



## ST HELENS NEIGHBOURHOOD PLAN

*Making a positive difference in St Helens*

Onward will seek to make a positive difference in St Helens 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, 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).

### ST HELENS

Onward manages 123 homes in St Helens which are distributed sporadically across the neighbourhood.

The properties are in several distinct clusters from Parr, Finger post, Rainford, Sutton manor and the town Centre. The mixture of these properties are predominantly 2 and 3 bedroom houses, with a very small number of flats and bungalows.

“ Rubbish everywhere - the biggest problem I have is the rubbish and litter in the streets. ”

Onward is working in partnership with St Helens Council to address environmental concerns in the neighbourhood.

We are also committed to delivering regular Community Skip Days in the area.



## WHAT CUSTOMERS ARE TELLING US ABOUT ST HELENS

Feedback from customers in St Helens gathered from our STAR survey revealed that customers feel safe in their homes and neighbourhood and that they find Onward colleagues 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>• Half of customers are satisfied with the quality of their home</li><li>• 62% of customer are satisfied with the repairs service</li><li>• 62% of customers highlighted the repairs and maintenance services as key issues</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>• 47% of customers are satisfied with grounds maintenance</li></ul>
Antisocial behaviour (ASB)	<ul style="list-style-type: none"><li>• Drug misuse, drug dealing and noisy neighbours were identified as key issues</li><li>• 86% of customers feel safe in their home</li></ul>
Trust	<ul style="list-style-type: none"><li>• Over half of customers feel that Onward listens to them and acts on customer feedback</li><li>• 2/3 customers trust Onward to put something right if it goes wrong</li></ul>



“ We need more storage, we only have one cupboard in the house for everything. ”

“ one repair last month was completed with a mis-match of wood in kitchen. ”

We have a repairs improvement plan in place to address issues such as this.

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

Our aims	What we will do
Improve the curb appeal of existing properties	<ul style="list-style-type: none"> <li>• Encourage customers to maintain their gardens and take action when customers do not keep their gardens clear and tidy</li> <li>• Work with Capital Investment to improve the exterior appearance of customers' homes</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>• Encourage customers to maintain their gardens and take action when customers do not keep their gardens clear and tidy</li> </ul>
Increase customer engagement	<ul style="list-style-type: none"> <li>• Have a visible Onward presence in the neighbourhoods</li> <li>• Increase awareness of the Customer Engagement team and the engagement services available</li> <li>• Encourage customers to use the My Onward Portal</li> </ul>
Contribute towards creating a wealthier, more economically active neighbourhood	<ul style="list-style-type: none"> <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> </ul>



## DELIVERING OUR COMMITMENTS

We will provide customers with feedback on progress made in St Helens 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.

