



SEFTON NEIGHBOURHOOD PLAN

Making a positive difference in Sefton

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



SEFTON

Onward manages 367 general needs properties in Sefton of which 57% are houses and 43% are flats.

We are committed to partnership working in Sefton so we can remain in touch with the key issues which matter to local people the most. We are building partnerships with Sefton Council, Merseyside Police, other registered social landlords and community groups to help us deliver local initiatives to make a positive difference in the area.

“ A most
reliable housing
association
I am so glad
I have a
bungalow with
your association. ”



WHAT CUSTOMERS ARE TELLING US ABOUT SEFTON

Feedback from customers in Sefton 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">• 44% of customers are satisfied with the quality of their home• 29% of customers are very satisfied with the repairs service
Environment	<ul style="list-style-type: none">• 64% of customers identified rubbish dumping and littering as a neighbourhood issue• 60% of customers identified dog fouling as a neighbourhood issue
Antisocial behaviour (ASB)	<ul style="list-style-type: none">• 34% of customers identified drug misuse or dealing as a neighbourhood issue• We recorded a significant number of customer comments relating to ASB, drug misuse and tenancy breaching
Trust	<ul style="list-style-type: none">• 53% of customers are satisfied that Onward listens to their views and acts on customer feedback• 75% of customers trust Onward to put something right when things go wrong



“ I am very happy with the service provided by Onward and appreciate the help and support they have shown me. ”

“ Where we feel safe, but feel crime levels are going up round parks and sounding areas. ”

We work with Merseyside police to tackle reports of criminality within the neighbourhood.

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 Sefton. 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">• Improve our repairs service so that more repairs are completed in time and to a satisfactory standard• Deliver kitchen and bathroom replacements over the next three years
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• Encourage customers to maintain high standards in their gardens and take action when people do not keep their gardens clear and tidy
Continue to address ASB	<ul style="list-style-type: none">• Encourage reporting and respond effectively to reports of ASB• 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



DELIVERING OUR COMMITMENTS

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

