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Date: 26th September 2017

Dear Sir/Madam,

A meeting of the **Caerphilly Town Centre Management Group** will be held in the **Ebbw Room, Penallta House, Tredomen, Ystrad Mynach** on **Tuesday, 3rd October, 2017** at **2.00 pm** to consider the matters contained in the following agenda. You are welcome to use Welsh at the meeting, a minimum notice period of 3 working days is required should you wish to do so. A simultaneous translation will be provided if requested.

Yours faithfully,

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

Chris Burns
INTERIM CHIEF EXECUTIVE

AGENDA

	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.

A greener place Man gwyrddach



Correspondence may be in any language or format | Gallwch ohebu mewn unrhyw iaith neu fformat

To receive and note the following minutes: -

4	Minutes of previous meeting 7th March 2017.	1 - 6
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To receive and note the following updates: -

5	Updates on matters relating to Caerphilly Town.	7 - 12
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6	Audit.	13 - 22
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Circulation:

Councillors P.J. Bevan, S. Cook, C. Elsbury, Mrs C. Forehead, Miss E. Forehead, J.E. Fussell, Mrs B. A. Jones, S. Kent, J. Pritchard, S. Morgan and D.T. Davies

Town Councillors

Other Organisations



CAERPHILLY TOWN CENTRE MANAGEMENT GROUP

MINUTES OF THE MEETING HELD AT THE COUNCIL OFFICES, PENALLTA HOUSE
ON TUESDAY 7TH MARCH 2017 AT 2:00 P.M.

PRESENT:

Councillors:

Councillors: P J Bevan, C Elsbury, J Fussell, K James, B Jones

Together with:

Town Councillors: Professor Deacon, Mr K Williams (Clerk Caerphilly Town Council),
Mr J Dilworth (Clerk Van Community)

Also:

A. Highway (Town Centre Development Manager), A. Dallimore (Team Leader – Urban Renewal & Conservation), P. Hudson (Marketing & Events Manager), S. Wilcox (Assistant Town Centre Manager), M Godfrey (Team Leader Environmental Health), Mrs S Cooper (Caerphilly Residents Association), Mr Tidridge (Heol Trecastell Residents Association), Mr K Robottom (Caerphilly Residents Association), Mrs D Stephens (Caerphilly Pub Watch), Mt T Jones (The Tommy Cooper Society), Mrs A Jones (Clerk) & Miss J Tyler (Admin Assistant)

1. TO RECEIVE APOLOGIES FOR ABSENCE

Councillors: D T Davies, C Forehead, S Kent, M Prew, J Pritchard, J. Hibbert (Town Councillor), R Bidgood (Town Councillor).

As the Chair and Vice Chair had sent apologies for the meeting the group agreed that Councillor B Jones would chair the meeting in their absence.

2. DECLARATIONS OF INTEREST

There were no declarations of interest.

3. MINUTES OF PREVIOUS MEETING 13TH SEPTEMBER 2016

The minutes were taken as read.

4. PARKING

Mr. Highway informed the group that there is a task & Finish Group meeting scheduled for the 13th March 2017. Members of the group had been invited previously; Mr. Tidridge and Mr. Robottom confirmed that they would be attending.

The group was advised that if they wanted to attend they would need to contact Committee Services.

5. SUMMER EVENT

Mr. Hudson informed the group that previously concerns were raised as to parking on the east side of the town centre when events were staged. He pointed out that additional parking is available at the Park & Ride located at Pontygwindy School as well the other Park & Ride sites. Promotional material directs drivers to these sites and there has been an increase over the years in their usage.

Mr. Hudson advised that he had met with the Police to get their perspective on potential issues, particularly with reference to the complaints about parking on Brynau Road. An assurance was given that there would be an increase in police presence.

Police have not received feedback on calls from residents and have advised that if there are any issues individuals can contact the Police on 101. It was agreed that Community Safety Wardens will be used in addition to police officers.

Mr. Hudson confirmed that there will be a continued focus on communicating with local residents.

The Chair thanked Mr. Hudson

6. AIR QUALITY

Ms Godfrey provided a verbal update on air quality. Ms Godfrey commented that the Action plan for Caerphilly had become quite stagnant and was in need of a review, Ms Godfrey will discuss this further with the Council's consultants, Ricardo.

Ms Godfrey discussed that the pollution team were about to embark on some work around emissions from buses within the town centre, working in partnership with the Council's Passenger Transport Team and the bus companies.

A school's project is also in the planning stage, which aims to raise awareness of air quality issues within schools, this will include the school undertaking their own monitoring in and around the school grounds. Welsh Government are currently working with their air quality consultants and it is hoped that the teaching and learning packs for the schools, will be launched in October. It is anticipated that the pollution team will begin engaging with the chosen schools during October and will deliver the project as a rolling programme over the next 2 years.

Ms Godfrey mentioned that the pollution team were also working very closely with the Council's Planning service in relation to any proposed developments in and around the Caerphilly Basin and would be involved in any subsequent revisions of the Authority's Local development Plan.

The Chair thanked Ms Godfrey.

7. BUSINESS REPORT

Mr. Highway presented his report to the group.

Mr Highway advised that there was a change with regards to the Go2MyTown Website and read out the following statement from his Head of Service:

“The Division is currently working towards migrating the content and information on the GO2MyTown website onto the Council’s corporate website.

This change results from concerns over how the Council’s corporate Business Support and Town Centre pages are hosted on the corporate website. It is assumed that an individual or company seeking business information would in the first instance search the Council’s corporate website rather than search for GO2MyTown. In this respect it should be noted that there are no links from the corporate site to GO2MyTown.

Whilst the service provided via GO2MyTown up to November 2016 has been free of charge, in the external provider’s aspiration that GO2MyTown would become a commercial site, in recent months the external provider for the GO2MyTown has started to levy ongoing monthly charges that are considered to be unsustainable.

The outcome of the review of GO2MyTown is that the Division’s business support and town centre website service will revert to being hosted on the Council’s corporate website. In the months ahead Regeneration and Corporate Services IT officers will migrate the existing content of GO2MyTown onto the corporate website resulting in the pages for business support and town centre to be updated, refreshed and aligned to associate content across the Division, Directorate and the Council.”

The Chair requested clarification on why the group were not consulted about the decision. Following a discussion. The Chair agreed to raise the group’s concerns directly with the appropriate Head of Service.

The Chair thanked Mr. Highway for his report.

8. ‘CHOOSE THE HIGH STREET’ CHRISTMAS VOUCHER BOOKLET ANALYSIS

Mr. Highway noted that the scheme has now been in operation for several years and 2016 was the most successful to date with a total of 112 offers received.

Mr. Highway extended special thanks to the Graphic Design team for their work designing the booklet and to the Community Safety Wardens for distributing the booklets to the various collection points.

The booklet not only marketed the five managed town centres, but also contained adverts for the various Christmas events across the Borough as well as various CCBC services.

30,000 booklets were produced, which were available from a number of places including local libraries, tourist attractions and supermarkets. The participation of the supermarkets has assisted greatly in the dissemination of the booklets, particularly as Tesco in Risca and Ystrad Mynach took part for the first time in 2016.

A survey was sent out to participating businesses after the Christmas period. Although the response rate was quite poor, it did highlight that feelings towards the scheme are generally positive. However, the bus advertising – used for the first time this year – was not deemed to be successful and this is something to consider for future years.

Councillor Bevan and the Chair thanked Mr. Highway for the report.

9. PROCUREMENT OF FOOTFALL COUNTER PROVIDER

Mr. Wilcox informed the group that the contract for the footfall counter provision has recently expired. Following a tender process, a new supplier has been appointed – PFM Footfall Intelligence. There will be a period of transition where the old supplier's service and equipment is removed and the new supplier installs its equipment. This is likely to take place in early July, but Officers will work with the companies to ensure that any downtime is kept to a minimum.

The Chair thanked Mr. Wilcox for the update.

10. CADW EVENTS PROGRAMME

Mr. Highway advised that he had not received an update from Cadw.

Mr. Hudson confirmed that he is working with Cadw and that a new dragon sculpture will be touring Wales and Caerphilly Castle will be included in the schedule.

There are a number of events planned including: a festival, magic & comedy shows, re-enactments, Christmas events and Mr. Hudson will continue to work with Cadw to assist in publicising it through the Council's Events Team.

Mr. Hudson thanked Cllr. James for supporting the programme with Ken Skates and Cadw.

Mr. Tudor Jones from The Tommy Cooper Society advised the group that he had met with Cadw to discuss the year of the legends and had asked whether there should be a Tommy Cooper Festival.

The thirty-third anniversary of Tommy Cooper's death is approaching and the Society has had talks with the library with a view to having a Tommy Cooper display and inviting The Magic Circle's 'Young Magician of the Year' to perform and hold a workshop for aspiring magicians.

Mr. Jones discussed an event being organised to gather as many Tommy Cooper impersonators as possible with a view to gaining an entry into The Guinness Book of Records. Special lapel badges have been designed with proceeds going to Tommy's Ticker Fund

Mr. Hudson confirmed that the Council has not as yet received an invitation to be involved in these events.

The Chair thanked Mr. Jones and passed on best wishes to the Tommy Cooper Society.

Mr. Dilworth raised a point for note as to whether Cadw would have an interest in the history of the 'Van Mansion'. The Chair asked Mr. Dilworth to write to Cadw and feedback.

11. PARK LANE UPDATE

Mr. Dallimore advised the group that the site has been identified for future use and the Council is looking at all options to see what would be viable on the site and for possible match funding to assist any future development.

12. AUDIT

Mr. Highway presented the Audit and the following items were raised:

Cllr. Elsbury wished to thank Mr. Highway and the Parks team for the work carried out to add the names of those killed since WWI & WWII in conflict to the Cenotaph.

Mr. Highway confirmed that works were still ongoing with regards to access of the vacant property at 73 Cardiff Road and officers continue to monitor the site.

Mr. Highway advised that there were extremely positive comments on the art exhibition and the remembrance garden on the moat banking in the lead up to Remembrance Sunday. Cllr. Fussell confirmed that permission to use the area on an annual basis was being sought as it was hoped to make the wave of poppies larger.

Mr. Highway reported that with regards to the retail thefts there is a meeting with the Police on Thursday and was grateful to Pub Watch for their support.

Cllr. Bevan raised concern over the cleaning of York Stone around the Visitor Centre. Mr. Dallimore advised that he will be meeting representatives to look at products that may be suitable for algae treatment.

Mr. Highway advised that the Dafydd Williams Park & Crescent Road will have a programme of painting over the summer with litter bins and railings being repainted by the Council's Community Assets Team.

Cadw has agreed on work to the banking and draining of the moat over the summer period too. Mr. Highway has asked for Cadw to confirm dates so that it can be noted in the Town Centre Gazette. Cllr. Elsbury thanked Mr Highway.

There were no further issues raised.

The meeting closed 15:29

CHAIR

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CAERPHILLY TOWN CENTRE MANAGEMENT GROUP – 3RD OCTOBER 2017

SUBJECT: UPDATE ON MATTERS RELATING TO CAERPHILLY TOWN

REPORT BY: TOWN CENTRE DEVELOPMENT MANAGER

1. NEW UNIQUE PLACES

A new version of the 'Unique Places' document has been produced. The latest version for the first time includes details of Ystrad Mynach town centre and also features a revised text in respect of Bargoed town centre reflecting the changes in the town due to the BIG Idea regeneration scheme.

The document is predominately used as an inward investment tool to respond to enquires relating to the five managed town centres. It is also a key element in Town Centre Managements proactive engagement with multiple retailers in respect of town centre vacancies and forms the basis of the 'Welcome Pack' supplied to new town centre business

2. CHOOSE THE HIGH STREET CHRISTMAS VOUCHER BOOKLET

The 'Choose the High Street' Christmas Voucher Booklet has proved very popular with the public and retailers and will again be produced in 2017. The aims of the scheme are twofold:

1. Provide local businesses with an opportunity to capture consumer spend during the Christmas period
2. 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. The booklets will be given out in local supermarkets, libraries and at other key locations.

3. PWLL Y PANT ROUNDABOUT UPDATE

The Council has awarded the A468/9 Pwll-y-pant Roundabout Improvement Scheme Contract to Walters UK Ltd, it is anticipated that works will start on 9th October 2017 and last 12 months.

During the construction works there will be a need for substantial traffic management on both the roundabout and approaches to the roundabout which will inevitably lead to

significant delays and major disruption to the travelling public (albeit that CCBC and the contractors will attempt to minimise this as much as possible through communications and co-ordination of the works).

There is a dedicated link on CCBC's website link for this highway improvement scheme, which has previously been widely advertised to residents and businesses.

The address of the link is:<http://www.caerphilly.gov.uk/pwllypant>.

Walters UK Ltd have organised the three upcoming "meet the Project Team" events below, to be held within the local community. The events are drop in sessions and project team members are available throughout the times stated at each venue. During the events, you will have the opportunity to discuss the improvement works with members of the Project Team.

Pwll-y-Pant Village Hall, CF83 2NJ. Wednesday 4 October 2017, 1.30pm to 5.30pm

Trecenydd Community Centre, CF82 2SP. Friday 6 October, 1pm to 4pm

Caerphilly Library, The Twyn, Caerphilly, CF82 1JL. Saturday 7 October, 10am to 2pm

Please be aware that there is limited disabled parking at all locations. If you have any specific requirements such as access, hearing loop, require translation facilities or wish to use the Welsh language at the event please contact engineering@caerphilly.gov.uk by 27th September 2017.

Contractors will be attending the meeting and a presentation will be provided for the group.

4. PARK LANE UPDATE

Following the soft market testing, the Council have conducted further internal marketing to establish any interest from boutique hoteliers. Officers from Property Services were tasked with contacting small to medium sized hotel operators in the South Wales area to establish if they had any desire to invest in Caerphilly

Feedback from this exercise reinforced the conclusions set out in the consultants report: that there is currently minimal interest in the site for a small/medium sized boutique hotel.

Officers are now concentrating their efforts on establishing if there is demand for a policy compliant use on the site. The Local Development Plan (LDP) identifies the site for 'Commercial/Leisure use'. The LDP narrative for the site is as follows:

"...Because of the prime location it is considered that this area would be an ideal place for commercial leisure development, such as restaurants and wine bars, the provision of which would enhance the town's tourism potential"

Officers have taken the opportunity to place an advert in the Estates Gazette seeking expressions of interest from Developers for a scheme that complies with the LDP.

A good response has been received and following further dialogue between potential developers and the Council, at least one party is continuing with their interest in the site.

5. PUBLIC REALM WORKS BY THE VISITOR CENTRE

Urban Renewal Project Officers, working with Town Centre Management and Highways Operations, have recently undertaken an enhancement scheme by the Visitor Centre to address the following concerns;

- Badly worn and damaged paving flagstones (Castle Road footway and Public Area at the base of the steps to the Visitor Centre)
- Regular instances of vehicles mounting the footway and parking on the Public Area

The Scheme carried out the following construction works:

- Replacement of all damaged paving flagstones
- Relocation of 2 no. bollards nearer the kerb-line and installation of 2 additional bollards



Further works to extend the boundary railings, and also repair the damaged section of railings in this Area, is planned within the next 4-6 weeks.

The Urban Renewal Team is also undertaking an enhancement scheme to the Seating Area on Mountain Rd near the public conveniences, to include repair/repainting of the benches and replacement of the damaged paving stones.

6. WORKINGMENS HALL UPDATE

Urban Renewal Project Officer and the Council's Principal Design & Conservation Officer met recently with members of the Workingmen's Hall Managing Committee to discuss their restoration plans for the building.

The Grade II listed building requires urgent repair and restoration work and the Committee are investigating sources of grant funding to help them realise their long term plans, which are to fully restore the building stock and reaffirm the Hall as a centre for community, cultural and social activity with modern and enhanced facilities.

The Urban Renewal Team previously worked with the Trustees of the Newbridge Memorial Hall & Institute to secure EU funding to complete the restoration of the Newbridge “Memo”.

The Team has signposted the Committee to various grant funders, including Heritage Lottery Fund, with an offer to assist with the Project Business Plan and grant applications as required.

7. SUMMER AND CHRISTMAS EVENTS UPDATE

The number of visitors attending this year’s Big Cheese event were marginally down on previous years as a consequence of the weather which fortunately held off long enough to get people out to the event but did have an impact on the programme of entertainment. It was noticeable that there were significant numbers of people travelling from across the UK and beyond to attend the event either to coincide their trip with a visit to friends and family or as an intended destination in its own right.

Stall applications have been sent out with respect to the Caerphilly Christmas Market and following a busy summer of events, staff are now going through the process of allocating stall pitches which takes place over a two day period in December. The Christmas Market in Caerphilly is one of the biggest Christmas Markets in this region and will have over 100 individual stall holders present within the market, farmers market, craft fair in the heart of the town centre.

8. CHOOSE THE HIGH STREET PROPERTY INDEX

Following the closure of the Go2 My Town website earlier this year a new version of the ‘Retail Property Index’ has been developed and is available to view online via the Council’s website. The Property Index lists every property for sale or let in Caerphilly, Blackwood, Bargoed, Risca and Ystrad Mynach town centres.

9. PROCUREMENT OF FOOTFALL COUNTER

The new footfall counters were installed in mid-August by our new provider – *PFM Footfall Intelligence*. The systems have been successfully calibrated and validated and are sending back data.

To ensure continuity with all historical footfall data, the new equipment has been installed in the same location as the existing counters. The only exception to this is the Bargoed (North) counter, which has been decommissioned as part of the department’s Medium Term Financial Plan savings. This change also provides consistency throughout the town centres as they all now have one counter.

10. AIR QUALITY

The pollution team have held an initial meeting with the Council's Passenger Transport team regarding a previously mentioned project around emissions from buses in Caerphilly Town Centre and are currently in liaison with our consultants to decide what information is required to model the effects of the emissions from buses.

A meeting has also been held with the Council's air quality consultants to discuss revising and updating the Air Quality Action plan for Caerphilly. This work will be programmed in over the coming year and will be undertaken in partnership with the Air Quality Steering Group.

The pollution team have also been working on the air quality in schools project and will shortly be engaging with the chosen pilot schools, two of which are in the Caerphilly Basin.

The team have also been consulted on a few large residential developments within the Caerphilly area and are working with our consultants to ensure air quality is properly considered.

11. PARKING ENFORCEMENT

The issue of Civil Parking Enforcement is currently being considered by the Council. As part of this process officers are working alongside colleagues in neighbouring authorities and Gwent Police to explore the various options available. The matter is included on the draft forward work programme of the Regeneration and Environment Scrutiny Committee. The Scrutiny Committee will consider and confirm its forward work programme at its next meeting on 20th September 2017. At present the Authority's future proposals are being developed and still remain to be finalised. It is anticipated that the proposals will be subject to a wider consultation with Members prior to seeking Cabinet confirmation and Council approval.

Author: Andrew Highway – Town Centre Development Manager
Consultees: Andrew Highway – Town Centre Development Manager
Steve Wilcox – Assistant Town Centre Manager
Allan Dallimore – Team Leader Urban Renewal and Conservation
Marcus Lloyd – Deputy Head of Programmes
Mike Jones – Principal Enforcement Officer
Paul Hudson – Marketing and Events Manager
Maria Godfrey – Team Leader Environmental Health
Glenn Cooper – Convergence Project Manager
Kate Dowdall - Senior Engineer

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CAERPHILLY TOWN CENTRE AUDIT – JUNE 2017

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>Dean Smith</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>14/2 Work on the action plan and implementation continue. 7/3 An update was provided to the TCMG.</p>
04/12/14	<p><u>Taxi Rank Issues</u> <u>The Caerphilly Cwtch, Station Terrace</u> The taxi rank O/S The Caerphilly Cwtch 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 Clifton</i></p> <p>Transportation <i>Dean Smith</i></p>	<p>PLEASE SEE PREVIOUS AUDITS FOR A FULL HISTORY OF THIS ISSUE</p> <p>13/12 The TRO process is ongoing. 14/2 The situation continues to be monitored while the TRO is finalised. Issue Closed 14/2</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>14/2 WG's Buildings for the Futures programme may be bid into to fund viability gaps for developers. Cleansing of the site is ongoing while the site is vacant. 7/3 An update was provided to the TCMG.</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>Dean Smith</i></p>	<p>PLEASE SEE PREVIOUS AUDITS FOR A FULL HISTORY OF THIS ISSUE</p> <p>14/2 The sign has been re-ordered due to a defect with the original.</p>
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>PLEASE SEE PREVIOUS AUDITS FOR A FULL HISTORY OF THIS ISSUE</p> <p>14/2 The wrong materials were delivered, so the correct ones have been ordered from the supplier.</p>

13/04/16	<p><u>Blocked Drain</u> <u>O/S The Visit Caerphilly Centre, The Twyn</u> A drain outside the Visit Caerphilly Centre is blocked with silt/mud, which is causing flooding on the footway.</p>	<p>Highways <i>Gavin Barry</i></p>	<p>PLEASE SEE PREVIOUS AUDITS FOR A FULL HISTORY OF THIS ISSUE</p> <p>13/12 The cleansing regime continues, but incidents of blockages need to be reported so that the inspection schedule can be amended if necessary. 14/2 Reactive maintenance and cleansing is ongoing, along with scheduled cleaning. No budget is available for detailed investigatory work. Issue Closed 14/2</p>
16/08/16	<p><u>Installation of Litter Bin</u> <u>Crescent Road</u> A member of the public has asked whether a litter bin can be installed on Crescent Road at the rear of the Ysgol Y Castell as there is quite a lot of litter dropped in this area.</p>	<p>Cleansing <i>Tony White</i></p>	<p>PLEASE SEE PREVIOUS AUDITS FOR A FULL HISTORY OF THIS ISSUE</p> <p>14/2 Officers continue to look for a suitable location.</p>
16/08/16	<p><u>Event Parking in Residential Streets</u> <u>Town Centre (East)</u> Cllr. Christine Forehead has received complaints from residents in relation to parking on residential streets during events. The complaints are mainly coming from the Eastern part of the town.</p>	<p>Police <i>Ins Clifton</i></p> <p>Events <i>Paul Hudson</i></p>	<p>PLEASE SEE PREVIOUS AUDITS FOR A FULL HISTORY OF THIS ISSUE</p> <p>14/2 The issue will be discussed at the next TCMG in readiness for this year's events programme. 7/3 An update was provided to the TCMG.</p>

18/10/16	<p><u>Footway Obstruction</u> <u>Market Street</u> At the TCIG, Cllr. Forehead informed Officers that scaffolding around the former Wheatsheaf Hotel on Market Street is obstructing the pavement. Several residents have complained that there is very little room for pedestrians to pass.</p>	<p>Regulatory Planning <i>Tim Stephens</i></p>	<p>13/12 There is no enforcement action necessary from a Planning perspective, but monitoring will continue. 14/2 The scaffolding has all necessary permits and there is no appropriate enforcement. Issue Closed 14/2</p>
09/11/16	<p><u>Damage to Planters</u> <u>The Twyn</u> Staff members in the Tourist Information Centre have reported several instances of damage to the planters around the building. This is generally occurring during the evenings.</p>	<p>Police <i>Ins Clifton</i></p>	<p>13/12 No further reports of damage have been received. However, the area is on the patrol plan for local Police Officers. 14/2 The area remains on the patrol plan and no incidents have been recorded. Issue Closed 14/2</p>
15/11/16	<p><u>Homeless Person</u> <u>Caerphilly Castle</u> It has been reported that a homeless person is living on land near the castle, sheltering between the buttresses.</p>	<p>Police <i>Ins Clifton</i></p> <p>Community Safety <i>Paul Wallen</i></p> <p>Town Centre Management <i>Andrew Highway</i></p>	<p>13/12 The individual has not yet been identified, but support will continue as much as possible. 14/2 A support information pack was left where the individual was sleeping. The individual has not been seen since. Issue Closed 14/2</p>
15/11/16	<p><u>Annual Remembrance Garden</u> <u>Castle Street</u> Cllr. Fussell has received a request from the Royal British Legion in relation to the establishment of an annual remembrance garden. The area proposed is the embankment between the moat footpath and Castle Street.</p>	<p>Parks <i>Mike Headington</i></p>	<p>13/12 Consent has been granted by the Parks Department for the Royal British Legion to create their garden during the lead up to Armistice Day each year. 14/2 Agreement has been obtained and the garden will be installed in readiness for Armistice Day 2017. 7/3 An update was provided to the TCMG.</p>

17/11/16	<p><u>Retail Thefts</u> <u>Town Centre</u> Following reports by retailers of an increase in retail thefts, Town Centre Management have organised a meeting for retailers to meet the Sector Police Sgt on 1st December. Store managers throughout the town centre have been invited to attend.</p>	<p>Town Centre Management <i>Andrew Highway</i></p> <p>Police <i>Ins Clifton</i></p>	<p>13/12 Following the meeting with businesses on 1/12, PCSOs are visiting local shops to provide alternative contact details to record incidents if 101 cannot be accessed. 14/2 A follow-up meeting with retailers will be arranged, but reports of retail theft were very low during Christmas 2016. Issue Closed 14/2</p>
18/11/16	<p><u>Cleaning of York Stone</u> <u>Lower Twyn Square</u> As part of its annual maintenance, an anti-fungal solution is applied to the York Stone on Lower Twyn Square. In order for the treatment to work, a surface clean using a low PSI jet wash must be carried out.</p>	<p>Cleansing <i>Tony White</i></p> <p>Highways <i>Gavin Barry</i></p> <p>Urban Renewal <i>Allan Dallimore</i></p> <p>Parks <i>Mike Headington</i></p>	<p>14/2 The anti-fungal treatment is not working due to surface issues. The area will be cleaned at a low PSI before a treatment is reapplied. 7/3 An update was provided to the TCMG.</p>
10/01/17	<p><u>Temporary Grit Bins</u> <u>Town Centre</u> In readiness for the inclement weather, temporary grit bins have been installed in the town centre, but were missing from the following locations:</p> <ul style="list-style-type: none"> • The entrance to the moat footpath opposite Castle Street; • The junction between Stockland Street & Cardiff Road; • The junction between Pentrebane Street & Cardiff Road. 	<p>Highways <i>Gavin Barry</i></p>	<p>14/2 All bins are now in place. Issue Closed 14/2</p>

20/01/17	<p><u>Cleansing of Memorial</u> <u>Dafydd Williams Park</u> Cllr. Elsbury has requested that the Dafydd Williams memorial be refurbished to improve its appearance. The monument itself and the surrounding railings require attention.</p>	<p>Parks <i>Mike Headington</i></p> <p>Highways <i>Gavin Barry</i></p>	<p>14/2 South Wales Monuments has been commissioned to clean and repair the memorial, which will be paid for by Parks & Urban Renewal. Highways officers will repaint the railings. 1/3 The work has now been completed. 7/3 An update was provided to the TCMG.</p>
14/02/17	<p><u>Litter Bins Overflowing</u> <u>Cardiff Road</u> The owner of The Grazing Ground has complained that the litter bins in Cardiff Road are overflowing and in need of emptying.</p>	<p>Cleansing <i>Tony White</i></p>	
20/02/17	<p><u>Repainting of Benches, Bins & Noticeboard</u> <u>Dafydd Williams Park</u> The various items of street furniture within Dafydd Williams Park has worn and damaged paintwork, which require repainting to improve their appearance.</p>	<p>Highways <i>Gavin Barry</i></p>	
20/02/17	<p><u>Repainting of Railings & Bins</u> <u>Crescent Road</u> The street furniture along Crescent Road requires repainting in readiness for the busy summer season.</p>	<p>Highways <i>Gavin Barry</i></p>	
20/02/17	<p><u>Repainting of Benches & Bins</u> <u>Moat Footpath, Cardiff Road/Castle Street</u> Street furniture along the moat footpath requires repainting as it currently has a chipped and worn finish.</p>	<p>Highways <i>Gavin Barry</i></p>	

21/02/17	<p><u>Damaged Guardrail</u> <u>O/S Specsavers, Cardiff Road</u> A guardrail on the pavement on Cardiff Road has sustained vehicular damage, which requires repair or replacement.</p>	<p>Highways <i>Gavin Barry</i></p>	
14/03/17	<p><u>Beggars</u> <u>Town Centre</u> Complaints have been received in relation to the number of beggars that are currently frequenting the town centre.</p>	<p>Police <i>Ins Clifton</i></p>	
17/03/17	<p><u>Overtured Grit Bin</u> <u>Cardiff Road</u> Retailers reported that the grit bin outside New Look on Cardiff Road has been overturned and the grit contents strewn over the pavement causing a hazard for pedestrians.</p>	<p>Highways <i>Gavin Barry</i></p>	
17/03/17	<p><u>Litter</u> <u>Cardiff Road</u> A complaint has been received by a Cardiff Road retailer that there appears to be an increase in litter at the top of Cardiff Road.</p>	<p>Cleansing <i>Tony White</i></p>	
02/05/17	<p><u>Pressure Washing</u> <u>Top of Cardiff Road and Lower Twyn Square</u> The Events Team has requested that an area of Cardiff Road (outside Love Caerphilly) and Lower Twyn Square be pressure washed. This is to facilitate the application of a decorative vinyl to promote "The Big Cheese".</p>	<p>Cleansing <i>Tony White</i></p>	

17/05/17	<p><u>Blocked Drain</u> <u>O/S The Visit Caerphilly Centre, The Twyn</u> Following the closure of this issue in February, the problem reoccurred after a week of heavy rain resulting in flooding of the footway. Complaints were received from Cllrs and member of the public..</p>	<p>Highways <i>Gavin Barry</i></p>	
17/05/17	<p><u>Distribution of Floral Displays</u> <u>Town Centre</u> Following complaints from local retailers last year it was agreed that the displays, which are funded by the Town Council, would not be put out before a pre meeting is held to agree locations.</p>	<p>Parks <i>Mike Headington</i></p>	18/5 Cllr Bevan, Cllr Fussell, officers from Parks & Town Centre Management walked the town to agree locations. As part of this the owner of <i>The Deli</i> in Clive Street was consulted on behalf of the independent retailers.
18/05/17	<p><u>Defective Pedestrian Crossing Lights</u> <u>Cardiff Road OS S Jones Florist</u> Complaints were received from retailers and the public that the lights were defective.</p>	<p>Transportation <i>Dean Smith</i></p>	18/5 An engineer attended on site and rectified the issue.
19/05/17	<p><u>Street Café</u> <u>Cardiff Road Above The Toilet Block</u> A local charity has asked permission to use the public space at the location to host an impromptu street café for 1hr in the early hours on Sunday mornings to service the night-time economy.</p>	<p>Town Centre Management <i>Andrew Highway</i></p> <p>Urban Renewal <i>Allan Dallimore</i></p> <p>Police <i>Ins Clifton</i></p>	19/5 The initiative is being coordinated through Town Centre Management and has the support of the Police. The site will be booked under the Terms and Conditions used for booking of promotional space in town centres.
19/05/17	<p><u>Deep Clean</u> <u>Area Above Toilet Block, Cardiff Road</u> The area above the toilet block on Cardiff Road has a lot of broken glass on the paving and the railings and stonework require pressure washing.</p>	<p>Cleansing <i>Tony White</i></p>	

22/05/17	<u>Condition of Vacant Property</u> <u>73 Cardiff Road</u> Local members and retailers have complained that the buildings appearance is deteriorating and they are concerned over its condition.	Regulatory Planning <i>Tim Stephens</i>	
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