

## CAERPHILLY TOWN CENTRE AUDIT – JUNE 2017

DATE	ISSUE	DEPARTMENT	PROGRESS UPDATE
17/10/08	<p><b><u>Air Quality Town Centre</u></b>            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>Dean Smith</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>14/2 Work on the action plan and implementation continue.            7/3 An update was provided to the TCMG.</p>
04/12/14	<p><b><u>Taxi Rank Issues</u></b>  <b><u>The Caerphilly Cwtch, Station Terrace</u></b>            The taxi rank O/S The Caerphilly Cwtch has been identified as a 'flashpoint' during the evenings and is prioritised under the 'Town Safe' initiative. The Police are working with Council colleagues to trail a relocation of the taxi rank toward the bus station to stop crowds gathering in the roadway by the pub.</p>	<p><b>Police</b>  <i>Ins Clifton</i></p> <p><b>Transportation</b>  <i>Dean Smith</i></p>	<p><b>PLEASE SEE PREVIOUS AUDITS FOR A FULL HISTORY OF THIS ISSUE</b></p> <p>13/12 The TRO process is ongoing.            14/2 The situation continues to be monitored while the TRO is finalised.  <b>Issue Closed 14/2</b></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>14/2 WG's Buildings for the Futures programme may be bid into to fund viability gaps for developers. Cleansing of the site is ongoing while the site is vacant.  7/3 An update was provided to the TCMG.</p>
28/09/15	<p><b><u>Installation of "No Through Road" Signage</u></b>  <b><u>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>Dean Smith</i></p>	<p><b>PLEASE SEE PREVIOUS AUDITS FOR A FULL HISTORY OF THIS ISSUE</b></p> <p>14/2 The sign has been re-ordered due to a defect with the original.</p>
20/10/15	<p><b><u>Broken Paving Slabs</u></b>  <b><u>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>14/2 The wrong materials were delivered, so the correct ones have been ordered from the supplier.</p>

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

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

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

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

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

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



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