

CAERPHILLY TOWN CENTRE AUDIT – JANUARY 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>10/7 An update was provided to the TCMG. 22/7 Ongoing. The area is being extended to include Nantgarw Road. 23/9 No further update could be provided, but an Officer regularly updates the TCMG. 19/11 Update to TCMG. 25/11 Updates continue to be given to the TCMG.</p> |
| 04/03/11 | <p><u>Development Of Former Post Office Site The Twyn</u> The council has announced plans to build a landmark building on the site, which will have a number of different facilities incorporated within it.</p> | <p>Regulatory Planning <i>Tim Stephens</i></p> | <p>PLEASE SEE PREVIOUS AUDITS FOR A FULL HISTORY OF THIS ISSUE</p> <p>23/9 Work continues on schedule, with a January 2014 opening expected. 19/11 Update to TCMG. 25/11 The building is complete and the Library is currently being stocked. There will be an official opening event, which is likely to be between 6th & 10th January.</p> |

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| 27/02/12 | <p><u>30-minute Parking Bays</u> <u>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>23/9 A mixture of complaints and praise has been received for the changes. Will be discussed at next TCMG. 19/11 Update to TCMG. 25/11 A re-consultation period is due to begin shortly.</p> |
| 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>23/9 Additional complaints were received after the Tour of Britain, which will be taken back to Officers. Area is on police patrol plan. 25/11 Officers are working on a possible refurbishment of the facilities, which aims to improve the building and fixtures and fittings.</p> |
| 21/06/12 | <p><u>Drainage on Steps</u> <u>Between Twyn Car Park and Lower Twyn Square</u> The steps between the Twyn Car Park and Lower Twyn Square are flooding on a regular basis and the usual drainage slot cleaning now fails to solve the problem.</p> | <p>Highways <i>Marcus Lloyd</i></p> | <p>PLEASE SEE PREVIOUS AUDITS FOR A FULL HISTORY OF THIS ISSUE</p> <p>22/7 A maintenance schedule has been developed, which once implemented, should address the problems. 23/9 The area continues to be maintained on a regular basis. 25/11 Regular maintenance is ongoing and there have been no further complaints.</p> |
| 02/10/12 | <p><u>Lamppost Change</u> <u>Clive Street</u> With the increased number of retailers trading in the street, a request has been made to Cllr. Elsbury for the lamppost to be replaced outside NICE in order for Christmas lights to be installed on it.</p> | <p>Highways <i>Marcus Lloyd</i></p> | <p>PLEASE SEE PREVIOUS AUDITS FOR A FULL HISTORY OF THIS ISSUE</p> <p>22/7 Quotations have been obtained. The Town Council has been approached for financial assistance to carry out the works. 23/9 Funding is still being sought.</p> |

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| | | | 25/11 Works have been completed. Issue closed 25/11 |
| 12/11/12 | <p><u>Skateboarding Problems</u> <u>Around Bus Station Toilets, Station Terrace</u> A Cllr. complaint was received regarding skateboarding around and above the Bus Station toilets, which is causing damage to street furniture and posing a danger to pedestrians and/or motorists.</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>23/9 Installation of defensive studs scheduled for 4-6 weeks. 25/11 There have been no further complaints. The fins and studs will not be installed unless necessary. Officers are looking at developing a skate park facility in the future.</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>22/7 Budget has become available. On programme of works for summer period. 23/9 A sign writer is being commissioned to undertake the work. 25/11 The cost of a sign writer is prohibitive. The pavers will be thoroughly and delicately cleaned in the spring.</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>23/9 The area continues to be monitored, with Police issuing tickets where necessary. The issue has been passed to Legal for advice. 25/11 The legal process is ongoing and a prosecution is being considered.</p> |

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| 28/02/13 | <p><u>Community Notice Board 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>22/7 Procurement section are looking for a suitable supplier and a location is also being identified. 23/9 A site visit is being arranged to agree a location. 25/11 A site visit meeting request has been sent to the Police.</p> |
| 11/09/13 | <p><u>Damaged Bench 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>12/9 A service request was raised and the bench has been temporarily removed to make the area safe. 23/9 Area has been made safe and a replacement has been ordered. 25/11 Ongoing. Works will be carried out in due course.</p> |
| 18/09/13 | <p><u>Additional Lighting Request Pentrebane Street</u> The local Street Pastors have requested that Officers assess the level of street lighting in Pentrebane Street. It is felt that additional lighting would improve safety in the area.</p> | <p>Highways <i>Marcus Lloyd</i></p> | <p>18/9 SR613583 was raised and Officers will review the situation in due course. 25/11 The street lighting in the area was updated in 2010 and is consistent with other areas of the Borough. Issue closed 25/11</p> |
| 23/09/13 | <p><u>Cigarette Butts Windsor Lane and Bus Stop & Steps Opposite Tesco Metro</u> Cllr Forehead has been receiving complaints with regards to cigarette butts cluttering around these areas.</p> | <p>Cleansing <i>Tony White</i></p> | <p>25/11 A bin has been installed near Tesco Metro and the area will continue to be monitored.</p> |

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| 27/09/13 | <p><u>Condition of Footway</u> <u>O/S Tilley's Café, Cardiff Road</u> A complaint has been received from a business in relation to the condition of the footway at the top of Cardiff Road.</p> | <p>Highways <i>Marcus Lloyd</i></p> | <p>27/9 SR971197 has been raised. 25/11 Work is scheduled for w/c 25/11.</p> |
| 03/10/13 | <p><u>Defective Street Lighting Column</u> <u>Cardiff Road</u> Street lighting column WT95 opposite Pentrebane Street has been reported as defective.</p> | <p>Highways <i>Marcus Lloyd</i></p> | <p>3/10 SR974330 was raised and a repair ticket was issued in due course. 25/11 Delivery of replacement parts is awaited.</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>3/10 The repairs are on the programme of works for the 2013/14 financial year. 25/11 The works have been added to the slurry sealing programme.</p> |
| 03/10/13 | <p><u>Resetting of Bollard</u> <u>Crescent Road</u> A bollard was dislodged during the Tour of Britain and requires repositioning and resetting.</p> | <p>Parks Services <i>Simon Beacham</i></p> | <p>25/11 The bollard has been reset. Issue closed 25/11</p> |
| 01/11/13 | <p><u>Christmas Event</u> <u>Town Centre</u> Planning is underway for a Christmas event in the town centre, which is scheduled for 7th & 8th December.</p> | <p>Business Enterprise Support Team <i>Paul Hudson</i></p> | <p>19/11 Update to TCMG. 25/11 Planning is ongoing for the event.</p> |
| 05/11/13 | <p><u>Repainting of Fingerposts</u> <u>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>25/11 NCS will be instructed to carry out the works.</p> |

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| 08/11/13 | <p><u>Temporary Grit Bins</u> <u>Town Centre</u> Temporary grit bins will be installed in various locations throughout the town centre in readiness for the winter weather.</p> | <p><u>Highways</u> <i>Marcus Lloyd</i></p> | 25/11 The grit bins have been installed. |
| 11/11/13 | <p><u>Christmas Banners</u> <u>Town Centre</u> Lamppost banners are being produced, which will be passed to the Town/Community Councils for installation. The banners will be located at the entrance of each town, with the aim of complementing the Christmas lighting displays.</p> | <p><u>Town Centre Management</u> <i>Andrew Highway</i></p> | 25/11 The banners have been delivered to the contractor who erects the Christmas lighting in the town centres. |
| 19/11/13 | <p><u>Cleansing of Steps</u> <u>Cardiff Road</u> At the TCMG, Cllr. Forehead made a complaint in relation to the steps that lead from Cardiff Road to the moat footpath. The steps are dirty and there is litter and detritus on the steps and in the surrounding area.</p> | <p><u>Cleansing</u> <i>Tony White</i></p> | |
| 19/11/13 | <p><u>Lighting of Steps</u> <u>Twyn Car Park/Market Street</u> At the TCMG, Cllr. Elsbury made a complaint in relation to the steps leading from the Twyn car park to Market Street. The steps are poorly lit and pose a threat to pedestrians in the dark.</p> | <p><u>Transportation</u> <i>Clive Campbell</i></p> | |
| 19/11/13 | <p><u>Advertising on the Highway</u> <u>Town Centre</u> Officers in Highways have developed a new policy relating to advertising on the Highway, which has been sent to all businesses within the principal town centres.</p> | <p><u>Highways</u> <i>Marcus Lloyd</i></p> | 19/11 Update to TCMG. |