



LIVERPOOL NORTH NEIGHBOURHOOD PLAN

Making a positive difference in Liverpool North

Onward will seek to make a positive difference in Liverpool North 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 and the local community to improve the area as a safe place to live for residents.

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).



LIVERPOOL NORTH

Onward manages 467 homes across our Liverpool North neighbourhood, including in Tuebrook, Dovecot, West Derby and Old Swan.

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. We also have excellent relationships with Liverpool City Council, other housing providers, local schools and community groups which help us in delivering local initiatives that make a positive difference in the area.

“ I wrote to Onward through the post and was quickly sent a new rent card. The person I dealt with on this occasion was very helpful, polite and efficient. However, it took almost three months for the matter to be resolved. ”



WHAT CUSTOMERS ARE TELLING US ABOUT NORTH LIVERPOOL

Feedback from customers in Liverpool North 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">• 86% of customers are satisfied with the quality of their home• 39% are very satisfied with the repairs service
Environment	<ul style="list-style-type: none">• 48% of customers said that rubbish dumping and littering are key issues• 49% of customers feel that dog fouling is a problem
Antisocial behaviour (ASB)	<ul style="list-style-type: none">• 21% of customers feel that drug misuse and drug dealing is a neighbourhood issue• We recorded a significant number of customer comments relating to ASB, drug misuse and tenancy breaching
Trust	<ul style="list-style-type: none">• 62% of customers feel that Onward listen to their views• 86% of customers trust Onward to put something right if it goes wrong



“ I feel happy in my flat and overwhelmed with support from Richmond Fellowship and Onward. ”

“ I had a problem with my shower and had to get my neighbour to ring because I work all week. I am now registered on the online portal so hopefully it will be much easier. ”

Onward is also aware that Liverpool North 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 Liverpool North. 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 to ensure that repairs are completed as “right first time” and to a satisfactory standard • Deliver property improvements in Liverpool North, including new kitchens and roofs to 47 properties by March 2021
Improve, manage and maintain the environment	<ul style="list-style-type: none"> • Work closely with internal and external partner agencies to ensure that neighbourhoods are kept clean, tidy and safe for all customers • Encourage tenants to maintain high standards in their gardens and take action when customers do not keep their yards and gardens clean and tidy
Continue to address ASB	<ul style="list-style-type: none"> • Encourage reporting and respond effectively to reports of ASB • Ensure tenancy conditions are being met
Increase customer engagement and build trust with the local community	<ul style="list-style-type: none"> • Encourage reporting and respond effectively to reports of ASB • Ensure tenancy conditions are being met



DELIVERING OUR COMMITMENTS

We will provide customers with feedback on progress made in Liverpool North 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.

