

**North East Derbyshire District Council**

**Cabinet**

**10 May 2017**

**The Impact of Town Centre Environments on Community Safety Scrutiny Review**

**Report of Councillor T Reader - Chair of the Communities Scrutiny Committee**

This report is public

**Purpose of the Report**

- To ask Cabinet to approve the recommendations of the Communities Scrutiny Committee's Review of The Impact of Town Centre Environments on Community Safety.

**1 Report Details**

- 1.1 The Communities Scrutiny Committee agreed to undertake a review of Town Centre Environments on Community Safety as part of its work programme for 2016/17. It was felt timely to review this area as ensuring that our town centres were safe, attractive and healthy places to live was a key ambition for the Authority. The Committee is also the Statutory Committee for the review of the work of the Community Safety Partnership.
- 1.2 The review aimed to:
  - Consider what impact environment has on levels of crime and disorder in our town centres
  - Review what actions the Council takes to create environments in town centres that improve Community Safety
  - Consider how effective these measures are
  - Identify any areas for improvement
- 1.3 The Review Panel met on six occasions and considered a variety of information to gain an understanding of the subject area. The Review Panel interviewed a range of officers and the Portfolio Holder with responsibility for Community Safety, Equality & Diversity and Health and the Portfolio Holder for Environment. The full report attached at **Appendix 1** sets out in more detail the evidence gathered and a synopsis of the views expressed.

1.4 Discussions were held with the Town Teams of Clay Cross and Eckington. Some members of the Review Panel also visited Clay Cross and Eckington Town Centres to talk with business owners directly.

1.5 The recommendations are:

- That further work be undertaken to raise the profile of the Community Safety Partnership in our town centres including:
  - The Community Safety Partnership to provide an advice event within the Districts town centres for businesses on ways they could make their business safer, including advice on lighting and providing their own CCTV cameras.
- That a representation be sent to the Police and Crime Commissioners Office regarding the level of police presence in the Districts town centres
- That a representation be made to Derbyshire County Council regarding the lack of vehicle parking enforcement activities within Eckington and Clay Cross Town Centres with a view to improving pedestrian safety.
- That the Council consider further regeneration activities in Eckington Town Centre to improve its appearance and help revitalise its businesses.
- That a letter be sent to shop owners/landlords in Eckington Town Centre asking them to improve the appearance of their properties.
- That the Council review how business rates are calculated, especially for new start up businesses to encourage take up.
- That the Council when considering the makeup of its town centres seek to use any powers available to it to levy an extra rate for certain businesses, like take a ways, to obtain a mixture of businesses that support increased footfall throughout the day
- That further work be undertaken to foster the links between the Town Teams, Parish Councils and the District Council, including elected members, to encourage co-operation on regeneration and community safety within the Districts town centres
- That the Council seek to be more assertive in its enforcement of fly tipping, dog fouling, fly posting and general rubbish to ensure the cleanliness and appearance of the District town centres support a cared for environment.
- That the issues raised regarding signage in this report, both traffic and advertising related, be investigated further to see if any action could be taken to improve them.

## **2 Conclusion and Reason for Recommendation**

- 2.1 To support the Council in ensuring our town centres are safe, attractive and healthy places to live.

## **3 Consultation and Equality Impact**

- 3.1 As detailed in the full report.

## **4 Alternative Options and Reasons for Rejection**

- 4.1 Not applicable

## **5 Implications**

### **5.1 Finance and Risk Implications**

- 5.1.1 This will be determined if Cabinet decide to accept the Scrutiny Review recommendations as part of the Lead Officer response.

### **5.2 Legal Implications including Data Protection**

- 5.2.1 These will be determined if Cabinet decide to accept the Scrutiny Review recommendations as part of the Lead Officer response.

### **5.3 Human Resources Implications**

- 5.3.1 This will be determined if Cabinet decide to accept the Scrutiny Review recommendations as part of the Lead Officer response.

## **6 Recommendations**

- 6.1 To ask Cabinet to consider the recommendations in paragraph 1.5 of the Communities Scrutiny Committee and if accepted ask officers to provide a response in consultation with the relevant Portfolio Holder.

**7 Decision Information**

<b>Is the decision a Key Decision?</b> (A Key Decision is an executive decision which results in income or expenditure to the Council of £50,000 or more or which has a significant impact on two or more District wards)	No
<b>Is the decision subject to Call-In?</b> Only Key Decisions are subject to Call-In)	No
<b>District Wards Affected</b>	N/A
<b>Links to Corporate Plan priorities or Policy Framework</b>	N/A

**8 Document Information**

<b>Appendix No</b>	<b>Title</b>
1	The Impact of Town Centre Environments on Community Safety
<b>Background Papers</b> (These are unpublished works which have been relied on to a material extent when preparing the report. They must be listed in the section below. If the report is going to Cabinet (NEDDC) or Executive (BDC) you must provide copies of the background papers)	
<b>Report Author</b>	<b>Contact Number</b>
Sue Veerman Overview & Scrutiny Manager	(01246) 217060

**NORTH EAST DERBYSHIRE  
DISTRICT COUNCIL**

**OVERVIEW AND SCRUTINY**

**THE IMPACT OF TOWN CENTRE  
ENVIRONMENTS ON COMMUNITY  
SAFETY**

**APRIL 2017**

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## **Chair's Foreword**

I am pleased to present this report on behalf of the scrutiny review panel of the Communities Scrutiny Committee. It details findings, conclusions and recommendations from its review into town centre safety.

For the purpose of the short review period the Committee focused on two of our districts towns of Clay Cross and Eckington. During the review evidence was gathered using a number of sources including Parish council colleagues, town teams, safer neighbourhood team, officers of the council and business owners themselves.

It's pleasing to see that on the whole evidence suggests that our towns are mostly seen as safe. Issues highlighted included lighting, traffic movements, signage, patrons leaving public houses after dark and the overall look of the town (especially prominent in Eckington).

The town centre walkabouts were particularly useful and gave a real idea of the issues faced in the town centres and the Committee have made relevant recommendations contained in the report that we believe will support the towns to become even safer and more attractive places to live and work for future generations.

The Committee has made a bold recommendation in which real consideration is given to the reduction in business rates to support in attracting and keeping an increasing selection of businesses and increasing footfall in our town centres which was highlighted as way of making town centres feel safer and vibrant. It was also interesting that none of our business owners are aware of the work by our safer neighbourhood team and how they can work with the town centre businesses to increase security in their premises, This has been highlighted as a priority and should be promoted to our business owners.

I would like to extend a personal thank you to all of our business owners, parish colleagues and everyone who took part in the review. Thank you to all the scrutiny panel members who made the process so enjoyable and interesting. I would also like to extend a special thanks to the Scrutiny Manger Sue Veerman for her hard work and without her input this review would not have been possible.

Kindest regards

Councillor Tracy Reader

## **Review Panel**

The review panel comprised the following members:

- Councillor T Reader - (Labour) – Review Panel Chair
- Councillor W Armitage - (Conservative)
- Councillor B Barnes - (Labour)
- Councillor L Blanshard - (Conservative)
- Councillor M Foster - (Conservative)
- Councillor J Hill - (Labour)
- Councillor C Hunt - (Labour)
- Councillor L Robinson - (Labour)
- Councillor C Tite - (Labour)

## **1. Recommendations**

- 1.1 That further work be undertaken to raise the profile of the Community Safety Partnership in our town centres including:
  - The Community Safety Partnership to provide an advice event within the Districts town centres for businesses on ways they could make their business safer, including advice on lighting and providing their own CCTV cameras.
- 1.2 That a representation be sent to the Police and Crime Commissioners Office regarding the level of police presence in the Districts town centres
- 1.3 That a representation be made to Derbyshire County Council regarding the lack of vehicle parking enforcement activities within Eckington and Clay Cross Town Centres with a view to improving pedestrian safety.
- 1.4 That the Council consider further regeneration activities in Eckington Town Centre to improve its appearance and help revitalise its businesses.
- 1.5 That a letter be sent to shop owners/landlords in Eckington Town Centre asking them to improve the appearance of their properties.
- 1.6 That the Council review how business rates are calculated, especially for new start up businesses to encourage take up.
- 1.7 That the Council when considering the makeup of its town centres seek to use any powers available to it to levy an extra rate for certain businesses, like take a ways, to obtain a mixture of businesses that support increased footfall throughout the day
- 1.8 That further work be undertaken to foster the links between the Town Teams, Parish Councils and the District Council, including elected members, to encourage co-operation on regeneration and community safety within the Districts town centres
- 1.9 That the Council seek to be more assertive in its enforcement of fly tipping, dog fouling, fly posting and general rubbish to ensure the cleanliness and appearance of the District town centres support a cared for environment.
- 1.10 That the issues raised regarding signage in this report, both traffic and advertising related, be investigated further to see if any action could be taken to improve them.

## **2. Introduction**

- 2.1 At its meeting on 2<sup>nd</sup> June, 2016 the Communities Scrutiny Committee agreed to undertake a review of The Impact of Town Centre Environments on Community Safety.

2.2 Ensuring that our town centres were safe, attractive and healthy places to live was a key ambition for the Authority. The Council undertook a number of measures to support this objective including being part of a Community Safety Partnership. The Committee thought it timely to look at how these arrangements were working.

### **3. Scope of Review**

3.1 The review aimed to:

- Consider what impact environment has on levels of crime and disorder in our town centres
- Review what actions the Council takes to create environments in town centres that improve Community Safety
- Consider how effective these measures are
- Identify any areas for improvement

### **4. Method of Review**

4.1 The review panel met on six occasions to consider the scope of the review, key issues they wanted to discuss and key people they wished to interview.

4.2 Evidence was gathered in a variety of ways including written sources and interviews with a range of officers. At the first meeting of the panel the Community Safety Partnership Manager and a representative from the Police provided an overview of the current position and answered questions from the panel. At subsequent meetings the Portfolio Holder for Community Safety, Equality & Diversity and Health and the Portfolio Holder for Environment were also interviewed.

4.3 Discussion sessions were held with representatives from Clay Cross Town Team and Eckington Town Team. Members of the Committee additionally visited the Town Centres of Clay Cross and Eckington to discuss Community Safety with businesses. Questionnaires were also sent to Parish Councils for Clay Cross, Dronfield, Eckington and Killamarsh.

### **5. Evidence and Research**

5.1 A number of documents and evidence were provided to the review panel for consideration. Details are provided below:

- Town Centre Health Checks – Citizens Panel 2013
- Briefing Paper on CCTV – College of Policing
- Dronfield and Killamarsh Regeneration Frameworks
- Questionnaires from Town Centre Businesses
- Questionnaires from Parish Councils/Councillors

## **6. Key Findings**

### **6.1 Strengths**

- 6.1.1 The Committee interviewed several Council officers who provided evidence of how their role contributed to Community Safety either directly or indirectly as a result of their activities. Examples were provided from Environmental Health, Street Scene and Economic Development. Environment Health and Street Scene advised that they believed the work they undertake to deal with fly tipping, littering, dog fouling, noise, abandoned vehicles, camera deployment and licensing of taxis could all play a part in keeping the environment clean, safe and attractive. This in turn contributes to the safety of town centres. Licensing of take-aways was also a factor including their location, which if the premises were open late might be used by drinkers which could affect people's perception and fear of crime. Several stakeholders expressed the view that the way an area appears can have a positive or negative impact on people's behaviour within that place. The Assistant Director - Street Scene felt that a clean town with presentable and tidy streets discourages crime and encourages a sense of belonging. Several officers commented that the multi agency approach from the various services being used by the Council helped support this.
- 6.1.2 The Committee heard that the Council had implemented regeneration frameworks for its town centres in Clay Cross, Dronfield, Eckington and Killamarsh. The Frameworks have been produced to help shape the future of the town centres following consultation with the community and other interested stakeholders. Each framework sought to identify key opportunities for improvement within the towns and provide priority actions to deliver them
- 6.1.3 Good design was raised by a number of officers as an area that they felt contributed to improving Community Safety. Good design could provide natural surveillance and eliminate so called 'rat runs'. It was a key measure that needed to be considered as part of any improvement or regeneration of town centres. Consultation with a wider audience and use of available intelligence from the community was also highlighted as important. The Council needed to gather evidence from various agencies including data on what the public and businesses want to see in their town centres. An example of the town centre health checks that the Council had undertaken was given as good practice because communities have local knowledge and can spot trends that can inform the Council's decision making.
- 6.1.4 The work of the Community Safety Partnership was highlighted by the Community Safety Manager and the Community Sergeant. Information was provided on activities the Partnership undertakes, such as events held at lunch clubs and the provision of diversionary activities for young people in the 6 week holidays. The Council had been using Extreme Wheels to provide these diversionary events and they had been well received by the young people taking part. The manager stated that it had definitely helped reduce Anti Social Behaviour significantly. She also believed that it helped build respect and a relationship with young people. An example provided of

how it had worked was that Killamarsh Parish Council was looking to provide a youth shelter in the town centre because of the relationship that has been developed. The Community Safety Partnership Manager also stated that she believed that the visual way a place looked had an impact on whether people feel safe.

- 6.1.5 Interviewees were asked how they measure the impact of their work in this area. Responses included data was collected on crime and Anti Social Behaviour, regular weekly meetings were also held to monitor performance and issues by the Community Safety Partnership Team. Street Scene used the LEQS (Local Environmental Quality Survey) system to monitor the ongoing cleanliness of town centres and have performance measures and targets for cleanliness. They also use the citizens' panel to test peoples view on cleanliness. The two portfolio holders interviewed felt that the customer surveys and feedback provided from Parish Councils and other councillors helped inform the Council of what was happening on the ground. They commented that this was only part of the picture but helped identify issues and how people call on various departments for interventions. Economic Development advised that they had held consultation exercises in town centres and community safety had rarely been raised as a major issue or that people felt unsafe to go in to them. They also felt that support from the Parish Councils, the health of town teams and the results of the health checks were useful indicators.
- 6.1.6 Twenty two questionnaires were completed during visits to businesses by members of the Committee in Clay Cross and Eckington Town Centres. The overall response given was that these stakeholders generally feel safe within their town centres. Many felt safe at all times during the day but some commented that this changed during the evening period. The reasons given for this were that whilst people leaving pubs in the evening could be an advantage because it provided footfall, this could also lead to rowdy and sometimes drunken behaviour, which could be a cause for concern. One owner said she had found a drunken man sleeping in her doorway when she opened her shop once. Youngsters hanging around and gangs of youths on bikes were considered intimidating for some, although it was acknowledged that this might be perception rather than actual threat to safety
- 6.1.7 Two of the towns within the district have dedicated town teams. Both teams were keen to develop their town centres. Clay Cross town team spoke of a number of activities they were holding to encourage footfall into the town including a successful event held at Christmas which attracted a large number of visitors to the town centre, a pop up cinema and a litter pick. They had also developed a good relationship with the manager of the large supermarket in the town. Eckington town team has been trying to regenerate its market. When asked about how safe they felt within their towns, both commented that they felt relatively safe during the daytime but a number of issues were raised on improvements they would like to see which they believed needed to be addressed. These are discussed further in section 6.2 of the report.

6.1.8 All the town centre areas have a Parish Council working on behalf of the town as part of the wider Parish. Responses were received from Dronfield and Eckington Councils. Dronfield Town Council reported that it had various projects it carried out with the aim of promoting general Community Safety and that the town felt very safe. Few problems were experienced and any were adequately dealt with if they arose. Eckington also felt that during the day the town was safe but in the evening this was less so as there were a lot of dark areas in the town centre and insufficient lighting. Both made suggestions for improvement which are detailed in section 6.2 of the report.

## 6.2 Areas for Improvement/Observations

6.2.1 Stakeholders were asked about their awareness of the Community Safety Partnership. Within the Council there was a general awareness of their work amongst officers and members. Some mentioned the activities that the partnership was involved with including initiatives like Extreme Wheels. However, externally out in the town centres from the businesses visited, there was no recognition of the partnership and the work it was undertaking. One of the town teams was aware of them but commented there was some evidence initially but they had not seen anything else and was not sure how visible they were. This was surprising as the Committee reviews the Community Safety Partnership annually and is aware of a number of initiatives that they take part in. This highlighted that the Partnership needed to raise its profile within our town centres and let communities know what role they have and the support they can give with Community Safety. However, it was recognised that businesses must also take ownership of crime that is happening on their premises to support policing. Two examples were given at supermarkets in Dronfield and Killamarsh attracting crime which would benefit from some private security staff.

6.2.2 Police presence and visibility were mentioned by a number of stakeholders on both site visits to Clay Cross and Eckington. It was felt that this was increasingly becoming more of an issue. One comment that was typical, provided by a Clay Cross stakeholder, was that they only saw a police car passing through the town now, whereas previously police officers would walk through the town centre. It was believed that one impact of this was people were frequently driving recklessly up Market Street the wrong way because they knew no-one would apprehend them. Additionally there was petty crime in the area, like shoplifting. This was giving a sense that the community was being left to get on with it and not conducive to a safe environment. In Eckington lack of footfall and surveillance were raised by several interviewees. Comments were expressed that people think they can misbehave because they won't be seen. Details of a burglary involving a knife were given by one of the businesses and the owner said he had been waiting three weeks for a visit from the police.

6.2.3 There were a number of other issues around speeding, going up roads the wrong way and parking which increased during night time hours. A report had recently been received by the Parish Council of a child being narrowly missed by a speeding motorist on the precinct in Eckington. This was

reported to the Police but the member of the public was advised that they would need video or CCTV evidence to be able to prosecute. Further problems raised in Eckington also related to the precinct area. These included lack of enforcement from traffic wardens not issuing tickets and the need to replace some form of barrier in front of the shops. There had been some bollards installed to address some of the precinct issues, which was for loading and unloading only. However, these had been demolished in a ram raid. Planters had also been provided but these had disappeared. Requests were made to enforce no parking on the precinct as it created a danger to pedestrians. The committee members witnessed an incident themselves during their visit where the safety of a person in a disability scooter was compromised whilst travelling through the precinct, by a car driving through inappropriately. One suggestion received was to move the planters near T J cafe to the opposite side of the road to narrow it so vehicles would have to slow down. The Parish Council asked whether the police or the parking enforcement officer could ticket motorists who parked on the precinct and if the existing traffic order is not enforceable then it needed to be amended. The main road through is busy as motorists use it as a cut through. Some measure needs to be installed to improve the crossing for people crossing near the bend into the main area.

- 6.2.4 In Clay Cross similar car related issues were raised. These included problems with drivers, usually from out of the area, turning down Market Street the wrong way from the main road. Several people said this was a frequent occurrence and was dangerous for people crossing the road. There was a sign at the top of the road but this seems to be not preventing the problem. Cars parking on yellow lines, usually legitimately with disabled badges, were also causing blockages for larger traffic which could not then pass because the road was too narrow. Requests for the long stay car parks to be increased from two to three hours were made to facilitate better parking. One issue that was mentioned by a number stakeholders was the closure of Bridge Street, at the side of the bus station. It was felt that this had impacted on the businesses in the main shopping area as people could not drive through when visiting the supermarket and access needed to be improved. Also other drivers were entering the bus station because they felt it was the way to the supermarket.
- 6.2.5 The level of lighting was raised as an issue by several stakeholders, who felt it impacted on how safe they felt within the town centres in the evening and also on darker days. Specific issues were raised at the Aldi/Co-Op store in Killamarsh and lighting was considered key. One owner in Clay Cross said the lights on the street outside her shop were insufficient, so parking and walking to your shop in winter was scary on dark nights. The town team said they had been advised by Derbyshire County Council that they now operated a policy of three bulbs out before they replaced them. Similar comments were made at Eckington where stakeholders felt safe during day time but struggled with lighting on dark nights.

- 6.2.6 The general appearance of town centres was raised. A particular problem was experienced with private landlords who fail to keep properties in a good state of repair. In Eckington this was particularly evident as several buildings appeared run down and not maintained. There were also tiles falling off buildings which all created an unsightly look. Improving the shop frontages was raised by several interviewees on the visit to Eckington town centre. Clay Cross raised particular issues with litter and weed growth not being cleared and an issue with a mountain of black bags full of household waste behind the flats at Northgate House not being removed. It was felt that this was unsightly, attracted vermin and created a health hazard. The town team had held an environmental tidy up day which it felt had brightened up the area and gave a better feeling of safety.
- 6.2.7 The impact of prominent town centre businesses/buildings closing down like banks, local pubs, the job centre in Eckington, the school in Clay Cross was raised. It was felt that this could have negative impacts on a town centre as it potentially lowered footfall in the town which in turn could reduce community safety. The need to create positive effects on the environment was discussed. Some initiatives were mentioned like the art work in Clay Cross and the proposed memorial in Eckington and whether such initiatives showed a place is cared for and created a community sense of responsibility. Several stakeholders had expressed the opinion that design was considered very important as it could help make places more secure. Provision of spaces for young people to go was also raised, including parks they can use.
- 6.2.8 CCTV was an issue raised by the majority of stakeholders. There was a variety of views expressed on how useful it was. The Community Safety Partnership Manager felt that the lender cams that are provided to people in their homes are an excellent way to reduce anxiety and detect Anti Social Behaviour. With regard to CCTV use in town centres she felt it was not a panacea as it did not stop crime but had a place. However, she considered it better if someone was monitoring the system. The police sergeant said they can be used as evidence, so were another tool available. Other comments made by council officers included it could be worthwhile and could be a key tool. However, fixed cameras were fine but did not cover things moving about so mobile cameras were useful to complement fixed ones as they could follow issues like Anti Social Behaviour. Most recognised CCTV was expensive and at its most effective when monitored. Clay Cross Town Team informed the Committee that they were currently investigating whether they could access funding for CCTV but this was still in the early stages. Eckington Town Team would like to have CCTV and had costed replacing their existing CCTV which did not provide adequate definition for the Police to use in court.
- 6.2.9 Several stakeholders commented that it was important to look at the makeup of our high streets to ensure there was a mix of activity and diversity within town centres. Consideration should be given to having residential development in town centres long term rather than all retail premises as this would facilitate in built overlooking which could help reduce crime and anti

social behaviour. Several people raised the issue that take a ways were over saturated currently in our town centres and needed to be restricted. Many of these businesses open mainly in the night time hours which could create a negative impact on towns within the day time. This was exacerbated by shops closing down and being boarded up as they could not be relet. It was acknowledged that sometimes this could be people's perception and fear of crime. Diversity was needed to encourage people to shop because if they can get a mixture of goods/services within the town centre this increases footfall.

- 6.2.10 Some stakeholders made comments on the appearance of town centres in relation to tidiness and rubbish. These included trade rubbish in general was getting worse and a specific issue was raised on take a ways causing a problem due to the day of rubbish collection. The cycle meant that after the weekend the stakeholder felt the levels of rubbish were unacceptable, although he praised the service otherwise. He asked whether more bins could be provided within the area to cope with the extra rubbish. An officer commented that it is important to communicate and educate regarding despoilment to help keep an area looking cared for. Where appropriate the Council needed to be assertive in enforcement. More could also be done to publish what action was being taken by the Council to keep people aware and gain the support of the community.
- 6.2.11 Signage was raised in Clay Cross and was felt to be poor in terms of creating connectivity of the new town (supermarket) and the old town (high street). The town team had paid for a sign to try and improve this situation and the supermarket had allowed it to be erected on their land. Additionally an issue with the availability of free parking in Clay Cross not being signposted was raised, which created a problem with people parking on pavements. The issue of signage was also raised during the visit to Eckington. An interviewee said he would like to see a sign at the front of the town centre advertising what businesses were available so people would be attracted to come into the centre. This increased footfall as well as improving community safety because more people created a better environment.

## **7. Conclusions**

- 7.1 The review panel heard views from a wide range of stakeholders both internal and external during this review. On the whole they concluded that people felt safe within their town centres, particularly in the day time. Information was also gathered on what stakeholders felt improved community safety. This was supported by several examples provided of efforts being made by the Authority's officers to improve community safety either directly or indirectly.
- 7.2 However, some areas for improvement were identified around increasing the profile of the Community Safety Partnership, improving police presence and enforcement activities and the Council considering further how it can support attractive, healthy and safer town centres.

**Stakeholders Engaged During the Review**

Matt Broughton	-	Commercial Property and Developments Manager
Steve Brunt	-	Assistant Director Street scene
Peter Campbell	-	Assistant Director Community Safety
J Cosgrove	-	Economic Development Manager
Sharon Gillott	-	Environmental Health Manager
Michael Gordon	-	Portfolio holder for Environment
Faye Green	-	Community Safety Manager
Bryan Harrison	-	Senior Regeneration Officer and Urban Designer
Jim Jesson	-	Eckington Town Team
Andrew King	-	Clay Cross Town Team
Jeff Lilley	-	Portfolio holder for Community Safety, Equality & Diversity and Health
Martin Roberts	-	Clay Cross Town Team
Sgt James Shirley	-	Police Representative
Allison Westray Chapman	-	Assistant Director - Economic Development
Philip Wheelhouse	-	Eckington Town Team

Interviews with businesses in Clay Cross and Eckington Town Centres

Questionnaires received from Parish Councils