



## ANFIELD NEIGHBOURHOOD PLAN

*Making a positive difference in Anfield*

Onward will seek to make a positive difference in Anfield by supporting the development of a clean, green and wealthy 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 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).



### ANFIELD

Onward manages 194 homes in Anfield. Of this total, 67% are flats while 33% are houses.

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 the L6 Centre which help us in delivering local initiatives that make a positive difference in the area.

**“ I have been asking for electric gates for the past three years and Onward finally got them done. So happy. ”**



## WHAT CUSTOMERS ARE TELLING US ABOUT ANFIELD

Feedback from customers in Anfield 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"><li>• 36% of customers are satisfied with Anfield as a place to live</li><li>• 28% of customers are satisfied with the repairs service</li><li>• 3/4 customers highlighted the repairs and maintenance services as a key priority</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>• 40% of customers feel rubbish dumping and littering is an issue</li><li>• 35% of customers feel dog fouling is an issue</li></ul>
Antisocial behaviour (ASB)	<ul style="list-style-type: none"><li>• 28% of customers feel that dealing with ASB should be a priority</li><li>• We recorded a significant number of customer comments relating to ASB, drug misuse and tenancy breaching</li></ul>
Trust	<ul style="list-style-type: none"><li>• 24% of customers feel that Onward listens to them and acts on customer feedback</li><li>• 18% of customers do not trust Onward to put something right if it goes wrong</li></ul>



“ Being kept informed is very important. ”

“ The new contractors are very slow. ”

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

Onward is also aware that Anfield 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 Anfield. 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>• Encourage customers to maintain their gardens and take action when customers do not keep their gardens clear and tidy</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></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 neighbourhood</li></ul>



## DELIVERING OUR COMMITMENTS

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

