



COUNTY and WARBRECK NEIGHBOURHOOD PLAN

Making a positive difference in County and Warbreck

Onward will seek to make a positive difference in County and Warbreck by supporting the development of a clean and safe 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).



COUNTY AND WARBRECK

Onward manages 1092 properties in County, most of which are located around County Road. 90% (87% in Warbreck) are houses while 10% (13% in Warbreck) are flats. We also manage a sheltered scheme, Florence Court.

A large proportion of the properties are traditional terraced houses with yards but we also manage a small number of bungalows and newly built properties.

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, Everton in the Community, other housing providers, local schools and community groups which helps us in delivering local initiatives that make a positive difference in the area.

“ I live in a supported living home, which is a lovely environment and atmosphere. However, our kitchen is very old and tired. ”

We plan to deliver improvements in County, including new boilers, doors, windows, kitchens and roofs to 483 properties by March 2021.



WHAT CUSTOMERS ARE TELLING US ABOUT COUNTY AND WARBRECK

Feedback from customers in County and Warbreck 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">• 72% of customers are satisfied with the overall quality of their home• 66% of customers highlighted the repairs and maintenance service as a key priority• 65% (68% in Warbreck) of customers are satisfied with the repairs service
Environment and environmental services	<ul style="list-style-type: none">• Dog fouling was identified as key issues for concern• Customers also reported that rubbish dumping and littering are key issues
Antisocial behaviour (ASB)	<ul style="list-style-type: none">• We recorded a significant number of customer comments relating to ASB, drug misuse and breach of tenancy• 1/3 customers said there was a major issue with drug misuse and drug dealing• 42% of customers said they had a problem with noisy neighbours
Trust	<ul style="list-style-type: none">• 1/3 customers feel that Onward listens to their views and acts on customer feedback• 1/4 customers do not trust Onward to put something right if it goes wrong



“ Dumping of household appliances and rubbish in entry. ”

We work closely with LCC to resolve reports of fly tipping.

“ Overall very satisfied but exterior painting needed more frequently. ”

We have a cyclical painting programme to ensure all our exterior painting is completed on time.

Onward is also aware that County and Warbreck experiences socioeconomic challenges. We acknowledge that for customers, this is a key issue. We would like to assure customers that we are committed to tackling these issues 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 County and Warbreck. 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"> • Ensure that repairs are completed as “right first time” and to a satisfactory standard • Deliver property improvements in County and Warbreck, including new boilers, doors, windows, kitchens and roofs to 483 properties by March 2021
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 • Encourage tenants to maintain high standards in their gardens and take action when customers do not keep their yards and gardens clean and tidy
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 • Support community activities
Increase customer engagement and build trust with the local community	<ul style="list-style-type: none"> • Have a visible Onward presence in the neighbourhood. • Work in partnership with a number of stakeholders to tackle criminality and improve community and enterprise facilities in the area • Work in collaboration with The Community Shop to repurpose our former Walton Road office into a much needed community resource



DELIVERING OUR COMMITMENTS

We will provide customers with feedback on progress made in County and Warbreck 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.

