

Local Services & Housing Delivery

Who's Who and How to Contact Us

Compiled by Local Services Business Improvement Team – 23/09/2014
Updated – 11/03/2015, 05/06/2015, 23/09/2015, 26/02/2016, 26/07/2016

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What we do

Neighbourhood Services

- Refuse collection and recycling service
- Bulky waste, hazardous household waste, garden and commercial waste collection services
- Household Waste Recovery Centres (HWRCs)
- Abandoned vehicles
- PFI Contract
- Waste Management
- Closed landfill sites aftercare
- Waste education and awareness raising
- Winter Maintenance (Support)
- Flooding and extreme weather response
- Street Cleansing
- Grounds Maintenance
- Parks & Urban Open Spaces
- Countryside and Public Rights of Way Maintenance, Management and Enforcement
- Cemeteries and Crematoria
- Markets
- Public Conveniences
- Fleet Management
- Mileage based lease car scheme
- Security and postal courier service

Technical Services

- Highways asset management, roads and bridges inspection
- Maintenance of roads, footways, cycleways, bridges and street lighting, including winter and severe weather response
- Network management, including parking and streetworks
- Design and project management of highway and transport improvement schemes
- Road safety training and casualty reduction schemes
- Highways Laboratory services
- Transport operations for schools and supported bus services
- Flood and coastal erosion risk management
- Provision and Delivery of
 - Local Transport Plan
 - Transport Asset Management Plan
 - Network Management Plan
 - Rights of Way Improvement Plan
 - Parking Strategy
 - Shoreline Management Plan
 - Local Flood Risk Management Strategy

Housing Services

- Estate Management
- Gypsy, Roma Traveller Service
- Homefinder Service
- Leaseholder Management
- Resident Involvement
- Right to Buy Management
- Tenancy Management
- Voids and Allocations Management
- Welfare and Advice Service
- Repairs and Maintenance
- Cyclical and Planned Repairs and Maintenance
- Emergency out of hours Callout
- Gas and Solid Fuel Servicing and Maintenance
- Tenant Improvement Notice
- Property Surveys
- Private Sector Service
- Landlord & Tenant Accreditation
- Homelessness & Housing Options Service
- Asylum Seeker & Refugee Service
- Management of Temporary Accommodation Units

Property Services & Capital programme

- Oversee the Council's Capital Programme
- Corporate Landlord function
- Estate Management of the corporate property portfolio
- Acquisition and Disposal of Land and Buildings
- Provision and delivery of the Property Asset Management Plan
- Condition surveys of the corporate property portfolio
- Design and project management of property improvement schemes
- Building statutory maintenance, testing and inspection including third party engineering inspections
- Repairs and maintenance of council buildings
- Office Moves
- Housing Capital Programme
- Housing Asset Management
- Asbestos Management
- Caretaking and cleaning services

Business Support

- Customer Feedback
- Complaint Handling
- Freedom of Information Requests
- Financial Transactions
- Invoicing
- Communications
- Performance Management
- LEAN
- ICT Support (Systems Development and Asset Data Management)
- IT Modernisation Programme
- Equality and Diversity
- Service Planning
- General Administration
- Programme/Projects
- Training
- Compliance

How to contact us

Website

Contact us online at: www.northumberland.gov.uk

Problems can be reported at any time, day or night and you can instantly apply or pay for services via our website.

Email

Individual officers can be contacted on the email addresses provided in this document, however common problems should be reported by using the relevant form on our website.

Telephone

You can call us Monday to Thursday from 8.30am to 5pm and Friday 8.30am to 4.30pm (excluding bank holidays) on: **0345 600 6400**

Please note: Outside these hours your call will be answered by Northumberland Fire & Rescue Service and calls should be made in emergency cases only.

A full list of local council telephone numbers, customer information centres and PayPoint locations are available on the Council website.

Visiting us

County Hall Address:

Northumberland County Council
County Hall
Morpeth
NE61 2EF

Directions for visitors to County Hall

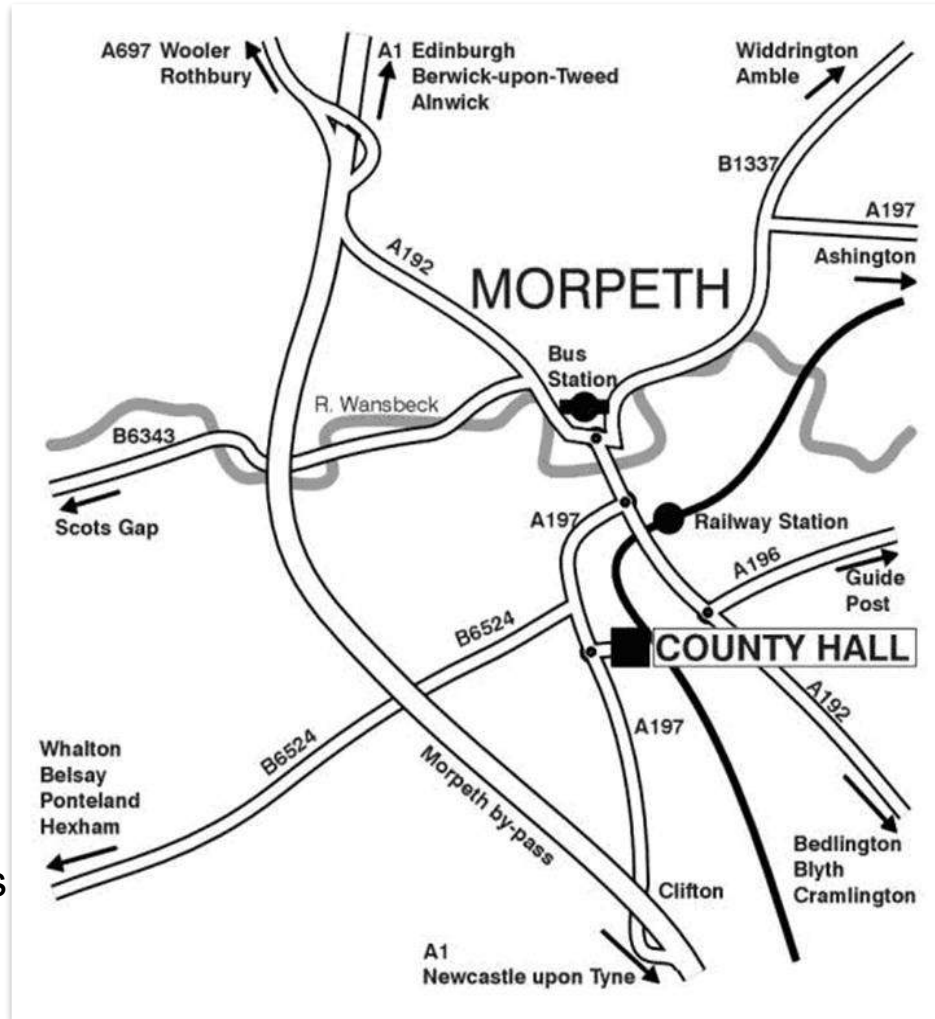
Using public transport:

Details are available from TRAVELINE on 0870
6082608

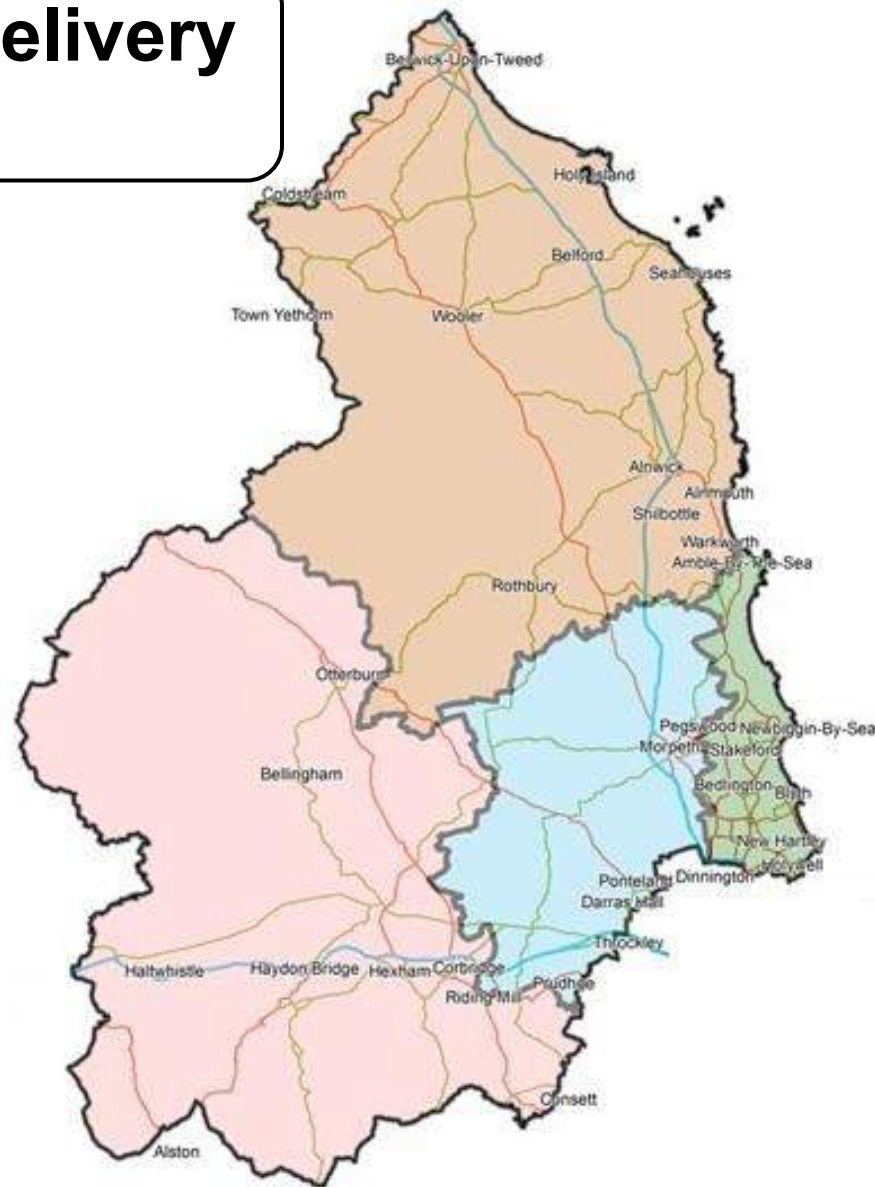
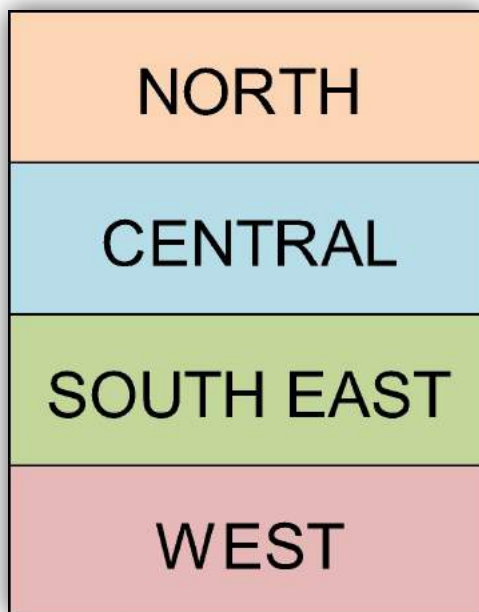
Local and long distance trains serve Morpeth
Station, which has a taxi office and bus stops
nearby.

Using your car or bike:

Heading North on the A1 from Newcastle take
the A197 signposted to Morpeth. Carry along this
road to the outskirts of town and take the second
turning on right (signposted). The visitors car
park is the first turning on the right.



Local Services & Housing Delivery Operational Areas



Neighbourhood Services Management



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Manager

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Davey Robertson
Fleet Manager

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Neighbourhood Services

Divisional Areas (North, South East, West & Central)

- Refuse & Recycling
- Street Cleansing
- Grounds Maintenance
- Cemeteries & Crematoria
- Markets
- Winter Maintenance (Support)

Contracts & Commercial

- Waste Policy
- Waste Contracts & PFI
- Education & Awareness
- Commercial Development
- Pollution Control and Landfill Aftercare
- Hazardous Waste Collection
- Abandoned Vehicles
- Household Waste Recovery Centres and Permit Schemes

Countryside & Green Spaces

- Public Rights of Way
- National and Regional Trails
- Access Land
- Country Parks
- Urban Parks
- Local Nature Reserves
- Playing Fields
- Other Green Spaces
- Trees & Woodland
- Beaches & Coastal Management

Fleet

- Fleet Maintenance
- Fleet Replacement
- Fleet Compliance
- Fuel Management
- Transport Services
- Lease Cars
- Security & Postal Courier

NEIGHBOURHOOD SERVICES

North



Acting Head of Neighbourhood Services
Greg Gavin
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Alnwick



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Senior Team Leader - Alnwick
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Berwick



Senior Team Leader - Berwick
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NEIGHBOURHOOD SERVICES

Central



Acting Head of Neighbourhood Services
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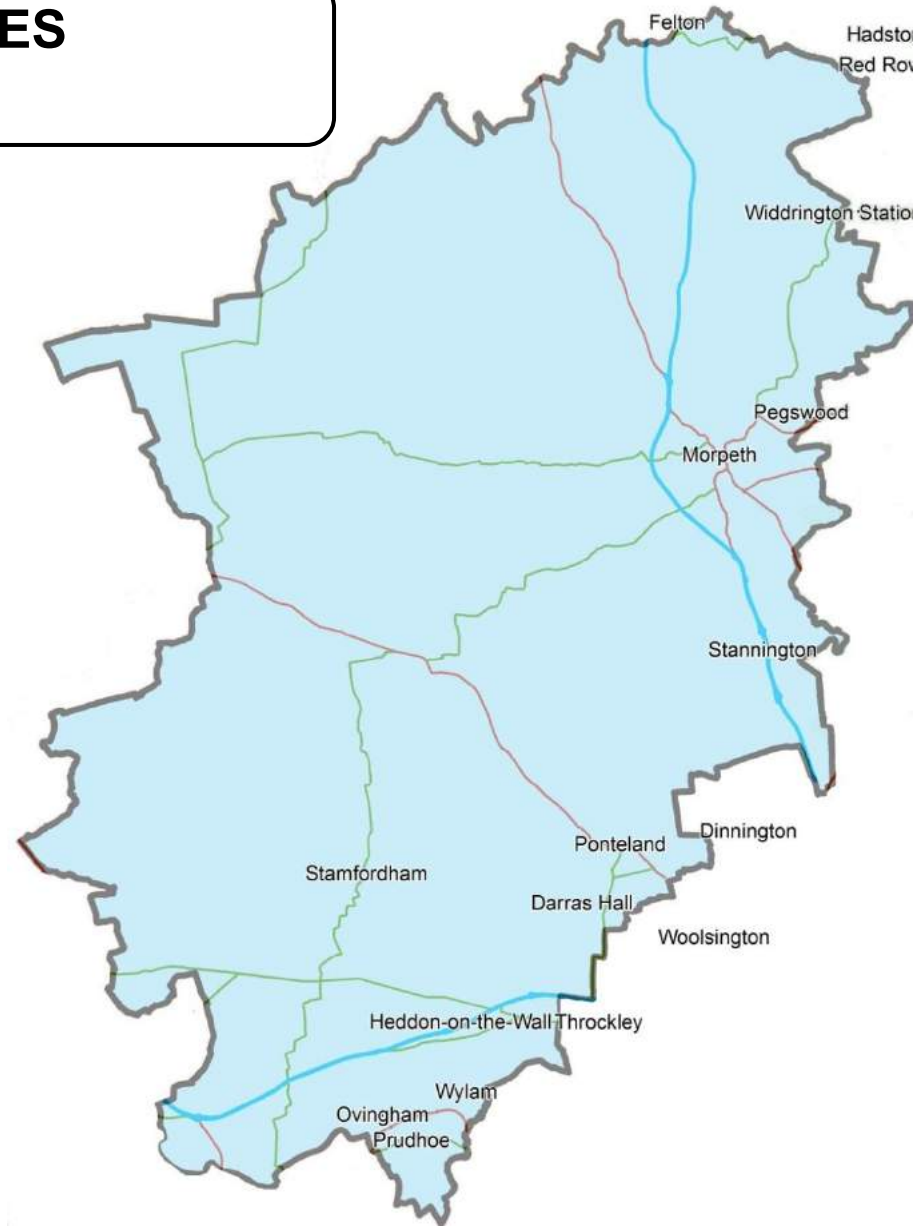
Central Area Manager
Stephen Wardle
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Senior Team Leader - Central
Keith Bowden
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Senior Team Leader - Central
Anthony Bell
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NEIGHBOURHOOD SERVICES

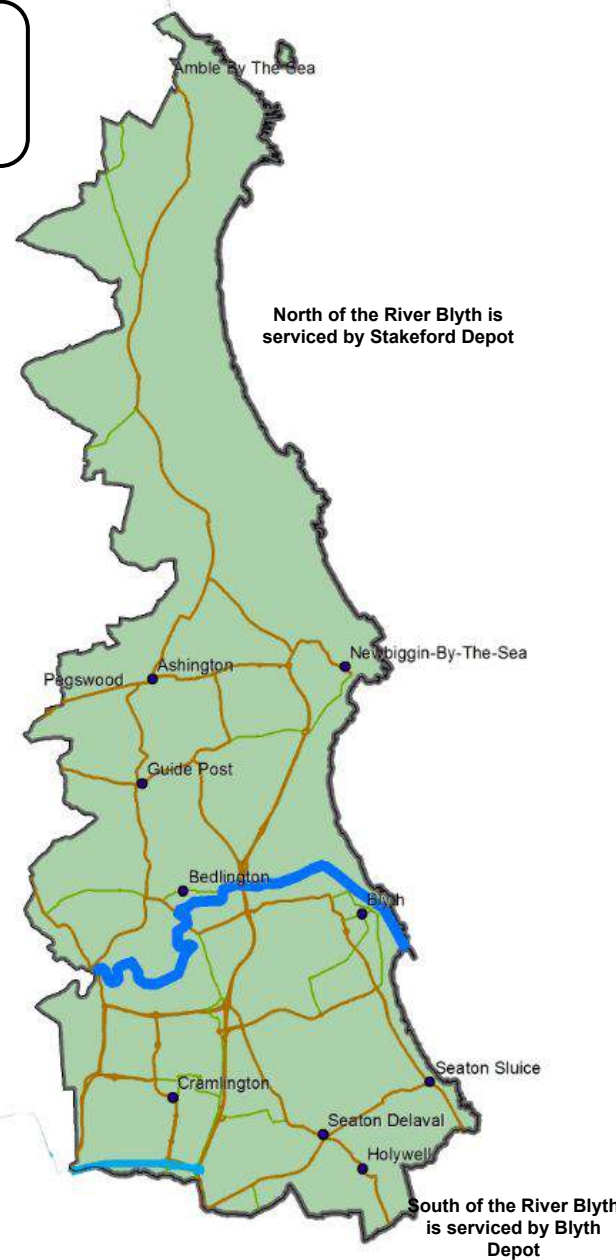
South East



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 Greg Gavin
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North (Stakeford Depot)

South (Blyth Depot)



North of the River Blyth is serviced by Stakeford Depot

South of the River Blyth is serviced by Blyth Depot



South East Area Manager-Stakeford Depot
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South East Area Manager - Blyth Depot
 Terry Garnick
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Senior Team Leader - Stakeford Depot
 South East (North)
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Senior Team Leader - Blyth Depot
 Blyth
 Jimmy Reith 01670 620058
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Senior Team Leader - Stakeford Depot
 Ashington - Newbiggin
 John Croyle 01670 620059
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Senior Team Leader - Blyth Depot
 Cramlington - Seaton Sluice
 Willie Hartill 01670 623464
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Senior Team Leader - Stakeford Depot
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Senior Team Leader - Blyth Depot
 Refuse/Recycling/Bulky Waste
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NEIGHBOURHOOD SERVICES

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Senior Team Leader - West
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NEIGHBOURHOOD SERVICES

County Wide



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Waste Management



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Fleet Management

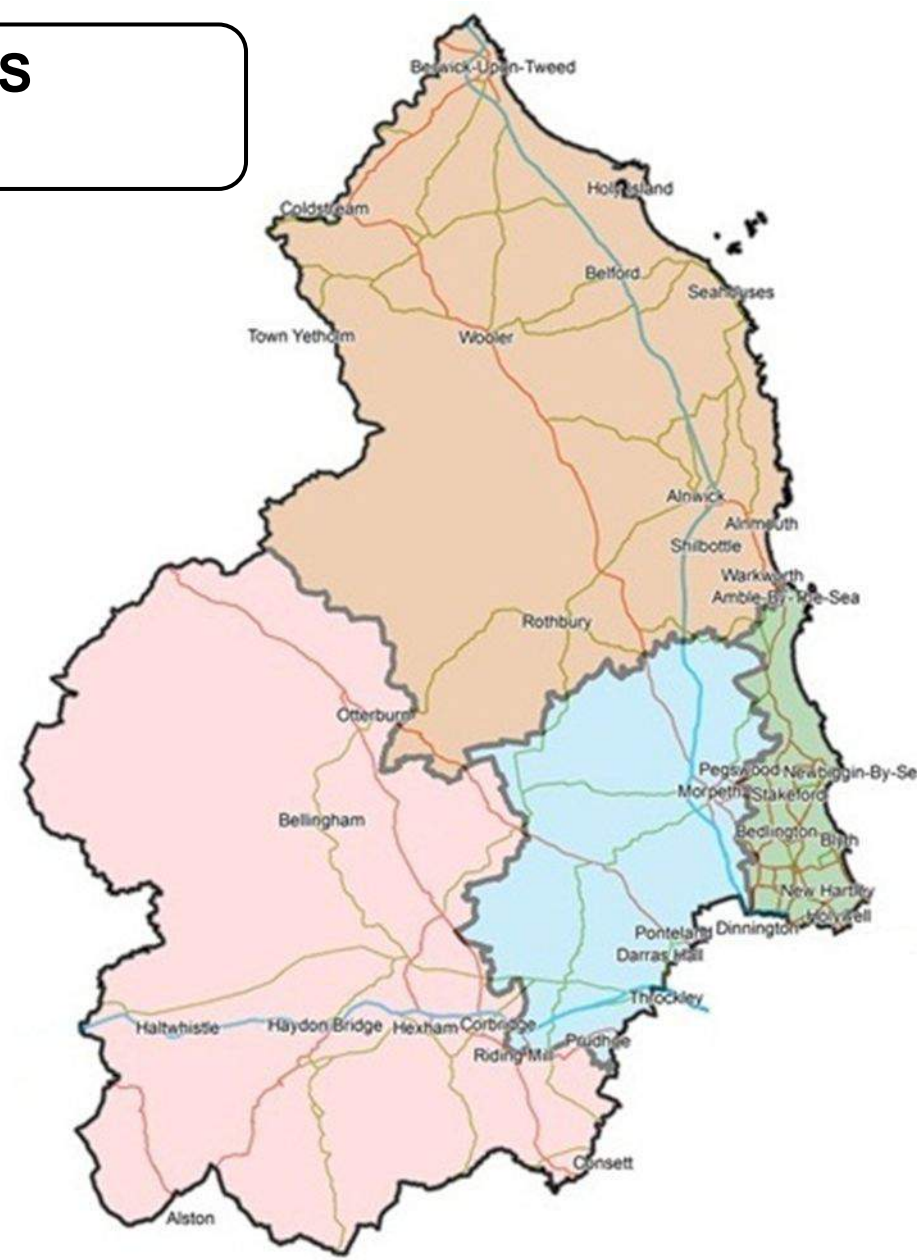


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Countryside and Green Spaces



Countryside & Green Spaces Manager
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Technical Services Management



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Ruth Bendell
Infrastructure Manager

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Simon Rudman
Design Manager

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Technical Services

Highways Delivery

- Highways asset management, roads and bridges inspection
 - Maintenance of roads, footways, cycleways, bridges and street lighting, including winter and severe weather response
 - Network management, including parking and streetworks
 - Design and project management of highway and transport improvement schemes
 - Road safety training and casualty reduction schemes
 - Highways Laboratory services
 - Transport operations for schools and supported bus services
 - Flood and coastal erosion risk management
- Provision and Delivery of
- Local Transport Plan
 - Transport Asset Management Plan
 - Network Management Plan
 - Rights of Way Improvement Plan
 - Parking Strategy
 - Shoreline Management Plan
 - Local Flood Risk Management Strategy

Infrastructure Management

- Highways development programmes including improvements and maintenance
- Highways Asset Management
- Road Safety Training and casualty reduction schemes
- Management of the Members Small Schemes Programme
- Transport operations for schools and supported bus services
- Network Management
- Parking enforcement and management of works on the highways including works undertaken by utilities
- Management of Infrastructure Records including highways national gazetteer, rights of way definitive map and statement and flood protection assets
- Flood and Coastal Erosion Risk Management

Design

- Design and project management of highways and transport improvement schemes
- Design of road maintenance schemes including landslips
- Design of bridges and structures
- Safety scheme design and road safety audits
- Highways Laboratory Services

TECHNICAL SERVICES

North



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Maintenance Engineer
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Project Officer
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North Area Highways Inspectors

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TECHNICAL SERVICES

Central



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Central Area Highways Inspectors

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TECHNICAL SERVICES

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TECHNICAL SERVICES

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Maintenance Engineer
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Senior Construction Team Leader
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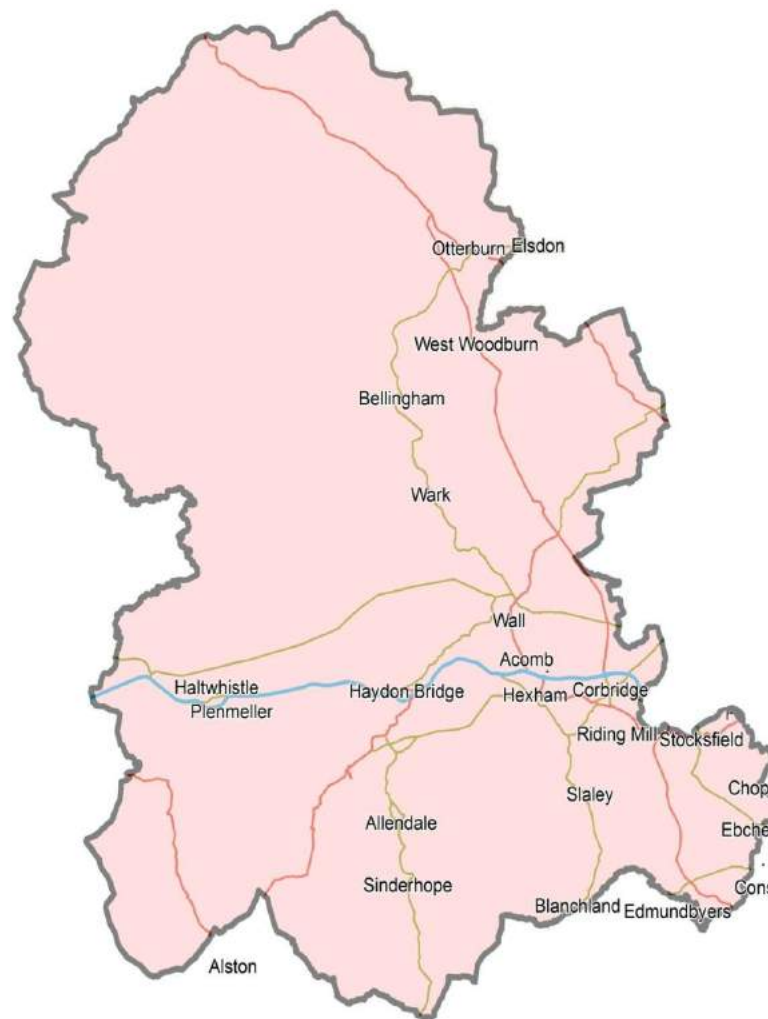
Project Officer
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West Area Highways Inspectors

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Andy Olive
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TECHNICAL SERVICES

Street Lighting (County Wide)



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Street Lighting Programme Manager
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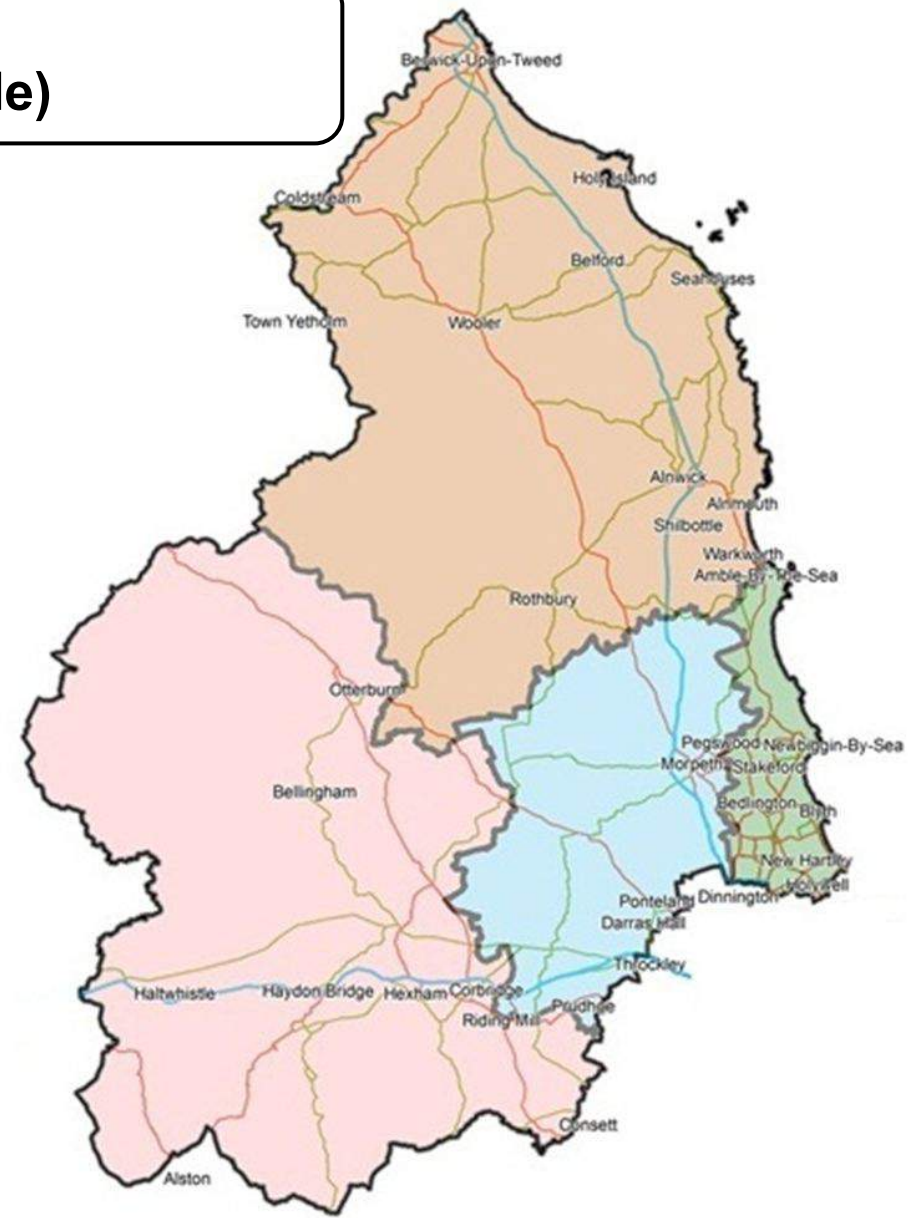
Street Lighting Operations Manager
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Assistant Street Lighting Engineer
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TECHNICAL SERVICES

Design Team (County Wide)



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Senior Structures Engineer
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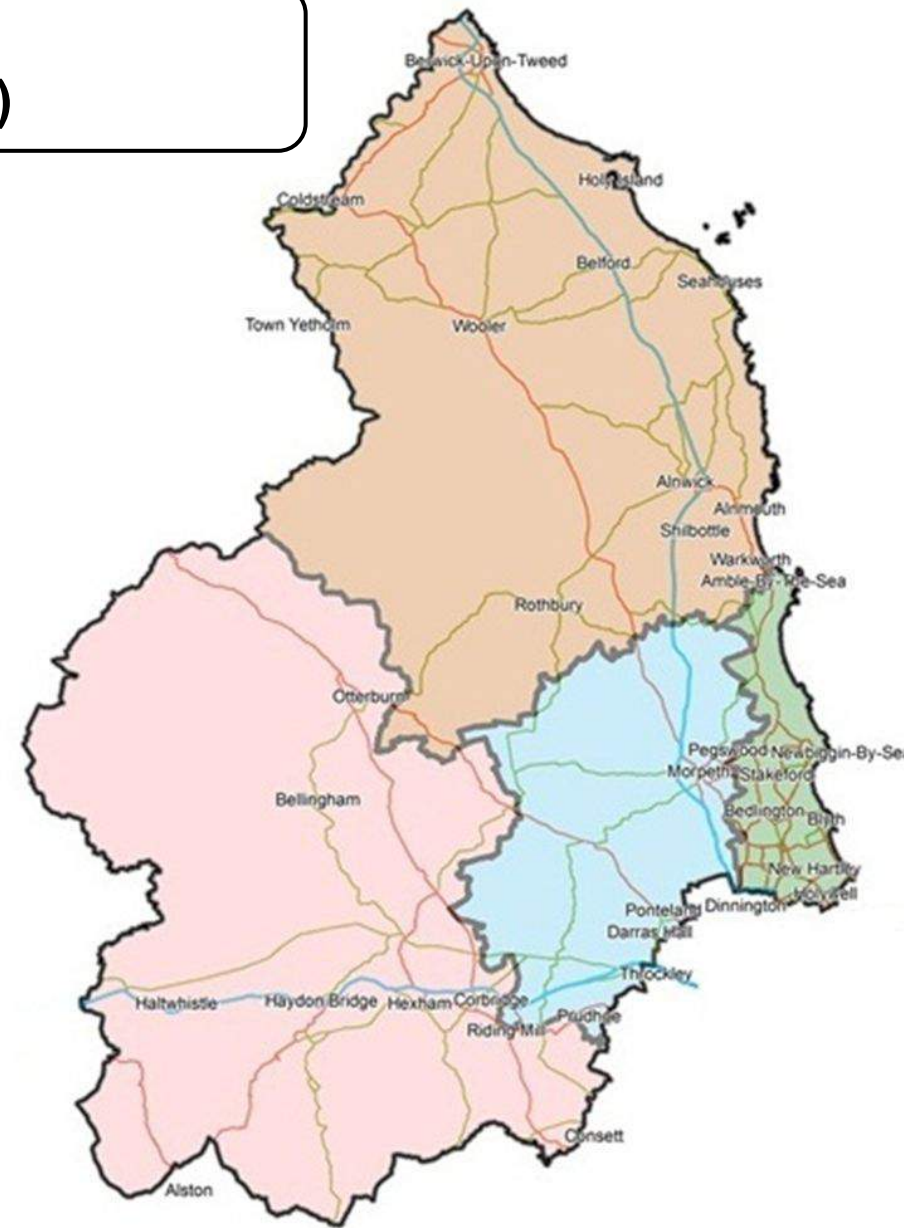
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Senior Roads Engineer
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TECHNICAL SERVICES

Infrastructure (County Wide)



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Passenger Transport Manager
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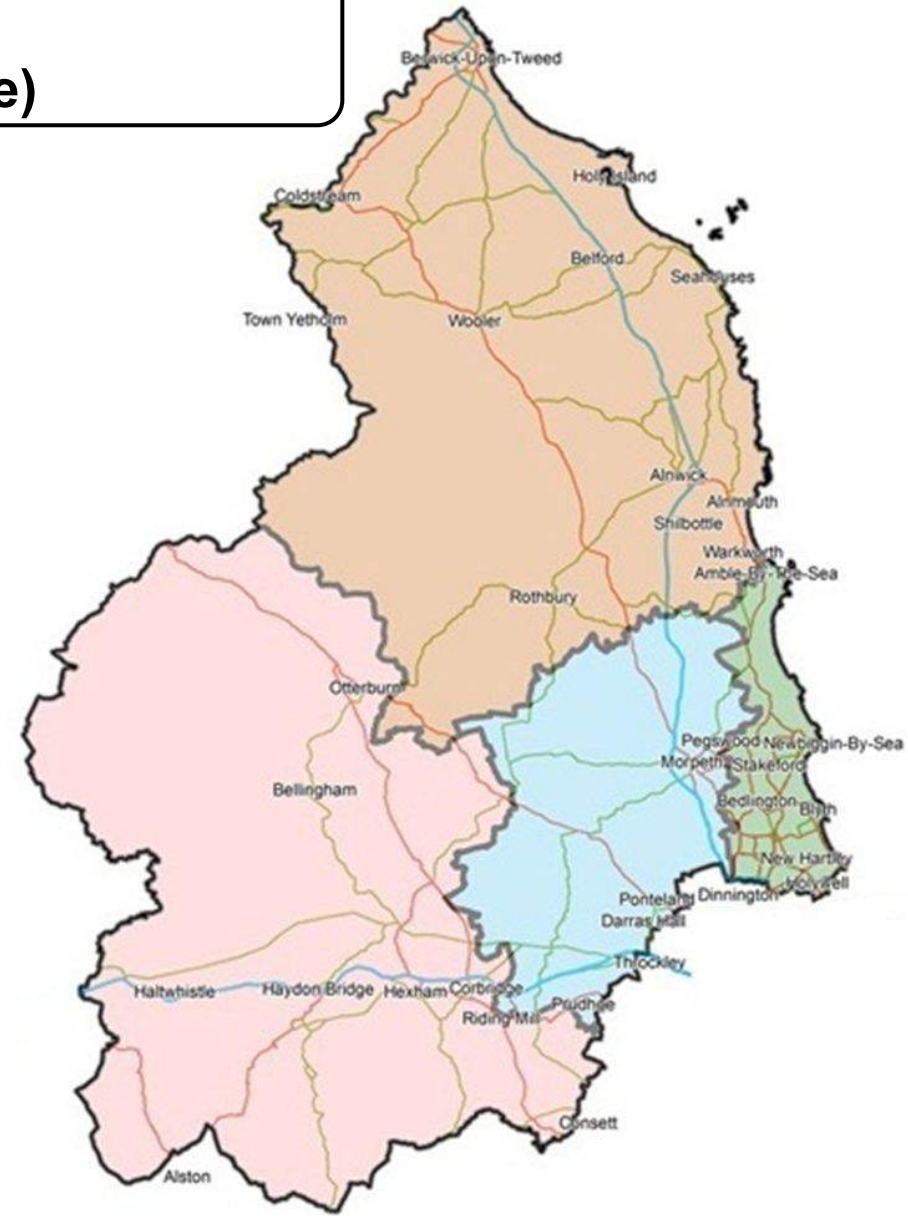
Network Manager
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FCERM Manager
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Infrastructure Records Manager
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Housing Management



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Keith Miller
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Housing

Housing Operations

- Estate Management
- Gypsy, Roma Traveller Service
- Homefinder Service
- Leaseholder Management
- Resident Involvement
- Right to Buy Management
- Tenancy Management
- Voids and Allocations Management
- Welfare and Advice Service

Housing Maintenance

- Responsive Repairs and Maintenance
- Emergency out of hours callout service
- Planned and Cyclical Maintenance
- Gas Servicing and Repairs
- Solid Fuel Servicing and Repairs
- Tenant Improvement Notice Inspection
- Property Survey

Strategic Housing

- Homelessness & Housing Options Service
- Management of Temporary Accommodation
- Private Sector Service
- Property & Tenant Accreditation
- Private Sector Property Condition Surveys
- Private Rented Sector Service
- Private Landlord Forums
- Landlord Advice & Assistance
- Rent Deposit Guarantee Scheme
- Illegal Evictions
- Empty Homes Back into Use
- Neighbourhood Management Initiatives
- Asylum Seeker & Refugee Service

HOUSING OPERATIONS (HFN)

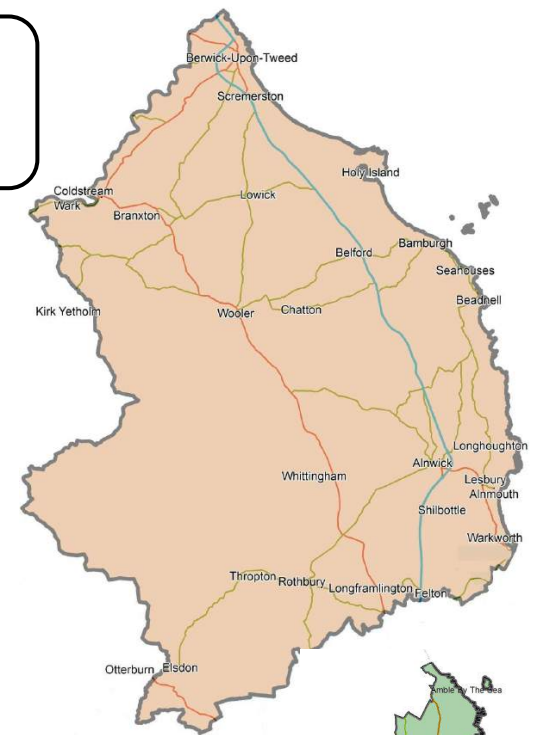
North & South East Area Management



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Housing Operations Manager
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North Blyth Area and Alnwick (Cowpen, Cramlington & Alnwick)



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HOUSING OPERATIONS (HFN) North & South East



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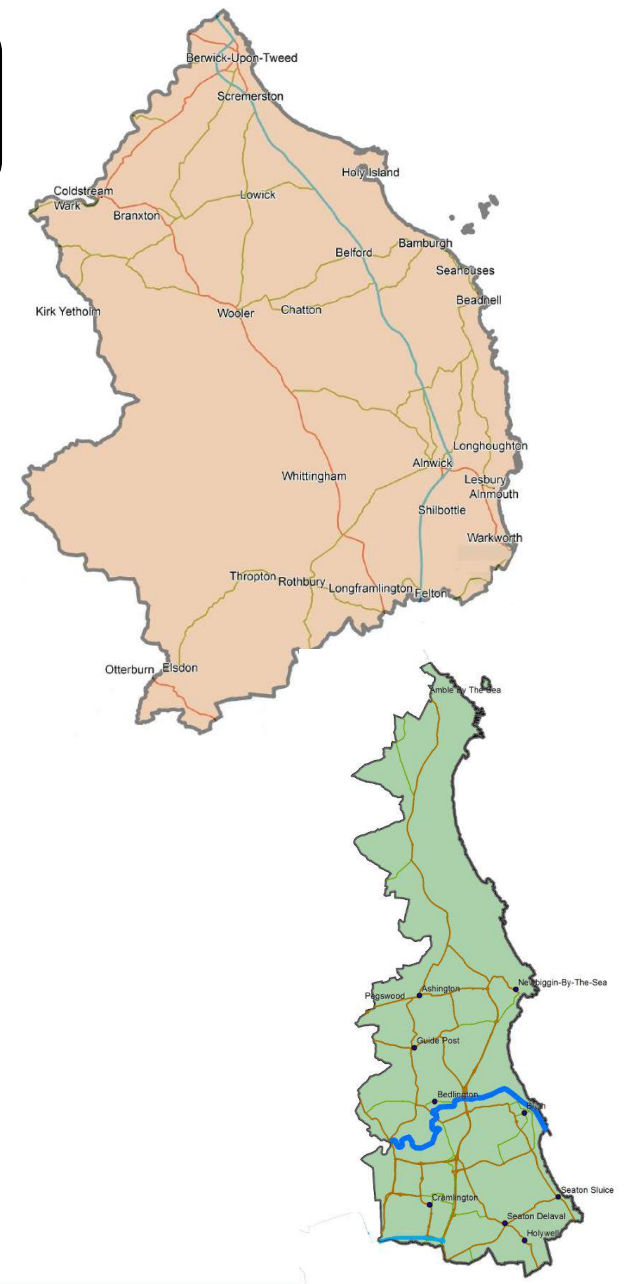
Housing Operations Manager
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Voids and Allocations Manager
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Resident Involvement Manager
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HOUSING MAINTENANCE (HFN) North & South East



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Housing Maintenance Manager
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Responsive Maintenance Team Leader
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Planned Maintenance Team Leader
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Repairs and Maintenance Team Leader
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Team Leader (Gas)
Gary Brown 01670 623638
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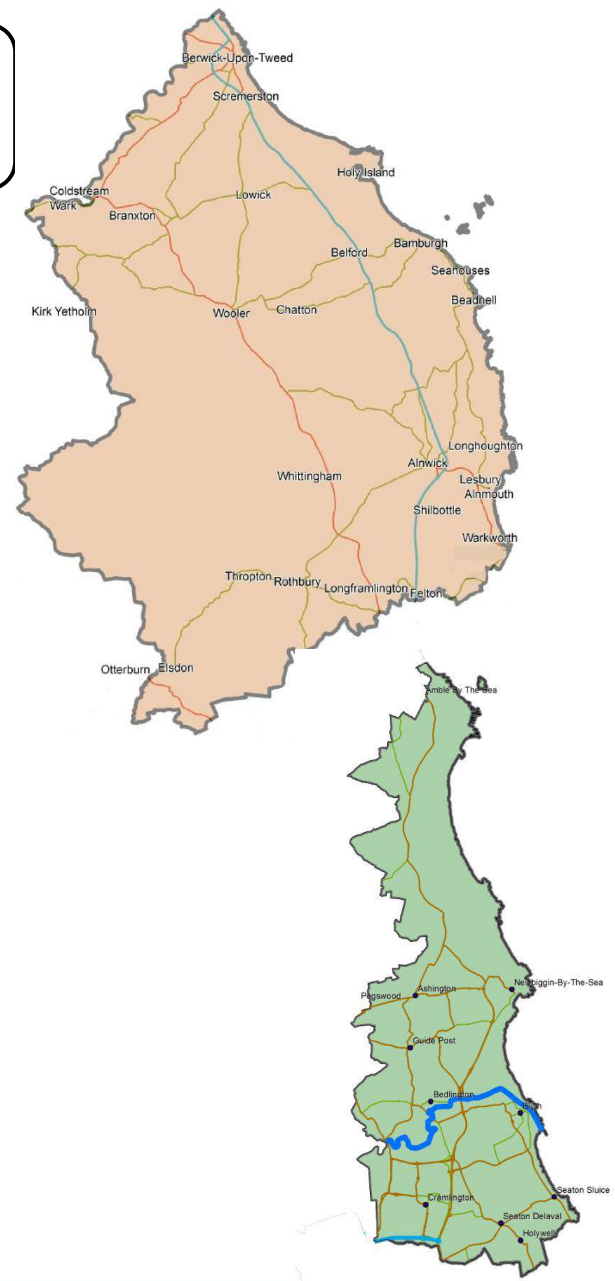
Team Leader (Electric)
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Scheduler Team Leader
Jill McDougale 01670 623100
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Logistics and Procurement Team Leader
Linda Chatten 01670 623670
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STRATEGIC HOUSING

County Wide



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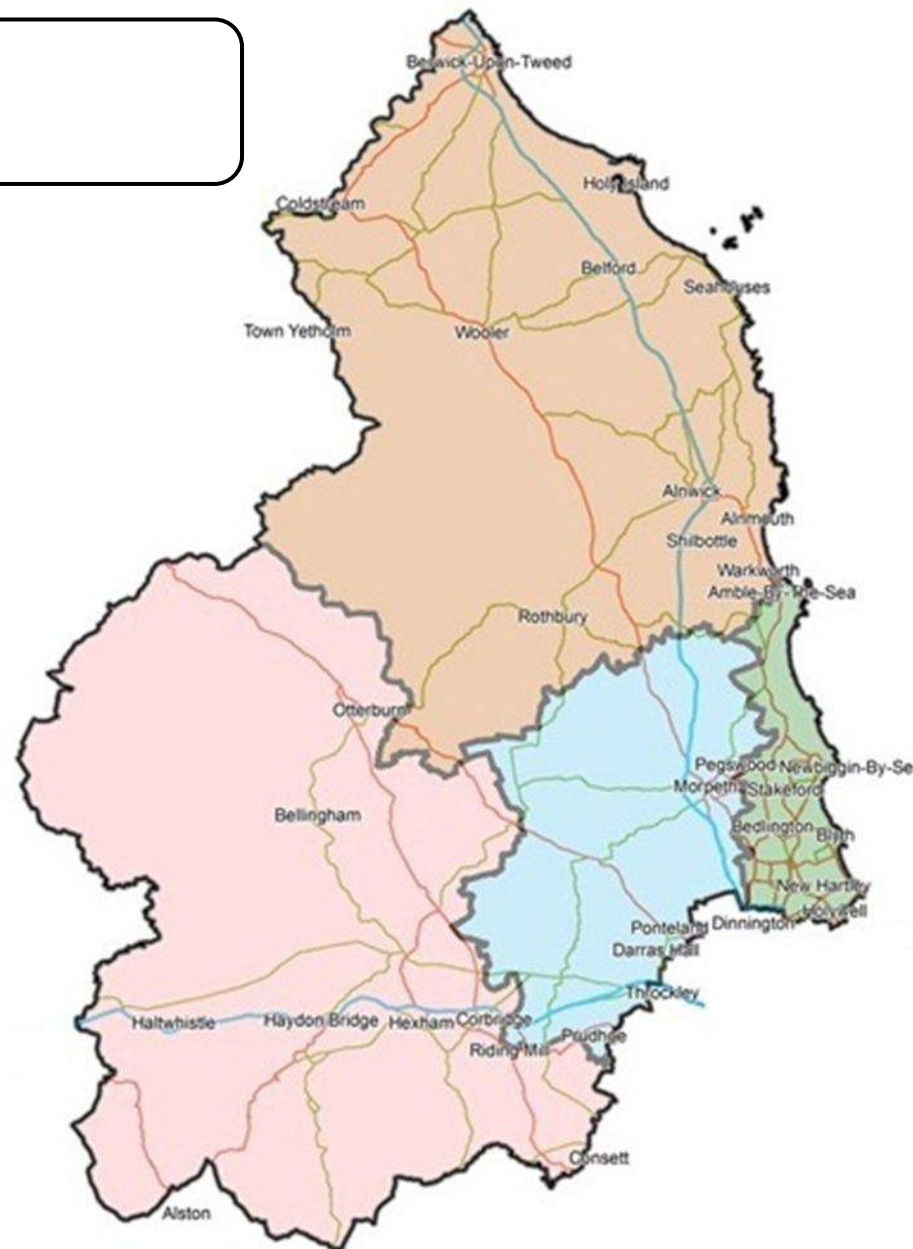
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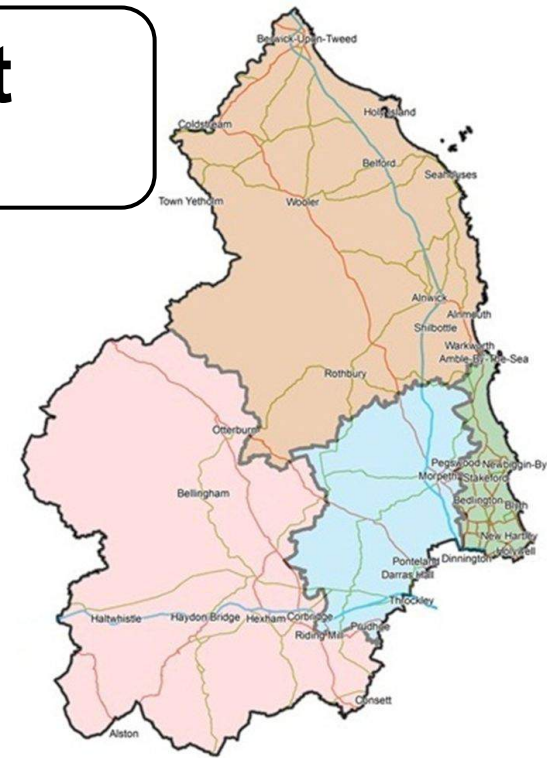


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Property Services Management

County Wide



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Property Services

Capital Housing

- Creation of the Housing Capital Programme
- Procurement of Housing related projects
- Housing related major improvement works
- Design & procurement of new build housing
- Housing Asset Management
- Housing Asbestos Management
- Management of Chronically Sick & Disabled Persons Adaption programme
- Production of Deed Plans
- Environmental Works Programme
- Formation of building contracts for housing related schemes
- Co-ordinate Energy Performance certificates for void properties and RTB's
- Cost planning & estimating for future projects
- Co-ordinating major planned improvements to sheltered housing schemes

Design

- Full design service in the delivery of projects for internal and external clients
- Design & procurement of improvement works to NCC-owned property
- Management and Procurement of the School Improvement Programme and Special Educational Needs Project
- Cost planning & estimating for future construction related projects
- Feasibility studies and outline designs for projects prior to external commission
- To set architectural design and specification standards and policy for Council capital building projects
- To act as the Corporate Landlord on improvement projects instigated by schools

Capital Delivery

- Management of external consultants in the delivery of property-related capital building projects
- Project Management and co-ordination of planned improvements to NCC affiliated property
- Responsive repairs and maintenance building fabric, mechanical services and electrical
- Management and delivery of all capital works to NCC housing stock Eg heating, rewire, bathrooms , kitchens
- Emergency out of hours callout service
- Renewables inspection, testing and repair

Statutory & Planned Maintenance

- Statutory inspection and testing , mechanical and electrical services
- Planned and cyclical maintenance programmes
- Asbestos management
- Tree inspections and maintenance
- Property survey
- Service Level Agreement with schools

Facilities Management

- Corporate Landlord function
- Property Services Help Desk
- Building Attendants
- Building Cleaning
- Property repairs & maintenance
- Management Service Level Agreement for school caretaking and cleaning
- Office moves
- Management of County Hall restaurant
- Confidential Waste disposal
- Building hygiene services
- Building waste

Strategic Estates

- Development & implementation of Property Strategy
- Property Review
- Assessment of Development Potential
- Acquisition and Disposal of property by purchase/sale or lease
- Negotiation of property compensation claims
- Valuation of Land and Property
- Development Viability assessments
- Lease Renewals and Rent Reviews
- Management of the Council's property portfolio including tenanted property
- Management of Vacant Buildings
- County Farm Estate Management
- Wayleaves Easements and Licences
- Insurance Valuations
- Development and Management of Council's Property database and mapping system.
- Land ownership advice

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