



EVERTON NEIGHBOURHOOD PLAN

Making a positive difference in Everton

Onward will seek to make a positive difference in Everton 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).



EVERTON

Onward manages 470 properties in Everton of which 60% 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, Everton in the Community, social services, external support agencies, emergency services, other housing providers, local schools and community groups which helps us in delivering local initiatives that make a positive difference in the area.

“ My contact with Onward has mostly been positive. I use the phone and sometimes am kept on hold but they usually take my number and phone back. When I get through they are always nice and helpful. ”



WHAT CUSTOMERS ARE TELLING US ABOUT EVERTON

Feedback from customers in Everton gathered from our STAR survey revealed that 37% of residents are very satisfied with Onward's services overall, while another 37% are fairly satisfied and 50% believe that Onward treats people with respect. 26% of customers in Everton responded to the STAR survey. Feedback from the survey also revealed that the following topics are most important to customers in the area.

Topic	
Environment	<ul style="list-style-type: none">• 31% of customers feel that rubbish dumping and littering is a major issue while 36% think it is a minor issue• 31% of customers feel that dog fouling is a major issue while 29% think it is a minor issue
Antisocial behaviour (ASB)	<ul style="list-style-type: none">• 20% of customers feel that rowdy behaviour is a minor issue while 21% think drug misuse is a major issue• 25% of customers feel that tackling ASB is important• 6% of customers have reported a case of ASB



“ Poor communication between Onward, contractors and tenants. ”

We have a repairs improvement plan in place.

“ Very happy to be an Onward tenant, always helpful. 10/10. ”

Onward is also aware that Everton 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 Everton. 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">• Regularly provide skips in fly tipping hotspots• Work in collaboration with Liverpool City Council to tackle dog fouling and encourage customers to take pride in their community by picking up after their dogs
Antisocial behaviour (ASB)	<ul style="list-style-type: none">• Encourage customers to report concerns, and respond effectively to reports of ASB
Repairs and maintenance services	<ul style="list-style-type: none">• Deliver property improvements in Everton, including new doors, windows, kitchens and roofs to 158 properties by March 2021



DELIVERING OUR COMMITMENTS

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

