



CROXTETH NEIGHBOURHOOD PLAN

Making a positive difference in Croxteth

Onward will seek to make a positive difference in Croxteth 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, 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).



CROXTETH

Onward manages a range of properties in Croxteth including flats and houses which are mainly located on The Heys, off Storrington Avenue. 93% of properties in the neighbourhood are sheltered housing units. We also operate an Extra Care scheme and two sheltered schemes. General needs properties in the neighbourhood are wheelchair accessible and include bungalows, flats and family homes.

We have strong working relationships with key partners in the area to ensure that we're in touch with the issues that matter most to you. We work closely with Liverpool Council, other housing providers, care providers, community groups and more to deliver local initiatives which make a positive difference in the neighbourhood.

“ The staff at Onward are, in my opinion very efficient, understanding and thoughtful when I have dealings with them. We love living here. ”



WHAT CUSTOMERS ARE TELLING US ABOUT CROXTETH

Feedback from customers in Croxteth 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">• 49% of customers are satisfied with the quality of their home• 46% of customers are very satisfied with the repairs service• 62% of customers highlighted the repairs and maintenance services as key priorities
Environment and environmental services	<ul style="list-style-type: none">• 30% of customers feel that rubbish dumping and littering are key issues• 32% of customers feel that dog fouling is a key neighbourhood issue• 46% of customers are satisfied with the grounds maintenance service
Communication	<ul style="list-style-type: none">• 2% of customers use email to contact Onward• 76% of customers prefer to use the telephone to make contact



“ Cannot complain about this service. Helped me so much. ”

“ Street lighting could be better. ”

We work in partnership with LCC to influence the condition of street lighting where we can.

Onward is also aware that Croxteth 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 Croxteth. 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 to ensure that repairs are completed as “right first time” and to a satisfactory standard• Deliver kitchen and bathroom replacements over the next three years
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 gardens clear and tidy
Improve digital inclusion	<ul style="list-style-type: none">• Work with internal and external partners to increase digital inclusion activities within our sheltered schemes



DELIVERING OUR COMMITMENTS

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

