



## KENSINGTON & FAIRFIELD NEIGHBOURHOOD PLAN

*Making a positive difference in Kensington & Fairfield*

Onward will seek to make a positive difference in Kensington & Fairfield 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).



### KENSINGTON & FAIRFIELD

Onward manages 221 homes in Kensington & Fairfield. Of this total, 61% are flats and 39% 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, other housing providers, local schools and community groups which help us in delivering local initiatives that make a positive difference in the area.

**“ Onward should regularly check to see if their properties are in good order and carry out required repairs on time. ”**





## WHAT CUSTOMERS ARE TELLING US ABOUT KENSINGTON & FAIRFIELD

Feedback from customers in Kensington & Fairfield 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"><li>• 54% of customers are satisfied with the quality of their home</li><li>• 40% of customers are satisfied with the repairs service</li><li>• 42% of customers highlighted repairs and maintenance as a key priority</li></ul>
Environment and environmental services	<ul style="list-style-type: none"><li>• Dog fouling, rubbish and littering were identified as key issues for concern</li><li>• 27% of customers believe that estate services offer value for money</li></ul>
Antisocial behaviour (ASB)	<ul style="list-style-type: none"><li>• Noisy neighbours were identified as key issue</li><li>• We recorded a significant number of customer comments relating to ASB, drug misuse and tenancy breaching</li></ul>
Trust	<ul style="list-style-type: none"><li>• 91% of customers feel that Onward listens to them and acts on customer feedback</li><li>• 9% of customers do not trust Onward put something right if it goes wrong</li></ul>



“ Prostitution and drug use are a worry. ”

We are working closely with Merseyside Police to resolve these issues.

“ Service is good. ”

Onward is also aware that Kensington & Fairfield 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 Kensington & Fairfield. 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"><li>• Improve our repairs service so that more repairs are completed in time and to a satisfactory standard</li><li>• Deliver kitchen and bathroom replacements over the next three years</li></ul>
Improve, manage and maintain the environment	<ul style="list-style-type: none"><li>• Work closely with internal and external partner agencies to ensure that neighbourhoods are kept clean, tidy and safe for all customers</li><li>• Encourage customers to maintain their gardens and take action when customers do not keep their gardens clear and tidy</li></ul>
Continue to address ASB	<ul style="list-style-type: none"><li>• Encourage reporting and respond effectively to reports of ASB</li><li>• Ensure tenancy conditions are being met</li></ul>
Increase customer engagement and build trust with the local community	<ul style="list-style-type: none"><li>• Have a visible Onward presence in the neighbourhood</li></ul>





## DELIVERING OUR COMMITMENTS

We will provide customers with feedback on progress made in Kensington & Fairfield 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](mailto: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](mailto:customerservices@onward.co.uk). Alternatively, speak with one of our friendly Onward colleagues in your neighbourhood.

