

Plus Dane VOICES

Kirkby Neighbourhood Plan survey Nov 23

Why did we ask for your **feedback**?

We listened to your views on the issues affecting you in your home & neighbourhood

What did you say & what **changes** will we make using your **feedback**?

<p>45 of you completed the survey </p>	<p>44% of you have lived in the Kirkby Neighbourhood for over 10 years</p>	<p>A majority of you are NOT thinking about moving in the next 12 months </p>	<p>Most of you rate the size of your home & your external environment as good/very good</p>
<p>31% of you rated issues involving youths congregating as poor/very poor</p>	<p>25% of you rate issues with garden conditions as poor/very poor </p>	<p>64% of you rate the energy efficiency of your home as good/very good </p>	<p>25% of you rated issues involving noise from neighbours as poor/very poor </p>

What you said		Actions we will take	Target Date
The top three areas you would like Plus Dane to focus on are:	Environmental You wanted more support for older customers to maintain their gardens, to keep green spaces clear & provide play areas for children to enjoy.	Customers are responsible for the maintenance of their gardens unless they are communal gardens which Plus Dane maintains and customers pay a service charge. We will introduce twice yearly neighbourhood days with staff on site in particular locations in Kirkby. The first will be on the St Kevin's estate on 4 April 2024. We will work with our partners including Knowsley Council & other housing providers to assist with the promotion of activities for young people.	August 25
	Anti-Social Behaviour You want us to remove graffiti, deal with noisy neighbours, act quicker when dealing with noise complaints, provide education to respect neighbours & property.	We will always respond to reports of noise and other forms of anti-social behaviour. It can be sometimes challenging to achieve the resolution customers are looking for and where it is possible, it can take some time. We will always do all we can with the support of those affected to get the most appropriate resolution. We will highlight environmental concerns & involve dual working with police & other partners through the introduction of twice-yearly neighbourhood days in differing areas of Kirkby where Plus Dane have homes.	August 25
	Litter & Flytipping You wanted help to keep the streets clean, sort out bins being left out & litter issues.	We will work with our communications team to provide links to residents for reporting issues with litter & bins to Knowsley Council. We will use the planned neighbourhood days to help highlight problem areas that we can address.	August 26

What you said	Actions we will take	Target Date
20% of you rate issues with damp/mould as poor/very poor.	The Housing team has contacted all customers who completed the survey & rated issues with damp & mould as poor / very poor & have taken appropriate action.	March 24
15% of you rate the energy efficiency of your home as poor/very poor.	We will look into the EPC information of our homes in Kirkby targeting those that have rated their energy efficiency as low with our Asset team & will investigate how this can be improved.	March 25
A number of you wanted to get involved with support with employment, health & wellbeing, food support, benefit advice or digital support.	All customers who requested specific support have been contacted directly by the Engagement team & referred to specific support as required.	Mar 24
29% of you rate the sense of community with neighbours as average.	We will meet with partners & establish community activities, which we will promote & provide a link to from our website.	March 25

For more information on how customer feedback improves our services visit our website www.plusdane.co.uk & search for the **You Said, We Did** page.

