

# Public Document Pack

Penallta House,  
Tredomen Park,  
Ystrad Mynach,  
Hengoed CF82 7PG

Ty Penallta,  
Parc Tredomen,  
Ystrad Mynach,  
Hengoed CF82 7PG



[www.caerphilly.gov.uk](http://www.caerphilly.gov.uk)  
[www.caerffili.gov.uk](http://www.caerffili.gov.uk)

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

**Date: 13th October 2015**

Dear Sir/Madam,

A meeting of the **Caerphilly Town Centre Management Group** will be held in the **Rhymney Room, Penallta House, Tredomen, Ystrad Mynach** on **Tuesday, 20th October, 2015** at **2.00 pm** to consider the matters contained in the following agenda.

Yours faithfully,

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

**Chris Burns**  
INTERIM CHIEF EXECUTIVE

## A G E N D A

|   | Pages |
|---|-------|
| 1 Apologies for absence.  |       |
| 2 Declarations of interest.<br>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 9th June 2015. | 1 - 6 |
|--|-------|

To receive and note the following updates: -

A greener place Man gwyrddach



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

|    |  |         |
|----|--|---------|
| 4  | Skate Park Update.   |         |
| 5  | 'Choose the High Street Christmas Campaign'.   | 7 - 12  |
| 6  | 'Choose the High Street Past & Present'.   | 13 - 18 |
| 7  | South East Wales Vacancy Report.   | 19 - 22 |
| 8  | Town Centre Promotional Spaces.  | 23 - 26 |
| 9  | Air Quality Update.  |         |
| 10 | Cedar Tree Roundabout Update.  |         |
| 11 | Park Lane Update.  |         |
| 12 | Request for funding for a Community Notice Board.  |         |
| 13 | Request for funding for replacement bench seat and repair of flagstones top of Cardiff Road. |         |
| 14 | Request for funding for cleaning & minor structural repair of 'bird' theme artwork.          |         |
| 15 | Caerphilly Town Centre Audit Report - August 2015.   | 27 - 34 |

**Circulation:**

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

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

**Other Organisations**

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

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

This page is intentionally left blank



## CAERPHILLY TOWN CENTRE MANAGEMENT GROUP

### MINUTES OF THE MEETING HELD AT PENALLTA HOUSE ON TUESDAY 9TH JUNE 2015 AT 2:00PM

---

#### PRESENT:

#### Councillors:

P.J. Bevan, C. Forehead, J. Fussell, K. James, J. Pritchard

#### Together with:

Mrs M Hall (Town Councillor), Mr K Williams (Clerk Caerphilly Town Council), Mrs S Cooper (Caerphilly Access Group), Mrs T Undrey, Mrs D Hale, Mrs S Lawrence, (Caerphilly Retailers Association), Mr T Jones (Tommy Cooper Society)

#### Also:

A. Highway (Town Centre Development Manager), S. Wilcox (Assistant Town Centre Manager), A. Dallimore (Team Leader - Urban Renewal), R. Lloyd (Special Projects Officer), K. Dowdall (Senior Engineer), A. Jones (Clerk)

#### 1. APPOINTMENT OF CHAIR

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

Councillor Forehead was nominated, and 3 members voted in favour. Councillor Forehead accepted the post.

#### 2. APPOINTMENT OF VICE CHAIR

Councillor Forehead requested nominations for Vice Chair.

Councillor James Pritchard was nominated, and 5 members voted in favour. Councillor Pritchard accepted the post.

#### 3. APOLOGIES FOR ABSENCE

Councillors: C. Elsbury, E. Forehead, B. Jones, S. Kent, M. Prew, J. Pritchard.  
Mrs J. Hibbert, Professor R Deacon, Mr J Dilworth (Clerk Van Community), Mr K Robotom (Caerphilly Residents Association), Mrs M Godfrey (Environmental Health Officer)

**4. DECLARATIONS OF INTEREST**

There were no declarations of interest made.

**5. MINUTES OF PREVIOUS MEETING (3<sup>RD</sup> JUNE 2014)**

Members requested clarification on the figure recorded in relation to the cost of the Skate Park.

**6. AIR QUALITY UPDATE**

Ms. Godfrey sent her apologies and provided Mr Highway with the following update that was circulated to the group:

Since the last meeting, not very much has progressed as we are still awaiting the modelling results of the basket of short-term measures from Parsons Brinkerhoff.

I mentioned to the group last time that the basket of short term modelling options was currently with Parsons Brinkerhoff and there had been some hold ups with this work due to the Caerphilly traffic model information being required to input in to the air quality model information being required to input into the air quality model. This is still the case – it is likely that this work will take at least another 6 weeks to complete. When the conclusions of this modelling work are known, I will discuss potential options with our colleagues in Highways and provide an update to the Caerphilly Air Quality Steering Group.

The soft measures within the Action Plan continue to progress, national standards cycling is being delivered within schools, a programme of pollution talks to school children in Caerphilly will commence in September 2015 and further air quality modelling will be undertaken specifically centred around emissions from buses in Caerphilly over the coming year also.

If there are any questions please contact Maria via email.

**7. UPDATE ON SKATEBOARD PARK**

Mr Lloyd advised the group that since the previous meeting members have provided suggestions of possible locations and thanked members for their input. No decision has been made yet as to the best location.

Councillor Pritchard stated that Morgan Jones would be the ideal location for the town.

Mr Lloyd informed the group that the skate park in Aberbargoed is now complete and advised that possibly a site visit would help members to see the skate park at first hand. Members agreed that this was a good idea.

Councillor Bevan expressed concern over the park being too close to residents so this would need further discussions.

Mr Lloyd advised that further discussions would be taking place and he will bring this item back to the next meeting.

**8. CEDAR TREE ROUNDABOUT DISRUPTION WORKS UPDATE**

Ms Dowdall introduced herself to the group as Senior Engineer for the Council.

Ms Dowdall presented a PowerPoint presentation to the group on the proposed works to the Pwll-y-pant roundabout and passed around plans showing the extent of the works to be undertaken. The group were advised that these plans were not the final plans as these could still be revised prior to the tender submission.

The group was advised that the process of clearing trees has already been undertaken; the next works will involve full construction of the carriageway.

Funding for the scheme will come from Section106 money and additional funding has been applied for from a Welsh Government grant. The next step is for the work to go out to tender. The group were advised that the Council has held briefing sessions for the public, details were given to businesses in the Town Centre Gazette and plans have been made available on the Council's website as well as letter drops to residents and businesses. In addition the successful contractor will also need to send out letters as part of their contract conditions.

Ms Dowdall advised the group that the work will cause disruption, but an awareness raising campaign has been running for some time and a dedicated website has recently come online. However the group were advised that Welsh Government has also approved works in neighbouring authorities that will be carried out at the same time, which could have further impacts on the disruption. These works will be in Abercynon to Nelson road and Junction 28 off the M4 and the Basseleg Roundabouts.

Members requested clarification as to whether these works could be re-scheduled; Ms Dowdall advised that Local Authorities have to spend their funds within the same period as CCBC, so she did not believe this was possible.

Ms Dowdall was thanked for her presentation.

## 9. VELETHON UPDATE

Mr Hudson informed the group that this event has been organised by the Welsh Government and the organisers are *Lagadare*. The Council has signed up to a 4-year programme for this event.

The event will involve five different Local Authorities (Cardiff, Caerphilly, Newport, Monmouth and Torfaen) and will start and finish in Cardiff. There will be 15,000 cyclists with 200 elite riders.

Consultation for the event took place and Cabinet endorsed the road closures and the traffic management plan.

The organisers have sent letters to people affected on the routes over the last 5 to 7 days. Since the route has been agreed the Council has tried to minimise the possibility of residents being 'land locked'. Where possible this has been achieved but some places it has not been possible.

Councillor Pritchard informed the group that a lot of people did not know that the event was coming to the borough as not all places receive The Campaign newspaper.

Mr Hudson advised that it is always difficult to communicate the message to all residents, but; to the best of his knowledge, Caerphilly Council has been the only authority to consult with residents. Advertisements were also placed in the Western Mail, which was paid for by the organisers.

Discussions took place on how lessons will be learned from this event. All feedback will be passed to the organisers for next year's event to see how it can be improved for the future.

Members expressed concerns as to how emergencies will be dealt with. Mr Hudson advised that the organisers have guaranteed to get emergency calls through road closures and access for carers.

**10. PARK LANE UPDATE**

Mr Dallimore advised the group that the buildings have been demolished and fencing has been placed around the site. The area will stay like this for the time being.

Work is underway to look at proposals for the site which could compliment the local tourism offer.

There will be a dialogue with organisations including the Council's Park Services on the proposals.

Reports will be brought back to the group in future.

**11. WORKING MENS HALL UPDATE**

The group were advised that Ms Warrington was invited to the meeting but no response had been received.

Mr Dallimore advised that he left his card with Ms Warrington as he offered to provide some assistance with further quotes for the work. He has not received any communications to date but will make contact again.

**12. TESCO UPDATE**

Mr Highway read out the following statement that will go in the press today;

Boost for Caerphilly Town Centre

A major national sports retailer is to open its doors in Caerphilly town centre this August in a prime location overlooking Caerphilly Castle.

Caerphilly county borough council can confirm that the former Tesco store on Cardiff Road has been let to Sports Direct, one of the UK's leading sports retailers.

Work to adapt the store for this prestigious new tenant will begin in mid-July with an opening scheduled for August.

Cllr Ken James, Caerphilly's Cabinet Member for Regeneration welcomed the announcement, "This is fantastic news for Caerphilly and it is great to hear that this key site will be brought back into use again after becoming vacant earlier this year. Sports Direct will bring a range of full and part time jobs in the town and we now look forward to welcoming the team to Caerphilly."

"I would also like to take this opportunity to thank Tesco for their help and involvement in this process over the last few months," he added.

Members agreed that this was good news for the town.

**13. CHOOSE THE HIGH STREET PAST & PRESENT UPDATE**

Mr Highway presented a PowerPoint 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 group were advised that The Twyn Primary School has expressed an interest.

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. Caerphilly's exhibition will be in August.

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.

Members from the Caerphilly Town Retailers Association raised concern over why there were no flowers at the top end of the town. Previously, visitors always commented on how lovely the street looked but this year there are no displays. They would have contributed to the cost of flowers if asked.

Councillor Pritchard asked if there was any reason why there were no flowers at the top of town.

Councillor Fussell advised that he has spoken to Simon Beacham in Parks and mentioned that there are a number of troughs behind the Twyn Community Centre that cannot be seen from where they have been positioned. Councillor Fussell has made enquiries to see if these could be relocated to the top of the town and will speak with Derek Price.

The Chair thanked Mr Highway for the presentation.

Mr Tudor Jones from the Tommy Cooper Society introduced himself to the group and advised that it was the 30th Anniversary last year of the Tommy Cooper's death and the launching of the Tommy's Ticker Campaign.

The group were advised that 2 defibrillators were installed, 1 in the library and 1 in the Tourist Information Centre. The society has decided to install a further two defibrillators, 1 in Blackwood Miners' Institute and 1 in Caerphilly Working Men's Hall.

There will be an event to launch this on Thursday 11<sup>th</sup> June at 11 o'clock at the statute, where the press have been invited along with the cast of the Tommy Cooper Show who are currently appearing in the Blackwood Miners' institute.

Mr Jones invited all members of the group where they would be able to see one of the defibrillator machines.

The Chair thanked Mr Jones.

#### **14. CAERPHILLY TOWN CENTRE AUDIT – APRIL 2015**

A location for the Community Notice Board is still being looked at.

There were no further matters raised on the audit.

The meeting closed at 15:46 pm

---

CHAIR

This page is intentionally left blank



## CAERPHILLY TOWN CENTRE MANAGEMENT GROUP – 20TH 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

This page is intentionally left blank

# CHRISTMAS

Retail Vouchers

Talebau Manwerthu

# Y NADOLIG



Choose the  
**HIGH STREET**  
Town Centres • Unique Places

Dewiswch y  
**STRYD FAWR**  
Canol Trefi • Mannau Unigryw

Page 11



This page is intentionally left blank





## CAERPHILLY TOWN CENTRE MANAGEMENT GROUP – 20TH 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.

| <b>Number of Entry Forms for the High Street Voucher Competitions</b> |           |           |           |            |
|---|-----------|-----------|-----------|------------|
| Ystrad Mynach   | Bargoed   | Risca     | Blackwood | Caerphilly |
| <b>6</b>  | <b>15</b> | <b>35</b> | <b>17</b> | <b>62</b>  |

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 22<sup>nd</sup> September 2015).

#### 4.8 **Flickr**

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

| <b>Flickr Gallery Data</b>             |                             |                              |                             |                     |                               |
|--|-----------------------------|------------------------------|-----------------------------|---------------------|-------------------------------|
|  | <b>Ystrad Mynach</b>        | <b>Risca</b>                 | <b>Caerphilly</b>           | <b>Blackwood</b>    | <b>Bargoed</b>                |
| 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 |
|  | <b>719</b>                  | <b>718</b>                   | <b>705</b>                  | <b>858</b>          | <b>685</b>                    |
| <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

This page is intentionally left blank



## CAERPHILLY TOWN CENTRE MANAGEMENT GROUP - 20TH 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                |
| <b>Caerphilly</b>    | <b>Caerphilly</b>    | <b>9</b>         | <b>October 2014</b> |
| <b>Risca</b>         | <b>Caerphilly</b>    | <b>9</b>         | <b>October 2014</b> |
| Chepstow             | Monmouthshire        | 9                | October 2014        |
| Aberdare             | Rhondda Cynon Taf    | 9                | January-March 2015  |
| Pontypridd           | Rhondda Cynon Taf    | 9                | January-March 2015  |
| <b>Ystrad Mynach</b> | <b>Caerphilly</b>    | <b>10</b>        | <b>October 2014</b> |
| Ebbw Vale            | Blaenau Gwent        | 11               | April 2015          |
| Barry                | Vale of Glamorgan    | 11               | 2014                |
| Maesteg              | Bridgend             | 12               | 2013                |
| <b>Blackwood</b>     | <b>Caerphilly</b>    | <b>14</b>        | <b>October 2014</b> |
| 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          |
| Tonypany             | Rhondda Cynon Taf    | 19               | January-March 2015  |
| <b>Bargoed</b>       | <b>Caerphilly</b>    | <b>22</b>        | <b>October 2014</b> |
| 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



## CAERPHILLY TOWN CENTRE MANAGEMENT GROUP - 20TH 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  
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

This page is intentionally left blank

## CAERPHILLY TOWN CENTRE AUDIT – AUGUST 2015

| DATE     | ISSUE   | DEPARTMENT   | PROGRESS UPDATE  |
|----------|---|--|--|
| 17/10/08 | <p><b><u>Air Quality</u></b><br/><b><u>Town Centre</u></b></p> <p>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><b>Environmental Health</b><br/><i>Lyndon Ross</i></p> <p><b>Transportation</b><br/><i>Clive Campbell</i></p> <p><b>Urban Renewal</b><br/><i>Allan Dallimore</i></p> <p><b>Town Centre Management</b><br/><i>Andrew Highway</i></p> | <p><b>PLEASE SEE PREVIOUS AUDITS FOR A FULL HISTORY OF THIS ISSUE</b></p> <p>24/3 An update was provided to the TCMG.<br/>14/4 Updates to the TCMG continue.<br/>9/6 An update was provided to the TCMG.<br/>16/6 The action plan is ongoing and updates will continue to be given to the TCMG.</p>  |
| 27/02/12 | <p><b><u>30-minute Parking Bays</u></b><br/><b><u>Cardiff Road</u></b></p> <p>Cllr. Elsbury asked Officers to investigate whether 30-minute parking restrictions could be introduced along Cardiff Road.</p>  | <p><b>Transportation</b><br/><i>Clive Campbell</i></p>   | <p><b>PLEASE SEE PREVIOUS AUDITS FOR A FULL HISTORY OF THIS ISSUE</b></p> <p>14/4 The public consultation has ended and the changes will be implemented in due course.<br/>16/6 One objection was received during the public consultation of a wider Traffic Order. This will need to be considered before the Order can be implemented.</p> |

|          |  |  |   |
|----------|--|--|---|
| 28/02/13 | <p><b><u>Community Notice Board</u></b><br/> <b><u>Town Centre</u></b><br/> A new notice board will be installed into the town for the benefit of the community. The Police, local societies and groups will be able to place information in this space to the benefit of the wider town centre community.</p> | <p><b>Urban Renewal</b><br/> <i>Allan Dallimore</i></p> <p><b>Town Centre Management</b><br/> <i>Andrew Highway</i></p> <p><b>Police</b><br/> <i>Ins Jones</i></p>   | <p><b>PLEASE SEE PREVIOUS AUDITS FOR A FULL HISTORY OF THIS ISSUE</b></p> <p>14/4 Discussions are taking place with Property Services to install the board on the new Library as costs to install it on the private building are prohibitive.<br/> 9/6 An update was provided to the TCMG.<br/> 16/6 Discussions with Property are ongoing in relation to mounting the board on the new Library. A budget for installation costs is being sought.</p> |
| 11/02/14 | <p><b><u>Condition of Bus Station</u></b><br/> <b><u>Station Terrace</u></b><br/> At the TCMG, Cllr. Forehead expressed concern about the condition of the bus station following fire damage in 2013.</p>  | <p><b>Transportation</b><br/> <i>Clive Campbell</i></p>  | <p><b>PLEASE SEE PREVIOUS AUDITS FOR A FULL HISTORY OF THIS ISSUE</b></p> <p>10/2 Works are ongoing, but due to be finished shortly.<br/> 14/4 No update could be provided.<br/> 16/6 No update could be provided.</p>  |
| 14/04/14 | <p><b><u>Rough Sleepers</u></b><br/> <b><u>Cardiff Road</u></b><br/> Numerous complaints have been received from businesses in Caerphilly and the local MP and AM about the rough sleepers currently residing throughout the town centre.</p>  | <p><b>Town Centre Management</b><br/> <i>Andrew Highway</i></p> <p><b>Community Safety</b><br/> <i>Kathryn Peters</i></p> <p><b>Police</b><br/> <i>Ins Jones</i></p> | <p><b>PLEASE SEE PREVIOUS AUDITS FOR A FULL HISTORY OF THIS ISSUE</b></p> <p>24/3 An update was provided to the TCMG.<br/> 14/4 A working group has been established and monitors known individuals.<br/> 16/6 Progress continues to be made via the multi-agency working group that has been established and complaints and issues have significantly reduced.<br/> <b>Issue Closed 16/6</b></p>   |



|          |  |  |  |
|----------|--|--|--|
| 17/10/14 | <p><b><u>Cleansing of Paviours</u></b><br/> <b><u>O/S TIC, The Twyn</u></b><br/> The York Stone paving outside the TIC has become coated in algae and moss, which is making the area slippery, particularly when wet. The area requires jet washing.</p>   | <p><b>Cleansing</b><br/> <i>Tony White</i></p> <p><b>Urban Renewal</b><br/> <i>Allan Dallimore</i></p>                     | <p><b>PLEASE SEE PREVIOUS AUDITS FOR A FULL HISTORY OF THIS ISSUE</b></p> <p>14/4 The steps have been cleaned and the paviours will be cleaned in better weather.<br/> 16/6 Some paviours have been cleaned, but the work is weather-dependant and will continue over the summer.</p>                |
| 27/10/14 | <p><b><u>Morrisons Delivery Vehicles</u></b><br/> <b><u>Brynau Road</u></b><br/> Cllr .Elaine Forehead has received a number of complaints from residents of Brynau Road in relation to the noise generated by deliveries to Morrisons, which take place very early in the morning.</p>                | <p><b>Town Centre Management</b><br/> <i>Andrew Highway</i></p> <p><b>Regulatory Planning</b><br/> <i>Tim Stephens</i></p> | <p><b>PLEASE SEE PREVIOUS AUDITS FOR A FULL HISTORY OF THIS ISSUE</b></p> <p>14/4 Morrisons has been written to reminding them of their planning conditions. No further complaints have been received to date.<br/> 16/6 No further complaints have been received.<br/> <b>Issue Closed 16/6</b></p> |
| 04/12/14 | <p><b><u>Cleansing &amp; Maintenance of Steps</u></b><br/> <b><u>The Twyn Car Park</u></b><br/> The Town Council is concerned at the cleanliness of the steps leading from The Twyn Car Park to Market Street and has requested that the edges of the steps be repainted with yellow hazard paint.</p> | <p><b>Cleansing</b><br/> <i>Tony White</i></p> <p><b>Transportation</b><br/> <i>Clive Campbell</i></p>                     | <p>10/2 Litter is being regularly removed from the steps. The line repainting will be carried out in dry and warm weather.<br/> 14/4 The work is still scheduled for the summer.<br/> 16/6 All work has been completed.<br/> <b>Issue Closed 16/6</b></p>  |

|          |  |  |   |
|----------|--|--|---|
| 04/12/14 | <p><b><u>Taxi Rank Issues</u></b><br/> <b><u>Irish Tymes, Station Terrace</u></b></p> <p>The taxi rank O/S The Irish Tymes has been identified as a 'flashpoint' during the evenings and is prioritised under the 'Town Safe' initiative. The Police are working with Council colleagues to trail a relocation of the taxi rank toward the bus station to stop crowds gathering in the roadway by the pub.</p> | <p><b>Police</b><br/> <i>Ins Jones</i></p> <p><b>Transportation</b><br/> <i>Clive Campbell</i></p> | <p>10/2 Experimental order began on 19/12 and this continues to be monitored at present.<br/> 14/4 The experiment was successful and will be continued over the summer.<br/> 16/6 Positive feedback has been received to date, but monitoring will continue over the summer period.</p> |
| 16/01/15 | <p><b><u>Demolition of Properties</u></b><br/> <b><u>Park Lane</u></b></p> <p>Demolition of the former School House on Park Lane is due to commence on 19<sup>th</sup> January. The bat licence has been granted on the buildings and bat boxes will be installed at the same time that contractors commencing stripping out the fixtures and fittings.</p>  | <p><b>Urban Renewal</b><br/> <i>Allan Dallimore</i></p>  | <p><b>PLEASE SEE PREVIOUS AUDITS FOR A FULL HISTORY OF THIS ISSUE</b></p> <p>9/6 An update was provided to the TCMG.<br/> 16/6 The buildings have been demolished and the site has been secured.<br/> <b>Issue Closed 16/6</b></p>  |
| 23/01/15 | <p><b><u>Graffiti Artwork</u></b><br/> <b><u>Bartlett Street</u></b></p> <p>A complaint has been received by the Planning Department in relation to a piece of graffiti artwork that has been placed on the pine end of 38 Bartlett Street.</p>  | <p><b>Regulatory Planning</b><br/> <i>Tim Stephens</i></p>   | <p>10/2 Officers are currently looking into the issue.<br/> 14/4 Legal advice has been sought by Planning Officers.<br/> 16/6 The issue is currently being looked at by the Council's Legal department.</p>   |
| 23/01/15 | <p><b><u>Damaged Barrier</u></b><br/> <b><u>Market Street</u></b></p> <p>A pedestrian safety barrier on Market Street has been struck by a vehicle and needs repair. The distorted edges of the barrier are protruding onto the footway.</p>   | <p><b>Highways</b><br/> <i>Gavin Barry</i></p>   | <p>10/2 The barrier is not deemed to be a danger to pedestrians at present, but will continue to be monitored.<br/> 14/4 Monitoring of the barrier is ongoing.<br/> 16/6 The barrier does not present any danger, so will be repainted to improve its appearance.</p>                   |

|          |   |   |   |
|----------|---|---|---|
| 23/01/15 | <p><b><u>Choose the High Street – Past &amp; Present</u></b><br/> <b><u>Town Centre</u></b><br/> The next phase of the Choose the High Street campaign will start in 2015. Entitled ‘Choose the High Street - Past &amp; Present’ the campaign will aim to reconnect people with their local town centre.</p>                 | <p><b>Town Centre Management</b><br/> <i>Andrew Highway</i></p>   | <p><b>PLEASE SEE PREVIOUS AUDITS FOR A FULL HISTORY OF THIS ISSUE</b></p> <p>9/6 An update was provided to the TCMG.<br/> 16/6 This element of the campaign will continue over the summer. The Library exhibitions have been well-received to date.</p>   |
| 02/02/15 | <p><b><u>Tesco Site</u></b><br/> <b><u>Cardiff Road</u></b><br/> Following Tesco's announcement that as part of a UK program to close 43 of its store the Metro store in Caerphilly town centre would be closed officers will work to support the landlord in securing a new tenant.</p>                                      | <p><b>Town Centre Management</b><br/> <i>Andrew Highway</i></p>   | <p><b>PLEASE SEE PREVIOUS AUDITS FOR A FULL HISTORY OF THIS ISSUE</b></p> <p>14/4 The store has now closed and a new tenant is being actively sought by Tesco.<br/> 9/6 An update was provided to the TCMG.<br/> 16/6 The building has now been let to Sports Direct.<br/> <b>Issue Closed 16/6</b></p> |
| 20/03/15 | <p><b><u>Litter Problems</u></b><br/> <b><u>Lane at Rear of Cardiff Road/Pentrebane Street</u></b><br/> A complaint has been received from Cllr. Gough in relation to the amount of litter that is present in this area. There is also a problem with businesses not locking their bins, which is exacerbating the issue.</p> | <p><b>Cleansing</b><br/> <i>Tony White</i></p> <p><b>Environmental Health</b><br/> <i>Lyndon Ross</i></p> | <p>14/4 There is nowhere for the businesses to store their bins, so the area is being monitored and cleaned daily.<br/> 16/6 The patrol route of the litter picker has been changed and this area is now checked daily, which has led to an improvement.<br/> <b>Issue Closed 16/6</b></p>              |
| 24/03/15 | <p><b><u>Cigarette Ends</u></b><br/> <b><u>Clive Street</u></b><br/> At the TCMG, Cllr. Fussell raised concerns over the number of cigarette ends that are accumulating on Clive Street. A request was made to consider siting an additional cigarette bin in the vicinity.</p>   | <p><b>Cleansing</b><br/> <i>Tony White</i></p> <p><b>Environmental Health</b><br/> <i>Lyndon Ross</i></p> | <p>14/4 A new cigarette and litter bin was installed in the area, but a complaint has been received about the location of the litter bin. An alternative location is being looked at.<br/> 16/6 A suitable location for the bin is still being sought.</p>  |

|          |   |  |   |
|----------|---|--|---|
|          |   |  |   |
| 24/03/15 | <p><b><u>Broken Handrail Weld</u></b><br/> <b><u>O/S The Twyn Community Centre</u></b><br/> At the TCMG, Cllr. Kent informed officers that the welding at the base of a hand rail outside the Community Centre has sheered and requires repair.</p>   | <p><b>Urban Renewal</b><br/> <i>Allan Dallimore</i></p> <p><b>Highways</b><br/> <i>Gavin Barry</i></p>   | <p>14/4 Photographs of the broken weld have been passed to NCS.<br/> 16/6 Quotes are being obtained for welding of the joint.</p>           |
| 15/04/15 | <p><b><u>Crowd Issues O/S Irish Tymes</u></b><br/> <b><u>Station Terrace</u></b><br/> There is a problem with smokers gathering outside the doorway of The Irish Tymes and blocking the exit, which is causing pedestrians to spill over onto the carriageway. It is proposed that a smoking shelter be considered, which would encourage smokers to move away from the pub's entrance.</p> | <p><b>Regulatory Planning</b><br/> <i>Tim Stephens</i></p> <p><b>Police</b><br/> <i>Ins Jones</i></p> <p><b>Highways</b><br/> <i>Gavin Barry</i></p> | <p>16/6 A site meeting took place, but the footway is too narrow for a barrier to be used. The situation will continue to be monitored.</p> |
| 16/04/15 | <p><b><u>Rubbish Stewn from Litter Bins</u></b><br/> <b><u>Lane at Rear of Cardiff Road/Pentrebane Street</u></b><br/> Cllr. Elsbury has requested that the lane be cleaned because litter has been emptied out of the bins at the location.</p>  | <p><b>Cleansing</b><br/> <i>Tony White</i></p>   | <p>16/4 A cleansing supervisor arranged cleaning of the area.<br/> 16/6 The area was promptly cleaned.<br/> <b>Issue Closed 16/6</b></p>    |
| 11/05/15 | <p><b><u>Major Traffic Disruption</u></b><br/> <b><u>Pwllpant Roundabout Works</u></b><br/> The Council will be undertaking an extensive remodelling project of the roundabout, which will improve capacity. The works are funded by Welsh Government and are scheduled to last for 12 months starting in late summer. Throughout the duration of the works there is expected to be</p>     | <p><b>Transportation</b><br/> <i>Clive Campbell</i></p>  | <p>9/6 An update was provided to the TCMG.<br/> 16/6 Updates to the TCMG will continue as the work progresses.</p>                          |

|          |   |   |   |
|----------|---|---|---|
|          | significant traffic disruption as the contractor undertakes works that will necessitate lane closures in all directions.  |   |   |
| 15/05/15 | <b><u>Banner Changeover</u></b><br><b><u>Town Centre</u></b><br>The banners on the street lighting columns will be installed during May throughout the town centre.   | <b>Town Centre Management</b><br><i>Andrew Highway</i>                                      | 16/6 The changeover has been completed.<br><b>Issue Closed 16/6</b>   |
| 09/06/15 | <b><u>Installation of Railings</u></b><br><b><u>O/S The Library, The Twyn</u></b><br>Cllr. Kent has requested that Officers consider the installation of railings outside the entrance to the new Library. Staff on site have witnessed a number of young children running out of the Library and straight into the road. | <b>Highways</b><br><i>Gavin Barry</i><br><br><b>Transportation</b><br><i>Clive Campbell</i> | 16/6 The number of railings is currently being reduced across the County Borough, but this particular issue will be considered.<br>27/7 Site visits by officers did not observe any pedestrian/vehicular conflicts and deemed that the footway and crossing points are safe and adequate. |
| 09/06/15 | <b><u>Additional Floral Displays</u></b><br><b><u>Town Centre</u></b><br>At the TCMG, members expressed concern that the summer floral displays tend to focus on the bottom and middle of the town centre. A request was made that the displays are extended to include Cardiff Road in future.                           | <b>Parks</b><br><i>Derek Price</i>  | 16/6 Parks Officers are looking at the distribution of the floral displays throughout the town.   |
| 16/06/15 | <b><u>Development Site</u></b><br><b><u>Park Lane</u></b><br>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.  | <b>Urban Renewal</b><br><i>Allan Dallimore</i>  |   |

|          |   |   |   |
|----------|---|---|---|
| 23/06/15 | <p><b><u>Maintenance of Seating Areas</u></b><br/> <b><u>Cardiff Road</u></b><br/> The seating areas on Cardiff Road near Windsor Street and Stockland Street are in need of some maintenance. The benches require repainting and the pavers beneath require pressure washing to improve the areas' appearance.</p> | <p><b>Cleansing</b><br/> <i>Tony White</i></p> <p><b>Highways</b><br/> <i>Gavin Barry</i></p> |   |
| 27/07/15 | <p><b><u>Pedlars</u></b><br/> <b><u>Lower Twyn Square</u></b><br/> Cllr. Elsbury noted that some pedlars were trading on Lower Twyn Square and enquired whether they were authorised to do so.</p>  | <p><b>Police</b><br/> <i>Ins Jones</i></p>  | <p>27/7 PCSOs attended site and spoke to the individuals. All necessary licences and permits had been obtained.</p> |
| 03/08/15 | <p><b><u>Banner Changeover</u></b><br/> <b><u>Town Centre</u></b><br/> The banners on the street lighting columns will be installed during August throughout the town centre.</p>   | <p><b>Town Centre Management</b><br/> <i>Andrew Highway</i></p>                               |   |