



## PICTON NEIGHBOURHOOD PLAN

*Making a positive difference in Picton*

Onward will seek to make a positive difference in Picton 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, stakeholders and the local community to improve the area as a desirable place to live.

## 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).



### PICTON

Onward manages 344 homes in Picton, located in Wavertree and Chatsworth. In Wavertree we manage 179 properties which comprise 2 and 3 bedroom terrace houses. In Chatsworth meanwhile, we manage 127 homes which comprise 2, 3 and 4 bedroom houses and bungalows.

We experience low turnover in the neighbourhood, which has good transport links into Liverpool city centre and convenient local shopping facilities. The neighbourhood boasts diversity and is home to thriving Asian, Polish and Romanian communities. The area also has a high student population.

Customer satisfaction in the neighbourhood is relatively high, however Onward strives to improve on the number of reports of antisocial behaviour (ASB) in the area.

“ Sometimes contractors make an appointment and don't turn up. ”

We have launched a new improvement plan for our repairs service.



## WHAT CUSTOMERS ARE TELLING US ABOUT PICTON

Feedback from customers in Picton gathered from our STAR survey revealed that 86% of residents living in general needs properties feel safe in their homes and neighbourhoods, and 81% believe that 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 last year	<ul style="list-style-type: none"><li>• 73% of customers are satisfied with the quality of their home</li><li>• 71% of customers are satisfied with the repairs service</li><li>• 68% of customers highlighted repairs and maintenance as a key priority</li><li>• 81% of customers have had repairs to their homes</li></ul>
Environment and Environmental Services	<ul style="list-style-type: none"><li>• Dog fouling, rubbish and littering were identified as key issues for concern</li><li>• 44% of customers feel that service charges provide good value for money</li><li>• 59% of customers are satisfied with the grounds maintenance service</li></ul>
Antisocial behaviour (ASB)	<ul style="list-style-type: none"><li>• Noisy neighbours were identified as a key issue and concern</li><li>• We recorded a significant number of customer comments relating to ASB, drug misuse and drunken behaviour</li></ul>
Trust	<ul style="list-style-type: none"><li>• 60% of customers feel that Onward listens to their views and acts on customer feedback—a significant improvement compared to the previous year</li><li>• 22% of customers do not trust Onward to put something right if it goes wrong</li></ul>



“ I do not know who my Housing Officer is. ”

Our Neighborhood Specialists will be more visible in your neighbourhood.

“ Please continue to update and listen to your tenants. ”

We are committed to doing this.

Onward is also aware that Picton 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 Picton. 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 kitchen and bathroom replacements over the next three years</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 the appearance and cleanliness of alleys around properties in Wavertree</li> <li>• Take action against fly tipping and rubbish dumping where we can identify a perpetrator</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 to support youth engagement and activity programmes, such as those organised by Picton Children Centre</li> </ul>
Increase customer engagement and build trust with the local community	<ul style="list-style-type: none"> <li>• Have a visible Onward presence in the neighbourhoods</li> <li>• Support ongoing community engagement work by Avenues Community Hall</li> </ul>
Contribute towards creating a wealthier, more economically active neighbourhood	<ul style="list-style-type: none"> <li>• Work closely with Onward's Social Investment team to deliver a series of initiatives with external partner agencies designed to support customers into employment and training</li> <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>• Assist the community in tackling fuel poverty through energy saving initiatives</li> <li>• Establish a greater presence in the community to actively engage with the customers</li> </ul>



## DELIVERING OUR COMMITMENTS

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

