



KIRKDALE NEIGHBOURHOOD PLAN

Making a positive difference in Kirkdale

Onward will continue to make a positive difference in Kirkdale by working in partnerships and contributing towards creating a clean, green and safe 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).



KIRKDALE

Onward manages 634 homes in Kirkdale of which 85% are houses and 15% are flats.

We are committed to partnership working in the neighbourhood and are a proud member of the Disarm Group which works to share information and resolve community issues in Kirkdale. Group members include Liverpool City Council, Merseyside Police, Merseyside Fire Service, councillors, other housing providers and local schools.

“ There are services I did not realise Onward offered to their tenants.

I have become aware of them by using the online portal. ”



WHAT CUSTOMERS ARE TELLING US ABOUT KIRKDALE

Feedback from customers in Kirkdale gathered from our STAR survey revealed the following topics are most important to customers in the area. 21.5% of customers in Kirkdale responded to the STAR survey.

Topic	
Environment	<ul style="list-style-type: none">• 38% of customers feel that dog fouling is a major issue while 30% of customers believe it is a minor issue• 27% of customers feel that fly tipping is a major issue while 30% feel that it is a minor issue
Antisocial behaviour (ASB)	<ul style="list-style-type: none">• 18% of customers feel that ASB is a major issue• 19% of customers feel that ASB is a minor problem
Trust and satisfaction	<ul style="list-style-type: none">• 40% of customers are very satisfied with Onward and feel that we listen to their views and act on customer feedback• 33% of customers are fairly satisfied with Onward and 8% are very dissatisfied



“ Dog fouling & fly tipping is a huge problem. ”

We're committed to hosting another Clean Up Kirkdale event with partners to tackle this.

“ Great value for rent and lovely staff. ”

Onward is also aware that Kirkdale 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 Kirkdale. In doing so, we aim to deliver on the promises set out within our Customer Charter.

Our aims	What we will do
Continue to address ASB	<ul style="list-style-type: none"> • Continue to work closely with Liverpool City Council to tackle dog fouling and identify solutions • Work closely with internal and external partner agencies to ensure that neighbourhoods are kept clean, tidy and safe for all customers • Support and host “Community Clean Up” events
Continue to address ASB	<ul style="list-style-type: none"> • Continue to contribute to the Kirkdale Disarm partnership • Ensure tenancy conditions are being met
Increase customer engagement and build trust with the local community	<ul style="list-style-type: none"> • Have a visible Onward presence in the neighbourhood
Improve repairs and maintenance service	<ul style="list-style-type: none"> • Deliver property improvements in Kirkdale, including new boilers, doors, kitchens and roofs to 126 properties by March 2021



DELIVERING OUR COMMITMENTS

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

