



## SPEKE & GARSTON NEIGHBOURHOOD PLAN

*Making a positive difference in Speke & Garston*

Onward will seek to make a positive difference in Speke and Garston by supporting the development of a clean, green and safe neighbourhood.

We are committed to providing visible and responsive services in the area, as well as working with partners and the local community to improve the area as a safe place to live for residents.



## 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).



### SPEKE/GARSTON

Onward manages 500 properties in Speke/Garston. Of these, 193 properties are located in Speke and 307 are located around Garston Under the Bridge and Garston Village.

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, Merseyside Police, other housing providers, local schools and community groups which helps us in delivering local initiatives that make a positive difference in the area.

Furthermore, we pledge to collaborate with social enterprise projects and external organisations to help make a positive difference in the neighbourhood.

**“ Just reported a toilet leak but can't get anyone out for over a week so had to pay for the repair myself. ”**

We have a repairs improvement plan in place.



## WHAT CUSTOMERS ARE TELLING US ABOUT SPEKE/GARSTON

Feedback from customers in Speke/Garston 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>• Over two thirds of customers are satisfied with the quality of their home</li><li>• <math>\frac{3}{4}</math> customers are satisfied with the repairs service</li><li>• 65% of customers said that the repairs and maintenance services are a priority for them</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>• 70% of customers said that dog fouling was a key issue</li><li>• 60% of customers said that rubbish or litter was a key issue</li></ul>
Communication	<ul style="list-style-type: none"><li>• A third of customers believe it is a priority to listen to tenants and inform tenants of news</li><li>• Approximately <math>\frac{2}{3}</math> tenants said that they are satisfied with their last contact with Onward</li><li>• Some tenants commented on a failure to receive return calls from Onward and that they wait too long for their calls to be answered</li></ul>
Antisocial behaviour (ASB)	<ul style="list-style-type: none"><li>• 9% of customers reported a case of ASB in last 12 months</li><li>• We recorded a significant number of customer comments relating to ASB</li></ul>
Trust	<ul style="list-style-type: none"><li>• Less than half of customers feel that Onward listens to their views and acts on customer feedback</li><li>• A third of customers do not trust Onward to put something right if it goes wrong</li></ul>



“ Onward is polite and friendly, from phone calls to work being done. ”

“ New tenants get a new bathroom while old tenants are stuck with pink ones. ”

Onward has a planned maintenance program which includes new bathrooms to 115 properties by March 2021.



Onward is also aware that Speke/Garston faces significant challenges. We would like to assure customers that we are committed to helping improve the area 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 Speke/Garston. 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 Speke/Garston, including new bath rooms to 115 properties by March 2021</li> </ul>
Improve, manage and maintain the environment	<ul style="list-style-type: none"> <li>• Launch multi-agency campaigns to address environmental issues</li> </ul>
Continue to address ASB	<ul style="list-style-type: none"> <li>• Encourage reporting and respond effectively to reports of ASB</li> <li>• Work to support youth engagement and activity programmes, such as the Summer Community Hub scheme</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>• Support customers in using the My Onward Portal</li> </ul>
Help tenants maximise income to improve financial security	<ul style="list-style-type: none"> <li>• 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</li> <li>• 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</li> <li>• Deliver an Eliminating Poverty in Families Project in collaboration with Speke Children's Centre</li> </ul>





## DELIVERING OUR COMMITMENTS

We will provide customers with feedback on progress made in Speke/Garston 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.

