



## PRINCES PARK NEIGHBOURHOOD PLAN

*Making a positive difference in Princes Park*

Onward will seek to make a positive difference in Princes Park by supporting the development of a safe, green and clean 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).

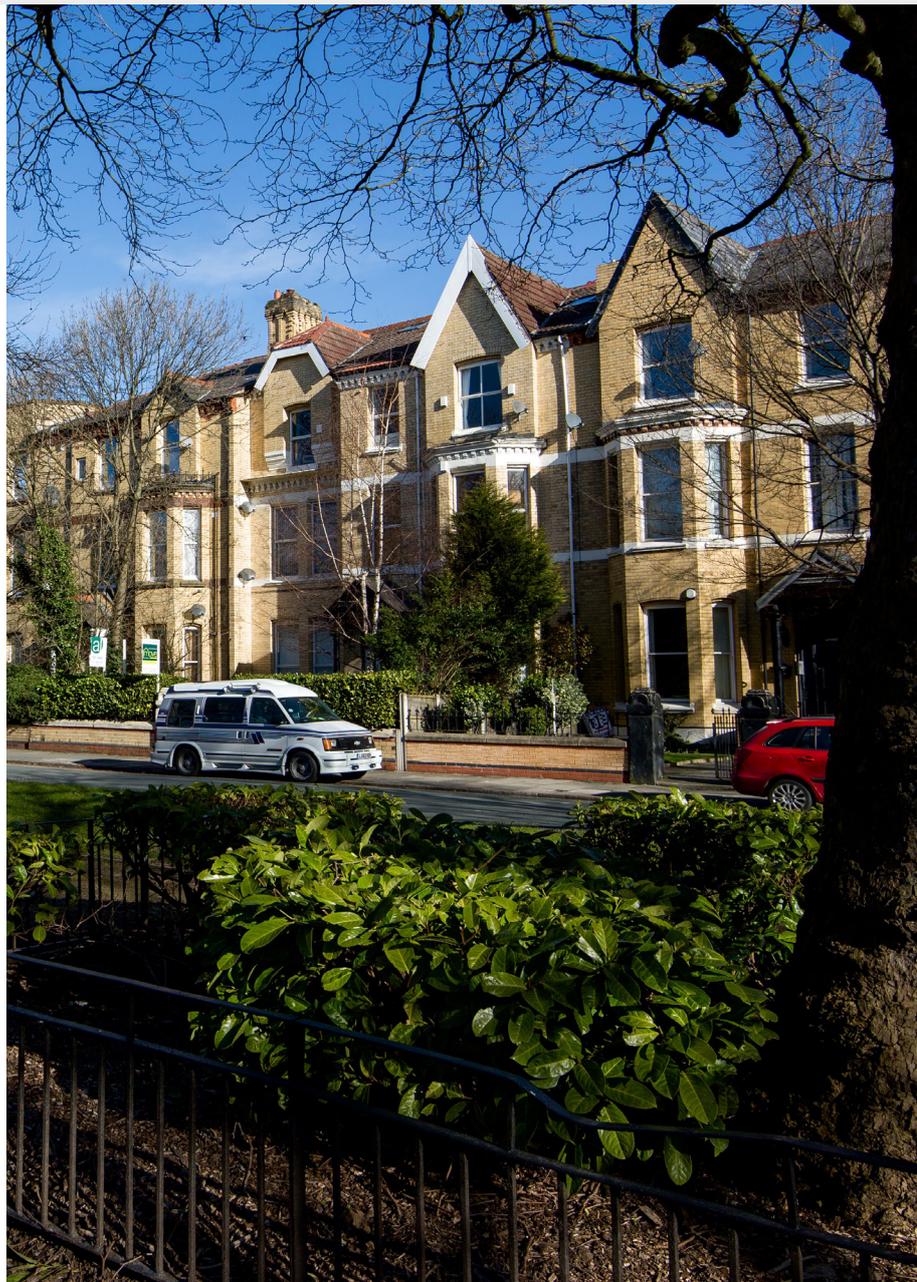


### PRINCES PARK

Onward manages 612 properties in the L8 postcode area of Liverpool.

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

**“ I am very satisfied with how Onward have helped me when living on my own for the first time after losing my mother to breast cancer. They have been very helpful. ”**



## WHAT CUSTOMERS ARE TELLING US ABOUT PRINCES PARK

Feedback from customers in Princes Park gathered from our STAR survey revealed that residents feel safe in their homes and neighbourhoods, and that tenants believe their homes provide value for money. 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>• 68% of customers have had repairs to their homes in the past 12 months</li><li>• 37% of customers are not satisfied with the quality of work completed at their home</li></ul>  |
| Environment and environmental services | <ul style="list-style-type: none"><li>• 25% of customers said that littering is a key issue while 22% say that dog fouling is a key issue</li><li>• A significant number of customers believe that their communal areas are in poor state of cleanliness</li></ul>  |
| Antisocial behaviour (ASB)             | <ul style="list-style-type: none"><li>• 17% of customers do not feel safe in their homes</li><li>• 16% of customers don't feel safe in their neighbourhood</li><li>• 11% of customers believe drug misuse is a key issue</li><li>• 62% of customers are not satisfied with how reports of ASB are handled</li></ul> |
| Communication                          | <ul style="list-style-type: none"><li>• 46% of customers do not find it easy to contact the relevant Onward colleague</li><li>• 36% of customers said their queries are not resolved at the first point of contact</li><li>• 3/5 customers are not satisfied with how their complaints are handled</li></ul>        |



“ In my experience, staff have generally been helpful and polite. ”

“ This is a special community. Please let it survive. Be the leaders in keeping it that way. ”

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

| Our aims                                     | What we will do  |
|--|--|
| Improve our repairs and maintenance services | <ul style="list-style-type: none"><li>• Ensure that repairs are completed as “right first time” and to a satisfactory standard</li><li>• Increase resources in our Contact Centre to ensure that repairs can be resolved promptly</li></ul>  |
| Improve, manage and maintain the environment | <ul style="list-style-type: none"><li>• Support Liverpool City Council in the delivery of Euro bins to help reduce fly tipping</li><li>• Take action against fly tipping</li></ul>   |
| Continue to address ASB                      | <ul style="list-style-type: none"><li>• Encourage reporting and respond effectively to reports of ASB</li><li>• Ensure tenancy conditions are being met</li><li>• Work in partnerships such as the DISARM partnership to address community safety issues like youth ASB</li><li>• Deliver a knife crime campaign to address the levels of knife violence</li></ul> |
| Improve communication                        | <ul style="list-style-type: none"><li>• Have a visible Onward presence in the neighbourhood</li><li>• Promote and host monthly drop-in events at the Community Centre, Kelvin Grove</li><li>• Promote the My Onward Portal</li></ul>   |



## DELIVERING OUR COMMITMENTS

We will provide customers with feedback on progress made in Princes Park 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.

