



BEECHWOOD NEIGHBOURHOOD PLAN

Making a positive difference in Beechwood

Onward will seek to make a positive difference in Beechwood by investing in homes and supporting the development of a clean, green and safer 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).



BEECHWOOD

Onward manages 836 properties in Beechwood, including 690 general needs properties and 146 supported units located in Windmill and Westpark Gardens. We are in the process of developing some vacant land on Greenacres Close where we plan to build 10 properties available for affordable rent. We also plan to demolish a number of garages which will be replaced with 17 bungalows.

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 Wirral Borough Council, the Big Local Partnership, other housing providers, local schools and community groups which help us in delivering local initiatives that make a positive difference in the area.

“ Excellent quality of service. Friendly staff, courteous workers. Housing improvements excellent standard. Very grateful to be an Onward tenant. ”



WHAT CUSTOMERS ARE TELLING US ABOUT BEECHWOOD

Feedback from customers in Beechwood 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">• 76% of customers are satisfied with the quality of their home• 2/3 customers are satisfied with the repair service
Environment and environmental services	<ul style="list-style-type: none">• 35% of customers are satisfied with cleaning of external communal areas• 56% of customers are satisfied with the quality of grounds maintenance• 56% of customers feel that their service charges offer good value for money• 30% of customers said that rubbish dumping and littering are key issues• 31% of customers said that dog fouling is a problem
Antisocial behaviour (ASB)	<ul style="list-style-type: none">• 14% of customers reported that they do not feel safe• We recorded a significant number of customer comments relating to ASB, drug misuse and tenancy breaching
Trust	<ul style="list-style-type: none">• 68% of customers trust Onward to put things right if something goes wrong• 78% of customers feel that staff are helpful, however, 1/3 customers feel that their queries are not resolved at the first point of contact



“ Not as good a service as we have had in the past. ”

We use customer feedback to help improve the services we are providing.

“ Rubbish all over. Biggest rubbish problem outside the shops. ”

We are working with the local authority to improve rubbish dumping and host regular Community Clean Up events.

Onward is also aware that Beechwood 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 Beechwood. 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"> • Improve our repairs service so that more repairs are completed in time and to a satisfactory standard • Set up a monthly surgery where our repairs provider, Axis, and Onward resolve customers' repair issues • Deliver property improvements in Beechwood
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 • Make use of Wirral Borough Council's unwanted furniture project to reduce incidents of fly tipping • Encourage customers to maintain their gardens and take action when customers do not keep their gardens clear and tidy. • Host Community Clean Up days and provide skips to help keep the neighbourhood tidy • Continue our work to reduce fly tipping
Continue to address ASB	<ul style="list-style-type: none"> • Encourage reporting and respond effectively to reports of ASB • Ensure tenancy conditions are being met • Work with partner agencies to address ASB hot spots, such as in Gay wood/Gaytree • Support diversion and community activities and programmes in collaboration with Wirral Borough Council
Increase customer engagement and build trust with the local community	<ul style="list-style-type: none"> • Work with Customer Engagement to host engagement events • Encourage customers to visit the Get Involved pages of the Onward website and join the Customer Engagement Community
Contribute towards creating a wealthier, more economically active neighbourhood	<ul style="list-style-type: none"> • Continue using Rent Sense, a tool which was introduced in October 2019 that identifies key customers to contact and support • Make use of the Experian Rental Exchange which supports customers to enhance their credit score



DELIVERING OUR COMMITMENTS

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

