

**TRANSFORMING
ROTHERHAM**

**Markets
Consultation &
Engagement
Summary
2018 - 2023**

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Consultation Summary

The regeneration of Rotherham Markets and the Library is a key project in the Town Centre Masterplan.

This document sets out a summary of the chronological order of engagement activities that have taken place with stakeholders, to seek their views on the proposals for the markets redevelopment.

As part of the consultation process, key stakeholder groups have been identified and the most effective methods of engagement agreed.

The consultation methods used include:

- Meetings with local businesses
- Public information events
- Press releases
- Website
- Emails
- Online survey
- Social media posts
- Workshops
- 1 to 1 sessions with businesses

From the numerous consultation events and activities held, a wide range of people have been actively engaged and have provided their views on the markets redevelopment plans.

Aim of the consultation

- To seek stakeholder views on the proposals for the markets redevelopment and inform future decision making, providing a sense of ownership
- To ensure that all different sections of the community were allowed the opportunity to participate in the consultation process
- To ensure that the consultation process and redevelopment plans are viewed as open and transparent

The following table outlines a summary of all consultation and engagement undertaken. Any comments and feedback are recorded in the Markets Consultation & Engagement Overview 2018-2023.

Engagement Log				
Date, Location & Attendance	Audience	Purpose	Method of Communication	Feedback
29 th May to 15 th July 2018	Customers and visitors to the town centre and markets	Exhibition boards were displayed with information on the history of Rotherham Market and how the current site has developed was presented alongside questions asking for feedback on what the next stage should comprise	The exhibition was advertised online via various social media platforms, as well as printed materials delivered to market traders and placed around the Markets. Also advertised in the local press and on local radio	All comments and feedback recorded
6 th November 2019, University Centre Rotherham. There were 11 students in total aged between 17-19 years old	Rotherham College students focus group	To seek the opinions/ideas of college students in the town centre at an early stage in the town centre/markets redevelopments and find out what, in their view, the town centre needs now and going forward	Rotherham College management team arranged the meeting around students availability	Images/ plans and drawings of the proposals for the Markets and public spaces were shown to the group and feedback provided and recorded
6 th November 2019, RAIN Building, Eastwood Lane. 6 attendees	RAIN Building business occupants focus group	The RAIN building will be demolished as part of the markets redevelopment. Occupants were invited to discuss the proposed plans and layout of the new community hub which will be built as part of the proposed new library, to ensure they meet with the businesses needs and requirements	Letters sent to businesses confirming the meeting	Officers presented the latest images and plans to the group and feedback was provided and recorded
15 th November 2019, Riverside House. 2 attendees	RMBC Cultural Services	To discuss how cultural services can feed into the concept market designs	Outlook meeting invitation	Officers presented the latest images and plans to the group and recorded the feedback received

21 st November 2019, Riverside House. 2 attendees	RMBC Utilities Team	To discuss how Estates can feed into the concept market designs and discuss the current and future set up for utilities within the Markets	Outlook meeting invitation	Officers presented the latest images and plans and recorded the feedback received
2 nd December 2019, Tesco Extra, Drummond Street. 1 attendee	Tesco Store Manager	As a large corporate business, Tesco are a key business who may be able to help support the redevelopment and the changes planned for around the markets may have an impact on Tesco.	Outlook meeting invitation and follow up phone call	No negative impacts identified on their business operations. Very supportive of plans and keen to see the redevelopment of the Markets
3 rd December 2019, Riverside House. 1 attendee	Halifax Bank Branch Manager, Howard Street branch	Halifax Bank is adjacent to the works which are planned for the site including Market Square. The works may have an impact on the site so consultation is vital in helping improve the access and safety in and around the branch	Outlook meeting invitation and follow up phone call	Supportive of the redevelopment and keen to work together to explore solutions to identified issues
9 th and 10 th March 2020, Rotherham Town Hall. 20 attendees	Market traders	To ensure all concerns, needs and feedback is taken on board so the redevelopment goes forward positively, while maintaining good relationships with the market traders	Letters hand delivered to market traders providing details of the meeting	Officers presented the latest images and plans and recorded the feedback and comments made
10 th March 2020. 6 stakeholders contacted	RMBC stakeholders contacted: Planning Policy, Conservation, Transportation Infrastructure Service,	A planning pre-application was submitted for the developing context to confirm that the emerging proposals were acceptable from a planning perspective,	Email	Overall the proposed scheme is supported and would be a welcome enhancement to the town centre. The response from Planning and all contacted stakeholders was positive, several documents required to support the

	Landscape Team, Land Contamination Officer and Drainage Team	including the views of several key stakeholders		final planning application for the development have now been identified and will be prepared accordingly
w/c 19 th July 2021. 8 business with premises on Eastwood Lane, Market Place and Drummond Street were engaged with	Businesses within the markets complex that fall within the Estates Team Portfolio – Relocation Interest	To provide information to businesses that are identified for demolition within the current proposals, so impacts deemed greatest	Letters outlining the redevelopment plans hand delivered to each business and informal discussions took place with Estates Team representatives	Responses received from all businesses contacted, results to be incorporated into the wider schedule of tenants maintained by the Markets Project Team and a relocation plan / options to be prepared
Friday 3 rd to Sunday 5 th September 2021, Rotherham Show. Although a record of how many people visited the stand was not recorded, over 80,000 people were expected to attend the show over the 3 days	Members of the public visiting Rotherham Show	Public information event to showcase the updated markets redevelopment plans to visitors attending Rotherham Show.	Details of the consultation included in the Rotherham Advertiser w/c 25 th August, social media posts and town centre e-newsletter. Pop-up banner stands on display at the show and leaflets handed out to the public outlining the Town Centre regeneration schemes, including the markets	The majority of feedback was positive with visitors keen to hear about the redevelopment plans
Monday 1 st to Friday 5 th October 2021, Rotherham Indoor Market stall, Tuesday Street Market stall and stand on Effingham Street	Members of the public and market traders	Public information event to showcase the updated redevelopment plans	Details of the consultation included in the Rotherham Advertiser w/c 25 th August, social media posts, town centre e-newsletter and posters distributed to town centre businesses for display in the lead up to the events	The majority of feedback was positive with visitors keen to hear about the redevelopment plans. Comments and feedback recorded

<p>Tuesday 19th and Thursday 21st October 2021, Rotherham Indoor Market seating area.</p> <p>24 businesses attended on 19/10/21</p>	<p>Market traders and businesses within the markets portfolio</p>	<p>To update on the plans and hold in-depth discussions on the whole concept and delivery programme before wider public consultation</p>	<p>Leaflets outlining details of the consultation event hand delivered to each trader as well as formal letter distributed to all traders registered email addresses using database maintained by the Markets Team</p>	<p>Comments and feedback recorded</p>
<p>Wednesday 27th October 2021, Rotherham Indoor Market seating area</p>	<p>All market traders and businesses within the Estates Team</p>	<p>Face to face workshops to update on the plans and hold in-depth discussions on the whole concept and delivery programme before wider public consultation</p>	<p>Leaflets outlining details of the consultation event hand delivered to each business as well as formal letter distributed to all traders registered email addresses using database maintained by the Estates Team</p>	<p>Identified the need to continue to provide clear communications with businesses within the Estates team portfolio on the redevelopment programme and implications. This will be led by the Estates Team</p>
<p>20th March 2022, Town Hall, Improving Places Select Commission (IPSC)</p>	<p>Council Members of the IPSC and rep from the NMTF (National Market Traders Federation)</p>	<p>To showcase and raise awareness of the updated redevelopment plans and offer a Q&A session</p>	<p>Email sent to all members outlining the meeting</p>	<p>Recommendations made by the IPSC recorded</p>
<p>6th to 20th June 2022, Online public consultation with 295 responses</p>	<p>Accessible to anyone</p>	<p>Online platform for visitors to provide feedback on the proposed designs for the markets and library</p>	<p>Advert promoting the online consultation included in the Rotherham Advertiser w/c 8th June, social media posts, town centre e-newsletter and leaflets and posters distributed to town centre businesses for display in the lead up to the survey going live</p>	<p>The results and feedback from the online consultation will be fed into the designs of the project</p>

<p>14-16th June 2022 On street consultation in the Town Centre. Over 200 people attended over the 3 days</p>	<p>Members of the public and businesses</p>	<p>Consultation on the new markets and library redevelopment design</p>	<p>Advert promoting the consultation included in the Rotherham Advertiser w/c 8th June, social media posts, town centre e-newsletter and leaflets and posters distributed to town centre businesses for display in the lead up to the events</p>	<p>Feedback was positive with visitors interested in the redevelopment plans. Comments and feedback recorded</p>
<p>Saturday 3rd to Sunday 4th September 2022, Rotherham Show.</p> <p>Approximately 1,000 people visited the stand over the 2 days</p>	<p>Members of the public visiting Rotherham Show</p>	<p>Public information event to showcase the updated markets redevelopment plans to visitors attending Rotherham Show</p>	<p>Details posted on social media, town centre e-newsletter and posters distributed to town centre businesses for display in the lead up. Leaflets handed out to the public outlining the Town Centre regeneration schemes, including the markets</p>	<p>The majority of feedback was positive with visitors keen to hear about the redevelopment plans</p>
<p>Thursday 23rd and Tuesday 28th February 2023, Indoor Market.</p> <p>17 indoor market traders attended on 23rd February and 7 in total on 28th February</p>	<p>Indoor market traders</p>	<p>Face to face meeting with indoor market traders to update on the plans for the markets redevelopment delivery programme, and book 1:1 meetings with each trader to discuss their requirements</p>	<p>Details sent by letter to each trader on 26 January 2023. This was then followed up with an in-person visit to each trader w/c 6 February 2023 where leaflets were handed out with a reminder about the meetings on 23 and 28 February 2023</p>	<p>Comments and feedback recorded and any queries to be followed up</p>
<p>Tuesday 7th March and Friday 17th March 2023, Indoor Market.</p> <p>15 businesses met on 7th March and 14 on the 17th March</p>	<p>Indoor market traders</p>	<p>One to one meetings arranged with all indoor market traders following the consultation sessions on 23rd and 28th February, providing traders with an opportunity to discuss their requirements when they relocate to the temporary market</p>	<p>Each business confirmed their appointment at the traders meetings on 23rd and 28th Feb, with follow up visits made to confirm they would be attending</p>	<p>Comments and feedback recorded and any queries to be followed up</p>

Friday 10 th March 2023, Teams meeting online. 3 attendees	RiDO Officers and the Deputy Chief Executive Officer of Rotherham College (RNN Group)	To provide an update on the plans for the markets redevelopment delivery programme	Email sent to arrange a meeting following a request from Tracey for an update on the plans for the market	Discussed working closely with the college and involving students in the redevelopment where possible. Agreed to meet later in 2023 for a further update to be provided
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