



WIRRAL NEIGHBOURHOOD PLAN

Making a positive difference in Wirral

Onward will seek to make a positive difference in Wirral by supporting the development of a clean, 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).



WIRRAL

Onward manages 292 general needs, 164 sheltered and 105 supported properties in Wirral.

These are separate to our stock on the Beechwood and Ballantyne estates and spread across a number of smaller areas across the Wirral peninsula including Wallasey, Cloughton Moreton, Bromborough and many others.

Wirral is a popular area and property is in very high demand. Property prices in the area are well above the national average however there are stark differences in terms of deprivation between East and West Wirral.

There is significant potential for Onward to expand in Wirral and, as a result, we have identified it as a growth neighbourhood. Currently, we are developing 28 properties at the former Prenton Dell Pub site and plan to develop 10 additional properties in Liscard.

“ I wish to say that the housing officer at Beechwood and all the staff have been excellent. ”



WHAT CUSTOMERS ARE TELLING US ABOUT WIRRAL

Feedback from customers in Wirral gathered from our STAR survey revealed that residents feel safe in their homes and neighbourhoods, and that tenants 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">• 4/5 customers are satisfied with the quality of their home• 60% of general needs customers are satisfied with the quality of the repairs service• 4/5 customers are pleased with the quality of completed repairs and maintenance works
Environment and environmental services	<ul style="list-style-type: none">• 3/4 customers are satisfied with the overall appearance of their neighbourhood• 55% of customers are satisfied with grounds maintenance• 29% of customers are satisfied with the overall quality of communal cleaning
Antisocial behaviour (ASB)	<ul style="list-style-type: none">• We recorded a significant number of customer comments relating to drug misuse and dog fouling
Trust	<ul style="list-style-type: none">• 83% of general needs customers feel that Onward colleagues are helpful• 58% of customers find it easy to contact the relevant Onward colleague• 8/10 customers feel that the Customer Contact Centre colleagues are helpful



“ Excellent service and accommodation. ”

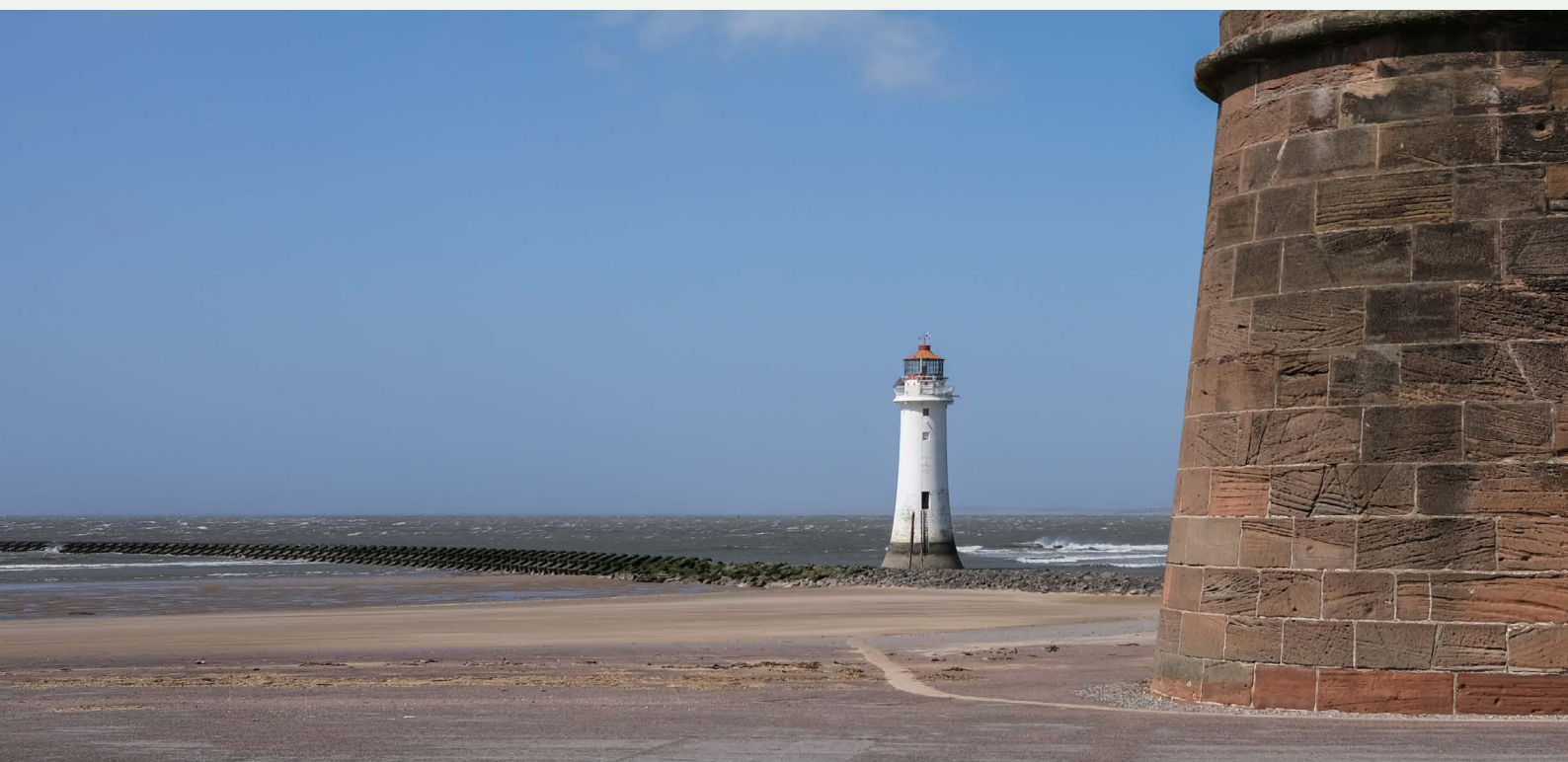
“ You can’t improve on perfection! ”

Onward is also aware that Wirral 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 Wirral. 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"> • Ensure that repairs are completed as “right first time” and to a satisfactory standard • We have put a repairs improvement plan in place to address issues around poor performance. • Deliver property improvements in Wirral
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 • Make use of Wirral Borough Council’s unwanted furniture project to reduce incidents of fly tipping • Encourage tenants to maintain high standards in their gardens and take action when customers do not keep their garden 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 • Support community activities in collaboration with Wirral Borough Council
Increase customer engagement and build trust with the local community	<ul style="list-style-type: none"> • Work with the Customer Engagement team to host engagement events • Encourage customers to visit the Get Involved pages of the Onward website and join the Customer Engagement Community
Contribute towards creating a wealthier, more economically active neighbourhood	<ul style="list-style-type: none"> • Continue using Rent Sense - a tool which was introduced in October 2019 that identifies key customers to contact and support • Make use of the Experian Rental Exchange which supports customers to enhance their credit score



DELIVERING OUR COMMITMENTS

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

