

Action Plan Options Summary – Appendix 1

The following is an extract summary of all of the recommended actions throughout the draft Action Plan.

Timescales for delivery *	
Short Term	Under 1 year
Medium Term	Between 1 and 3 years
Long Term	3 to 5 years / ongoing continuously

* Based on the assumption that a Town Centre Coordinator is appointed to facilitate a high proportion of the actions.

1. Scope				
	Action	Cost	Responsibility	Timescale
1.1.	<p>Business Improvement District (BID)</p> <p>Option 1 Do nothing: allow open market forces to manage the retail environment. This option was rejected because it does not meet the aspirations to improve the town centre or surrounding area.</p> <p>Option 2 Progress towards creating a BID area for Bulwell town centre. This was examined in 2011. It would cost between £100,000 and £500,000 and take approximately two years to get to the vote stage. The yield from the levy (as detailed above) could be in the region of c.£26k to c.£93k per annum depending on the defined boundary. This option has been discounted because of the investment from NCC needed to get to the voting stage. The start of delivery of any projects and initiatives would be at least two years away following the need to draft the Proposal and lobby and have the vote. The anticipated yield on the levy would not give sufficient funding to deliver projects and initiatives that make a major impact on the improvement of the town centre.</p> <p>Option 3 Intensive management of the area to improve the town centre environment and</p>	<p>£Nil</p> <p>To go for a BID - £100k to £500k to get to the voting stage.</p>	<p>NCC Economic Development</p> <p>NCC Economic Development</p> <p>NCC Economic Development</p>	<p>Not applicable</p> <p>Medium term</p> <p>Short term</p>

	<p>support for businesses working in partnership with all stakeholders.</p> <p>Action Plan includes the following:</p> <ol style="list-style-type: none"> 1. Appointment of a part-time Town Centre Coordinator. 2. Environmental improvements to be prioritised in to short, medium and long term / ongoing (as detailed in the Action Plan). 3. Establish a Town Team and engage with them to establish their ideas for projects and their priorities for them for further improving the area through consultations and surveys. 4. NCC Economic Development team / Town Centre Coordinator to liaise with the ATCM BID Programme Manager to do a more detailed analysis of Bulwell town centre to establish accurately the viability, or not, of a BID for Bulwell. 			<p>Short term</p> <p>Short term</p> <p>Short term</p> <p>Short term</p>
1.2.	<p>Town Centre Coordinator</p> <ol style="list-style-type: none"> 1. Economic Development section to identify necessary budgets for the funding of the post, draft job description and person specification and follow due process for approval to recruit and appoint to the position. 2. Recruit to the position and commence role out of the actions contained within this Action Plan. 	<p>£35,000 (approx. for scale GLPC-I excluding on costs per annum full time). Approx £48k with on costs.</p>	<p>NCC Economic Development</p>	<p>Short term</p> <p>Short term</p>
1.3.	<p>Town Team</p> <ol style="list-style-type: none"> 1. NCC to facilitate an open meeting for stakeholders (businesses, community groups, residents, etc.) who all have an interest in Bulwell town centre. It is most successful where a respected business or community leader can jointly chair the inception meeting and stop it being a negative meeting against the local authority. Draft invite and hand deliver to all businesses and appropriate stakeholders across the town centre. 2. If sufficient interest, NCC to help facilitate draft terms of reference, constitution, 	<p>£10,000 – existing Portas Town Team grant fund.</p> <p>£Nil</p>	<p>NCC Economic Development and Town Centre Coordinator</p> <p>Town Centre Coordinator</p>	<p>Short term</p> <p>Short term</p>

	minutes, basic administration, etc, whilst the group gets established and until a secretary can be elected.			
1.4	<p>Markets</p> <p>1. Establish a Markets Project Team of NCC stakeholders to fully investigate the options for physical regeneration improvements to the market place and surrounding area to help facilitate operations improvements.</p> <p>Option 1 Fixed permanent market stalls</p> <p>Option 2 Fixed permanent stalls with artistic permanent market canopy</p> <p>Option 3 Purchase new stall structures</p> <p>Improved electricity supply Market signage</p> <p>2. Draft full scheme criteria for the new market traders grant / loan scheme to fund access to free professional advice and business planning, free limited period market stall, grant or loan for first stock.</p> <p>3. Allocate £15,000 budget to the scheme to facilitate above project.</p> <p>4. Through the establishment of a Markets Project Team of key stakeholders, identify potential sites and feasibility of the installation and management of permanent and semi-permanent kiosks around Market Place and along Main Street.</p>	<p>£Nil</p> <p>£150,000</p> <p>£100,000</p> <p>£75,000</p> <p>£25,000 £10,000</p> <p>£Nil</p> <p>£15,000</p> <p>£Nil</p>	<p>Town Centre Coordinator</p> <p>Market Project Team</p> <p>Economic Development</p> <p>Market Project Team</p>	<p>Short term</p> <p>Medium term</p> <p>Medium term</p> <p>Short term</p> <p>Short term Short term</p> <p>Short term</p> <p>Short term</p> <p>Medium term</p>

2. Town Centre

Action	Cost	Responsibility	Timescale
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2.1.	<p>Town Centre Health Checks - expected characteristics and facilities</p> <ol style="list-style-type: none"> 1. Arrange a series of workshops and interviews with key stakeholders to establish their understanding of the town centre as well as their future requirement. 2. Update the 2011 Bulwell Town Centre Health Check (scheduled for early 2015). 3. Evaluate the results and report to stakeholders on the findings and reassess on the best way forward to facilitate the allocation of necessary actions. 	£Nil	Town Centre Coordinator	Short term
		£Nil	Town Centre Coordinator	Medium term
		£Nil	Town Centre Coordinator	Medium term
2.2.	<p>Vacant retail units</p> <ol style="list-style-type: none"> 1. Town Centre Coordinator to monitor vacant units and liaise with letting agents, landlords and potential occupiers to establish intentions. 2. If property is to remain empty for a period Town Centre Coordinator to liaise with letting agents and landlords to establish a programme of action for either decorating the unit to make it more presentable, helping facilitate a 'meanwhile use' for a charity, community group, etc, or facilitating a new occupier. 	£Nil	Town Centre Coordinator	Short term / ongoing
		£10,000 budget to facilitate grants.	Town Centre Coordinator	Short term / ongoing
2.3.	<p>Connectivity</p> <ol style="list-style-type: none"> 1. NCC Highways team to investigate new pedestrian route of connectivity from town centre bus / train / tram stations to Blenheim Industrial Estate. 2. NCC Public Transport Team to investigate possible solutions to solve the difficulty for workers getting to and from Blenheim Industrial Estate. 3. Replacement of the automatic bollards on Pilkington Street with permanent fixed bollards to restrict vehicle access for those using it as a shortcut. 4. Continue works to improve pedestrian and cycle links along the River Leen Path from Wilkinson Street and Bulwell. 5. Conduct a survey for decluttering the main pedestrian and cycle routes of unnecessary signage, street furniture, etc. 	£Nil	NCC Highways Team	
2.4.	<p>Footfall</p> <ol style="list-style-type: none"> 1. Confirm if collection of footfall data is needed and of value, and what will it be used for by NCC. 	£21,250 over 3 years for	NCC Economic Development	Short term

	<p>- if it is then there is the need to decide on type / method of collection, obtain price quotes and identify budget.</p> <p>2. Alternative solution is for the Town Centre Coordinator to liaise with retailers in the town centre who collect footfall data and establish if they are prepared to share their intellectual property with NCC to monitor trends.</p>	<p>CCTV <i>or</i> £15,120 over 3 years for manual counting. £Nil</p>	<p>Town Centre Coordinator, NCC Economic Development</p>	<p>Short term / ongoing</p>
2.5.	<p>Tram Stop / Train Station Car Park</p> <p>1. Remove the single car parking space immediately in front of the entrance to the tram platform to open it up and allow ease of movement for service users.</p> <p>2. Install 'Welcome to Bulwell' and 'Thank you for visiting Bulwell' boards and install directional Town Centre fingerboards on relevant posts, including a Town Map.</p>	<p>£1,000</p> <p>£5,000</p>	<p>Traffic Management</p> <p>Urban Design Team</p>	<p>Short term</p> <p>Medium term</p>
2.6.	<p>Open spaces and landscaping</p> <p>1. Work with the Urban Design Team to scope the area to establish if there are any opportunities to introduce soft landscaping to the town centre whilst maintaining a clutter free environment. Rationalise street furniture and add more trees.</p>	<p>£100,000</p>	<p>Town Centre Coordinator with NCC Urban Design team.</p>	<p>Medium term</p>
2.7.	<p>Bulwell Riverside Joint Service Centre</p> <p>1. To work with the NCC Urban Design section to investigate appropriate solutions for promoting this facility and services offered within the town centre, avoiding clutter on the pedestrianised areas. Particularly focusing on the areas at the opposite end of the town centre around Tesco and along Commercial Road near the subway.</p>	<p>£20,000 for four notice boards and directional signs.</p>	<p>Town Centre Coordinator with NCC Urban Design team.</p>	<p>Medium term</p>
2.8.	<p>Unsightly 'grot' spots</p> <p>Conduct an audit of the hot spots with the Neighbourhood Operations Manager and establish what, if anything is NCC responsibility and can be completed with existing resources, and what is the responsibility of the private sector. Proactively liaise with those responsible for the individual sites to get them cleared, cleaned and a maintenance schedule produced through negotiation</p>	<p>£Nil</p> <p>£Nil</p>	<p>Town Centre Coordinator and Neighbourhood Operations Manager</p> <p>Town Centre Coordinator and Neighbourhood Operations</p>	<p>Medium term / ongoing</p> <p>Medium term / ongoing</p>

	<p>and persuasion.</p> <p>Dependent on results of above, Town Centre Coordinator to liaise with NCC's Community Protection Operations Manager – North to establish the serving of a Section 215 Notice is achievable as it affects the amenity of the local area.</p>	£Nil	<p>Manager</p> <p>Town Centre Coordinator in partnership with NCC Community Protection Operations Manager</p>	Medium term / ongoing
2.9.	<p>Wilkinson store window</p> <p>Make contact with the Wilkinson Store Manager to establish if the store is on a scheduled refurbishment programme. The current signage and window displays are still in their old outdated style rather than the new 'Wilko' branding.</p> <p>Liaise with Wilkinson HQ in Worksop to see if the programme of refurbishment for this store can be brought forward.</p> <p>Regardless of timescales, negotiate if a 'special' window display can be achieved on this elevation due to its visually high impact location and importance to the renaissance of the town centre.</p>	£Nil	Town Centre Coordinator	Short term
	<p>Liaise with Wilkinson HQ in Worksop to see if the programme of refurbishment for this store can be brought forward.</p>	£Nil	Town Centre Coordinator	Medium term
	<p>Regardless of timescales, negotiate if a 'special' window display can be achieved on this elevation due to its visually high impact location and importance to the renaissance of the town centre.</p>	£Nil	Town Centre Coordinator	Medium term
2.10.	<p>'Cage' at side of B&M Bargains</p> <ol style="list-style-type: none"> 1. Confirm ownership and maintenance responsibility. 2. Liaise with those responsible for the site to get it cleared, cleaned and maintenance schedule produced and carried out. 3. Dependent on results of above, to liaise with NCC's Community Protection Operations Manager - North to establish the serving of a Section 215 Notice is achievable as it affects the amenity of the local area. 	£Nil	Town Centre Coordinator.	Short term
		£Nil	Town Centre Coordinator.	Short term
		£Nil	Town Centre Coordinator in partnership with NCC Community Protection Operations Manager.	Medium term
2.11.	<p>Golden Dragon Chinese Takeaway - roller shutter</p> <p>Make contact with the takeaway operators and negotiate and persuade them to decorate the shutters to make them appear more aesthetically pleasing when pulled down.</p> <p>Identify budget for possible need for grant funding as this would be a request from NCC to carry out works.</p>	£Nil	Town Centre Coordinator	Short term
		£1,000	Town Centre Coordinator and NCC Economic Development	Medium term
2.12.	Railings on wall / roof down side of			

	<p>Wilkinson store</p> <ol style="list-style-type: none"> 1. Establish ownership / maintenance responsibility (NCC, Wilkinson, private landlord) for the railings. 2. Remove or redecorate and establish a programme of scheduled maintenance to ensure they remain in a state of good repair. 3. Establish if can be covered with planting or other decorative feature that maintains the level of security but makes the area more attractive. 	<p>£Nil</p> <p>£2,000 depending on ownership</p> <p>£Nil – TBC depends on ownership</p>	<p>Town Centre Coordinator</p> <p>Town Centre Coordinator to work with Community Payback scheme.</p> <p>Town Centre Coordinator with Urban Design section</p>	<p>Short term</p> <p>Medium term</p> <p>Medium term</p>
2.13.	<p>Bulwell Kebab & Pizza Takeaway - roller shutters</p> <ol style="list-style-type: none"> 1. With guidance from Urban Design and Planning and Planning Policy section to draft appropriate advisory documentation on decorating roller shutters to be promoted to businesses that have shutters pulled down during the day. 2. Conduct a more detailed survey to establish which businesses use shutters. Establish a hierarchy of priority based on visual impact and location. 3. Establish if match funding is available (Portas Pilot Town Team Funding / High Street Innovation Fund) and if NCC grant fund towards the appropriate decoration of the roller shutters – 25%, 50% or 100% grant funding depending on location of shutters and visual impact on the town centre. 	<p>£Nil</p> <p>£Nil</p> <p>£10,000 budget</p>	<p>Town Centre Coordinator</p> <p>Town Centre Coordinator</p> <p>Town Centre Coordinator and NCC Economic Development</p>	<p>Medium term</p> <p>Medium term</p> <p>Medium term</p>
2.14.	<p>Former Scots Grey Public House</p> <ol style="list-style-type: none"> 1. Work with Nottinghamshire Police and Tesco to find a solution to avoid having to board-up the windows or have metal screens placed over them to protect from further vandalism. 	<p>£Nil</p>	<p>Town Centre Coordinator</p>	<p>Short term</p>
2.15.	<p>Old Town Hall</p> <p>Investigate and establish freehold and leasehold interests in the building.</p> <p>Work with the Principle Conservation Officer to establish what action or pressure can be applied to improve the appearance of the façade to enhance this important building.</p> <p>Start liaison with the building's occupiers to find a solution through negotiation and persuasion that allows them to promote</p>	<p>£Nil</p> <p>£Nil</p> <p>£Nil</p>	<p>Town Centre Coordinator.</p> <p>Town Centre Coordinator with Principle Conservation Officer.</p> <p>Town Centre Coordinator.</p>	<p>Short term</p>

	their business but keeps the façade looking neat and tidy.			
2.16.	<p>Town Centre Living</p> <ol style="list-style-type: none"> 1. Draft a pro-forma to be completed for brief assessment of viability for conversion, i.e., accommodation access – internal or private external and separate to retail unit, space available – number of rooms, bedrooms / bed-sit, kitchen, bathroom, overall condition of existing accommodation etc. 2. Establish project team with relevant stakeholders to be able to advise landlords and facilitate conversion. 3. Conduct a shop by shop survey with the owners to establish what space is used as part of their operational business premises, to assess what has the potential for being converted. 4. Established what barriers there are to converting space that is not used for commercial purposes. 5. Once completed, reassess the next most appropriate approach. 	£Nil	Town Centre Coordinator	Short term
		£Nil	Town Centre Coordinator	Short term
		£Nil	Town Centre Coordinator	Medium term
		£Nil	Town Centre Coordinator	Medium term
		£Nil	Project team	Medium term

3. Edge of Town Centre

	Action	Cost	Responsibility	Timescale
3.1.	<p>Crown Site</p> <p>Town Centre Coordinator to continue liaison with NCC's Community Protection to establish if a Section 215 Notice is appropriate to be served should the development not progress. A S.215 notice can be served on a property owner in certain circumstances, to take steps requiring land to be cleaned up when its condition adversely affects the amenity of the area. Site visits and inspections have been conducted and all requests made by the officers from Community Protection have so far been followed through; this includes removal of vegetation / weeds, boarding up of the windows and painting of the boards and litter clearance. The Community Protection Operations Manager from NCC has instructed his staff to keep a close watch on the site and to liaise with the agents / owners action should it become necessary.</p>	£Nil	Town Centre Coordinator in partnership with NCC Community Protection Operations Manager	Short term / ongoing

	To continue to liaise with interested parties, once the purchase has been approved, in a proactive approach to help facilitate the swift redevelopment of the site through the coordinating of meeting with planners, urban designers, other stakeholders, and information gathering and sharing.	£Nil	Town Centre Coordinator	Short term / ongoing
3.2.	<p>Former BCS Health & Safety Training Building</p> <p>1. Establish whether the purchase of the building is of interest to Nottingham City Council in the short term if it fails to sell / rent. <i>Due to the prominent position and proximity to the Bulwell Riverside Joint Service Centre (JSC) any future use of this building / site has the potential to significantly reflect on the image of the centre. If ownership and control was with NCC then through proactive management and lettings we could ensure its use was something that would compliment the offer in the JSC.</i></p> <p>2. Continue to liaise with local commercial agents to keep informed of potential interest and uses and take a proactive approach to facilitating relevant change of use if required.</p>	£150,000	NCC Property Section	Short term
		£Nil	Town Centre Coordinator	Short term / ongoing
3.3.	<p>Coventry Road Site</p> <p>1. Town Centre Coordinator to liaise with NCC Property and Planning sections to monitor progress of the planning application and sale of the site to ensure it is bought to a satisfactory conclusion.</p> <p>2. Town Centre Coordinator to liaise with the Economic Development section to establish if there is any further support that can be offered to an expanding local business.</p>	£Nil	Town Centre Coordinator	Short term / ongoing
		£Nil	Town Centre Coordinator and Economic Development	Short term / ongoing
3.4.	<p>St Mary's Church trees</p> <p>1. Town Centre Coordinator to establish ownership of this piece of land and resulting tree maintenance responsibility.</p> <p>2. Establish if there are tree preservation orders on any of the trees obscuring the view of the Church.</p> <p>3. Work with NCC Tree Officer to confirm what can be done and the best method to retain as much of the trees as possible</p>	£5,000 - £8,000 if fully funded by NCC (excludes specialist remedial work to	Town Centre Coordinator with support from NCC Tree Officer for all works.	Medium term

	but maximise the view of the building by as much as possible. f. If land with the trees on is part of the church grounds, establish cost of works and identify possible funding to facilitate it.	remove Japanese knotweed)		
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4. Gateway Sites and Arterial Routes

	Action	Cost	Responsibility	Timescale
4.1.	Leivers & Millership sites 1. Liaise with the owners / managers to establish their intentions for the future use of the site. 2. Encourage them through careful negotiations and persuasion to improve the visual impact of their premises and public image. 3. Consult with NCC's Environmental Health and Community Protection to establish if consideration of serving a Section 215 Notice is appropriate action as it affects the amenity of the local area.	£Nil £Nil £Nil	Town Centre Coordinator Town Centre Coordinator Town Centre Coordinator, NCC Environmental Health section in partnership with NCC's Community Protection Operations Manager	Short term Medium term Short term
4.2.	Advertising hoardings 1. Establish links with the billboard owners, remind them of their obligations, and work with them in a proactive manner to ensure they fulfil their responsibilities to keep the area looking well maintained. 2. Consult with Environmental Health and Nottinghamshire Police to establish if consideration of serving a Section 215 Notice is appropriate action as it affects the amenity of the local area. 3. Investigate the potential for Nottingham City Council to purchase the hoarding to manage them proactively.	£Nil £Nil	Town Centre Coordinator and Neighbourhood Operations Manager Town Centre Coordinator and Neighbourhood Operations Manager Town Centre Coordinator with NCC Property	Short term Short term Short term
4.3.	Gateway signage for Nottingham and Bulwell 1. Establish a project team of officers from Highways and Urban Design to investigate options for locations, designs, budgets, maintenance, etc.	£20,000	Town Centre Coordinator	Short term / ongoing

5. Out of Town Centre

	Action	Cost	Responsibility	Timescale
5.1.	<p>Springfield Retail Park</p> <p>1. Work with the Urban Design team to investigate solutions to promote the retailer offer of the town centre to the out-of-town retail park customer by attracting them in to the retail core. This could be through sign posting, directional sign boards, etc.</p>	£2,000 estimated budget	Town Centre Coordinator with Urban Design Team	Medium term
5.2.	<p>Former Bulwell Library Building</p> <p>1. Make contact with the new owners and establish their intentions and timescales for the future use of the building.</p> <p>2. Depending on the outcome of the above, and if necessary, signpost the owners / dance studio operators to NCC business support partner organisations and Economic Development team, for business planning, grants, etc.</p>	£Nil	Town Centre Coordinator	Short term
		£Nil	Town Centre Coordinator and NCC Economic Development	Short term
5.3.	<p>Former Apollo Pub site</p> <p>1. Town Centre Coordinator to liaise with Planning Enforcement Officers to consider if taking action for breaches of planning approval for the car sales, etc, is appropriate.</p> <p>2. Town Centre Coordinator to take a proactive approach to facilitating regeneration by opening an ongoing dialogue with the site owner, , for the future use and redevelopment of the site.</p>	£Nil	Town Centre Coordinator and NCC Planning Enforcement Officers.	Short term
		£Nil	Town Centre Coordinator.	Medium term / ongoing
5.4.	<p>Hair and Body Bar</p> <p>1. Town Centre Coordinator to open a dialogue with the owner to establish why construction has ceased and strongly encourage them to complete the development as soon as possible.</p> <p>2. Town Centre Coordinator to liaise with NCC's Community Protection and Environmental Health to consider if a Section 215 Notice is appropriate to serve on the owner/developer if it is deemed the site is negatively affecting the amenity of the local area.</p>	£Nil	Town Centre Coordinator	Short term
		£Nil	Town Centre Coordinator, NCC Environmental Health section in partnership with NCC Community Protection Operations Manager	Short term / ongoing
5.5.	<p>Moor Bridge Tram Stop Shops</p> <p>1. Investigate ownership of the site. Open a dialogue with the owners to establish their intentions for the use of the site and buildings for the short, medium and long</p>	£Nil	Town Centre Coordinator	Short term

	term. 2. Work with NCC Urban Design team and the owners to investigate if anything can be done to visually improve the site to the heavy passing traffic flow and for the local community that uses the Post Office and other units on a regular basis.	£40,000 estimated budget	Town Centre Coordinator with NCC Urban Design Team	Medium term
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6. Initiatives

	Action	Cost	Responsibility	Timescale
6.1.	<p>Demographical Catchment Area</p> <p>1. Investigate and establish full extent of demographic data available from internal sources. Determine what information is needed to provide sufficient analysis and therefore what is lacking.</p> <p>2. Liaise with an information provider e.g. Experian to obtain a detailed price quote for information needed and identify budgets.</p> <p>3. Analyse data with relevant experts (Economic Development) within NCC to identify gaps in the market and opportunities to be pursued.</p>	£2,000	Town Centre Coordinator with Economic Development team	Short term
6.2.	<p>Town centre gateway - potential development opportunity site</p> <p>1. Work with SCAPE to facilitate a workshop to scope the options and feasibility for a regeneration project around the town centre.</p>	£Nil	Regeneration Team	Short term
6.3.	<p>Audit of minor works</p> <p>1. Town Centre Coordinator in partnership with the Neighbourhood Development Officer and Neighbourhood Operations Manager to divide area into appropriate walkabouts.</p> <p>2. Establish appropriate stakeholders to be included on the walkabouts to get as many perspectives of works as needed.</p> <p>3. Coordinate a series of walkabout events as appropriate.</p> <p>4. Compile a list of actions into a document to be circulated with priorities, timescales and tasks allocated to relevant individuals, sections and teams; monitor and report results.</p>	£Nil £Nil £Nil £Nil	Town Centre Coordinator, Neighbourhood Operations Manager, Ward Councillors and stakeholders	Short term / ongoing
6.4.	<p>Evening / Night Time Economy</p> <p>1. Appointed Town Centre Coordinator to periodically liaise with NCC Economic</p>	£Nil	Town Centre Coordinator and	Short term / ongoing

	<p>Development section to establish if there are any active requirements for leisure opportunities that can increase the evening offer in the area.</p> <p>2. Work with an established Town Team to create a sub-group of relevant stakeholders that specifically focuses on the evening economy and collectively devises a package of initiative that can be trialled to promote the area and increased offer.</p>	£Nil	<p>Economic Development / Invest in Nottingham Team</p> <p>Town Centre Coordinator with Town Team</p>	Medium term
6.5.	<p>Charity Shops</p> <p>1. Work with the charity shops to help them look at alternative ways of presenting themselves.</p>	£Nil	Town Centre Coordinator	Short term / ongoing
6.6.	<p>Business Rates</p> <p>1. Work with the NCC Business Rates section to investigate the most effective way of promoting a new package of business rates discounts to business that want to expand by take on a second retail property. Ensuring eligible beneficiary businesses are fully aware of their entitlement.</p>	£Nil	Town Centre Coordinator with NCC Business Rates section	Short term
6.7.	<p>Surveys</p> <p>1. Establish a small project team to draft two separate business survey questionnaires (quantitative and qualitative). Conduct the surveys and analyse the results.</p> <p>2. Draft a shoppers and visitor questionnaire survey as above and arrange for it to be completed over several shopping days to get a strong breadth of responses from different demographics.</p> <p>3. Produce a report on the results with recommendations and if appropriate actions to be completed.</p>	<p>£Nil</p> <p>£Nil</p> <p>£Nil</p>	<p>Town Centre Coordinator</p> <p>Town Centre Coordinator</p> <p>Town Centre Coordinator</p>	<p>Short term</p> <p>Short term</p> <p>Medium term</p>