, staff from Onward came round to see if we were ok. ”

Onward is also aware that there are high levels of poverty and deprivation in parts of Oldham South. We are committed to doing what we can to tackle poverty and help build 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 Oldham South. 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 a variety of property improvements in Oldham South</li> </ul>
Improve, manage and maintain the environment	<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 parking provision around Lyndoncroft and Cashgate Court</li> <li>• Encourage customers to maintain their gardens and take action when customers do not keep their gardens clear and tidy</li> </ul>
Continue to address antisocial behaviour and support partners in tackling crime in Oldham South	<ul style="list-style-type: none"> <li>• Encourage reporting and respond effectively to reports of ASB, youth nuisance</li> <li>• Promote campaigns aimed at tackling domestic abuse and do what we can to help and support victims</li> <li>• Ensure tenancy conditions are being met</li> <li>• Support community activities in the local area such as the Hollinwood summer activities programme</li> <li>• Work with partners to deliver effective youth services in the neighbourhood</li> </ul>
Increase customer engagement and build trust with the local community	<ul style="list-style-type: none"> <li>• Have a visible presence in the neighbourhood</li> <li>• Support the ongoing work of Avenues Community Hall including funding for groups</li> </ul>
Contribute towards creating a wealthier, more economically active neighbourhood	<ul style="list-style-type: none"> <li>• Deliver a series of initiatives with external partner agencies designed to support customers into employment and training</li> <li>• Develop and deliver a wide ranging programme of social investment to make a positive difference in Oldham South</li> <li>• Support customers facing financial hardship, debt and benefit cuts, and help manage and sustain their tenancies and finances with the support of our Financial Inclusion Team</li> </ul>



## DELIVERING OUR COMMITMENTS

We will provide customers with feedback on progress made in Oldham South 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.

