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Wentworth South

# Neighbourhood Charter



South Yorkshire  
**POLICE**  
JUSTICE *with* COURAGE



Wentworth South  
Area Assembly

Rotherham   
Metropolitan  
Borough Council  
Where Everyone Matters

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# Chair's Introduction

I am very pleased to provide the introduction to Wentworth South Area Assembly's Neighbourhood Charter.

In 2006, Rotherham Metropolitan Borough Council changed the role of the Area Assemblies, from consultation towards area based co-ordination and delivery of service improvements. Neighbourhood Charters are a key tool in this new way of working.

The Area Assemblies have highlighted, through consultation and area planning, the importance people place on living in clean, green and safe communities. Our priorities reflect this.

We work with internal and external partners to create cleaner, greener and safer communities. Both the Council and our partners are committed to providing excellent, value for money services which will deliver this over-riding priority.

This Charter sets out those service standards your Area Assembly Co-ordinating Group has decided to prioritise, publish and monitor based on community consultation.

The Charter describes how the Co-ordinating Group and open Area Assembly will monitor performance in order to ensure continuous service improvement.

This is an important opportunity for you to get involved and have a say about local services affecting you and your neighbourhood. Come along to your Area Assembly, join the debate and make a difference!

*Councillor Paul Lakin*  
*Chair of Wentworth South Area Assembly*



## Area Assemblies

The main aims and roles of the Area Assemblies are to encourage access and participation by residents in the democratic process, consider issues of local concern and develop Area Plans. Another role is to scrutinise Council services and those of other organisations.

The Neighbourhood Charters are key to this new way of working.

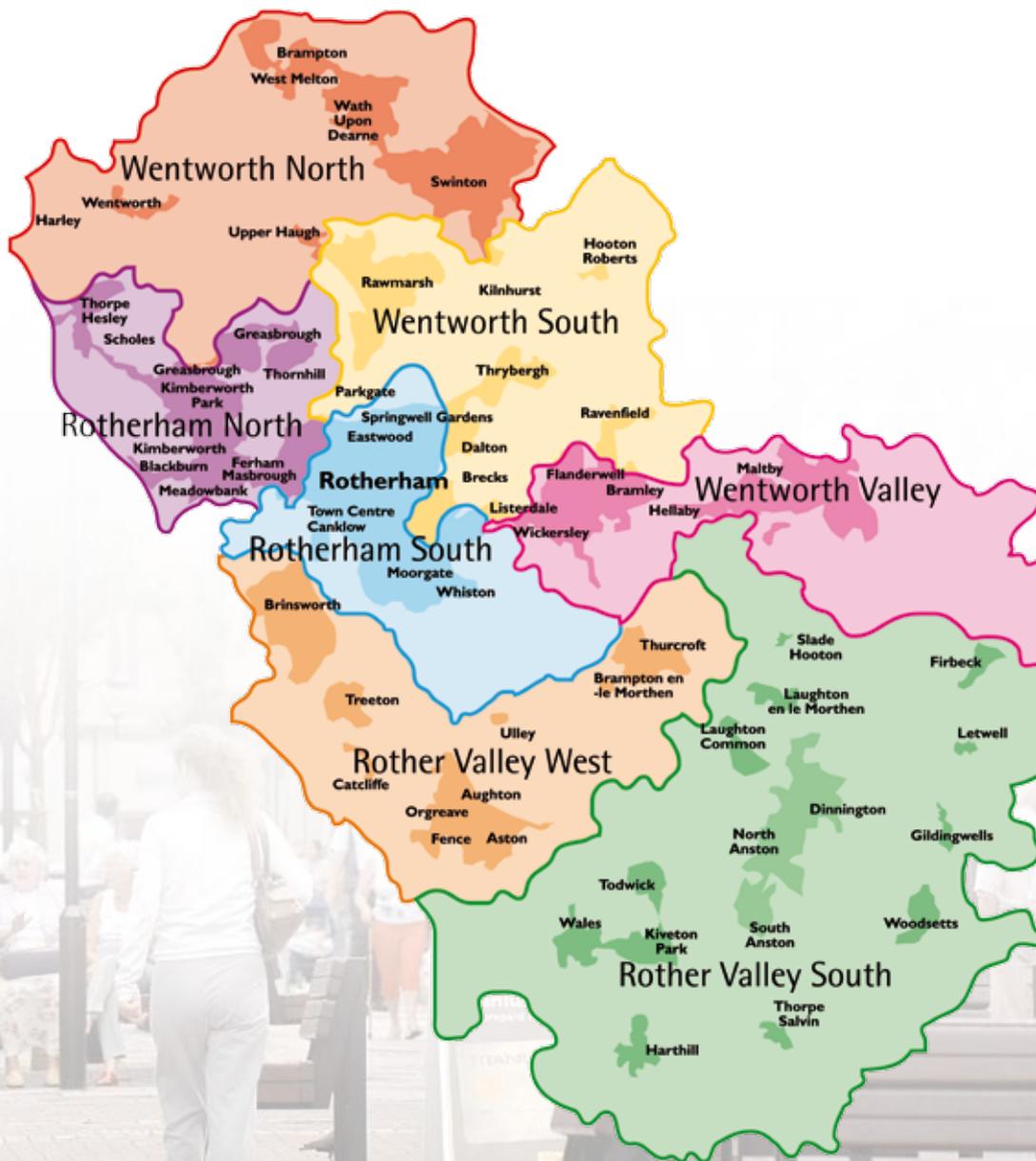
The priority service standards in this Neighbourhood Charter are based on communities having been engaged in the democratic process and reflect therefore issues of local concern. They help to underpin the Area Plans and will enable both members and communities, through the open Area Assembly meetings, to scrutinise service providers.

## Co-ordinating Groups

The Co-ordinating Group is at the heart of this new way of working. Wentworth South's Co-ordinating Group comprises:

- **The nine Ward Members representing Rawmarsh, Silverwood and Valley wards**
- **Representatives of partner agencies**
  - 2010 Rotherham Ltd
  - Rotherham PCT
  - South Yorkshire Police
  - South Yorkshire Fire and Rescue Service
  - South Yorkshire Passenger Transport Executive
  - Parish Councils
- **Three community representatives.**

The main roles of the Co-ordinating Groups are to identify needs and priorities, and monitor performance against agreed targets. The following pages highlight how the Co-ordinating Groups selected the priority service standards for this area, and how they will be monitored both by the Co-ordinating Group and Area Assembly.



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## Your Service Standards

The following service providers all make an important contribution to creating cleaner, greener and safer communities:

- **Streetpride (Rotherham MBC);**
- **Public Protection (Rotherham MBC);**
- **Anti Social Behaviour Unit (Rotherham MBC);**
- **South Yorkshire Police.**

They have a number of core service standards to ensure every neighbourhood receives excellent services. The importance of these standards to the community and the customer may differ though from one area to another.

As a result, each of the seven Area Assembly Co-ordinating Groups was asked to consider which of the core service standards would be priorities for them, to be monitored and published in a local Neighbourhood Charter.

Every Co-ordinating Group picked 15 core priority service standards based on what communities during consultation and area planning had identified as being important.

Your area's service standards are outlined overleaf with:

- A brief explanation of the role of the service provider;
- Contact details for the service provider;
- An explanation of how communities and customers can complain if they feel any standards are not being fulfilled.

# Streetpride

## (Rotherham Metropolitan Borough Council)

### Role

Streetpride brings together all of the Council services that help to keep your environment clean and tidy. This involves maintaining 1100km of highways, ensuring a clean and safe condition for pedestrians, motorists, other road users and local communities.

### Standard

We will repair street lighting faults within 3 days if the fault is not due to a supply failure

We will attend where there is a risk to public safety from street lighting e.g. hanging lanterns / live wires exposed within 1 hour

We will make safe dangerous defects and potholes on roads and footways within 4 hours of notification

We will make safe any missing covers on the highway within 4 hours of notification

Our streets are kept to an acceptable standard of cleanliness

We will remove litter within 7 days of a request and return littered streets to a high standard of cleanliness

All litterbins will be emptied weekly. If a litterbin is overflowing on the highway, this will be emptied within 4 hours of notification

We will keep the risk to public health and safety from drug litter to a minimum by removing any left in public areas within 2 hours of notification

We will remove racist and obscene graffiti within one working day of notification

We will remove non-offensive graffiti within 5 working days of notification

We will remove fly tipping on Council land with public access on average within one working day of notification and enforcement action will be taken where possible

Abandoned, burnt out, wrecked or dangerous vehicles will be removed within 24 hours. In other cases the vehicle will be removed within 15 days

### Contact details

The Streetpride hotline **(01709) 336003** can be used for any Streetpride issue, including raising concerns in relation to service standards.

You can also contact us:

- using the RMBC complaint form;
- in writing at Bailey House, Rawmarsh Road, Rotherham, South Yorkshire, S60 1TD;
- via the RMBC website;
- in person.

# Public Protection (Rotherham Metropolitan Borough Council)

## Role

Public Protection provide the core enforcement function of the Council in order to deliver safer neighbourhoods. They work across all tenures in order to enhance the quality of life for local communities. The following units are located within Public Protection:

- Neighbourhood Enforcement Statutory Nuisance / Private Sector Housing
- Contaminated Land & Air Quality
- Off Road Motorcycles
- Pest Control
- Anti-Social Behaviour Unit

## Standard

We will work to annual programmes to target neighbourhood priorities including, underage sales of alcohol and fireworks

## Contact details

Public Protection can be contacted on the following numbers, including raising concerns in relation to service standards, **01709 823114**, **823118** and **823192**.

# Anti-Social Behaviour Unit (Rotherham Metropolitan Borough Council)

## Role

The Anti-Social Behaviour Unit is a multi-agency team within Rotherham MBC's Public Protection. They deal with serious anti-social behaviour cases referred by 2010 Rotherham Ltd, South Yorkshire Police, Social Services, Education Welfare etc.

## Standard

We will arrange to talk to you as soon as we can, but within 5 working days

## Contact details

Anti-social behaviour can be reported by contacting your local 2010 Rotherham Ltd neighbourhood office, South Yorkshire Police on **01142 202020** or over the internet using the online form.

If you are not satisfied with the service or want a progress report, please contact the agency who you reported the incident to in the first instance.



# South Yorkshire Police

## Role

SYP is committed to continually improving the service the public receives. Following publication of the national Call Handling Standards and Quality of Service Commitment, SYP is committed to; **Making it easy to contact us, Dealing with your initial enquiry, Keeping people informed and Providing a professional and high quality service.**

## Standard

### Dealing with your initial enquiry

- We will attend immediate incidents in **15 minutes (SYP)**
- We will attend priority incidents in **60 minutes (SYP)**

## Contact details

- Dial **999** in an emergency, where there is a threat to life or a crime is in progress
- Dial **01142 202020** to report crimes that have already happened where no suspected offenders are present, and for general enquiries and requests for advice
- Contact Crimestoppers on **0800 555 111** to report crimes anonymously
- For the hard of hearing, there is a Minicom on **0114 252 3294**

The address of the town centre police station is:

- **Rotherham Police Station, Main Street, Rotherham, S60 1QY**
- **This is open seven days a week from 8.00am through to midnight**

South Yorkshire Police have established with partners Safer Neighbourhood Teams (SNTs). In Rotherham, there are 7 SNTs based on the Area Assemblies boundaries. They are made up of police officers, PCSOs, Special Constables, Rotherham Wardens, 2010 Rotherham Ltd Neighbourhood Champions and a range of other services.

**Your Safer Neighbourhood Team is based at Rawmarsh Police Station, Green Lane, Rawmarsh, Rotherham, S62 6JW, 01709 832426**

SYP are keen to address any concerns whenever and wherever the service has not been to the standard you expected.

**If your concern relates to...**

- The time taken to respond to your call
- The availability of officers in your area
- Being updated on your case's progress
- Any other aspect relating to the way in which the police provided the service to you

**Please contact your District Commander.**

**If your concern is about...**

- Call handling,
- Roads policing
- Use of the helicopter,

**Please contact Chief Superintendent, Operations Complex, Europa Link, Sheffield, S9 1XX.**

**If you wish to complain about an individual officer's conduct:**

- Go into any police station where you will be seen by the duty Inspector or Sergeant
- Ring your local police station
- E-mail [Complaints\\_and\\_Discipline@southyorks.pnn.police.uk](mailto:Complaints_and_Discipline@southyorks.pnn.police.uk)
- Contact the Independent Police Complaints Commission **0207 166 3000**
- Contact the Citizens Advice Bureau or another representative group

## Monitoring

The Area Assembly Co-ordinating Group, having identified what are the priority core service standards for this area, will now monitor them.

This will happen both through an Area Assembly meeting and at meetings of the Area Assembly Co-ordinating Group. They will receive a report showing performance against the chosen core priority service standards. This is an important opportunity for you to get involved and have a say about local services affecting you and your neighbourhood.

# Wentworth South Councillors

## Ward 10: Rawmarsh



Neil Hamilton



Glyn Whelbourn



Shaun Wright

## Ward 14: Silverwood



Ann Russell



Patricia Russell



Roger Stone

## Ward 17: Valley



Paul Lakin



Dave Pickering



Simon Currie

## Wentworth South Area Assembly Team

The Millside Centre, Doncaster Road,  
Dalton, Rotherham, S65 3ET

☎ 01709-336772

✉ wentworth.south@rotherham.gov.uk

### Area Partnership Manager

**Jacqueline Ingham,**

☎ 01709 336770

✉ jackie.ingham@rotherham.gov.uk

### Community Involvement Officer

**Julie Colley**

☎ 01709 336772

✉ julie.colley@rotherham.gov.uk

### Community Support Officer

**John Evans**

☎ 01709 336772

✉ john.evans@rotherham.gov.uk

### Streetpride

**Richard Jackson, Area Co-ordinator,**

☎ 01709 823895,

✉ richard.jackson@rotherham.gov.uk

### Safer Neighbourhood Team

**Karen Newton, Sergeant,**

☎ 01709 832426

✉ karen.newton@southyorks.pnn.police.uk

This document can be made available in your language and in alternative formats such as Braille, large print, electronic and audio-tape versions.

Contact us at:

minicom 01709 823 536

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如需索取這份文件的其他語文譯本和/或各種形式版本，請聯絡我們。

در صورتیکہ این مطلب را به زبان و یا شکل دیگری می خواهید لطفاً با ما تماس بگیرید

أتصل بنا إذا تريد هذه الوثيقة بلغة أخرى أو بصيغة بديلة

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