

CAERPHILLY TOWN CENTRE AUDIT – OCTOBER 2014

| DATE | ISSUE | DEPARTMENT | PROGRESS UPDATE |
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| 17/10/08 | <p><u>Air Quality Town Centre</u> An air quality issue has been identified in the town centre. A working group, which includes members of the TCMG, has been established. This will meet to promote a collaborative approach to finding long-term viable solutions.</p> | <p>Environmental Health <i>Lyndon Ross</i></p> <p>Transportation <i>Clive Campbell</i></p> <p>Urban Renewal <i>Allan Dallimore</i></p> <p>Town Centre Management <i>Andrew Highway</i></p> | <p>PLEASE SEE PREVIOUS AUDITS FOR A FULL HISTORY OF THIS ISSUE</p> <p>11/2 An update was provided to the TCMG. 14/4 Updates will continue to go to the TCMG when required. 2/6 The Air Quality Action plan has gone to Cabinet. 3/6 An update was provided to the TCMG. 4/8 Reports continue to go to the TCMG.</p> |
| 27/02/12 | <p><u>30-minute Parking Bays Cardiff Road</u> Cllr. Elsbury asked Officers to investigate whether 30-minute parking restrictions could be introduced along Cardiff Road.</p> | <p>Transportation <i>Clive Campbell</i></p> | <p>PLEASE SEE PREVIOUS AUDITS FOR A FULL HISTORY OF THIS ISSUE</p> <p>11/2 An update was provided to the TCMG. 14/4 The statutory consultation period will begin during week commencing 14th April. 2/6 Consultation is complete and a report is being produced for consideration by the Head of Engineering Services. 4/8 A new consultation started on 1st August and will run for 28 days.</p> |

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| 25/05/12 | <p><u>Repairs to Toilets</u> <u>The Twyn</u> Following a criminal incident in the ladies toilet, urgent repairs were required to the cubicles. The flooring in the gents' toilet also required attention.</p> | <p>Cleansing <i>Tony White</i></p> | <p>PLEASE SEE PREVIOUS AUDITS FOR A FULL HISTORY OF THIS ISSUE</p> <p>14/4 Availability of funding is still awaited. 2/6 Funding is still being sought. 4/8 Officers continue to look for funding.</p> |
| 29/11/12 | <p><u>Maintain Area of “Tommy Cooper Walk of Fame”</u> <u>The Twyn</u> The area around the Walk is in need of some attention due to weathering. Maintenance needs to be undertaken to some of the pavers, which need relaying.</p> | <p>Highways <i>Marcus Lloyd</i></p> <p>Urban Renewal <i>Allan Dallimore</i></p> | <p>PLEASE SEE PREVIOUS AUDITS FOR A FULL HISTORY OF THIS ISSUE</p> <p>14/4 The area around the pavers has been grubbed out. More intricate cleaning of the pavers themselves will be undertaken in the summer period. 2/6 Ongoing with NCS for the summer period. 4/8 The work has been completed. Issue Closed 4/8</p> |
| 08/01/13 | <p><u>Illegal Parking/Obstruction of Highway</u> <u>Cardiff Road</u> A complaint has been received from a local business concerning “accident claim” practitioners who operate on Cardiff Road. Their information desk obstructs the pavement and the staff are parking for long periods in the loading only bays at the bottom of Cardiff Road.</p> | <p>Highways <i>Marcus Lloyd</i></p> <p>Police <i>Ins Jones</i></p> | <p>PLEASE SEE PREVIOUS AUDITS FOR A FULL HISTORY OF THIS ISSUE</p> <p>2/6 Still ongoing with Legal Department 4/8 Offences continue and has been referred back to the Legal Department.</p> |

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| 28/02/13 | <p><u>Community Notice Board</u> <u>Town Centre</u> A new notice board will be installed into the town for the benefit of the community. The Police, local societies and groups will be able to place information in this space to the benefit of the wider town centre community.</p> | <p>Urban Renewal <i>Allan Dallimore</i></p> <p>Town Centre Management <i>Andrew Highway</i></p> <p>Police <i>Ins Jones</i></p> | <p>PLEASE SEE PREVIOUS AUDITS FOR A FULL HISTORY OF THIS ISSUE</p> <p>2/6 A budget is currently being identified to carry out the works. 4/8 A budget has been identified and the location is currently being confirmed.</p> |
| 11/09/13 | <p><u>Damaged Bench</u> <u>Cardiff Road</u> A bench on Cardiff Road, overlooking Station Terrace, has become badly damaged and is in need of repair or replacement.</p> | <p>Highways <i>Marcus Lloyd</i></p> | <p>PLEASE SEE PREVIOUS AUDITS FOR A FULL HISTORY OF THIS ISSUE</p> <p>11/2 An update was provided to the TCMG. 14/4 A site meeting will be arranged in due course. 2/6 Officers are still discussing options. 4/8 The bench has been replaced. Issue Closed 4/8</p> |
| 03/10/13 | <p><u>Footway Defects</u> <u>Crescent Road</u> A number of defects have been identified on the footways of Crescent Road, which are in need of repair.</p> | <p>Highways <i>Marcus Lloyd</i></p> | <p>PLEASE SEE PREVIOUS AUDITS FOR A FULL HISTORY OF THIS ISSUE</p> <p>11/2 An update was provided to the TCMG. 14/4 No update could be provided. 2/6 Remedial works are ongoing. 4/8 Works formed part of the slurry sealing programme, which has now been completed. Issue Closed 4/8</p> |

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| 05/11/13 | <p><u>Repainting of Fingerposts Town Centre</u> The fingerposts throughout the town centre are not consistent with the colour scheme of the town and require repainting.</p> | <p>Urban Renewal <i>Allan Dallimore</i></p> | <p>PLEASE SEE PREVIOUS AUDITS FOR A FULL HISTORY OF THIS ISSUE</p> <p>14/4 There is currently a backlog of repainting works due to inclement weather. Works will be completed in due course. 2/6 This has been added to the programme of works for NCS. 4/8 Some have been completed, but works are ongoing.</p> |
| 29/01/14 | <p><u>Installation of Railings Pentrebane Street</u> Railings are to be installed on the new build outs on Pentrebane Street to increase pedestrian safety and encourage a café culture.</p> | <p>Urban Renewal <i>Allan Dallimore</i></p> <p>Highways <i>Marcus Lloyd</i></p> | <p>14/4 The railings have been ordered and installation is currently pending. 2/6 This has been added to the programme of works for NCS. 4/8 The work is scheduled for week commencing 4th August.</p> |
| 30/01/14 | <p><u>Street Lighting Defect O/S Indoor Market, Pentrebane Street</u> A complaint has been received that the street light outside the Indoor Market is defective.</p> | <p>Highways <i>Marcus Lloyd</i></p> | <p>30/1 SR1034069 has been raised. 14/4 No update could be provided. 2/6 No update could be provided. 4/8 The column has been repaired. Issue Closed 4/8</p> |
| 11/02/14 | <p><u>Condition of Bus Station Station Terrace</u> At the TCMG, Cllr. Forehead expressed concern about the condition of the bus station following fire damage in 2013.</p> | <p>Transportation <i>Clive Campbell</i></p> | <p>PLEASE SEE PREVIOUS AUDITS FOR A FULL HISTORY OF THIS ISSUE</p> <p>27/5 Cleansing has been carried out, but snagging issues with the refurbishment works are ongoing. 2/6 Refurbishment works are still ongoing. 4/8 Works are ongoing and comments from Cllr. Forehead will be relayed to the contractor.</p> |

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| 13/03/14 | <p><u>Loose Drain Cover</u> <u>O/S Tourist Information Centre, Castle Street</u> A drainage cover is not sitting correctly within its housing, causing a loud bang each time a vehicle passes over it.</p> | <p>Highways <i>Marcus Lloyd</i></p> | <p>14/4 The designated sub-contractor will be resetting the cover in due course. 2/6 The work has yet to be completed. 4/8 This has now been repaired. Issue Closed 4/8</p> |
| 13/03/14 | <p><u>Fire Damaged Property</u> <u>Cardiff Road</u> Following a fire in the Phaze store, the building is badly damaged internally and currently vacant.</p> | <p>Town Centre Management <i>Andrew Highway</i></p> | <p>14/4 The building is currently boarded up and the owners have been approached. 2/6 The owner intends to rent out the property or re-open the store. 4/8 The insurance claim has yet to be settled.</p> |
| 21/03/14 | <p><u>Commemorative Plaque</u> <u>Town Centre</u> A request has been received from Dolman's Solicitors in relation to a client's Will. A bequest has been made to install a plaque commemorating the Senghenydd mining disasters within Caerphilly town centre.</p> | <p>Town Centre Management <i>Andrew Highway</i></p> <p>Urban Renewal <i>Allan Dallimore</i></p> | <p>PLEASE SEE PREVIOUS AUDITS FOR A FULL HISTORY OF THIS ISSUE</p> <p>2/6 A design has been agreed and will be going to Cabinet for consideration shortly. 3/6 An update was provided to the TCMG. 4/8 The design and indicative costs have been approved by the solicitors. Final costs are in the process of being produced.</p> |
| 14/04/14 | <p><u>Rough Sleepers</u> <u>Cardiff Road</u> Numerous complaints have been received from businesses in Caerphilly and the local MP and AM about the rough sleepers currently residing throughout the town centre.</p> | <p>Town Centre Management <i>Andrew Highway</i></p> <p>Community Safety <i>Kathryn Peters</i></p> <p>Police <i>Ins Jones</i></p> | <p>PLEASE SEE PREVIOUS AUDITS FOR A FULL HISTORY OF THIS ISSUE</p> <p>2/6 Progress has been made, but some choose not to take on advice given and remain on the streets for personal reasons. 3/6 An update was provided to the TCMG. 4/8 Officers continue to signpost individuals to support services.</p> |

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| 01/05/14 | <p><u>Age Concern Planning Application</u> <u>Cardiff Road</u> Age Concern has made a planning application for new shutters to be installed on the front of their property. This is due to a number of rough sleepers residing in the doorway at night.</p> | <p>Regulatory Planning <i>Tim Stephens</i></p> | <p>2/6 The planning application has been submitted and is under consideration. 3/6 An update was provided to the TCMG. 4/8 Discussions over the design of the shutter are ongoing.</p> |
| 01/05/14 | <p><u>Caerphilly 10k Race</u> <u>Town Centre</u> The Caerphilly 10k race will be returning to the town on Sunday 22nd June.</p> | <p>Business Enterprise Support Team <i>Paul Hudson</i></p> | <p>2/6 Preparations continue and there has been considerably more interest from participants this year. 3/6 An update was provided to the TCMG. 4/8 The event received excellent feedback. Issue Closed 4/8</p> |
| 01/05/14 | <p><u>The BIG Cheese</u> <u>Town Centre</u> The BIG Cheese event is returning to the Owain Glyndwr Playing Fields on 25th, 26th & 27th July.</p> | <p>Business Enterprise Support Team <i>Paul Hudson</i></p> | <p>2/6 Preparations are ongoing. 3/6 An update was provided to the TCMG. 4/8 The event went well and received positive feedback. Issue Closed 4/8</p> |
| 08/05/14 | <p><u>Choose the High Street Campaign</u> <u>Town Centre</u> Town Centre Management will be launching a summer campaign across the five managed towns, encouraging consumers to “Choose the High Street”. The scheme will run over the summer period and use several forms of media.</p> | <p>Town Centre Management <i>Andrew Highway</i></p> | <p>2/6 Campaign has been launched to encourage shoppers to “choose the high street” and to also encourage businesses to trade from them. 3/6 An update was provided to the TCMG. 4/8 The campaign has started well and will continue over the summer period. Press releases are continuing. The next phase will be to work with property agents to try and fill vacant town centre properties.</p> |

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| 02/06/14 | <p><u>Replacement of Paving Slabs</u> <u>Clive Street</u> The paving slabs in Clive Street are to be removed and replaced with tarmacadam. Vehicles delivering to The Malcolm Uphill are regularly mounting the footway and damaging the paving slabs, which are currently having to be replaced regularly.</p> | <p>Highways <i>Marcus Lloyd</i></p> | 4/8 A scheme of works has been agreed and will form part of the footway resurfacing programme for this financial year. |
| 02/06/14 | <p><u>Resetting of Bollard</u> <u>O/S Savers, Cardiff Road</u> A bollard on the pedestrian crossing at the top of Cardiff Road has been struck by a vehicle and requires resetting.</p> | <p>Highways <i>Marcus Lloyd</i></p> | 4/8 The bollard has been repaired. Issue Closed 4/8 |
| 02/07/14 | <p><u>Securing of Handrail</u> <u>O/S Twyn Community Centre, The Twyn</u> A complaint was received from Cllr. Kent in relation to a handrail outside the Twyn Community Centre. The weld on one of the mounting plates has sheared, which allows the handrail to move.</p> | <p>Highways <i>Marcus Lloyd</i></p> | 4/8 The issue is currently being looked at. |
| 03/07/14 | <p><u>Missing Paviers</u> <u>Seating Area, Windsor Street</u> Some of the block paviers beneath the benches on the junction of Windsor Street and Cardiff Road are missing, which presents a trip hazard.</p> | <p>Highways <i>Marcus Lloyd</i></p> | 4/8 A works ticket has been issued and will be completed within 28 days. |
| 22/07/14 | <p><u>Lead Removal</u> <u>Former Shoe Zone, Cardiff Road</u> A complaint was received from Cllr. Fussell in relation to the old Shoe Zone on Cardiff Road. The lead surrounding the original shop sign has become loose and is hanging on the building.</p> | <p>Town Centre Management <i>Andrew Highway</i></p> | 4/8 The agent has been informed of the issue and the owner has been notified. |

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| 20/08/14 | <p><u>A-Frame Placement</u> <u>St. Fagans Street</u> A query has been received from a business on St. Fagans Street in relation to the new A-frame policy. They have asked for consent under licence for an A-frame to be sited on the junction of St. Fagans Street/Cardiff Road.</p> | <p>Highways <i>Marcus Lloyd</i></p> | |
| 03/09/14 | <p><u>Christmas Event</u> <u>Town Centre</u> Planning is underway for a Christmas event in the town centre, which is scheduled to take place on 13th & 14th December 2014.</p> | <p>Business Enterprise Support Team <i>Paul Hudson</i></p> | |
| 03/09/14 | <p><u>“Choose The High Street @ Christmas”</u> <u>Campaign</u> <u>Town Centre</u> The “Choose the High Street” campaign is being extended to the Christmas period to encourage people to shop locally this Christmas. The scheme will involve a voucher scheme that all retailers will have the opportunity to sign up to.</p> | <p>Town Centre Management <i>Andrew Highway</i></p> | |
| 30/09/14 | <p><u>Hanging Wire</u> <u>O/S Specsavers, Cardiff Road</u> A complaint has been received from Specsavers in relation to a wire that is hanging in front of their property. The wire appears to have been dislodged when the hanging baskets were removed.</p> | <p>Parks <i>Derek Price</i></p> | |