

we don't just talk - we do!

**MINUTES OF AGM AND PUBLIC MEETING
Tuesday 28TH September 2010
Riviera International Conference Centre**

Tracey Cabache, Chairperson for meeting, Torbay Council

Present: 36 residents/people working in the Torquay Town Centre Area, 11 non-residents

Apologies: Maureen Tanner, Westbrook Hotel, Kevin Mowatt (Executive Head Torbay Harbour Authority) Wendy Bennett (General Manager Princess Theatre)

Item No	Minute/Action Agreed
1.	<p>Welcome and introductions</p> <p>Tracey welcomed those present at the meeting and introduced herself, the Community Partnership team members present, Melissa Steer, Communities Assistant (minutes), Gael Hammett, Community Partnership Officer, and Charlotte McEvoy, Community Engagement Officer and asked the Ward Councillors present to make themselves known. Cllrs Robert Horne and Robert Excell introduced themselves. (Cllr Faulkner arrived at the meeting later).</p> <p>Tracey ran through the agenda and how the officer and steering group voting would be carried out.</p> <p>William Taylor questioned why the AGM had been arranged at the same time as the Chamber of trade meeting, as many residents and business owners would have liked to attend the AGM. Tracey responded that the clash had been discussed at an interim steering group meeting, but the date of the AGM had been changed twice before due to clashes with council meetings. All consideration will be given to avoiding clashes with other meetings in the future. Lucy Ball from Torquay Town Centres Company agreed that the clash had been discussed but the AGM date had risked being moved further away.</p>
2.	<p>Question and answer session with TOR2 on waste and recycling</p> <p>Ian Hartley informed the meeting he is Waste Client Manager at Torbay Council responsible for monitoring the TOR2 contract. Andy Muncer introduced himself as General Manager of TOR2 & Damian Walker briefly explained his role as Waste Doctor with the remit of facilitating the change from the old system to the new. They asked for any questions from the floor.</p> <p>Alan Orbison, a resident, asked if the scheme had been piloted prior to unfurling across the bay. Andy responded that the scheme was similar to that in other areas in Somerset, Bath and boroughs in London with a similar proportion of residences e.g. Houses of Multiple occupation (HMO's) as Torbay. Alan replied that he felt there were no similarities in topography and would have thought the scheme would have been trialled to see if there were any problems. Andy accepted Alan's point of view and agreed there was a</p>

	<p>need to pick up on local research.</p> <p>Cllr Horne stated he has seen the project work in other areas e.g. Liskeard where in narrow streets there were communal areas for waste. He asked if this facility could be introduced in Torbay. Andy replied there would be an element of fine tuning, the aim was to maximise residents opportunity to recycle and TOR2 were looking at communal recycling to compliment kerbside collections.</p> <p>A resident asked questions regarding retention of seagull bags and changes in collection from the back to the front of her property, where the street now looked like a tip. Andy responded that some properties would retain seagull bags but this would be reviewed to see if it's possible for the bags to be replaced by wheelie bins. The collection had most likely changed from the back of properties to the front due to the size of the new collection vehicles. Damian would be available after this agenda item to record individual enquiries and take them back to the Waste Doctor Team for response.</p> <p>Questions were raised around wheelie bins cluttering streets causing obstruction to blind people, bins being a fire hazard, waste being returned unnecessarily and the lack of consultation about the scheme. Ian responded issues on individual roads could be assessed case by case. There was a public consultation on the Waste Strategy in all three towns via the consultation caravan with notification in the Herald Express. The questions were not specific to this scheme but consideration was given to the responses when picking TOR2's tender.</p> <p>Nick Burleigh, Chair of Residents of the Hill (ROTH), said the group had researched the Hackney model of waste collection for their area and provided their findings to Torbay council but no notice had been taken. The TOR2 scheme was unsuitable for the many HMO's in the area & if the bosses had come to the group they could have saved money. Other issues were raised around what tourists will make of the appearance of Torbay & traffic jams caused by the collection lorries and workers sorting the waste. Why could it not be taken to one place? Andy responded that there is no facility to deal with the recycling if taken all at once, also haulage costs would have to be paid. Recycling is now up 81% in Torbay, this scheme is the best solution to increasing the rate of participants.</p> <p>Alan Orbison asked why the scheme had been implemented in the summer. Ian responded the council has targets to meet regarding increasing the level of recycling as soon as possible to reduce waste going to landfill sites, reducing landfill taxes and avoiding fines.</p> <p>A resident asked if the bring sites were under review and why Tetra Packs were not collected as The Willows collection point was usually full. Ian responded the vehicles have limited capacity and the best value items are collected, this is reviewed as time goes on and if markets change Tetrapacks and batteries could be included in collections.</p> <p>Cllr Excel asked why the Waste Doctors had not used before implementation to inform people. Ian stated that they had. Tracey asked if lessons had been learned and that the community could be used to design future improvements to the service? Ian responded they were keen to get input from the community and valuable points had been raised.</p> <p>Cllr Faulkner commented that lessons should have been learned from the implementation of wheelie bins ten years ago. Councillors have local knowledge and would have passed on information. She has received many calls from residents regarding problems with the scheme and asked how much of the profit would come back to the taxpayer? Ian stated the contract is for 10 years, the council will save 1 million yearly which will be reinvested back into Torbay.</p> <p>A resident asked about performance criteria and if there were penalty clauses related to customer satisfaction. Ian assured that there were many clauses to monitor the operation of TOR2. Details of these were requested for circulation after the meeting.</p> <p>Tracey thanks the Tor2 and Torbay Council representatives.</p> <p>They left the meeting after a number of one to one discussions with specific residents.</p>
<p>3.</p>	<p>Presentations from groups active in our area.</p> <p>Tracey introduced Lucy Ball who spoke about the Business Improvement District (BID) which has been in existence for 5 months and gave an overview of what has been achieved since the start. The BID area stretches from The Town Hall car park to Torbay Road and from The Torbay Hotel to Market Street. It encompasses 620 businesses. The</p>

	<p>BID spent 15 months assessing what the businesses wanted which resulted in a number of points being made into a 5 year business plan with key areas including: Street cleaning, the profile of Torquay and security/a change of perception. Ian Broadfoot has been employed as BID Manager, a board has been formed to shape the business plan and budget and to feedback to the other business directors and Torbay Council. There has been six monthly markets at Vaughan Parade and two Italian markets, a food and arts festival at Union Square which increased foot fall by 100%. There will be a carnival on 20th November and town centre lights switched on featuring pyrotechnics. The town centre pavements have been cleaned of chewing gum which TOR2 will assist with next year. There is a competition being run to find the tidiest shop front to encourage businesses to think about their shop image.</p> <p>A business owner in Belgrave Road asked if the BID could be extended to that area. Lucy explained the BID boundary could not be changed at present but other support options could be looked into.</p> <p>Nick Burleigh talked about ROTH. The area covered is Warren Road from Abbey Road to the Point garden. Abbey Road from Rock Road to Warren Road on the Melville Street side. Rock Road, Fleet Street with entrances on Rock Road, Melville Street, Coburg Place, Melville Place, Melville Lane and Warren Hill. Nick gave an overview of the problems experienced by residents in the area which led to the formation of ROTH such as drug dealing and ASB. The group have been active, liaising with police and Councillors to highlight what is going on in the area and have built excellent relationships. More people have started to come on board and they are harnessing the energy to take control of their own area. The group have installed garden planters and a notice board which shows others that people care about their area.</p> <p>A resident highlighted problems with Conway Court which is not in the ROTH area but is known to police. Cllr Excell assured the resident the problem was in hand.</p> <p>Shirley Bartlett gave an overview of the Concerned Communities Association of Belgravia (CCA) the committee formed around 1 year ago and came from a similar background of trying to combat ASB in Belgravia. The initial meeting had 80 attendees. The group work to focus on the issues that really effect residents. They have worked with the housing association that oversees Galway house and reduced the category of residents living there from high risk to medium risk. They are looking to meld with ROTH into the Town Centre Partnership and make the area a happier and safer place to live.</p>
<p>4.</p>	<p>AGM part one. Roles and responsibilities, candidates announced, voting.</p> <p>Tracey gave an overview of Community Partnerships using a power point presentation and map of the Torquay Town Centre Partnership area. She asked those present at the meeting to agree the minutes from the Tormohun AGM on 6th July 2010. Agreement was proposed by Clive Richards and seconded by William Taylor.</p> <p>Those who were standing for officer positions spoke a little about themselves. They were Nick Burleigh – standing for Chairman, Shirley Bartlett & Mike Hollamby (not present) standing for each of the two vice chair positions, Jess Richards standing for Secretary & Steve Dawson standing for Treasurer (not present at the meeting – the meeting was informed that Steve was a local business man and ran the RH Dry Cleaners on Torhill Road). Tracey asked the meeting to add names to the voting slips and mark the box to vote for that person.</p> <p>Those that expressed an interest in being steering group members also spoke about themselves, they were: Steven Guy, Julian Hendry, Julie Brandon (not present at the meeting – the meeting was informed that Julie was a local resident from the St Luke’s area) Clive Richards and William Taylor.</p> <p>Lucy Ball will ask for a representative from the BID board to join the steering group.</p>
<p>5.</p>	<p>Presentation on Rock Walk</p> <p>Ian Williams gave an update on the Royal Terrace Gardens formally known as Rock Walk. The work was now largely complete and the new stairway and paths are due to be officially opened on 2nd October 2010. He gave an overview of the work carried out to secure the cliff and ensure the renovations would stand the test of time and remain a</p>

	<p>tourist attraction.</p> <p>Residents asked how the return of ASB in the area was being prevented. Ian responded that the area was well lit at night and has a regular maintenance schedule as well as being monitored by police and park wardens. The lights are made from L.E.D.'s & toughened glass. Efforts have been made to eliminate places that could be used for unlawful activities. Benches have been designed so they can't be slept on. Ian was congratulated from the floor on the successful delivery of the project – a job well done. A resident asked about plans to build flats on the harbour front. Tracey said those plans would be coming back to the partnership for comment at a later date. Tracey Brooks of the Strategic Planning Team at Torbay Council said the Torbay Harbour Area Action Plan (THAAP) launch is at the end of October and would involve consultation on planning areas.</p>
<p>6.</p>	<p>AGM part two. Results of voting announced.</p> <p>30 voting slips were returned. Votes had been counted for the steering group officers, with the results as follows;</p> <p>Nick Burleigh 27 votes in favour for Chairperson Shirley Bartlett 27 votes in favour for Vice Chairperson Mike Hollamby 26 votes in favour for Vice Chairperson Jess Anderson 27 votes in favour for Secretary Steve Dawson 29 votes in favour for Treasurer</p> <p>The above people were duly elected.</p> <p>The meeting was reminded that the following had been nominated to join the steering group along with the officers just elected, the 3 local ward councillors and the Neighbourhood Beat Manager.</p> <p>Steven Guy Julian Hendry Clive Richards William Taylor Julie Brandon Glen Wimbledon - who arrived late at the meeting due to work commitments also declared his nomination at this point and introduced himself.</p> <p>Tracey asked those present at the meeting to vote by show of hands to elect the above steering group members. There were 30 votes in favour of accepting them, none against, and no abstainers.</p> <p>The meeting closed.</p>