

Housing Services Neighbourhood Management Area 1

Annual Action Plan 2017/18
Cannock



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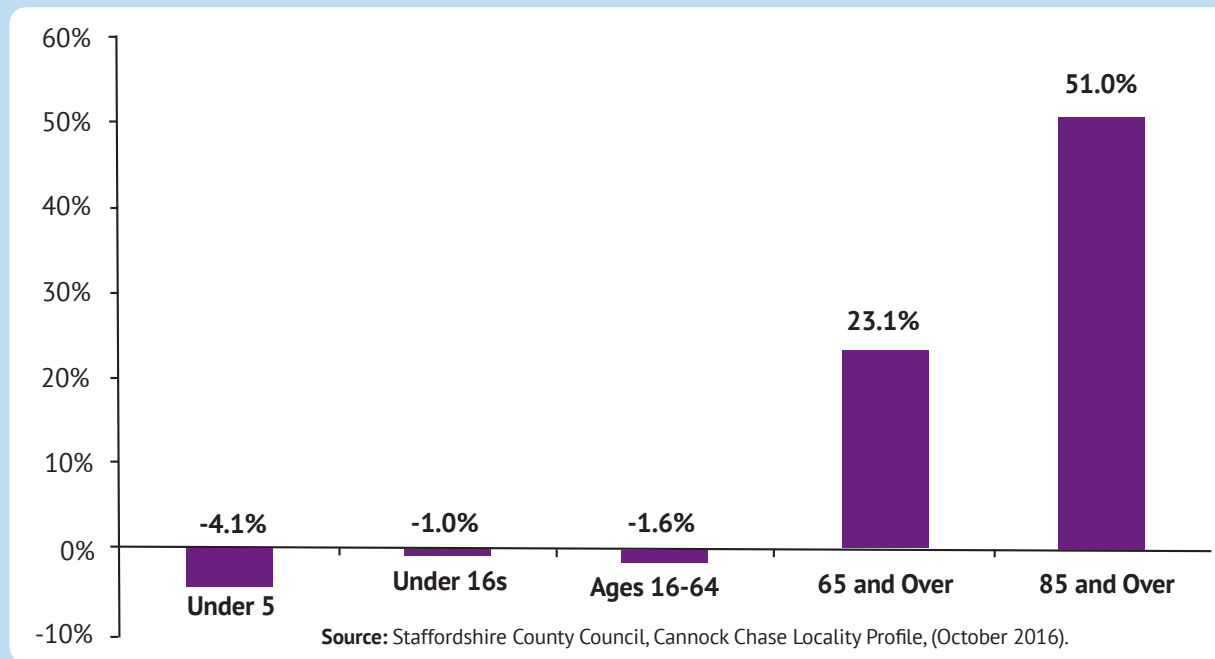
District Overview

Cannock Chase Council owns and manages an overall housing stock of 5,164 properties ranging from 94 sheltered units within the four sheltered schemes through to four bedroomed houses. Its homes comprise of 2,174 houses, 976 low rise flats/maisonettes and 1,920 bungalows let to older people, people with disabilities or a medical need.

Cannock Chase's Usual Resident Population was 98,535 in 2015. The District population is anticipated to change in age profile during the period 2015-2025, with a decline in younger residents accompanied by a much larger increase in older-age residents, as illustrated on the chart below.

*All stock numbers relate to 1 April 2017 and subject to change.

Population Change in Cannock Chase: 2015-2025



About the Plan

This plan has been developed to address some of the Housing Services objectives and it sets down any priority needs and compliments some of the priorities identified within the Corporate Priority Delivery Plan. It is a work in progress, and will change over the year as new priorities and opportunities arise.

Attached with this plan is an estate profile of the housing estates that sit within the Neighbourhood area with a record of any proposed programmed works. The plan will give Housing staff and partners an opportunity to target a particular estate that is in need of attention with the emphasis on focusing on those particular tasks or projects identified and achieve the desired outcomes required. A mini plan will be developed to focus on a particular estate throughout the year.

2011 Census data for Cannock Chase shows that the ethnic group 'White British' comprised a smaller proportion of the District population in 2011 (96.5%) compared to 2001 (97.5%). Cannock Chase is becoming more ethnically diverse, with 2011 Census results revealing a growth in the number of residents who identified themselves with different ethnic groups since 2001.



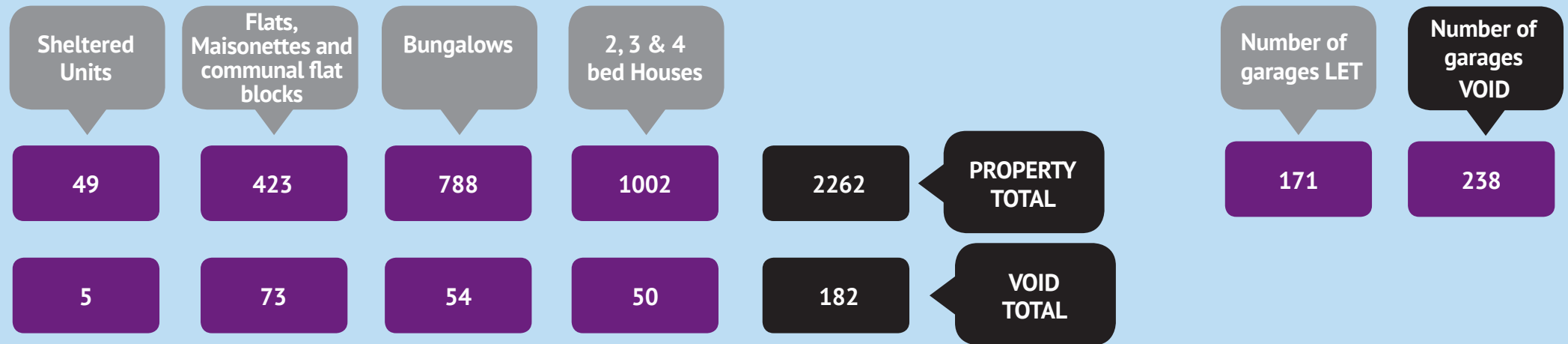
Service Standard	Task or project	Specific desired outcomes	Implementation timescale
<p>Estate Management</p> <p>Partners involved:</p> <p>Environmental Health, Waste Management, Street Scene, Parks & Open Spaces, Communications, Community Consultation Engagement Officer</p> <p>Staffordshire County Highways, Staffordshire Fire Service</p> <p>Rumer Hill Tenants and Residents Association</p>	Proposed Minor Works	Install new 'no parking signage' and repaint the white parking lines – (Hawkesville)	September 2017
	Love Your Block Campaign	Conduct Resident Satisfaction Surveys & introduce a better Incentive Scheme for Block Resident Champions – (Walsall Road area) Love Your Block Campaign – (Walsall Road area)	July - August 2017 8th September 2017
	Grounds maintenance Contract	Review of Grounds Maintenance Contract. Introduce Void Garden Lettable Standard District wide.	October 2017 August - October 2017
	Estate Caretaking Review	Introduce mobile working device. Review Service Standards & Communal Block Inspection Ratings.	Completed May 2017 Completed May 2017
	Maintain Council Stock to the Decent Homes Standard	Enhancement of Council homes and Council estates through the External Improvement Programme, Kitchen & Bathroom Improvements, Electrical Upgrades, Window Programme.	Annual See page 9, estate programme schedule 2017/18

Service Standard	Task or project	Specific desired outcomes	Implementation timescale
<p>Anti-Social Behaviour</p> <p>Partners:</p> <p>Staffordshire Police, Victim Gateway, Environmental Health, NHS Trust, Staffordshire Women's Aid</p>	<p>Review the existing Anti-Social Behaviour Policy Strengthen priority to tackle ASB as swiftly as possible with a victim led approach.</p>	<p>Introduce customer satisfaction surveys upon case closure.</p> <p>'Safe as Houses' review security measures to be installed by our in-house repairs and maintenance team for efficiency savings.</p>	<p>Completed April 2017</p> <p>Completed May 2017</p>
	<p>Safeguarding People</p>	<p>Role out 'Concern Cards' to all staff - to assist with prioritising any safeguarding issues identified - District wide</p>	<p>Completed May/June 2017</p>
	<p>Community Safety Delivery Plan</p>	<p>Identify 'Hot Spot Areas' through sharing information and effective partnership working attendance at Community Safety Hub Meetings - Target (Redhill Road area)</p>	<p>August - December 2017</p>

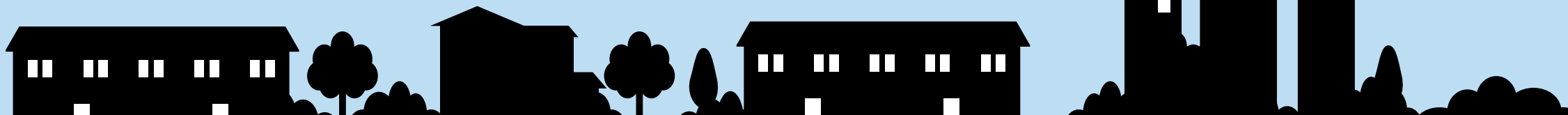
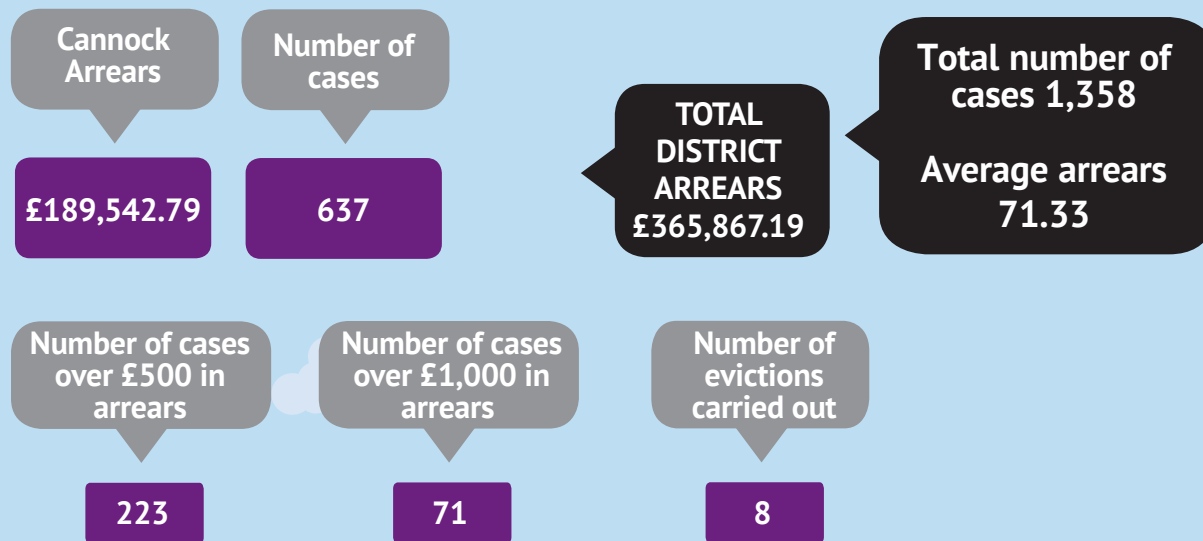


Service Standard	Task or project	Specific desired outcomes	Implementation timescale
<p>Sustaining Tenancies</p> <p>Partners:</p> <p>Building Resilient Families Project, Citizens Advice Bureau CAB, NHS Trust, Richmond Fellowship, Local Taxation & Benefits Division, Prince's Trust</p>	<p>Strengthen networking with agencies to reduce homelessness.</p> <p>Raise aspirations for learning and employment through training and voluntary work to reduce worklessness.</p> <p>Address affordability through welfare advice and budgeting plans.</p>	<p>Introduce pre-tenancy strategy with prospective tenants prior to allocation. 'Right property for the right person'.</p> <p>Cohesive working with Building Resilient Families Project. Aim to reduce abandonment and void turnover.</p> <p>Implement 'Star Survey' to obtain customer service satisfaction information.</p>	<p>August - October 2017</p> <p>April 2017 (ongoing)</p> <p>July - August 2017</p>
<p>Tenancy Management</p> <p>Partners:</p> <p>DWP/Local Taxation & Benefits Division, Citizens Advice Bureau (CAB)</p>	<p>Improve early intervention to provide a better service to prospective tenants and obtain customer profile information.</p> <p>Role out a raise awareness campaign to encourage people to report Tenancy Fraud.</p>	<p>Introduce new tenancy settling in visits. Increase secure tenancy audit visits to target those households that have never received tenancy audit - (Redhill Road area)</p> <p>Introduce Mobile Working devices to staff to improve efficiency and effective working.</p>	<p>August 2017</p> <p>September 2017</p>
<p>Meet Affordable Housing & Increase the Council's Housing Stock</p> <p>Partners:</p> <p>Cannock Chase Council Strategic Housing Contractors: Novus Property Solutions</p>	<p>Redevelopment of Garage Sites.</p> <p>Completion of new build lettings.</p> <p>Enhance the appearance of Housing Estates.</p>	<p>Hannaford Way - 3 x 2 bedroom bungalows 3 x 2 bedroom houses (Hawkesville)</p> <p>Berwick Drive - 2 x 2 bedroom bungalows 3 x 2 bedroom houses (Ascot Estate)</p> <p>Brunswick Rd - 4 x 2 bed houses</p> <p>Cornhill, Chadsmoor - 3 x 2 bedroom houses (Jubilee)</p> <p>Speedy Close, Cannock - 4 x 2 bedroom bungalows (Jubilee)</p>	<p>March 2018</p> <p>November 2017</p> <p>September 2018</p> <p>September 2018</p> <p>September 2018</p>

Neighbourhood Area 1 - Annual End of Year Void & Rent Arrears Profile 2016/17



Rent Arrears Breakdown as at 1.4.17



Neighbourhood Area 1 - Estate Programme Schedule

Area	Ward	Councillors	Programmed Works	Street list
Walsall Rd Area	Cannock South	Paul Witton, John Kraujalis, Maureen Freeman	Kitchen, Bathroom & Window Refurbishment 2017/18	Carfax, Caxton Court, High Bank, Hunter Road, Keble Close, Oriel Close, Spring Street, Trinity Close, Walhouse Street. Garage sites: Railway Street, Hunter Road, Keble Close, Trinity Close,
Redhill Road Area	Cannock North	Frank Allen, Jessica Cooper, Gordon Alcott		Benion Road, Central Avenue, Bowes Drive, Princess Street, James Street, Redhill Road, Rigby Drive, Wrights Avenue.
Cannock South	Cannock South	Paul Witton, John Kraujalis, Maureen Freeman		Forrest Avenue, Harrison Road, St. Johns Road, Hampton Street, Laburnum Avenue, Lilac Avenue, Mosswood Street, Longford Green, Longford Road, Walsall Road Garage sites: Laburnum Avenue
Hawkesville	Cannock East	Muriel Davis, Tony Johnson, Chris Mitchell		Barnard Way, D'urberville Walk, Exonbury Walk, Hannaford Way, Melbury Way, Melchester Walk, Wessex Drive
Ascot Estate	Cannock South	Paul Witton, John Kraujalis, Maureen Freeman		Ascot Drive, Banbury Road, Berwick Drive, Carlisle Road, Conway Road, Ellesmere Road, Filey Close, Haslemere Grove, Kendal Court, Leamington Close, Longford Court, Repton Close, Salcombe Close, Skipton Place, Southgate, Stirling Place, Wellington Drive, Whitby Way Garage sites: Bideford Way
Bevan Lee	Cannock North	Frank Allen, Jessica Cooper, Gordon Alcott	External Envelope Maintenance Works 2017/18	Anglia Road, Bevan Lee Road, Cambria Street, Celtic Road, Gaelic Road, Pye Green Road (129-131a, 136-160 not inclusive) Scotia Road.
Jubilee	Cannock North	Frank Allen, Jessica Cooper, Gordon Alcott	External Envelope Maintenance Works and Window Refurbishment 2017/18	Abbotsfield, Elizabeth Road, Festival Court, Limepit Lane, Lotus Drive, Snowdon Road, Bath Road, Trent Road, Wells Close, Westminster Road, Windrush Road, Holly Street, Prince Street, Clarion Way, Pye Green Road (398-413) Garage sites: Festival Court, Prince Street

Area	Ward	Councillors	Programmed Works	Street list
Jubilee (continued)	Cannock North	Frank Allen, Jessica Cooper, Gordon Alcott		Addison Close, Cavans Close, Cornhill, Elgar Close, Glen Close, Grasmere Place, Milton Road, Moorland Road, Speedy Close, St. Aidans Road, Woodside Place.
Johnson Road	Cannock North	Frank Allen, Jessica Cooper, Gordon Alcott		Boswell Road, Garrick Road, Johnson Road, Shakespeare Grove, Stafford Road. Garage sites: Johnson Road, Stafford Road
Longford & Avon	Cannock South	Paul Witton, John Kraujalis, Maureen Freeman		Avon Road, Dee Grove, Don Grove, Derwent Close, Tame Grove Garage sites: Longford Grove, Avon Road
Brunswick Road	Cannock North	Frank Allen, Jessica Cooper, Gordon Alcott	External Envelope Maintenance Works 2017/18	Baltic Close, Brunswick Road, Lysander Way, Old Fallow Avenue, (31-41 & 76a-96a) Pye Green Road, Southbourne Place, Fallowfield, Mulberry Road Garage sites: Brunswick Road, Pye Green Road (part)
St James' Estate	Cannock West	Hyra Sutton, Paul Snape, Doug Smith		Beech Tree Lane, Birch Avenue, The Willows, St. James Road, Maple Crescent, Oaks Drive, Elms Drive.
Broomhill & Poets Estate	Cannock North	Frank Allen, Jessica Cooper, Gordon Alcott		Byron Place, Keats Avenue, (224-234 & 290-308) Pye Green Road, Shelley Road, Albert Street, Cemetery Road, Edward Street, Longfellow Place, Somerset Place, Victoria Street, Albion Place Garage sites: Victoria Street, Albion Place
Bridgtown	Cannock South	Paul Witton, John Kraujalis, Maureen Freeman	Kitchen and Bathroom 2017/18 (subject to survey)	Broad Street, Church Street, Cross Street, North Street, Park Street, Union Street, Watling Street
Rumer Hill	Cannock South	Paul Witton, John Kraujalis Maureen Freeman Active Tenant & Residents Association RUMER HILL	Kitchen and Bathroom 2017/18 (subject to survey)	Devon Green, Devon Road, Lincoln Drive, Oxford Road, Oxford Green, Salop Drive, Surrey Close, Warwick Close, Worcester Close, York Road Garage sites: Surrey Close, Salop Drive, Worcester Close

Area	Ward	Councillors	Programmed Works	Street list
Norton Canes	Norton Canes	John Preece, Mike Hoare, Zaphne Stretton	Kitchen and Bathroom 2017/18 (subject to survey)	Blenheim Road, Braemar Road, Butts Lane, Red Lion Avenue, Red Lion Crescent, Red Lion Lane, Brownhills Road Garage sites: Brownhills Road Cherry Tree Road, Elm Road, Norton East Road, Park Avenue, Park Road, Poplar Street, Railway Street, School Close, School Road, Silverbirch Road, High Street, School Crescent Garage sites: Cherry Tree Road
Breeze Ave	Norton Canes	John Preece, Mike Hoare, Zaphne Stretton	Kitchen and Bathroom 2017/18 (subject to survey)	Breeze Avenue, Pool Avenue, St James Road, Jerome Drive, Jerome Road, Yew Tree Close Garage Sites: Yew Tree Close, Breeze Avenue, Pool Avenue



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large print and in the following languages on request to
Cannock Chase Council on 01543 462621.

