

Customer Comment	Service responsible	Action to be taken as a result yes/no	Comments
Arriva don't offer a good bus service	Highways not Council	No	Most services are provided commercially and Arriva are entitled to make decisions on service provision on that basis. Particular issues should be taken up with Arriva direct. The County Council do subsidise some services, based on criteria such as journeys to work. More details are available if required
Should have one hour free parking in Royal Tunbridge Wells car parks to allow for 'quick' visits to shops	Highways	No	Previously, in some car parks, notably RVP, two hours was the shortest period for which a ticket was available. A one-hour ticket is now available in all short stay car parks to facilitate quick visits to shops. There are also free parking spaces on street for people who just need to pop in to, say, a bank
Not enough for young people to do in Paddock Wood and Pembury	Corporate Projects and Planning		TWBC part fund a youth worker attached to St Andrew's Church, Paddock Wood. KCC Y&C have a youth centre at Mascalls in Paddock Wood, open 2-3 evenings per week. KCC Y&C have been delivering one evening per week in Pembury at YMCA site
Roadworks take too long to	Highways	No	Every effort is made to ensure that roadworks are completed in the

complete – contractors should be better managed			shortest time. Where the contractor is working directly for the Council, the work is supervised with this objective in mind. However, it is common for unforeseen problems to occur and it is considered better to complete the job properly than to have to go back again later. Other work is carried out on behalf of utility companies and in such cases legislation gives the Council only very limited powers to control
Bridge in Paddock Wood continually has roadworks – why can't they all be done at once	Highways	No	Because utility companies are entitled to maintain and improve their systems of cables, pipes, etc but choose to do so at different times, in accordance with their own particular programmes of work; in this instance working space is also restricted.
Need more car parks in Paddock Wood	Highways	No	The existing car park capacity is not being fully used
Commuter parking in Paddock Wood is a problem	Highways	Yes	Residents' parking zone being developed which should solve some of the problems
Need more traffic wardens in Warrington Road, Paddock Wood	Highways	No	There are no waiting restrictions in Warrington road therefore there is nothing for Parking Attendants to enforce
Sports facilities are expensive	Leisure	Yes	Feedback (especially from Council Tax consultation) will be taken into account when prices are set. However, prices

			very unlikely to go down
Brown Bin collection – collections should revert to weekly	Client Services	No	Strategic decision made by Council following extensive research and Best Value review
Road sweeper can't sweep roads in Paddock Wood because of all parked cars	Client Services	No	Where this is an ongoing problem we do arrange for no parking cones to enable a thorough sweep. The cones are not enforceable so can often be ignored
Dog fouling in Paddock Wood Parks is a problem	Client Services		This is a Paddock Wood Town Council responsibility. However we have and will step up patrols to try and catch offenders
Commercial Road in Paddock Wood should be one way	Highways	No	This proposal was investigated in detail and the problems that would be caused on other roads outweighed any benefits from such a scheme
Need to introduce facilities for recycling plastics	Client Services	Investigating	We are investigating proposals and costs, both financial and environmental, for introducing plastic recycling and a report is to be produced for Members' decision in April 2004
A Park and Ride site for Royal Tunbridge Wells should be established	Highways	Yes	Sites have been identified and programmed in the Transport Strategy. Consultation on particular proposals will need to be carried out in due course
Need to establish safer cycle routes	Highways	Yes	This is being done where it is practical to do so, with new routes being

– particularly in town centres			included in major schemes as opportunities arise, and as actions arising from the Transport Strategy
The traffic lights at the Speldhurst Road/London Road Southborough junction don't operate properly with the bus lane light	Highways - <b>Kent County Council problem</b>	Yes	Changes to include bus sensors should result in less use of the bus lane by cars and stop the lights changing so often
Don't want parking charges at Dunorlan	Leisure	No	No plans for parking charges at present
Need more car parking spaces for residents in Royal Tunbridge Wells	Highways	No	A balance needs to be maintained between the needs of residents and the needs of others if the commercial and retail life of the town is to be safeguarded. At present we seem to have got the balance about right given the overall limits on capacity but we will continue to fine tune the system as necessary
Lack of on street parking in town	Highways	No	The existing waiting restrictions are needed for safety reasons and to maintain traffic flow around the town. They are monitored and changed as necessary in light of changing circumstances. It is not possible to generate more parking, so we have to

			manage what we have to try and meet the wishes and needs of a wide range of users
Roads between Benenden and Iden Green – lorries use rat runs making roads dangerous	Highways	No	Our investigations show that most of the lorries that use country lanes do so because they need to be there. These roads do not have any HGV restrictions
Pavements in poor condition outside town centre (Royal Tunbridge Wells)	Highways	Yes	Both the Borough and County have programmes for footway maintenance in which resources are prioritised on the basis of need. In addition, an inspection regime is in place to identify and rectify any dangerous defects
Need flashing lights to warn of speed cameras	Highways	No	Central Government set the rules for the visibility of cameras and these do not include flashing lights which might confuse drivers. The solution is to drive responsibly and obey the speed limit
Need more secure cycle parking – for overnight locking up	Highways	No	Cycle parking is provided for daytime use. It is up to individuals to make their own arrangements for overnight parking
Would like to see home collection of glasses, plastics and cans for recycling	Client Services		A report is being produced for Members to consider additional recycling initiatives and the costs for introducing these. Not likely to include glass
Recycling banks always full –	Client Services	No	All sites monitored by Client Services on a daily to weekly basis. Following

untidy as stuff is left on ground			review of complaints and monitoring reports, there is no evidence to suggest that this is a problem
Refuse collection is worse during summer	Client Services	No	Refuse collection is the same in the summer and winter
Graffiti looks unsightly	Client Services	Yes	Agreed. We have an ongoing programme to remove graffiti from all public buildings
Fly tipping seems to have increased since we started charging to have fridges taken away (£15)	Client Services	No	This is not reflected by the data we collect on number / types of fly tipping
Need to educate businesses and pupils on countryside issues such as fly tipping and recycling	Client Services		We have an ongoing relationship with schools as part of Environmental Awareness Week, Schools' competitions, Recycling Awards and Theatre groups. We also work as part of the Kent Waste Forum that includes all waste authorities in Kent
Local police have a lack of local knowledge	Corporate Projects and Planning		Introduction of Police Community Support Officers/rural wardens will ensure local knowledge. Comments could be passed to Police
Railway bridge at High Brooms very dangerous for pedestrians	Highways	Yes	North Farm Road - The possibility of introducing a pedestrian phase at the narrow bridge is being considered but there are several other sets of signals where this is also needed and sites

			<p>must be prioritised.</p> <p>Sandhurst Road - Short of totally rearranging the traffic management at the bridge and the junction with Upper Grosvenor Road, there is little that can be done here but we will keep looking for a viable solution to the problem</p>
Lack of provision for young people such as skate parks and youth clubs (perception is that this is linked to crime levels being high)	Corporate Projects and Planning	No - although development of a youth website would ensure better communication of facilities/activities available	Leisure Services are actively pursuing new skateboard sites. Provision of youth clubs is not the whole answer as young people often do not feel motivated to attend. There is also the issue of financial resourcing
Slowness of decision on hospital site	Planning		The Council resolved to approve the Pembury Hospital application in August 2002. Subsequent delays have been due to matters outside our control, in particular resolution of concerns raised by the Highways Agency and a legal challenge to the Council's decision. That challenge was unsuccessful and the project can now move forward
Too many fast food outlets	Planning		Our planning policies seek to keep a balance between shops and other town centre uses
ABC Cinema site needs attention	Planning		The condition of the building is a matter for the owners
Lack of Cinema in town centre	Planning		The Council is seeking to achieve the inclusion of a cinema in the

			redevelopment of the old cinema site. A feasibility study has been prepared to show how this could be achieved. The Council will be defending its position on the cinema in a Public Inquiry opening on 10 February
Decline of Pantiles	Tourism/Highways /Conservation and Design	Activity / promotion already planned for 2004 and annual activities taking place as well	In what way has the Pantiles 'declined'? It has never looked better, most shops are let, activities being planned for future as well as successful events programme each year
Tourist Information Centre in the Pantiles should be at the top of the town	Tourism	No	The Tourist Information Centre was moved to the Pantiles to encourage visits to the Pantiles. Bona fide 'visitors' to Royal Tunbridge Wells want to visit the most historic part of town as their first 'port of call' as well, and are less interested in the 'top of town'
Rough sleepers and beggars are a problem	Housing		Housing already offer housing advice and assistance to Rough Sleepers that want it. Beggars are not necessarily homeless and are not the responsibility of the Council
Damage to roads by continuous pipe laying by utilities	Highways	No	These companies have the legal rights to maintain and improve their systems and networks. However, there is a new Act of Parliament proposed which may address some of the problems
Bus services out to villages need	Highways	No	Kent County Council provide supported bus services, in accordance with

improving			particular objectives, such as supporting the journey to work, and in accordance with the limited resources available
Area like this should be composting locally	Client Services	No	To ensure that arrangements are cost effective and environmentally beneficial, a site needs to serve two plus local authorities. Plans are well advanced for a site within a neighbouring authority area
People fly tip because can't afford to have it taken away	Client Services	No	Data collected by the Service does not reflect this. Residents on means-tested benefits can have free collections
Police and Council should work together to reduce fly tipping	Client Services	Yes	Agreed. However, Police feel that they have far more important issues to deal with
Light pollution from school and supermarket in Hawkhurst	Environmental Health		This is an issue that is given consideration at the Planning stage but light pollution is not a statutory nuisance
Pembury Road works are a fiasco – swapping cycle lanes for example	Highways	Yes	Sometimes we don't get it right first time, but that should not prevent the mistake from being corrected. The alterations were made to ensure consistency between different phases of this project
Can't get to Pantiles	Highways	Yes	The Pantiles are signed, but it is proposed to introduce new signage this year, subject to budget availability,

			which should address any remaining problems
Council should look into running of Council to see if costs can be reduced	Finance	Yes	We already have a target to achieve £1 million savings per year by 2006/7. Further reductions may result from the Council Tax decision for 2004/5 but may have to include the reduction of services
We should dispose of Civic site and move elsewhere	Finance	Review Yes	The long-term property strategy includes a review of the site
Why run loss leading things	Finance	No	The policy is to maximise income from fees and charges and recover costs unless there is a service objective to be achieved
Council should introduce a family discount card at Sports Centres	Leisure	No	We have a concession card which is targeted at people on benefits. We also have family fitness studio membership and centre membership. Family swim tickets are also available
Too many mothers drive to school creating unnecessary congestion	Strategy		It is recognised that school travel has become very car orientated in recent years often reflecting the complexity of people's lives. National and local initiatives seek to raise awareness of the impacts of car travel and to promote alternative ways of travelling to and from school. As well as recognising the implications on the road network, the importance of pupil

			<p>safety, health and independence is emphasised.</p> <p>In partnership with local schools, parents and pupils the local authorities are developing such measures as walking buses, School Travel Plans and cycle routes to give people choices in the way in which they travel to and from school</p>
Broadwater Down Highway is in a poor state	Highways		<p>There are significant pressures on highway maintenance funding, which is prioritised according to need.</p> <p>Broadwater Down is uneven but is not considered dangerous. It is also possible that an unintended consequence of improving the road in this way would be a significant increase in the speed of traffic</p>
			<p>We do provide a police presence in Paddock Wood and are committed to doing so. The addition of the recently appointed Police Community Support Officers for the area will help towards greater visibility.</p> <p>The Force Communication centre which handles all calls to the police has experienced teething troubles but performance has improved significantly and continues to do so. Measures are in place to monitor performance and</p>

			<p>deal with shortcomings.</p> <p>The number of officers in an area is determined by the resources available. Every effort is made to ensure resources are used in the most efficient and effective way</p>
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