



## RIVERSIDE NEIGHBOURHOOD PLAN

*Making a positive difference in Riverside*

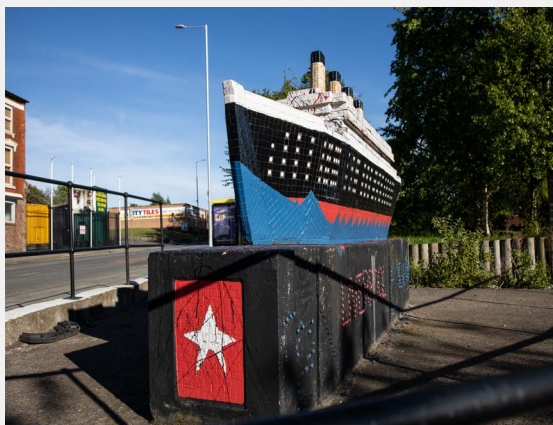
Onward will seek to make a positive difference in Riverside by supporting the development of a clean and green neighbourhood.

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).



### RIVERSIDE

Onward manages 299 homes in Riverside located mainly in the Shorefields area of Liverpool 8, Acorn Court in Toxteth and the Cornwallis Estate in Liverpool 1.

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 and community groups which helps us in delivering local initiatives that make a positive difference in the area

“ Overflowing  
litter bins.  
Dog fouling. ”

Onward works with LCC  
to address environmental  
concerns.





## WHAT CUSTOMERS ARE TELLING US ABOUT RIVERSIDE

Feedback from customers in Riverside 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"><li>• ¾ customers say the repairs service is a priority</li><li>• 70% of customers are happy with the repairs service and 50% are satisfied that their repairs are resolved first time</li><li>• 61% of customers are happy with the speed in which repairs are carried out</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>• 29% of customers believe that rubbish is a key issue, although 46% believe it is a minor issue</li><li>• 34% of customers believe dog fouling is a key issue</li></ul>
Communication	<ul style="list-style-type: none"><li>• 36% of customers said their queries are not answered at the first point of contact</li><li>• 88% of customers said they are not satisfied with how their complaints are handled</li><li>• ¾ of customers do not use the My Onward Portal</li></ul>



“ My repairs were resolved first time. ”

“ We are overrun with mice, but nothing is done. ”

Pests can be dealt with through your local council and you should contact them in the first instance. However, you may contact us if you require advice or assistance.



Onward is also aware that Riverside experiences high levels of poverty and deprivation, and experiences issues with fly tipping and dog fouling. We would like to assure customers that we are committed to tackling poverty, taking action against fly tipping and dog fouling, 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 Riverside. 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 property improvements in Riverside, including new boilers, doors and roofs to 93 properties by March 2021</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>• Work with Liverpool County Council to improve refuse collection and identify areas that would benefit from Euro Bins</li><li>• Monitor and report incidents of fly tipping to Liverpool City Council</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><li>• Continue to improve resources at the Customer Contact Centre</li><li>• Promote the My Onward Portal</li><li>• Develop online training with the Customer Engagement team</li></ul>





## DELIVERING OUR COMMITMENTS

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

