



OUR LOCAL OFFER

Our vision is to make a positive difference by delivering effective core services and promoting customer access to digital inclusion and other key objectives that aim to improve customer access and inclusion.

Knowsley Neighbourhood	
Type of Neighbourhood	Dispersed across Kirkby with some property in Huyton and Fazakerley.
Category	Core - we will seek to deliver excellent services to our customers
Number of Onward Properties	359 General Needs, 187 Supported Housing and 83 leasehold properties

OUR SERVICE COMMITMENTS TO OUR CUSTOMERS IN KNOWSLEY INCLUDE:



1. Customer service – we will listen to our customers and provide the relevant support and advice when they need us
2. Repairs & compliance – we will deliver an excellent repairs service and keep properties safe and in a good condition for our customers
3. Planned works – we will continue to invest in your home in line with the Onward Home Standard
4. Environment – we will invest in creating positive spaces in our neighbourhoods
5. Tenancy support – we will provide a support service to help vulnerable customers to remain independent.

IN ADDITION, WE WILL WORK WITH CUSTOMERS AND PARTNERS TO ACHIEVE THE FOLLOWING IN KNOWSLEY:

1. Work with the Big Local Partnership to promote employment and other opportunities including apprenticeship schemes.
2. Review all of our Supported Schemes to ensure that they continue to be fit for purpose
3. Deliver the fencing programme for Sanderling Road
4. Continue to promote Knowsley as an area of choice for people to live.
5. Promote Onward’s Digital Portal to new and existing customers

WORKING WITH YOU

We are keen to work with local residents and groups who share these ambitions for the local area and would like you to hold us to account.

If you have any views, ideas or want to work with us on achieving these aims, contact us today. Call 0300 555 0600 or email: customerservices@onward.co.uk