

CAERPHELLY TOWN CENTRE AUDIT – FEBRUARY 2015

| DATE | ISSUE | DEPARTMENT | PROGRESS UPDATE |
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| 17/10/08 | <p><u>Air Quality</u> <u>Town Centre</u> An air quality issue has been identified in the town centre. A working group, which includes members of the TCMG, has been established. This will meet to promote a collaborative approach to finding long-term viable solutions.</p> | <p>Environmental Health <i>Lyndon Ross</i></p> <p>Transportation <i>Clive Campbell</i></p> <p>Urban Renewal <i>Allan Dallimore</i></p> <p>Town Centre Management <i>Andrew Highway</i></p> | <p>PLEASE SEE PREVIOUS AUDITS FOR A FULL HISTORY OF THIS ISSUE</p> <p>3/6 An update was provided to the TCMG. 4/8 Reports continue to go to the TCMG. 6/10 An update is on the agenda for the next TCMG meeting. 4/11 An update was provided to the TCMG. 8/12 Updates to the TCMG will continue.</p> |
| 27/02/12 | <p><u>30-minute Parking Bays</u> <u>Cardiff Road</u> Cllr. Elsbury asked Officers to investigate whether 30-minute parking restrictions could be introduced along Cardiff Road.</p> | <p>Transportation <i>Clive Campbell</i></p> | <p>PLEASE SEE PREVIOUS AUDITS FOR A FULL HISTORY OF THIS ISSUE</p> <p>4/8 A new consultation started on 1st August and will run for 28 days. 6/10 The statutory consultation has ended. Officers in legal will be advertising the proposals shortly. 8/12 Some comments have been received following the consultation, which are currently being looked at.</p> |

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| 25/05/12 | <p><u>Repairs to Toilets</u> <u>The Twyn</u> Following a criminal incident in the ladies toilet, urgent repairs were required to the cubicles. The flooring in the gents' toilet also required attention.</p> | <p>Cleansing <i>Tony White</i></p> | <p>PLEASE SEE PREVIOUS AUDITS FOR A FULL HISTORY OF THIS ISSUE</p> <p>4/11 At the TCMG Cllr Barbara Jones raised a query as to the funding situation. Cleansing officers have been asked to respond. 8/12 Further repair works have been programmed.</p> |
| 08/01/13 | <p><u>Illegal Parking/Obstruction of Highway</u> <u>Cardiff Road</u> A complaint has been received from a local business concerning "accident claim" practitioners who operate on Cardiff Road. Their information desk obstructs the pavement and the staff are parking for long periods in the loading only bays at the bottom of Cardiff Road.</p> | <p>Highways <i>Gavin Barry</i></p> <p>Police <i>Ins Jones</i></p> | <p>PLEASE SEE PREVIOUS AUDITS FOR A FULL HISTORY OF THIS ISSUE</p> <p>4/8 Offences continue and has been referred back to the Legal Department. 6/10 Enforcement is ongoing as the obstruction continues. 8/12 Enforcement is ongoing. Issue Closed 8/12</p> |
| 28/02/13 | <p><u>Community Notice Board</u> <u>Town Centre</u> 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>Urban Renewal <i>Allan Dallimore</i></p> <p>Town Centre Management <i>Andrew Highway</i></p> <p>Police <i>Ins Jones</i></p> | <p>PLEASE SEE PREVIOUS AUDITS FOR A FULL HISTORY OF THIS ISSUE</p> <p>4/11 An update was provided to the TCMG. 8/12 Dialogue with the property's agents are ongoing. A draft Licence has been sent to the owner of the property, which will allow the board to be installed once signed.</p> |

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| 11/02/14 | <p><u>Condition of Bus Station</u> <u>Station Terrace</u> At the TCMG, Cllr. Forehead expressed concern about the condition of the bus station following fire damage in 2013.</p> | <p>Transportation <i>Clive Campbell</i></p> | <p>PLEASE SEE PREVIOUS AUDITS FOR A FULL HISTORY OF THIS ISSUE</p> <p>6/10 The fire damage has been repaired, but additional cosmetic works will depend on budgets for the next financial year. 4/11 An update was provided to the TCMG. 8/12 Some repainting works are still outstanding.</p> |
| 13/03/14 | <p><u>Fire Damaged Property</u> <u>Cardiff Road</u> Following a fire in the Phaze store, the building is badly damaged internally and currently vacant.</p> | <p>Town Centre Management <i>Andrew Highway</i></p> | <p>PLEASE SEE PREVIOUS AUDITS FOR A FULL HISTORY OF THIS ISSUE</p> <p>6/10 The property has been refurbished and is due to be occupied again by Christmas. 4/11 An update was provided to the TCMG. 8/12 The building has been refurbished, but is not yet occupied. Issue Closed 8/12</p> |
| 21/03/14 | <p><u>Commemorative Plaque</u> <u>Town Centre</u> A request has been received from Dolman's Solicitors in relation to a client's Will. A bequest has been made to install a plaque commemorating the Senghenydd mining disasters within Caerphilly town centre.</p> | <p>Town Centre Management <i>Andrew Highway</i></p> <p>Urban Renewal <i>Allan Dallimore</i></p> | <p>PLEASE SEE PREVIOUS AUDITS FOR A FULL HISTORY OF THIS ISSUE</p> <p>6/10 The plaque has been fabricated and is currently with NCS for installation. 4/11 An update was provided to the TCMG. 8/12 The plaque has been installed. Issue Closed 8/12</p> |

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| 14/04/14 | <p><u>Rough Sleepers</u> <u>Cardiff Road</u> 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>Town Centre Management <i>Andrew Highway</i></p> <p>Community Safety <i>Kathryn Peters</i></p> <p>Police <i>Ins Jones</i></p> | <p>PLEASE SEE PREVIOUS AUDITS FOR A FULL HISTORY OF THIS ISSUE</p> <p>4/11 At to the TCMG and members highlighted that there were rough sleepers at Crescent Road to the rear of the Connect to Life Church. The issue will be referred to the Police. 8/12 An improvement has been noticed, but there is one persistent offender who continues to be supported.</p> |
| 01/05/14 | <p><u>Age Concern Planning Application</u> <u>Cardiff Road</u> Age Concern has made a planning application for new shutters to be installed on the front of their property. This is due to a number of rough sleepers residing in the doorway at night.</p> | <p>Regulatory Planning <i>Tim Stephens</i></p> | <p>2/6 The planning application has been submitted and is under consideration. 3/6 An update was provided to the TCMG. 4/8 Discussions over the design of the shutter are ongoing. 6/10 The planning process is ongoing. 8/12 No application for shutters has been received. Issue Closed 8/12</p> |
| 08/05/14 | <p><u>Choose the High Street Campaign</u> <u>Town Centre</u> Town Centre Management will be launching a summer campaign across the five managed towns, encouraging consumers to “Choose the High Street”. The scheme will run over the summer period and use several forms of media.</p> | <p>Town Centre Management <i>Andrew Highway</i></p> | <p>PLEASE SEE PREVIOUS AUDITS FOR A FULL HISTORY OF THIS ISSUE</p> <p>6/10 Initial feedback to the scheme has been positive, with the Christmas campaign element of the scheme starting shortly. 4/11 An update was provided to the TCMG. 8/12 Updates to the TCMG are ongoing. The project is aimed to be long-term, with more initiatives launching in 2015.</p> |

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| 02/07/14 | <p><u>Securing of Handrail</u> <u>O/S Twyn Community Centre, The Twyn</u> A complaint was received from Cllr. Kent in relation to a handrail outside the Twyn Community Centre. The weld on one of the mounting plates has sheared, which allows the handrail to move.</p> | <p>Highways <i>Gavin Barry</i></p> | <p>4/8 The issue is currently being looked at. 6/10 The area is due to be visited again as no defect could originally be found. 8/12 No defect could be found. Issue Closed 8/12</p> |
| 20/08/14 | <p><u>A-Frame Placement</u> <u>St. Fagans Street</u> A query has been received from a business on St. Fagans Street in relation to the new A-frame policy. They have asked for consent under licence for an A-frame to be sited on the junction of St. Fagans Street/Cardiff Road.</p> | <p>Highways <i>Gavin Barry</i></p> | <p>6/10 This is due for discussion at the TCMG. 4/11 An update was provided to the TCMG. 8/12 A robust defence of the policy was given to the TCMG. No further action will be taken. Issue Closed 8/12</p> |
| 03/09/14 | <p><u>Christmas Event</u> <u>Town Centre</u> Planning is underway for a Christmas event in the town centre, which is scheduled to take place on 13th & 14th December 2014.</p> | <p>Business Enterprise Support Team <i>Paul Hudson</i></p> | <p>6/10 Planning is ongoing. 4/11 An update was provided to the TCMG. 8/12 Officers continue with the preparations.</p> |
| 03/09/14 | <p><u>“Choose The High Street @ Christmas” Campaign</u> <u>Town Centre</u> The “Choose the High Street” campaign is being extended to the Christmas period to encourage people to shop locally this Christmas. The scheme will involve a voucher scheme that all retailers will have the opportunity to sign up to.</p> | <p>Town Centre Management <i>Andrew Highway</i></p> | <p>6/10 A Christmas voucher booklet is being produced for the five managed towns. Retailers are currently being invited to submit offers. 4/11 An update was provided to the TCMG. 8/12 40,000 voucher booklets have been distributed across the Borough. A supporting YouTube video is launching on 8/12.</p> |

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| 30/09/14 | <p><u>Hanging Wire</u> <u>O/S Specsavers, Cardiff Road</u> A complaint has been received from Specsavers in relation to a wire that is hanging in front of their property. The wire appears to have been dislodged when the hanging baskets were removed.</p> | <p>Parks <i>Derek Price</i></p> | <p>6/10 This is due to be looked at by the contractor that removed the hanging baskets. 8/12 No further complaints have been received, but the business will be contacted.</p> |
| 16/10/14 | <p><u>Installation of Christmas Illuminations</u> <u>Town Centre</u> The lamp post banners are due to be removed for the Christmas period to make way for the festive illuminations that will be placed on lighting columns throughout the town centre.</p> | <p>Town Centre Management <i>Andrew Highway</i></p> | <p>8/12 The illuminations have been installed and no issues have been raised.</p> |
| 17/10/14 | <p><u>Cleaning of Pavements</u> <u>O/S TIC, The Twyn</u> 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>Cleansing <i>Tony White</i></p> <p>Urban Renewal <i>Allan Dallimore</i></p> | <p>8/12 This has been added to the programme of works.</p> |
| 27/10/14 | <p><u>Morrisons Delivery Vehicles</u> <u>Brynau Road</u> 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>Town Centre Management <i>Andrew Highway</i></p> <p>Regulatory Planning <i>Tim Stephens</i></p> | <p>8/12 There is a planning condition in place and the Enforcement Team is working to take action.</p> |
| 28/10/14 | <p><u>Hedge/Tree Maintenance</u> <u>Brynau Road</u> Cllr. Christine Forehead has received a complaint from a resident of Brynau Road whose property backs onto Castle Court. A boundary hedge and tree at the rear of their property are overgrown and require pruning.</p> | <p>Town Centre Management <i>Andrew Highway</i></p> <p>Regulatory Planning <i>Tim Stephens</i></p> | <p>8/12 No Tree Preservation Order is in place, which means that it is a private matter. However, Morrisons has agreed that the tree will be cut as part of their community initiative works.</p> |

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| 04/11/14 | <p><u>Loose Step</u> <u>Twyn Centre Steps</u> A complaint has been received that several of the stones at the top of the steps leading to the building are loose and need re setting.</p> | <p>Highways <i>Gavin Barry</i></p> <p>Urban Renewal <i>Allan Dallimore</i></p> | <p>8/12 The works have been completed. Issue Closed 8/12</p> |
| 07/11/14 | <p><u>Dropped Paviours</u> <u>The Twyn</u> At the TCMG, Cllr. Kent raised concerns over the paviours outside The Twyn Community Centre. Some of the paviours have sunk, which has caused a trip hazard on the edge of the step.</p> | <p>Urban Renewal <i>Allan Dallimore</i></p> | <p>8/12 The works have been completed. Issue Closed 8/12</p> |
| 11/11/14 | <p><u>Scaffolding Permit</u> <u>Cardiff Road</u> Concern has been expressed by the tenants of the Max Spielmann store on Cardiff Road. The landlord wishes to erect scaffolding during November, December and January, which the tenants feel may be detrimental to their Christmas trading period.</p> | <p>Highways <i>Gavin Barry</i></p> | <p>8/12 The Scaffolding Permit has been granted as trade/access should be unaffected. Issue Closed 8/12</p> |
| 18/11/14 | <p><u>Repainting of Signage Columns</u> <u>The Twyn</u> The poles of the signage in The Twyn area have become worn and require repainting to improve their appearance.</p> | <p>Highways <i>Gavin Barry</i></p> | <p>8/12 This has been added to the programme of works.</p> |
| 18/11/14 | <p><u>Slot Drain Blockage</u> <u>Public Realm Area - Visitor Centre</u> The slot drain at the location has become blocked due to a build up of silt and leaves, which has caused some flooding of the immediate area. The drain now needs to be cleaned and unblocked to prevent this reoccurring.</p> | <p>Highways <i>Gavin Barry</i></p> <p>Urban Renewal <i>Allan Dallimore</i></p> | <p>8/12 This has been added to the regular maintenance schedule, which should assist in keeping the channels clear.</p> |

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| 24/11/14 | <p><u>Raised Paviours</u> <u>O/S Tourist Information Centre, The Twyn</u> A complaint has been received in relation to the paviours outside the Tourist Information Centre, which appear to have been pushed up by tree roots. The raised edges present a trip hazards to pedestrians.</p> | <p>Urban Renewal <i>Allan Dallimore</i></p> <p>Highways <i>Gavin Barry</i></p> | <p>8/12 All paviours have been reset. Issue Closed 8/12</p> |
| 04/12/14 | <p><u>Cleansing & Maintenance of Steps</u> <u>The Twyn Car Park</u> 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>Cleansing <i>Tony White</i></p> <p>Transportation <i>Clive Campbell</i></p> | |
| 04/12/14 | <p><u>Operation Tinsel</u> <u>Town Centre</u> The annual Christmas shoplifting and theft initiative will involve Police Officers conducting high visibility patrols and surgeries outside our most popular stores to deter potential shoplifters and thieves. Social Media will also be used to convey messages throughout the festive period.</p> | <p>Police <i>Ins Jones</i></p> | <p>2/2 High visibility patrols carried out over the Christmas period. Only four incidents of shoplifting recorded.</p> |
| 04/12/14 | <p><u>Burglary to Retail Premises</u> <u>Town Centre</u> A clothes shop in town was recently the victim of a burglary. Police have conducted visits to all the town centre businesses to review their security, particularly those leading to rear alleyways. CCTV will also be alerted.</p> | <p>Police <i>Ins Jones</i></p> <p>Community Safety <i>Kath Peters</i></p> | <p>2/2 Crime prevention advice given to businesses. Another burglary occurred on 24/12, but no further incidents.</p> |

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| 04/12/14 | <p><u>Operation Pelican Town Centre</u> In recent weeks there has been an increase in instances of antisocial behaviour in the town centre, particularly during the evenings. Complaints have been received from retailers, residents and visitors and the Police are working in partnership with Community Safety Wardens, British Transport Police and local schools to reduce the problems and promote diversionary activities.</p> | <p>Police <i>Ins Jones</i></p> | <p>5/12 Police have issued over 94 antisocial behaviour warnings since October in the town centres and Morgan Jones ward, Authorisation will also be given for use of Dispersal Notices under new antisocial behaviour legislation. 30 parents/guardians of children involved in antisocial acts have received letters from the Police.</p> |
| 04/12/14 | <p><u>Taxi Rank Issues Irish Tymes, Station Terrace</u> 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>Police <i>Ins Jones</i></p> <p>Transportation <i>Clive Campbell</i></p> | <p>2/2 Experimental order began on 19/12.</p> |
| 16/01/15 | <p><u>Demolition of Properties Park Lane</u> Demolition of the former School House on Park Lane is due to commence on 19th 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>Urban Renewal <i>Allan Dallimore</i></p> | |
| 23/01/15 | <p><u>Graffiti Artwork Bartlett Street</u> 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>Regulatory Planning <i>Tim Stephens</i></p> | |

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| 23/01/15 | <p><u>Damaged Barrier</u> <u>Market Street</u> 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>Highways <i>Gavin Barry</i></p> | |
| 23/01/15 | <p><u>Choose the High Street – Past & Present</u> <u>Town Centre</u> The next phase of the Choose the High Street campaign will start in 2015. Entitled 'Choose the High Street - Past & Present' the campaign will aim to reconnect people with their local town centre.</p> | <p>Town Centre Management <i>Andrew Highway</i></p> | |
| 23/01/15 | <p><u>Banner Changeovers</u> <u>Town Centre</u> The banners on the street lighting columns will be installed during February throughout the town centre.</p> | <p>Town Centre Management <i>Andrew Highway</i></p> | |
| 28/01/15 | <p><u>Caerphilly Cheese Artwork</u> <u>Castle Street</u> The artwork of the Caerphilly Cheese is in need of repair. The cheese itself requires repainting and slabs surrounding the plinth on which it is mounted are loose or have fallen off.</p> | <p>Parks <i>Derek Price</i></p> | |
| 02/02/15 | <p><u>Tesco Site</u> <u>Cardiff Road</u> 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>Town Centre Management <i>Andrew Highway</i></p> | <p>2/2 Officers have been in contact with the owner of the property and Tesco Estates Department to provide statistical information which will assist retailers in evaluating the town's potential.</p> |