

APPENDIX 1 part 2

1.1 OBJECTIVE :

Provision of a Management of Commercial Obstruction on the Highway Policy. This would cover the various occasions when a Business wants to use the Public Highway for reason of benefit to that company. We currently licence and charge scaffold and skip hire companies for use of the Highway space. This review seeks to bring a consistency to the policy, both within MCC processes and the wider Local Authority community.

2.1 CURRENT SITUATION

Enforcement action taken by Highways Operation's Department forms a significant element of their work. This enforcement, usually against business and people, who are aware of the MCC's current policies, could be developed into a system that is more readily available, encompassing all private activity on the Public Highway. The policy will effectively control apparatus in the highway and will recover the cost associated with enforcement.

This policy is based on the following premise :-

1. It is not unreasonable that the beneficiaries of service requests made to MCC should pay for the cost associated with those requests, especially when a failure to comply, with The Highway Act 1980, would normally lead to enforcement action being taken. (e.g. a service request highlighting the need to fill a pothole is different from one requesting the opportunity to place scaffold or advertising on the highway).
2. An interest by Companies to use the public Highway as a site to benefit their business is evident throughout MCC (e.g. 'A' boards and Coffee tables). This benefit, usually through advertising or by the direct use of the Public Highway as a premise from which to sell goods or to supply a service, needs to be expanded. However, this benefit can conflict with MCC's statutory Duty to '... assert and protect the rights of the public to the use and enjoyment of any highway....', Highway Act 1980 : Section 130, and needs to be managed effectively

3.1 CONCLUSION :-

By managing and licencing access to the Public highway by Companies who benefit from its use MCC can help, through charges, to encourage vibrancy to the street scene in an area that is an accepted component of some retail business. Introduction of charges for requests and licences, in line with a number of other Authorities, MCC can be seen to be proactive and fair in its management of the Highway space. Consistency needs to be achieved by further consultation with business and interested forums. The proposal for fees (table 1) was derived through a small survey of other Authorities approach to this problem.

Table 1	A BOARD	SEATING / DISPLAYS	ADVERTS / BANNERS	'PITCH' one off
MCC PROPOSAL	£50 one off application 288 x 70% x £50 = £10,080	SEATING / SALE RAILS / DISPLAYS. First application will always be £125. The annual renewal will be based on area occupied Use Sqm rates : 0 to 6 = £120 6 to 12 =£240 12 to 18 = £360 Larger areas not permitted	Continue with similar policy where by only charities are allowed to advertise and are not charged. Funding helped by income	£75 first application £50 subsequent
Yearly rental 70% take up	Based on enforcement	31 x 70% x £240 = £5208	£0	MCC STREET TRADING POLICY DEALS WITH

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5.1 BACKGROUND :-

The prevalence of A boards, flyposting and seating areas throughout Monmouthshire appears to exceed 544 units (70 poster applications per year / 288 A boards present in Dec 2012 / 31 seating areas at 6 seats each (guestimate)).

The 544 units suggests a need and willingness to display or use the Public Highway, by business. The potential for a financial reward, for the business is made after some initial investment in the form of :-

1. Manufacture of flyposter, banners measuring 10 feet by 3 feet on occasions
2. Manufacture of A boards, varying from simply chalk boards to aluminium frames
3. Manufacture of seating areas, tables, chairs and barriers
4. Investment in benches and trees for community and memorial reasons

It should not be considered unreasonable to formalise an approval process for each of the above installations. A one off yearly fee for each A frame / each seat (0.5metre square). A fixed charge based on cost of facilitating and enforcement could be arrived at (circa £50 to £100 per application / year). A take up rate of 70% would deliver an income of around £6k per annum on annual renewal fees. Enforcement / management currently exceeds £17k per annum and is a continual drain on the Highway resources. These costs would reasonably be expected to reduce on time and actual fines / enforcement incomes will initially rise before falling off.

Memorial tribute in the form of planting and benches etc. providing they are backed by the community will only be subject to the first year's approval charge, as would the community council.

Sources of approval that require bringing into process and flows:

1. Flyposter : Flow 7.1
2. A frames : Flow 8.1
3. Table and chairs : No flow exists
4. Adhoc furniture, plants, sale rails etc. : No flow exists
5. Community / Memorial, benches and plantings etc. : No flow exists
6. Overall Process : Flow 9.1

Interested parties. Consultation / notification required

1. Head of Operations
2. Highways Management
3. Head of Public Health and Culture
4. Head of Legal Services
5. MCC income / planning
6. County Councillors
7. Community Councils
8. OSS Managers
9. Access Forums
10. Business Forums

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6.1 DATA and EVIDENCE

1. OPINION

The Opinion of Stakeholders has been sort through a small survey of the Public. This was done by asking a set of questions of people through OSS, calls and street corners. The sample consisted of 121 people who wished to express their opinion. A number of engagement sessions were held throughout Monmouthshire, held in local halls and meeting places. These attracted members of the public, business people and access representatives. The raw data is included in point 5 below

CANVASSING : A BOARD : SOME CONCLUSIONS

There appears to be a solid support to allow the continuation of advertising with 'A boards' (*'SIGNS ENCOURAGE BUSINESS AND GIVE CONTINENTAL FEEL' – 'ONE SMALL BOARD OUTSIDE SHOP IS FINE'*), a solid feeling that safety, with rules that are followed, should be implemented by MCC. MCC have a number of Duties including removal of any obstruction and assert and to protect the rights of the public to the use and enjoyment of any highway. A significant, but small number of people do feel that their needs are not being protected (*'SIGNS CAN BE A DANGER TO VISUALLY IMPAIRED PEOPLE SO BETER TO PLACE THEM AGAINST' – 'CREATING OBSTACLES WHICH IS UNFAIR TO VISUALLY IMPAIRED'*). There is a willingness to see a small charge, although not an overwhelming one, but it can be seen against a backdrop that a number of those who felt no fees should be made (*'ENOUGH RATES PAID SHOULD NOT PAY MORE'*) also feel no rules should be set and not fines if the law is broken should be enforced. This is not a reasoned response and could result in proliferation of hazards (*'SHOULD ONLY BE ALLOWED OUTSIDE A SHOP, IF NO RULES WE WILL HAVE SIGNS ETC EVERYWHERE'*). A strong sense that MCC should help by placing communal advertising in open spaces and carparks to promote local service is evident (*'USE TECHNOLOGY, FINGER POSTS, ADVERTISING AWAY FROM FRONTAGE, HELP TOURISM AND TRADE'*)

A mandate exists to allow the continuation of 'A Board' use, but in a controlled way.

In order to protect the stakeholders rights and the Duties of MCC, given the financial pressure being imposed on the authority we are seeking support to adopt this policy in full. This would include an administration fee of £50 per year.

CANVASSING : CAFÉ AREA / DISPLAY AREA: SOME CONCLUSIONS

There appears to be a solid support to allow the continuation and expansion of Café areas (*'CAFÉ SOCIETY IS GOOD', - 'THEY DO ADD VIBRANCY' – 'LOVELY TO SEE SEATS/TABLES IN CAFÉ AREAS.'*), a solid feeling that safety, with rules that are followed, should be implemented by MCC. MCC have a number of Duties including removal of any obstruction and assert and to protect the rights of the public to the use and enjoyment of any highway. A significant, but small number of people do feel that their needs are not being protected (*'ONLY ALLOW IF THEY DO NOT CAUSE OBSTRUCTION, - 'ENOUGH ROOM IS LEFT FOR PEDESTRIANS, PUSHCHAIRS, WHEELCHAIRS ETC' – 'SOME SECTIONS OF FOOTWAY TOO NARROW BUT GOODS ARE PLACED'*). There is a willingness to see a small charge, although not an overwhelming one, but it can be seen against a backdrop that a number of those who felt no fees should be made (*'LEAVE SMALL BUSINESSES ALONE' – 'IS IT ANOTHER WAY TO SQUEEZE MONEY OUT OF SMALL BUSINESSES'*) also feel no rules should be set and no fines if the law is broken should be made. This is not a reasoned response and could result in proliferation of hazards (*'IT IS A QUESTION OF DEGREE, ONLY ALLOW IF THEY DO NOT CAUSE OBSTRUCTION' – 'ONLY WHEN THEY DO NOT HINDER PEDESTRIANS'*).

The results suggests a mandate exists to allow the continuation of Café Areas and Display areas to continue and the expansion of the Café Society would encourage vibrancy and new business could be supported by all

In order to protect the stakeholders rights and the Duties of MCC, given the financial pressure being imposed on the authority, we are seeking support to adopt this policy in full. This would include a One Off approval fee of £125 on

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successful application / agreement. And an ongoing Annual licence based on the area occupied : less than 6m² = £120 or 6m² to less than 12m² = £240 or 12m² to 18m² = £360

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2. ENFORCEMENT AND PERMISSION COST

ENFORCEMENT COST : first / second / third stage typical

Administration : first contact @ £10?	10
Administration : support and processing 60 mins @ £20 per hour	20
Supervisor : 3 stage communication by letter 45 mins each @ £35 per hour	26
Highway Operatives : 2 men and truck collect / store depot 60 mins @ £50 per hour	50
Operations Staff : chat + data collection for legal, 120 mins @ £30 per hour	60
	166 +legal

86 complaints in 12/13 therefore potential resources allocation worth £14,276 + legal fees (86 occs @ £166) was made. Enforcement would need to be more rigorous or faith in system would be lost.

APPLICATION COST : typical Flyposter

Administration : first contact @ £10?	10
Administration : support and processing 30 mins @ £20 per hour	10
Operation's staff : 30 mins each @ £35 per hour	17.5

82 applications in 12/13, therefore potential resource allocation worth £3,075 (82 occs @ £37.5) was made. Applications would increase and yearly renewals would need significant input.

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3. FEE COMPARISON WITH OTHER LOCAL AUTHORITIES

COMPARISON : CHARGES IN RELATION TO PRIVATE OBSTRUCTIONS IN HIGHWAY			
	'A' BOARDS	CAFÉ AREAS	
GLOUCESTER	£50 per year	-	
SOMERSET	£165 per year + Licence	£165 per year + £350 licence	
CAERPHILLY	£160 fee + yearly fee ?	£408 + yearly fee ?	
BRISTOL CITY	No fee. guidance and £50 fine	Currently no fee. Similar debate to MCC, too much clutter and increased risk so need to manage	
LIVERPOOL	£50 per year	-	
NOTTINGHAM	£0 for licence	-	
SWANSEA	£58 per year	£132 for 6 chairs per year £264 for 12 chairs per year	
NEWPORT	-	£399 for max 3 tables + chairs per year	
PLYMOUTH	-	£500 for 0 to 15 chairs per year	
TORBAY	-	£226 for 0-10m2 per year £336 for 10-20m2 per year	
DEVON	-	£210 for 0-10m2 per year £315 for 10-20m2 per year £110 one off licence	
CARDIFF	-£165 first year fee £115 per year	£165 for 6 chairs £30 per chair after	
NORTH YORKSHIRE	-	£69 for 0-10m2 per year £265 fee £122 for 10-20m2 per year £478 fee	
NORTH SOMERSET	-	£168 for 3 tables per year £672 for 6 tables per year	
TAMWORTH	£95 plan / £25 licence £50 per year	-	
TEST VALLEY	-	£199 per year	
TORFAEN CC	Are investigate away from precinct 'A' Boards	Tend to be in precinct, which is private and not TCC controlled. Investigating elsewhere	
AVERAGE	£55 first year fee £81 per year 2 have no charge	£161 for licence fee £223 for 0 to 10m2 per year £351 for 10 to 20m2 per year	
MCC PROPOSED	£50 first year (one off admin charge) £40 per year £166 charge if owner fails to comply	£125 for one off licence fee + £120 for 0 to 6m2 per year £240 for 6 to 12m2 per year £360 for 12 to 18m2 per year	
COST OVER FIRST THREE YEARS	£217 average £50 MCC one off fee	£830 for up to 10m2 average £1178 for up to 20m2 average £485 for 6m2 MCC (58% of average) £847 for 12m2 MCC (72% of average) £1205 for 18m2 MCC (102% of average)	
Average : simple average, anywhere a fee is charged it was added and divided by total number of charges A square area charge was proposed to cover sale rails and displays in a similar and simple way			
COMPARISON : CHARGES IN RELATION TO VERGE SPONSORSHIP			
	8cm x 3 columns	8cm x 5 columns	17.8cm x 8 columns Half page
South Wales Argos	8x3x£7 = £168	8x5x£7 = £280	£756 with discount
Free Press	8x3x£3.5= £84	8x5x£3.8= £140	£375 with discount
Beacon	8x3x£3.8= £91.2	8x5x£3.8= £152	£541.12 no discount
Radio	From £644 = 4 x 30sec adds, alternate days to £1092 = 4 x 30secs, alternate days to £1365 = 5 x 30secs each day over 13 weeks		
	Higher Profile	Lower Profile	
Verge Sign	£1500 per year > 5,000 vehicles per day	£1000 per year < 5,000 vehicles per day	
Car park Sign	£1500 per year > 50,000 tickets per year	£1000 per year < 50,000 tickets per year	

4. EVIDENCE OF SCALE AND LOCATION OR BUSINESS NEEDS

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Table 1			
A BOARD AND FLPOSTER COMMUNICATION : 1/12/11 TO 1/12/12			
	TOTALS	APPLICATIONS	COMPLAINTS
POSTER APPLICATIONS VIA ALL SOURCES	86	86	
POSTER / A BOARD COMPLAINTS VIA LETTER & EMAIL	52		82
A BOARD COMPLAINTS VIA CALLS & WALK UPS	16		
POSTER COMPLAINTS VIA CALLS & WALK UPS	14		

Table 2				
A BOARD, FLYPOSTER, SEATING AND MISCELANIOUS ACTIVITY : DECEMBER 2012				
	A BOARDS	FLYPOSTERS	SEATING AREAS	MISC
MONMOUTH	60	3	5	10
USK	20	0	3	8
ABERGAVENNY	90	3	14	10
CHEPSTOW	88	0	6	9
CALDICOT	17	0	1	1
MAGOR	13	0	2	3
TOTAL	288	6	31	41
Misc : planters and sale rails etc				

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5 CANVASSING SUMMARY

<u>CANVASSING : A BOARD SUMMARY : SHOPPERS / CUSTOMERS TO OSS / CALLS</u>			
A Boards : A sign placed on the Public Highway, usually small triangular stands that are bright and colourful that advertise a shop / business	YES	NO	?
1. Do you find the signs helpful and informative?	88 nos 73 %	26 nos 22 %	6 nos 5 %
2. Do you find these signs a hindrance when visiting your town or village amenities?	26 nos 22 %	87 nos 73 %	6 nos 5 %
3. Have you ever, or know someone who has, tripped, bumped, knocked or had to squeeze past a sign and so be put at risk?	31 nos 26 %	85 nos 71 %	3 nos 3 %
4. MCC have a Duty to maintain unobstructed access to the Highway, do you think signs should be allowed on the public Pedestrian area or footway?	65 nos 54 %	46 nos 39 %	8 nos 7 %
5. MCC's duty to maintain unobstructed access to the Highway means that it could be liable if a claim is made against a business. Should Businesses comply with safety guidelines?	106 nos 88 %	10 nos 8 %	4 nos 4 %
6. Should businesses be fined if they continually hinder your access to the highway / footway and so break the law?	88 nos 74 %	23 nos 19 %	8 nos 7 %
7. No rates, fees or licences are paid by a business to use the Public highway for their private purpose, do you believe they should be licenced and pay a small fee to place items on the Public Highway?	69 nos 58 %	42 nos 35 %	8 nos 7 %
<p>Comments :</p> <p>SOME AREAS ARE FINE, BUT HIGHWAY SHOULD BE KEPT CLEAR AT ALL TIMES — WARNINGS SHOULD BE ISSUED BEFORE FINES — SHOULD NOT BE ALLOWED AT ALL — IF THERE IS ROOM FOR A BOARD TO BE DISPLAYED WITHOUT HINDERING PEDESTRIANS THEY ADD TO ATMOSPHERE AND VIBRANCY — IF LOCATION ALLOWS SAFELY — ENOUGH RATES PAID SHOULD NOT PAY MORE — SIGNS OKAY OF PAVEMENT IS LARGE ENOUGH WITHOUT RESTRICTING WAY — SIGNS ENCOURAGE BUSINESS AND GIVE CONTINENTAL FEEL, THEY ARE OKAY SO LONG AS THEY LEAVE SPACE — CANNOT BELIEVE THIS IS A VIABLE POINT OF DEBATE, WE ARE A NATION OF SHOPKEEPERS — SIGNS CAN BE A DANGER TO VISUALLY IMPAIRED PEOPLE SO BETTER TO PLACE THEM AGAINST WALLS — 'A' BOARDS ARE ADVERTISING, THEY HAVE TO PAY TO ADVERTISE IN PAPERS ETC. SO WHY NOT PAY TO ADVERTISE ON THE STRET — SIGNS FOR SHOPS ARE FINE, SHOULD BE LICENCED BUT FEELS THEY PAY ENOUGH — ONLY ALLOWED IF THEY DO NOT CAUSE AN OBSTRUCTION — SHOULD FOLLOW RULES — DEPENDING WHERE THEY ARE PLACED CAN BE A NUISANCE — DEPENDS IF PEOPLE CAN GET AROUND — HELPFUL SO LONG AS NOT IN ANYONES WAY — NO PROBLEM SO LONG AS SPACE IS LEFT TO ALLOW PEDESTRIANS TO PASS — SHOULD ONLY BE ALLOWED OUTSIDE A SHOP, IF NO RULES WE WILL HAVE SIGNS ETC EVERYWHERE — SHOULD NOT BE ALLOWED — BOARDS HAVE MULTIPLIED IN SOME AREAS CREATING OBSTACLES WHICH IS UNFAIR TO VISUALLY IMPAIRED — ONE SMALL BOARD OUTSIDE SHOP IS FINE</p> <p style="text-align: center;">Sample size 121, some chose not to answer all questions</p>			

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CANVASSING : A BOARD SUMMARY : PUBLIC MEETINGS MAY 2015

A Boards : A sign placed on the Public Highway, usually small triangular stands that are bright and colourful that advertise a shop / business	YES	NO	?
1. Do you find the signs helpful and informative?	15nos 75%	4nos 20%	1nos 5%
2. Do you find these signs a hindrance when visiting your town or village amenities?	7nos 33%	13nos 62%	1nos 5%
3. Have you ever, or know someone who has, tripped, bumped, knocked or had to squeeze past a sign and so be put at risk?	10nos 50%	9nos 45%	1nos 5%
4. MCC have a Duty to maintain unobstructed access to the Highway, do you think signs should be allowed on the public Pedestrian area or footway?	14nos 70%	5nos 25%	1nos 5%
5. MCC's duty to maintain unobstructed access to the Highway means that it could be liable if a claim is made against a business. Should Businesses comply with safety guidelines?	19nos 100%	0nos -	0nos -
6. Should businesses be fined if they continually hinder your access to the highway / footway and so break the law?	18nos 90%	2nos 10%	0nos -
7. No rates, fees or licences are paid by a business to use the Public highway for their private purpose, do you believe they should be licenced and pay a small fee to place items on the Public Highway?	13nos 68%	3nos 16%	3nos 16%

Comments :

YOU DO NEED STANDARDS OR SHOPS WILL NOT BE ACCESSIBLE-EACH TOWN IS DIFFERENT, TREAT THEM SO TOURISM OR LOCAL TRADE MAY BE MORE IMPORTANT-UTILITIES/ROADWORKS AND SCAFFOLD GET IN WAY- SEEN THEM BLOW AROUND FOOTPATH-CONSISTENCY IS REQUIRED-AN ABOARD CAN GENERATE 40% EXTRA INCOME ON SIDE STREETS-CAN WE HAVE CARPARK SIGNING TO ADVERTISE US-CAN WE SIGN SERVICE NOT JUST EVENTS-20YRS AGO MCC WOULD REMOVE WITHOUT QUESTION WHY STOP-OKAY SO LONG AS NOT OBSTRUCTION AND CAN PASS SAFELY- MUM HAS FALLEN OVER A BOARD-SHOULD BE HIGHLY VISIBLE- CONDITION OF PAVEMENTS MORE IMPORTANT-EACH TOWN IS UNIQUE, USE TECHNOLOGY TO CENTRALISE ADVERTISING-THEY ARE VITAL TO BUSINESS' OFF MAIN STREET, WHY A NEED TO PAY-IF UNSAFE REMOVE THEM-LICENCE, NO FEE- ALLOW SHOPS TO HAVE BOARD AWAY FROM FRONTAGE IF ON SIDE STREET-GENERALLY NOT ROOM FOR BOARDS AND PEDESTRIANS-RETAILERS NOT PLEASED WITH PAST PROMISES, DEPENDS HOW MUCH ROOM THEY TAKE UP-BUSINESS NEED HELP FROM MCC-FINGER POSTS WILL HELP-PAVEMENTS TOO BUSY TO BE OBSTRUCTED-LICENCE NO FEE-ENFORCE 1.5M- COMMUNAL ADVERTISING WOULD BE GOOD-SIGNAGE FROM CARPARKS WOULD HELP-IMPROVE GENERAL SIGNAGE-ALL RAISED IN 2011 AND NO ACTION-PROBLEMS HIGHLIGHTED-LICENCE NO FEE-WHY EXCLUDE CHARITIES UNFAIR-HOW DOES POLICY REMOVE LIABILITY-PROTECT LOCAL BUSINESS-JUST A TAX-FINGER POSTS-£40 A YEAR TOO CHEAP-HAVE A MCC A BOARD OF CHARACTER-VISITORS LIKE A BOARDS-PAYMENTS YES-CONSISTENT APPROACH-RAISE SIGNS OF PAVEMENTS-CHAMBERS OF COMMERCE NEED TO BE ON BOARD, SOME ARE SUPPORTIVE-CHARGES COULD HELP PAY FOR TOWN WARDENS—SHOULD BE INCLUDED IN RATE-SAFETY FIRST-LICENCE, NO FEE :

Sample size approximately 36, with around 20 returns, some chose not to answer all questions

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CANVASSING : CAFÉ AREA / DISPLAY AREA SUMMARY : SHOPPERS / CUSTOMERS TO OSS / CALLS			
Café area / Displays : A table or chair placed on the Public Highway or shelves, boxes and items for sale placed on the Public Highway	YES	NO	?
1. Do you find these areas pleasurable when visiting your town or village amenities?	95 nos 79 %	20 nos 17 %	5 nos 4 %
2. Do you find these areas a hindrance when visiting your town or village amenities?	19 nos 16 %	94 nos 79 %	6 nos 5 %
3. Have you ever, or know someone who has, tripped, bumped, knocked or had to squeeze past these areas and so put at risk?	24 nos 20 %	93 nos 78 %	2 nos 2 %
4. MCC have a Duty to maintain unobstructed access to the Highway, do you think seating / sale areas etc. should be allowed on the public pedestrian area or footway?	70 nos 59 %	40 nos 33 %	9 nos 8 %
5. MCC's duty to maintain unobstructed access to the Highway means that it could be liable if a claim is made against a business. Should Businesses comply with national guideline?	105 nos 87 %	9 nos 8 %	6 nos 5 %
6. Should businesses be fined if they continually hinder the access to the highway and so break the law?	92 nos 77 %	16 nos 13 %	12 nos 10 %
7. No rates, fees or licences are paid for by a business to use the Public highway for their private purpose, do you believe they should be licenced and pay a small fee to place items on the Public Highway?	70 nos 58 %	44 nos 37 %	6 nos 5 %
Comments:			
<p>KEEP ACCESS CLEAR AT ALL TIMES — SHOULD HAVE MORE PUBLIC SEATING — SHOULD NOT REDUCE TO LESS THAN TWO BUGGIES OR MOBILITY SCOOTER, PEDESTRIANS SHOULD NOT BE FORCED IN TO TH EROAD — MORE SEATINGFOR DISABLED — WARNING BEFORE A FINE — THEY SHOULD NOT BE ALLOWEED AT ALL, FINE IF ENCROACH — AS LONG AS TABLES AND CHAIRS ARE I A REASONABLY LARGE AREA THEY DO ADD VIBRANCY — APPROPRIATE SIGNAGE AND OUTSIDE TABLE AND CHAIRS CAN ADD TO VIBRANCY — SO LONG AS CARE IS TAKEN IN PLACING ITEMS IT SHOULD BE ALLOWED — TABLES AND CHAIRS BEEN PLACED FOR YEARS, SOME SECTIONS OF FOOTWAY TOO NARROW BUT GOODS ARE PLACED—ONLY WHEN THEY DO NOT HINDER PEDESTRIANS—CAFÉ SOCIETY IS GOOD, A SMALL LICENSE FEE COULD BE CHARGED AS ADMIN FOR COMPLIENCE — ROOM FOR BUGGY AND MOBILITY SCOOTER — GOOD TO SEE LOCAL BUSINESS FLOURISHING AND BEING MORE INVITING, DO NOT PUNISH THEM WITH MORE COSTS — CAFÉ AND PUBS ARE GENERATING BUSINESS FOR THE AREA AND WOULD REDUCE IF SEATING ETC. WERE NOT AVAILABLE — ROOM FOR PEDESTRIANS — LICENSE BUT NOT FEES — IT IS A QUESTION OF DEGREE, ONLY ALLOW IF THEY DO NOT CAUSE OBSTRUCTION — IF THEY ATTRACT BUSINESS THEN YES — IS IT ANOTHER WAY TO SQUEEZE MONEY OUT OF SMALL BUSINESSES — PUBLIC TRIP UP END OF!..., LEAVE SMALL BUSINESSES ALONE — SO LONG AS ENOUGH ROOM IS LEFT FOR PEDESTRIANS, PUSHCHAIRS, WHEELCHAIRS ETC. — IF CAUSING HINDERANCE THEN SHOULD NOT BE ALLOWED — LOVELY TO SEE SEATS/TABLES IN CAFÉ AREAS.</p>			
Sample size 121, some chose not to answer all questions			

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CANVASSING : CAFÉ AREA / DISPLAY AREA SUMMARY : PUBLIC MEETINGS MAY 2015

Café area / Displays : A table or chair placed on the Public Highway or shelves, boxes and items for sale placed on the Public Highway	YES	NO	?
1. Do you find these areas pleasurable when visiting your town or village amenities?	20nos 95%	1nos 5%	0nos -
2. Do you find these areas a hindrance when visiting your town or village amenities?	5nos 26%	13nos 69%	1nos 5%
3. Have you ever, or know someone who has, tripped, bumped, knocked or had to squeeze past these areas and so put at risk?	11nos 52%	10nos 48%	0nos -
4. MCC have a Duty to maintain unobstructed access to the Highway, do you think seating / sale areas etc. should be allowed on the public pedestrian area or footway?	16nos 76%	5nos 24%	0nos -
5. MCC's duty to maintain unobstructed access to the Highway means that it could be liable if a claim is made against a business. Should Businesses comply with national guideline?	18nos 95%	1nos 5%	0nos -
6. Should businesses be fined if they continually hinder the access to the highway and so break the law?	16nos 84%	2nos 11%	1nos 5%
7. No rates, fees or licences are paid for by a business to use the Public highway for their private purpose, do you believe they should be licenced and pay a small fee to place items on the Public Highway?	14nos 70%	4nos 20%	2nos 10%

Comments:

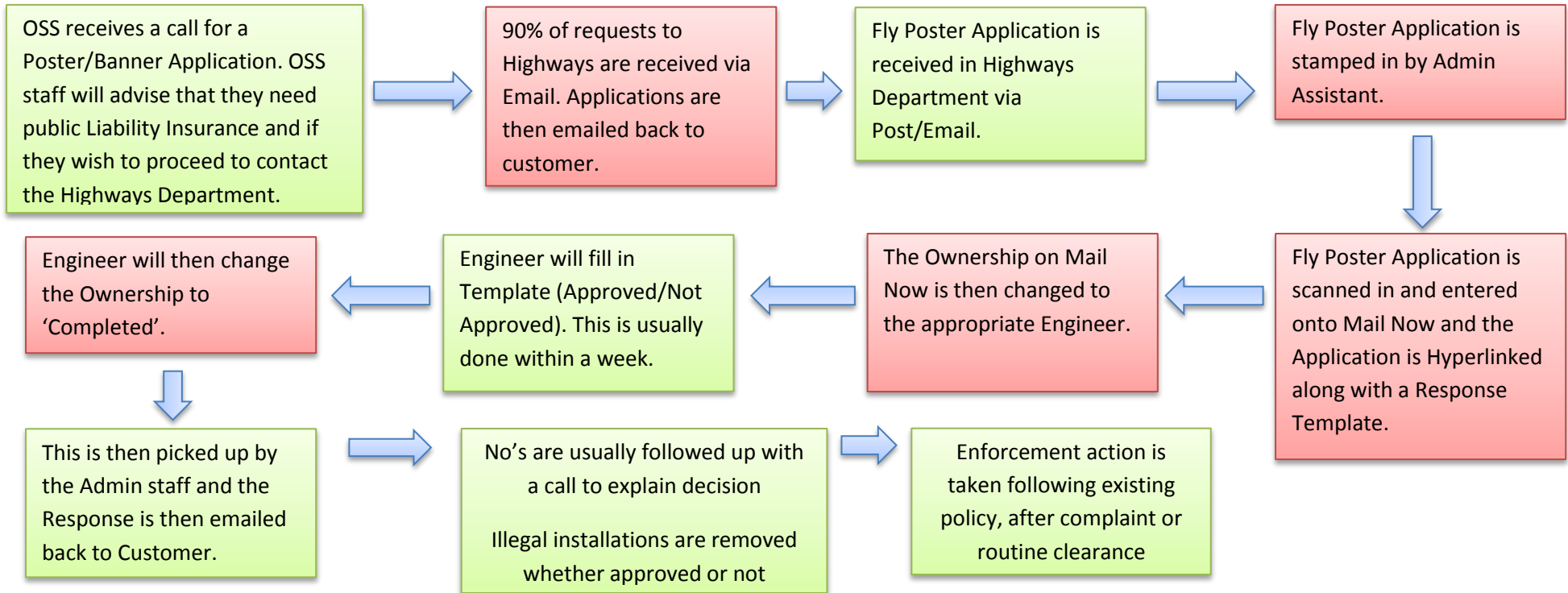
YOU DO NEED STANDARDS OTHERWISE SHOPS NOT ACCESSIBLE, 1.2M-SOME TABLES AND CHAIRS NOT ENFORCED-UTILITIES, ROADWORKS GET IN WAY ALSO SCAFFOLD-CONGESTION IN SIDE STREET, 20 YEARS AGO MCC WOULD REMOVE WITHOUT QUESTION WHY STOP-OKAY SO LONG AS NOT OBSTRUCTING AND CAN PASS SAFELY, OTHERWISE NO-SHOULD BE HIGHLY VISIBLE-TOWNS UNIQUE NEED FLEXIBILITY-GENERAL CONDITION OF PAVEMENTS IS MORE IMPORTANT-VITAL TO CHARACTER AND ASSET TO AREA-WHY DO TRADERS HAVE TO PAT, IF UNSAFE THEN REMOVE-WE NEED UNOBSTRUCTED PAVEMENTS FOR OLD, DISABLED, VISUALLY IMPAIRED AND PUSHCHAIRS-RETAILERS NOR PLEASED WITH PAST PROMISES-SMOKERS REQUIRE AREA-WILL A SMALL FEE ALTER THE PAVEMENT SIZE?-MCC SHOULD BE HELPING-PAVEMENTS ARE NOT ALWAYS WIDE ENOUGH-LICENCE AND NOMINAL FEE ALL RAISED IN 2011, NO ACTION-PROBLEMS HIGHLIGHTED-HOW DOES POLICY REMOVE LIABILITY-CHAMBER OF COMMERCE NEED TO BE ON SIDE, SOME ARE-CHARGES COULD HELP PAY FOR WARDENS-CHARGES SHOULD APPLY BUT IS IT A TAX-INFORMATIVE-SHOULD BE INCLUDED IN RATES-TO HAVE IS FAVOURABLE, ENCOURAGE THEM-APPROACH SEEMS FAVOURABLE-THEY CONTRIBUTE TO AMBIENCE BUT FEES MAY DISCOURAGE THEM-HOW BIG IS PROBLEM REALLY-MORE COMPARISONS WITH OTHER WELSH COUNCILS

Sample size approximately 36, with around 20 returns, some chose not to answer all questions

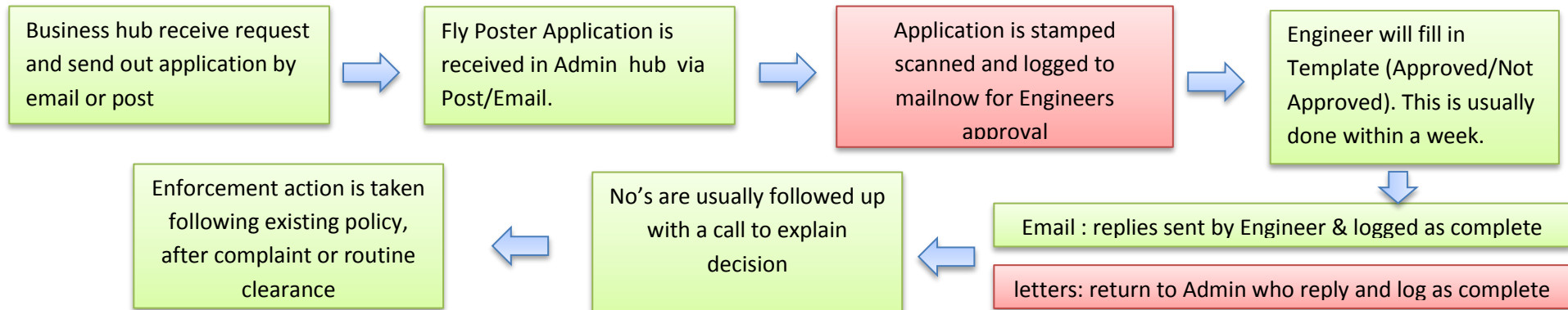
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7.1 PROCESS FOR FLYPOSTER : 86 applications 12/11 to 12/13

OLD



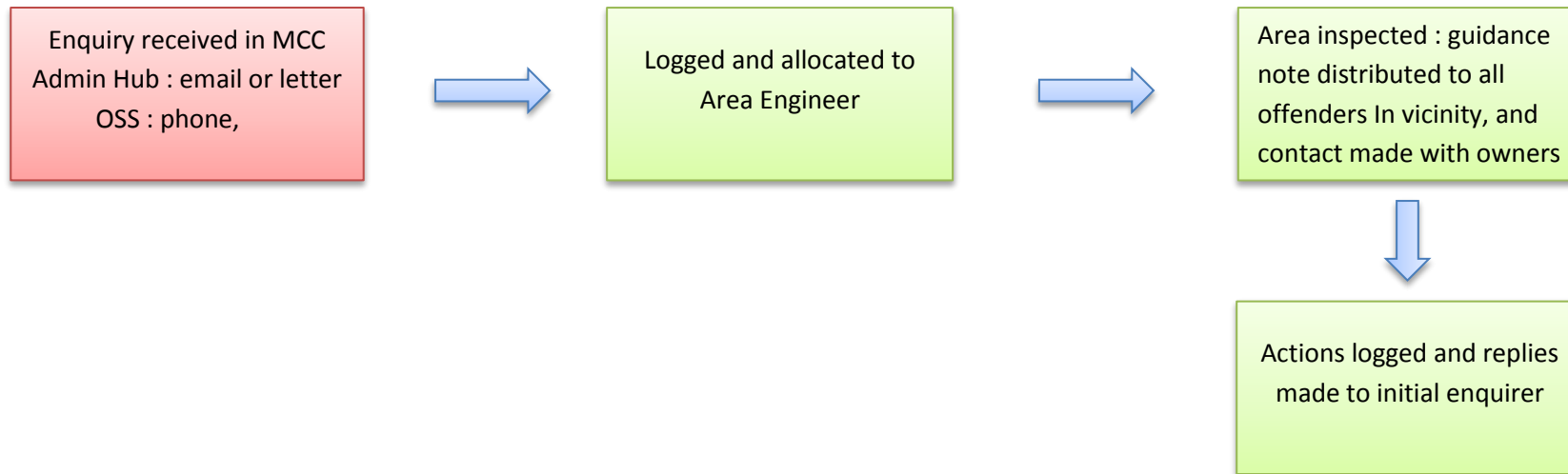
NEW



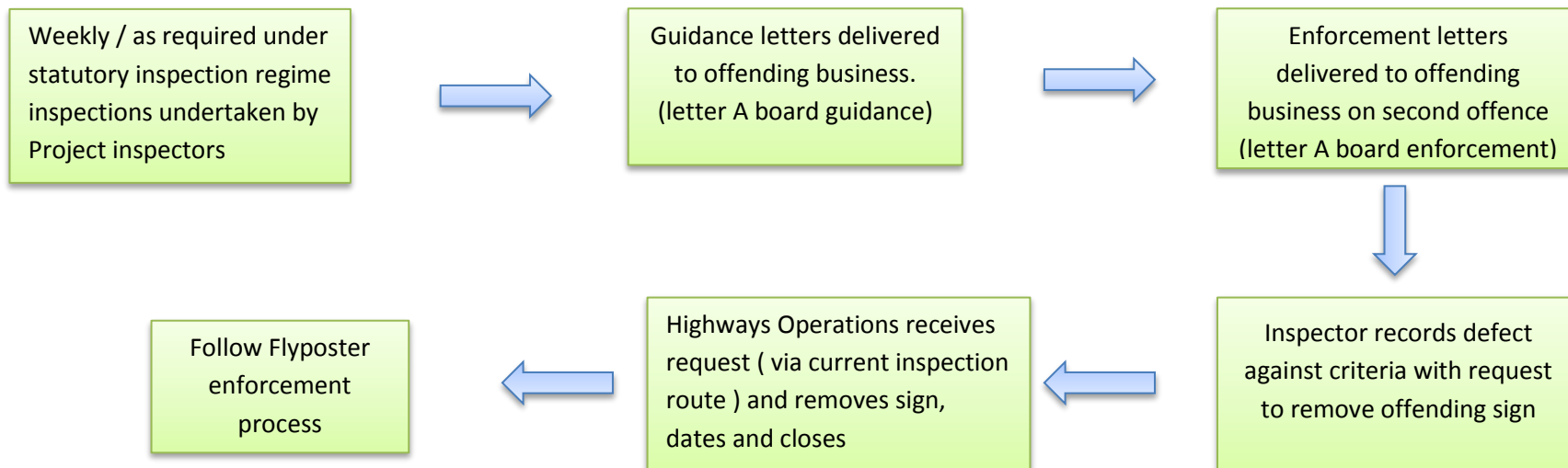
14 MANAGEMENT OF COMMERCIAL OBSTRUCTION ON THE HIGHWAY REPORT

8.1 PROCESS FOR A FRAMES : circa 41 complaints 12/11 to 12/13

OLD



NEW



15 MANAGEMENT OF COMMERCIAL OBSTRUCTION ON THE HIGHWAY REPORT

9.1 : NEW OVERALL FLOW

