

Issues Raised Member Priority Setting Workshop – 8th September 2023

Supporting Communities

Theme	Councillors' Comments
Housing	<ul style="list-style-type: none"> • More affordable homes needed across the Borough • Council houses - poor maintenance and mould • Housing sites are taking up industrial land • Private landlords - issues with conditions, maintained and management of tenancy and price of private rentals • A need for private landlords to be certified by the council as currently unregulated - Fairfield road highlighted as priority • Private tenants need signposting to support outside of just Citizens Advice • Developers and ongoing services and infrastructure - bonds
Community Safety	<ul style="list-style-type: none"> • CCTV - needs updating and reviewing - age of cameras (police commissioner funding) • Checking CCTV is usable and fit for purpose - Hayfield and Spring Gardens • County Lines
Community Engagement / Development	<ul style="list-style-type: none"> • Complicated to set up new community groups • Reviewing duplicate groups and volunteers • Vulnerable people unable to access groups due to isolation, health, poor mental health • Helping facilitate community groups to support vulnerable people - e.g. eco/environmental groups volunteering to support older people with their gardens etc • Community officer - ward level
Arts & Culture	<ul style="list-style-type: none"> • Ambitious culture strategy - need to link all together - golden thread
Communications	<ul style="list-style-type: none"> • Better communication with partnerships e.g. town and county councils • More information points in public spaces • Using public space notice boards for key information displays - not just signposting to services but displays that community are passionate about.

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Health	<ul style="list-style-type: none"> • Mental health and wellbeing - residents need better access to local services • Mental health and wellbeing - grants and signposting towards support available, wellbeing • More sustainable approach towards health, council campaigns to help facilitate this e.g. reusable nappies • Defibrillators - more needed around housing stock and better communication needed with partners meant to replace them (NHS) • Provisions for individuals with learning difficulties or living with disabilities - current services poor - Borough council to push partnerships to be more efficient (CC or NHS) • More communication with councillors about provision for people living with disabilities, reports back at Community Select • Better accessibility for disabled groups • Toilet provision - making sure toilets are open, usable and accessible. Prepared to pay for toilet use is quality service.
Cost of Living & Hardship	<ul style="list-style-type: none"> • Community laundrette • Community hubs - combining foodbanks/pantries with other services to help break stigma - community co-ops • Issue with foodbank reliance • Council to be more pro-active with finding out issues before they become severe.
Rural Issues	<ul style="list-style-type: none"> • Canal boaters and caravan parks isolated • Rural isolation - lack of infrastructure in the rural parts of the borough • Unable to access services - shops and hospitals due to lack of public transport • More information is needed about public transport • Social isolation, more community togetherness needed - stop and talk benches
Move More Strategy	<ul style="list-style-type: none"> • Walking groups - explore other community options e.g. rambling - issue with communications - not being advertised enough • Play areas - vandalised and therefore unable to be used - e.g. south head drive • More signposting/ opportunities for summer activities for all ages • Sports Centres - no council sports hall in Buxton - review why there are issues with Fairfield?
Car Parks / Parking	<ul style="list-style-type: none"> • Car park at market street update • Extending car park at Chapel - Thornbrook Road • Leisure centre at Glossop, issues with enforcement - perhaps AMPR or permits

Theme	Councillors' Comments
Young people	<ul style="list-style-type: none">• What can Borough do to support and engage young people• Youth clubs, is there infrastructure for these - suitable spaces?• Open spaces for young people• Issue with lack of provision for 11-18 year olds• Lack of appropriate adults for youth to go to within their communities• Access to local services• Need non-sports (or non-typical (e.g. football/rugby) sports) provision

Effective Use of Resources

Theme	Councillors' Comments
Digital	<ul style="list-style-type: none"> • Digital presence needs improvements (digital standards) • Digital boards for information • Face to face options - understanding the way of communicating for differing types of user • Resident report system • Alliance directory - departments • Better tools for staff. • Behind the curve of ICT • Review of websites - usability and navigation
Efficiency / Finance	<ul style="list-style-type: none"> • Balance fees and charging to other councils (incl. Alliance Council) - more competitive pricing brings in more business • Fees and costs of car parks - increase costs - tourism hot spots
Access to Services	<ul style="list-style-type: none"> • Reception - longer face to face hours • Borough working - need for centres outside of Buxton and Glossop, mobile options • Retention/attraction of staff - agile working policy, training and better communication, enhancements • Service standards require improvement, poor communication and no acknowledgements/replies • Alliance Norse - communication with tenants • Social media - attacking council - specific person to collate attacking info • First to information / website comms is slow - need to improve proactiveness / improve responsiveness - Councillors • Create a SLA for Council correspondence • Improve website and improve usability and accessibility • HPBC only website • Reduce Jargon/ Terms of references • Stronger communications / enhancement of technology

Theme	Councillors' Comments
Assets	<ul style="list-style-type: none"> • Use of assets - open spaces for cultural hubs/community hubs - rentable spaces • Plans for empty spaces - used for community and storage • Spaces to be more accessible • Co- working spaces - ICT strategy - hybrid working for other businesses in Council owned buildings • More flexible use of assets • Disposal lists - land • Review of asset disposal: Change of current usage, is there a better option than disposal? Are assets fit for purpose - understanding usage and ensuring suitability. • Review toilet assets - removal - upgrade • Councillor asset lists - allowing members to see what we have. • Improvement of customer service - reception at BTH needs improving, not good for members of the public, able to overhear private information

Local Economy

Theme	Councillors' Comments
Business Support	<ul style="list-style-type: none"> • Improve support for local businesses, especially new startups and small businesses, set up and running costs are high. • Better signposting for business support, grants etc/promote grant opportunities for businesses • Promote business newsletter • UKSPF- parameters are too restrictive, we need make it easier for smaller areas to access the funding • Set up a traders/business forum. Develop a business network. Speak to retailers to establish their needs , carry out a survey (send the results to UKSPF to highlight the issues) • Retain the local workforce - ensure adequate business premises are available for expansion • Speed up and be more 'open' for planning permissions for businesses
Transport / Infrastructure	<ul style="list-style-type: none"> • Implement a Park & Walk strategy - encourage visitors to park up and walk to shops/around the town • Improve public transport/look at train and bus - this results in an over reliance on cars due to lack of public transport • Tourism and attendance at events by local people is affected by the lack of public transport • Introduce a shuttle bus between Gamesley , Hadfield and Glossop (could also include Charlesworth & Chisworth) • Buy into the 'Transport for Greater Manchester ' / Nottingham network • Build Gamesley train station with park and ride to Glossop • Extend Thornbrook car park in Chapel and install EV charging points • Introduce a shuttle bus from Chapel train station to the town centre • Improve parking for bikes in Chapel - make the town more 'bike friendly' • Work with partners to ensure improvements (i.e. new bike tracks) continue • Introduce a circular bus route around Buxton town centre • Consider park and ride in Buxton • Improve signage to car parks in town centres • 61 bus service currently stops at 5pm and there is no Sunday service . • Measures to discourage car use - town centre transformation to be more pedestrianised.

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High Street	<ul style="list-style-type: none"> • Convert empty shop units and upper floors above units to accommodation • Use empty premises for repair cafes, recycling and upcycling units • Use for lending libraries i.e. for tools, garden equipment, camping equipment • Improve facilities for teenagers/ young people- we need more businesses that will attract this age group • Develop a profile of existing businesses. Drill down into the long term prospects of the business to establish the likelihood of units becoming empty and the approximate timeframe - then develop a strategy to deal with this to ensure the occupancy rate can remain high. Keep records of what is happening in smaller areas so we know what units may become empty and when, and can apply for any funding that may be available • Look at how large businesses are being supported • Look at whether businesses are relevant and useful to people- what does the high street look like? • Use shopping spaces as communities and encourage the 'personal connection' between businesses and customers • Improve Buxton Market (i.e. by attracting Artisan traders) - recognise the market as an asset that should attract visitors to the town • Review the costs of High Peak trading licences - the high cost of the licence leads to high cost of the product. Why are they much higher than Staffs Moorlands? • Introduce 'meanwhile' leases in empty shops, encourage new business 'pop-ups' with low rents and short notice periods. • Glossop halls: businesses do not want to contract with a private owner, they prefer to deal directly with the council • Improve the public toilets in Buxton shopping centre • Improve general signage in shopping centres • Encourage more manufacturing businesses • Encourage independent shops selling goods at reasonable prices - are there too many bars and restaurants and not enough shops?
Tourism	<ul style="list-style-type: none"> • We need a strong tourism/ destination plan • Organise more events such as 'Eat in the Park' which was attended by over 5,000 people and led to an increase in visitors to the town centre as well as the park. • Make it easier to stage events - the cost of licences (see also high street) makes it prohibitive to hold events . • Establish an 'Events' team • Encourage cross promotion of events between Buxton & Glossop • Tourism Information office : we need an office co-ordinate travel/leisure accommodation

Theme	Councillors' Comments
Skills / Employment	<ul style="list-style-type: none">• Train tradespeople in retro fitting and 'forward looking' trades• Encourage businesses to develop more apprenticeships in 'green' economy and tourism• Work with the education sector to develop courses to give people the skills to repair and upcycle• Encourage colleges to offer new courses in talent deficient areas i.e. retrofitting• Encourage colleges to offer evening classes - they are no longer available• Encourage residents to take up local employment opportunities

Protecting the Environment

Theme	Councillors' Comments
Waste & Recycling	<ul style="list-style-type: none"> • More / better education required on appropriate recycling measures including plastic free education helping to cut down on two major contributors members agreed on: polystyrene and plastic. • Aim to reduce total amount of waste collected (may work at odds with new national guidelines). • Community litter pickers: expand funding for community groups. • Members want to receive the local stats going forward. • Business recycling; bring onto the scheme, AES to advertise service.
Parks & Open Spaces	<ul style="list-style-type: none"> • Enhancing biodiversity in communal spaces with wildflower planting and consequently reduce mowing. Wildflower allotments and community gardens. • Some members believe there needs to be more mowing regimes and that currently, the grass is not cut often enough, • Too much lighting currently, explore more energy efficient approaches. • Better education required on weed killers. • Tension between agencies. • Standard of weed killing poor. • Japanese knotweed issues persist. • Gritting priorities on footpaths within community areas. • Grit bin provision: education required around DCC policy.
Climate Change	<ul style="list-style-type: none"> • Nutrient Neutrality: Influencing external bodies within the comms strategy. National policy and local plan. • Energy saving in the home - signposting to grants and better awareness on how to apply. • Air quality. Tintwistle was specifically mentioned with points on increasing pressure on highways and 20mph areas. • Invest more into the infrastructure alongside electric vehicle charging points at home, especially on new builds. • E bikes schemes. Link with transition groups • Sustainable campaigns for energy efficiency. • Make buildings more energy efficient: Heat pumps, solar panels, planning policy, passive housing, insulation, • Underfloor heating as standard on new builds whilst making it cheaper to retrofit into older homes. • Work with Derbyshire County Council to get place based plans, maintaining a balance between current functions and introducing more biodiversity as a priority.

Theme	Councillors' Comments
Enforcement	<ul style="list-style-type: none">• Land ownership issues, joined-up strategy including cross border enforcements .• Better education around disposal, utilising campaigns. Biodegradable bags.• Work in partnership with organisations, food premises on the litter issue.• Civil enforcement in Hope Woodlands. Members raised issues they had with fires and littering, primarily with bottles, which has left residents frightened. PSPO was mentioned to work with Peak Park over banning fires and surveying safety of areas. Peak to offer training and better communication to residents.