



CANNING NEIGHBOURHOOD PLAN

Making a positive difference in Canning

Onward will seek to make a positive difference in Canning by supporting the development of a clean and economically diverse 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).



CANNING

Onward manages 322 properties in Canning, situated within the Georgian Quarter of Liverpool city centre, which is popular for its classic 18th century architecture. The range of properties in Canning include elegant Georgian town houses and housing schemes which contain between 3 and 12 flats.

Onward also manages two established sheltered schemes; Friendship House and Stanley Terrace.

“ There are basement wells outside that do not get cleaned and are full of rubbish. ”

Onward Environmental services team has procured a specialist contractor to clean the wells on a planned schedule throughout the year.



WHAT CUSTOMERS ARE TELLING US ABOUT CANNING

Feedback from customers in Canning 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 service	<ul style="list-style-type: none">• Over half of customers are satisfied with the quality of their home• 70% of customers are satisfied with the repairs service• 61% of customers highlighted repairs and maintenance as key priorities
Environment and Environmental Services	<ul style="list-style-type: none">• Rubbish accumulating in the wells in front of properties was identified as a key issue• Over 50% of customers feel that rubbish dumping and littering are key issues• 38% of customers are satisfied with outdoor communal areas
Rent and service charges	<ul style="list-style-type: none">• 48% of customers are satisfied with the quality of internal communal cleaning• 38% of customers believe that rent and service charges offer value for money



“ They are helpful to me when there is a problem or something needs fixing in my property. They always call out to me. ”

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

Onward are committed to working in partnership with Liverpool City council to address and improve the environmental blight that rubbish and litter causes.

Onward is also aware that Canning experiences several environmental issues, particularly challenges posed by complex waste disposal and waste collection processes. We acknowledge that for customers, this is a key issue. We would like to assure customers that we are working with Liverpool City Council to resolve this.

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 Canning. 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 to improve resident's household waste collection
Improve communal areas	<ul style="list-style-type: none"> • Work with Environmental Services to improve communal cleaning, to ensure value for money • Work with Property to deliver an improvement plan for communal areas • Ensure compliance through monthly communal inspections
Support delivery of a good repairs service	<ul style="list-style-type: none"> • Improve communication with customers about updates to the repairs service • Work collaboratively to complete outstanding repairs to a satisfactory standard
Improve the condition of existing properties	<ul style="list-style-type: none"> • Work with Supported Housing to ensure customers are able to keep their properties in good condition • Work with repairs operatives to ensure that repairs have been carried out, especially in relation to leaks and damp



DELIVERING OUR COMMITMENTS

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

