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Date: 30th September 2015

Dear Sir/Madam,

A meeting of the **Bargoed Town Centre Management Group** will be held in the **Rhymney Room, Penallta House, Tredomen, Ystrad Mynach** on **Wednesday, 7th October, 2015** at **4.00 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

AGENDA

	Pages
1 To receive apologies for absence.	
2 Declarations of Interest.	
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 Minutes of Previous Meeting held on the 3rd June 2015.	1 - 6

A greener place Man gwyrddach



To receive and note the following updates: -

4	Update on Unit Shops.	
5	Update on Phase 2.	
6	Choose the High Street Christmas Campaign.	7 - 12
7	Choose the High Street Past & Present - Analysis Report.	13 - 18
8	South East Wales Town Centre Vacancy Rates.	19 - 22
9	Town Centre Promotional Spaces.	23 - 26
10	Bargoed Town Centre Audit - August 2015.	27 - 34

Circulation:

Councillors Mrs E.M. Aldworth, H.A. Andrews, D.G. Carter, D.T. Davies (Chair), A.G. Higgs, K. James, Mrs D. Price (Vice Chair) and K.V. Reynolds

Town Councillors A. Collis, H. Llewellyn, Mr D. Morgan, V. Stephens and Mrs L. Tams (Clerk)

Other Organisations

Mr P. Collins, Bargoed Chamber of Trade

Sergeant N. Mancino, Gwent Police

Inspector I. Muirhead, Gwent Police



BARGOED TOWN CENTRE MANAGEMENT GROUP

MINUTES OF THE MEETING HELD AT PENALLTA HOUSE, TREDOMEN PARK ON WEDNESDAY, 3RD JUNE 2015 AT 4.00 P.M.

PRESENT:

Councillors:

H.A. Andrews, D.T. Davies, A. Higgs, K. James, D. Price, K. Reynolds

Together with:

H. Llewellyn (Town Councillor), D. Morgan (Town Councillor), A. Collis (Town Councillor),
J. Bissex (Community Councillor)

Also:

Inspector Muirhead (Gwent Police), Mr. Peter Collins (Bargoed Chamber of Trade),
A. Highway (Town Centre Development Manager), S. Wilcox (Assistant Town Centre
Manager), A. Dallimore (Team Leader - Urban Renewal), A. Jones (Clerk)

1. APPOINTMENT OF CHAIR

Mr Highway opened the meeting and asked for nominations for Chair.

Councillor D. T. Davies was nominated and seconded. Councillor Davies accepted the position.

2. APPOINTMENT OF VICE CHAIR

Councillor Davies asked for nominations for Vice Chair. Councillor D. Price was nominated and seconded. Councillor Price accepted the position.

3. APOLOGIES

Councillors: D. Carter, V. Stephens (Town Councillor), P. Hudson (Marketing & Events Manager).

4. DECLARATIONS OF INTEREST

There were no declarations of interest made.

5. MINUTES OF PREVIOUS MEETING (11TH MARCH 2015)

Previous minutes were taken as read.

6. CINEMA UPDATE

Cllr Keith Reynolds provided the group with the following update on the cinema, which will be released in the press at 5pm on the 3rd June 2015:

The Council's aspirations to attract a cinema operator to the town began with initial plans for a cinema back in 2010; these had to be revised last year when it became clear that the costs of the scheme were in excess of the funding available.

Over the past year the Council has been working to re-design the scheme to make it commercially viable. Unfortunately, the current cost estimates are that the scheme would cost around £8.4 million. Although the Council had committed £1.9m to the scheme along with a contribution from the developer, this still leaves a shortfall of at least £1.5m in the project. As a result the project is unable to proceed.

The Council will now explore alternative uses for the development site.

Councillor Reynolds said, "To date we have invested around £90 million in various regeneration led projects for Bargoed thanks to significant Welsh Government and European funding contributions. These include numerous land reclamation schemes, the new Bargoed by-pass and a variety of town centre projects designed to bring business and jobs into the town.

Some of the major schemes have been the refurbishment of the Hanbury Chapel as a new library and Customer First Centre, the opening of a new Morrisons superstore and a number of other new retail units; improvements to car parking; an improved park and ride facility near the railway station; relocation of the Council's Contact Centre into part of the former Woolworth's store and over £9 million worth of improvements to the general environment of the town.

I am disappointed that the cinema project has not been able to proceed, but we will continue to press on with plans to build on the success of the regeneration strategy for the town".

The Chair thanked Councillor Reynolds for providing the statement to the group and then informed the group that the decision has been made by Odeon, which is disappointing and that a meeting has been requested with members to discuss going forward. The date of the meeting was confirmed to take place on the 11th June with members and the Chief Executive.

The Chair stated that the timescale is a concern and also that the area is not left in its current state. He confirmed that plans for the site would be discussed at the meeting.

Councillor Collis expressed his disappointment at the news and stated that the whole re-generation programme was built around leisure and he would like to ensure that this is still the case.

Members of the group also expressed their disappointment and although they were not surprised by the news, they wished that the announcement could have been made sooner.

Mr Dallimore informed the group that officers were also disappointed, as they have worked hard. Officers would now need some time to assess the viable alternative options for the site.

The Chair thanked officers for all of their hard work and thanked the Leader for informing this group before the update was released in the press.

7. UNIT SHOPS UPDATE

Mr Dallimore advised that Units 5 & 6b are up and trading as Greggs and Subway. A “Shop Jacket” coffee shop decal has been installed on the windows of Unit 7. There is an offer in at present in respect of Unit 4.

Officers are working to find a tenant for Units 1&2, but this has been delayed whilst the prospective retailer is engaged in a takeover proposal. The initial period has been delayed by a further three-months at the request of the Competition Commission. Councillor Price asked how much of the three-month period has elapsed. Mr Dallimore advised that the additional period is due to end in October 2015.

The Council and its agents are working to secure two other retailers – this work is still ongoing and will ensure that there are alternative options for the units.

Mr Dallimore advised that further discussions need to take place at Bargoed Project Board to widen the market scope. Officers and agents have been offering incentive packages to attract businesses.

Mr Highway advised the group that at present retailers are spending less and trying to find retailers to open new businesses is very difficult, using retail property agents is the best way to proceed. The group were assured that the agents and officers are working together to follow up every opportunity to secure tenants.

Members expressed concern as to whether businesses would no longer be interested, as the cinema is not going there.

Mr Highway stated once the anchor store is secured, the expectation is that more businesses will follow.

The Chair thanked officers.

8. HJJJ UPDATE

Mr Dallimore advised that now the building has been demolished restoration work needs to be undertaken on the gable end of neighbouring properties. At present the design is being tweaked to ensure minimum disruption to tenants.

Works are 3 weeks behind schedule due to utilities work. The anticipated completion date is 10th July 2015.

Members asked where funding was coming from. Mr Dallimore advised that it was European funding which must be drawn down by the end of June.

9. BARGOED STREET WORKS & POCKET PARK UPDATE

Mr Dallimore informed the group that works are progressing well. The artwork base is installed but that there had been some concern about the gas main beneath, however there were no problems and the foundations are now in place.

The daffodils are due to be installed this week and the artist will be bringing his team to carry out the work. The installation should be completed within a few hours.

The feature granite wall will be finished within the next few days. Six trees will be added to create a more attractive area.

Mr Dallimore advised that the Lowri Plaza works are between 70% and 80% complete. The installation of the bollards will be last part of the programme and locations have been agreed. There will be 21 bollards in total. The programme is due to be completed by mid to late June.

10. BUSINESS IMPROVEMENT GRANT UPDATE

Mr Dallimore apologised for not being able to prepare a written report for the meeting. The Group were advised that work has been completed to CC Sports and other shops. The Chair has requested that a letter of thanks be sent to all shops that have had works carried out under the scheme

The Chair asked if there was any underspend in the funding that could be made available for other shops. Mr Dallimore advised that all paperwork needed to be completed by the end of June to comply with the European funding regulations, so timescales would be too tight for other businesses to apply.

There may be further European funding available under the Cohesion programme, but it is unlikely that it will be focussed on town centre improvement programmes.

The Chair thanked Mr Dallimore.

11. CHOOSE THE HIGH STREET PAST & PRESENT

Mr Highway presented a Power Point presentation to the group on the progress of the "Choose the High Street Past & Present" campaign.

Members were advised that Mr Wilcox has been working with the local schools to participate in the artwork displays.

The 'street galleries' have been well received, since the photo boards were displayed in local shop windows people have expressed an interest in purchasing them.

The photos in the street galleries are available on the CCBC website, Flickr Page and exhibitions will take place in libraries in each town.

Mr Highway thanked Mr Wilcox for all of his hard work.

Cotton bags have been handed out in libraries to promote the campaign and a competition to win shopping vouchers has been launched.

12. ICE RINK UPDATE

Mr Highway passed on Mr Hudson's apologies and read out the following update:

A provisional quote has been received from an ice rink contractor to stage an ice rink under cover, therefore saving on marquee and flooring costs. The quote, although not binding, would indicate that the event could be run at a reduced cost compared to last year, potentially making it viable with support from the Council's new Community Match event fund and from the Bargoed Town Council.

Confirmation on how the new funding scheme is going to run is awaited from Finance.

A letter has been sent to Morrisons requesting support from them to allow the Ice rink to be staged in their underground car park and they have verbally responded (this week) that they will support the event. We await confirmation of this agreement via e-mail from the store manager.

Once received, we will start to work on a legal agreement and start the process of tendering for an ice rink contractor and to support a request for internal funding from the aforementioned scheme.

13. FOOTFALL DATA ANALYSIS BARGOED TOWN CENTRE

Mr Highway presented his report to the group. The group discussed the positioning of the cameras and raised questions as to whether the cameras were in the right places as it was identified that pedestrians can come in and out of the town and not necessarily pass either camera.

Members discussed that there is a definite difference in footfall figures from the North side of the town to the South side.

Mr Highway advised that it is anticipated that footfall will improve once the unit shops are all let.

The Chair thanked Mr Highway for his report.

14. COMMERCIAL USE NORTHERN END OF BARGOED UPDATE

Members discussed the North of the town centre and it was suggested that vacant units could be used to relocate officers who are vacating Pontllanfraith House.

Councillor Reynolds advised that the Authority is looking at all viable options for relocating staff.

15. BARGOED TOWN CENTRE AUDIT – APRIL 2015

Mr Highway presented the audit and the following items were discussed.

Councillor Price queried as to when the steps on Hanbury Road would be dealt with. Mr Dallimore advised that at present the works would not be carried out due to costs. The Chair advised that this was not acceptable and asked that the work be carried out as soon as possible. Mr Dallimore confirmed that he would look to see if there are any funds available from the town centre budget.

Councillor Price advised that the notice board key has not been handed over and has requested that officers arrange for it to be passed to the Town Clerk.

Mr Dallimore advised that the flooding in Riccis café was found to be from construction debris in the drainage channels, which has now been cleared.

Members discussed with Inspector Muirhead the parking issues and limited waiting bays.

Inspector Muirhead advised the group that the Police have been present to educate by enforcement and he was hopeful of an improvement. Police have been instructed when they go through town to issue tickets.

Mr Dallimore informed the group that contractors are due to replace the double yellow lines shortly this will also be a deterrent to drivers who illegally park.

There were no further issues raised on the audit.

The meeting closed at 17:51

CHAIR

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BARGOED TOWN CENTRE MANAGEMENT GROUP – 7TH OCTOBER 2015

SUBJECT: 'CHOOSE THE HIGH STREET' CHRISTMAS CAMPAIGN

REPORT BY: CHIEF EXECUTIVE

1. PURPOSE OF REPORT

- 1.1 This report provides information on the 'Choose the High Street' Christmas campaign, which will be run in the County Borough's five principal town centres in the weeks leading up to Christmas 2015.

2. SUMMARY

- 2.1 In 2015, the 'Choose the High Street' initiative will once again feature 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 will have the opportunity to submit an offer to be included in a printed voucher booklet. The scheme is designed to support local businesses by offering them the opportunity to participate in a coordinated campaign under the 'Choose the High Street' banner.

3. LINKS TO STRATEGY

- 3.1 The Council has agreed to a five-year regeneration programme entitled "People, Business and Places". The proposals within the strategy are based on a number of regeneration principles, one of which is "Strengthening Town Centres".
- 3.2 'A 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 Over the last three years, in the lead up to Christmas the Council's Town Centre Management Team has run a discount scheme in various formats as a way to assist local retailers generate sales in the lead up to Christmas. Last year, a printed voucher booklet was introduced under the 'Choose the High Street' banner. This booklet proved very popular with the public and retailers alike and so will be replicated again this year. The overall aim of the scheme is to help local businesses capture consumer spend during this crucial trading period. Retailers in the five managed town centres will have the chance to submit an offer for inclusion in the booklet with the level of discount being set by the retailer at their discretion. 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.

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

- Newspaper adverts
- Social media engagement on the Council's *Facebook / Twitter* accounts;
- A *YouTube* video will be produced by Council's Communications Team;
- Article in the Council's *Newsline* which is delivered to every household in the County Borough;
- Dedicated web page on the CCBC corporate website.

The voucher booklets will be give 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.

4.2 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 EqIa 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: Pauline Elliott, 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

Appendices:
Appendix 1 'Choose the High Street' Christmas Voucher Booklet Cover

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CHRISTMAS

Retail Vouchers

Talebau Manwerthu
Y NADOLIG



Choose the
HIGH STREET
Town Centres • Unique Places

Dewiswch y
STRYD FAWR
Canol Trefi • Mannau Unigryw

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BARGOED TOWN CENTRE MANAGEMENT GROUP – 7TH OCTOBER 2015

**SUBJECT: CHOOSE THE HIGH STREET 'PAST & PRESENT' – ANALYSIS
REPORT**

REPORT BY: CHIEF EXECUTIVE

1. PURPOSE OF REPORT

- 1.1 The report provides an overview of the 'Past & Present' initiative which was run over the summer months by the Council's Town Centre Management team.

2. SUMMARY

- 2.1 This summer, a new element to the successful 'Choose the High Street' campaign was launched. 'Past & Present' focused on re-establishing people's connection with their local town centre. 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.

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 The 'Choose the High Street' - Past & Present campaign ran for five months from April – August inclusive and focused on two areas. Firstly, the past element used archive photographs to evoke memories and re-established people's connection to a particular place. Secondly, through asking people to think about why they choose the high street, people were encouraged to appreciate and value their town centre in the present day. The overall objective of the initiative was to encourage people to invest economically, socially and emotionally in the future of their town centres.
- 4.2 The aims of the scheme were:
- (a) To maintain town centre footfall over the summer period;
 - (b) Improve people's sense of connection with their local town;

- (c) Generate renewed interest in town centres as a location for business;
- (d) Encourage retailers to participate in the life of the town centre;
- (e) Increase footfall in town centre libraries;
- (f) Engage with local schools.

4.3 Library Exhibitions

4.3.1 As part of the initiative five exhibitions were held in town centre libraries, these featured historic photos of the town centre, artwork by local schools, car sticker and shopping bag giveaways, as well as the chance for local people to win high street shopping vouchers. The entry form for the competition included three questions:

1. "I choose the high street because..."
2. If someone wants to start a new business in xxx town centre what should it be?
3. In addition to shops what other facilities would you like to see located in the town centres?

4.3.2 Question 1 - Some of the reasons people gave for choosing the high street were:

- "It's central to where I live"
- "To meet friends have a chat & get out of the house"
- "It's convenient"
- "I like the personal touch"
- "Diverse range of small shops"
- "Easy bus routes"
- "Sense of community"
- "Less stressful than travelling into the city"
- "I like to shop in actual shops"
- "Close to home and I like the personal touch and friendliness"
- "Supports local business and is accessible"
- "Feel the quality of potential purchases"
- "Park easily, access local amenities & chat to old friends"
- "Its historical"
- "Parking is easier"
- "I haven't got a car"
- "It promotes small independent business"
- "I value meeting and talking to people"
- "Atmosphere / Good vibe"
- "Local people need jobs"
- "Staff are very polite"
- "Walking distance from my home"
- "Its familiar and I meet people I know"
- "It's the best"
- "I can walk into town"
- "More friendly and has the personal touch"

4.3.3 Question 2 - Businesses that respondents felt were missing from the various town centres were:

- **Ystrad Mynach** – Clothes shop, shoe shop, antiques/second hand shop, electrical shop, child-friendly restaurant.
- **Bargoed** – Sports shop, fashion shop, hardware – store, newsagent, stationer, shoe shop, indoor market, children's clothing shop, bakery, mobile phone shop, book/DVD shop, more national retailers, veterinary surgery.
- **Risca** – Gym, clothing shop, baby shop, drycleaners, gardening/hardware/DIY store, coffee lounge, toy shop, internet café, cocktail bar, family pub restaurant with children's play area, knitting wool shop, haberdashery, Jewellery/make up store, craft shop, fish mongers, national frozen food retailers.

- **Blackwood** – butchers, men’s & women’s clothing shop, specialist food shop, electronic recycling shop, children’s play centre, homeware/kitchen shop, arts & crafts shop, bakers and greengrocers.
- **Caerphilly** – bookshop, ladies & men’s clothing shop, small supermarket, DIY store, butchers/delicatessen, toy shop, vegetarian café, Welsh organic food shop, holistic therapist, cinema and baby shop.

4.3.4 Question 3 - The final question was included at the request of the Council’s Strategic Planning Team and forms part of the wider consultation process on the new Local Development Plan.

Number of Entry Forms for the High Street Voucher Competitions				
Ystrad Mynach	Bargoed	Risca	Blackwood	Caerphilly
6	15	35	17	62

4.3.5 The five exhibitions took place as follows:

- Ystrad Mynach - April (two weeks)
- Bargoed - May (four weeks)
- Risca - June (four weeks)
- Blackwood - July (four weeks)
- Caerphilly – August/September (eight weeks)

4.4 Canvas Shopping Bags

4.4.1 The Council supports Welsh Government’s long term commitment to reduce the amount of single use carrier bags. A total of 5000 ‘Choose the High Street’ - Past & Present canvas bags were given out free across the five town centres and also in the Urdd Eisteddfod. The provision of these canvas shopping bags encourages shoppers to use a reusable bag, rather than buy a new plastic one.

4.5 Street Galleries

4.5.1 ‘Street Galleries’ were set up in each of the five town centres prior to the exhibitions. Each Street Gallery comprised of a series of black and white photos from the Council’s Winding House archive, these were displayed in shop windows throughout each town centre. The images were printed on Foamex board in an A3 format and set in a picture frame design.

4.6 Social Media

4.6.1 The Council’s Social media platforms *Facebook*, *Twitter*, *Flickr* and *YouTube* were all utilised in various ways to raise awareness of the scheme and in particular to generate interest in the library exhibitions.

4.7 Web Site

4.7.1 A dedicated page for the Past & Present initiative was created on the Councils web site. The page attracted 1,753 views over a five month period (Data correct 22nd September 2015).

4.8 Flickr

4.8.1 The increasingly popular social media portal Flickr was used to show whole albums of historic photographs.

Flickr Gallery Data					
	Ystrad Mynach	Risca	Caerphilly	Blackwood	Bargoed
Photo with Highest No: of Views	Merged Photo – Bedwlyn Road	Merged Photo – Palace Cinema	Merged Photo – Cardiff Road	Merged Photo - Zaks	Merged Photo – Hanbury Square
	719	718	705	858	685
<i>Data correct 1st September 2015</i>					

4.9 **Schools Involvement**

- 4.9.1 Local Primary Schools were encouraged to get involved in the exhibitions by submitting children's artwork. The number of schools who actually took part was disappointing, with only artwork from Ty Sign Primary School in Risca being displayed.
- 4.9.2 At Blackwood Comprehensive School, as part of their Business Studies Course, students entered a 'Dragons Den' style competition to find the best new business idea. Many of these ideas related to businesses that could potentially be started up on Blackwood High Street. A short YouTube film was made by the Council's Communications Team in which a number of the students and their teacher explained how the potential new businesses could work in Blackwood town centre.

4.10 **Urdd Eisteddfod**

- 4.10.1 During the Urdd Eisteddfod, Town Centre Management took space within the Council's corporate marquee to promote the 'Choose the High Street' brand and explain the 'Past & Present' initiative. The event was seen as an important opportunity to highlight to visitors the individual character of each of the five principal towns and encourage them to visit the town centres whilst staying in the area for the Urdd Eisteddfod.

4.11 **Conclusion**

- 4.11.1 The 'Past & Present' initiative succeeded over a five month period in helping to re-establishing many peoples sense of connection with their local town centre. The library exhibitions were visited by large numbers of people and very well received; with a number of local residents requesting to buy the photos and maps displayed (these were provided on request at no cost).
- 4.11.2 The questionnaires which were completed provided a number of important pieces of information. It was particularly encouraging to read the positive reasons why people choose to shop on their local high street. Some of the key themes which emerged were: the desire to support local businesses, the convenience of the town to where people live and the importance of the social aspect of visiting a town centres. The businesses that people indicated they would like to see return to the high street showed that there is a still an appetite for more traditional retail outlets which have been lost as the retail sector has evolved. These responses identified some potential gaps in the retail offer in the town centres, which will assist officers as they work with new start-up businesses.
- 4.11.3 The Street Galleries proved to be extremely popular with retailers who enthusiastically engaged with the initiative and displayed photos prominently in their shop windows. Many commented on the positive responses that the photo had drawn from their customers.

4.11.4 The only disappointing aspect to the initiative was the lack of participation by local Primary Schools despite strenuous efforts by officers to encourage schools to become involved. However, the work with pupils at Blackwood Comprehensive as part of a Business Studies course offered an unexpected opportunity to engage pupils in the debate about how high street evolve in the future.

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 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 No 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: Pauline Elliott, Head of Regeneration & Planning
Cllr. K. James, Cabinet Member for Regeneration, Planning and Sustainable Development
Allan Dallimore, Team Leader Urban Renewal
Rhian Kyte, Team Leader Strategic Development & Planning
Hayley Lancaster, Senior Communications Officer
Nick Rutter, Website Editor
Paul Cook, Team Leader Sustainable Development & Planning
Steve Wilcox, Assistant Town Centre Manager
John Poyner, Connecting Communities Manager

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BARGOED TOWN CENTRE MANAGEMENT GROUP - 7TH OCTOBER 2015

SUBJECT: SOUTH EAST WALES TOWN CENTRE VACANCY RATES

REPORT BY: CHIEF EXECUTIVE

1. PURPOSE OF REPORT

- 1.1 This report provides information on the property vacancy rates within principal town centres across South East Wales, compared with Caerphilly County Borough's figures.

2. SUMMARY

- 2.1 The report gives details of the percentage of vacant units within principal town centres across South East Wales, including Caerphilly County Borough's principal towns. The report also provides information on the proactive steps that the Council's Town Centre Management Team takes to keep the number of vacant units low.

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 Model of Town Centre Management

- 4.1.1 The Council's model of Town Centre Management – "Unique Places" – aims to enhance and maintain the principal town centres by focusing existing Council and partner organisations budgets and resources on issues affecting the town centres. These resources are redirected by using the Environmental Audit process, which is considered by the Town Centre Improvement Group. The results are town centres that look and feel well-maintained for visitors and businesses alike.
- 4.1.2 Unique Places also utilises a variety of platforms to actively market and promote the principal town centres. Examples of this marketing include lamp column banners, business window stickers and investment portfolios.

4.2 Vacancy Rates Across South East Wales

4.2.1 Vacancy rates within Caerphilly County Borough's town centres are collated and monitored by the Council's Strategic Planning department. Data from neighbouring Authorities is also collected (when available) for comparison analysis purposes.

4.2.2 The current vacancy rate data for Caerphilly County Borough's towns and comparable town centres in other Local Authority areas are outlined in the table below:

Town	Local Authority Area	Vacant Units (%)	Survey Date
Abergavenny	Monmouthshire	5	October 2014
Porthcawl	Bridgend	8	2013
Cowbridge	Vale of Glamorgan	8	2014
Caerphilly	Caerphilly	9	October 2014
Risca	Caerphilly	9	October 2014
Chepstow	Monmouthshire	9	October 2014
Aberdare	Rhondda Cynon Taf	9	January-March 2015
Pontypridd	Rhondda Cynon Taf	9	January-March 2015
Ystrad Mynach	Caerphilly	10	October 2014
Ebbw Vale	Blaenau Gwent	11	April 2015
Barry	Vale of Glamorgan	11	2014
Maesteg	Bridgend	12	2013
Blackwood	Caerphilly	14	October 2014
Bridgend	Bridgend	14	2014
Porth	Rhondda Cynon Taf	14	January-March 2015
Merthyr Tydfil	Merthyr Tydfil	16	April 2014
Mountain Ash	Rhondda Cynon Taf	18	January-March 2015
Tredegar	Blaenau Gwent	19	April 2015
Tonypanydy	Rhondda Cynon Taf	19	January-March 2015
Bargoed	Caerphilly	22	October 2014
Abertillery	Blaenau Gwent	23	April 2015

4.2.3 Based on the data above, it can be seen that three of Caerphilly's town centres (Caerphilly, Risca and Ystrad Mynach) are in the 10 lowest ranking towns for vacancies. These three towns also have vacancy rates below the regional average of 13%, with Blackwood only slightly above at 14%.

4.2.4 In an attempt to keep vacancy rates as low as possible, a variety of methods are utilised as part of the Town Centre Management function.

4.3 Retail Property Directory

4.3.1 One aspect of the Town Centre Management process is the Retail Property Directory, which is an online directory that lists all of the properties for sale or to let in the managed town centres. This resource is used to direct potential new businesses to Caerphilly County Borough's town centres and allow existing businesses to look at additional or larger premises in which to expand. The overall aim of the Directory is not only to attract new businesses, but to keep vacancy rates within our town centres as low as possible by filling units quickly.

4.4 Town Centre Improvement Group & Environmental Audit

4.4.1 The Town Centre Improvement Group (TCIG) is an Officer-based working group, which meets every eight weeks, with a primary objective to act as a mechanism of action. The TCIG comprises of representatives from various departments including: Highways, Planning, Cleansing, Environmental Health, Parks and Regeneration. Managers who attend the TCIG have staff and budgetary responsibility enabling them to make key decisions within the meetings.

4.4.2 The town centre Police Inspectors and the Town Centre Management Group Chairs attend the TCIG. The TCIG meetings revolve around an Environmental Audit for each town, which is compiled by Town Centre Management. The audit contains problems and issues within each town centre for which the Council and partner organisations have responsibility. The Audit process ensures that the Council's commitment to maintain, enhance and develop each town centre is conducted in an accountable and transparent way. The Environmental Audit also provides a record for town centre stakeholders.

4.5 **Investment Data**

4.5.1 The Town Centre Management Team has paid for a variety of investment data for each of the managed towns to support potential businesses. The data includes Drivetime Maps (which show the population figures within a 10, 20 and 30 minute journey radius), CACI Market Summary Reports (these show each town's demographic and its place in the "retail hierarchy") and the Experian FootFall electronic pedestrian counting system data.

4.5.2 In addition to the detailed investment information, each town centre has been given its own brand, giving the town centres and the businesses therein a sense of place and identity. The branding assists in identifying each town as a unique place within the County Borough, making it stand out to potential business investors.

4.6 **Lamp Column Banners**

4.6.1 In each of the managed town centres, lamp column banners are placed on street lighting columns within the principal town centre boundary. The banners are not only to look attractive and add to the vibrancy of our town centres, but serve to make drivers and pedestrians aware that something has changed along their route – they are now in the heart of one of our town centres.

4.6.2 The lamp column banners are primarily generic welcome designs, but each town centre has a bespoke set of banners that bear its individual branding. Banners are also produced for regular events (such as The BIG Cheese in Caerphilly) and for long-term campaigns such as "Choose the High Street" (see below). A large stockpile of designs has been established over time, which allows for each banner design to be displayed in each town centre just once every few years, adding to the vitality that they bring. At present, the banners are displayed for 9-months of the year, with three changeovers per annum. The banners are removed during the winter months to protect them from inclement weather and allow for the Christmas illuminations to be erected.

4.7 **"Choose the High Street" Campaign**

4.7.1 In 2014, the "Choose the High Street" campaign was launched by Town Centre Management. Intended to be a long-term campaign, the initiative aims to encourage shoppers to "choose the high street" for at least part of their weekly shop and for businesses to "choose the high street" rather than opening in out-of-town locations.

4.7.2 As part of "Choose the High Street", a "Pop-up Shop Guide" was created. This short and simple guide provides advice on how to open a short-term business in a vacant commercial unit. The intention behind the guide is to support businesses or community schemes that want to test the market before making a long-term commitment to a shop unit. Whilst it is hoped that a short-term use would prove successful and become long-term, even a short-term use adds vibrancy to a town centre. A pop-up shop is also beneficial to landlords as it provides a tenant and highlights their property to potential long-term tenants.

4.7.3 During Christmas 2014, another element to the campaign was added with the "Choose the High Street @ Christmas" voucher booklet. This customer loyalty scheme attempted to encourage local spend in the vital Christmas period, with retailers invited to participate. The voucher booklet was given out free to the public in the weeks leading up to Christmas and tried to support local businesses during the busy Christmas trading period to reduce potential business closures and increase footfall in the town centres.

4.8 Town Centre Events

- 4.8.1 Each year, the Council's Events & Marketing Team stages summer and winter events in each of the town centres. Not only do the events add an element of diversity and vibrancy to the town centres, but they also promote the towns to people who may not otherwise visit. This promotion is invaluable in increasing footfall to support existing businesses, but also to highlight Caerphilly County Borough's town centres to potential new businesses.

4.9 Conclusion

- 4.9.1 The economic climate continues to prove very challenging for businesses within our town centres. Although the Local Authority cannot prevent businesses from closing, by taking the proactive steps outlined above to look after our town centres, support existing businesses and attract inward investment from new businesses, Caerphilly County Borough Council will strive to keep its town centre vacancy rates as low as possible.

5. EQUALITIES IMPLICATIONS

- 5.1 This report is for information purposes only, so the Council's Equalities Impact Assessment process does not need to be applied.

6. FINANCIAL IMPLICATIONS

- 6.1 There are no direct financial implications of this report as the activities outlined are incorporated into existing budgets.

7. PERSONNEL IMPLICATIONS

- 7.1 There are no personal implications associated with this report.

8. CONSULTATIONS

- 8.1 There are no consultation responses that have not been incorporated into this report.

9. RECOMMENDATIONS

- 9.1 That Members note the contents of the report.

10. STATUTORY POWER

- 10.1 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
Allan Dallimore, Team Leader Urban Renewal
Andrew Highway, Town Centre Development Manager
Rhian Kyte, Team Leader Strategic & Development Planning



BARGOED TOWN CENTRE MANAGEMENT GROUP - 7TH OCTOBER 2015

SUBJECT: TOWN CENTRE PROMOTIONAL SPACES

REPORT BY: CHIEF EXECUTIVE

1. PURPOSE OF REPORT

- 1.1 This report provides details on the promotional spaces within the managed town centres, which are commercially rented by Town Centre Management.

2. SUMMARY

- 2.1 Following consultation with several internal departments, Town Centre Management has had approval to create promotional spaces within each of the managed town centres. The spaces are hired commercially to companies, charities and community groups for the promotion of events, causes or services. All income generated is used to offset the cost of the Town Centre Management function as part of the Medium Term Financial Plan (MTFP).

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 2011, an internal working group called the "Streetscene Inception Group" (SIG) was established to look at several factors across our town centres, including creating a café culture and introducing dedicated promotional/event spaces within each of the town centres. The group consisted of Officers from Urban Renewal, Town Centre Management, Licensing, Legal, Highways and Transportation.
- 4.2 Upon agreement to introduce promotional spaces within the town centres, the following locations were agreed as suitable sites:
- Blackwood – "The Dragon Circle" area between ASDA supermarket and Blackwood Retail Park;

- Caerphilly – The area at the foot of the steps to The Twyn Community Centre, adjacent to The Twyn Car Park;
- Risca – The newly created event space within Tredegar Grounds Park.

4.3 Since the initial three locations, two additional sites have been incorporated:

- Bargoed – Hanbury Square on the new public realm;
- Ystrad Mynach – Siloh Square on Bedwlwyn Road.

4.4 In order to make the sites fit for purpose, some adaptations needed to be made. These works included the installation of removable bollards in Blackwood and the installation of a pop-up feeder pillar (electricity supply) in Blackwood and Caerphilly. Feeder pillars and bollards were also included in the works schedule for the schemes in Bargoed and Risca. At present, there is no feeder pillar in Ystrad Mynach. The cost of these works was covered by the central Urban Renewal department's budget.

4.5 Once the site locations were agreed, a set of terms and conditions was drafted by the SIG. The purpose of these terms was to control the use of the sites and to protect the Authority against any damage or personal injury caused by the site users. The terms have been revised as needed and a copy of the current terms and conditions is attached as Appendix One.

4.6 Following approval by the SIG, control and management of the sites was passed to Town Centre Management and Urban Renewal. A booking process was then developed by Town Centre Management. The booking process consists of users completing a booking form, signing the aforementioned terms and conditions and sending a copy of their Public Liability Insurance and a risk assessment for the proposed activity.

4.7 The promotion of the sites, availability queries and all aspects of the booking process are currently carried out by the Assistant Town Centre Manager post-holder and form part of the overall Town Centre Management function.

4.8 To date, a wide variety of users have booked the site. These have included local companies promoting their business, charities raising awareness of current causes, national companies (such as Talk Talk) advertising their products and services and community groups running family-friendly activities. The sites are also used by internal CCBC departments; for example, the St. David's Day concerts take place on the sites, Cleansing has utilised the sites to encourage recycling and Social Services have promoted their Volunteering Service.

4.9 At present, there is a charge of £50 per day to use the site, which is reduced to £25 if the user is a registered charity. This fee is extremely competitive compared to neighbouring town and city centre promotional sites, which has made CCBC's sites very popular, particularly with national companies. The cost of hire is reviewed at the start of each financial year and may need to be increased in line with reduced budgets as part of the Council's MTFP.

4.10 During the 2013/14 and 2014/15 financial years, income generated by hiring the sites was used to complement the existing Town Centre Management function by paying for items such as lamp column banners or the Christmas discount voucher booklet scheme, once the costs of maintaining the sites had been covered. However, since April 2015, the income generated has been used to offset the cost of the Town Centre Management department in line with the MTFP.

5. EQUALITIES IMPLICATIONS

5.1 This report is for information purposes only, so the Council's Equalities Impact Assessment process does not need to be applied.

6. FINANCIAL IMPLICATIONS

- 6.1 Since April 2015, the revenue generated from renting the promotional spaces in the town centres has been used to make a saving against the cost of running Town Centre Management as part of the Council's MTFP.
- 6.2 The cost of maintaining the sites is covered by the Town Centre Maintenance Budget, which is held by the Urban Renewal department. All costs associated with the in-built power supplies are paid by the core Town Centre Management budget.

7. PERSONNEL IMPLICATIONS

- 7.1 There are no personal implications associated with this report.

8. CONSULTATIONS

- 8.1 There are no consultation responses that have not been incorporated into this report.

9. RECOMMENDATIONS

- 9.1 That Members note the contents of the report.

10. STATUTORY POWER

- 10.1 Local Government Act 2000.

Author: Steve Wilcox, Assistant Town Centre Manager
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Allan Dallimore, Team Leader Urban Renewal
Andrew Highway, Town Centre Development Manager

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BARGOED TOWN CENTRE AUDIT – AUGUST 2015

DATE	ISSUE	DEPARTMENT	PROGRESS UPDATE
05/03/12	<p><u>Cinema Development</u> <u>Bargoed</u> The scheme will include a cinema and new retail units.</p>	<p>Urban Renewal <i>Allan Dallimore</i></p>	<p>PLEASE SEE PREVIOUS AUDITS FOR A FULL HISTORY OF THIS ISSUE</p> <p>11/3 An update was provided to the TCMG. 14/4 The position remains the same as at the previous meeting. 3/6 An update was provided to the TCMG. 16/6 The dialogue with Odeon has ended. Alternative uses for the site will be looked at. Issue Closed 16/6</p>
28/06/11	<p><u>Steps</u> <u>Hanbury Road</u> A complaint has been received regarding the condition of the repairs on Hanbury Road steps.</p>	<p>Highways <i>Gavin Barry</i></p> <p>Urban Renewal <i>Allan Dallimore</i></p>	<p>PLEASE SEE PREVIOUS AUDITS FOR A FULL HISTORY OF THIS ISSUE</p> <p>14/4 No funding is available from the pocket park scheme budget. Officers will look for alternative budgets. 3/6 An update was provided to the TCMG. 16/6 A suitable budget for the work is still being sought.</p>

25/04/12	<p><u>Illegal Parking</u> <u>Town Centre</u></p> <p>A complaint was received from the Chamber of Trade regarding illegal parking in the Town Centre, which is causing problems for retailer deliveries and public transport.</p>	<p>Police <i>Ins Muirhead</i></p> <p>Urban Renewal <i>Allan Dallimore</i></p>	<p>PLEASE SEE PREVIOUS AUDITS FOR A FULL HISTORY OF THIS ISSUE</p> <p>11/3 An update was provided to the TCMG. 14/4 Enforcement is ongoing. 3/6 An update was provided to the TCMG. 16/6 Enforcement continues and bollards are due to be installed shortly, which should improve the problem.</p>
05/10/12	<p><u>Parking Issues</u> <u>Lower High Street</u></p> <p>There is a consistent problem of motorists parking on the pavement opposite the Original Factory Shop.</p>	<p>Police <i>Ins Muirhead</i></p> <p>Urban Renewal <i>Allan Dallimore</i></p>	<p>PLEASE SEE PREVIOUS AUDITS FOR A FULL HISTORY OF THIS ISSUE</p> <p>14/4 Enforcement is ongoing. 3/6 An update was provided to the TCMG. 16/6 Enforcement continues and bollards are due to be installed shortly, which should improve the problem.</p>
18/03/13	<p><u>Unit Shops</u> <u>Lowry Plaza</u></p> <p>The unit shops planned for the new Lowry Plaza will be actively promoted during construction to ensure that maximum occupancy is obtained in readiness for their opening.</p>	<p>Urban Renewal <i>Allan Dallimore</i></p>	<p>PLEASE SEE PREVIOUS AUDITS FOR A FULL HISTORY OF THIS ISSUE</p> <p>3/6 An update was provided to the TCMG. 16/6 The Competition Commission is still investigating the merger for a potential tenant of units 1&2, which has delayed the process. Officers and the Council's agents continue to pursue tenants for the other units.</p>

23/01/14	<p><u>New Notice Board</u> <u>Lowry Plaza</u> A request has been made by the Town Council to investigate the installation of a notice board on the new Lowry Plaza.</p>	<p>Urban Renewal <i>Allan Dallimore</i></p>	<p>PLEASE SEE PREVIOUS AUDITS FOR A FULL HISTORY OF THIS ISSUE</p> <p>14/4 A location has been agreed. The Town Council will pay for the notice board and CCBC will pay for the installation. 3/6 An update was provided to the TCMG. 16/6 The board has been installed. Issue Closed 16/6</p>
03/02/14	<p><u>Pocket Park Consultation</u> <u>Hanbury Road</u> Officers in Urban Renewal are currently carrying out a public consultation into proposals for a “pocket park”, which will occupy part of the current Hanbury Road car park.</p>	<p>Urban Renewal <i>Allan Dallimore</i></p>	<p>PLEASE SEE PREVIOUS AUDITS FOR A FULL HISTORY OF THE ISSUE</p> <p>11/3 An update was provided to the TCMG. 14/4 Contractors are now on site and completion is anticipated by mid-June. 3/6 An update was provided to the TCMG. 16/6 The artwork has been installed and the remainder of the scheme is nearing completion.</p>
21/05/14	<p><u>Assessment of Access Junction</u> <u>Hanbury Road Car Park</u> At the TCMG, a complaint was received from the Town Council in relation to the access junction of Hanbury Road Car Park. The junction is very tight and does not provide enough room for two vehicles to enter/exit the car park at the same time.</p>	<p>Urban Renewal <i>Allan Dallimore</i></p> <p>Transportation <i>Clive Campbell</i></p>	<p>PLEASE SEE PREVIOUS AUDITS FOR A FULL HISTORY OF THIS ISSUE</p> <p>14/4 Time constraints on the EU funding for the pocket park scheme may mean that the works cannot be completed as part of this project. 3/6 An update was provided to the TCMG. 16/6 No funding is available at this time. Issue Closed 16/6</p>

06/10/14	<p><u>Flooding in Ricci's Café Hanbury Square</u> The drainage on Hanbury Square has been overflowing during heavy rain, which has led to flooding within Ricci's Café on several occasions.</p>	<p>Urban Renewal <i>Allan Dallimore</i></p>	<p>PLEASE SEE PREVIOUS AUDITS FOR A FULL HISTORY OF THIS ISSUE</p> <p>14/4 The existing drainage has been assessed and cleaned. A regular cleaning and maintenance regime has now been implemented. 3/6 An update was provided to the TCMG. 16/6 The regular maintenance regime appears to be working as no further issues has been experienced. Issue Closed 16/6</p>
23/01/15	<p><u>Choose the High Street – Past & Present Town Centre</u> The next phase of the Choose the High Street campaign will start in 2015. Entitled 'Choose the High Street - Past & Present' the campaign will aim to reconnect people with their local 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>3/6 An update was provided to the TCMG. 16/6 This element of the campaign will continue over the summer. The Library exhibitions have been well-received to date.</p>
11/03/15	<p><u>Damage to Miners' Heads Artwork Hanbury Square</u> At the TCMG, Cllr. Carter noted that an area at the rear of the artwork has been chipped off and asked Officers to investigate.</p>	<p>Urban Renewal <i>Allan Dallimore</i></p>	<p>14/4 The artist has advised on how to carry out remedial works, which will now be done by NCS. 3/6 An update was provided to the TCMG. 16/6 The work is scheduled to be completed in 6-8 weeks.</p>

11/03/15	<p><u>Channel Block Damage Town Centre</u> At the TCMG it was noted that several of the granite channel blocks in the town centre are cracking.</p>	<p>Urban Renewal <i>Allan Dallimore</i></p>	<p>14/4 The channels are being damaged due to cars illegally parking on them. The issue will be investigated by contractors and designers. 16/6 Some blocks are being replaced by the original contractor, but others will have to be removed. The scheme's designers are also looking into the issue.</p>
24/03/15	<p><u>Resurfacing of Emporium Car Park Upper High Street</u> Repairs will be starting shortly to the car park surface, once these repairs are complete, car parking will once again be permitted on the site.</p>	<p>Transportation <i>Clive Campbell</i></p>	<p>14/4 Work on site has begun. 16/6 This work is now complete. Issue Closed 16/6</p>
15/04/15	<p><u>Spar Deliveries Causing Traffic Problems High Street</u> Cllr. Davies expressed concern at the TCIG in relation to delivery issues he has witnessed outside Spar. He asked that Police liaise with the store to see how the deliveries could be accommodated without causing traffic congestion.</p>	<p>Police <i>Ins Muirhead</i></p>	<p>16/6 No update could be provided.</p>
12/05/15	<p><u>Missing Kerb Stones Bus Station Link with High Street</u> Two curved stones have been stolen from the steps in the public realm area at the location. Replacements have been ordered, but due to the specialist shape of the stones, they may take time to deliver.</p>	<p>Urban Renewal <i>Allan Dallimore</i></p>	<p>3/6 An update was provided to the TCMG. 16/6 The replacement stones have been ordered and will be installed in due course.</p>

15/05/15	<p><u>Banner Changeover</u> <u>Town Centre</u> The banners on the street lighting columns will be installed during May throughout the town centre.</p>	<p>Town Centre Management <i>Andrew Highway</i></p>	16/6 The changeover has been completed. Issue Closed 16/6
03/06/15	<p><u>Malfunctioning Tree Lights</u> <u>High Street</u> At the TCMG, Cllr. Higgs noted that the tree lights on High Street near St. Gwladys Church are not working.</p>	<p>Urban Renewal <i>Allan Dallimore</i></p> <p>Highways <i>Gavin Barry</i></p>	16/6 The issue is on the work schedule to be investigated.
16/06/15	<p><u>Development Plateau Phase 2</u> <u>Town Centre</u> Following Odeon's decision not to pursue a cinema development in Bargoed, Officers will look at alternative uses for the site. Committee reports will be presented in due course.</p>	<p>Urban Renewal <i>Allan Dallimore</i></p>	
03/07/15	<p><u>Cigarette Ends</u> <u>Town Centre</u> A complaint has been received in relation to the collection of cigarette ends along the kerb lines throughout the town centre.</p>	<p>Cleansing <i>Tony White</i></p>	
14/07/15	<p><u>Weeding of Steps</u> <u>Hanbury Road</u> The steps leading from Hanbury Road to the car park have weeds growing through the steps and in the beds at their landing points.</p>	<p>Parks <i>Derek Price</i></p>	22/7 The use of such pavements as used on the steps have now been universally recognised as problematic for vegetation growth. However, the area has been treated and will be more closely monitored by the area team.

03/08/15	<u>Banner Changeover</u> <u>Town Centre</u> The banners on the street lighting columns will be installed during August throughout the town centre.	Town Centre Management <i>Andrew Highway</i>	
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