



DERBY CITY COUNCIL

AREA PANEL 5

5 APRIL 2006

Report of the Area Panel Manager

Area Panel 5 Community Issues Update Report

SUPPORTING INFORMATION

1.1	Item No	Issue title	Recommended panel action
		Allestree ward	
1.2		Parking, Cornhill/ West Bank Road	Note
1.3		Markeaton Park car parking	Note and close
		Darley ward	
1.4		Petition – Well repairs and installation of hand rail, Well Street	Note
1.5		Sale of St Helen's House	Note and close
1.6		Granite kerb stones on Darley Lane	Note and close
1.7		Section 106 payment to Darley ward	Note and close
1.8		Parking on Handyside Street and Buchanan Street	Note and close
1.9		Pedestrian crossing on King Street	Note and close
		Allestree and Darley wards	
1.10		University Parking	Note and close
		Mackworth ward	
1.11		Land on Leytonstone Drive	Note and close
1.12		Prince Charles Avenue shopping parade refurbishment	Note and close
1.13		Cheviot Street recreation ground brook	Note and close
		All wards	
1.14		Customer and the Streetcare hotline	Note and close
1.15		Reduction in tennis courts	Note and close
1.16		Home care charges	Note and close
1.17		Council budget presentation	Note and close
1.18		Outstanding issues	

For more information contact: Colin Avison, Area 5 Panel Manager, 01332 258500
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Background papers: None.
List of appendices: Appendix 1 - Area Panel 5 community issues update report, background information

1.2 Ref: 505028 – Parking, Cornhill/West Bank Road, Allestree - raised 12.10.05

Issue: Concern was raised over parking near the bend on Cornhill and West Bank Road junction, Allestree. It was reported that drivers have to go on the other side of the road around the bend, which is highly dangerous.

Action: Report back on results of investigations.

Update: The introduction of additional waiting restrictions on Cornhill could not be considered necessary at the current time. The situation in Cornhill has continued to be monitored. The location has a relatively good accident record with only two recorded personal injury accidents in the last three years, with the causation factors of excessive speed and careless behaviour.

The nature of the road tends to dictate vehicle speeds and the occasional presence of parked vehicles tends to help in this respect as drivers show additional caution when passing parked vehicles (and surveys carried out have substantiated this). The parking tends to occur mostly at weekends and in the evenings and therefore it should be concluded that it is mainly the residents or their visitors parking on street.

Further information: Neil Palfreyman, Traffic Management Engineer, Regeneration and Community, telephone 716090

1.3 Ref 506001 – Markeaton Park car parking, Allestree – raised 01.02.06

Issue: A resident asked if there any proposals to convert the grassed area between Kedleston Road and the brook, from the University entrance to the Mundy Pay centre entrance, into car parking.

Action: Investigate and report back. Propose to note and close.

Update:

There are no proposals for a car park adjoining Kedleston Road.

Further information: Dawn Dagley, Parks Liaison officer, Environmental Services, telephone 716272

1.4 Ref: 505039 – Petition – Well repairs and installation of hand rail, Well Street, Darley - received 12.10.05

Issue: A petition containing 80 signatures, had been received from residents of Strutt's Park and Rivermead House requesting the repair of the well at the bottom of Well Street and the installation of a handrail on Well Street, as they were concerned about the general state of Well Street, in particular the slippery surface and the difficulties faced by everyone who use the route to negotiating the steep hill.

Action: Report back to the next meeting.

Update:

Derby Homes have placed an order to have the well and surrounding area repaired. The contractor is currently liaising with the Council's Environmental Sustainability Section to ensure that the materials used are in keeping with the conservation status of

the area.

The work will involve replacing the missing slab on the well and also tidying up the brickwork. The water from the well has been tested and has been found not suitable for drinking. Derby Homes have ordered a sign which will warn that the water is not suitable for drinking.

The Council's Highway Maintenance Section has been liaising with the Environmental Sustainability Section regarding appropriate materials and the site for a handrail to assist residents using Well Street.

The Conservation Area Advisory Committee has agreed the materials to be used for the handrail, but have asked for further investigations regarding the site for the rail.

A further report will be given to the next Area Panel 5 meeting on 12 July 2005.

Further information: Michelle Spamer, Area and Neighbourhood Co-ordinator, Regeneration and Community, telephone 715064

1.5 Ref 506008 – Sale of St Helen's House, Darley – raised 01.02.06

Issue: A resident reported that the closing date for bids for St. Helen's House is 21 April and he asked if the Council will have to take the best bid or can they then offer it to the St. Helen's House Trust.

Action: Update on bidding process.

Update:

The particulars distributed to interested parties state:

'..... the Council is seeking offers for a long leasehold interest from parties who are willing to undertake a scheme of refurbishment to the property which will not only ensure the required repairs are carried out, but also that the property is brought into beneficial use and satisfactorily maintained in the future.

Interested parties are, therefore, required to submit details of the proposed uses for the property along with their financial offer. The proposals for refurbishment, use of the buildings and any enabling development, as well as any financial offer, will be taken into account when evaluating offers.'

The Council will therefore consider the best bid, including that of the Trust, overall, taking account of these issues.

Further information: Chris Edwards, Assistant Director-Property Services, Chief Executive's, telephone 255070

1.6 Ref 506012 – Granite kerb stones on Darley Lane, Darley – raised 01.02.06

Issue: A resident asked what had happened to the granite kerbstones that had been removed on Darley Lane and had been replaced with concrete in a conservation area.

Action: Investigate and report back.

Update:

Less than 2 metres of granite kerb in poor condition were removed as part of the construction of a dropped crossing right at the edge of the conservation area, on the radius at the junction of Edward Street and Darley Lane, by the building contractors, Wheeldon Homes, who had carried out new building works at the adjacent site.

Whilst there was an existing pedestrian dropped crossing on the opposite side of the road, there wasn't one on the side of the building works. Our Highway Inspector asked Wheeldon Homes to provide one as part of remedial works to the footway. There were existing concrete kerbs on either side of the granite kerbs.

We do try to maintain existing materials wherever possible, in Conservation areas. Where this isn't possible, we do try and use new materials that are appropriate to the area and consult with colleagues in Planning on the use of such materials.

Further information: John Edgar, Maintenance Manager, Regeneration and Community, telephone 715067
Harry Hopkinson, Team Leader-Built Environment, Regeneration and Community, telephone 255061

1.7 Ref 506005 – Section 106 Payment to Darley ward, Darley– raised 01.02.06

Issue: A resident asked if the section 106 funding that had been spent in the Bendall Green area in Blagreaves ward had been returned to the Darley ward? She asked if details of all section 106 agreements affecting Area Panel 5 could be made available at Area panel 5 meetings?

Action: Investigate whether the S 106 funding has been returned to Darley ward and if S 106 payments could be reported to the area panel.

Update:

The Section 106 payment referred to has been utilised elsewhere. New procedures have been put into place to help prevent this happening again. The funding cannot be returned as this would require using Section 106 funding from elsewhere.

Arrangements are being put into place to provide information on Section 106 payments within Area Panel Bulletins on a quarterly basis.

Further information: Rosie Heath, Senior Planning Officer, Regeneration and Community, telephone 255073

1.8 Ref 506006 – Parking on Handyside Street and Buchanan Street, Darley – raised 01.02.06

Issue: A resident reported difficulties with parking on the streets around Handyside Street and asked how often traffic wardens patrol the area. She reported that she cannot park even though she has a permit and asked what can be done?

Action: Confirm that the situation in North Street applies in Handyside Street.

Update: It is envisaged that the increase in Parking Attendants as a result of the Council taking over the enforcement of parking restrictions will impact upon the issue raised by residents. Once the effect of the Council taking over the enforcement of

parking restrictions is known, the situation in streets such as North Street and Handyside Street can be reviewed.

If significant problems remain in the area, it can be considered for a traffic management review.

Further information: Neil Palfreyman, Traffic management Engineer, Regeneration and Community, telephone 716090

1.9 Ref 506007 – Pedestrian Crossing on King Street, Darley – raised 01.02.06

Issue: A resident thanked the panel for the new pedestrian crossings installed on King Street. He now considers that the new lights will mean there is no longer any need for Connecting Derby phase 3B. He asked that the Council produce new traffic figures and forwards them to the Government Office for the East Midlands and Office for the Deputy Prime Minister because the existing figures are based on the old traffic layout.

Action: Request that new traffic figures are produced.

Update: The pedestrian crossing lights do not negate the need for Phase 3B of Connecting Derby. The provision of this new pedestrian facility at the junction of King Street and King Street provides improved pedestrian access between the Strutt's Park area and the City Centre.

There is no impact on traffic flow or volume as a result of these improvements and therefore a traffic study is not required.

Further information: Dave Powner, Project Manager, Regeneration and Community, telephone 715130

1.10 Ref: 505040 – University Parking, Allestree and Darley - raised 12.10.05

Issue: Over the past two years residents have raised a number of issues, concerns and petitions about student parking and traffic around the University of Derby. These include complaints about student parking on Oakover Drive and Amber Road in Allestree, Broadway and Penny Long Lane and around Markeaton Street. Complaints had also been raised about the amount of litter generated on Broadway due to flyers and posters being placed on the car windscreens.

Action: None. Propose to provide a summary of key strategic and operational work that is ongoing with the Council, University and Police to tackle the parking and traffic issues.

Update:

The University report that it has been agreed that the group will meet again in six months. In addition they report that Councillor Repton has suggested that he meets with David Gartside from the Council and Neville Wells from the University to discuss the issues relating to the student parking issue to be prepared for the new intake of students in September 2006.

Further information: David Gartside, Head of Traffic, Regeneration and Community, telephone 715025
Inspector Graham McLaughlin, Derbyshire Police, telephone 613131

1.11 Ref 505048 – Land on Leytonstone Drive, Mackworth – raised 07.12.05

Issue: A resident asked if the delays to develop the site on Leytonstone Drive were because of issues with the private road that runs along the side of the site. He explained a bungalow used to be on the site but it has been demolished and the land is now an eyesore, overgrown with weeds and rubbish. Building rubble is also on the private road behind the Humbleton Drive shops. He asked if the site and road could be cleared up.

Action: That officers visit the site again and take action if rubbish is being tipped and to ask if a secure fence can be erected by the developer.

Update:

Site visited by Enforcement Officer. Established that main areas of untidy land are located around the site of former lock-up garages at the rear of the parade of shops 12-20 Humbleton Drive. December 2005 letters sent to all registered owners requesting steps be taken to tidy their respective areas of land.

Site visited by Enforcement Officer on 15 February 2006 who noted some items had been removed from the land and the last lock up garage had been demolished and removed. Land behind 12-18 Humbleton Drive noted as areas requiring further clearance. Also noted that some large items had now been dumped on the land formerly 15 Leytonstone Drive.

17 February - Enforcement Officer spoke to JHP Properties and was informed that had been sold last year to J & K Developments.

24 February - second letters sent to owners of 12-18 Humbleton Drive and first letter sent to J&K Developments who own land formerly 15 Leytonstone Drive requesting steps be taken to tidy their area of land.

15 March - Herring fencing has now been erected around the former bungalow site as promised by the landowner. The condition of the land at the behind the shops on Humbleton Drive is also much improved.

Further information: Paul Clarke, Group Leader, Regeneration and Community, telephone 255935

Ian Donnelly, Group Leader Public Health, Environmental Services, telephone 715219

1.12 Ref 506003 – Prince Charles Avenue shopping parade refurbishment, Mackworth – raised 01.02.06

Issue: A resident asked when exactly the refurbishment of the shops on Prince Charles Avenue is due to take place.

Action: Investigate and report back

Update:

Mackworth District Centre is included in the provisional programme of District Centre Improvements. Mackworth is scheduled following Allenton, Alvaston, Normanton and Chellaston. Any improvements are unlikely in the next three years, but we may be in a

position to commission some feasibility work sooner if resources are made available.

Further information: Tony Gascoigne, Traffic Control Engineer, Regeneration and Community, telephone 715019

1.13 Ref 506010 – Cheviot Street Recreation Ground Brook, Mackworth – raised 01.02.06

Issue: A resident reported that the brook that runs alongside Cheviot Street recreation ground is very smelly and asked that action is taken.

Action: Investigate and report back to the next meeting.

Update:

Smells in brooks are caused by pollution from either domestic or business premises. Bramble Brook has a large catchment area and flows through Mickleover and adjacent to the Kingsway retail park. There will be miss-connections meaning that foul water is directed into the surface water system instead of the foul water system.

There is an ongoing inspection programme to identify and rectify these miss-connections to reduce pollution and consequent smells. But there may be over a thousand properties and businesses involved. As quickly as some are rectified, other miss-connections are created when, for instance, a washing machine is installed in an outhouse and discharges into the nearest convenient gully that happens to be for surface water -and ultimately discharges into the brook.

The Brook was visited on 23 March 2006 but the officer reported that he was not able to detect any noxious smells during his visit.

Further information: Ian Donnelly, Group Leader – Public Health, Environmental Services, telephone 715219

1.14 Ref 506002 – Customer and the Streetcare hotline, all wards – raised 01.02.06

Issue: A resident asked about the policy for officers giving their names when answering the Streetcare hotline number. She asked if it was for security reasons that an officer would not give their second name when she had reported a case of graffiti to the hotline. The resident reported that she had been told that as no one else had the same name in the team it was enough to identify her if she wanted to call again.

Action: Report back on the policy for answering the Streetcare hotline calls.

Update:

The Derby City Council Corporate Customer Services Policy outlines that staff will “tell you who you are speaking to and the name of the service or place you are calling”. It is considered quite appropriate for staff to give their first name only.

Staff within Streetcare are trained to answer all calls to the hotline number 715000 by saying “Good morning or afternoon” and then state “Derby City Council Streetcare” followed by their first name and then “how can I help”. Staff are not required to give their surname to callers.

Further information: John Hansed, Head of Streetcare and Waste Management,

1.15 Ref 506004 – Reduction in Tennis Courts, all wards– raised 01.02.06

Issue: A resident commented that the Derby parks tennis tournament is being staged again in 2006 but there is a proposal to reduce the number of grass tennis courts and replace some with an Astro surface. The panel were asked how much it would cost to replace the grass courts.

Action: Investigate and report back.

Update:

A number of grass courts have been closed following budget cuts, saving £27,000. These are at the following locations:

Normanton Park	4
Alvaston	4
Darley	4
Markeaton	4

Derby City Parks now have the following tennis courts:

Grass	12
Porous rubber	16
Hard	12
Synthetic sand	2
Total	42

There are no plans to replace any grass courts with Astro turf which is not recommended for tennis courts. Tarmac courts are very popular however to replace a grass court with tarmac would cost in the region of £50,000 (per court).

Further information: Dawn Dagley, Parks Liaison officer, Environmental Services, telephone 716272

1.16 Ref 506011 – Home Care Charges, all wards – raised 01.02.06

Issue: A resident asked about how Home Care Charges will now be paid for. She commented that Councillor Hussain has often said that low level home care services provided by the Council were essential to allow older people to keep living at home. Why is it now proposed to cut the laundry services and the cleaning service provided for such needy people and why is it now proposed to charge some people for services now provided by the Council, when Councillor Williamson had vowed that there would be no abolition to home care charges.

Action: To investigate and report back.

Update:

The loss of income from home care charges will be covered by achieving efficiency savings and modernising services. Low level services and provision of a laundry service are important and the Council will continue to provide them for people who are at risk of losing their independence.

However, services will not be provided directly by the Council for people with low level needs as it is essential to ensure that services are provided on a needs-led basis, rather than demand-led, as in the past.

This approach will enable the Council to use its resources most effectively and support more dependent people on an intensive basis so that they can remain living at home for longer.

The Council will work with the voluntary and community sector to commission a range of community well-being services to assist people with low level needs and ensure that they are safe, secure and independent in their own home.

Further information: Mike Connell, Assistant Director Community Care, Corporate and Adult Social Services, telephone 256702

1.17 Ref 506013 – Council Budget presentation, all wards – raised 01.02.06

Issue: During the question time after the budget presentation, residents asked two questions that were not answered at the meeting. One resident asked for an assurance that the £7 million shortfall in the Connecting Derby budget would not be funded from Council taxpayers money. Another resident asked for an assurance that the Council will not spend any more funding on fees to a consultant to find new office accommodation. She was aware that £243,000 had previously been spent by the Council on such fees.

Action: Councillor Williamson to respond directly to the residents.

Update:

Councillor Williamson wrote to the residents responding to their issues on 9 February 2006.

The Connecting Derby shortfall will be funded from a variety of different sources including the Local Transport Plan, Section 106 and the European Regional Development Fund. Discussions are currently ongoing to secure the balance of funding from sources other than the Council tax.

In 2003, the Council paid £40,000 to consultants for a detailed report into the Council's accommodation and its fitness for present and future purposes. In 2004, a further £19,000 was paid for work on the implementation options following on from the 2003 report. This is £184,000 less than was referred to by the resident.

Further information: Councillor Chris Williamson, Leader of the Council

1.18 Outstanding issues

Issue	Outstanding action	Date to report back
Crossing on Park Lane and Cornhill	To update on installation of crossing	July 2006
Removal of Bench on Blenheim Parade	To monitor antisocial behaviour, and report back	July 2006
Petition – Request for one-way system, Markeaton Street	To complete investigations and report back on outcomes	July 2006
Public Information Pillars	Report back on the review of the Public Information Pillars	July 2006

PROPOSED ACTION

2.1 To consider and note the report.