

# Housing Services

## Neighbourhood Management Area 3

Annual Action Plan 2017/18  
Rugeley





## Contacts

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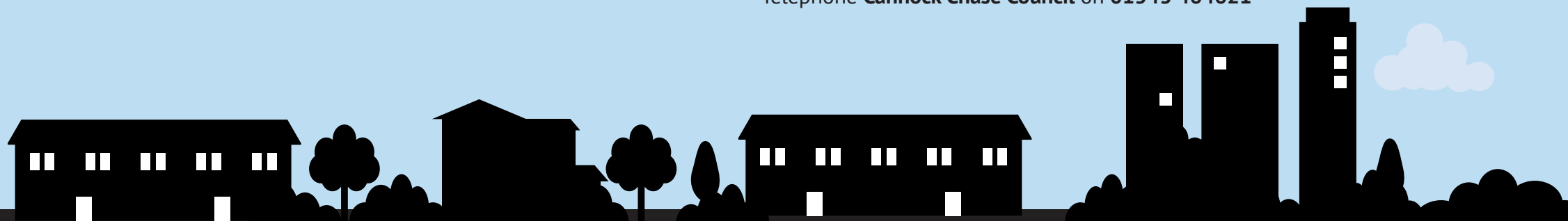
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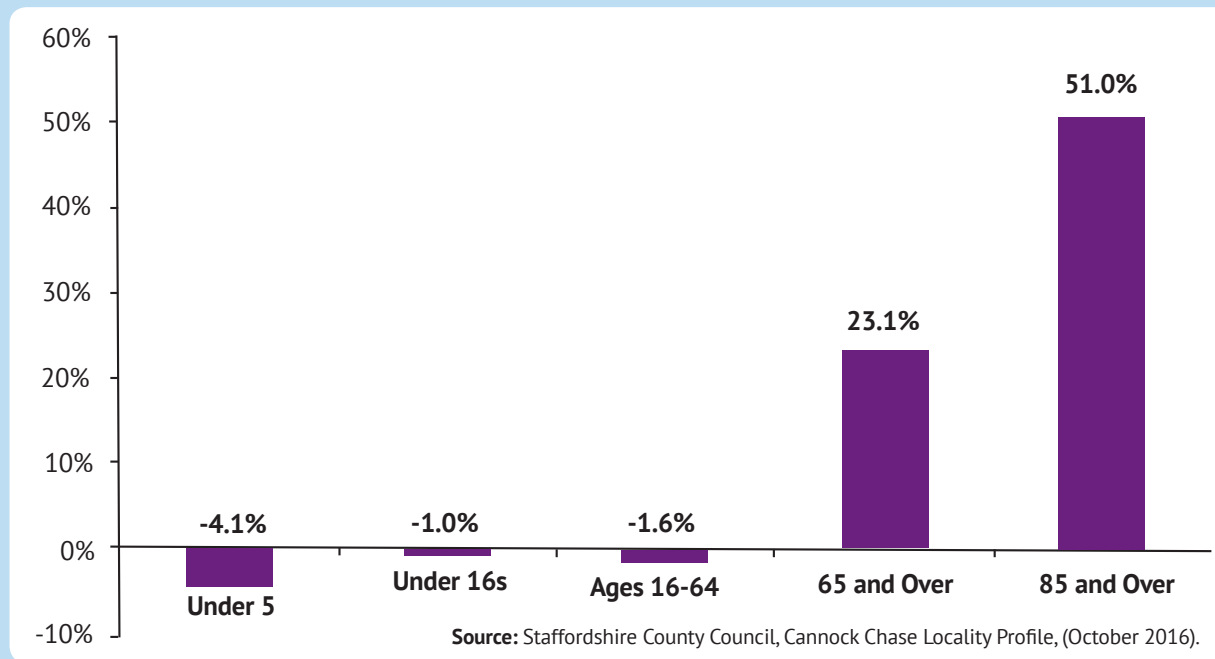
## District Overview

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.**



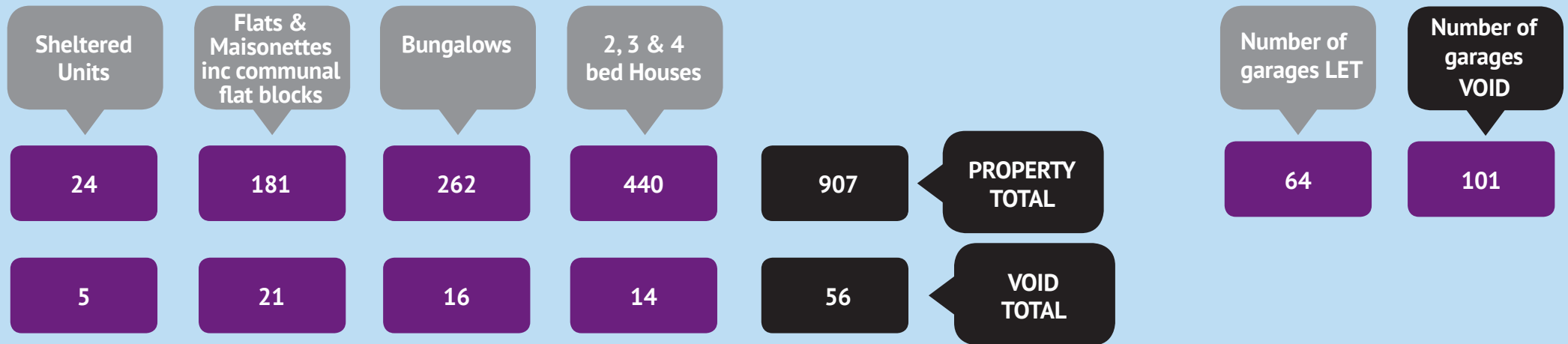
Service Standard	Task or project	Specific desired outcomes	Implementation timescale
<p><b>Estate Management</b></p> <p><b>Partners involved:</b></p> <p>Environmental Health, Waste Management, Street Scene, Parks &amp; Open Spaces, Communications, Community Consultation Engagement Officer  Staffordshire County Highways  Staffordshire Fire Service  Springfields Tenants &amp; Residents Association</p>	Proposed Minor Works	Re-plant all identified problematic shrub bed planters on Springfields – (Springfields)	March - October 2017
	Love Your Block Campaign	Conduct Resident Satisfaction Surveys & introduce a better Incentive Scheme for Block  Love Your Block Campaign – (Brereton)	August 2017  22nd 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><b>Anti-Social Behaviour</b></p> <p><b>Partners:</b></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 - <b>District wide</b></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 - (<b>Springfields</b>)</p>	<p>August - December 2017</p>

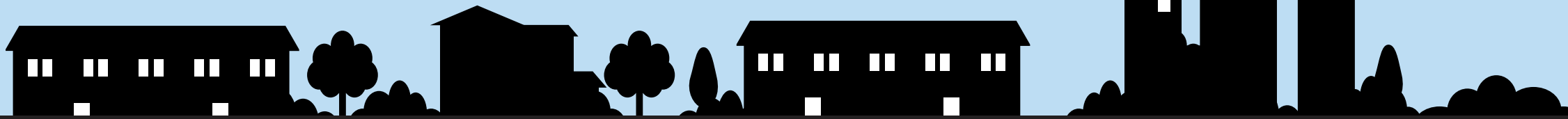


Service Standard	Task or project	Specific desired outcomes	Implementation timescale
<p><b>Sustaining Tenancies</b></p> <p><b>Partners:</b></p> <p>Building Resilient Families Project, Citizens Advice Bureau CAB, NHS Trust, Richmond Fellowship, Local Taxation &amp; Benefits Division, Prince's Trust</p>	<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><b>Tenancy Management</b></p> <p><b>Partners:</b></p> <p>DWP/Local Taxation &amp; 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 - (Springfields)</p> <p>Introduce Mobile Working devices to staff to improve efficiency and effective working.</p>	<p>August 2017</p> <p>September 2017</p>
<p><b>Meet Affordable Housing &amp; Increase the Council's Housing Stock</b></p> <p><b>Partners:</b></p> <p>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><b>Coulthwaite Way</b> - 6 x 2 bedroom houses (Brereton)</p> <p><b>Wood View</b> - 2 x 2 bedroom houses (Brereton)</p> <p><b>George Brealey Close</b> - 2 x 2 bedroom houses (Ravenhill &amp; Rugeley Town)</p>	<p>December 2018</p> <p>March 2018</p> <p>March 2018</p>

## Neighbourhood Area 3 - Annual End of Year Void & Rent Arrears Profile 2016/17



## Rent Arrears Breakdown as at 1.4.17





## Neighbourhood Area 3 - Estate Programme Schedule

Area	Ward	Councillors	Programmed Works	Street list
Brereton	Brereton & Ravenhill	Gerald Molineux Darren Foley & Alan Dudson		Coulthwaite Way, Cowlshaw Way, Gorse Road, Heath Road, Larch Road, Mckie Way, Myatt Way, Oak Tree Road, Ravenslea Road, The Green, The Rise , Wood View, Yew Tree Road, Beeches Road, Harley Close, Kelly Avenue, Madden Close, Ravenhill Terrace Setterfield Way, Sutton Close, Talbot Road <b>Garage sites: Ravenslea Road, Wood View, Harley Close, Madden Close Sutton Close</b>
Ravenhill & Rugeley Town	Brereton & Ravenhill	Gerald Molineux Darren Foley Alan Dudson		Attlee Crescent, Brereton Road, George Brearley Close, Springfield Avenue, Arch Street, Armitage Road, Forge Road, King Street, Mill Lane, Queen Street, Newman Grove
St Michaels	Brereton & Ravenhill	Gerald Molineux Darren Foley Alan Dudson	Window Refurbishment 2017/18	Arthur Evans Close, Birch Lane, Cedar Crescent, Coalpit Lane, Leasowe Road, Nursery Road, Redbrook Lane, Rowley Close Street, St. Michaels Drive, St. Michaels Rd, Swan Close <b>Garage sites: Arthur Evans Close</b>
Burnthill Lane	Hagley	Michelle Dudson Christine Martin		Burnthill Lane, Cross Road, Hill Street, Sandy Lane, Sarah Challinor Close, Somerville Terrace, Upper Cross Street <b>Garage sites: Cross Road, Somerville Terrace</b>
Hagley	Western Springs	Mick Grocott Anne Allt Carl Bennett		Bayswater Road, Browns Walk, Frank Gee Close, Frank Rogers Walk, James Warner Close, Jubilee Street, Park View Terrace, Wetherall Close, Garden View, Greenfields Drive, Green Lane, Hagley Road, Glenhaven, Hillsprings Court, St. Barbara House <b>Garage sites: Green Lane, Hagley Gardens</b>
Springfields	Etching Hill & The Heath	Stephanie Whitehouse Justin Johnson Jim Bowater <b>Active Tenants &amp; Residents Association SPRINGFIELDS</b>	Window Refurbishment 2017/18	Grindcobbe Grove, Harney Court, John Ball Close, Holyoake Place, Wat Tyler Close, William Morris Court, Allen Birt Walk, Jeffrey Close, Springfield Road, Aneurin Bevan Place, Byron Place, Lovett Court, Arthur Wood Place, Winstanley Place, John Till Close <b>Garage Sites: Allen Birt Walk, Jeffrey Close, Arthur Wood Place, John Till Close</b>

# Notes



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.

