



KNOWSLEY NEIGHBOURHOOD PLAN

Making a positive difference in Knowsley

Onward will seek to make a positive difference in Knowsley by supporting the development of a safe and sustainable neighbourhood.

We are committed to providing a responsive repair service in the area which is “right first time”. We also aim to work with partners and the local community to tackle antisocial behaviour (ASB) and ensure that customers feel safe in their neighbourhood.

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).



KNOWSLEY

Onward manages 546 properties in Knowsley, located in Kirkby and Huyton. Of this total, 359 are general needs properties. The range of homes include family accommodation and bungalows.

We are committed to partnership working in Knowsley so we can deliver local initiatives which make a positive difference in the neighbourhood. We are particularly committed to working with a number of agencies to tackle antisocial behaviour (ASB).

“ Queries are dealt with on time mostly, but the problem is they only seem to cater for people who don’t work. ”

We encourage customers to use the My Onward Portal - an online platform which can be used to report repairs and log queries 24/7.



WHAT CUSTOMERS ARE TELLING US ABOUT KNOWSLEY

Feedback from customers in Knowsley 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">• 74% of customers feel that our repairs and maintenance service is a priority service• 53% of customers said that the quality of their home is important to them• 60% of customers said that their repairs are completed “right first time”
Environment and environmental services	<ul style="list-style-type: none">• Dog fouling, rubbish dumping and littering were identified as key issues for concern• Over a third of customers are dissatisfied with the appearance of their neighbourhood
Antisocial behaviour (ASB)	<ul style="list-style-type: none">• We recorded a significant number of customer comments relating to ASB and drug misuse• 25% of customers said that tackling ASB is a priority• A small percentage of customers said they feel unsafe in their neighbourhood



“ Great service. I love my home. Thank you. ”

“ Repair contractors turn up with no notice. ”

We have a repairs improvement plan in place.

Onward is also aware that Knowsley 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 Knowsley. In doing so, we aim to deliver on the promises set out within our Customer Charter.

Our aims	What we will do
Improve our repairs and maintenance services	<ul style="list-style-type: none">• Ensure that repairs are completed as “right first time” and to a satisfactory standard• Ensure that we attend agreed appointments and inform customers of changes to plans• Deliver property improvements in Knowsley including new doors and roofs to 128 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• Work in partnership with KMBC to address dog fouling and fly tipping• Encourage tenants to maintain high standards in their gardens
Continue to address ASB	<ul style="list-style-type: none">• Encourage reporting and respond effectively to reports of ASB• Work to support youth engagement and activity programmes• Ensure tenancy conditions are being met
Increase customer engagement and build trust with the local community	<ul style="list-style-type: none">• Have a visible Onward presence in the neighbourhood• Encourage customers to visit the Get Involved pages of the Onward website and join the Customer Engagement Community



DELIVERING OUR COMMITMENTS

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

