

Summary of survey responses - Town Centre Stakeholder Meetings – Spring 2023

The following meetings were arranged:

TOWN	DATE	VENUE	TIME
Caerphilly	Wednesday 22nd March 2023	Caerphilly Municipal Club	6.00pm
Blackwood	Thursday 20th April 2023	Blackwood Miners' Institute	5.30pm
Ystrad Mynach	Wednesday 3rd May 2023	Centre of Sporting Excellence	6.00pm
Bargoed	Wednesday 10th May 2023	Murray's Pub	6.00pm
Risca	Wednesday 24th May 2023	Risca Rugby Club	6.00pm

Bargoed Town Centre Stakeholder Meeting
Wednesday 10th May 2023 – 6.00pm – Murray’s Pub

Attendees

<u>Businesses</u>	<u>Elected Members</u>	<u>Town/Community Council</u>	<u>Support Officers</u>	<u>Survey response rate</u>
12	4	3	7	14/19 (74%)

Meeting arrangements

	Very satisfied	Somewhat satisfied	Neither satisfied or dissatisfied	Somewhat dissatisfied	Very dissatisfied
Meeting overall	7 (50%)	6 (43%)	0	0	1 (7%)
Content of meeting	6 (43%)	6 (43%)	1 (7%)	0	1 (7%)
Location of meeting	9 (65%)	3 (21%)	1 (7%)	0	1 (7%)
Meeting venue	9 (65%)	3 (21%)	1 (7%)	0	1 (7%)
Duration of meeting	6 (43%)	7 (50%)	0	0	1 (7%)
Time of day for meeting	7 (50%)	5 (36%)	1 (7%)	0	1 (7%)

The purpose of the meeting was to engage with local businesses in our Town Centres on matters of interest to them. To what extent do you feel the meeting achieved its purpose?

Fully	11 (79%)
Partially	3 (21%)
Not at all	0

How likely are you to attend future meetings?

Very likely	12 (86%)
Somewhat likely	1 (7%)
Somewhat unlikely	0
Very unlikely	1 (7%)

How did you hear about the meeting?

CCBC email	7 (50%)
Through the Town Centre Management team	6 (43%)
Through Bargoed Town Council	1 (7%)

Summary of comments received

The majority of the comments focused on meeting content. One business felt that no time was allocated to cover what stakeholders feel are matters of importance to the town centre (such as toilet provision, banking and parking facilities and town centre events). Another business suggested that a focus group would be beneficial in order for town centre improvement ideas from stakeholders to be forwarded to the Council, or alternatively, allowing ideas for change to be discussed as part of the meeting agenda. A third respondent stated that information on business grants or loans would be welcomed at the meeting.

In terms of stakeholder engagement, one respondent acknowledged the extent of the work carried out by the Town Centre Team in reaching out to local businesses to raise awareness of the stakeholder meeting and emphasised the need for this to continue in the future.

Blackwood Town Centre Stakeholder Meeting
Thursday 20th April 2023 – 5.30pm – Blackwood Miners’ Institute

Attendees

<u>Businesses</u>	<u>Elected Members</u>	<u>Town/Community Council</u>	<u>Other Stakeholders</u>	<u>Support Officers</u>	<u>Survey response rate</u>
6	4	3	1	8	11/14 (79%)

Meeting arrangements

	Very satisfied	Somewhat satisfied	Neither satisfied or dissatisfied	Somewhat dissatisfied	Very dissatisfied
Meeting overall	5 (45%)	5 (45%)	0	1 (10%)	0
Content of meeting	4 (36%)	6 (55%)	0	1 (9%)	0
Location of meeting	9 (82%)	1 (9%)	0	0	1 (9%)
Meeting venue	8 (73%)	2 (18%)	0	0	1 (9%)
Duration of meeting	5 (46%)	4 (36%)	1 (9%)	1 (9%)	0
Time of day for meeting	7 (64%)	3 (27%)	0	1 (9%)	0

The purpose of the meeting was to engage with local businesses in our Town Centres on matters of interest to them. To what extent do you feel the meeting achieved its purpose?

Fully	8 (73%)
Partially	3 (27%)
Not at all	0

How likely are you to attend future meetings?

Very likely	7 (64%)
Somewhat likely	3 (27%)
Somewhat unlikely	1 (9%)
Very unlikely	0

How did you hear about the meeting?

CCBC email	8 (73%)
Through the Town Centre Management team	3 (27%)

Summary of comments received

The meeting was well received amongst several respondents, who felt that the content from the guest speaker and CCBC was excellent and engaging. Three respondents highlighted a need for the meeting to have more contributions from businesses and third sector organisations, and with less input from local councillors.

One business highlighted that although the presentation from the guest speaker was interesting and informative, it took up the majority of the meeting and therefore other agenda items were not covered in detail, whilst another business felt that attendees did not have sufficient opportunity to discuss issues which they felt to be important and relevant to town centres (such as parking). Another respondent suggested that the meetings could benefit from the inclusion of workshop sessions.

In terms of stakeholder engagement, several respondents suggested a number of other businesses /stakeholders that might be interested in attending these meetings. It should be noted that all the suggested businesses were invited to the meeting, and although several of these gave apologies for the meeting owing to prior commitments, others did not attend.

Ystrad Mynach Town Centre Stakeholder Meeting
Thursday 4th May 2023 – 6.00pm – Centre of Sporting Excellence

Attendees

<u>Businesses</u>	<u>Elected Members</u>	<u>Town/ Community Council</u>	<u>Support Officers</u>	<u>Survey response rate</u>
8	2	1	7	10/11 (91%)

Meeting arrangements

	Very satisfied	Somewhat satisfied	Neither satisfied or dissatisfied	Somewhat dissatisfied	Very dissatisfied
Meeting overall	4 (40%)	4 (40%)	1 (10%)	1 (10%)	0
Content of meeting	5 (50%)	4 (40%)	1 (10%)	0	0
Location of meeting	8 (80%)	2 (20%)	0	0	0
Meeting venue	8 (80%)	2 (20%)	0	0	0
Duration of meeting	7 (70%)	3 (30%)	0	0	0
Time of day for meeting	8 (80%)	2 (20%)	0	0	0

The purpose of the meeting was to engage with local businesses in our Town Centres on matters of interest to them. To what extent do you feel the meeting achieved its purpose?

Fully	5 (50%)
Partially	5 (50%)
Not at all	0

How likely are you to attend future meetings?

Very likely	7 (70%)
Somewhat likely	3 (30%)
Somewhat unlikely	0
Very unlikely	0

How did you hear about the meeting?

CCBC email	4 (50%)
Through the Town Centre Management Team	5 (50%)
Word of mouth	1 (10%)

Summary of comments received

The majority of the comments focused on stakeholder engagement and expressed a need for more town centre businesses to attend the meetings in order to make these a success. Suggestions included targeted visits to businesses in order to raise awareness of the purpose of these meetings and to encourage attendance. One respondent suggested a leaflet drop to local businesses in order to get more businesses on board. It should however be noted that emails were sent to all businesses within the town centre boundary to invite them to the meeting, with reminders and an agenda sent nearer the time, and invitations were also hand-delivered to a number of premises.

Three businesses also expressed a need for greater business engagement/contributions at these meetings and less political debate, in order to maximise the benefits of these meetings. One business emphasised the need to stick to the agenda and highlighted that that the discussion had strayed into non-agenda items such as parking, pointing out that the purpose of the meeting was not to discuss this particular matter.

Caerphilly Town Centre Stakeholder Meeting
Wednesday 22nd March 2023 - 6.00pm – Caerphilly Municipal Club

Attendees

<u>Businesses</u>	<u>Elected Members</u>	<u>Town/Community Council</u>	<u>Other Stakeholders</u>	<u>Support Officers</u>	<u>Survey response rate</u>
14	3	3	1	8	7/21 (33%)

Meeting arrangements

	Very satisfied	Somewhat satisfied	Neither satisfied or dissatisfied	Somewhat dissatisfied	Very dissatisfied
Meeting overall	5 (71%)	2 (29%)	0	0	0
Content of meeting	4 (57%)	3 (43%)	0	0	0
Location of meeting	5 (71%)	2 (29%)	0	0	0
Meeting venue	5 (71%)	2 (29%)	0	0	0
Duration of meeting	5 (71%)	2 (29%)	0	0	0
Time of day for meeting	4 (57%)	3 (43%)	0	0	0

The purpose of the meeting was to engage with local businesses in our Town Centres on matters of interest to them. To what extent do you feel the meeting achieved its purpose?

Fully	5 (71%)
Partially	2 (29%)
Not at all	0

How likely are you to attend future meetings?

Very likely	6 (86%)
Somewhat likely	1 (14%)
Somewhat unlikely	0
Very unlikely	0

How did you hear about the meeting?

CCBC email	7 (100%)
------------	----------

Summary of comments received

The respondents were positive in their feedback to Caerphilly's Town Centre Stakeholder meeting, with 71% of respondents very satisfied with the meeting overall. Several respondents commented upon how beneficial it was for business owners to be able to come together in this format and valued the presentation from the guest speaker, whilst the suggestion to create a town centre business group was received with positivity.

With regards to future meetings, one respondent suggested business networking or a forum to discuss trading topics may be worth considering in the future. Another respondent thought future agendas should focus on town centre cleanliness and refuse facilities as the appearance of the high street is paramount to attracting visitors. It was noted that some attendees diverted from the original agenda, which, some felt was not beneficial to meeting attendees as it risked becoming political.

Risca Town Centre Stakeholder Meeting
Wednesday 24th May 2023 - 6.00pm – Risca Rugby Club

Attendees

<u>Businesses</u>	<u>Elected Members</u>	<u>Town/ Community Council</u>	<u>Support Officers</u>	<u>Survey response rate</u>
2	3	3	6	2/8 (25%)

Meeting arrangements

	Very satisfied	Somewhat satisfied	Neither satisfied or dissatisfied	Somewhat dissatisfied	Very dissatisfied
Meeting overall	2 (100%)	0	0	0	0
Content of meeting	2 (100%)	0	0	0	0
Location of meeting	2 (100%)	0	0	0	0
Meeting venue	1 (50%)	1 (50%)	0	0	0
Duration of meeting	2 (100%)	0	0	0	0
Time of day for meeting	2 (100%)	0	0	0	0

The purpose of the meeting was to engage with local businesses in our Town Centres on matters of interest to them. To what extent do you feel the meeting achieved its purpose?

Fully	1 (50%)
Partially	1 (50%)
Not at all	0

How likely are you to attend future meetings?

Very likely	1 (50%)
Somewhat likely	0
Somewhat unlikely	0
Very unlikely	1 (50%)

How did you hear about the meeting?

CCBC email	2 (100%)
------------	----------

Summary of comments received

Overall, the response to Risca's Town Centre Stakeholder meeting was very positive, although there was a decrease in the number of attendees compared to previous meetings. Respondents were disappointed to see how few business owners attended the meeting but did not see this as a criticism of the organisers or the content of the meeting.