

CABINET MEMBER FOR REGENERATION AND DEVELOPMENT SERVICES

Venue: Town Hall, Moorgate
Street, Rotherham. S60
1TH

Date: Monday, 3 March 2008

Time: 2.00 p.m.

A G E N D A

1. To determine if the following matters are to be considered under the categories suggested, in accordance with the Local Government Act 1972 (as amended March 2006).
2. To determine any item which the Chairman is of the opinion should be considered later in the agenda as a matter of urgency.
3. M1 Junction 33 - ITM - Amended Carriageway Markings (Pages 1 - 6)
Ken Wheat, Transportation Unit Manager, to report.
 - to report proposed alterations to the carriageway markings in the vicinity of Junction 33.
4. Application to hold a new Funfair on Thornhill Recreation Ground (Pages 7 - 8)
Robin Lambert, Markets General Manager, to report.
 - to consider an application to hold a new funfair on Thornhill Recreation Ground.
5. Customer Care - 1st October to 31st December, 2007 (Pages 9 - 11)
Graham Clark, Customer Liaison Manager, to report.
 - to report performance against targets.
6. Complaints Monitoring - 1st April to 31st December, 2007 (Pages 12 - 17)
Graham Clark, Customer Liaison Manager, to report.
 - to report statistics for complaints.

The Cabinet Member authorised consideration of the following extra, urgent item in order for the due process to be followed:-

7. Parking Charges - 2008-2009. (report attached) (Pages 18 - 20)
Martin Beard, Parking Services Manager, to report.
 - to consider parking charges for 2008-2009.

ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS
--

1.	Meeting:	Regeneration and Development Services Matters
2.	Date:	3 March 2008
3.	Title:	Motorway Access Management – M1 Junction 33 Integrated Traffic Management - Amended carriageway markings
4.	Directorate:	Environment and Development Services

5. Summary

To report proposed alterations to the carriageway markings in the vicinity of M1 Junction 33 as part of the Highways Agency's Integrated Traffic Management Pilot Project.

6. Recommendations

Cabinet Member resolves that:-

- 1) The proposed amendments to the carriageway markings as prepared by WS Atkins on behalf of the Highways Agency and associated partners, shown on drawing no's 503585/TC/M1J33/1001A & 1002A, are recommended for implementation and;**
- 2) The effect of the altered carriageway markings is monitored and that the results are presented, along with the results of the other ITM measures, to a future meeting.**

7. Proposals and Details

Further to a report presented to Cabinet Member on the 21 May 2007 (minute no. 299 refers) as part of the ongoing Integrated Traffic Management Scheme at Jcn33 of the M1 WS Atkins, as commissioned by the Highways Agency in partnership with the Council, have recommended that the carriageway markings on the motorway roundabout are amended.

There is an identified accident problem at the exit arm of the motorway roundabout onto the A630 Rotherway. Three accidents in the last three years have occurred when drivers in the offside lane, which is currently designated for drivers heading towards the A630 and the M1(South), are faced with a queue of stationary traffic headed towards the M1(South) and attempt to join the nearside lane. The poor visibility in undertaking this manoeuvre has led to the conflict and resulting accidents. The remaining accidents on the motorway junction have been as a result of vehicle shunts

Having considered the accident history it is proposed that the carriageway markings on the motorway roundabout are amended so that drivers heading to the A630 Rotherway exit are directed to use the nearside lane only. These proposals are shown on attached drawing no's 503585/TC/M1J33/1001A & 1002A.

The proposals mean that all drivers heading from the A630 Parkway to the A630 Rotherway will only be able to use the central lane on the entry arm of the roundabout, instead of the current two central and offside lanes. However, although this has the potential to adversely affect the capacity of traffic travelling from Sheffield to Rotherham it is not considered that this is significant as the majority of vehicles currently use the central lane due to the exit blocking in the offside lane by traffic queuing to the M1(South).

In addition to the amended lane markings lane destination text will be provided to supplement the lane destination arrows. These will clarify to drivers which is the appropriate lane to use. Upright lane destination signs will also be provided on the approach arms to the roundabout.

8. Finance

It is proposed that the costs associated with amending the carriageway markings and providing signage will be funded jointly by the Highways Agency with a contribution of up to £10k from Rotherham MBC's LTP allocation.

9. Risks and Uncertainties

The proposals have the potential to adversely affect the capacity of traffic travelling from the A630 Parkway to the A630 Rotherway, although for the reasons mentioned above this is not considered significant, particularly when the other ITM measures are aimed at improving the movement of traffic through the junction. However, it is recommended that this is monitored alongside the other ITM measures at Jcn33.

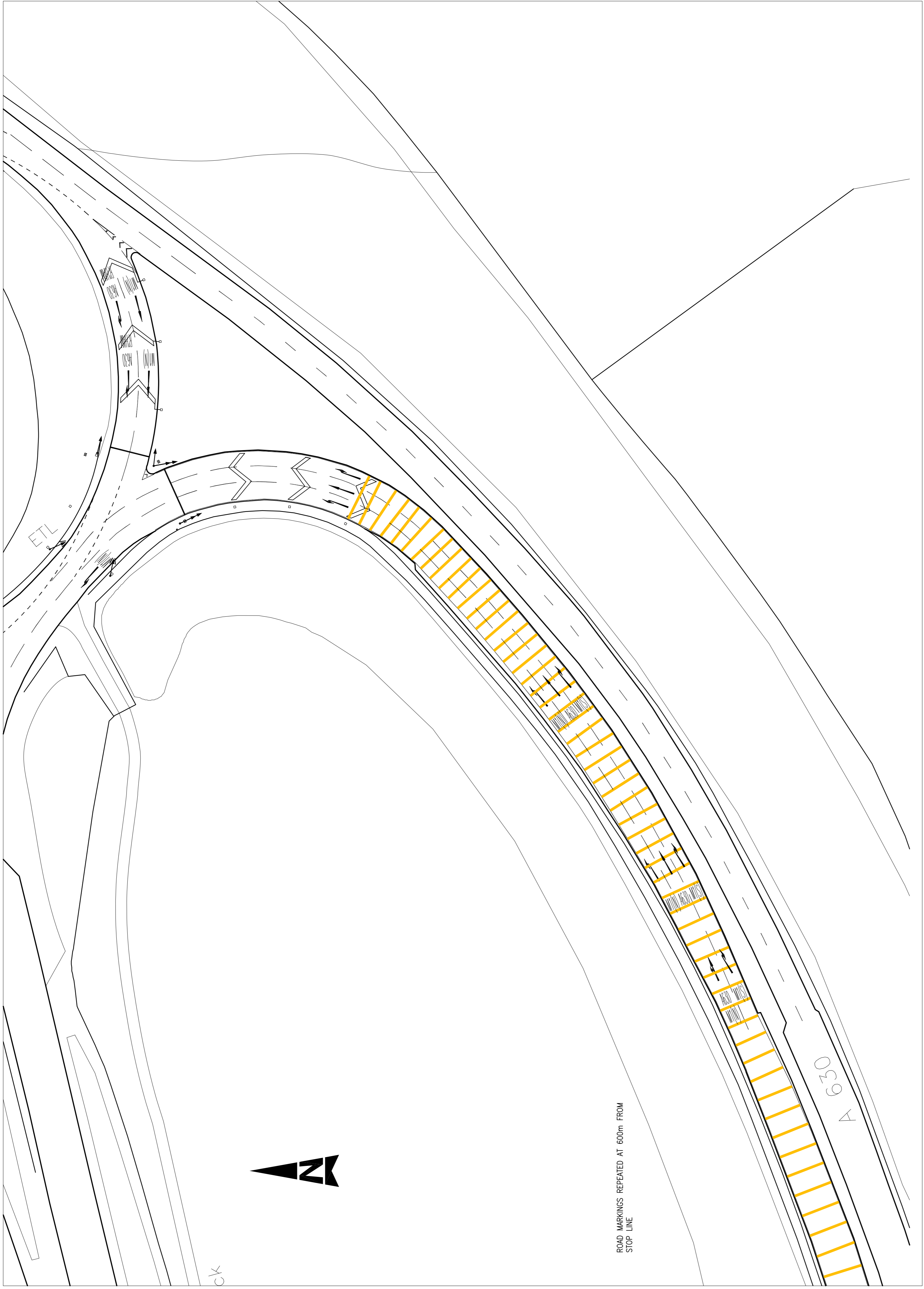
10. Policy and Performance Agenda Implications

The project accords with the aims and objectives of LTP2, the South Yorkshire Intelligent Transport System Project and the Traffic Management Act 2004, as it will assist in the improved management of traffic on the strategic and local networks of adjacent highway authorities, and demonstrates partnership working. It is also in line with our policies on Air Quality and Carbon Emissions.

11. Background Papers and Consultation

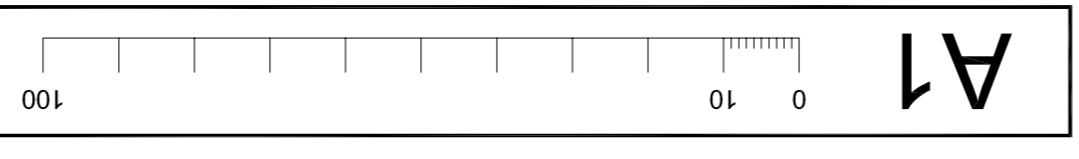
South Yorkshire Local Transport Plan – 2006-2011

Contact Name: *Tom Finnegan-Smith, Senior Traffic Engineer, Ext. 2967,
Tom.finnegan-smith@rotherham.gov.uk*



Rev	A
Status	P
Drawing Number	5035805/TC/M1J33/1001

DO NOT SCALE



File: M1 J33 - AS_BUILT A.dwg
 Date: Dec 17, 2007 - 3:31pm
 Plotted by: cook7911

Sheet Size	Original Scale	Design/Drawn	Checked	Authorised
A1	1:500	DM	ADF	LS
Status	Drawing Number	Date	Date	Date
P	5035805/TC/M1J33/1001	17/12/07	17/12/07	17/12/07

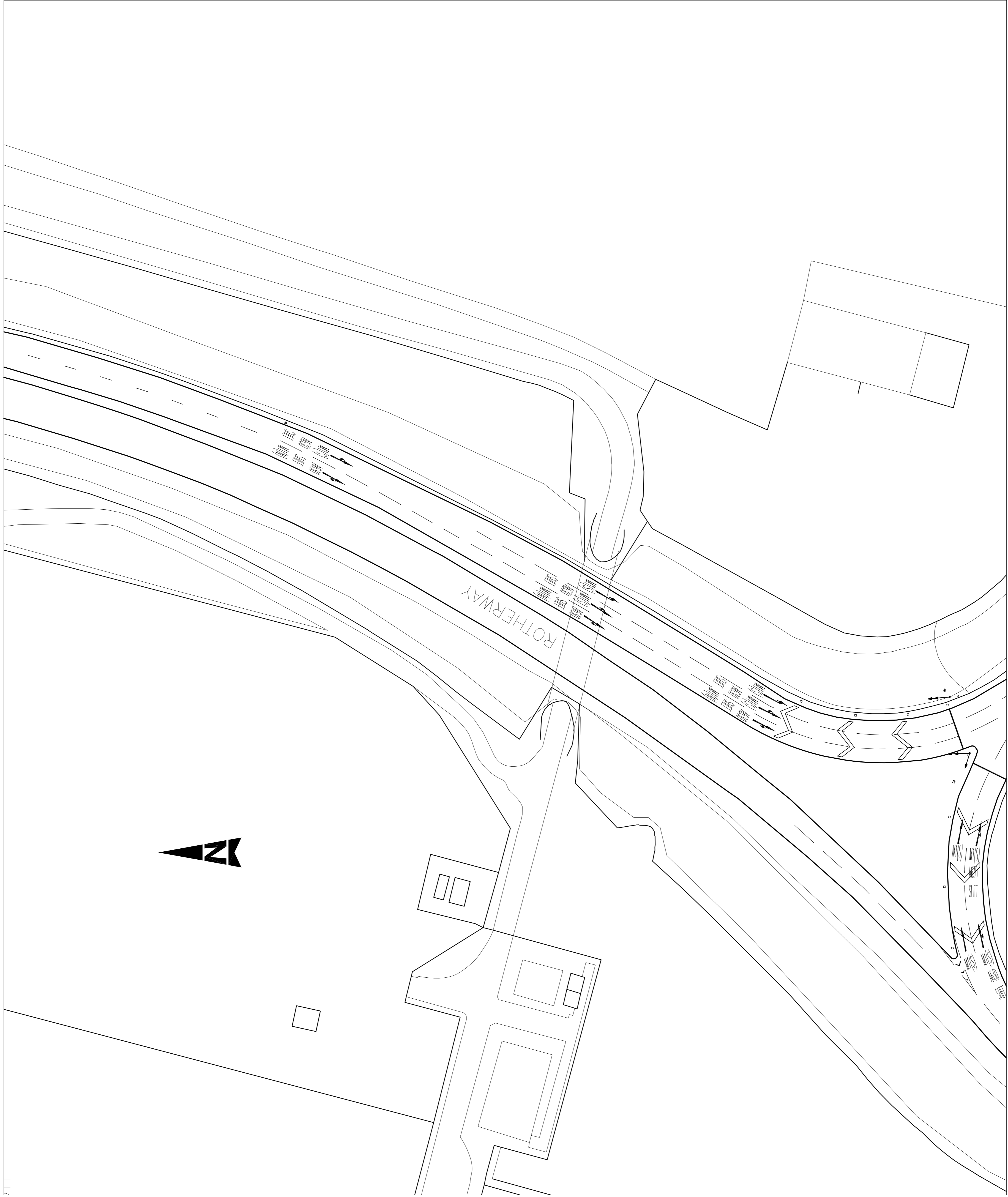
PROPOSED ROAD MARKINGS
SHEET 1 OF 3

ATKINS
Atkins Limited
 Consulting Engineers,
 Threadneedle House,
 9-10 Market Road,
 Chelmsford, Essex, England,
 CM1 1XA
 Tel: (01245) 245245
 Fax: (01245) 345010
 www.atkinsglobal.com

Issue	Date	By	Date	Auth	Rev	Description
A	17/12/07	DM	17/12/07	ADF	LS	ORIGINAL ISSUE

Client	HIGHWAYS AGENCY
Project	M1J33 ITM PROJECT

SAFETY, HEALTH AND ENVIRONMENTAL INFORMATION
 IN ADDITION TO THE HAZARDS/RISKS NORMALLY ASSOCIATED WITH THE TYPES OF WORK DETAILED ON THIS DRAWING, NOTE THE FOLLOWING SIGNIFICANT RESIDUAL RISKS:
 CONSTRUCTION
 [ENTER "NONE" IF APPLICABLE]
 MAINTENANCE/CLEANING
 [ENTER "NONE" IF APPLICABLE]
 USE
 [ENTER "NONE" IF APPLICABLE]
 DECOMMISSIONING/DEMOLITION
 [ENTER "NONE" IF APPLICABLE]



SAFETY, HEALTH AND ENVIRONMENTAL INFORMATION
 IN ADDITION TO THE HAZARDS/RISKS NORMALLY ASSOCIATED WITH THE TYPES OF WORK
 DETAILED ON THIS DRAWING, NOTE THE FOLLOWING SIGNIFICANT RESIDUAL RISKS

CONSTRUCTION	[ENTER "NONE" IF APPLICABLE]
MAINTENANCE/CLEANING	[ENTER "NONE" IF APPLICABLE]
USE	[ENTER "NONE" IF APPLICABLE]
DECOMMISSIONING/DEMOLITION	[ENTER "NONE" IF APPLICABLE]

PROPOSED ROAD MARKINGS

Sheet Size	Original Scale	Designated/Drawn	Checked	Authorised
A1	1:500	DM	ADF	LS
Status	Drawing Number	Date	Date	Date
P	5035805/TC/M1J33/1001	17/12/07	17/12/07	17/12/07
Rev				
				A



**M1J33
ITM PROJECT**

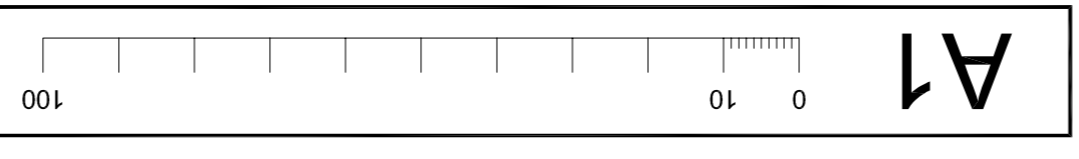


Atkins Limited
 Consulting Engineers,
 Threadneedle House,
 9-10 Market Road,
 Chelmsford, Essex, England,
 CM1 1XA
 Tel: (01245) 245245
 Fax: (01245) 345010
 www.atkinsglobal.com

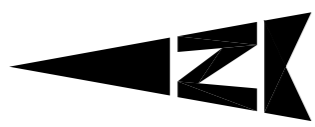
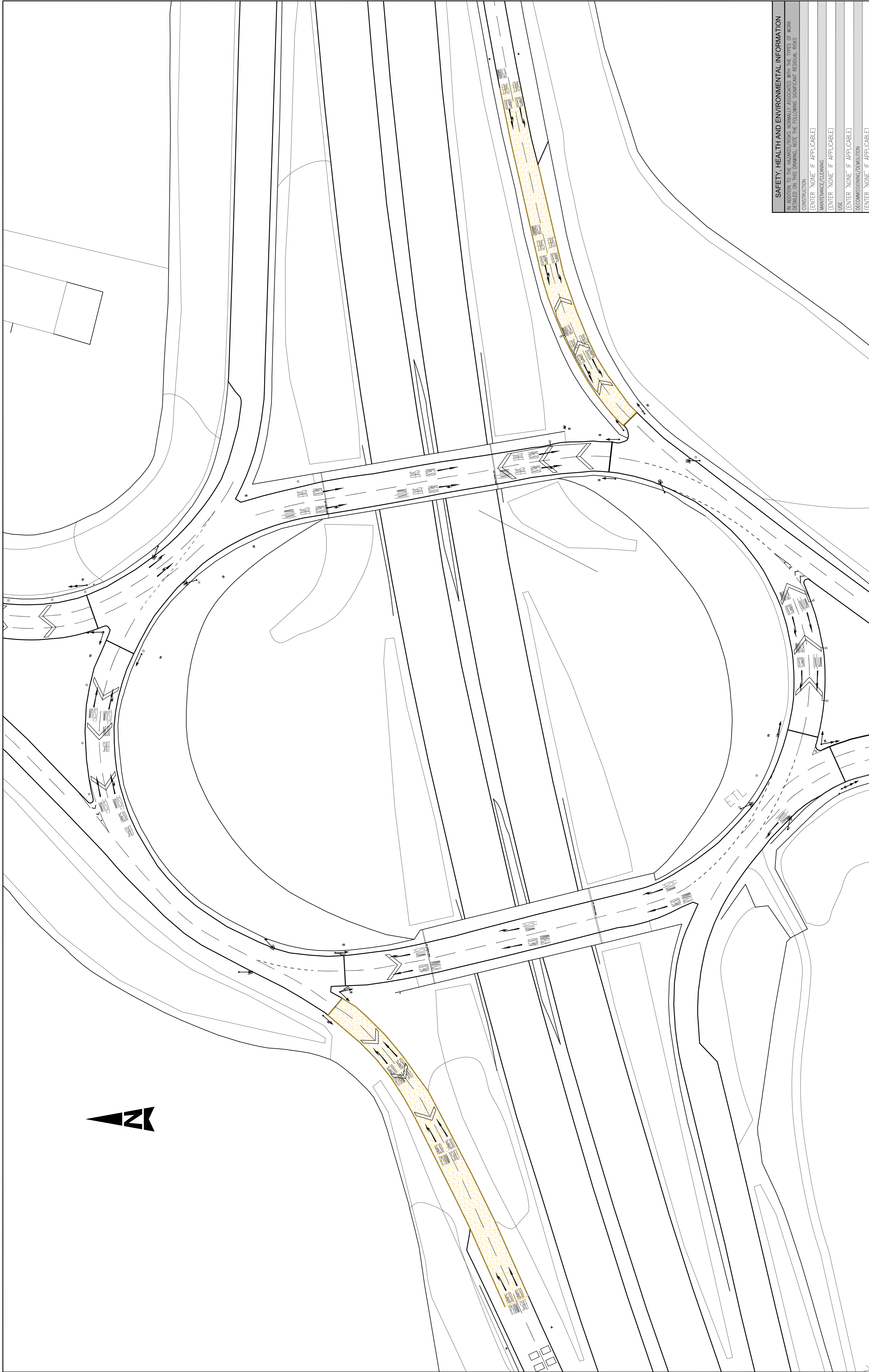
Issue No	Date	By	Description
A	17/12/07	ADF	ORIGINAL ISSUE

Rev	A
Status	P
Drawing Number	5035805/TC/M1J33/1001

DO NOT SCALE



File: M1 J33 - AS_BUILT A.dwg
 Date: Dec 17, 2007 - 3:30pm
 Plotted by: cook7911
 A1



SAFETY, HEALTH AND ENVIRONMENTAL INFORMATION	
IN ADDITION TO THE HAZARDS/RISKS NORMALLY ASSOCIATED WITH THE TYPES OF WORK DETAILED ON THIS DRAWING, NOTE THE FOLLOWING SIGNIFICANT RESIDUAL RISKS	
CONSTRUCTION	(ENTER "NONE" IF APPLICABLE)
MAINTENANCE/CLEANING	(ENTER "NONE" IF APPLICABLE)
USE	(ENTER "NONE" IF APPLICABLE)
DECOMMISSIONING/DEMOLITION	(ENTER "NONE" IF APPLICABLE)
Sheet Size	Original Scale
A1	1:500
Designated/Drawn	Checked
DM	ADF
Date 17/12/07	Date 17/12/07
Authorised	Authorised
LS	LS
Date 17/12/07	Date 17/12/07
Rev	Rev
Drawing Number	5035805/TC/M1J33/1002
Status	P
Title	PROPOSED ROAD MARKINGS SHEET 2 OF 3



M1J33
ITM PROJECT



Atkins Limited
Consulting Engineers,
Threadneedle House,
9-10 Market Road,
Chelmsford, Essex, England,
CM1 1XA

Tel: (01245) 245245
Fax: (01245) 345010
www.atkinsglobal.com

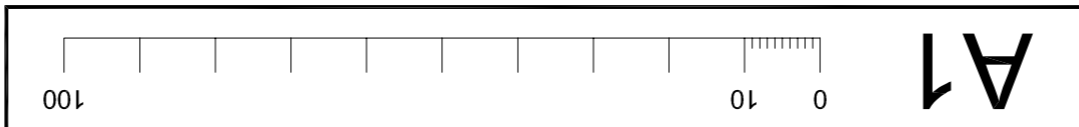
©

Client

Project

Issue	Date	Auth	Rev	Description
A	17/12/07	ADF	LS	ORIGINAL ISSUE

Issue	Date	Auth	Rev	Description



A1

DO NOT SCALE

Status	P
Drawing Number	5035805/TC/M1J33/1002
Rev	A

ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS

1.	Meeting:	Cabinet Member for Economic and Development Services
2.	Date:	3rd March 2008
3.	Title:	Application to hold a new Funfair on the Thornhill Recreation Ground. Ward 13 Rotherham West.
4.	Programme Area:	Environment & Development Services

5. Summary

To report on an application to hold a new funfair on the Thornhill Recreation Ground, Ward 13, Rotherham West on operating dates to be agreed.

6. Recommendations

That the application to hold a 4 day funfair on the Thornhill Recreation Ground, Ward 13 Rotherham West be approved.

7. Proposals and Details

An application has been received from Showman William Percival to hold a new four day funfair on the Thornhill Recreation Ground at the junction of Wortley Road and Greasbrough Street in Rotherham West Ward 13.
The operating dates of the fair to be agreed.

8. Finance

RMBC costs for this event will be minimal; any costs incurred in the monitoring of the event will be met from existing budgets.

The event will provide an increase in revenue income of £700.00.

This income to be shared equally between Markets & Commercial Services

9. Risks and Uncertainties

There is a risk of complaints from local residents relating to noise, anti-social behaviour and on street car parking issues. Evidence from other funfairs operated within the borough by William Percival suggests that this risk would be minimal.

10. Policy and Performance Agenda Implications

The provision of fairs for recreation and leisure is in line with the councils' corporate priorities of Achieving, Alive and Proud along with the crosscutting theme of Fairness.

11. Background Papers and Consultation

Consultation has taken place with:

Ward Councillors – a site meeting took place on the 7th February 2008 with William Percival and Councillors Akhtar and Foden. Availability of sufficient car parking was considered, it was concluded that there was sufficient on street car parking in the surrounding non residential streets to accommodate the funfair visitor traffic.
Ward Councillors are in favour of the proposal.

Police, Fire and Ambulance emergency services – no objections were received.

RMBC Health & Safety
Traffic Management
Parking Services
Culture & Leisure

No objections were received although the possibility of on street car parking issues was highlighted.

Contact Name: Robin Lambert, Markets General Manager, 6956,
robin.lambert@rotherham.gov.uk.

ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS
--

1.	Meeting:	Delegated Powers – Environment and Development Services
2.	Date:	3 March 2008
3.	Title:	Customer Care
4.	Directorate:	Environment and Development Services

5. Summary

To report on Customer Charter targets – 1 October 2007 to 31 December 2007.

6. Recommendations

- (i) That the report be considered.

7. Proposals and Details

A Customer Charter has been introduced in to the Authority and performance against targets has been monitored since April 2007.

A report is already produced quarterly dealing with performance on dealing with complaints and therefore, this report will report on acknowledging letters from the public within 3 working days, responding to letters from the public within 10 working days, answering the telephone within 7 rings (21 seconds) and dealing with customers with appointments within 5 minutes.

The following arrangements have been made to enable these targets to be achieved/monitored.

- a. The majority of letters from members of the public delivered to town centre locations are acknowledged centrally, generally on the day they arrive but if not, within the timescale.
- b. A system of identifying qualifying letters has been introduced and a control slip is attached to each letter. Staff provide information on when letters have been responded to by completing details on the slip and returning it to the Customer Liaison /Fee Billing Section.
- c. Computerised reports providing information on the time taken to answer telephones have been set up for 44 sections. These reports cover all EDS

staff in Bailey House, Crinoline House and Norfolk House. Reports have been established for most sections in the Central Library.

The reports cover Monday to Friday between 8.00 a.m. and 5.00 p.m. in the offices and between 9.00 a.m. and 5.00 p.m. in the Library.

The performance against these targets is as follows:-

a. Acknowledging letters from the public within 3 working days (target 100%)

100%

b. Responding to letters from the public within 10 working days (target 100%)

<u>Service</u>	<u>No</u>	<u>In Target</u>	<u>%</u>
Asset Management	6	4	67
Business Unit	1	1	100
Culture and Leisure	21	21	100
Planning and Transportation	287	274	95
RIDO	-	-	-
Totals	315	300	95

c. Answering the telephone within 7 rings – (target 90%)

<u>Service</u>	<u>%</u>
Asset Management	93.6
Business Unit	96.1
Culture and Leisure	91.8
Management	97.8
Planning and Transportation	94.0
RIDO	96.5

d. Dealing with customers with appointments within 5 minutes - (target 100%)

95.67%

In addition to the customer care work carried out as a result of the charter, staff are also involved in the following:-

Mystery shopping – Culture and Leisure Services
The provision of customer care training

8. Finance

The main financial issue regarding customer care issues is in respect of the time involved. If customer care can be improved it should reduce the time staff require to deal with customer complaints.

9. Risks and Uncertainties

The system of recording letters so that they can be acknowledged and subsequently tracked is new and with any new system there is a possibility that records will not be as accurate as they should be.

Performance on responding to letters is determined by the return of completed slips. It is possible that some letters have been responded to in the timescale, however, if the slips have not been returned this is reflected in the performance.

10. Policy and Performance Agenda Implications

Successful customer care links in to Rotherham Achieving, Rotherham Alive and Rotherham Proud.

11. Background Papers and Consultation

The records regarding acknowledging and responding to letters are kept in the Fee Billing/Customer Liaison Section.

Oribetel reports on answering the telephones are distributed to managers on a monthly basis. A summary spreadsheet of performance on answering telephones is kept in the Fee Billing/Customer Liaison Section

Contact Name : Graham Clark, extension 2157, Customer Liaison Manager
graham.clark@rotherham.gov.uk

**ROTHERHAM BOROUGH COUNCIL
REPORT TO MEMBERS**

1.	Meeting:	Delegated Powers – Environment and Development Services
2.	Date:	3 March 2008
3.	Title:	Complaints
4.	Directorate:	Environment and Development Services

5. Summary

To report on complaints received between 1 April and 31 December 2007.

6. Recommendations

- (i) That the report be considered.

7. Proposals and Details

Statistics on the complaints received in the period April 2007 to December 2007 are on the attached document Appendix A.

The format of the report has been changed and is now based on the arrangements for corporate reporting of complaint.

Statistics for complaints regarding Culture and Leisure and Waste Management are now included in this report.

8. Finance

The main financial issue regarding complaints is in respect of staff time involved in dealing with them. If complaints can be minimised it will release staff to deal with other work.

9. Risks and Uncertainties

The Directorate has a procedure for dealing with complaints and staff should record all qualifying complaints at a central point. In any large organisation there is always a risk that the system is by-passed.

10. Policy and Performance Agenda Implications

Dealing with complaints efficiently links in to Rotherham Achieving, Rotherham Alive and Rotherham Proud.

11. Background Papers and Consultation

The complaints are kept centrally in the Administration Section.

Contact Name : Graham Clark, Customer Liaison Manager, extension 2157,
graham.clark@rotherham.gov.uk

ENVIRONMENT AND DEVELOPMENT SERVICES

Complaints Statistics April 2007 to December 2007 – Appendix A

1. Complaints received by directorate - (1 April 2007- 31 December 2007)

	Stage 1	Stage 2	Stage 3	LGO	Total
Asset Management	8	1	2		11
Business Unit	2				2
Culture & Leisure	27	2			29
Planning & Transportation	23	4	2	3	32
RIDO	2				2
Totals	62	8	4	3	77

2. Complaints received – by category (1 April 2007- 31 December 2007)

	Actions of staff	Quality of service	Lack of service	Delay in service	Cost of service	Lack of information	Other	Total
Asset Management	5	2	4	-	-	-	-	11
Business Unit	1	-	1	-	-	-	-	2
Culture & Leisure	14	10	2	-	2	-	1	29
Planning & Transportation	9	21	2	1	-	-	-	33
RIDO	-	2	-	-	-	-	-	2
Totals	29	35	9	1	2	-	1	77

3. Stage 1 Complaints received by ward

Ward Number	Ward Name	Number
Ward1	Anston and Woodsetts	5
Ward 2	Boston Castle	7
Ward 3	Brinsworth and Catcliffe	5
Ward 4	Dinnington	1
Ward 5	Hellaby	5
Ward 6	Holderness	1
Ward 7	Hooper	-
Ward8	Kepple	2
Ward 9	Maltby	1
Ward 10	Rawmarsh	3
Ward 11	Rother Vale	2
Ward 12	Rotherham East	4
Ward 13	Rotherham West	3
Ward 14	Silverwood	1
Ward 15	Sitwell	3
Ward 16	Swinton	3
Ward 17	Valley	3
Ward 18	Wales	3
Ward 19	Wath	4
Ward 20	Wickersley	5
Ward 21	Wingfield	1
Total		<u>62</u>

4. Complaints closed by programme area– Overall Numbers (1 April 2007 – 31 December 2007)

	Stage 1			Stage 2			Stage 3		
	Closed	Closed Upheld	Closed Partially upheld	Closed	Closed Upheld	Closed Partially upheld	Closed	Closed Upheld	Closed Partially upheld
Asset Management	4	3	2	-	1	-	-	-	-
Business Unit	-	1	-	-	-	-	-	-	-
Culture & Leisure	17	9	-	2	-	-	-	-	-
Planning & Transportation	12	8	3	3	-	-	1	1	-
RIDO	1	-	1	-	-	-	-	-	-
Total	34	21	6	5	1	-	1	2	-

5. Complaints dealt with within complaint procedure timescales (1 April 2007 – 31 December 2007)

	Stage 1	stage 2	Stage 3			
Asset Management	8 of 9	2 of 2	1 of 1			
Business Unit	1 of 1	-	-			
Culture and Leisure	22 of 26	-	-			
Planning & Transportation	20 of 23	4 of 4	2 of 2			
RIDO	2 of 2	-	-			
Totals	53 of 61	6 of 6	3 of 3			

6. Local Government Ombudsman Requests, percentage of complaints closed within the 28 day target.

	Closed – awaiting clarification	Maladministration with injustice.	Local settlement	Maladministration	No maladministration	Ombudsman discontinuing	Outside jurisdiction	Performance 1.04 – 31.03.07
Asset Management								
Business Unit								
Culture and Leisure								
Planning & Transportation			1 of 1 =100%			1 of 1 = 100%		
RIDO								
Totals			1 of 1 =100%			1 of 1 = 100%		

Key Service Improvements from Complaints

Service Improvements Resulting from Complaints 2007/2008

Directorate	Issue	Recommendation	Action
Culture & Leisure	Recruitment – Casual Pool Lifeguard	Consistent approach is taken by all staff involved with recruiting process.	Staff meeting to discuss this to take place.
Culture & Leisure	Displays in Libraries	Closer working relationship between district libraries regarding requests for displays.	Instruction sent out to staff.
Culture & Leisure	Issues at Greenlands Park	(i) Wooden fence to be installed.	Work commenced
		(ii) Fencing to be modified.	Work commenced
Planning & Transportation	Details available on internet	Signatures no longer scanned in on planning applications.	Policy adopted
RIDO	Allocation of town centre pitches	Review of procedures	Reports submitted to Cabinet Member.

ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS

1.	Meeting:	Cabinet Member for Regeneration and Development
2.	Date:	3rd March 2008
3.	Title:	Parking Charges 2008 - 2009
4.	Programme Area:	Environment and Development Services

5. Summary

This report proposes increases in parking charges to help maintain the economic operation and infrastructure of the car parks, and to actively support Local Transport Plan targets and objectives.

6. Recommendations

- a) It is recommended that the proposed charges detailed in this report are approved for implementation with effect from 1 April 2008.

7. Proposals and Details

The charges for parking in on-street Pay & Display bays, within the current Controlled Parking Zone were last varied in April 2006. Long stay charges in off street car parks were increased last year whilst short stay, off street charges remained static. The current and proposed levels of charges are broadly cheaper than other authorities in South Yorkshire, although a small number of the individual tariff bands would exceed prices at those other authorities.

Having looked, in some depth, at the charges for off-street parking, it is felt that it would be appropriate to look at increasing the both short term and long term parking tariffs.

In an attempt to encourage short stay, on street parking activities it is proposed for the on street charges to remain at their current tariff. It is hoped that this will be a benefit for town centre businesses.

Proposed charges

On-Street Parking Charges

Duration	Current Charge (07-8)	Proposed Charge (08-9)
20 minutes	0.40	0.40
40 minutes	0.80	0.80
60 minutes	1.20	1.20
120 minutes	2.60	2.60

Off-Street Parking Charges

Location	Duration (Monday – Friday)	Current Charge (07-8)	Proposed Charge (08-9)
St Ann's / York Road	All day (long-stay car parks)	1.40	1.60
Staff Permits (long stay car parks) (Monday-Friday)	12 months	312.00	360.00
Wellgate Multi-Storey Car Park & Town Centre Pay & Display Surface Car Parks	Up to 2 hours	1.00	1.10
	Up to 4 Hours	2.50	2.70
	Over 4 hours	6.00	6.50

Wellgate Multi-storey car park – permits.

Permits - public	1 month	75.00	80.00
	2 months	112.50	120.00
	3 months	150.00	160.00

8. Finance

The proposed prices for 2008-9 should address some of the budget pressures and enable the progression of the car parks infrastructure, especially in the light of the imminent introduction of Civil Parking Enforcement with the on set of the Traffic Management Act on 31st March 2008.

9. Risks and Uncertainties

There may be a risk of a level of resistance to the increased charges, which may result in the projected income levels not being achieved. However, the charge increases for short term, off street parking are the first for two years and therefore deemed to be justifiable.

There is a 5 to 6 week lead time for the provision of revised software for the Pay & Display machines. It is therefore important that prompt approval is obtained for the proposed charges to be implemented as soon as possible in April, as any delay will result in reduced income, over the full year.

10. Policy and Performance Agenda Implications

The proposals will mean that prices remain in accordance with the policy to discourage long-stay parking by means of a tariff which is more expensive on a pro-rata basis for long-stay, thus making more spaces available for short stay shoppers and business users.

The prices encourage short-stay on-street parking (up to 4 hours).

The proposed price increases will help to support aims of the Local Transport Plan, in that they can significantly influence modal shift, and they help to encourage short stay parking and discourage long term “commuter” parking.

11. Background Papers and Consultation

No statutory consultation is required to increase current charges, and the variations in charges are posted on site prior to implementation, by legal notices made under Section 35C of the Road Traffic Regulation Act. The notices are for information only and may not be objected to.

Contact Name: Martin Beard – Parking Services Manager
Extension 2929 - email: martin.beard@rotherham.gov.uk