

Housing Services Neighbourhood Management Area 2

Annual Action Plan 2017/18
Hednesford



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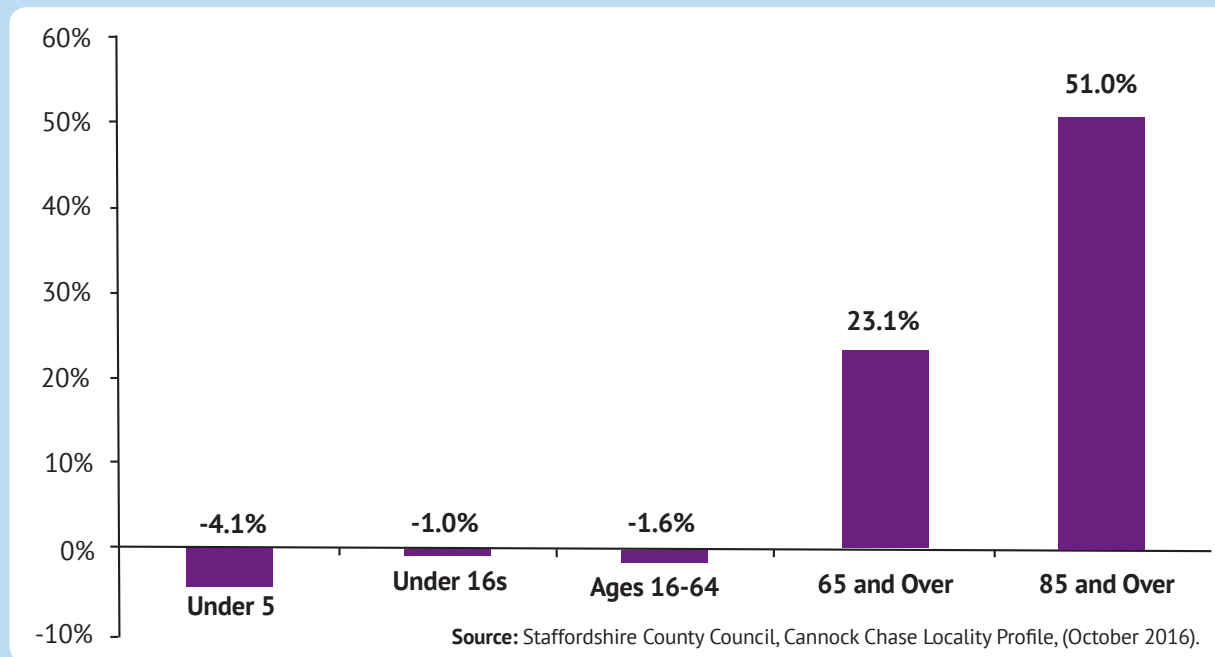
District Overview

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 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 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.



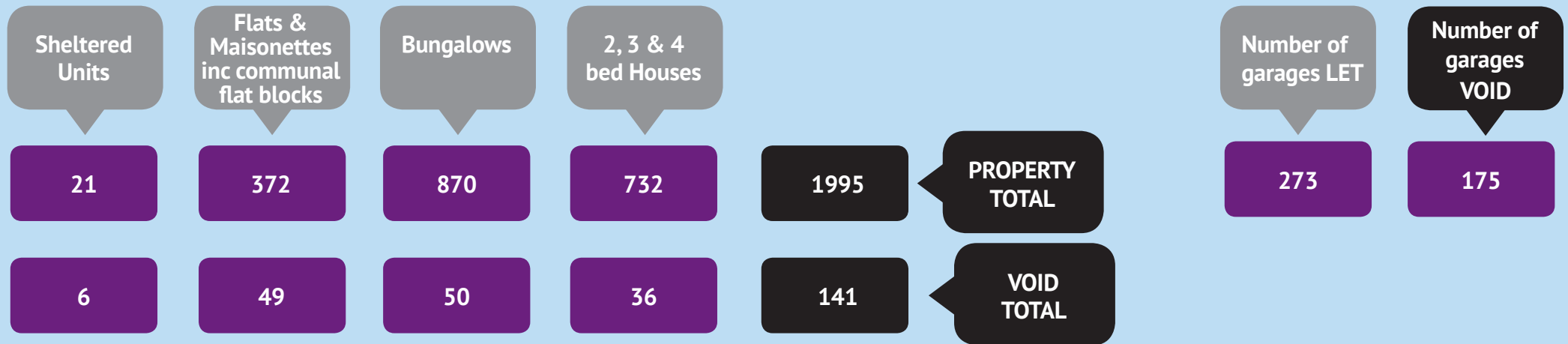
Service Standard	Task or project	Specific desired outcomes	Implementation timescale
<p>Estate Management</p> <p>Partners involved:</p> <p>Environmental Health, Waste Management, Street Scene, Parks & Open Spaces, Communications, Community Consultation Engagement Officer</p> <p>Staffordshire County Highways, Staffordshire Fire Service</p> <p>Spectrum & CORA Tenants & Residents Association</p>	Proposed Minor Works	Communal Block Euro Bin Project Install covered bin stores to combat rubbish dumping and flytipping - (Moss Estate)	March 2018
	Love Your Block Campaign	Conduct Resident Satisfaction Surveys & introduce a better Incentive Scheme for Block Resident Champions – (Moss Estate)	18th August 2017
		Love Your Block Campaign – (Moss Estate)	28th August 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 - (Pye Green)</p>	<p>August 2017</p>

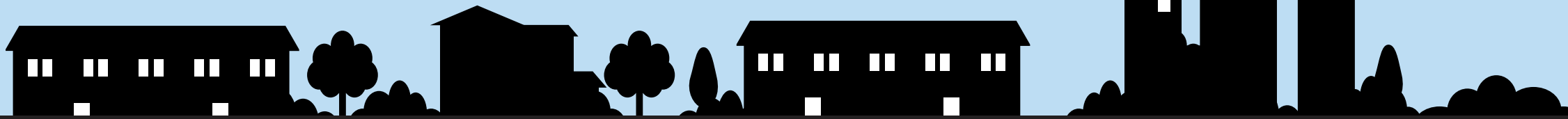
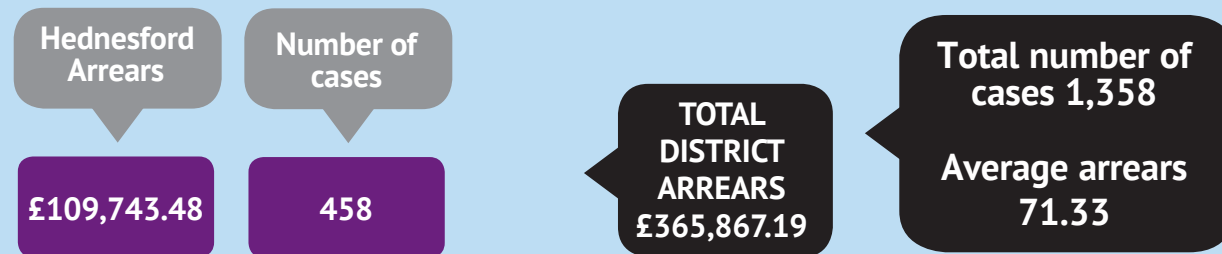


Service Standard	Task or project	Specific desired outcomes	Implementation timescale
<p>Sustaining Tenancies</p> <p>Partners:</p> <p>Building Resilient Families Project, Citizens Advice Bureau CAB, NHS Trust, Richmond Fellowship, Local Taxation & Benefits Division, Prince's Trust</p>	<p>Strengthen networking 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 - (Pye Green)</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: Keepmoat and 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>Woodland Close - 2 x 2 bedroom houses & 2 x 2 bedroom bungalows (Hednesford 1)</p> <p>65 New Build - 2, 3 & 4 bedroom houses (Moss Estate)</p> <p>Cannock Wood Street, Cannock - 3 x 2 bedroom houses (Hazelslade & Cannock Wood)</p> <p>Petersfield, Chadsmoor - 2 x 2 bedroom bungalows (Chadsmoor)</p>	<p>December 2017</p> <p>March 2018</p> <p>September 2018</p> <p>September 2018</p>

Neighbourhood Area 2 - Annual End of Year Void & Rent Arrears Profile 2016/17



Rent Arrears Breakdown as at 1.4.17



Neighbourhood Area 2 - Estate Programme Schedule

Area	Ward	Councillors	Programmed Works	Street list
Wimblebury	Heath Hayes East & Wimblebury	Alan Dean, Colin Lea, Diane Todd	Windows Refurbishment 2017/18	Acacia Grove, Arthur Street, Glover Street Hawthorne Road, John Street, Scott Street, St. Pauls Street, Sycamore Road. Garage sites: St Pauls Road, Acacia Grove
Rawnsley	Rawnsley	Bill Hardman, Claire Peake	Kitchen and Bathroom 2017/18 (subject to survey)	Aintree Close, Deerhurst Rise, Glovers Close, Goodwood Close, Jesmond Close, Kempton Close, Middleway, Sandown Close, Saunders Close, Slade View Rise, Warren Close, Westgate Beaudesert View, Littleworth Road (501-519), Rawnsley Road, St. Michaels Drive Garage sites: Saunders Close, Slade View Rise, Westgate, Beaudesert View, Littleworth Road, Deerhurst Rise
Chadsmoor	Cannock East	Muriel Davis, Tony Johnson, Chris Mitchell	Kitchen and Bathroom 2017/18 (subject to survey)	Arthur Street, Ash Grove, Camelot Close, Cannock Road, Cecil Street, Grace Moore Court, Huntington Terrace Road, Bailey Close, Moreton Street, Petersfield, Poplar Avenue, Taplow Place, Datteln Road, Grimley Way, St. Chads Close. Garage sites: Cecil Street, Arthur Street, Taplow Place
Lomax Road	Hednesford North	Sheila Cartwright, Doris Grice, Alan Pearson		Common View, Lomax Road, Wilcox Avenue, Woodland Close, Rowley Close, Broadhurst Green (35-107) Garage sites: Lomax Road, Wilcox Avenue
Pye Green	Hednesford North	Sheila Cartwright, Doris Grice, Alan Pearson	Windows Refurbishment 2017/18	Brindley Road, (578-884) Broadhurst Green, Pinetree Close, Plantation Road, Pye Green Road, Spruce Road, Croft Avenue, Tower Road, Mendip Road, Cedar Close, Cotswold Road, Heather Road, Clarkes Avenue, Cotton Grove Garage sites: Broadhurst Grove, Plantation Road, Cedar Close, Heather Road
Brindley Heath	Hednesford North	Sheila Cartwright, Doris Grice, Alan Pearson		Bracken Close, Brindley Crescent, Brindley Heath Road, Edison Close, Foxglove Walk, Gorse Way, Marconi Place, Briars Close
Hednesford 2	Hednesford North	Sheila Cartwright, Doris Grice Alan Pearson	External Envelope Maintenance Works and Kitchen and Bathroom 2017/18 (subject to survey)	Abbey Street, Blewitt Street, Ebenezer Street, Florence Street, Greenheath Road, Heath Street, Hillside Close, Telford Grove, Booth Street, Mcghie Street, Millpool Road, Sunrise Hill, Winsor Avenue, Mavis Road, Millicent Close. Garage sites: Hillside Close, Mcghie Street, Sunrise Hill, Millpool Road

Area	Ward	Councillors	Programmed Works	Street list
Hightown	Cannock East	Muriel Davis, Tony Johnson, Chris Mitchell	External Envelope Maintenance Works 2017/18	49-59 Belt Road, Bradford Street, Burgoyne Street, Dovedale, Haig Close, Muldoon Close, Webster Walk, High Grange, Platt Street, Queen Street, Smalley Close, Lee Walk, Mcgeough Walk. Garage sites: Stratford Way, Burgoyne Street, Belt Road, Dovedale
Planets Estate	Cannock East	Muriel Davis, Tony Johnson Chris Mitchell		Mercury Road, Montrose Close, Odin Close, Orion Way, Richmond Close, Saturn Road, Stratford Way, Thor Close Garage sites: Mercury Road, Montrose Close, Saturn Road
Hednesford 1	Hednesford North	Sheila Cartwright, Doris Grice, Alan Pearson		Bradbury Lane, Cobden Close, Howard Crescent, Kingsley Avenue, Mary Street, Metcalfe Close, Moore Street, Mountside Street, Mount Street, Passfield Avenue, Station Road, Wesley Place, Woodland Close, Shaftesbury Drive, Whitfield Road Garage sites: Cobden Close, Shaftesbury Drive
Stafford Lane	Hednesford South	Stuart Crabtree, Paul Woodhead		Anglesey Street, Eskrett Street, Stafford Lane, Sussex Drive, Hill Street, Splash Lane (98-130) Littleworth Road Garage sites: Anglesey Street, Stafford Lane, Sussex Drive
Green Heath	Hednesford Green Heath	George Adamson, Linda Tate	External Envelope Maintenance Works 2017/18	(186-192) Belt Road, Brooke Road, Foster Avenue, Gray Road, Pope Grove, View Street, Ward Street Garage sites: Brooke Road
Moss Estate	Cannock East	Muriel Davis, Tony Johnson, Chris Mitchell Active Tenants and Residents Association Spectrum		Arran Close, Crab Lane, Curlew Hill, Fircroft Close, Kelvin Drive, Moss Road, Sherwood Drive, Ulster Close, Buttermere Close, Andover Place, Ashbourne Close, Brooklands Road Garage Sites: Moss Rd Chatsworth Drive, Cleveland Drive, Cumberland Road, Glencoe Drive, Glendawn Close, Hawkyard Court, Larchwood Drive, Matlock Drive, Moss St, Patterdale Road, Kingsway Garage sites: Brooklands Road, Moss Street
Heath Hayes	Heath Hayes East & Wimblebury	Alan Dean Colin Lea Diane Todd	External Envelope Maintenance Works 2017/18	Cromwell Road, Gladstone Road, Lyndhurst Road, Brooklyn Road, Gorsemoor Road, Hednesford Road, Bank Street, Nicholls Way, Kent Place, Holston Close, Dorset Road, Wimblebury Road, Rutland Road Garage sites: Nicholls Way, Cromwell Road, Gladstone Road

Area	Ward	Councillors	Programmed Works	Street list
Hazel Slade & Cannock Wood	Rawnsley	Bill Hardman Claire Peake		Barnfield Way, Bentley Brook Lane, Cannock Wood Street, Chestall Road, High Meadow, Jenkinstown Road, Valley Road Garage sites: High Meadow, Valley Road
Prospect Village	Rawnsley	Bill Hardman Claire Peake Active Tenants & Residents Association CORA		Danby Drive, St Bernards Close, Ironstone Road, Briars Way Garage sites: Danby Drive, Ironstone Road
Melbourne Estate	Heath Hayes East & Wimblebury	Alan Dean Colin Lea Diane Todd		Boston Close, Darwin Close, Hobart Road, Melbourne Crescent, Melbourne Road Garage sites: Boston Close, Darwin Close, Hobart Road



For further information contact

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This leaflet can be provided in Braille, on audio cassette tape/disk,
large print and in the following languages on request to
Cannock Chase Council on 01543 462621.

