



AIGBURTH NEIGHBOURHOOD PLAN

Making a positive difference in Aigburth

Onward will seek to make a positive difference in Aigburth by improving the quality, range and choice of housing through strong partnership working. We want to build a shared sense of community and ensure that the neighbourhood is clean, vibrant and safe.

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).



AIGBURTH

Onward manages 416 properties in Aigburth, comprising 229 general needs properties and 74 older persons and sheltered housing units. The area has been identified by Onward as a growth neighbourhood.

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 Kelton Park, Merseyside Police and the local authority which helps us in delivering local initiatives that make a positive difference in the area.

“ Onward staff are helpful and very friendly. The work carried out is efficient and clean. ”



WHAT CUSTOMERS ARE TELLING US ABOUT AIGBURTH

Feedback from customers in Aigburth gathered from our STAR survey revealed that residents are generally satisfied with their homes and neighbourhoods, and that tenants believe Onward colleagues are respectful. 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">• 68% of customers are satisfied with the quality of their home• 1/3 customers are satisfied with the repairs service
Environment and environmental services	<ul style="list-style-type: none">• Dog fouling was identified as the top neighbourhood issue• 44% of customers stated that dog fouling is a key concern• 43% of customers stated that litter is a key concern
Antisocial behaviour (ASB)	<ul style="list-style-type: none">• 26% of customers feel that noisy neighbours are a key issue• Over $\frac{3}{4}$ customers are dissatisfied with how Onward manages cases of ASB
Grounds maintenance	<ul style="list-style-type: none">• Half of residents are dissatisfied with external communal areas• 1/3 customers do not trust Onward to put something right if it goes wrong



“ Very happy with all aspects of my home and Onward. ”

“ Rowdy children playing outside my flat. ”

Onward has a dedicated Safer Neighbourhoods team to work with residents to address unacceptable behaviour that disrupts the quiet enjoyment of your home.

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

Our aims	What we will do
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 • Work with the Environmental Services team to review service provision at Kelton Park
Continue to address ASB	<ul style="list-style-type: none"> • Encourage reporting and respond effectively to reports of ASB • Support community activities such as summer events at Kelton Park • Maintain external relations with key stakeholders to ensure efficient management of ASB
Improve our repairs and maintenance services	<ul style="list-style-type: none"> • Continue to support and liaise with customers about outstanding repairs • Support and encourage customers to register on the My Onward Portal they can report and manage their repairs online



DELIVERING OUR COMMITMENTS

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

