You said We did

The Market Place

June 2026

Earlier this year, members of our Tenant Voice Team (TVT) carried out four mystery shopping visits at our community shop, The Market Place, to help us understand what's working well and where we can improve. We also surveyed our customers to gather feedback on their overall shopping experience to help us identify areas for improvement.

What you said

1. Offer a wider range of products, including more everyday essentials customers can rely on.
2. Introduce small, community-friendly touches like free tea or coffee for customers or a children's area.
3. Some people felt embarrassed or worried about stigma when attending, or thought others needed it more.
4. Limited opening times during working hours is a barrier to using the shop.
5. Make The Market Place easier to find by improving the signage.

What we're doing

- We've moved to ordering smaller amounts more often, so customers can enjoy a fresher, wider range of items, including the everyday essentials they need.
- We're making more of The Market Place Social, giving customers a welcoming space to enjoy refreshments and relax before or after their visit to the shop.
- We're updating the application process and promoting the benefits, so people feel more comfortable and confident shopping. The shop also helps the environment by giving surplus food a second life instead of letting it go to landfill.
- We're trialing extended opening hours from 4pm–6pm, starting on Thursday 2 July. This will be on a trial basis only and we will update customers on how this goes.
- We're reviewing the signage to make it clearer and easier to spot from outside. We'll also include links to the address in our digital communications to help more people find us.

southliverpoolhomes.co.uk/get-involved/

South Liverpool Homes

You said
We did

Grow Speke

June 2026

Following a review of our community garden, Grow Speke, we have taken forward a number of actions to improve accessibility, participation and community use of the site. This includes exploring funding for a multi-purpose building, working with schools to boost participation, and developing partnerships to expand activities at Grow Speke.

What you said	What we're doing
1 Develop an onsite multi-purpose building to make Grow Speke more accessible.	We are exploring funding opportunities for a multi-purpose building that can support activities, training, and events all year-round. Designs for building on site are been drawn up and will be shared with volunteers for feedback.
2 Engage local schools to increase participation at Grow Speke.	We are working with local schools to identify barriers to participation and create more opportunities for pupils, staff and families to get involved.
3 Develop partnerships with local organisations to deliver more activities at Grow Speke.	We are building relationships with community organisations, charities, and local groups to increase the range and frequency of activities delivered at Grow Speke. Five Children's Centre are now delivering sessions from the site.
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