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For all enquiries relating to this agenda please contact Andrew Highway
(Tel: 01443 866213 Email: highwa@caerphilly.gov.uk)

Date: 23rd February 2016

Dear Sir/Madam,

A meeting of the **Caerphilly Town Centre Management Group** will be held in the **Sirhowy Room, Penallta House, Tredomen, Ystrad Mynach** on **Tuesday, 1st March, 2016** at **2.00 pm** to consider the matters contained in the following agenda.

Yours faithfully,

A handwritten signature in blue ink that reads 'Chris Burns'.

Chris Burns
INTERIM CHIEF EXECUTIVE

A G E N D A

	Pages
1 Apologies for absence.	
2 Declarations of interest. Councillors and Officers are reminded of their personal responsibility to declare any personal and/or prejudicial interest(s) in respect of any item of business on this agenda in accordance with the Local Government Act 2000, the Council's Constitution, and the Code of Conduct for both Councillors and Officers.	
To receive and note the following minutes: -	
3 Caerphilly Town Centre Management Minutes 20th October 2015.	1 - 6

To receive and note the following updates: -

A greener place Man gwyrddach



4	Welsh Government Business Rates Letter.	7 - 8
5	Air Quality Update.	
6	Business Report Caerphilly Town Centre.	9 - 12
7	Request for funding for Flower Festival from Caerphilly Town Council.	13 - 14
8	Request for funding for Cenotaph Memorial Plaque.	15 - 18
9	Go2 My Town Website Report.	19 - 22
10	Cedar Tree Roundabout Update.	
11	Park Lane Update.	
12	Bench and Flagstones Update.	
13	Artwork Update.	
14	'Choose the High Street' Christmas Voucher Booklet 2015 - Analysis Report.	23 - 28
15	Caerphilly Town Centre Audit Report	29 - 38

Circulation:

Councillors Mrs E.M. Aldworth, P.J. Bevan, D.T. Davies, C. Elsbury, Mrs C. Forehead (Chair), Miss E. Forehead, J.E. Fussell, K. James, Mrs B. A. Jones (Vice Chair), S. Kent, M.J. Prew, J. Pritchard and Mrs J. Hibbert

Town Councillors Professor Deacon, Mr J. Dilworth (Van Community Council), Mr M. Hall and K. Williams (Clerk - Caerphilly Town Council)

Other Organisations

Mrs D. Stephens, Caerphilly Pubwatch
 Mr D. Stephens, Caerphilly Pubwatch
 Ms T. Undery, Caerphilly Town Retailers Association
 Mrs S. Cooper, Caerphilly Access Group
 Inspector S. Greening, Gwent Police
 Inspector G. Jones, Gwent Police
 Mr T. Jones, Tommy Cooper Society
 Mr T. Payne, Cadw
 Mr K. Robottom, Caerphilly Residents Association
 Mr E. Talbot, Caerphilly Independent Retail Partnership
 Mr. R. Tidridge, Heol Trecastell Residents Association

Mr P. Warren, Bedwas Junior School
Ms K. Warrington, Caerphilly Working Mens Hall

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CAERPHILLY TOWN CENTRE MANAGEMENT GROUP

MINUTES OF THE MEETING HELD AT PENALLTA HOUSE ON TUESDAY 20TH OCTOBER 2015 AT 2:00PM

PRESENT:

Councillors:

E. M. Aldworth (Consultee), C. Elsbury, C. Forehead, K. James, J. Pritchard

Together with:

Mr K Williams (Clerk Caerphilly Town Council), Mr J Dilworth (Clerk Van Community), Insp G Jones (Gwent Police), Mrs S Cooper (Caerphilly Access Group), Mrs T Undrey, Mrs D Hale, (Caerphilly Retailers Association), Mr K Robottom (Caerphilly Residents Association), Mr Tidridge (Heol Trecastell Residents Association), Mrs D Stephens (Caerphilly Pubwatch), Ms K Warrington (Caerphilly Workmens Hall), Mrs J Hibbert (Town Councillor)

Also:

A. Highway (Town Centre Development Manager), A. Dallimore (Team Leader - Urban Renewal), R. Lloyd (Special Projects Officer), A. Jones (Clerk)

1. APOLOGIES FOR ABSENCE

Councillors P. J. Bevan, D. T. Davies (Consultee), J Fussell, B. Jones, S. Kent, M. Prew, Professor R Deacon, Mr T Jones (Tommy Cooper Society), S. Wilcox (Assistant Town Centre Manager), K. Dowdall (Senior Engineer), M Godfrey (Environmental Health Officer)

2. DECLARATIONS OF INTEREST

There were no declarations of interest.

3. MINUTES OF PREVIOUS MINUTES

The previous minutes were taken as read.

4. SKATE PARK UPDATE

Mr Lloyd informed the group that the best location for the skate park would be in Morgan Jones Park. Mr Lloyd will work with Legal Services to progress the scheme and also make enquiries with regards to the availability of Section 106 monies.

Councillor Pritchard welcomed the news and supported the idea.

Mr Lloyd confirmed that further consultation will take place. Councillor Pritchard asked for confirmation of the time frame as to when work on the facility would begin following the consultation period.

Mr Lloyd advised that the matter would need to be initially referred to Procurement Services and a tender process undertaken.

Councillor Elsbury asked which financial year the monies be available from - Mr Lloyd confirmed it would be part of next financial years budget.

Councillor Elsbury welcomed the news but sought clarity on when the Council would lock the gates.

Mr Lloyd confirmed that the area would not be lit up and that Community Safety Wardens will be patrolling.

Mr Lloyd was thanked for his update.

5. 'CHOOSE THE HIGH STREET CHRISTMAS CAMPAIGN'

Mr Highway presented the report to the group.

Members were advised that this year there will be a 'Choose the High Street' Christmas Voucher Booklet with over 100 offers, which is more than in 2014.

Mr Highway wished to thank the retailers for participating and also thank the Council's Graphics Team who designed the booklet and associated publicity material.

Councillor Elsbury thanked Mr Highway and team for their hard work and confirmed that the event is successful every year.

The Chair thanked Mr Highway for the report.

6. 'CHOOSE THE HIGH STREET PAST & PRESENT'

Mr Highway presented the report to the group.

Mr Highway informed the group that the exhibitions were very successful and thanked Mr Wilcox for all of his hard work.

The group were advised that the only disappointment was with the lack of interest from the schools. Only Blackwood Comprehensive participated and they were very enthusiastic in bringing forward ideas for what they would like to see develop in Blackwood town centre.

The Chair thanked Mr Highway and Mr Wilcox for their hard work and the report.

7. SOUTH EAST WALES VACANCY REPORT

Mr Highway passed on apologies for Mr Wilcox and presented the group with the report

Members discussed the figures of vacant premises within the table contained within the report. They were advised that these may have changed as the data used was from October 2014. Mr Highway confirmed that Mr Wilcox could bring updated figures to future meeting and forward information to members of the group.

The group discussed the vacant properties and members of the group stated that they are empty mainly due to the Business Rates being too high.

Councillor Pritchard requested that delegation from the Town Centre Management Group visit the Welsh Assembly to discuss the issue of Business Rates.

The Chair thanked Mr Highway for the report.

8. TOWN CENTRE PROMOTIONAL SPACES

Mr Highway presented the report to the group.

Members discussed the report and Mr Highway informed the group that Mr Wilcox has worked hard to build a good working relationship with the promoters who use the site and is very grateful for all of his hard work.

The Chair thanked Mr Highway for the report

9. AIR QUALITY UPDATE

Mr Highway passed on apologies for Ms Godfrey and read out a statement provided by Ms Godfrey.

‘Since the last update to the meeting, the traffic model for Caerphilly has been updated and that information has been incorporated in to the air quality model, however the consultants have advised that further traffic information is required to model some of the short term measures listed within the Air Quality Action Plan for Caerphilly and Pollution Control are currently coordinating the collection of this information. The soft measures within the Action Plan continue to be progressed and will continue in to 2016/17. Hopefully by the next meeting, the modelling exercise will be finished or nearing completion’.

10. CEDAR TREE ROUNDABOUT UPDATE

Mr Highway passed on apologies for Ms Dowdall and read out a statement provided by Ms Dowdall.

‘Unfortunately, there have been a number of procurement difficulties outside of the control of CCBC in connection with this scheme which have led to a delay in the proposed commencement date of Autumn 2015. At present the Council is not yet in a position to award the Contract and have still to seek funding from Welsh Government. We are therefore not in a position to supplement the information that was provided at the last Town Centre Management Group Meeting.

Once funding has been secured, a contract awarded the commencement date for the construction works will be advertised via road signs and other media channels in advance to advise motorists/ residents and businesses of possible delays. Caerphilly Basin Councillors and community councils will be informed separately at this time via an email briefing.

During the course of the construction works the Council has established a dedicated link on their website which residents and businesses can refer to for construction updates. The address of the link is:

[HTTP://WWW.CAERPHILLY.GOV.UK/PWLLYPANT.](http://www.caerphilly.gov.uk/pwllypant)’

11. PARK LANE UPDATE

Mr Dallimore advised that since the last meeting the 'soft marketing' has shown that there is some interest from a hotel chain provided they can fit an 80 bed facility onto the site. A report will go to the Council's Corporate Asset Group.

Mr Dallimore confirmed that he will look to see if there is a market for a hotel, he hoped that by the next meeting he may then have a summary of viable options.

Ms Warrington asked if the area could be utilised as a car park Mr Dallimore explained this would not be possible and that the area will remain fenced off until a scheme is progressed.

12. REQUEST FOR FUNDING FOR A COMMUNITY NOTICE BOARD

Mr Dallimore sought clarification from Ms Warrington on the request made previously from the Workmen's Hall for the funding for disabled toilet.

Ms Warrington apologised for not being at previous meeting, she confirmed that the Hall has some funding and still require the Area Forum Budget funding to complete the works.

Mr Highway clarified that the £3,500 will be kept for the Workmen's Hall and that a balance of £11,682 remains.

Mr Dallimore requested £400 funding from the group for the notice board and installation on the side elevation of the library.

The Chair invited the group to vote on recommending £400 funding for the noticeboard and installation. The votes were 11 in favour and 0 against.

13. REQUEST FOR FUNDING FOR REPLACEMENT BENCH SEAT AND REPAIR OF FLAGSTONES TOP OF CARDIFF ROAD

Mr Dallimore informed the group that he has noticed damage to the area above the toilet block. He advised that the work to remove the bench and repair/remove cracked slabs will cost between £2,000 - £2,300.

Councillor Elsbury informed the group that individuals on skateboards have caused some of the damage and maybe it would be best to wait until the skate park is built before undertaking any works.

Members discussed that this could be an enforcement issue and Insp Jones confirmed that the Police are keeping up visits to the area.

Mr Dallimore advised that the area does need to have some urgent works and suggested that the floor scape works are undertaken now, but he advised that the bench could benefit for future works.

The chair recommended that the group to allocate the £2,300 to be used when necessary for these works to be carried out. This was seconded by Councillor James.

The votes were 5 in favour, 4 against and 1 abstention. The recommendation was passed.

14. REQUEST FOR FUNDING FOR CLEANING & MINOR STRUCTURAL REPAIR OF BIRD THEME ARTWORK

Mr Dallimore advised that there is structural damage to the artwork and has had a report which has identified that the stone was laid incorrectly.

The cost of the works to 'stitch' it back and eradicate the problem is £2,000.

Members of the group asked if the structure is unsafe. Mr Dallimore confirmed that if left it could become unsafe, therefore his advice was to carry out the works as soon as possible.

The Chair recommended the funding be approved and invited the group to vote. The votes were 10 in favour, 0 against and 1 abstention. The recommendation was passed.

15. CAERPHILLY TOWN CENTRE AUDIT REPORT – AUGUST 2015

Mr Highway presented the report to the group and the following items were raised.

Taxi rank issues. Mr Highway thanked Mrs D Stephens from Pub Watch for attending and asked her for update. Mrs Stephens confirmed that the closure of the Irish Thymes has made a difference and the area at the top of Cardiff Road is quieter. As part of the Pubwatch scheme banned individuals have been monitored closely.

Insp Jones confirmed that the dynamics in the town has changed and asked landlords to keep an eye on the numbers of patrons in the pubs.

Retailers raised an issue of cigarette ends on Clive Street which needs addressing. Mr Highway will discuss this matter with cleansing.

Retailers also requested that a bike lock on a pole the market entrance in Clive Street be removed. Mr Highway agreed to look into this.

Mr K Williams asked for confirmation as to whether the handrail outside the Twyn Community Centre has been repaired as Councillor Kent had confirmed that it had not. Mr Highway agreed to chase this matter up.

Additional Floral Displays – it was reported that that retailers will be asked to consider funding these in the future.

The meeting closed at 15:10 pm

CHAIR

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Agenda Item 4

Edwina Hart MBE CStJ AC / AM
Gweinidog yr Economi, Gwyddoniaeth a Thrafnidiaeth
Minister for Economy, Science and Transport



Llywodraeth Cymru
Welsh Government

Eich cyf/Your ref KJ/KG
Ein cyf/Our ref DC/EH/04948/15

Cllr Ken James

kenjames@caerphilly.gov.uk

8 December 2015

Dear Cllr James

Thank you for your letter of 11 November, inviting me to visit Caerphilly Town Centre and to meet with business members regarding business rates.

I recognise the challenges that are faced by retail businesses on Wales's high streets and have introduced a range of business rates measures to help, targeted at supporting jobs and growth across Wales. My approach has been informed by the work of the Business Rates Task and Finish Group and the Business Rates Panel.

For example, this year I extended the Small Business Rates Relief scheme, a measure which is reducing the business rates bill for around three quarters of business premises in Wales. In addition, the Wales Retail Relief Scheme also reduced business rates bills for more than 10,500 retail, food and drink business premises last year and has been enhanced this year so that businesses can receive a discount of up to £1,500 through the scheme.

Bae Caerdydd • Cardiff Bay
Caerdydd • Cardiff
CF99 1NA

English Enquiry Line 0300 0603300
Llinell Ymholiadau Cymraeg 0300 0604400
Correspondence.edwina.Hart@Wales.gsi.gov.uk

Rydym yn croesawu derbyn gohebiaeth yn Gymraeg. Byddwn yn ateb gohebiaeth a dderbynnir yn Gymraeg yn Gymraeg ac ni fydd gohebu yn Gymraeg yn arwain at oedi.

We welcome receiving correspondence in Welsh. Any correspondence received in Welsh will be answered in Welsh and corresponding in Welsh will not lead to a delay in responding.

These business rates measures form part of a wider package of support for town centres which includes regeneration measures such as Vibrant and Viable Places, our support for Business Improvement Districts, and our direct financial support towards High Street initiatives across Wales.

I am aware of the Town Centre Management approach that has been adopted by Caerphilly County Borough Council, which I understand aims to address the strategic and operational needs of Caerphilly, Blackwood and Bargoed town centres. Locally led responses to the challenges faced by high street businesses have an important part to play in the overall approach.

I will ask my Officials to consider the possibility of a visit when I am next in the area and should other engagements allow.

Edwina Hart



CAERPHILLY TOWN CENTRE MANAGEMENT GROUP - 1ST MARCH 2016

**SUBJECT: BUSINESS REPORT CAERPHILLY TOWN CENTRE 2015 - FOR
INFORMATION**

REPORT BY: CORPORATE DIRECTOR - COMMUNITIES

1. PURPOSE OF REPORT

- 1.1 This report provides information on the number of businesses opened and closed in Caerphilly town centre throughout 2015.

2. SUMMARY

- 2.1 The report gives a retail overview of Caerphilly town centre over the past year and details every retail business opening and closing within the town during 2015. In addition, it also provides an assessment of the annual footfall data collated in the town centre using the Experian Footfall electronic pedestrian counting system. Finally, the report sets out details of a number of initiatives that were developed to support and promote existing businesses and attract new ones to the town centre.

3. LINKS TO STRATEGY

- 3.1 The Council has agreed to a five-year regeneration programme entitled "People, Businesses and Places". The proposals within the strategy are based on a number of regeneration principles, one of which is "Strengthening Town Centres".
- 3.2 "Prosperous Caerphilly" is identified as one of the key outcomes in the Council's "Single Integrated Plan". The Implementation of the *Unique Places* model of Town Centre Management in the County Borough's principal town centres is one of the actions identified to achieve this outcome.

4. THE REPORT

4.1 Caerphilly Retail Overview 2015

- 4.1.1 It has been a year of consolidation for the Castle Court Shopping Centre with multiple retailers *WH Smith*, *Argos*, *Boots*, *Bonmarche* and *Costa Coffee* all-remaining as key tenants. One disappointment was the unexpected closure of *Cadwolders* in October after the company fell into administration. The Centre enters the New Year with only one vacant unit and the imminent opening of *Burger King* which will prolong customer dwell time.

- 4.1.2 In Cardiff Road 2015 was dominated by Tesco's decision to close its Metro store in April. Immediately following the stores closure the footfall in Cardiff Road fell. Despite the store being quickly re-let to Sports Direct in August the loss of a convenience store serving local residents has continued to adversely affect weekly footfall numbers. Although some key properties do remain vacant on Cardiff Road, the retail offer is still underpinned by core national retailers Iceland, Superdrug, Peacocks, New Look and Select. The proposed relocation of Specsavers into the former Shoe Zone store early in 2016 has the potential to draw more footfall further up the street which would benefit businesses in both Pentrebane Street and Clive Street.
- 4.1.3 Clive Street remains almost fully let and benefits from an active retailers association. In Pentrebane Street the evolution of a café quarter continued in 2015 with the opening of *Manhattan Kitchen*.
- 4.1.4 At present, the reason people visit the County Borough's town's centres is predominantly for shopping, as a consequence a particular town's success is largely dependent on the strength of its retail offer. Within the UK's retail sector there is an over capacity as too many retailers compete against each other for a falling consumer demand. Currently, this is leading to a polarisation, with some retailers particularly in the value sector doing well, whilst others are struggling. In 2016 this gap is expected to widen. The risk in the next twelve months is that poorly performing multiple retailers will continue to close stores, whilst independent retailers who are under pressure through price deflation and rising costs, will find it difficult to survive in an extremely challenging market place.

4.2 Retail Property Directory

- 4.2.1 The *Retail Property Directory* provided through Town Centre Management provides an online resource which shows all of the retail properties available to rent or buy across the five managed town centres. This initiative is designed to make it easier for businesses to open in one of the County Borough's town centres. In addition, Town Centre Management proactively engages with property agents both nationally and locally to secure new tenants to fill vacant town centre units.

4.3 Choose the High Street – Past & Present

- 4.3.1 Last summer, a new element to the successful 'Choose the High Street' campaign was launched. 'Past & Present' encouraged people to invest economically, socially and emotionally in the future of their town centres. The campaign ran for five months (April – August inclusive) and focused on two areas. Firstly, the past element used archive photographs to evoke memories and re-established the significance of place. Secondly, people were encouraged to appreciate and value their town centre in the present day. The initiative consisted of library exhibitions in each of the five managed town centres, street galleries of historic photos displayed in shop windows and online *Flickr* galleries of archive photos.

4.4 Choose the High Street Christmas Voucher Booklet

- 4.4.1 In 2015, the 'Choose the High Street' initiative once again featured a Christmas campaign directed towards encouraging people to spend in their local town centres over the festive period. Retailers across the five managed town centres had the opportunity to submit an offer which was included into a printed voucher booklet at no cost. The scheme is designed to support local businesses by offering them the opportunity to participate in a free coordinated campaign under the 'Choose the High Street' banner. In total 105 offers were received across the County Borough, which is an increase of 15 on 2014. A total of 31 of these were from Caerphilly town centre.

4.5 Events

- 4.5.1 The town centre events staged by the Council's Events Team continue to provide an opportunity for retailers to engage with a wider customer base due to the increase in footfall numbers that the events attract.

4.6 Business Comparison

- 4.6.1 The Town Centre Management Team compiled these figures during weekly town centre visits over the course of a 12-month period. It should be noted that they are as accurate as possible given the method of data collection.

Caerphilly Business Comparison			
	2015	2014	LFL Comparison
Businesses Opened	12	9	3 more businesses opened
Businesses Closed	14	8	6 more businesses closed

4.7 Caerphilly Footfall

- 4.7.1 Footfall in the town centre is measured outside *Happy Feet Happy Sole* on Cardiff Road.

Caerphilly Footfall Comparison			
	2015	2014	Difference
Highest Number	36,567 (07/12/15)	45,052 (21/07/14)	-8,485
Lowest Number	24,579 (09/11/15)	30,050 (22/12/14)	-5,471
Average Footfall	30,094	35,246	-5,152

4.8 Town Centre Gazette

- 4.8.1 The Town Centre Management Team supports retailers by producing regular *Town Centre Gazettes*, which are bespoke to each town centre. To save on costs five editions were produced in 2015 instead of six in 2014. In addition, a summary of FootFall data is made available electronically on a weekly basis.

5. EQUALITIES IMPLICATIONS

- 5.1 There are no potential equalities implications of this report and its recommendations on groups or individuals who fall under the categories identified in Section 6 of the Council's Strategic Equality Plan. As such, there is no requirement for an Equalities Impact Assessment Questionnaire to be completed for this report.

6. FINANCIAL IMPLICATIONS

- 6.1 There are no financial implications.

7. PERSONNEL IMPLICATIONS

- 7.1 There are no personal implications.

8. CONSULTATIONS

- 8.1 There are no consultation responses that have not been reflected in this report.

9. RECOMMENDATIONS

9.1 It is recommended that Members note the contents of the report for information.

10. STATUTORY POWER

10.1 Local Government Act 2000.

Author: Andrew Highway, Town Centre Development Manager
Consultees: Pauline Elliott, Head of Regeneration and Planning
Cllr. K. James, Cabinet Member for Regeneration, Planning and Sustainable
Development
Allan Dallimore, Urban Renewal Team Leader
Paul Hudson, Marketing and Events Manager
Steve Wilcox, Assistant Town Centre Manager

CAERPHILLY

TOWN

COUNCIL



TOWN CLERK:
CLERC-Y-DREF:

Ken Williams

TOWN MAYOR:
MEIR Y DREF:

Councillor
P. J. Bevan

Caerphilly Flower Festival Grant Application

The Caerphilly Town Council has agreed to sponsor the Caerphilly Flower Festival again this year. The Festival will be held from 24th to 26th June and all the churches in Caerphilly Town will be taking part along with the Caerphilly Floral Society, Caerphilly Horticultural Society and Glynderi Bonsai Club.

An Open Top bus will be operating free of charge as in previous years to ferry people around the churches.

Last year the Caerphilly Town Centre Management Group awarded a Grant of £1500 towards the cost of the Festival and the Caerphilly Town Council would like to apply again this year for a similar award.

Members are asked to consider this request for a Grant of £1500 towards the cost of the Flower Festival.

Address: The Twyn Community Centre The Twyn Caerphilly CF83 1JL

Telephone and Fax: Caerphilly 02920 888777

E-mail: towncouncil@pscali.co.uk

Office Hours: Monday, Tuesday and Wednesday mornings 9.30a.m. to 12.30p.m

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CAERPHILLY TOWN CENTRE MANAGEMNET GROUP – 1ST MARCH 2016

SUBJECT: CAERPHILLY CENOTAPH MEMORIAL PLAQUE

REPORT BY: CORPORATE DIRECTOR - COMMUNITIES

1. PURPOSE OF REPORT

- 1.1 This report contains details of proposed work to install an additional memorial plaque on the Cenotaph in Caerphilly town centre.

2. SUMMARY

- 2.1 The report sets out officers' responses to a request from local members for an additional plaque on the Cenotaph in Caerphilly town centre. Included in the report are provisional costings for the purchase of the new plaque and a request for funding to be allocated from the Council's Area Forum Budget.

3. LINKS TO STRATEGY

- 3.1 The Council has agreed to a five-year regeneration programme entitled "People, Businesses and Places". The proposals within the strategy are based on a number of regeneration principles, one of which is "Strengthening Town Centres".
- 3.2 "Prosperous Caerphilly" is identified as one of the key outcomes in the Council's "Single Integrated Plan". The Implementation of the *Unique Places* model of Town Centre Management in the County Borough's principal town centres is one of the actions identified to achieve this outcome.

4. THE REPORT

- 4.1 In November 2015, local members asked the Council's Town Centre Management team to investigate the possibility of installing a new memorial plaque on the Caerphilly Cenotaph to commemorate service personnel killed in conflicts since 1972.
- 4.2 At present there are three plaques fixed to the cenotaph which is situated by the Visitor Centre in Castle Street, Caerphilly. Two of the plaques on the monument list the names of those who lost their lives in each of the two World Wars. Another one lists the names of those killed in conflicts since the end of the Second World War. This final plaque has only three names on it, with the latest date recorded as 1972.
- 4.3 Following the initial request and subsequent site meetings with colleagues in Parks Services, the Town Centre Management team sent a Freedom of Information (FOI) request to the Secretariat at the Defence Business Services in Innsworth, Gloucester. The request asked for the names of Armed Services personnel who:

- Lived in the Caerphilly Basin (CF83 post code area) at the time of their death, and;
- Lost their lives in the line of duty between January 1972 and November 2015.

4.4 Two separate requests have been sent and to date there has been no response.

4.5 Without the exact number of names it is difficult to gauge an exact price for a new plaque. However, if the plaque were to contain 10 names it would cost approximately £(to be confirmed).

4.6 In the expectation that these details will be provided in due course by the Defence Business Services, the Caerphilly Town Centre Management Group is asked to consider a request for £(to be confirmed) to be provisionally allocated from the Area Forum Budget in order to fund the purchase of the new plaque. Should this project be realised, the aim would be to unveil the new plaque installed on the cenotaph to coincide with Armed Forces Day on 25th June. In preparation for the first Armed Forces Day to be held in Caerphilly, Parks Services are undertaking cleaning and maintenance work to the Cenotaph.

5. EQUALITIES IMPLICATIONS

5.1 This report is for information purposes, so the council's EqIa process does not need to be applied.

6. FINANCIAL IMPLICATIONS

6.1 Funding would be granted from the Council's Area Forum Budget.

7. PERSONNEL IMPLICATIONS

7.1 There are no direct personnel implications.

8. CONSULTATIONS

8.1 There are no consultation responses that have not been reflected in this report.

9. RECOMMENDATIONS

9.1 For members to note the contents of the report.

10. REASONS FOR THE RECOMMENDATIONS

10.1 This report is for information only.

11. STATUTORY POWER

11.1 Local Government Act 2000.

Author: Andrew Highway, Town Centre Development Manager
 Consultees: Pauline Elliott, Head of Regeneration & Planning
 Cllr. K. James, Cabinet Member for Regeneration, Planning and Sustainable Development

Derek Price, Parks and Outdoor Facilities Manager
Mike Headington, Principal Officer Outdoor Facilities & Bereavement Services
Steve Pugh, Corporate Communications Manager
Allan Dallimore, Team Leader Urban Renewal
Tina McMahon, Community Regeneration Manager
Steve Wilcox, Assistant Town Centre Manager

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CAERPHILLY TOWN CENTRE MANAGEMENT GROUP – 1ST MARCH 2016

SUBJECT: GO2MYTOWN WEBSITE

REPORT BY: CORPORATE DIRECTOR - COMMUNITIES

1. PURPOSE OF REPORT

- 1.1 This report provides information on the “Go2MyTown” website, which is in the process of being updated and refreshed.

2. SUMMARY

- 2.1 The report provides details of the new Caerphilly Business Portal website, which is being integrated into the Go2MyTown website. This report gives members an overview of the content that is being incorporated into the site.

3. LINKS TO STRATEGY

- 3.1 The Council has agreed to a five-year regeneration programme entitled "People, Businesses and Places". The proposals within the strategy are based on a number of regeneration principles, one of which is "Strengthening Town Centres".
- 3.2 “Prosperous Caerphilly” is identified as one of the key outcomes in the Council’s “Single Integrated Plan”. The Implementation of the *Unique Places* model of Town Centre Management in the County Borough’s principal town centres is one of the actions identified to achieve this outcome.

4. THE REPORT

- 4.1 In 2010, the Council’s Business Enterprise Support Team started to develop the Go2MyTown project, which aimed to give each town centre in the Borough a presence on the Internet and give businesses the opportunity to be listed on the site and advertise their products/services. Individual town centre sites were set up, such as Go2Bargoed & Go2Risca, which were housed and accessed via the central Go2MyTown site.
- 4.2 Running in parallel with this site was the Caerphilly Business Portal – www.caerphillybusiness.info – that contained other business-orientated information such as Town Centre Management’s Retail Property Directory.
- 4.3 Following changes in the Council’s Business Enterprise Support Team and the need to re-profile the Go2MyTown website, in December 2015 it was decided that elements of the Business Portal and Go2MyTown would be merged into one site and a Content Management System (CMS) installed to enable easy and regular updating of the site. This would all be under the umbrella of Go2MyTown.

- 4.4 Work started on the content revision in January 2016 and is currently ongoing. There is a new “news” section, which is now regularly updated with stories relating to our town centres. Businesses have been invited via the Town Centre Gazette to send in stories to the Town Centre Management Team for inclusion on the site.
- 4.5 One of the major new additions to the site is Town Centre Management’s Retail Property Directory, which previously sat on the Caerphilly Business Portal site. This directory lists all of the vacant properties within the five managed town centres that are available to buy or let. Each listing contains a photograph of the property, the agent’s details and, for the first time, a map of where the property is.
- 4.6 In addition to the two new features, the site continues to host a business directory, available jobs (mainly CCBC vacancies at present), forthcoming events, special offers and information on the Council’s “Unique Places” model of town centre management along with PDF versions of the Town Centre Gazette, FootFall reports and the “Pop-up Shop Guide”.
- 4.7 The website is also being used to advertise the new “Smart Zone” service that the Business Support & Funding team offers. This service allows small companies and start-ups the opportunity to hire office and meeting space on Tredomen Business Park, along with support services such as business mailing, photocopying, telephony and internet access.
- 4.8 Previously, there was some duplication in the content found on Go2MyTown site and the Council’s corporate business page – www.caerphilly.gov.uk/business. However, the new site will work to compliment the information found on CCBC’s site. Visitors will be signposted to the Council’s business site for additional information on business support such as grants, advice, promotion and business rates.
- 4.9 Between 1st January and 8th February 2016, there were 465 unique visitors to the site. This figure will be used as a benchmark to assess the impact that the revised content and regular updates will make to the site.
- 4.10 As content is still being populated, the site is changing on a regular basis and information being brought up-to-date. However, a demonstration of the site will be provided at a future Town Centre Management Group meeting. A link to the site will be provided to members once the new site is launched.

5. EQUALITIES IMPLICATIONS

- 5.1 This report is for information purposes, so the council’s Eqla process does not need to be applied.

6. FINANCIAL IMPLICATIONS

- 6.1 The campaign was funded through the Town Centre Management core budget.

7. PERSONNEL IMPLICATIONS

- 7.1 There are no direct personnel implications.

8. CONSULTATIONS

- 8.1 There are no consultation responses that have not been reflected in this report.

9. RECOMMENDATIONS

9.1 That Members note the contents of the report.

10. REASONS FOR THE RECOMMENDATIONS

10.1 This report is for information only.

11. STATUTORY POWER

11.1 Local Government Act 2000.

Author: Steve Wilcox, Assistant Town Centre Manager
Consultees: Pauline Elliott, Head of Regeneration & Planning
Cllr. K. James, Cabinet Member for Regeneration, Planning and Sustainable
Development
Andrew Highway, Town Centre Development Manager
Antony Bolter, Business Support & Funding Manager
Allan Dallimore, Team Leader Urban Renewal
Steve Pugh, Corporate Communications Manager

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CAERPHILLY TOWN CENTRE MANAGEMENT GROUP – 1ST MARCH 2016

**SUBJECT: 'CHOOSE THE HIGH STREET' CHRISTMAS VOUCHER BOOKLET
2015– ANALYSIS REPORT**

REPORT BY: CORPORATE DIRECTOR - COMMUNITIES

1. PURPOSE OF REPORT

- 1.1 This report provides information on the 'Choose the High Street' Christmas Voucher Booklet scheme, which ran across the County Borough's five principal town centres in the period leading up to Christmas 2015.

2. SUMMARY

- 2.1 The report provides details of the 'Choose the High Street' Christmas Voucher Booklet scheme that was implemented by the Town Centre Management team over Christmas 2015. Included in the report is information as to how the scheme was operated, the numbers of retailers participating, marketing platforms used, along with feedback from questionnaires sent out to participating businesses.

3. LINKS TO STRATEGY

- 3.1 The Council has agreed to a five-year regeneration programme entitled "People, Businesses and Places". The proposals within the strategy are based on a number of regeneration principles, one of which is "Strengthening Town Centres".
- 3.2 "Prosperous Caerphilly" is identified as one of the key outcomes in the Council's "Single Integrated Plan". The Implementation of the *Unique Places* model of Town Centre Management in the County Borough's principal town centres is one of the actions identified to achieve this outcome.

4. THE REPORT

- 4.1 Each year in the lead up to Christmas, the Council's Town Centre Management team runs a scheme which provides local retailers with the opportunity to take part in a coordinated marketing campaign. This year's scheme once again comprised of a Christmas Voucher Booklet in a similar format to last year. The booklet contained 105 offers across the five managed town centres which was an increase of 15 on the previous year. The aim of the scheme is to help retain consumer spend within the County Borough's town centres during the festive trading period. In 2015, the length of the scheme was extended from three to six weeks in response to feedback from retailers and customers (16th November - 31st December 2015).

4.2 This year's booklet was once again produced by the Council's Graphic Design team and was redesigned to accommodate the increased volume of offers received. The new style booklet incorporated a brief description of each town centre, a map showing the location of the five managed towns and adverts promoting different Council departments. These included the work of the Fostering Service and Community Safety Wardens, an advert for the campaign against the sale of illegal tobacco and highlighting the support offered to residents who are over 50 as part of Welsh Government's 'Aging Well in Wales' initiative. There were also pages listing the town centre Christmas events programme.

4.3 The scheme was officially launched on 5th November at The Maxime Cinema in Blackwood where local school children from Blackwood Primary School joined the Cabinet Member Cllr James, the cinema manager and Father Christmas for a launch photo followed by a special film screening.

4.4 Marketing Platforms

4.4.1 To support the campaign a number of different marketing platforms were utilised including:

- Newspaper advert in Cardiff & South Wales Advertiser;
- Advertorial pages in the Caerphilly Observer;
- Social media engagement on the Council's Facebook / Twitter feeds;
- A YouTube video
- Articles in the Council's Newslite publication, which is delivered to every household in the County Borough;
- Dedicated web page on the CCBC corporate website including a PDF version of the booklet.

4.5 Caerphilly Experience

4.5.1 In order to reach a wider audience an additional marketing promotion was run through Wales Online's social media platforms and website. The 'Caerphilly Experience' competition featured donated prizes and a PDF version of the booklet to promote the offers.

- Cadw – A family seven day Explorer pass;
- Llancaiach Fawr – Family tour of the manor house;
- Bargoed Ice Rink – Family ticket to skate;
- Blackwood Miners Institute – Family ticket to a performance;
- Caerphilly Visitor Centre - Hot drink and a pastry for a family;
- The Harp Inn - Three course meal for a family;
- A replica Miner's Lamp donated by The Winding House.

4.5.2 Data from the Wales Online social media channels and website was analysed at the end of the competition period. A summary can be found below. It is worth noting that the industry standard click-through rate is 0.07%, with anything between 1% and 3% being considered good, this campaign achieved an impressive 10.51% click-through rate.

Ad Impressions	12,190
Unique Browsers	5,714
Click-throughs	1,281
Click-through Rate	10.51%
Number of Entries	38

4.6 Production and Distribution

4.6.1 A total of 35,000 Voucher Booklets were produced, with distribution being carried out by the Council's Community Safety Wardens.

The following locations displayed Voucher Booklets:

- Caerphilly: Library / Customer First Centre / Visitor Centre / Wetherspoons - The Malcolm Uphill;
- Blackwood: Library / Customer First Centre / Blackwood Miners' Institute / Tidal Stores / Maxime Cinema;
- Bargoed: Library / Customer First Centre;
- Risca: Library / Customer First Centre;
- Ystrad Mynach: Library;

In addition, primary schools in the County Borough were supplied with Voucher booklets. In total, 20 schools requested booklets for their pupils and staff, these were delivered using the Council's courier service.

4.7 Supermarket Distribution

4.7.1 For the first time the Town Centre Management team reached an agreement with local supermarkets to distribute the booklets to their customers. Receptacles were used to display the booklets in the foyers of ASDA Blackwood and also Morrisons in Caerphilly & Bargoed.

4.8 Retailer Participation

4.8.1 The table shows the number of retailers taking part in the scheme compared to those in the previous years. This evidences the year on year growth in retailers participation of the scheme.

Town Centre	Number of Offers in 2015	Number of Offers in 2014	Number of Offers in 2013	Number of Offers in 2012
Caerphilly	31	29	26	24
Blackwood	32	26	24	20
Bargoed	20	23	21	14
Risca	8	6	4	5
Ystrad Mynach	10	2	4	N/A
Offers in other towns	4	4	1	1
Total	105	90	80	64

4.9 Retail Engagement

4.9.1 The Town Centre Management team made visits to numerous retailers across the five town centres explaining the scheme and encouraging participation. Once again a number of businesses from outside the managed town centres expressed an interest in joining the scheme and were accommodated in the 'Offers in Other Towns' section of the booklet.

4.10 Retailer Survey

4.10.1 A survey was sent out to all retailers who participated in the scheme and the results are shown in the table below. A total of 86 surveys were sent out and 31 returned, giving a response rate of 36%.

4.10.2 A summary of the responses can be found below:

Question	Yes	No
1. Was the "Choose the High Street Christmas Voucher Booklet" beneficial to your business?	48%	52%
2. Did the voucher booklet bring new customers?	42%	58%

3. Do you think schemes such as this highlight the importance of shopping locally?	Yes 87%	No 13%
4. Did you feel that the scheme was well-publicised?	Yes 48%	No 52%
5. Would you consider taking part in a discount scheme in the future?	Yes 83%	No 17%
6. If yes, would you revise your offer in any way?	Yes 32%	No 68%

4.10.3 The take up of offers in individual businesses varied considerably, as has been the case in previous years. The number of vouchers redeemed varied from zero to 25 per day. It was apparent that the quality of the offers received was better than in previous years, which was reflected in the fact that only 36% of respondents reported having no vouchers redeemed compared to 41% last year. The average number of vouchers redeemed was around 5.

4.10.4 Generally, the responses were more positive than in previous years. However, the biggest change was to the responses in question 3. In 2014 only 47% of respondents felt that the scheme highlighted the importance of shopping locally, this year that figure dramatically rose to 87%.

4.10.5 It is positive to note that despite the varying success of the offers amongst participating businesses, 83% of respondents would consider taking part in the scheme if it were run again. This high volume suggests that retailers see not only the transactional value, but also the free promotional benefit of being part of the scheme. Those who said they would revise their offer in the future generally said that they would give a different/larger level of discount.

4.11 Conclusion

4.11.1 The 2015 version of the Christmas Voucher booklet was the most successful to date and continued to build on the success of previous years. Importantly, the scheme as a whole took some significant steps forward which improved it. The number of offers from local retailers increased for the fourth year in a row demonstrating how retailers are willing to participate in the scheme. Of note was the more competitive nature of many of the offers, showing that retailers have a growing appreciation of how savvy customers shop at Christmas.

4.11.2 The redesigned booklet was more visually appealing and included adverts to support other Council services enabling the booklet to support some of the wider 'Improvement Objectives' of the Council's Corporate Plan.

4.11.3 The extension of the scheme's duration in response to feedback from customers and retailers appeared to increase the number of vouchers which were used.

4.11.4 Perhaps the most important change to the scheme was the expansion of the voucher distribution network which was achieved by partnering with local supermarkets. The link up with the supermarkets enabled display stands containing hundreds of Voucher Booklets to be sited in the store foyers providing thousands of people each day with the opportunity to pick up a booklet.

5. EQUALITIES IMPLICATIONS

5.1 This report is for information purposes, so the council's Eqla process does not need to be applied.

6. FINANCIAL IMPLICATIONS

6.1 The campaign was funded through the Town Centre Management core budget.

7. PERSONNEL IMPLICATIONS

7.1 There are no direct personnel implications.

8. CONSULTATIONS

8.1 There are no consultation responses that have not been reflected in this report.

9. RECOMMENDATIONS

9.1 That Members note the contents of the report.

10. REASONS FOR THE RECOMMENDATIONS

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11. STATUTORY POWER

11.1 Local Government Act 2000.

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CAERPHILLY TOWN CENTRE AUDIT – FEBRUARY 2016

DATE	ISSUE	DEPARTMENT	PROGRESS UPDATE
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>20/10 An update on the action plan implementation will be given to the TCMG. 20/10 An update was provided to the TCMG. 15/12 Updates to the TCMG continue.</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>20/10 The Order has been made and the majority of the “lines and signs” work has been carried out. 15/12 Additional disabled bays are in the process of being installed.</p>

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>20/10 It has been agreed that the Town Council will pay for the notice board and the TCMG will be asked to pay for the installation via the Area Forum Budget. 20/10 An update was provided to the TCMG. 15/12 The board is currently being fabricated.</p>
04/12/14	<p><u>Taxi Rank Issues Irish Tymes, Station Terrace</u> The taxi rank O/S The Irish Tymes has been identified as a 'flashpoint' during the evenings and is prioritised under the 'Town Safe' initiative. The Police are working with Council colleagues to trail a relocation of the taxi rank toward the bus station to stop crowds gathering in the roadway by the pub.</p>	<p>Police <i>Ins Jones</i></p> <p>Transportation <i>Clive Campbell</i></p>	<p>PLEASE SEE PREVIOUS AUDITS FOR A FULL HISTORY OF THIS ISSUE</p> <p>20/10 An assessment of the pilot scheme continues. 15/12 The taxi rank would need to be made permanent within the next 6-months. Feedback will be sought following the Christmas period.</p>
23/01/15	<p><u>Graffiti Artwork Bartlett Street</u> A complaint has been received by the Planning Department in relation to a piece of graffiti artwork that has been placed on the pine end of 38 Bartlett Street.</p>	<p>Regulatory Planning <i>Tim Stephens</i></p>	<p>PLEASE SEE PREVIOUS AUDITS FOR A FULL HISTORY OF THIS ISSUE</p> <p>20/10 No update could be provided. 15/12 Following investigation, no breach of any planning law has taken place. Issue Closed 15/12</p>

24/03/15	<p><u>Cigarette Ends</u> <u>Clive Street</u> At the TCMG, Cllr. Fussell raised concerns over the number of cigarette ends that are accumulating on Clive Street. A request was made to consider siting an additional cigarette bin in the vicinity.</p>	<p>Cleansing <i>Tony White</i></p> <p>Environmental Health <i>Lyndon Ross</i></p>	<p>PLEASE SEE PREVIOUS AUDITS FOR A FULL HISTORY OF THIS ISSUE</p> <p>20/10 A preferred location has not yet been put forward by the retailers on the street. 15/12 The bin provision in the area is considered adequate. Issue Closed 15/12</p>
11/05/15	<p><u>Major Traffic Disruption</u> <u>Pwllypant Roundabout Works</u> The Council will be undertaking an extensive remodelling project of the roundabout, which will improve capacity. The works are funded by Welsh Government and are scheduled to last for 12 months starting in late summer. Throughout the duration of the works there is expected to be significant traffic disruption as the contractor undertakes works that will necessitate lane closures in all directions.</p>	<p>Transportation <i>Clive Campbell</i></p>	<p>PLEASE SEE PREVIOUS AUDITS FOR A FULL HISTORY OF THIS ISSUE</p> <p>20/10 Updates will continue to the TCMG as the plan for the works develops. 20/10 An update was provided to the TCMG. 4/12 The situation remains the same at present. 15/12 Planning work continues.</p>
16/06/15	<p><u>Development Site</u> <u>Park Lane</u> Following demolition of the buildings on Park Lane, Officers will now be working to look at the development options for the site and will work to secure a suitable tenant.</p>	<p>Urban Renewal <i>Allan Dallimore</i></p>	<p>PLEASE SEE PREVIOUS AUDITS FOR A FULL HISTORY OF THIS ISSUE</p> <p>20/10 Following a “Soft Market Testing” exercise, Officers are pursuing potential interest from a small-medium sized hotel on the site. 15/12 Consultants are currently investigating options for a hotel on the site.</p>

12/08/15	<p><u>Homeless Person</u> <u>R/O Sports Direct, Cardiff Road</u></p> <p>A homeless person is sleeping in the loading bay of the Sports Direct store. The individual is causing problems for delivery drivers, customers and staff of the store. A large amount of litter is also being left in the vicinity of the loading bay.</p>	<p>Police <i>Ins Jones</i></p>	<p>PLEASE SEE PREVIOUS AUDITS FOR A FULL HISTORY OF THIS ISSUE</p> <p>24/11 The individual has been released from hospital and returned to the area. Several complaints have been received from the store since. 15/12 CCBC officers continue to work with other agencies including the Local Health Board and the Police to find a long-term solution to the person's homelessness. Although support has been offered, to date it has been refused.</p>
13/08/15	<p><u>Cleaning of Stone Pillars</u> <u>The Twyn</u></p> <p>A complaint has been received in relation to the stone pillars in The Twyn area of the town. They have become dirty and moss/algae is growing on them, which requires pressure washing to improve their appearance.</p>	<p>Cleansing <i>Tony White</i></p>	<p>20/10 The cleaning is on the current work schedule and will be completed in due course. 15/12 Power washing isn't proving effective, so stronger cleaning will need to be done.</p>
13/08/15	<p><u>Cleaning of Coping Stones</u> <u>Opposite Sports Direct, Cardiff Road</u></p> <p>The coping stones on the wall that runs alongside the pavement on Cardiff Road, above the moat footpath, have become dirty with traffic film and require pressure washing.</p>	<p>Cleansing <i>Tony White</i></p>	<p>20/10 The work has been added to the schedule and will be completed shortly. 15/12 Some stones have been cleaned, but this is ongoing.</p>
13/08/15	<p><u>Repainting of Benches</u> <u>Opposite Sports Direct, Cardiff Road</u></p> <p>The paintwork on the benches at the bus stop opposite Sports Direct has become worn and chipped</p>	<p>Highways <i>Gavin Barry</i></p>	<p>20/10 No update could be provided. 15/12 This work is weather-dependent, but is on the schedule.</p>

18/08/15	<p><u>Rat Problem</u> <u>O/S Tourist Information Centre, The Twyn</u> A rat problem has been reported outside the Tourist Information Centre. Rats appear to be nesting in the overgrown foliage alongside the patio/seating area.</p>	<p>Environmental Health <i>Lyndon Ross</i></p> <p>Highways <i>Gavin Barry</i></p>	<p>20/10 The sewers in the area have been baited. 15/12 Monitoring and baiting is ongoing.</p>
16/09/15	<p><u>Installation of Temporary Grit Bins</u> <u>Town Centre</u> In readiness for the winter period, temporary grit bins will be installed in strategic places throughout the town centre to assist with the clearing of ice/snow from roads and pavements.</p>	<p>Highways <i>Gavin Barry</i></p>	<p>20/10 The grit bins are in the process of being installed. 15/12 The bins have been installed. Issue Closed 15/12</p>
28/09/15	<p><u>Littering</u> <u>Lower Twyn Square</u> A complaint has been received in relation to the accumulation of litter on Lower Twyn Square each morning. This appears to be occurring each evening,</p>	<p>Cleansing <i>Tony White</i></p> <p>Environmental Health <i>Lyndon Ross</i></p> <p>Police <i>Ins Jones</i></p>	<p>20/10 Enforcement is ongoing, with two Fixed Penalty tickets issued to date. 15/12 Enforcement continues.</p>
28/09/15	<p><u>Installation of “No Through Road” Signage</u> <u>Lane alongside Sports Direct/Co-op Bank, Cardiff Road</u> A number of vehicles are driving into the private land/car park between Sports Direct and Co-op Bank and then having to reverse onto Cardiff Road, which is causing traffic flow problems.</p>	<p>Transportation <i>Clive Campbell</i></p>	<p>20/10 A site visit will take place to assess options. 15/12 Signs are due to be ordered by the end of December.</p>

05/10/15	<u>Christmas Event</u> <u>Town Centre</u> Planning is underway for the Christmas event, which is scheduled to take place on 12 th & 13 th December.	Business Enterprise Support Team <i>Paul Hudson</i>	20/10 Planning is underway for the event. 15/12 The event went ahead and was well-received. Issue Closed 15/12
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20/10/15	<p><u>Broken Paving Slabs</u> <u>Above Toilet Block, Cardiff Road</u> The area above the toilet block at the top of Cardiff Road is in need of some repairs. Several of the paving slabs are broken and in need of replacement.</p>	<p>Urban Renewal <i>Allan Dallimore</i></p> <p>Highways <i>Gavin Barry</i></p>	<p>20/10 The TCMG agreed an allocation from the Area Forum Budget for the repairs. 15/12 Funding has been secured and some remedial works completed. Replacement stones have been ordered.</p>
21/10/15	<p><u>Cigarette Ends</u> <u>Clive Street</u> At the TCMG, it was noted that there is an accumulation of cigarette ends in the gutters along Clive Street.</p>	<p>Cleansing <i>Tony White</i></p>	<p>15/12 The area was cleaned and no further problems have been reported. Issue Closed 15/12</p>
21/10/15	<p><u>Litter Accumulation</u> <u>Lane between Pentrebane Street & Stockland Street</u> At the TCMG, members complained that there is an accumulation of litter in the lane next to Dunbar Costumes that links Pentrebane Street and Stockland Street.</p>	<p>Cleansing <i>Tony White</i></p>	<p>15/12 The area has been cleaned and no further issues have been raised. Issue Closed 15/12</p>
21/10/15	<p><u>Removal of Chain</u> <u>Clive Street</u> At the TCMG, local retailers informed officers that an old chain has been left attached to some street furniture, which requires cutting off.</p>	<p>Highways <i>Gavin Barry</i></p>	<p>15/12 The chain has been removed. Issue Closed 15/12</p>

11/11/15	<p><u>Flooding of Culvert Castle Street</u> A complaint has been received from the Manager of Castle Court Shopping Centre. Vegetation removal being carried out by National Resources Wales along North View Terrace is leading to debris blocking several culverts, which is causing them to overflow.</p>	<p>Highways <i>Gavin Barry</i></p>	<p>15/12 No problems were observed. Issue Closed 15/12</p>
25/11/15	<p><u>Addition of a New Name Plaque Caerphilly Cenotaph</u> Local Members have asked Officers to look at whether the names of those killed in conflicts since WWI & WWII can be added to a new plaque on the Cenotaph in readiness for Armed Forces Day 2016.</p>	<p>Town Centre Management <i>Andrew Highway</i></p> <p>Parks Services <i>Derek Price</i></p>	<p>26/11 Town Centre Management has met on site with Parks Officers. An FOI request has been sent asking for a full list of names of those from the Caerphilly area to be included on a new plaque. 15/12 The FOI response is still pending.</p>
25/11/15	<p><u>Trimming of Trees Visit Caerphilly Centre, The Twyn</u> The trees outside the Visit Caerphilly Centre require trimming back to improve both the outdoor seating area and pedestrian access.</p>	<p>Parks Services <i>Derek Price</i></p>	<p>15/12 This has been added to the forward works programme.</p>
25/11/15	<p><u>Repainting of Railings Alongside Visit Caerphilly Centre, The Twyn</u> The railing running alongside the Visit Caerphilly Centre is in need of repainting. It will be repainted burgundy to fit in with the rest of the street furniture in the town centre.</p>	<p>Highways <i>Gavin Barry</i></p>	<p>15/12 This work will be carried out when the weather allows.</p>
25/11/15	<p><u>Clearance of Foliage Alongside Visit Caerphilly Centre, The Twyn</u> The bushes in front of the Visit Caerphilly Centre will be removed and the area paved over. This will provide additional outdoor seating to the Centre.</p>	<p>Highways <i>Gavin Barry</i></p>	<p>15/12 This work has been completed. Issue Closed 15/12</p>

09/12/15	<p><u>Removal of Weeds</u> <u>Town Centre</u> The planters and beds in the town centre require weeding in readiness for the Christmas Market to help dress the town centre.</p>	<p>Parks <i>Derek Price</i></p>	
15/12/15	<p><u>Cleaning of Steps O/S Visit Caerphilly Centre</u> <u>The Twyn</u> At the TCIG, it was noted that the steps outside the Visit Caerphilly Centre require cleaning due to an accumulation of algae, which is making the steps slippery when wet.</p>	<p>Cleansing <i>Tony White</i></p>	
04/01/16	<p><u>Installation of Event Site Demarcation Studs</u> <u>O/S Peter Alan. The Twyn</u> A new promotional/event site location has been agreed at The Twyn opposite Peter Alan. Studs will be installed in the pavement to indicate the boundaries of the area.</p>	<p>Highways <i>Gavin Barry</i></p>	
04/01/16	<p><u>Refurbishment of the Cenotaph</u> <u>Town Centre</u> In readiness for Armed Forces Day 2016, work will be carried out on the Cenotaph in the town centre to refurbish it and improve its appearance.</p>	<p>Parks <i>Derek Price</i></p>	
27/01/16	<p><u>Big Spring Clean Launch Event</u> <u>The Twyn</u> This year's Big Spring Clean event will be launched in The Twyn, with a variety of cleaning taking place around The Twyn and an official launch event within</p>	<p>Cleansing <i>Tony White</i></p>	

	the Visit Caerphilly Centre.		
27/01/16	<p><u>Cleaning of Steps</u> <u>The Twyn</u> The York Stone pavements outside the Visit Caerphilly Centre are to be cleaned and an anti-fungal solution applied to prevent future slippery vegetation growth.</p>	<p>Cleansing <i>Tony White</i></p> <p>Parks <i>Derek Price</i></p> <p>Highways <i>Gavin Barry</i></p>	