



THE STATE OF THE TOWN

1st March 2017

Summary

- 1 The general impression of the streetscene in the centre of the town is that it is shabby and unloved.
- 2 This report contains eighty five pictures of problems with the pavements and shop fronts. The list is by no means complete.
- 3 Many of the problems represent hazards to pedestrians and should be fixed without delay.
- 4 A number relate to sloppy repairs – failure to carry out repairs in keeping with the surrounding setts or slabs and are unsightly.
- 5 Most are probably due to poor inspection of utility work by District Council officers.
- 6 The Town Council should accept the responsibility for policing the appearance of the street in the town centre and then liaising with the District and County to rectify.
- 7 Some of the problems relate to lack of interest on the part of shopkeepers in cleaning and/or decorating their premises
- 8 There is a role for the Society in fronting up a campaign to smarten up the shops – along the lines of the ‘Facelift’ project some years ago.

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Comments

The problems in Church Street and Worcester Road fall into four principal categories:

Pavements

Uneven pavements – broken setts – utility covers standing proud

Dropped Kerbs

Mainly on the Worcester Road

Shopfronts

Lack of cleanliness, lack of maintenance, generally run down

Alleys

There are a number of alleys leading from the main street through to the Edith Walk area which are very run down and appear to have little attention.

Drains blocked or filled in

The town has a very adequate Edwardian pavement drainage system but in many cases it fails to work because they have either not been kept free of rubbish or filled in with cement.

Walkabout December 2015

NOTES CONCERNING THE STATE OF PUBLIC AREAS REQUIRING THE ATTENTION OF LOCAL COUNCILS

1. Keeping clear and unblocked pavement drains (notably in Church Street).
2. Ensuring drain covers are level with the surrounding pavement areas and do not constitute a Health and Safety trip hazard (again notably in Church Street).
3. Regular removal of fallen leaves from footpaths which otherwise are a significant Health and Safety hazard if left and become wet (notably on Worcester Road north of Classic Interiors, Wells Road south of Melton Lodge, and the alley from Priory Road to the park).
4. Removal of loose gravel from the footpaths and roadway edges along Worcester Road where resurfacing work was carried out a few months ago. (Sweeping has taken place but since then further gravel has been dislodged and is a hazard to pedestrians.)
5. Regular cleaning of the pathway on the north side of Church Street, linking Church Street to steps in front of the Wilkinsons' loading area.
6. Absence of lowered curb stones, and replacement of temporary tarmacking with stone paving slabs, opposite Post Office.
7. Need for improved lighting and remarking of edgings to lower steps on the footpath from Waitrose car park to Worcester Road.
8. Strict enforcement of constraints on the use of A-boards and banners in town centre areas.
9. Lowering of footpath curbs running along the east side of Worcester Road north of the Foley Arms: the present arrangement prevents movement of those people with mobility difficulties and using mobility scooters to proceed along this route.
10. Replacement of footpath sign from Worcester Road via 88 steps to Waitrose car park.
11. Attention to Belle Vue island: cleaning of information board, painting of railings, removal of leaves, re-functioning of Elgar fountain.
12. Litter, particularly cigarette ends, outside restaurants on Belle Vue Terrace.
13. Removal of stickers on pavements believed to have been carried out (by Innovations?) and appropriate action taken against perpetrators.
14. Desirability of having a meeting with appropriate officers with oversight of street scene: particularly concerning the state of footpaths, weeds, litter, cleaning and general appearance.

Email 26th October 2016

I am enclosing a copy of the notes (below) of the recent walkabout in Great Malvern carried out by Katharine Barber, Roger Sutton, Graham Myatt and myself on behalf of Malvern Civic Society to review the appearance of public spaces and in particular the current state of footpaths. Some items have been mentioned in our previous review but still require attention. However, we must thank particularly Malvern Hills District Council in responding to concerns we had previously expressed, by arranging in the last few days for the carrying out of the resurfacing work on the uneven footpath leading down from Abbey Road to the Priory Church and through the churchyard to the forecourt steps. Thanks should also go to Worcestershire County Council for the painting of narrow double yellow lines appropriate for a conservation area (instead of the broader lines resulting from an earlier resurfacing) along the section of the Worcester Road which was recently resurfaced.

I am copying this to the Chief Executives of Worcestershire County Council and Malvern Hills District Council and the Town Clerk of Malvern Town Council with a request that they arrange for appropriate action to be taken, for which their respective councils have responsibility, to rectify the deficiencies which have been identified as soon as practicable.

We all recognise the importance of having attractive and well-kept public areas, particularly in an historic town which has such a superb natural setting at the foot of the Malvern Hills, an Area of Outstanding Natural Beauty, and which depends on visitors to help to support its prosperity. Malvern in Bloom is an excellent example of how the appearance of the town can be transformed by splendid initiatives of this kind, and it is a pity if the public esteem of this is lost by insufficient care and attention being given to other aspects of the town's appearance. Malvern Civic Society is keen to ensure that Great Malvern always looks smart and presentable so that its status as the premier Victorian spa town is preserved.

I hope you will lend your support to ensuring that resources are made available and appropriate work is carried out on the items identified. I should also be grateful if Clare Marchant, Jack Hegarty and Linda Blake could let me know when the work which we have identified will be carried out so that I may report back to members of Malvern Civic Society. Please let us know if you think there is any help which Malvern Civic Society might be able to provide, perhaps by way of promoting a campaign to keep the town tidy or in organising litter-picking work with volunteers in certain areas.

It would be very helpful if we could schedule another walk around the town -- perhaps in the latter part of January or early February 2017. I should be grateful if you would let me have two or three dates when you are available for that so that we can get something organised.

Kind regards,

Clive.

Appendix A – Council Responsibilities



I have used your initial list as a guide and added our brief comments, which I hope will be of assistance and clarify the responsible body for these. In some instances, I would ask that if the issues are still of concern, you log these directly on our website. This will ensure that we have the right information and that you are provided with action updates direct to your email. The link to our reporting site is http://www.worcestershire.gov.uk/homepage/98/report_it

- 1. Keeping clear and unblocked pavement drains (notably in Church Street).*
We operate a regular cleansing regime of all drainage and any areas identified as 'hotspots' are looked at prior to a severe weather events and action undertaken as necessary.
- 2. Ensuring drain covers are level with the surrounding pavement areas and do not constitute a Health and Safety trip hazard (again notably in Church Street).*
We carry out regular inspections and where we identify that the issue is as a result of defective utility apparatus, a Section 81 notice is issued advising the utility of a potential defect. Programming of subsequent remedial work rests with the utility company.
- 3. Regular removal of fallen leaves from footpaths which otherwise are a significant Health and Safety hazard if left and become wet (notably on Worcester Road north of Classic Interiors, Wells Road south of Melton Lodge, and the alley from Priory Road to the park).*
You will appreciate that this is a difficult problem to resolve at certain times of the year, but I am sure the District Council can assist in their street cleansing capacity.
- 4. Removal of loose gravel from the footpaths and roadway edges along Worcester Road where resurfacing work was carried out a few months ago. (Sweeping has taken place but since then further gravel has been dislodged and is a hazard to pedestrians.)*
I note the comments and I hope that the District Council street cleaning programme has resolved any outstanding issues. However, if you still feel that the situation is a hazard, please could I ask you to report this using our online system and we will ensure that this matter is taken further.
- 5. Regular cleaning of the pathway on the north side of Church Street, linking Church Street to steps in front of the Wilkinson's loading area.*
This falls under street cleaning, undertaken by the District Council.
- 6. Absence of lowered kerb stones, and replacement of temporary tarmacking with stone paving slabs, opposite Post Office.*

Please could I request more clarification of this. There is already a dropped kerb for pedestrian access near the Post Office

7. *Need for improved lighting and remarking of edgings to lower steps on the footpath from Waitrose car park to Worcester Road.*

This footpath is not maintained by Worcestershire County Council and so I am unable to help with this request.

8. *Strict enforcement of constraints on the use of A-boards and banners in town centre areas.*

We continually monitor the use of A-boards to ensure that these do not constitute a hazard. Worcestershire County Council has an 'open for business' agenda and has always worked with businesses to ensure that these are positioned appropriately. With regard to banners, we do adopt a fairly relaxed attitude when we know that these will only be up for a very short period of time, providing that there are no safety issues. We are currently reviewing our process for dealing with complaints of this nature. It is prudent to mention that the County Council Highways officers are focussed on safety and any other issues regarding signs or banners can be raised with the Planning officers at the District Council.

9. *Lowering of footpath kerbs running along the east side of Worcester Road north of the Foley Arms: the present arrangement prevents movement of those people with mobility difficulties and using mobility scooters to proceed along this route.*

We will investigate this matter further

10. *Replacement of footpath sign from Worcester Road via 88 steps to Waitrose car park.*

Could you please clarify if the sign is damaged or missing or if there is another reason for replacement.

11. *Attention to Belle Vue island: cleaning of information board, painting of railings, removal of leaves, re-functioning of Elgar fountain.*

We will investigate these issues, some of which may not fall under the responsibility of the County Council.

12. *Litter, particularly cigarette ends, outside restaurants on Belle Vue Terrace.*

This falls under street cleaning, undertaken by the District Council. It might be that some of the restaurants could be encouraged to assist in this respect.

13. *Removal of stickers on pavements believed to have been carried out (by Innovations?) and appropriate action taken against perpetrators.*

I wonder if I could ask you to log this direct as it is unclear what the locations area. We will then inspect the areas.

14. *Desirability of having a meeting with appropriate officers with oversight of street scene: particularly concerning the state of footpaths, weeds, litter, cleaning and general appearance.*

Roy Fullee, our Liaison Engineer, who has provided the above information, is happy to meet you to hopefully help in confirming the various areas of responsibility.

Picture Summary



1	Utilities cover and surround
2	Blocked drain gully
3	Shop gutters – H&S danger to pedestrians
4	Utilities cover and surround
5	Weed and clean
6	Utilities cover and surround
7	Utilities cover and surround
8	Clean and weed
9	Blocked drain gully
10	Weeds – Back Lane Alley
11	Utilities cover and surround
12	Blocked drain
13	Utilities cover and surround
14	Shop decoration
15	Utilities cover and surround
16	Utilities cover and surround
17	Utilities cover and surround

18	Utilities cover and surround
19	Paint job and clean
20	Appearance – paint work, signs
21	Weed and clean
22	Utilities cover and surround
23	Alley needs attention
24	Utilities cover and surround
25	Shop decoration
26	Shop decoration
27	Shop decoration
28	Shop decoration
29	Utilities cover and surround
30	Alley needs attention
31	Utilities cover and surround
32	Utilities cover and surround
33	Shop electrics – H&S
34	Shop downpipe and utility cover
35	Blocked drain gulley
36	Utilities cover and surround
37	Dirt and weeds
38	TIC Bench
39	Utilities cover and surround
40	Bank paint job
41	Utilities cover and surround
42	Utilities cover and surround
43	Elt Alley - unkempt
44	Not cleaned
45	Utilities cover and surround
46	No dropped kerb
47	Utilities cover and surround
48	Paving removed
49	Pavement surface broken up
50	No dropped kerb
51	Weeds
52	Shop decoration
53	Utilities cover and surround
54	Paving removed
55	Utilities cover and surround
56	No dropped kerb – Worcester Road
57	Blocked drain gulley
58	Utilities cover and surround
59	Utilities cover and surround
60	Utilities cover and surround
61	Blocked drain gulley
62	Utilities cover and surround
63	Utilities cover and surround
64	Blocked drain gulley
65	Utilities cover and surround
66	Utilities cover and surround

67	Utilities cover and surround
68	Weeds
69	Utilities cover and surround
70	Utilities cover and surround
71	Utilities cover and surround
72	Adrian Ward entrance
73	Town Council paint
74	Utilities cover and surround
75	Shop front
76	Blocked drain gulley
77	lapetus
78	Blocked drain
79	Blocked drain gulley
80	Mount Pleasant hotel basement cover
81	Town Council noticeboard condensation
82	Rose Bank Gardens wall
83	Rose Bank Gardens wall
84	Rose Bank Gardens wall
85	Abbey Hotel hedge



Graham Road



Graham Road



Graham Road



Graham Road



Graham Road



Exchange Building



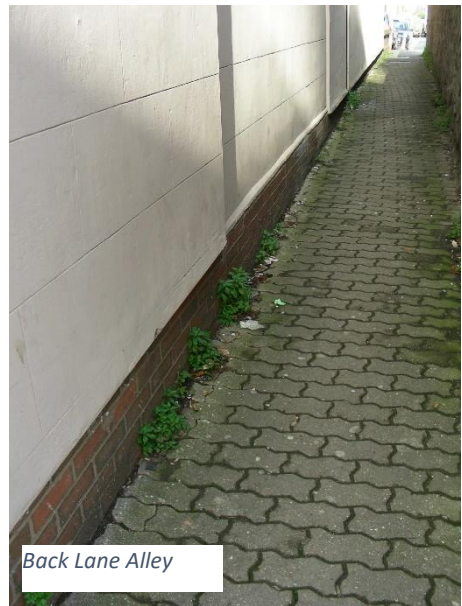
Church Street



Church Street



Blocked drain Church Street



Back Lane Alley



Church Street



Church Street



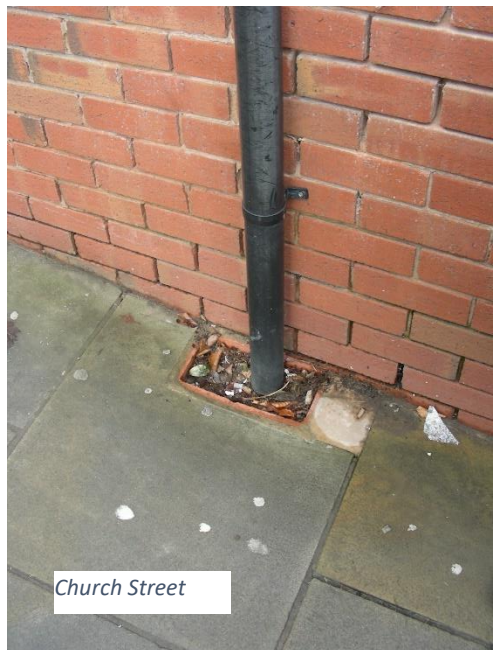
Church Street



Church Street



Church Street



Church Street



Church Street



Church Street



Church Walk



Church Walk



Church Street



Alley Church St to Edith Walk



Church Street



Church Street



Gordon Smiths Church Street



Church Street



Church Street



Church Street



Church Street



Church Street



Church Street



Church Street



Henry's Church Street



Henry's Church Street



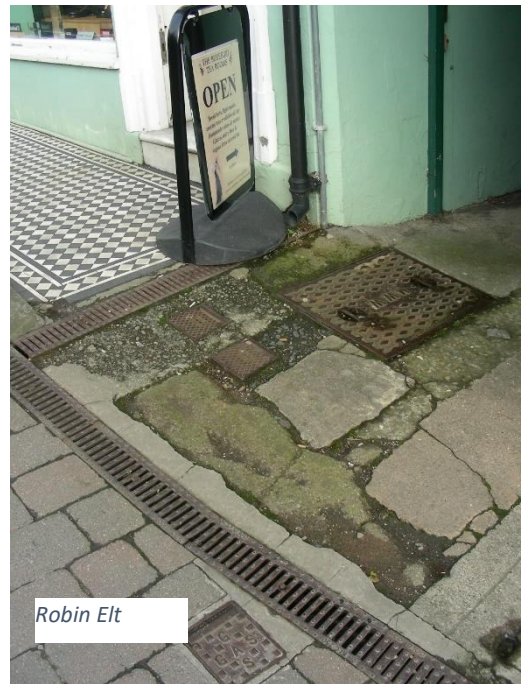
Church Street



Church Street



Tourist Office



Robin Elt



Burleys



Outside Burleys



Next to Robin Elt



Nationwide



Nationwide



No dropped kerb, Worcester Road



No dropped kerb, Worcester Road



O/S Foley Arms



O/S Foley Arms



North of Foley Arms



North of Foley Arms



Worcester Road West/BVT



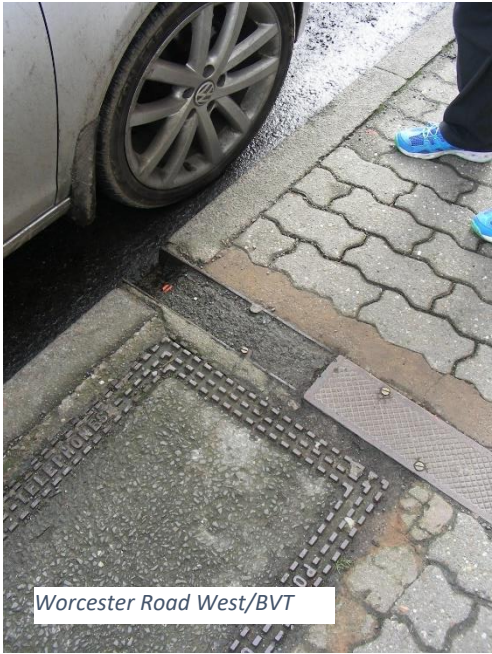
Worcester Road West/BVT



Worcester Road West/BVT



Worcester Road West/BVT



Worcester Road West/BVT



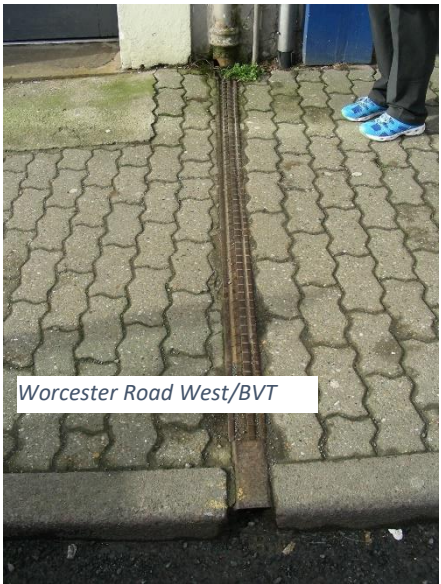
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Worcester Road West/BVT



Worcester Road West/BVT



Worcester Road West/BVT



Worcester Road West/BVT



Worcester Road West/BVT



Worcester Road West/BVT



Adrian Ward



Town Council Office



Worcester Road West/BVT



Worcester Road West/BVT



Worcester Road West/BVT



Prezpos



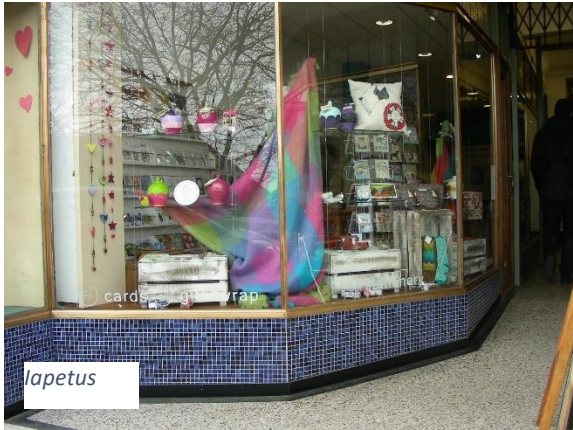
Worcester Road West/BVT



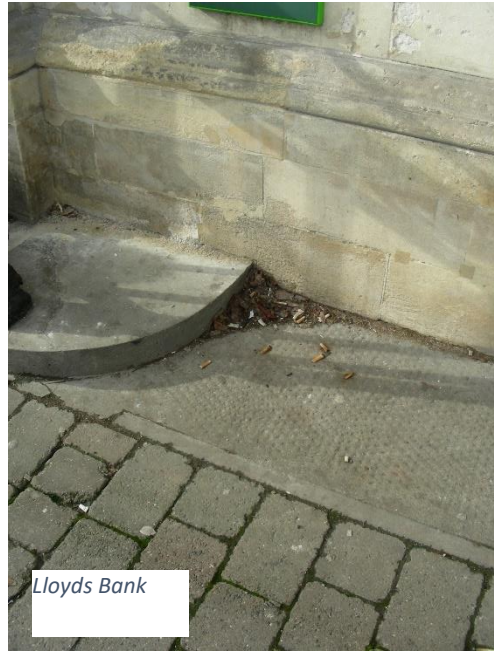
Worcester Road West/BVT



Worcester Road West/BVT



lapetus



Lloyds Bank



Mount Pleasant Hotel



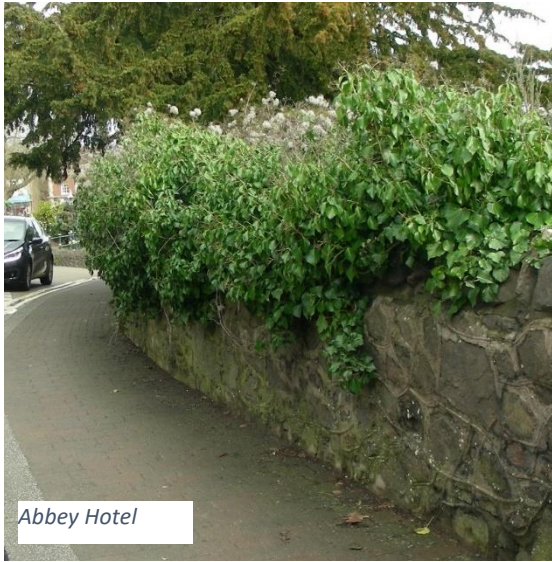
By Rose Bank Gardens



By Bus Stop



By Bus Stop



Abbey Hotel



Bus Stop, Worcester Road



Mount Pleasant Hotel