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Date: 2nd September 2016

Dear Sir/Madam,

A meeting of the **Blackwood Town Centre Management Group** will be held in the **Sirhowy Room, Penallta House, Tredomen, Ystrad Mynach** on **Friday, 9th September, 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 To appoint a Chair and Vice-Chair for the ensuing year.	
2 To receive apologies for absence.	
3 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: -

A greener place Man gwyrddach



4	Minutes of previous meeting 26th February 2016.	1 - 4
To receive and note the following updates: -		
5	'Choose the High Street' Stories.	5 - 12
6	'Choose the High Street' Christmas Voucher Booklet.	13 - 16
7	Go2 My Town Virtual Tour of the Website.	
8	Red Lion Update.	
9	Thursday Night Road Closure Implementation.	
10	Blackwood Town Centre Audit - August 2016.	17 - 26

Circulation:

Councillors Mrs E.M. Aldworth, Mrs P. Cook, D.T. Davies, N. Dix (Chair), C. Hawker, K. James, A. Rees (Vice Chair) and T.J. Williams

Town Councillors

Other Organisations



BLACKWOOD TOWN CENTRE MANAGEMENT GROUP

MINUTES OF THE MEETING HELD AT THE COUNCIL OFFICES, PENALLTA HOUSE
ON FRIDAY 26TH FEBRUARY 2016 AT 2:00 P.M.

PRESENT:

Councillors:

Councillors: D. T Davies (Consultee), N. Dix, K. James, T. Williams

Together with:

C. Erasmus (Town Councillor), Z. Hammond (Town Councillor), Mr J Hold (Clerk), Mr H Edwards (Blackwood Retail Partnership)

Also:

A. Highway (Town Centre Development Manager), S. Wilcox (Assistant Town Centre Manager), A. Dallimore (Team Leader – Urban Renewal & Conservation), P. Hudson (Marketing & Events Manager), P. Wallen (Community Safety Warden), C. Edwards (Environmental Health Manager), A. Jones (Complaints Officer - Clerk)

1. TO RECEIVE APOLOGIES FOR ABSENCE

Councillor Cook, Inspector Jason White, Kath Peters, Lyndon Ross

2. DECLARATIONS OF INTEREST

There were no declarations of interest.

Councillor Dix invited the group to observe a minute's silence to remember Town Councillor Glyn Erasmus.

Mr Hold paid his respects to Councillor Erasmus and stated that his loss will leave a void which will be difficult to fill.

3. MINUTES OF PREVIOUS MEETING 16TH OCTOBER 2015

The previous minutes were taken as read.

4. BUSINESS REPORT BLACKWOOD TOWN CENTRE

Mr Highway presented the report to the group.

The group discussed the possibility of relocating the footfall cameras to obtain a true footfall figure count. Mr Highway advised that a location for an additional camera had already been identified outside The Maxime Cinema on High Street, budgetary options were now been considered.

Mr Highway was thanked for the report.

5. 'CHOOSE THE HIGH STREET' CHRISTMAS VOUCHER BOOKLET 2015 – ANALYSIS REPORT

Mr Highway presented the report to the group.

Mr Highway and Councillor Dix wished to note thanks to the council's Graphics Design team for all of their work designing this year's voucher booklet, the Maxime Cinema for holding the event to launch the scheme, the Community Safety Wardens for helping to deliver the booklets and to Steve Wilcox for his work on the scheme.

Mr Edwards asked if in future schemes booklets could be left down at the Blackwood Gate Retail Park. Mr Highway will approach Aldi's management later in the year.

Mr Highway was thanked for the report.

6. GO2 MY TOWN WEBSITE REPORT

Mr Wilcox presented the report to the group

The report was discussed and Mr Wilcox advised the group as to how they could access the website and view the information available on the site.

Mr Wilcox was thanked for the report.

7. UPDATE ON WESLEY ROAD STEPS

Mr Dallimore informed the group that there are still a number of issues with the site and he is waiting for an update from NCS as to when the works can take place. The handrails need repainting, a new guard rail will have to be installed and repointing works completed.

The estimated cost of the works is £7,000. Mr Dallimore agreed to report back when he has more information.

Councillor James confirmed that the Area Forum money has been committed to the steps even if the works are not completed in this financial year.

The group voted that if there was any money left over from the project it would be used towards a defibrillator.

The group voted on this and 6 were in favour.

8. UPDATE ON DEFIBRILLATORS

Mr Hold confirmed that there is a defibrillator in the Miners' Institute and one in Asda. The Maxime cinema will be installing one in the future and the Town Council would like to place one in the library, or ideally in an outside location like the bus station.

Town Councillor Hammond advised that through contacts in the British Heart Foundation the Maxime cinema owners are installing a defibrillator in each of their cinemas across the UK at a reduced cost (approximately £750). Suppliers have also agreed to offer free training on how to operate the equipment.

Mr Highway suggested that Huw Morgan in Engineers would be the officer to contact with regards to finding an ideal location in the bus station vicinity.

9. UPDATE ON DRINKING AND ANTI SOCIAL BEHAVIOUR

Ms Edwards introduced herself to the group as the Environmental Health Manager. Ms Edwards informed the group that there have been changes in the council structure and Community Safety Wardens now come under Environmental Health and that Kath Peters has changed jobs. The CCTV control Room now comes under Jacqui Morgan in Trading Standards.

Ms Edwards informed the group that the Community Safety Wardens will report to Lyndon Ross.

Mr Wallen introduced himself and explained to the group the work the Community Safety Wardens do in the towns.

Mr Wallen advised that the Community Safety Wardens ran an operation between the 18th and the 24th January from 9:00 – 21:00 which covered issues about litter, alcohol related offences, anti-social behaviour and the new Public Spaces Protection Order.

Mr Wallen provided the figures from this operation which were:

Advice given for litter 7, alcohol confiscated 5, words of advice 2, verbal warning for drinking 1, advice given for smoking 4, anti-social behaviour, people moved on 17, words of advice 20, verbal warning 6, PSPO order – verbal warning 3, words of advice 22.

The group were advised that £100 fixed penalty notices can be issued to individuals under the new Public Spaces Protection Order. If the fine is paid within 7 days the fine is reduced to £75.

Initially individuals will be given a warning and then if caught a second time the fines will be issued

Councillor Dix raised concern over bus drivers discarding cigarettes and suggested that they should have a designated area. Mr Highway advised Mr Wallen to discuss this issue with Huw Morgan.

Town Councillor Hammond queried the SOS response time. Mr Wallen confirmed that once the SOS button has activated there is an instant response and any serious issues get referred to the police, when the button is pressed cameras operators zoom into the area. The tannoy is also used to issue warnings to individuals.

Town Councillor Hammond requested a report for the Town Council on the response times. Mr Wallen advised overall issues with drinking have gone down and that a few issues around

mess / bottles in toilets have been reported back.

10. UPDATE ON TOILET BLOCK

Mr Dallimore advised that it is difficult to see further progress as the former toilet block is privately owned. The area is treated as a grot spot and a Cleansing team go in regularly to clean it up.

Mr Dallimore advised the group that he will discuss the issue with Tim Stephens and ask him to write to the owner. If he does not respond there may be consideration of a notice under Section 215 of Planning Act.

Mr Hold advised this area is unsightly like the Red Lion building and asked if there was any update on this building.

Mr Highway advised that no response has been received, the next stage would be to consider proceeding under Section 215 Planning Act. The item will be listed on the agenda for the next meeting. Mr Dallimore will take views back to planning and will report back to the group with update.

11. BLACKWOOD TOWN CENTRE AUDIT – AUGUST 2015

Mr Highway advised the group that there has been a restructure in Gwent Police and Blackwood has a new sector Inspector Jason White who sent apologies for today. PS Mark Thomas has expressed his thanks to the group for their support as he leaves for a new post.

In response the group extended their best wishes to PS Thomas in his new role and thanked him for his hard work in the town centre.

Mr Highway informed the group that the owner of the former Pound Stretchers site has been contacted but no decisions have been made on its future.

Thanks were passed to Paul Hudson and his team for the Christmas Event. Thanks were also extended to Mr Edwards and staff at Tidal Stores for providing the grotto at the event.

Thanks to be passed to Gavin Barry and his team for the repainting of hand-railing on the High Street.

Mr Hudson advised that there is an event at the Dragon Circle on St David's Day. It was noted that the power unit is broken.

Mr Hold advised that the closure of the civic centre will now mean that the Blackwood Carnival can no longer take place in its existing format and that he is looking to work with the Council to possibly merge the carnival with the beach event.

Mr Hold informed the group that invitations will be sent to launch a children's literature festival run by Velvet Coal Mine on 29th April 2016 at Blackwood Miners' Institute.

The meeting closed 15:17.

CHAIR



BLACKWOOD TOWN CENTRE MANAGEMENT GROUP – 9TH SEPTEMBER 2016

SUBJECT: 'CHOOSE THE HIGH STREET' STORIES

REPORT BY: CORPORATE DIRECTOR - COMMUNITIES

1. PURPOSE OF REPORT

- 1.1 To inform the Town Centre Management Group of a new phase of the successful 'Choose the High Street' initiative through the development of publicity of the stories behind many of our town centre retailers, in order to support the County Borough's five managed town centres.

2. SUMMARY

- 2.1 During the summer, the Councils Town Centre Management team launched a new element to the 'Choose the High Street' brand was launched called 'Stories'. The initiative was designed to highlight the diversity of businesses across the five managed town centres. It also sought to raise awareness about the importance of consumer choice and encouraged people to make a conscious decision to support local businesses. The scheme consisted of articles featuring stories about local businesses, which were uploaded onto the GO2 website and also posted on the Council's own Facebook page. The 'Stories' initiative has drawn positive responses from the retailers who participated in it and also from those who viewed the articles both online and at the library exhibitions.

3. LINKS TO STRATEGY

- 3.1 "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.
- 3.3 "Future Generations Act (Wales) 2015" sets out seven Well-being Goals which aim to make a positive impact upon the social, economic, environmental or cultural well being of the area or community concerned. This report aligns with the following Well-being Goals:
- A prosperous Wales - the retail sector is a significant employer within the County Borough and a substantial number of those retail businesses and jobs are located in the town centres.
 - A Wales of cohesive communities - the scheme highlights the importance of town centres to the local communities.
 - A Wales of vibrant culture and thriving Welsh language - the Stories exhibitions were produced in a bilingual format.

4. THE REPORT

- 4.1 To reflect some of the history of the County Borough's five managed town centres, the Town Centre Management team created a new initiative called 'Stories' under the 'Choose the High Street' brand. The project follows on from last year's successful 'Past & Present' initiative by telling the stories of the people behind the shop fascia.
- 4.1.1 The overall aims of the scheme are to:
- a. Help to maintain town centre footfall over the summer period;
 - b. Encourage people to make a conscious decision to support local businesses;
 - c. Generate renewed interest in town centres as a location for new business ideas;
 - d. Raise the profile of the town centre businesses;
 - e. Increase footfall in town centre libraries.
- 4.2 The businesses that make up the County Borough's town centres each have their own story. Some have been run over generations by a single family, whilst others are new businesses started by someone excited about beginning their own story with a fresh idea. What all of these stories confirm is that the high street is still a place for new business ideas and remains at the heart of the communities they serve.
- 4.3 The aim of the 'Stories' are to make local retailers feel valued and encourage people to make a conscious choice to support local businesses as part of their weekly shopping. Importantly, the Town Centre Management team aim to use this initiative to further promote town centres as windows of opportunity for new businesses.
- 4.4 The 'Stories' initiative was launched on 27th May 2016 at Glanmor's Bakery in Caerphilly town centre by the Cabinet Member Cllr. James along with the bakery's owners. To date a total of 56 stories have been uploaded onto the Go2Mytown. In addition, the articles were also posted on the Council's corporate *Facebook* page.
- 4.5 Those businesses featured on the Go2Mytown website were asked to complete a short questionnaire in order to provide feedback and gauge reaction to the scheme. The results are set out in Appendix 1 and 2.
- 4.6 Over the summer a series of exhibitions were held of the 'Stories' in local libraries:
- Bargoed 25th July for two weeks;
 - Blackwood 8th August for two weeks;
 - Caerphilly 22nd August for two weeks;
 - Risca 5th September for two weeks;
 - Ystrad Mynach – due to refurbishment a date in October will be arranged.
- 4.7 As part of the exhibitions visitors were asked to pledge to support local business on weekly shopping trips whenever possible.

5. CONCLUSION

- 5.1 The project's success to date and the positive feedback from both retailers and the public alike, exceeded expectations. The comments from retailers who shared their 'Stories' show how highly they valued the initiative and the focus that it brought to their individual businesses and the contribution they make to the life, diversity and vibrancy of the town centres.
- 5.2 The 'Stories' published on the Go2MyTown site have had over 8,000 unique page views, with visitors to these articles also viewing other town centre related content on the site. The Go2MyTown Facebook page recorded over 27,700 views of 'Stories' posts. Some of the 'Stories' were also posted on the Council's own Facebook page, these posts obtained an average reach of 7,500 followers, with the most popular reaching an audience of 23,700 (Howard's Butchers Easter Campaign).

The posts received extremely positive feedback from followers, the highest level of engagement (likes, shares and comments) was 285 individual interactions (Rossi Café, Bargoed).

- 5.3 The scheme and its online publicity generated a number of enquiries directly to Town Centre Management from potential new businesses.
- 5.4 It is difficult to quantify footfall increases in the libraries, however Librarians reported many people who visited the libraries took time to look at the exhibitions and enjoyed reading the Stories.
- 5.5 Due to the popularity of the initiative and the number of retailers who still want to have their stories featured, Town Centre Management intend to extend the initiative and continue to post them on the Go2Mytown web site.

6. EQUALITIES IMPLICATIONS

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

7. FINANCIAL IMPLICATIONS

- 7.1 None.

8. PERSONNEL IMPLICATIONS

- 8.1 There are no direct personnel implications.

9. CONSULTATIONS

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

10. RECOMMENDATIONS

- 10.1 For members to note the contents of the report.

11. REASONS FOR THE RECOMMENDATIONS

- 11.1 This report is for information only.

12. STATUTORY POWER

- 12.1 Local Government Act 2000.

Author: Andrew Highway, Town Centre Development Manager
Consultees: David Whetter, Interim Head of Regeneration
Cllr. K. James, Cabinet Member for Regeneration, Planning and Sustainable Development
Allan Dallimore, Team Leader Urban Renewal
Hayley Lancaster, Senior Communications Officer
Geraint King, Digital Media Officer
Steve Wilcox, Assistant Town Centre Manager

Appendices:
Appendix 1 Questionnaire Responses
Appendix 2 Questionnaire Comments

Appendix 1

Questionnaire Responses

Number Issued 36

Number Returned 23

Question	Yes	No	Don't know
Did the 'Stories' article raise the profile of your business?	22	1	0
Did the 'Stories' article make you feel more valued as a business?	22	1	0
Do you think the initiative encourages people to use local shops?	21	2	0
Does your business story encourage people to start a business?	17	2	4
Did the 'Stories' initiative help promote your town centre?	21	0	2

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Questionnaire Comments

"I believe this scheme nurtures the sense of community as it shows the human and personal side to every business. Thank you for including us." - **St Gwladys Chruch Hall** (Bargoed)

"We would like to thank Andrew Highway and Caerphilly Borough Council for all their support" – **Rusty's Guitar Shop** (Blackwood)

"Really happy with the article published – lots of positive feedback" – **Blackwood Appliance** (Blackwood)

"Excellent coverage and hopefully will encourage more business to the area!" – **Urpada** (Caerphilly)

"A brilliant initiative by Town Centre Management, who are always supportive and informative of local business "Thank You" from the Boots Team" – **Boots** (Caerphilly)

"The story of our business was highly appreciated by both my brother and I thank you" **S Jones Florist** (Caerphilly)

"Thank you - I feel it will make a difference to people knowing that I have a shop here in Caerphilly so that we can provide that advice and guidance for those that want it" **50+Life Planning** (Caerphilly)

"It was actually a fun few days on social media with the number of views and comments and shares, I enjoyed being part of it and although the financial benefit was minimal it certainly raised my business profile temporarily and allowed some lovely interaction with the public so thank you very much for including me." **Fix it Up** (Blackwood)

"Loved this! Would recommend and defiantly use again" **Pre-Loved Furniture** (Blackwood)

"I think it's a positive going forward, I think we need to do as much as possible on the internet" **Miss Label** (Blackwood)

"The story was very well written. The article was professional in appearance. Overall we were very please." **Dunbar Costumes** (Caerphilly)

"Great to have the Council take an interest in promoting small business and organisations. Very grateful." **Love Caerphilly** (Caerphilly)

"Very helpful and innovative, good to receive support from Caerphilly Council. Thank you." **The Caerphilly Florist** (Caerphilly)

"We greatly appreciated the previous mentions on Caerphilly's website and we think it's a good way of reaching more people who might be interested in visiting. The features also help build a positive image of small towns in the area and show that - despite the difficult economic situation - some businesses can last and even thrive. It's also interesting being able to find out more about the history of some of the older shops!" **The Kickplate Project** (Bargoed)

“Any advertising is good, but an increased footfall is what is needed for small businesses to succeed” **The Shoe Clinic** (Bargoed)

“It was a lovely article that brought back many memories to some of our ‘old’ customers. Thank you” **Rossi Café** (Bargoed)

“We are happy overall with this business story. However, we are still looking for improvements with regard to delivery parking facilities in the town” **Chisholm’s** (Bargoed)

“Good webpage, shared all Facebook pages and Twitter. All businesses required to be on this” **The Market Place Shopping Centre** (Blackwood)

“Great article, nice to feature local independents businesses instead of high street multiples, feel it really helps people associate with our business ‘family’ rather than just the name” **Bateman Opticians** (Blackwood)

“Certainly helped put our business on the map” **Y Galleri** (Caerphilly)



BLACKWOOD TOWN CENTRE MANAGEMENT GROUP – 9TH SEPTEMBER 2016

SUBJECT: 'CHOOSE THE HIGH STREET' CHRISTMAS VOUCHER BOOKLET

REPORT BY: CORPORATE DIRECTOR - COMMUNITIES

1. PURPOSE OF REPORT

- 1.1 To inform the Town Centre Management Group of the 'Choose the High Street' 2016 Christmas campaign and will be run in the five principal town centres.

2. SUMMARY

- 2.1 The 'Choose the High Street' initiative will include a 2016 Christmas campaign directed towards encouraging spend in local town centres over the festive period. Retailers across the five managed town centres will have the opportunity to be included in a printed voucher booklet. The campaign is designed to support local businesses by offering them the opportunity to participate under the 'Choose the High Street' banner.

3. LINKS TO STRATEGY

- 3.1 "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.
- 3.3 "Future Generations Act (Wales) 2015" sets out seven Well-being Goals which aim to make a positive impact upon the social, economic, environmental or cultural well being of the area or community concerned. This report aligns with the following Well-being Goals:
- A prosperous Wales - the retail sector is a significant employer within the County Borough and a substantial number of those retail businesses and jobs are located in the town centres.
 - A Wales of cohesive communities - the campaign encourages people to visit local town centres connecting them with their wider community.
 - A Wales of vibrant culture and thriving Welsh language - the Voucher Booklet will be produced in a bilingual format.

4. THE REPORT

4.1 Since 2012, the Council has run a discount scheme to assist local retailers generate sales in the lead up to Christmas. The Christmas Voucher Booklet has proved very popular with the public and retailers and will again be produced in 2016. The aims of the scheme are to provide local businesses with an opportunity to capture consumer spend during the Christmas period and also to market the diverse retail offer contained in the town centres. Retailers in the five managed town centres will have the opportunity to be included in the booklet with the level of discount being set by each retailer. However, the onus remains on the retailer to participate and ensure that their offer is strong enough to incentivise customers. The scheme is free for all retailers and, as in previous years, any retailer in the County Borough who expresses a wish to participate will also be included.

4.2 To support the campaign a number of different marketing platforms will be utilised these include:

- Newspaper adverts;
- Social media;
- Article in the Council's *Newsline*;
- Dedicated webpage on the CCBC corporate website;
- Go2MyTown web site.

4.3 The voucher booklets will be given out in a number of locations in each of the five town centres including:

- Caerphilly: Library / Customer First Centre / Visitor Centre / Whetherspoons - 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.

4.4 In 2015, the voucher distribution network was extended to include local supermarkets using dispensers located in their foyers. This proved very successful and will be repeated again for this year's campaign. The supermarkets that have agreed to assist are:

- Morrisons Bargoed;
- Morrisons Caerphilly;
- ASDA Caerphilly;
- ASDA Blackwood.

4.5 In addition, every school in the County Borough will be offered a supply of voucher booklets.

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 is 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: Andrew Highway, Town Centre Development Manager
Consultees: David Whetter, Interim Head of Regeneration & Planning
Cllr. K. James, Cabinet Member for Regeneration, Planning and Sustainable
Development
Allan Dallimore, Team Leader Urban Renewal
Paul Hudson, Marketing & Events Manager
Hayley Lancaster, Senior Communications Officer
Steve Wilcox, Assistant Town Centre Manager

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BLACKWOOD TOWN CENTRE AUDIT – AUGUST 2016

DATE	ISSUE	DEPARTMENT	PROGRESS UPDATE
02/10/13	<p><u>Poundstretcher Site</u> <u>High Street</u> Officers continue to work with Poundstretchers in an attempt to rebuild the store and enable the retailer to return to the town centre.</p>	<p>Town Centre Management <i>Andrew Highway</i></p>	<p>PLEASE SEE PREVIOUS AUDITS FOR A FULL HISTORY OF THIS ISSUE</p> <p>26/2 An update was provided to the TCMG. 11/4 A new decal has been installed on the hoarding to improve the appearance of the site. No update has been received from the owner/developer. 14/6 The insurance claim is still unsettled.</p>
16/05/14	<p><u>Toilet Block Enhancement</u> <u>High Street</u> At the TCMG, it was agreed that proposals would be developed to try and improve the appearance of the disused toilet block on High Street. Should the proposals be approved, the Area Forum Budget may fund the scheme.</p>	<p>Urban Renewal <i>Allan Dallimore</i></p>	<p>PLEASE SEE PREVIOUS AUDITS FOR A FULL HISTORY OF THIS ISSUE</p> <p>26/2 An update was provided to the TCMG. 11/4 No funding is available, so planning powers will continue to be investigated. 14/6 The issue has been passed to officers to consider enforcement action against the owners. The owner has also been asked for a maintenance schedule for the site.</p>

04/02/15	<p><u>Street Sign Resetting</u> <u>Gordon Road</u> A street sign on Gordon Road is damaged and one of its legs requires resetting.</p>	<p>Highways <i>Gavin Barry</i></p>	<p>PLEASE SEE PREVIOUS AUDITS FOR A FULL HISTORY OF THIS ISSUE</p> <p>26/2 An update was provided to the TCMG. 11/4 The work will be completed within 28 days. 14/6 The sign has been ordered and will be completed in due course, subject to reactive maintenance requirements.</p>
17/06/15	<p><u>Repainting of Double Yellow Lines</u> <u>Bus Station Pay & Display Car Park</u> The double yellow lines alongside the car park are worn and require repainting.</p>	<p>Highways <i>Gavin Barry</i></p>	<p>PLEASE SEE PREVIOUS AUDITS FOR A FULL HISTORY OF THIS ISSUE</p> <p>26/2 An update was provided to the TCMG. 11/4 The work is weather dependant, but remains on the programme. 14/6 This has been completed. Issue Closed 14/6</p>
12/08/15	<p><u>Noise Complaints</u> <u>Town Centre</u> Cllr. Dix has received complaints from residents in relation to excessively loud music being played in <i>The Flour Mill</i> and <i>Preachers</i>.</p>	<p>Licensing <i>Myra McSherry</i></p> <p>Environmental Health <i>Lyndon Ross</i></p>	<p>PLEASE SEE PREVIOUS AUDITS FOR A FULL HISTORY OF THIS ISSUE</p> <p>26/2 An update was provided to the TCMG. 11/4 No further complaints, but monitoring will continue. 14/6 No further complaints have been received. Issue Closed 14/6</p>

18/08/15	<p><u>Condition of Steps</u> <u>R/O Wesley Road Car Park</u> Cllr. Dix has received complaints in relation to the steps leading from Wesley Road car park to Morrison Street. The steps require some repairs to make them easier to traverse.</p>	<p>Parks <i>Mike Headington</i></p> <p>Highways <i>Gavin Barry</i></p>	<p>PLEASE SEE PREVIOUS AUDITS FOR A FULL HISTORY OF THIS ISSUE</p> <p>11/4 The works are allocated in the 2016/17 budget and works are anticipated to start in April. 14/6 The TCMG has agreed to Area Forum Budget funding. Work has been added to NCS schedule.</p>
04/01/16	<p><u>Installation of Event Site Demarcation Studs</u> <u>O/S Boots. High Street</u> A new promotional/event site location has been agreed on the High Street opposite the entrance to The Market Place Shopping Centre near Boots. Studs will be installed in the pavement to indicate the boundaries of the area.</p>	<p>Highways <i>Gavin Barry</i></p>	<p>8/2 The studs have been ordered. 11/4 Works are scheduled to be completed on 18/4. 14/6 The studs have been installed. Issue Closed 14/6</p>
11/04/16	<p><u>Antisocial Behaviour</u> <u>Bus Station/The Market Place</u> At the TCIG, it was noted that there are ongoing problems in the bus station and the surrounding area in relation to antisocial behaviour linked to the sale and/or consumption of alcohol in the area.</p>	<p>Police <i>Ins White</i></p> <p>Community Safety <i>Paul Wallen</i></p> <p>Licensing <i>Myra McSherry</i></p>	<p>6/6 Dedicated patrols continue, using overt and covert tactics. 14/6 The area is an ongoing issue and regular patrol plans are in place by both the Police and Community Safety Wardens. Information sharing meetings and enforcement action continues.</p>
07/04/16	<p><u>Storage of Bin</u> <u>Gravel Lane</u> A complaint has been received from a business on Gravel Lane. One of the neighbouring properties is leaving their bin on the footway rather than locking it away, which is visually unappealing and also leads to unpleasant smells.</p>	<p>Cleansing <i>Tony White</i></p>	<p>14/6 A site meeting took place with the relevant business owner, who has since moved the bin to the correct storage area. Issue Closed 14/6</p>

25/04/16	<p><u>Vandalism</u> <u>Bus Station</u> Cllr. Dix received a resident complaint in relation to the bus station. One evening, young people were running across the seats, throwing slates from the planters and writing on the windows.</p>	<p>Police <i>Ins White</i></p> <p>Transportation <i>Clive Campbell</i></p> <p>Community Safety <i>Paul Wallen</i></p>	14/6 Dedicated patrols continue, using overt and covert tactics. Repairs have been undertaken on the seats and timetable cases, with graffiti removed from the information displays.
27/04/16	<p><u>Repaint Carriageway Lines Denoting Parking Bay Restrictions</u> <u>High Street</u> Following resurfacing works, the old lines on the carriageway are now visible and the new ones are work and broken.</p>	<p>Police <i>Ins White</i></p> <p>Highways <i>Gavin Barry</i></p>	14/6 The work is on the lining programme that will be carried out in July and August.
27/04/16	<p><u>Proposed Amendment of Traffic Order</u> <u>High Street</u> Following a site meeting instigated by the Police, it was agreed to review the Traffic Order and in particular consider the following issues:</p> <ul style="list-style-type: none"> • Add yellow chevrons to the loading bays; • Change the shared loading bay & taxi rank O/S <i>The New Foresters</i> to a loading bay; • Remove the loading bay O/S <i>Flavour Vapour & Barclays Bank</i>; 	<p>Transportation <i>Clive Campbell</i></p> <p>Police <i>Ins White</i></p>	14/6 The process to revise the Order continues.
27/04/16	<p><u>Repainting Yellow Kerb Lines</u> <u>Bridge Street/High Street</u> The lines in this area need to be added to the kerbs outside the shops opposite the junction with Bridge Street to deter illegal parking.</p>	<p>Transportation <i>Clive Campbell</i></p> <p>Police <i>Ins White</i></p>	14/6 The work is on the lining programme that will be carried out in July and August.

27/04/16	<p><u>Banner Changeover</u> <u>Town Centre</u> The lamp column banners throughout the town centre will be changed in readiness for the summer period.</p>	<p>Town Centre Management <i>Andrew Highway</i></p>	<p>14/6 The changeover has been completed. Issue Closed 14/6</p>
06/05/16	<p><u>Former Guide Hall</u> <u>High Street</u> The former Guide Hall behind High Street is in a poor condition and people appear to have gained entry. There is evidence of drinking and drug use within the building.</p>	<p>Regulatory Planning <i>Tim Stephens</i></p> <p>Environmental Health <i>Lyndon Ross</i></p> <p>Community Safety <i>Paul Wallen</i></p> <p>Police <i>Ins White</i></p>	<p>14/6 The area is subject to targeted patrols around the area. Stop searches in and around the building have taken place on numerous occasions. The building is in poor condition and notice has been served on the owners, who will also be charged for emergency works carried out. It is likely that the building will be demolished and the area improved with landscaping.</p>
13/05/16	<p><u>Cleaning of Planted Area</u> <u>Opposite Wetherspoons, High Street</u> The planted area between the two billboards opposite Wetherspoons is in need of a littler pick and the pavements power washed.</p>	<p>Cleansing <i>Tony White</i></p>	<p>14/6 The area has been placed on a forward work programme.</p>

23/05/16	<p><u>Car Cruisers Road Closure</u> <u>High Street</u> Following the extensive car cruiser issue, which occurred in the town a number of years ago, a full road closure was implemented on High Street every Thursday night by the Police. In recent weeks this has not been implemented leading to vehicles once again using the street, sounding their horns and playing loud music. This behaviour has led to a number of complaints from residents to local Councillors.</p>	<p>Police <i>Ins White</i></p>	<p>14/6 A meeting will be scheduled between interested parties to discuss a way forward as the road is currently open due to staffing resources.</p>
24/05/16	<p><u>Cleaning of Signs</u> <u>Town Centre</u> The artwork signs at the Northern end of High Street are in need of cleaning to improve their appearance.</p>	<p>Highways <i>Gavin Barry</i></p>	<p>14/6 The issue has been added to a forward work programme.</p>
08/06/16	<p><u>Wheelchair Accessibility</u> <u>Town Centre</u> Cllr. Rees and Cllr. Dix have received complaints from town centre users who struggle to navigate the town with wheelchair users. The issues include illegally parked vehicles causing obstruction & obscuring views and the gradient on ramps leading to & from car parks.</p>	<p>Urban Renewal <i>Allan Dallimore</i></p> <p>Transportation <i>Clive Campbell</i></p> <p>Police <i>Ins White</i></p>	
17/06/16	<p><u>Pavement Slabs Lifted</u> <u>High Street/Woodbine Road</u> Following heavy rain, the owner of Tidal's Store reported that the footway slabs appear to have lifted.</p>	<p>Highways <i>Gavin Barry</i></p>	

30/06/16	<p><u>Circus Flyposting</u> <u>Town Centre</u> Cllr. Dix has received complaints from residents in relation to posters throughout the town centre advertising travelling circuses. The posters are often placed on vacant shop units and are never removed after the event.</p>	<p>Regulatory Planning <i>Tim Stephens</i></p>	<p>18/7 Officers are currently ascertaining whether any breaches of advertising regulations have taken place.</p>
04/07/16	<p><u>Antisocial Behaviour</u> <u>Retail Park Steps, Cliff Road</u> Cllr. Dix has received notification from residents living near the Masonic Hall that young people are regularly congregating in the area on a Friday and Saturday evening. They are drinking alcohol, intimidating residents and causing damage to property and vehicles.</p>	<p>Police <i>Ins White</i></p>	
06/07/16	<p><u>Leaking Bins</u> <u>Bus Station</u> A bus station user has approached Cllr. Dix in relation to a problem with the bins. The bins in the station appear to leak when partially full containers are thrown into them. This liquid then causes a slip hazard.</p>	<p>Cleansing <i>Tony White</i></p> <p>Transportation <i>Clive Campbell</i></p>	
06/07/16	<p><u>Deep Clean</u> <u>Bus Station</u> Cllr. Dix requested a deep clean of the bus station ceiling and lighting following complaints from residents.</p>	<p>Transportation <i>Clive Campbell</i></p>	

26/07/16	<u>Water Spilling onto the Footway</u> <u>High Street</u> Complaints have been received in relation to water flowing onto the footway from the former site of Poundstretcher on High Street.	Highways <i>Gavin Barry</i>	27/7 The owner of the site has been contacted.
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