



Welcome to

Medlock Vale and

Werneth

This neighbourhood plan will provide you with all the info you need, from the number of homes we own in the area and what our current customers think about living here, to investment works and support we are providing.

We love our homes and neighbourhoods and we are passionate about making a difference and working together to build vibrant and safe communities where you love to live too.

We work closely with customers and listen to your feedback so we can put in place action plans to address any key issues and make Medlock Vale and Werneth a great place to live.

Meet the

Neighbourhood Team



Name -
Jacqueline Scanlon-Wells,
Neighbourhood Coordinator

Area covered -
Medlock Vale and Werneth

You can contact Jacqueline on
Jacqueline.Scanlon-wells@fcho.co.uk
or 0161 393 5466.



Name -
Julie Jones, Neighbourhood Manager

Area covered -
Hollinwood

You can contact Julie on
Julie.Jones@fcho.co.uk or 0161 393 5449.

Our Neighbourhood Coordinators support our customers with:



Help with tenancies –
signing up, maintaining a
tenancy, name changes,
extra people moving in.



Support customer in their homes – make sure our homes are in great condition and suitable for our customers and their families, carry out property checks, help with domestic violence or abuse, antisocial behaviour and safeguarding.



Our neighbourhoods – make sure our areas are kept clean and tidy - dealing with fly tipping, untidy gardens, abandoned cars.

Other teams who work

closely with customers



Community Legal Team

We want our tenants and communities to be proud of the area you live in. We're here to provide information, advice and support to you if you have any questions about antisocial behaviour and social housing fraud.



Community Impact Team

We're not just about homes. We can help with other personal or family circumstances you may need support with from finding a job, accessing training or volunteering to affordable food, welfare advice or help and advice on how to live independently.



Income Collection Officers

We're here to help and support you if you're in financial difficulties or you're struggling to pay your rent. The rent collected helps to pay for all the great work happening in our neighbourhoods including investment works, grounds maintenance and repairs.



Neighbourhood Care Team

We're responsible for all aspects of grounds maintenance and cleaning within our neighbourhoods on a seasonal programme to ensure resources are provided across our neighbourhoods.

To find out when we'll be in your area, visit our caretaking and gardening pages.



Our Medlock Vale and Werneth neighbourhood

What our customers say about living in Medlock Vale and Werneth

“

“I'd appreciate locks on the alley gates.”

“

“I'm happy with the way things are.”

“

“Listen to tenants and deal with the antisocial behaviour.”

What our customers from the local area think



49%

feel we listen to their views and act on them



47%

say we are easy to deal with



57%

trust us as their housing provider



69%

are happy we take health and safety seriously



64%

happy overall with the quality of their home



55%

feel safe in the area



59%

of our customers are happy with the value for money of their home



12

reports of antisocial behaviour in the area



13

complaints received from customers in the area



34%

know who their Neighbourhood Coordinator is

You said, we will

Action plans: we asked our customers in the local area and they said...

You told us:



You have concerns about antisocial behaviour in the area.

We will:

- Investigate if alley gates are able to have locks installed and communicate the outcome to all customers.
- Work with the police and internal teams to investigate if increased patrols can be made and request CCTV cameras in certain areas.
- Provide regular updates in a newsletter.
- **Update:** the local policing team have been invited to join walkabouts in the area.



There's a lack of visibility in regards to your Neighbourhood Coordinator.

- Carry out monthly walkabouts and ensure these are publicised to all customers and residents.
- Work with GMP and other teams to ensure they attend some of the walkabouts too.
- Encourage customers and residents to join the walkabouts to discuss any concerns directly with us or the PCSOs.
- **Update:** monthly walkabouts are being carried out. Please feel free to join your Neighbourhood Coordinator when they're in your area.



You want us to get in touch with you about the issues you raise.

- Respond to any contact within 24 hours.
- Take action and provide support including signposting to other teams and agencies.
- Ensure that feedback is given to all concerns raised.
- **Update:** all enquiries are being responded to within 24 hours of receiving them.



Other Actions

- Working in partnership with Oldham Council's Don't Trash Oldham campaign. Council staff have carried out a deep clean of the area removing all the rubbish and fly tipping during December.
- The Council is also investing in enforcement activities, please report any issues that you have witnessed so that the correct action can be taken.



Our homes in Medlock Vale and Werneth

We manage

590 homes in Medlock Vale and Werneth,

5% of the total number of homes in the area

House types



247 one bedroom flats



129 two bedroom flats



56 two bedroom house



126 three bedroom house



32 other types of houses

FCHO customers who live in the areas/house type



75

households
**without
children**



157

households
**with
children**



298

households
with **single
occupancy**



43

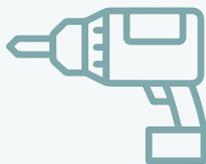
households
other

Investment in our homes in the area



99

homes have had new
fire doors installed



35

customers supported by
adapting their homes



10

reported issues with
pests to us

Top 3 repairs carried out:



Plumbing



Joinery



Electrical



Supporting our customers in Medlock Vale and Werneth



6

people from the area
supported into work



8

people from the area
**helped by our
employment team**



2

people from the area
who we have **helped
stay in work**



Getting involved in what's going on in Medlock Vale and Werneth

We know that living in a great community can make an area a great place to live.

We want to make sure that you have a stake in the place where you live which is why we are encouraging you have your say on your area. Get involved, make a difference, and help shape what matters to you.

From neighbourhood clean ups and drop in sessions, to block champions and customer voice panels. However you want to get involved we have lots of events going on.

Join your Neighbourhood Coordinator on their walkabout where you can discuss any concerns or issues you may have with your home or area:

The 1st Wednesday of every month from 1 - 3pm - Bardsley (Medlock Vale area)

The 3rd Wednesday of every month from 1 - 3pm - Werneth, Rountree House and Coppice areas