St Helens

OUR LOCAL OFFER

Our vision is to make a positive difference by delivering effective core services and contribute to making the area clean, vibrant and safe with a shared sense of community.

St Helens Neighbourhood	
Type of Neighbourhood	Dispersed across St Helens
Category	Core – we will seek to deliver excellent services to our customers
Number of Onward Properties	1123 General Needs, 75 Supported Housing and 2 leasehold properties

OUR SERVICE COMMITMENTS TO OUR CUSTOMERS IN ST HELENS 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 ST HELENS:

1. Continue to work in partnership with the local multi-agency group that aims to reduce crime and ASB and agree ways to engage and raise awareness within the local community.
2. Deliver pathways for employment and training for customers in St Helens.
3. Review all of our Supported Schemes to ensure that they continue to be fit for purpose
4. Promote Onward's Digital Portal to new and existing customers.
5. Support customers to better manage their finances and maximise their incomes. Promoting the use of affordable credit through Credit Unions.

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