



LIVERPOOL SOUTH NEIGHBOURHOOD PLAN

Making a positive difference in Liverpool South

Onward will seek to make a positive difference in Liverpool South by supporting the development of a more inclusive, cleaner and prosperous 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).

LIVERPOOL SOUTH

Onward manages 113 general needs properties in Liverpool South, located in Belle Vale/Netherley, Halewood and Woolton. The range of properties comprise 2, 3 and 4 bedroom semi-detached houses; traditional terraced houses; bungalows; bedsits; and 1 and 2 bedroom flats.

There is high demand for properties in Liverpool South and we experience very low turnover. The area benefits from long standing and established communities and services. Also, it is in the catchment area for some of the top rated primary and secondary schools in Liverpool.

Our neighbourhoods in Liverpool South have good transport infrastructure, local amenities and services which provide great prosperity and employment opportunities for the local community.



Woolton

Woolton is considered to be a prestigious and affluent suburb. Housing in the area primarily includes semi-detached and detached houses, although some well-preserved terraces survive in Woolton Village and the surrounding areas. Onward also owns six properties in the front courtyard of The Stables, a popular Grade II listed building.



Halewood

Halewood forms part of a large scheme built in 2017, where Onward owns 20 properties comprising 2 and 3 bedroom semi-detached houses; 2 bedroom bungalows; and 1 bedroom flats. The neighbourhood has excellent local schools and good local amenities and transport links. Demand for properties in the area is exceptionally high and we experience very low turnover.



Belle Vale and Netherley

Onward is a leading registered housing provider in Belle Vale and Netherley. We own 65 properties in the area, including 3 and 4 bedroom houses, 2 bedroom bungalows and several terraced houses. The area has an established and thriving community and we receive very few reports of antisocial behaviour (ASB). The neighbourhood boasts good primary and secondary schools, youth services, shops and services.

WHAT CUSTOMERS ARE TELLING US ABOUT LIVERPOOL SOUTH

Feedback from customers in Liverpool South gathered from our STAR survey revealed that 94% of 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 | |
|-----------------------------------|--|
| Environment | <ul style="list-style-type: none">• Dog fouling, rubbish and littering were identified as key issues for concern• 61% of customers said dog fouling is a problem in their neighbourhood• 51% of customers said rubbish and litter is problem in their neighbourhood |
| Antisocial behaviour (ASB) | <ul style="list-style-type: none">• Noisy neighbours were identified as the third greatest issue for concern• We recorded a significant number of customer comments relating to ASB, drug misuse and tenancy breaching• 6% of customers reported a case of ASB where no outcome or resolution was recorded |
| Estate and environmental services | <ul style="list-style-type: none">• 61% of customers said they have seen a decline in their neighbourhood in the last 3 years• 36% of customers said they are not satisfied with our Grounds Maintenance service and 33% believe that the service doesn't offer value for money• 76% of customers are dissatisfied with our internal communal cleaning service• 78% of customers are dissatisfied with our external communal cleaning service |
| Trust | <ul style="list-style-type: none">• Less than half of customers feel that Onward listens to their views and acts on customer feedback• A third of customers do not trust Onward to put something right if it goes wrong |
| Communication | <ul style="list-style-type: none">• 33% of customers said they use social media and the internet to make contact with Onward• 72% of customers contact Onward by telephone while 44% communicate by email |
| Customer Engagement | <ul style="list-style-type: none">• 24% of customers said they would like to engage with Onward to shape future services |

“ Very professional and polite staff that I have ever spoke to and always ready to help with any matter. ”

“ I have outstanding repairs, there has been no contact and it's difficult to get in touch. ”

We have a repairs improvement plan in place.

Onward is aware that South Liverpool experience several environmental issues, particularly dog fouling and litter which blights this neighbourhood. We would like to assure customers that we are committed to working with each Local Authority to address these issues.

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 Liverpool South. 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"> • Work closely with internal and external partner agencies to ensure that neighbourhoods are kept clean, tidy and safe for all customers • Invite service providers to take part in communal and estate inspection walkabouts • Set realistic targets for agreed improvements and ensure that actions are recorded • Invite customers to take part in estate inspection walkabouts so they understand how services are delivered in their neighbourhood, and what the role of their Neighbourhood Specialist involves • Work with stakeholders to implement external improvements, for example external lighting, signage and road infrastructure • Take tenancy enforcement action against tenants who are in breach of the terms and condition of their tenancy agreement • Listen to customers and tailor our services to their individual needs |
| Continue to address ASB | <ul style="list-style-type: none"> • Encourage reporting and respond effectively to reports of ASB • Provide information to customers on the various methods of reporting ASB • Ensure tenancy conditions are being met • Work in partnership with stakeholders to support summer youth engagement and activity programmes • Work closely with Onward's Social Investment teams |
| Increase customer engagement and build trust with the local community | <ul style="list-style-type: none"> • Have a visible Onward presence in the neighbourhoods • Be open and engaging with customers • Demonstrate commitment and trust • Always follow Onward policies and procedures and uphold tenancy agreements to ensure compliance • Work with the Wellbeing and Social Investment team to provide support to tenants who are feeling isolated |
| Contribute towards creating a wealthier, more economically active neighbourhoods | <ul style="list-style-type: none"> • Work closely with Onward's Social Investment team to deliver a series of initiatives with external partner agencies designed to support customers into employment and training • Work with the Financial Inclusion team to support customers facing financial hardship, debt and benefit cuts, and help manage and sustain their tenancies and finances |



DELIVERING OUR COMMITMENTS

We will provide customers with feedback on progress made in Liverpool South 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.

