

**AREA PANEL 3 COMMUNITY ISSUES – UPDATE REPORT
BACKGROUND INFORMATION
19 SEPTEMBER 2007**

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1. Ref: 306020 – Petition – St Alban's Road, junction of Manor Road – received 20.09.06

Responsible officer(s) for more information:

Neil Palfreyman, Traffic Management Engineer, Regeneration and Community, telephone 716090

Issue:

A petition submitted by 150 residents living along St Albans Road was submitted requesting the Council consider options to address the volume and speed of traffic on the road. The residents put forward a number of proposals to address the issues raised which include traffic calming measures, speed cameras and the option of making some roads one-way or no entry.

Previous key points / action taken:

September 2006 - We are investigating the concerns raised in this petition and hope to be able to respond to the Area Panel 3 meeting on 17 January 2007.

January 2007 - We are still investigating this issue and hope to be able to report back to the Area Panel meeting on 21 March 2007. This was highlighted at the last Area Panel 3 meeting as one of their priorities for possible inclusion in the 2007/8 Highways and Transport programme. Officers are currently working to finalise this programme, which will be considered by Cabinet in February 2007. The final programme will be presented to all area panels in the March round.

March 2007 - A report in response to the petition was an item on the agenda. David Gartside outlined that this was an interim report and it is recommended that further work be undertaken with residents to develop a response to the issues and to explore further options. A local resident's meeting is planned for 28 March 2007. Residents will discuss issues along St Alban's Road, David Gartside will be attending. Furthermore, St Alban's Road has been prioritised as part of the 2007/08 Highways and Transportation scheme.

The lead petitioner welcomed the report and thanked Highways and Transportation for having achieved progress with the issue. He asked for clarification on vehicle/volume of traffic along Manor Road. He stated the report highlighted that there has been a marked increase in the volume of traffic on Manor Road since the previous survey. The junction between Manor Road and St Albans Road is the worst to negotiate. He referred to item 1.3 of the report refers to the number of accidents but this only relates to accidents reported to the police. He stated that if information were to be gathered from insurance companies the number of recorded road traffic accidents would be higher. The lead petitioner asked for details of the forthcoming local resident's meeting, as he was not aware of it.

June 2007 - An officer from the Traffic Management section attended a resident meeting held at the Rykneld Centre on Bedford Street on 28 March. She detailed to residents the results of the various traffic surveys that had been undertaken, as reported to Area Panel on 21 March.

At the meeting, several residents expressed a desire to be involved in the consultation process and so it was decided to form a working group consisting of Officers, Councillors, Residents and Local Workers.

The working group had its first meeting on 15 May. Possible questions to include in a questionnaire were discussed, as was a suggested area of consultation. It was agreed

that the residents would assist with the distribution and collection of the questionnaires. It is intended that the consultation will take place prior to the next meeting of the Area Panel.

Response on 20 June 2007

An officer from the Traffic Management section attended a resident meeting held at the Rykneld Centre on Bedford Street on 28 March. She detailed to residents the results of the various traffic surveys that had been undertaken, as reported to Area Panel on 21 March.

At the meeting, several residents expressed a desire to be involved in the consultation process and so it was decided to form a working group consisting of Officers, Councillors, Residents and Local Workers.

The working group had its first meeting on 15 May. Possible questions to include in a questionnaire were discussed, as was a suggested area of consultation. It was agreed that the residents would assist with the distribution and collection of the questionnaires. It is intended that the consultation will take place prior to the next meeting of the Area Panel.

The lead petitioner stated following the meeting in May, that there had been no progress and fears that the issue will not be pursued. He believes that more action is needed and reported that there have been a number of further accidents.

Cllr Afzal responded that there is a meeting planned for Tuesday 26 June 2007 and residents will be notified.

Cllr Williamson confirmed that St Albans Road falls within the 2007/08 Highways and Transportation programme of works.

Actions:

To provide an update to the next meeting.

Update:

A consultation event was held on Wednesday 8 August; residents were invited to offer their opinions of the various Traffic Management options being considered for implementation.

The results of the consultation are currently being analysed. The closing date for completed questionnaires from residents of the St Alban's Road area was 24 August. However, forms continued to be received by members of the working group and after that date, so the final analysis of responses is still being undertaken to ensure that the views of as many people as possible were accounted for. **Note and refer to the Neighbourhood Team for Abbey ward.**

2. Ref: 306012 – Land – Sackville Street / Kenilworth Avenue, Normanton - received 22.03.06

Responsible officer(s) for more information:

Pop Gill, Neighbourhood Manager, Community Safety Partnership, telephone 258538

Issue:

There is a piece of land on the corner of Sackville Street/Village Street and Kenilworth Avenue that is currently creating an eyesore. A local resident asked the panel for clarification on who owns the land, and what it was going to be its intended use.

Previous key points / action taken:

June 2006 - The land is currently owned by the Highways Agency, which is a government agency responsible for Trunk roads. It is a small area of land, which was originally owned by them when Kenilworth Avenue was a Trunk Road. They have recently agreed to sell the land although we are not aware of the identity of the prospective owner. Concerns about its condition have been passed to the agents acting for the agency. Environmental health have inspected the area and reported that there is evidence of fly tipping and vermin and recommended that the area be cleared. A resident reported that some work had been done to clear some of the nettles along the pathway, however, the whole area needs to be clear and it is started to spread over the pathways again.

The resident was informed that as there will be new owners which means it is optimistic that the new owners would address the problem. The identity of the new owners is unknown at present, which will delay action. The possibility of the NEAT team clearing the area will be looked into. However, this may not be possible as it is private land.

November 2006 - The new landowners have been identified and are being contacted. The landowners will be asked to clear the land or the NEAT team will do so and charge the landowners for the work.

January 2007 - The Neighbourhood Team has contacted the landowners and is still awaiting a response.

March 2007 - A response has yet to be received from the landowner. The Neighbourhood Team are pursuing as part of their weekly tasking and co-ordination meetings.

June 2007 - Environmental Health has previously inspected the land. Unfortunately, there are no grounds for enforcement action. The owners have been contacted, unsuccessfully, to determine future use of land. The Neighbourhood Team are working with Development Control and Land Searches to pursue this matter further.

Response on 20 June 2007

None

Actions agreed:

To provide an update at the next meeting, should aim to close the item at the next meeting.

Update:

The first letter was sent to the owners on 19 December, with further letters in February and June - there has been no response from the company to date. Environmental Health have inspected the site and do not regard it as a health hazard. Resources are limited and focused on other issues as dictated by the forums and the board. The issue has not been included as part of the work programme for the team. **Propose to note and refer to the Normanton Neighbourhood Team.**

3. Ref: 305006 – Cameron Road Home zone improvements and wheelie bins, Normanton – received 17.01.07

Responsible officer(s) for more information:

Neil Palfreyman, Traffic Management Engineer, Regeneration and Community, telephone 716090

Issue:

A resident reported that Morrisons had sent a letter to all residents on Cameron Road giving advance notice about works relating to painting of lines. Residents were asked to move their cars; however, on the day in question Morrisons did not actually carry out the work. When queried, Morrisons replied that they had not undertaken the work as cars had been parked on the road however; the resident stated that this was not the case. He stated that he was appalled by the level and quality of the workmanship of Morrisons. The resident also raised the issue about being invited to complete a survey. Finally the resident requested further information on Atkins Consultants who are carrying out the survey work and he wanted to know why the City Council could not undertake the work rather than the Consultants.

Previous key points / action taken:

June 2005 - reported that improvements to street lighting had increased the illumination of Cameron Road enormously. Considered that the trees and tree protectors were highly visible and did not require further illumination. Changes in the road layout had been designed to ensure Home Zone was self-enforcing and vehicles were driven at appropriate speeds.

It was accepted that road users would need to alter their behaviour when using streets within the Home Zone and it was reported that it was noticeable that all those using the Home Zone were accepting the change.

Lack of parking on Cameron Road had been queried and the layout of the parking within the Home Zone had been altered as part of the design of the street layout. Although the number of parking spaces had decreased, the final design provided spaces that exceeded the measured demand. It was reported that officers had agreed to monitor the situation on a regular basis and would take action where it might be considered necessary in order to maintain or improve safety.

September 2005 - Consultation has been carried out with local residents about the reflective strips to the existing tree guards. Reflective strips used on other street furniture in the area were subject to vandalism and removed. In view of this we are looking for alternative reflective strips to lessen the risk of vandalism.

November 2005 - investigated various types of reflector and reflective paint, and has decided to trial high-tack reflective tape and is expecting samples within the next couple of weeks. Subject to the trial being successful, we then hope to have the reflective strips in place by Christmas.

January 2006 - We have installed reflective strips and are monitoring their effectiveness to all of the tree guards. Work began on 28 November to complete the Home Zone works in and around Cameron Road and all works should be complete by the end of March 2006.

March 2006 - Residents of the Abbey ward in area panel 3 were issued with parking ticket-style stickers on their wheeled bins from Tuesday 21 February to remind them not to

leave them on the pavement. Derby City Council is hoping the stickers will get the message across that they obstruct pavements, particularly for disabled people and parents with pushchairs, and can be used by criminals. Currently, there is no planned programme to rollout the scheme across the whole of Area Panel 3 or the City. The decision is dependent on whether the scheme is successful in the Abbey ward. If the programme is rolled out there is likely to be a focus on Normanton covering the Lowerdale Road, Burton Road and Normanton Road area. However, this is not proposed for some months.

A local resident handed in some photographs showing the problems with parking on Cameron Road, stating that there were only 14 spaces, and yet 25 houses. He also raised concern that fire engines could not access the street in an emergency. Councillor Dhindsa agreed that this does need to be looked at, and suggestions made on how this can be improved.

June 2006 - As you are probably aware the Home Zone designs were finalised following extensive consultation and liaison with local residents. The proposals for both, a shared pedestrian/vehicle surface and angled parking were raised at an early stage of the design process and acknowledged as acceptable by the majority of the local community. The parking provision created is for a similar amount of spaces as were available before the Home Zone scheme. Parking surveys completed before the commencement of construction works, confirmed that the amount of spaces created, would exceed the maximum number of vehicles recorded in these counts.

The Council continue to monitor the amount, type and location of parking throughout the Home Zone and although some business parking has been noticed, all vehicles appear to display valid road tax and are therefore entitled to park on street. The City Council are also aware of vehicles being parked outside of the marked bays and are currently investigating methods of controlling parking within these areas.

Due to the layout of the Derby Lane – Cameron Road junction, the priority system can at times be difficult to distinguish. However, due to the presence of vertical deflections, vehicle speeds in this location are already at a minimum. It is my intention to have a Give Way Triangle marking laid on Derby Lane to identify the priority to drivers of vehicles on both roads.

January 2007

Cllr Nath responded that the survey is now being widened out to all residents on Cameron Road rather than a sample of residents. He confirmed that the outcomes of the survey would be reported back to a future meeting of the Area Panel. He stated that he would be happy to meet with the resident personally to record the resident's concerns with the Home zone.

March 2007

W.S. Atkins were invited, following the receipt of competitive quotes, to undertake the after study of the Home Zone because it was considered most appropriate to use an independent organisation. Their final report is scheduled to be delivered by the end of March and the outcomes will be reported to a future meeting of the Area Panel. A report is expected outlining responses to the survey at the 20 June 2007 Area Panel meeting.

Response on 20 June 2007

We are awaiting the final report from the consultants who have undertaken the home zone after study. We will report back to the Normanton Neighbourhood Forum as soon as the information is available.

Actions agreed:

To report back on Cameron Road Homezone study to the next meeting.

Update:

A letter was delivered to all residents of the Home Zone on 13 August outlining the major conclusions of the After Study; the letter included a link to the city council's website where a copy of the Executive Summary is available. Hard copies of the document are available for viewing at Pear Tree Improvement Centre and Pear Tree Library, if residents would like their own copy they should contact Rachel Shardlow on 715031. **Further verbal update at the pre agenda meeting. Propose to note and refer to the Normanton Neighbourhood Team.**

4. Ref: 306051 – Fear of Crime for Older People, all wards – received 17.01.07

Responsible officer(s) for more information:

Pop Gill, Neighbourhood Manager, Stronger and Safer Communities unit, telephone 258538

Issue:

What has been done to address the national target of deprived areas dealing with the fear of crime and burglary in Normanton. What services are available for older people: security measures, warden patrols, advocacy and police measures.

Previous key points / action taken:

January 2007

Cllr Williamson confirmed that a response would come back to the meeting.

March 2007

A letter has gone out to the resident providing advice on services available to older people. The resident has also been made aware of the Neighbourhood Forums in the area.

Response on 20 June 2007

Derby Community Safety Partnership aims to make sure that people living, visiting and working in Derby feel safe and confident in their daily lives, enjoying in full the quality of life that the city offers.

We work with a wide range of organisations to build stronger and safer communities. Our statutory partners are: Derby City Council Derbyshire Constabulary Derbyshire Fire and Rescue Service Derby City Primary Care Trust Derbyshire Probation Service Derbyshire Police Authority

Our priorities for 2005 to 2008 are

- Building Stronger and Safer Communities
- Reducing Incidents of Anti-Social Behaviour by 20%
- Reducing Harm Caused by Drug and Alcohol Misuse
- Preventing and Reducing Youth Crime
- Reduce Crime by 20%

We have:

- launched multi-agency neighbourhood teams with key partners
- contributed to a reduction in overall crime
- a top-performing youth offending service
- developed a planned approach to tackling the impact of alcohol with key partners
- We have worked with key partners to draw up a strategy for community cohesion
- become one of the first Respect Action Areas in the country
- developed a successful partnership approach to parenting with key partners
- Focusing on and developing our communication and engagement with Derby people

Specific Services available from the CSP and Partners include:

The Crime Prevention Team - offer advice on security measures, and in some instances, install security devices free of charge. Services include:

- Anti-Intruder paint
- Burglar Alarm
- Smart Water Property Marking
- Locks

Actions agreed:

Provide an update from the Neighbourhood Team to the next meeting.

Update:

The matter has been resolved and the resident has attended the neighbourhood forum meetings with no request for further action. **Propose to note and close.**

5. Ref: 306061 – Paperback collection service, Arboretum – received 21.03.07

Responsible officer(s) for more information:

Mark Harrington, Streetcare and Waste Management, Regeneration and Community, telephone 716352

Issue:

A resident asked why the paperback collection service has been stopped for Mount Carmel Street.

Previous key points / action taken:

March 2007

Cllr Williamson responded that the matter will be investigated and requested a speedy response to the resident.

Response on 20 June 2007

The department has been contacted regarding the lack of service for two weeks. The supervisor stated that there have been no reported problems with the service and residents can contact the Waste Management and Streetcare department if collection of their waste has been missed. There is an issue with Mount Carmel Street as a small vehicle can only be used due to the size of the road in addition; residents from Burton Road are required to leave their paper collection on Mount Carmel Street. As a result the volume of paper generated exceeds the capacity of the refuse collection vehicle. The resident should contact Derby Direct (Streetcare) on 01332 255260.

A resident reported that there are general problems with the service. She reported that recently the collection service removed all the blue bags and no new bags were provided. In addition, there have been no red bags for sometime and suspects these are being stolen. She had contacted the Street Care department and was assured that replacement bags would be sent out in the post but these had failed to arrive.

Actions agreed:

To contact street care and Waste management regarding service difficulties and arrange for replacement red and blue bags to be delivered to Mount Street and Mount Carmel Street.

Email sent Thursday 21 June 2007 – no response to date

Forward strategy –

- Identify role of Neighbourhood Team in management of household waste/waste collection service

Update:

The service has been contacted for a response. The problems experienced with the paper collections on the streets mentioned should now be resolved.

Additional red and blue bags have been delivered to the households in question. If residents experience any problems in the future could they please report them to Derby Direct on 01332 255256. **Propose to note and close.**

6. Traffic issues – Normanton and Arboretum

Responsible officer(s) for more information:

Pete Price, Transport Policy Manager, Development and Cultural Services, telephone 715034.

Neil Palfreyman, Traffic Management Engineer, Development and Cultural Services, telephone 716090.

Pop Gill, Neighbourhood Coordination Manager, Policy Directorate, telephone 258538.

Issues:

304034 - Traffic issues – Normanton and Pear Tree, Normanton and Arboretum

A resident raised concern over the bad traffic congestion problems within the area, and commented that there was no room to increase access for traffic. This also affected the air quality. She asked the panel what the Council were doing to apply the Road Traffic Reduction Act of 1997.

304054 - Renals Street and Avondale Road, Arboretum – request for a one-way system

The Council received a petition signed by 31 residents in September 2004. It concerned the installation of a one-way system to improve traffic flow. The main problems included inconvenience caused when having to give way to opposing traffic, congestion and inconsiderate parking, particularly during the morning peak, associated with parents taking children to St Joseph's School, and difficulty in finding parking spaces due to commuter parking during the day

305016 - Wilfred Street, Sale Street and Molineux Street, Arboretum - request for a one-way system

The Panel received a petition signed by 162 requesting a one-way traffic system on Wilfred Street, Sale Street and Molineux Street to deal with parking problems and speeding traffic. The petition had been referred to the Director of Development and Cultural Services to provide a full response to the next meeting.

305007 - St Giles Road, Normanton – request for a one-way system

The panel received a petition requesting a one-way traffic system on St Giles Road because of traffic congestion, and parking problems. The petition was referred to the Director of Development and Cultural Services to provide a detailed response.

305034 - Parking – Upperdale Road, Normanton

A resident raised concerns over the parking on Upperdale Road, outside the shops, on double yellow lines, asking if it was in fact illegal to park on them, as people are doing so, due to the lack of parking spaces in the area, and the police are not actually addressing it.

305039 - Harrington Street, Normanton - request for a one-way system

A member of the public asked whether Harrington Street could be made one way to accommodate traffic for weddings and other big events, even though the residents want resident parking only. He thought the general public had a right to use streets as well as residents. He thought the residents should be encouraged to petition for a one-way street in the central part of Harrington Street.

Previous key points / action taken:

June 2005 - Recognised that there was no one solution to the problems of congestion on Normanton Road. The Council recognised that there is a need to look at the issue of congestion later in the year.

Consideration will be given to the pros and cons of installing one ways, the reasons for introduction and possible recommendations to solve any identified areas of concern. Surveys are currently being organised for all the roads.

September 2005 - A neighbourhood-planning event took place 18 July. Traffic problems were discussed in an open debate, facilitated by Neil Palfreyman. Key actions in and around Normanton Road identified included:

- improved bus services
- lowering speed limits
- cycle lanes
- enforcement of parking restrictions/waiting restrictions
- repair and widening of street pavements
- increasing police and CCTV presence
- increase available parking sites and spaces

- reduce availability of free parking
- develop resident only parking
- improve car park signing
- apply the road traffic reduction act 1997
- implement one-way access.

The Area and Neighbourhood Unit will work with the Normanton Partnership network and services to investigate and develop actions as part of the Normanton neighbourhood planning process.

The Police report that there are two traffic wardens who have been used on Rosehill Street to deal with the congestion issues. They have a good understanding of the local issues, particularly with the use of the temple, and have been very helpful dealing with traffic and making sure that there is access to and from the temple. Beat officers have also been used to deal with this issue. The Council is preparing to take on the role of parking enforcement in 2006. The request to consider Loudon Street as a two way street will be considered in the wider strategic review of traffic proposed within Normanton.

Officers had met with residents who had signed the petition. It was found that traffic volumes are very low through this area with about 50 vehicles driven along Avondale Road during the busiest hour. There has been only one reported injury accident in the area during the preceding three years. Parts of Renals Street form part of the strategic cycle network and there is little scope to permit contra-flow cycling if one-way restrictions are introduced. Although it is not possible to recommend the introduction of one-way restrictions, including these issues as part of the Normanton Neighbourhood Planning process can employ a more strategic approach.

It was recommended that Avondale Road and Renals Street be added to the list of locations where the introduction of residents' only parking could address one of the parking issues that residents have raised.

Officers had spoken with some of the residents who signed the petition and listened to their main concerns. The introduction of a one-way restriction would not reduce vehicle speed nor would it create additional parking spaces as parking is currently permitted on both sides of each of the streets. Further Sale Street forms part of the strategic cycle network and, due to the parking that occurs; there would be little opportunity to permit contra-flow cycling. Examination of Derbyshire Constabulary's accident statistics shows that there had been only one reported injury accident in the area during the preceding three years. Further, the traffic levels in the area are low, with approximately 100 vehicles driven along any of the streets during the busiest hour. It can be seen that one-way restrictions in this area would provide none of the benefits that are referred to. Five residents have already expressed their opposition to one-way restrictions. Although it is not possible to recommend the introduction of one-way restrictions, it is considered that a more strategic approach to residents concerns can be employed by making sure that these issues continue to be considered as part of the Normanton Neighbourhood Planning process being facilitated by the Area and Neighbourhood Unit.

Traffic surveys undertaken revealed that traffic levels in the area are low with less than 70 vehicles travelling along the street during the busiest hour. St Giles Road is within a 20 mph zone, with traffic calming measures, and the 85th % speed is only 19 mph. There are no highway safety issues to address in St Giles Road, and therefore the introduction of a one-way system would not benefit this area. Although not possible to recommend the introduction of one-way restrictions, it is considered that a more strategic approach to residents concerns can be considered as part of the Normanton Neighbourhood Planning process being facilitated by the Area and Neighbourhood Unit.

November 2005 - A meeting was held on 18 October attended by representatives from Traffic Management, Traffic Enforcement and the Area and Neighbourhood Unit. In order to consider and resolve the issues, it is recommended that a major transport-planning event be held in the Normanton neighbourhood in April 2006. Residents, Ward Councillors, Traffic Management, Traffic Enforcement, Police and local businesses will attend the planning event. The event will focus on a key question of 'What do we want the Normanton Road area to be.' Each of the issues and actions proposed in relation to congestion, parking and one-way street access would be considered in this context.

Traffic Management have approached a consultant to undertake a planning for real exercise. The cost will be in the region of £16,000; currently there are no Traffic Management funds to deliver this approach. In addition to the existing work programmes, it is possible to build the new work into work programmes for next year with a start as early as April. This would facilitate a wide event, engaging residents, partners and businesses to look at the fundamental question of what local people want Normanton to be. It would be possible to undertake a smaller event to prioritise the issues, by bringing members and partners together with the Normanton Partnership.

Area Panel 3 is requested to consider and comment on this approach. If it is acceptable the Neighbourhood Co-ordinator for Normanton will work with relevant partners and Council departments to develop and deliver the planning event in April 2006.

Avondale Road, Renals Street, Salisbury Street and Belgrave Street have been added to the list of sites for future residents' only parking consideration. This list is considered by Cabinet each financial year and a maximum of two locations are identified for investigation. Investigations are on-going into the future use of Grove Street car park and these streets could be included in any scheme that is developed as a result of the investigation.

January 2006 - A resident asked that a strategic view be taken to tackle the constant issues raised at public meetings regarding parking and traffic problems on Normanton Road, and suggested an event be held to find a suitable solution.

June 2006 - Highways and Transportation have contracted consultants in partnership with the Neighbourhood Co-ordination team to undertake a study of traffic and parking in the Normanton area. A briefing with Councillors took place on the 7 June 2006 and consultations with local residents are planned during June/July 2006. Issues raised at previous area panels meetings will be passed to the Consultants. When details of the consultation are confirmed, residents who have previously raised issues relating to traffic and parking previously will be informed of the consultation sessions and invited to attend. A presentation of the results of the consultation and outcomes of the study will be presented to the September area panel meeting.

September 2006 - Consultants will provide an update on the Normanton Road study in response to the issues outlined above as an item on the agenda. Residents are encouraged to contribute to the consultation currently underway. The consultants will provide feedback on responses received to date and recommendations for Normanton Road.

A presentation was received from Mark Murphy of Ian Finlay Architects on the Normanton Road Traffic and Transportation survey

Response on 20 June 2007

None

Actions agreed:

Report and presentation to the next meeting.

Update:

All these issues have been incorporated into the Neighbourhood Plan. **Propose to note and refer to Arboretum and Normanton Neighbourhood Forum.**

7. Ref: 307001 – Humbleton View, All wards – received 20.06.07

Responsible officer(s) for more information:

Kate Wilson, Project Manager, Corporate and Adult Social Services, telephone 256606

Issue:

A resident asked a question regarding the Council's proposal to close the Humbleton Day Care Centre. The resident stated that the Council has been undertaking consultations with service users and that the Council consistently ignored comments and views. The Council has already decided on the course of action regarding Humbleton View and the decision to close the centre will have a severely negative affect on his daughter and other users of the centre.

Previous key points / action taken:

January 2007

As part of the modernisation of Learning Disability Services, we need to take account of the fact that the Humbleton View has reached the end of its lifespan. Due to the failing structure of the building, it is not possible to guarantee that services can be maintained there beyond December 2007.

It is therefore important that we start to plan alternative services for the people who currently receive a service from Humbleton View, taking account of the recommendations made in the Government White Paper Valuing People 2001.

Following extensive consultation with all stakeholders between March and June this year, we have taken the wide range of views and opinions into account. This includes the views from carers and service users across the service. Planning and assessment work is now underway. We will be reporting back to cabinet on the outcomes from this work early in the new year.'

Response on 20 June 2007

Cllr Williamson responded that the Council has not taken the decision regarding Humbleton View. The issue is going to the next Council Cabinet meeting in July. The resident responded that he had sent a letter to Cllr Williamson outlining his objections to the closure of Humbleton View. Cllr Williamson assured the resident that he would receive a response to his letter.

Actions agreed:

To report back on the decision relating to Humbleton View.

Update:

The original letter was sent to Kate Wilson and she has responded to the correspondence confirming receipt of the letter and that the letter forms part of the consultation analysis report. **Propose to note and close.**

8. Ref: 307002 – Road Signage, All wards – received 20.06.07

Responsible officer(s) for more information:

Neil Palfreyman, Traffic Management Engineer, Development and Cultural Services, telephone 716090.

Issue:

A resident reported the following relating to road signage:

1. Noticed there is a problem with cars leaving Burton Road Doctor's surgery (Charnwood). There is no stop line on the pavement; therefore cars shoot out across the pavement.
2. The bollards opposite the water margin on Burton Road has a 'No Entry' signage so no access to Burton Road, is this correct?
3. Cheapside from Ward wick is 'One Way' but there are no 'No entry' signs at the Bold Lane end.

Previous key points / action taken:

None

Response on 20 June 2007

Cllr Williamson responded that this would be referred to the relevant department for a response.

Actions agreed:

Provide a response to the resident by email and to the next meeting.

Letter to be sent out ASAP.

Update:

We have responded direct to the resident. Officers have been to look at the exit from the Wellside Medical Centre / Charnwood Surgery car park onto Burton Road Service Road. As is normal with private accesses there are no road markings on the footway. Visibility is reasonable for motorists exiting the car park and as with all accesses they should give way to pedestrians using the footway and vehicles on the Service Road. Officers do not consider that additional road markings will influence driver behaviour at this location, but we will pass the resident's comments onto the Medical Centre to see if they want to amend the markings in their car park.

The bollards opposite the Water Margin have been placed incorrectly and we will ask our Street Lighting Engineer to get these amended.

We are unable to put No Entry signs at the end of Cheapside as there is a contraflow cycle lane. The correct signing is in place with No Right Turn signs on the signals on Bold Lane. **Propose to note and close.**

9. Ref: 307003 –Litter, Arboretum – received 20.06.07

Responsible officer(s) for more information:

Karin Aberg, Arboretum Park Manager, Environmental Services, telephone 292612
Pop Gill, Neighbourhood Manager, Stronger and Safer Communities Unit, telephone 715267

Issue:

A resident reported that they visited the Arboretum Park with their grandchildren on a Saturday a fortnight ago and were horrified by the state of the bins and litter all over the play area. This was at midday, not early in the morning and the area was being used by families and sports activity. She stated that there is also some offensive graffiti on the walls of the toilet block. The resident also asked what has happened to the Café?

Previous key points / action taken:

None

Response on 20 June 2007

Cllr Williamson responded that he is uncertain as to whether this was a result of vandalism or whether the bins had not been collected. He stated that this does not reflect the usual state of the park and this would be referred to the parks manager and the neighbourhood teams. He also stated that there is a commitment to remove graffiti as soon as possible, in particular if it is racist or seriously offensive graffiti within 24-48 hours. With regards to the Café, he reported that he understands a new operator will be moving into the café shortly.

Actions agreed:

To provide information on the number of frequency of patrols in the park and litter/rubbish collection

Where the patrols take place

Report the graffiti and ensure its removal

Identify the new Café operator and when they will start business

Report all the above information directly to the resident and to the next meeting.

Letter to be sent out ASAP

Update:

The Arboretum is staffed by an on-site team of 3 Park Rangers and 2 gardening staff.

The gardening staff work Monday – Friday, 7.00am – 3.00pm and as part of their duties complete a bin collection every Monday, Wednesday and Friday.

The Park Rangers regularly patrol and litter pick the park throughout their shifts and at least 1 ranger is on site from 8.00am – 9.00pm weekdays.

At the weekend, the park has 2 rangers per day on duty, working an early shift (7.00am – 3.30pm) and a late shift (1.00pm – 9.30pm).

The early shift ranger prioritises popular areas of the park, including the play area and key facilities as well as dealing with community and sports bookings.

Unfortunately, on a busy summer weekend, this can result in a new accumulation of litter which is usually picked during the overlap period by the rangers.

We are looking at the possibility of additional litter bins in popular areas of the park.

We have checked our records regarding the offensive graffiti on the walls of the toilet

block. The graffiti was reported to the police by the Park Ranger at 7.05am on Sat 02.06.07, as he came on duty. The police requested that it not be removed until a Scenes Of Crime Officer could attend to photograph and fingerprint the area. Once the police had attended and completed their investigation, the graffiti was reported to the Derby City Council Graffiti team who removed it within 24 hours of receiving our request on Tuesday 5th June.

The new café operators are Wholeworld Enterprise who intend to run the café as a social enterprise. The lease is currently being confirmed and we hope to have the new operators in as soon as possible. **Note and Close.**

10. Ref: 307004 – Wheelie Bins and Rubbish, Normanton – received 20.06.07

Responsible officer(s) for more information:

Malcolm Price, Waste Manager, Environmental Services, telephone 716350

Issue:

A resident asked why wheelie bins and rubbish are being left on the street everywhere around where he lives, as it is a big problem. He stated that he had raised this at previous Neighbourhood Forum meetings and wanted action rather than promises. He asked if there is any possibility of enforcement action being taken against residents.

Previous key points / action taken:

None

Response on 20 June 2007

Cllr Williamson responded that it is usually a handful of residents who refuse to remove their bins and the intention is to introduce enforcement across the city following a trial in the Stockbrook area.

Actions agreed:

To write to the resident informing them when enforcement procedures will be rolled out across the city.

Update:

At present, Waste Management staff are working with colleagues in Environmental Health to raise the issue of bins left on the street on non-collection days, and we have recently issued legal notices to occupiers who have continuously ignored messages and instructions to get their bins off the street on non-collection days.

In addition to this, we are also identifying “hotspots” which have been identified by both Waste Management and members of the public, and we are engaging with partners such as the Derby Community Safety Partnership, Derbyshire Fire and Rescue, and the local Police to target these areas for future attention.

The process of identifying problem sites, establishing the public relations issues, raising awareness, and giving instructions has been somewhat complex, and because we do not have the resources to “police” every street in Derby, every week, our response to “bins on street” has to be a measured one. To that end we are yet to establish a ‘roll-out’ strategy across the City. However, in the case of the property you highlighted in the photographs, I have spoken with the letting

agency and they have indicated to me that they will organise with the new tenants to get the bins off the street on non collection days. **Note and close.**

11.Ref: 307005 – Dangerous fencing backing onto houses on Reginald Street – received 20.06.07

Responsible officer(s) for more information:

Steve Medlock, Head of Park Services, Environmental Services, telephone 715536
Pop Gill, Neighbourhood Manager, Stronger and Safer Communities unit, telephone 258538

Issue:

A resident reported that he had been trying to get what he believes to be dangerous fencing that runs along the back of the properties along Reginald Street that form a boundary between the properties and Rosehill Recreation Ground pulled down for the last 8 months. At the present moment nothing has been done. The resident believes the fencing is a health and safety hazard.

Previous key points / action taken:

None

Response on 20 June 2007

Actions agreed:

Refer the matter to the neighbourhood Team for a response and update.

Forward strategy –

- Issue already forms part of the Neighbourhood Team's tasking and co-ordination

Update:

Parks department are working with the Community Safety Partnership to try to secure some funding for rebuilding the boundary wall from the Rosehill Market Renewal Project however we will not have any definite answers for a couple of months. In the meantime, we intend sending out a letter advising the residents that the fence will be removed and reminding them that their property deeds make them responsible for providing and maintaining a six foot wall between their property and the Park but suggesting that they wait until the outcome of our application is known before they take any action. We will not remove the fence until the decision on our application is known at which point we will contact the residents to let them know whether funding has been granted to rebuild the wall or not and consequently whether or not they will need to make their own arrangements to rebuild the wall. We will also at this time, give notice of when the fence will be taken down. **Propose to nore and refer to Arboretum Neighbourhood Board.**

12.Ref: 307006 – Wheelie Bins, Arboretum– received 20.06.07

Responsible officer(s) for more information:

Malcolm Price, Waste Manager, Environmental Services, telephone 716350

Issue:

In my street there are a few households for people who are aged or not well but look after themselves in the community.
They have had their bins refused for collection because they contain the wrong items. How

can the Council expect those residents who need support within our community to manage their waste without providing any advice and guidance?

Previous key points / action taken:

None

Response on 20 June 2007

None

Actions agreed:

To provide an update at the next meeting.

Update:

The Council is committed to working with residents in the management of their waste. Officers are happy to undertake home visits to provide assistance where possible. **Note and close.**

13. Ref: 307007 – Trees on Village Street, All wards – received 20.06.07

Responsible officer(s) for more information:

John Booth, Arboricultural Manager, Environmental Services, telephone 715537

Issue:

A resident has submitted a written question regarding trees on Village Street, stating that “I don’t know if it was the exceptionally early & warm spring, but the leaf canopy is extremely dense this year, thereby the pavement on the North side of Village St, between the old Austin housing office & Stenson Rd, is more or less in total darkness during the time the street lights are on. I raised this matter in March last year and also had a site meeting with John Booth the arboriculturalist officer in September. His answer then was NO, due to lack of funds and the type of trees on Village St, are not suitable for Pollarding. Myself and the other residents were not then and are not now asking for pollarding but some form of cutting back, PLEASE! Can you clarify why there are funds available to address the trees along Kitchener Ave, Underhill Ave, Rawlinson Ave and Stenson Rd (Cavendish to the Ring Rd) as these have all been cut back.

Previous key points / action taken:

January 2006 - The cost of crown thinning by 15% and lifting slightly the 27 trees along Village Street, which is all that I would consider is acceptable pruning works, would cost £5,035. In addition I would note that the effect that these works would have on light levels would be minimal and last for only a short period. Also, the cost of this work far exceeds any budget allocation available to Area Panel 3. A local resident explained that the street is in total darkness because of the size of the trees, and questioned why these trees could not be cut back, when trees on other streets had been pruned. He suggested that half of the work is done during this financial year, and the remaining done during the next financial year.

March 2006 - The issue has been thoroughly investigated by the department. Earlier responses highlight the cost of crown thinning and pruning at £5,035. This work would have little impact on the levels of light and would only last for a short period. In addition, there is insufficient money in the area panel 3 budgets to cover the cost of the works. The resident who raised this question originally, asked for clarification on why approaching streets had been pruned – Offerton Avenue, Castleton Avenue and Ashopton Avenue but

not Village Street. The resident is seeking clarification on the decision-making process regarding tree pruning.

June 2006 The trees on Village Street are not managed in the same way as those on Offerton Avenue, Castleton Avenue and Ashopton Avenue. The trees lining these streets are 'Pollards'.

Pollarding is an ancient tree management technique that starts early in a tree's life. It involves pruning back branches to the same point on a regular basis to form 'pollard heads' which store energy. Pollarding needs to be done at intervals of between one and five years. Many trees lining Derby's streets have been pollarded and we will continue this for the foreseeable future. Therefore, work was carried out on these trees in January as part of our tree management policy.

Unfortunately, the trees on Village Street are mature trees and we cannot pollard mature trees as it would cause extensive decay and threaten the tree's entire structure.

Response on 20 June 2007

None

Actions agreed:

Provide a response to the resident.

Update:

As has been stated previously, the trees on Village Street are not pollarded on a cyclical basis as the trees on Kitchener, Underhill, Rawlinson, etc are.

In the stretch between Browning Street and Stenson Road the trees are Norway maple, a species that does have large leaves and a relatively vigorous habit. Pruning work will concentrate on ensuring a clear passage of high sided vehicles and pedestrians (crown lifting), and clearance of lights etc to prevent a hazard. The removal of deadwood will be done as part of the normal maintenance schedule.

The trees will be inspected on a regular basis to ensure health and safety requirements are met. **Propose to note and close.**

14.Ref: 307008 – Former Railway Building, Abbey - received 20.06.07

Responsible officer(s) for more information:

Rob Salmon, Head of Plans and Policies, Regeneration and Community, telephone 255020

Chloe Oswald, Conservation Officer,

Issue:

A resident has submitted a written question regarding the former railway building. The building is situated in an elevated position between Stafford Street, Uttoxeter New road and Friar Gate. The resident stated a local businessman purchased it for £1. The resident would like the building saved and renovated.

Previous key points / action taken:

None

Response on 20 June 2007

None

Actions agreed:

To provide a direct response to the resident.

Update:

The Bonded Warehouse at the former Friar Gate Goods Yard is a Grade 11 listed building in private ownership.

The building is the subject of applications for planning permission and listed building consent for conversion to retail use on the ground floor with residential use above.

The Council has been in discussion with the owners for some time regarding the renovation of the building and the owner's scheme for residential development on the rest of the site.

It is hoped that the applications will be considered later this year. **Propose to note and close.**