

## CAERPHELLY TOWN CENTRE AUDIT – AUGUST 2016

DATE	ISSUE	DEPARTMENT	PROGRESS UPDATE
17/10/08	<p><b><u>Air Quality</u></b> <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> <i>Lyndon Ross</i></p> <p><b>Transportation</b> <i>Clive Campbell</i></p> <p><b>Urban Renewal</b> <i>Allan Dallimore</i></p> <p><b>Town Centre Management</b> <i>Andrew Highway</i></p>	<p><b>PLEASE SEE PREVIOUS AUDITS FOR A FULL HISTORY OF THIS ISSUE</b></p> <p>1/3 An update was provided to the TCMG. 11/4 Updates to the TCMG continue when available. 14/6 Reports and updates continue to go to the TCMG.</p>
28/02/13	<p><b><u>Community Notice Board</u></b> <b><u>Town Centre</u></b></p> <p>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> <i>Allan Dallimore</i></p> <p><b>Town Centre Management</b> <i>Andrew Highway</i></p> <p><b>Police</b> <i>Ins O'Keefe</i></p>	<p><b>PLEASE SEE PREVIOUS AUDITS FOR A FULL HISTORY OF THIS ISSUE</b></p> <p>1/3 An update was provided to the TCMG. 11/4 The noticeboard is due for delivery imminently. Installation will then be carried out by NCS in due course. 14/6 The board will be installed shortly.</p>

04/12/14	<p><b><u>Taxi Rank Issues</u></b>  <b><u>Irish Tymes, Station Terrace</u></b>  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>  <i>Ins Jones</i></p> <p><b>Transportation</b>  <i>Clive Campbell</i></p>	<p><b>PLEASE SEE PREVIOUS AUDITS FOR A FULL HISTORY OF THIS ISSUE</b></p> <p>1/3 An update was provided to the TCMG.  11/4 A consultation is currently underway on making the Order permanent.  14/6 The process to amend the Order continues.</p>
11/05/15	<p><b><u>Major Traffic Disruption</u></b>  <b><u>Pwllypant Roundabout Works</u></b>  The Council will be undertaking an extensive remodelling project of the roundabout, which will improve capacity. The works are funded by Welsh Government and are scheduled to last for 12 months starting in late summer. Throughout the duration of the works there is expected to be significant traffic disruption as the contractor undertakes works that will necessitate lane closures in all directions.</p>	<p><b>Transportation</b>  <i>Clive Campbell</i></p>	<p><b>PLEASE SEE PREVIOUS AUDITS FOR A FULL HISTORY OF THIS ISSUE</b></p> <p>1/3 An update was provided to the TCMG.  11/4 Planning for the scheme of works continues.  14/6 Updates continue to the TCMG.</p>
16/06/15	<p><b><u>Development Site</u></b>  <b><u>Park Lane</u></b>  Following demolition of the buildings on Park Lane, Officers will now be working to look at the development options for the site and will work to secure a suitable tenant.</p>	<p><b>Urban Renewal</b>  <i>Allan Dallimore</i></p>	<p><b>PLEASE SEE PREVIOUS AUDITS FOR A FULL HISTORY OF THIS ISSUE</b></p> <p>1/3 An update was provided to the TCMG.  11/4 A draft report has been produced and options are being considered. The report will be given to the TCMG once finalised.  14/6 There is currently a dialogue in relation to placing a boutique hotel on the site.</p>

13/08/15	<p><b><u>Cleaning of Stone Pillars</u></b>  <b><u>The Twyn</u></b>  A complaint has been received in relation to the stone pillars in The Twyn area of the town. They have become dirty and moss/algae is growing on them, which requires pressure washing to improve their appearance.</p>	<p><b>Highways</b>  <i>Gavin Barry</i></p>	<p><b>PLEASE SEE PREVIOUS AUDITS FOR A FULL HISTORY OF THIS ISSUE</b></p> <p>1/3 An update was provided to the TCMG.  11/4 The work will be carried out by Highways as they have access to a stronger pressure washer.  14/6 The pillars have been cleaned.  <b>Issue Closed 14/6</b></p>
13/08/15	<p><b><u>Cleaning of Coping Stones</u></b>  <b><u>Opposite Sports Direct, Cardiff Road</u></b>  The coping stones on the wall that runs alongside the pavement on Cardiff Road, above the moat footpath, have become dirty with traffic film and require pressure washing.</p>	<p><b>Highways</b>  <i>Gavin Barry</i></p>	<p><b>PLEASE SEE PREVIOUS AUDITS FOR A FULL HISTORY OF THIS ISSUE</b></p> <p>1/3 An update was provided to the TCMG.  11/4 The work will be carried out by Highways as they have access to a stronger pressure washer.  14/6 The area has been cleaned.  <b>Issue Closed 14/6</b></p>
13/08/15	<p><b><u>Repainting of Benches</u></b>  <b><u>Opposite Sports Direct, Cardiff Road</u></b>  The paintwork on the benches at the bus stop opposite Sports Direct has become worn and chipped  .</p>	<p><b>Highways</b>  <i>Gavin Barry</i></p>	<p><b>PLEASE SEE PREVIOUS AUDITS FOR A FULL HISTORY OF THIS ISSUE</b></p> <p>1/3 An update was provided to the TCMG.  11/4 The work will be carried out as part of the wider town centre repainting programme over the summer period.  14/6 This work remains on the summer schedule.</p>

28/09/15	<p><b><u>Littering</u></b>  <b><u>Lower Twyn Square</u></b>  A complaint has been received in relation to the accumulation of litter on Lower Twyn Square each morning. This appears to be occurring each evening.</p>	<p><b>Cleansing</b>  <i>Tony White</i></p> <p><b>Environmental Health</b>  <i>Lyndon Ross</i></p> <p><b>Police</b>  <i>Ins O'Keefe</i></p>	<p><b>PLEASE SEE PREVIOUS AUDITS FOR A FULL HISTORY OF THIS ISSUE</b></p> <p>1/3 An update was provided to the TCMG.  11/4 The area is cleaned each morning and monitoring is ongoing.  14/6 No further complaints have been received.  <b>Issue Closed 14/6</b></p>
28/09/15	<p><b><u>Installation of "No Through Road" Signage Lane alongside Sports Direct/Co-op Bank, Cardiff Road</u></b>  A number of vehicles are driving into the private land/car park between Sports Direct and Co-op Bank and then having to reverse onto Cardiff Road, which is causing traffic flow problems.</p>	<p><b>Transportation</b>  <i>Clive Campbell</i></p>	<p><b>PLEASE SEE PREVIOUS AUDITS FOR A FULL HISTORY OF THIS ISSUE</b></p> <p>1/3 An update was provided to the TCMG.  11/4 The sign has been delivered and will be installed shortly.  16/4 The installation remains on a forward work programme.</p>
20/10/15	<p><b><u>Broken Paving Slabs Above Toilet Block, Cardiff Road</u></b>  The area above the toilet block at the top of Cardiff Road is in need of some repairs. Several of the paving slabs are broken and in need of replacement.</p>	<p><b>Urban Renewal</b>  <i>Allan Dallimore</i></p> <p><b>Highways</b>  <i>Gavin Barry</i></p>	<p><b>PLEASE SEE PREVIOUS AUDITS FOR A FULL HISTORY OF THIS ISSUE</b></p> <p>1/3 An update was provided to the TCMG.  11/4 A temporary surface has been installed to make the area safe and replacement pavements have been ordered.  14/6 The replacement slabs are still to be delivered.</p>

25/11/15	<p><b><u>Addition of a New Name Plaque Caerphilly Cenotaph</u></b> Local Members have asked Officers to look at whether the names of those killed in conflicts since WWI &amp; WWII can be added to a new plaque on the Cenotaph in readiness for Armed Forces Day 2016.</p>	<p><b>Town Centre Management</b> <i>Andrew Highway</i></p> <p><b>Parks</b> <i>Mike Headington</i></p>	<p><b>PLEASE SEE PREVIOUS AUDITS FOR A FULL HISTORY OF THIS ISSUE</b></p> <p>1/3 An update was provided to the TCMG. 11/4 The FOI response from the MoD was inconclusive, so the Royal British Legion has been asked for any information held. 14/6 A quote is being obtained for the new plaque.</p>
25/11/15	<p><b><u>Repainting of Railings Alongside Visit Caerphilly Centre, The Twyn</u></b> The railing running alongside the Visit Caerphilly Centre is in need of repainting. It will be repainted burgundy to fit in with the rest of the street furniture in the town centre.</p>	<p><b>Highways</b> <i>Gavin Barry</i></p>	<p><b>PLEASE SEE PREVIOUS AUDITS FOR A FULL HISTORY OF THIS ISSUE</b></p> <p>1/3 An update was provided to the TCMG. 11/4 The work will be carried out as part of the wider town centre repainting programme over the summer period. 14/6 The railings have been repainted. <b>Issue Closed 14/6</b></p>
15/12/15	<p><b><u>Cleaning of Steps O/S Visit Caerphilly Centre The Twyn</u></b> At the TCIG, it was noted that the steps outside the Visit Caerphilly Centre require cleaning due to an accumulation of algae, which is making the steps slippery when wet.</p>	<p><b>Parks</b> <i>Mike Headington</i></p>	<p><b>PLEASE SEE PREVIOUS AUDITS FOR A FULL HISTORY OF THIS ISSUE</b></p> <p>1/3 An update was provided to the TCMG. 11/4 A specialist chemical treatment is to be applied. 14/6 The steps have been treated. <b>Issue Closed 14/6</b></p>

04/01/16	<p><b><u>Installation of Event Site Demarcation Studs O/S Peter Alan, The Twyn</u></b>  A new promotional/event site location has been agreed at The Twyn opposite Peter Alan. Studs will be installed in the pavement to indicate the boundaries of the area.</p>	<p><b>Highways</b>  <i>Gavin Barry</i></p>	<p>8/2 The studs have been ordered.  1/3 An update was provided to the TCMG.  11/4 The work is scheduled for 18/4.  14/6 The studs have been installed.  <b>Issue Closed 14/6</b></p>
27/01/16	<p><b><u>Big Spring Clean Launch Event The Twyn</u></b>  This year's Big Spring Clean event will be launched in The Twyn, with a variety of cleaning taking place around The Twyn and an official launch event within the Visit Caerphilly Centre.</p>	<p><b>Cleansing</b>  <i>Tony White</i></p>	<p>8/2 Planning for the event is ongoing.  1/3 An update was provided to the TCMG.  11/4 Planning for the event is ongoing.  14/6 The weather prevented a launch event.  <b>Issue Closed 14/6</b></p>
10/02/16	<p><b><u>Accumulation of Rubbish Town Centre</u></b>  A complaint has been received from a Town Councillor in relation to rubbish throughout the town centre. Black bags that are left out for collection are not being collected and then opened by young people and/or animals and strewn throughout the town.</p>	<p><b>Cleansing</b>  <i>Tony White</i></p>	<p>11/4 The matter is being investigated, with enforcement considered if necessary.  14/6 Businesses have been advised and no further complaints received.  <b>Issue Closed 14/6</b></p>
22/02/16	<p><b><u>Repainting of Street Furniture Town Centre</u></b>  During the summer period, the street furniture throughout the town centre will be repainted to improve its appearance.</p>	<p><b>Highways</b>  <i>Gavin Barry</i></p>	<p>11/4 The work will be carried out as part of the wider town centre repainting programme over the summer period.  14/6 Work has started and will continue over the summer period.</p>
24/02/16	<p><b><u>Chewing Gum Accumulation Cardiff Road</u></b>  A complaint has been received from a retailer in relation to the amount of chewing gum on Cardiff Road, particularly at the top of town.</p>	<p><b>Cleansing</b>  <i>Tony White</i></p>	<p>11/4 The specialist equipment for the work will be operational from the end of April.  14/6 The work is due to be completed during w/c 13/6/16.</p>

01/03/16	<p><b><u>HGV Obstruction</u></b>  <b><u>Bartlett Street</u></b>  At the TCMG, a retailer complained about a HGV that is parking on Bartlett Street each Tuesday while delivering to a business on Cardiff Road. The vehicle is causing an obstruction on Bartlett Street.</p>	<p><b>Police</b>  <i>Ins O'Keefe</i></p>	<p>11/4 Parking enforcement continues in the town centre with 80 tickets being issued in March. However, officers need to be mindful of the fact that businesses need their deliveries.  14/6 Monitoring and enforcement continues.</p>
16/03/16	<p><b><u>Free Runners</u></b>  <b><u>Town Centres</u></b>  Free runners are gaining access to several buildings on Cardiff Road via their fire escapes. Managers of the businesses affected have expressed concern about the safety of these individuals, particularly as the fire escapes must be kept clear and accessible at all times.</p>	<p><b>Police</b>  <i>Ins O'Keefe</i></p>	<p>11/4 An event was held on 10/4 at Caerphilly Leisure Centre. 25 young people attended, including those that practice free running in the town centre. The aim of the event was to educate them to the potential dangers of their activities.  14/6 Monitoring and enforcement continues.</p>
24/03/16	<p><b><u>Caerphilly Food Festival</u></b>  <b><u>Town Centre</u></b>  Planning is underway for the event, which is taking place on Saturday 7<sup>th</sup> May.</p>	<p><b>Events</b>  <i>Paul Hudson</i></p>	<p>11/4 Planning continues for the event and businesses in the town have been informed of the arrangements.  14/6 The event took place and was well-received.  <b>Issue Closed 14/6</b></p>
24/03/16	<p><b><u>Caerphilly 10k Race</u></b>  <b><u>Town Centre</u></b>  Preparations are being made for this year's 10k race, which will be taking place on Sunday 19<sup>th</sup> June.</p>	<p><b>Events</b>  <i>Paul Hudson</i></p>	<p>11/4 Planning continues for the event and businesses in the town have been informed of the arrangements.  14/6 Preparations for the event are ongoing.</p>
13/04/16	<p><b><u>Blocked Drain</u></b>  <b><u>O/S The Visit Caerphilly Centre, The Twyn</u></b>  A drain outside the Visit Caerphilly Centre is blocked with silt/mud, which is causing flooding on the footway.</p>	<p><b>Highways</b>  <i>Gavin Barry</i></p>	<p>14/6 The drain has been cleared and will be monitored.</p>

20/04/16	<p><b><u>Steps Stonework</u></b>  <b><u>Lower Twyn Square</u></b>  The steps leading from Lower Twyn Square to The Twyn Car Park have damage on the brickwork that secures the balustrade. Some stones have come loose and require re-setting.</p>	<p><b>Highways</b>  <i>Gavin Barry</i></p> <p><b>Urban Renewal</b>  <i>Allan Dallimore</i></p>	<p>14/6 The steps have been repaired.  <b>Issue Closed 14/6</b></p>
27/04/16	<p><b><u>Parking Complaint</u></b>  <b><u>Clive Street</u></b>  A complaint has been received from a retailer over the misuse of the short term parking bays on Clive Street.</p>	<p><b>Police</b>  <i>Ins O'Keefe</i></p>	<p>14/6 PCSOs issued tickets, which has had a noticeable impact.  <b>Issue Closed 14/6</b></p>
27/04/16	<p><b><u>Banner Changeover</u></b>  <b><u>Town Centre</u></b>  The lamp column banners throughout the town centre will be changed in readiness for the summer period.</p>	<p><b>Town Centre Management</b>  <i>Andrew Highway</i></p>	<p>14/6 The changeover was completed.  <b>Issue Closed 14/6</b></p>
09/05/16	<p><b><u>Faded One Way Sign</u></b>  <b><u>O/S Irish Thymes, Station Terrace</u></b>  The faded directional sign, which is attached to the base of a pole, requires replacement and re-fixing to the pole at the correct height.</p>	<p><b>Highways</b>  <i>Gavin Barry</i></p>	<p>14/6 This has been passed to Highways Inspectors for consideration.</p>
18/05/16	<p><b><u>Homeless Male</u></b>  <b><u>R/O Sports Direct, Cardiff Road</u></b>  A homeless male is using the yard at the rear of Sports Direct to sleep. Some damage has been caused to security measures at the rear of the store and there are safety concerns when deliveries are being made.</p>	<p><b>Police</b>  <i>Ins O'Keefe</i></p>	<p>23/5 Officers have attended the store and, whilst the Manager would not like to pursue the issue of damage, he is keen for Officers to be aware.  14/6 The individual has moved on.  <b>Issue Closed 14/6</b></p>



18/05/16	<p><b><u>Aggressive Male</u></b>  <b><u>Sports Direct, Cardiff Road</u></b></p> <p>An individual angered by a stray bag of rubbish from the Sports Direct store was very rude and aggressive to staff within the store. The Manager fears for the safety of staff should the individual return.</p>	<p><b>Police</b>  <i>Ins O'Keefe</i></p>	<p>23/5 Officers have attended the store and, whilst the Manager would not like to pursue the matter, he is keen for Officers to be aware.  14/6 The issue is not being progressed further.  <b>Issue Closed 14/6</b></p>
24/05/16	<p><b><u>Parking Enforcement</u></b>  <b><u>Pentrebane Street</u></b></p> <p>A complaint has been received on behalf of a number of retailers in Pentrebane Street. Several vehicles are regularly parking for long periods of time in the short stay bays, which is leading to customers of the businesses on the street having difficulty to park.</p>	<p><b>Police</b>  <i>Ins O'Keefe</i></p>	<p>14/6 Tickets have been issued and an improvement has been noticed.  <b>Issue Closed 14/6</b></p>
17/06/16	<p><b><u>EU Referendum Campaigning</u></b>  <b><u>Town Centre</u></b></p> <p>During campaigning for the forthcoming EU referendum, the Police and Highways Inspectors were called to the area in the vicinity of The Twyn to speak to campaigners about possible obstructions of the Highway.</p>	<p><b>Police</b>  <i>Ins O'Keefe</i></p> <p><b>Highways</b>  <i>Gavin Barry</i></p>	
21/07/16	<p><b><u>Vandalism</u></b>  <b><u>Caerphilly Tourist Information Centre, The Twyn</u></b></p> <p>On 20/7 an incident of vandalism occurred at the Tourist Information Centre. The balcony area was accessed and plants were damaged. Bark from nearby planters was strewn across the area below and graffiti was daubed on various surfaces in the area.</p>	<p><b>Police</b>  <i>Ins O'Keefe</i></p>	

26/07/16	<p><b><u>Resetting of Bin</u></b>  <b><u>Moat Footpath, Castle Street</u></b>  A bin at the entrance to the moat footpath has been dislodged from its foundations and tipped over.</p>	<p><b>Highways</b>  <i>Gavin Barry</i></p>	
26/07/16	<p><b><u>Access to Vacant Property</u></b>  <b><u>73 Cardiff Road</u></b>  Local retailers and residents have expressed concern that young people are climbing onto the roof of a vacant property and gaining access. In response, Police officers have contacted the Council to establish the agent's details.</p>	<p><b>Police</b>  <i>Ins O'Keefe</i></p> <p><b>Regulatory Planning</b>  <i>Tim Stephens</i></p>	<p>28/7 The Police were provided with letting agent's details and invited to a site meeting with Building Control officers.</p>