

NEIGHBOURHOOD PLAN QUARTERLY UPDATE

October 2020

Onward's purpose is to make a positive difference in the communities we serve.

Our Neighbourhood Plans set out service commitments to you and your local area. This update provides you with an overview of some of the key things we have achieved in Merseyside over the past quarter to meet these commitments and respond to feedback from customers.

Neighbourhood	Key Achievements
Aigburth	<ul style="list-style-type: none"> As part of Hate Crime Awareness week delivered a number of customer engagement sessions with LCC to speak to local residents about their experiences, how Hate Crime has affected them and think about what more can be done to stop this in the future Working in partnership with LCC and other RSLs in Liverpool to provide a bespoke response to COVID-19 and the homelessness crisis by rehousing all people facing homelessness in Liverpool providing additional support through our Financial Inclusion and Tenancy Support Teams and supported the through is securing an additional £150,000 for furniture provision Target campaign to customer with a high level of arrears and court proceedings where action had been adjourned at the start of lockdown to promote contact so we can put support in place Continue to improve the environment working in Partnership with LCC to deliver a target Campaign at Kelton Park to tackle Dog Fouling
Anfield	<ul style="list-style-type: none"> As part of Hate Crime Awareness week delivered a number of customer engagement sessions with LCC to speak to local residents about their experiences, how Hate Crime has affected them and think about what more can be done to stop this in the future Working in partnership with LCC and other RSLs in Liverpool to provide a bespoke response to COVID-19 and the homelessness crisis by rehousing all people facing homelessness in Liverpool providing additional support through our Financial Inclusion and Tenancy Support Teams and supported the through is securing an additional £150,000 for furniture provision Target campaign to customer with a high level of arrears and court proceedings where action had been adjourned at the start of lockdown to promote contact so we can put support in place

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Beechwood	<ul style="list-style-type: none"> • Targeted campaign to customer with a high level of arrears and court proceedings where action had been adjourned at the start of lockdown to promote contact so we can put support in place. • Helped improve the environment and appearance of the neighbourhood through 2 clean up days in partnership with the Local Authority and target clean up work to the alley ways • Delivered Improvement works to boundary fencing at Gaywood and Gaytree to improve security and reduce fly tipping • Continue to reduce ASB with joint targeted work with Cheshire Police • Supported Beechwood Food Larder to provide food parcels during lockdown and again during October school holidays through the Healthy Holiday Scheme.
Canning	<ul style="list-style-type: none"> • As part of Hate Crime Awareness week delivered a number of customer engagement sessions with LCC to speak to local residents about their experiences, how Hate Crime has affected them and think about what more can be done to stop this in the future • Working in partnership with LCC and other RSLs in Liverpool to provide a bespoke response to COVID-19 and the homelessness crisis by rehousing all people facing homelessness in Liverpool providing additional support through our Financial Inclusion and Tenancy Support Teams and supported the through is securing an additional £150,000 for furniture provision • Target campaign to customer with a high level of arrears and court proceedings where action had been adjourned at the start of lockdown to promote contact so we can put support in place • Started cyclical painting programme carried to improve the appearance and condition of a number of blocks throughout the neighbourhood
Castlefields	<ul style="list-style-type: none"> • Continued to address anti-social behaviour in the neighbourhood through a burglary project delivered in partnership with Cheshire Police. Delivered burglary packs to 200 residents of Castlefields to help improve security and help people feel safe in their homes • Estate Walk abouts carried out by Safer Neighbourhoods Team to engage with customers to find out what issue were affecting residents and deliver support and information packs • Target campaign to customer with a high level of arrears and court proceedings where action had been adjourned at the start of lockdown to promote contact so we can put support in place • Annual gardening competition ran in Runcorn with winners from all areas. This has allowed us to celebrate the great work by our tenants and promote improving the appearance of the neighbourhood

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County & Warbreck	<ul style="list-style-type: none"> Continued to address anti-social behaviour by working in conjunction with Merseyside Police. Due to high number of reports of ASB using scrambler bikes in the County and Warbreck area the SNT worked in conjunction with Merseyside Police to identify properties where bikes being stored, this resulted in police organising five Warrants and seizing three stolen bikes As part of Hate Crime Awareness week delivered a number of customer engagement sessions with LCC to speak to local residents about their experiences, how Hate Crime has affected them and think about what more can be done to stop this in the future Working in partnership with LCC and other RSLs in Liverpool to provide a bespoke response to COVID-19 and the homelessness crisis by rehousing all people facing homelessness in Liverpool providing additional support through our Financial Inclusion and Tenancy Support Teams and supported the through is securing an additional £150,000 for furniture provision Targeted campaign to customer with a high level of arrears and court proceedings where action had been adjourned at the start of lockdown to promote contact so we can put support in place Completed the refurbishment of 4 Low Cost Shared Ownership properties Working in Partnership with Our House CIC to run and manage the Heathcote Centre delivering services to enable local residents to access support services Onward have continued our partnership with Community Shop and opened a new shop at Walton Road supporting local people in the areas who are facing food poverty. We have supported Community Shop to sign up over 1200 local residents to the service and recruit 2 new members of staff
Croxteth	<ul style="list-style-type: none"> As part of Hate Crime Awareness week delivered a number of customer engagement sessions with LCC to speak to local residents about their experiences, how Hate Crime has affected them and think about what more can be done to stop this in the future Working in partnership with LCC and other RSLs in Liverpool to provide a bespoke response to COVID-19 and the homelessness crisis by rehousing all people facing homelessness in Liverpool providing additional support through our Financial Inclusion and Tenancy Support Teams and supported the through is securing an additional £150,000 for furniture provision Target campaign to customer with a high level of arrears and court proceedings where action had been adjourned at the start of lockdown to promote contact so we can put support in place
Everton	<ul style="list-style-type: none"> Continued to address ASB by working with Merseyside Police and LCC and completed target hardening to the “Rat Run” at the rear of our properties in Barker Way in order to reduce ASB and criminal activity. As part of Hate Crime Awareness week delivered a number of customer engagement sessions with LCC to speak to local residents about their experiences, how Hate Crime has affected them and think about what more can be done to stop this in the future Working in partnership with LCC and other RSLs in Liverpool to provide a bespoke response to COVID-19 and the homelessness crisis by rehousing all people facing homelessness in Liverpool providing additional support through our Financial Inclusion and Tenancy Support Teams and supported the through is securing an additional £150,000 for furniture provision Target campaign to customer with a high level of arrears and court proceedings where action had been adjourned at the start of lockdown to promote contact so we can put support in place

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Halton	<ul style="list-style-type: none"> • Target campaign to customer with a high level of arrears and court proceedings where action had been adjourned at the start of lockdown to promote contact so we can put support in place • Annual gardening competition ran in Runcorn with winners from all areas. This has allowed us to celebrate the great work by our tenants and promote improving the appearance of the neighbourhood
Kensington and Fairfield	<ul style="list-style-type: none"> • As part of Hate Crime Awareness week delivered a number of customer engagement sessions with LCC to speak to local residents about their experiences, how Hate Crime has affected them and think about what more can be done to stop this in the future • Working in partnership with LCC and other RSLs in Liverpool to provide a bespoke response to COVID-19 and the homelessness crisis by rehousing all people facing homelessness in Liverpool providing additional support through our Financial Inclusion and Tenancy Support Teams and supported the through is securing an additional £150,000 for furniture provision • Target campaign to customer with a high level of arrears and court proceedings where action had been adjourned at the start of lockdown to promote contact so we can put support in place • Provided support to the L6 Centre to help over 3000 people with the provision of food and support
Kirkdale	<ul style="list-style-type: none"> • As part of Hate Crime Awareness week delivered a number of customer engagement sessions with LCC to speak to local residents about their experiences, how Hate Crime has affected them and think about what more can be done to stop this in the future • Target campaign to customer with a high level of arrears and court proceedings where action had been adjourned at the start of lockdown to promote contact so we can put support in place
Knowsley	<ul style="list-style-type: none"> • Working in partnership with LCC and other RSLs in Liverpool to provide a bespoke response to COVID-19 and the homelessness crisis by rehousing all people facing homelessness in Liverpool providing additional support through our Financial Inclusion and Tenancy Support Teams and supported the through is securing an additional £150,000 for furniture provision • Target campaign to customer with a high level of arrears and court proceedings where action had been adjourned at the start of lockdown to promote contact so we can put support in place
Liverpool North	<ul style="list-style-type: none"> • As part of Hate Crime Awareness week delivered a number of customer engagement sessions with LCC to speak to local residents about their experiences, how Hate Crime has affected them and think about what more can be done to stop this in the future • Working in partnership with LCC and other RSLs in Liverpool to provide a bespoke response to COVID-19 and the homelessness crisis by rehousing all people facing homelessness in Liverpool providing additional support through our Financial Inclusion and Tenancy Support Teams and supported the through is securing an additional £150,000 for furniture provision • Target campaign to customer with a high level of arrears and court proceedings where action had been adjourned at the start of lockdown to promote contact so we can put support in place • Social Investment Team have provided support to a number of local organisations including L8 Bikes and Love Walton who are redeveloping areas across Walton.

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Murdishaw	<ul style="list-style-type: none"> • Continued to address anti-social behaviour in the neighbourhood through a burglary project delivered in partnership with Cheshire Police. Delivered burglary packs to 200 residents of Murdishaw to help improve security and help people feel safe in their homes and carried out Street a Week on Mooring Close. • Targeted campaign to customer with a high level of arrears and court proceedings where action had been adjourned at the start of lockdown to promote contact so we can put support in place • Engaging with customers in the Neighbourhood to find out what issues are affecting them and how we can improve the appearance of where they live. From this we have developed a full environmental improvement plan and will be investing 75k into the area this year • Carried out improvement works on Anchor Close to make the area more secure for residents • The old church site has been demolished and a local graffiti art commissioned to paint the hoardings with input from local residents to help with the designs • Provided support to the Queen of Hearts in who have supported over 900 people and 176 of our tenants with food provision • Another successful Kops and Kids carried out in partnership with Cheshire Police to provide activities for children during the school holidays • Annual gardening competition ran in Runcorn with winners from all areas. This has allowed us to celebrate the great work by our tenants and promote improving the appearance of the neighbourhood
Picton	<ul style="list-style-type: none"> • As part of Hate Crime Awareness week delivered a number of customer engagement sessions with LCC to speak to local residents about their experiences, how Hate Crime has affected them and think about what more can be done to stop this in the future • Working in partnership with LCC and other RSLs in Liverpool to provide a bespoke response to COVID-19 and the homelessness crisis by rehousing all people facing homelessness in Liverpool providing additional support through our Financial Inclusion and Tenancy Support Teams and supported the through is securing an additional £150,000 for furniture provision • Target campaign to customer with a high level of arrears and court proceedings where action had been adjourned at the start of lockdown to promote contact so we can put support in place • Financial Inclusion Campaign aimed at promoting the services of the Financial Inclusion Team and the support they can provide to customer

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Princes Park	<ul style="list-style-type: none"> • As part of Hate Crime Awareness week delivered a number of customer engagement sessions with LCC to speak to local residents about their experiences, how Hate Crime has affected them and think about what more can be done to stop this in the future • Working in partnership with LCC and other RSLs in Liverpool to provide a bespoke response to COVID-19 and the homelessness crisis by rehousing all people facing homelessness in Liverpool providing additional support through our Financial Inclusion and Tenancy Support Teams and supported the through is securing an additional £150,000 for furniture provision • Targeted campaign to customer with a high level of arrears and court proceedings where action had been adjourned at the start of lockdown to promote contact so we can put support in place • Financial Inclusion Campaign aimed at promoting the services of the Financial Inclusion Team and the support they can provide to customer • Completed the refurbishment of 9 Affordable Rent properties at Upper Parliament Street • Started cyclical painting programme carried to improve the appearance and condition of a number of blocks throughout the neighbourhood
Riverside	<ul style="list-style-type: none"> • As part of Hate Crime Awareness week delivered a number of customer engagement sessions with LCC to speak to local residents about their experiences, how Hate Crime has affected them and think about what more can be done to stop this in the future • Working in partnership with LCC and other RSLs in Liverpool to provide a bespoke response to COVID-19 and the homelessness crisis by rehousing all people facing homelessness in Liverpool providing additional support through our Financial Inclusion and Tenancy Support Teams and supported the through is securing an additional £150,000 for furniture provision • Targeted campaign to customer with a high level of arrears and court proceedings where action had been adjourned at the start of lockdown to promote contact so we can put support in place
St. Helens	<ul style="list-style-type: none"> • Targeted campaign to customer with a high level of arrears and court proceedings where action had been adjourned at the start of lockdown to promote contact so we can put support in place
Sefton	<ul style="list-style-type: none"> • Targeted campaign to customer with a high level of arrears and court proceedings where action had been adjourned at the start of lockdown to promote contact so we can put support in place
Sefton Park	<ul style="list-style-type: none"> • As part of Hate Crime Awareness week delivered a number of customer engagement sessions with LCC to speak to local residents about their experiences, how Hate Crime has affected them and think about what more can be done to stop this in the future • Working in partnership with LCC and other RSLs in Liverpool to provide a bespoke response to COVID-19 and the homelessness crisis by rehousing all people facing homelessness in Liverpool providing additional support through our Financial Inclusion and Tenancy Support Teams and supported the through is securing an additional £150,000 for furniture provision • Targeted campaign to customer with a high level of arrears and court proceedings where action had been adjourned at the start of lockdown to promote contact so we can put support in place

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Speke & Garston	<ul style="list-style-type: none"> • Continue to address Anti-Social behaviour by working in partnership with Theatre Project to Deliver Virtual Workshops to Children and Young People in Picton and Speke/ Garston to tackle the issues of Knife Crime • A Joint project with LCC and disarm to increase recycling rates and reduce incidences of fly tipping. Speke and Garston have dedicated environmental days that are co-hosted with SLH and LCC to ensure that the environmental issue are addressed to reduce the risk of arson on the run up to Bonfire Night • Working in partnership with LCC and other RSLs in Liverpool to provide a bespoke response to COVID-19 and the homelessness crisis by rehousing all people facing homelessness in Liverpool providing additional support through our Financial Inclusion and Tenancy Support Teams and supported the through is securing an additional £150,000 for furniture provision • Targeted campaign to customer with a high level of arrears and court proceedings where action had been adjourned at the start of lockdown to promote contact so we can put support in place • Financial Inclusion Campaign aimed at promoting the services of the Financial Inclusion Team and the support they can provide to customer • Help improve the environment and appearance of the neighbourhood by delivering a joint clean up day with LCC in Speke • Developed and delivered a youth project with KMC in St Nicholas Academy in Garston
Windmill Hill	<ul style="list-style-type: none"> • Continued to address anti-social behaviour in the neighbourhood through a burglary project delivered in partnership with Cheshire Police. Delivered burglary packs to 200 residents of Windmill Hill to help improve security and help people feel safe in their homes • Targeted campaign to customer with a high level of arrears and court proceedings where action had been adjourned at the start of lockdown to promote contact so we can put support in place • Annual gardening competition ran in Runcorn with winners from all areas. This has allowed us to celebrate the great work by our tenants and promote improving the appearance of the neighbourhood
Wirral	<ul style="list-style-type: none"> • Target campaign to customer with a high level of arrears and court proceedings where action had been adjourned at the start of lockdown to promote contact so we can put support in place

In the community.



New Community Shop - Walton Road



Onward staff and police delivering burglary prevention packs in Runcorn.



Clean Up Day Beechwood

In the community.



Supporting local groups in Beechwood with the delivery of food parcels



Artwork commissioned at the old Church Site Murdishaw



One of the winning entries of the Runcorn gardening competition.