

CAERPHILLY TOWN CENTRE AUDIT – APRIL 2015

| DATE | ISSUE | DEPARTMENT | PROGRESS UPDATE |
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| 17/10/08 | <p><u>Air Quality 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>4/11 An update was provided to the TCMG. 8/12 Updates to the TCMG will continue. 10/2 The Air Quality Action Plan has been agreed by Welsh Governments. Updates to the TCMG will continue. 24/3 An update was provided to the TCMG.</p> |
| 27/02/12 | <p><u>30-minute Parking Bays 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>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. 10/2 This is currently out to notice, which ends on 28/2.</p> |

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| 25/05/12 | <p><u>Toilet Improvements</u> <u>The Twyn</u> The toilets in The Twyn are showing signs of wear and tear and require repairs and upgrades to fixtures and fittings.</p> | <p>Cleansing <i>Tony White</i></p> | <p>PLEASE SEE PREVIOUS AUDITS FOR A FULL HISTORY OF THIS ISSUE</p> <p>8/12 Further repair works have been programmed. 10/2 Repairs are ongoing as needed. Officers are liaising with suppliers on further improvements and enhancements.</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>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. 10/2 An alternative location is being looked at due to the costs associated with a Licence agreement between the building's landlord and CCBC. 24/3 An update was provided to the TCMG.</p> |
| 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>4/11 An update was provided to the TCMG. 8/12 Some repainting works are still outstanding. 10/2 Works are ongoing, but due to be finished shortly.</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>8/12 An improvement has been noticed, but there is one persistent offender who continues to be supported. 10/2 The internal working group continues to meet and responds to issues as required. 24/3 An update was provided to the TCMG.</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>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. 10/2 This aspect of the campaign has now finished. Issue Closed 10/2</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. 10/2 The event was successful and well-received. Issue Closed 10/2</p> |

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| 03/09/14 | <p><u>“Choose The High Street @ Christmas” Campaign</u> <u>Town Centre</u></p> <p>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. 10/2 The scheme was successfully completed. Issue Closed 10/2</p> |
| 30/09/14 | <p><u>Hanging Wire</u> <u>O/S Specsavers, Cardiff Road</u></p> <p>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>PLEASE SEE PREVIOUS AUDITS FOR A FULL HISTORY OF THIS ISSUE</p> <p>8/12 No further complaints have been received, but the business will be contacted. 10/2 The wire will be removed by Parks as it is part of a disused irrigation system. 24/3 An update was provided to the TCMG.</p> |
| 16/10/14 | <p><u>Installation of Christmas Illuminations</u> <u>Town Centre</u></p> <p>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. 10/2 Complete. Issue Closed 10/2</p> |

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| 17/10/14 | <p><u>Cleaning of Paviours</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. 10/2 The works will be carried out in warmer weather conditions.</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. 10/2 No update could be provided.</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. 10/2 The work has been carried out. Issue Closed 10/2</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. 10/2 This has been completed. Issue Closed 10/2</p> |

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| 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. 10/2 A regular cleansing regime has been introduced, which will continue. Issue Closed 10/2</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> | <p>10/2 Litter is being regularly removed from the steps. The line repainting will be carried out in dry and warm weather.</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. 10/2 The scheme was very successfully. Issue Closed 10/2</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. 10/2 A solution is currently being looked at. 24/3 An update was provided to the TCMG.</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. 10/2 The operation is ongoing. 24/3 An update was provided to the TCMG.</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>10/2 Experimental order began on 19/12 and this continues to be monitored at present.</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> | <p>10/2 The buildings are currently being stripped out and the demolition works will be complete by the end of March. Some of the stone from the buildings will be reused as part of a bedding scheme in St. Martin's Church grounds. 24/3 An update was provided to the TCMG.</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> | <p>10/2 Officers are currently looking into the issue.</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> | <p>10/2 The barrier is not deemed to be a danger to pedestrians at present, but will continue to be monitored.</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> | <p>10/2 This is a new initiative for 2015. Archive photographs are currently being sourced and a public prize draw is being arranged. 24/3 An update was provided to the TCMG.</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> | <p>10/2 The brief has been sent to the contractors and the banners are due to be in place by 26/2.</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> | <p>10/2 Investigations into what remedial work is needed are ongoing.</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>PLEASE SEE PREVIOUS AUDITS FOR A FULL HISTORY OF THIS ISSUE</p> <p>10/2 The store will be closing on 4/4, with the 52 members of staff being redeployed within Tesco. The agents have reported that there is interest in the site. 24/3 An update was provided to the TCMG.</p> |

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| 06/02/15 | <p><u>New Fingerposts</u> <u>Pentrebane Street</u> To assist in promoting the café culture in the street, a new fingerpost will be located at its junction with Cardiff Road.</p> | <p>Urban Renewal <i>Allan Dallimore</i></p> <p>Town Centre Management <i>Andrew Highway</i></p> | |
| 06/02/15 | <p><u>New Signage</u> <u>Clive Street</u> Following discussions with the businesses in Clive Street, it was agreed to include the word “shop” bilingually on the new sign to be installed to replace the previous one that had been damaged.</p> | <p>Urban Renewal <i>Allan Dallimore</i></p> <p>Town Centre Management <i>Andrew Highway</i></p> | |
| 10/2/15 | <p><u>Community Garden</u> <u>St. Martin’s Church, St. Martin’s Road</u> Stone from the demolition of buildings on Park Lane will be donated to St. Martin’s Church, who will then create a community garden within their grounds.</p> | <p>Town Centre Management <i>Andrew Highway</i></p> | |
| 19/02/15 | <p><u>Missing Stone</u> <u>The Twyn</u> A stone within one of the walls alongside the steps leading to Lower Twyn Square has become dislodged. The stone has been removed for safety.</p> | <p>Urban Renewal <i>Allan Dallimore</i></p> <p>Highways <i>Gavin Barry</i></p> | |
| 18/03/15 | <p><u>Temporary Pedestrian Barrier</u> <u>O/S The Irish Thymes, Station Terrace</u> The Irish Thymes has requested permission to site a temporary pedestrian barrier outside their property to control admission queues on a Friday and Saturday evening.</p> | <p>Police <i>Ins Jones</i></p> <p>Transportation <i>Clive Campbell</i></p> | |

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| 20/03/15 | <p><u>Litter Problems</u> <u>Lane at Rear of Cardiff Road/Pentrebane Street</u> 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>Cleansing <i>Tony White</i></p> <p>Environmental Health <i>Lyndon Ross</i></p> | |
| 24/3/15 | <p><u>Cigarette Ends</u> <u>Clive Street</u> 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>Cleansing <i>Tony White</i></p> <p>Environmental Health <i>Lyndon Ross</i></p> | |
| 24/3/15 | <p><u>Broken Handrail Weld</u> <u>O/S The Twyn Community Centre</u> 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>Urban Renewal <i>Allan Dallimore</i></p> <p>Highways <i>Gavin Barry</i></p> | |