

APPENDIX 2 – ROYSTON COUNCILLOR SURGERY QUERIES AND OUTCOMES

Issue Raised	Action
Dangerous parking on Princes Mews	Princes Mews to be considered as part of the Parking Review.
Speeding on Baldock Road	Pass concern onto Police and ask that area is monitored. Issue also to be addressed by Drive Safe programme.
Issue regarding the 331 bus and the distance that elderly residents have to walk to the current bus stop	<p>As Arriva use full-size buses (unlike the midibuses which have turned at Townsend Close in the past) they say that they would either need to fit them with good quality reversing cameras or carry an extra member of staff to see them back; apart from the cost this would involve we would have to add five minutes to the journey time which would mean curtailing the route at Royston Bus Station if any return journey were to serve Townsend Close in both directions. So I have had to tell Ms Webb that it's not practicable under present circumstances.</p> <p>We do still pass Townsend Close once a week with the 27 service but the resident says Royston has little to offer and wants to go to Cambridge, for which she needs to walk up to the other end of the village to catch the 331 and change at Royston. However connections are not ideal and this becomes a full day trip. We may review the 331 timetable but it's difficult to offer all the connections people want.</p> <p>Unfortunately the direct Cambridge service we used to provide formed part of a contract which incurred a very high cost per passenger journey and could not be justified under our new value for money criteria (indeed the case for it under the former criteria was weak).</p>
Queens Road/Mill Road , drains by speed humps blocked not clearing and constantly flooding issue	Councillor Fiona Hill has raised this issue with Highways and. Issue has also been logged on Herts Highways website by Royston Community Officer
Hand rail needed on steps at Priory Gardens near to tennis courts /MUGA	Issue passed to Grounds Maintenance & Parks Team who are now awaiting a quotation from contractors for the required works.

Issue Raised	Action
<p>Opposite new Tesco at the top of Market Hill, there is a need for a dropped kerb onto London Road otherwise those in wheelchairs or mobility scooters need to go through Angel Pavement and up High Street to get to London Road</p>	<p>This is currently being investigated and it is hoped that funding can be made available for the project from the County Councillors HLB. Due to budgets available it may be necessary to defer this project to the 2016/17 financial year.</p>
<p>Clark Road/ Off Queens Road- Barrier at North Herts Homes has been broken for 2.5 years. Barrier always up and is used by commuters rather than residents</p>	<p>Unfortunately, we are still experiencing incidents of damage and vandalism that is preventing us from making the barrier operational. The latest example of which is that some of the wires were deliberately pulled out of the barrier preventing the arm from safely deploying.</p> <p>It is our intention to get it operational again but if we continue to see the barrier get damaged, either intentionally or otherwise, we may be left with no alternative but to remove it due to the prohibitive cost of repeated repairs. I share your frustration at the barrier remaining out of service but I am unable to prevent wilful acts of vandalism against it.</p>
<p>Pathways onto Thurnhall Avenue from Stile Plantation /Turpins Ride not lit at night and dangerous. Lights go off at midnight until 6am</p>	<p>All remote footpaths in Royston should be on full night lighting. – Issue has been raised with Herts Highways.</p>
<p>Poor condition of pavement from Goodes Court (retirement Homes) down to town centre past golf club and Briary Lane</p>	<p>Investigating whether S106 monies are available to enhance condition of pavement.</p>
<p>Concern raised that the Number 24 bus that runs on a Wednesday only and is used by elderly residents is being stopped on 26th August</p>	<p>The number 24 bus will be picked up by another operator, so the service will remain.</p>
<p>Request for bench to be located outside Store 21 on Royston High Street. There was originally a bench outside the Chinese, lower down the High Street but this was removed at the request of the Police and placed in storage. Can the bench be re-established as it would be used as a resting point for elderly visitors to the High Street.</p>	<p>Still trying to track down the bench in storage. No objections from Highways to bench being installed as long as it does not block pedestrian access. Checking with colleagues in Estates regarding the location of the bench that was removed from outside the Chinese in Royston High Street. Costs for the bench installation can be met from the Town Centre Maintenance Budget held by Planning.</p>

Issued Raised	Action
<p>Issue raised about the taxi rank on Kneesworth Street near to public toilets. Taxi drivers are parking here, not waiting and going off to do their shopping. Is this allowed and would it not be better to remove the taxi ranks and return to normal parking bays</p>	<p>In reality, we do not prosecute for this offence (or confiscate their vehicles!!!!) but deal with it by way of penalty points on the driver's taxi licence. This operates in the same way as a DVLA licence and an accumulation of twelve or more points in a rolling two-year period is likely to lead to a suspension or revocation of a licence. Once a driver gets points for leaving his vehicle unattended on a rank they tend not to repeat the offence knowing the consequences of a points accumulation. It's the responsibility of licensing officers, however, we would act on information provided by the police or our CEO's if they can provide date/time/location/car registration number.</p>
<p>Public Toilets – opposite Royston Cross – the fan in the male toilets does not work – it makes a noise but no air comes out of it</p>	<p>The fan in the toilets was fixed by contractors on behalf of the Royston Town council.</p>