

Stourbridge town centre regeneration

Questions and answers, January 20 2012

1) When is the work on the development going to start?

Preparation works in relation to vacating the existing Crown Centre site took place from October to December 2011.

Further enabling works will be carried out early in the new year to create a new entrance for the town hall and library and to remove the Automaton for repair. The library and town hall will be open for business as normal during the development. The Automaton will be returned once the development is complete. These works are small and will not disrupt the general day to day running of the town centre.

Following the approval of a number of permissions the main works which includes road works are due to commence early 2012.

As a more detailed timescale is available all businesses, traders, shoppers and other interested parties in the town will be informed. Up-to-date information will be included on the council's website and we will write to traders and residents in the immediate vicinity.

2) Is there a programme of works so we know what will happen at different stages?

A plan outlining the proposed phases of the works has now been submitted for the consideration by the council as part of the statutory planning process. This proposed phasing plan can be viewed on the council's website at www.dudley.gov.uk at <http://www2.dudley.gov.uk/swiftlg/apas/run/Wphappcriteria.display> and is filed under reference number P10/1429/C1.

Once the start date for works is established a full programme of works will also be outlined. This will be communicated to shoppers, traders, businesses and other interested parties in the town.

3) Will there be excessive road closures and disruption while the work is ongoing?

Any disruption will be kept to an absolute minimum and the town will remain open for business throughout the duration of the works.

New Street, at the front access of Bell Street car park will be closed to enable the demolition of the Bell Street multi-storey car park.

Other road closures could be in place and temporary road closures of Bell Street, Crown Lane and lanes of the Ring Road will be required at different stages of the works. Where possible, contractors will carry this work out on Sundays and evenings to minimise disruption. It is inevitable that some closures will be in place for extended periods of time. Details of all closures will be updated at www.dudley.gov.uk

4) How long will the works go on for?

The redevelopment of the Crown Centre is scheduled to take approximately 18 months to complete. Once a clear finish date is established, this information will be communicated to interested parties in the town.

5) And when the work is completed, what will the benefits be? Is this development worth it?

This multi-million pound project marks the most significant regeneration scheme in Stourbridge for many decades and we anticipate it acting as a catalyst for further investment and development in the town.

The arrival of Tesco will provide an anchor store for Stourbridge which we hope will benefit local people and lead to an increased footfall in the town. The new Tesco store will also create around 400 new full and part-time jobs.

6) When will Bell Street Car Park close?

Although Tesco have now taken over the lease for the Crown Centre and Bell Street Car Park, a date for the closure of the car park has not been confirmed. It will remain open until further notice.

It must be recognised that Bell Street car park is an old and dated facility which is fast approaching the end of its structural life.

7) I am a shopper, where can I park when Bell Street Car Park closes?

In addition to on-street car parking throughout the town, there are a number of alternative car parks, offering long stay and short stay, across the town centre area.

The Rye Market multi-storey car park has pedestrian exits just 240 metres from Bell Street car park, dedicated short stay parking up to 3 hours, and spare parking capacity for short stay visits. Alternative short stay parking can also be taken on the long stay car parks, Church Street and Birmingham Street.

Church Street car park has benefited from the improvements to the crossing facilities over the ring road at the top of Stourbridge High Street.

The top level of Birmingham Street car park has spare capacity, is only a five minute walk from town and is directly opposite the temporary bus station which has been extremely popular with visitors to the town, utilising a shuttle bus. The shuttle bus will be in place at least until the completion of the bus station in February 2012.

There are also 10 short stay spaces at Coventry Street car park, located within the Ring Road.

In addition, there is a privately managed* 35 space pay and display car park in Crown Lane and Wilkinsons pay and display car park holds spaces for 53 cars including 2 parent & child and 3 disabled spaces.

There is also the Enville Street car park which is just 460 metres from the clock in the centre of the town.

Signage in relation to all of this alternative parking will be posted in the town at an appropriate time.

8) I work in town, where can I park when Bell Street Car Park closes?

Long stay parking is available on Church Street, Birmingham Street and the privately managed car park* in Crown Lane.

Demand is currently being assessed and long stay car parking may also be introduced on other town centre car parks.

9) I want to use the town in the evening. Where can I park when Bell Street Car Park closes?

Unrestricted on-street car parking is available from 6pm – 8am and the privately managed car park* in Crown Lane operates 24hrs a day.

10) How far away are these alternative car parks from the centre of town?

The Rye Market multi-storey is located in the middle of the town within the ring road area as well as the Coventry Street car park.

Car parking within the ring road can also be found on the privately managed car parks* of Crown Lane and Wilkinsons.

Birmingham Street and Enville Street are both five minute walks to the clock in the centre of town and Church Street is situated just a two minute walk from the top of the High Street.

11) Are Birmingham Street and Church Street car parks safe?

Church Street car park is well used in the day by people working in the town for shorter visits to local facilities and there have been no reports of Anti-Social Behaviour at this car park.

Birmingham Street car park is suitably covered by CCTV and the top section of the car park was modernised last year. This section has held the prestigious "Safer by Design" accreditation for a number of years. This independent award is sponsored by the Home Office and Association of Chief Police Officers (ACPO) it is administered by the British Parking Association and independently assessed by the police on an annual basis. The top section was re-awarded the accreditation in July 2011.

In addition both car parks are regularly patrolled by Civil Enforcement Officers.

12) Will improvements be made to the alternative car parks?

Maintenance projects have recently taken place on the Ryemarket car park with further works planned on both this and Birmingham Street car parks.

13) Will the council be offering discounted parking rates on car parks during the works?

No decision has yet been taken on the issue of car park charging in the town during the works.

14) When did the Stourbridge Register Office close and is there still a service in the town?

The register office building closed in October 2011. A registrar service is now available within Stourbridge Library where people can register births and deaths and give notice of marriage or civil partnership. To make a registrar appointment call Dudley Council Plus on 0300 555 2345.

15) Will Stourbridge Library and housing office be open and if so how will I access it if work is taking place around it?

The town will remain open for business throughout the multi-million pound redevelopment works and the library and housing office building will be open throughout.

The library is open Monday 9.30am to 7pm, Tuesday to Friday 9am to 7pm, Saturday 9am to 5pm and Sunday 10am to 4pm.

The housing office is open weekdays from 9am to 5pm.

An alternative entrance off Market Street, near to Smithfields Market, will be created.

Changes to access to the buildings will be well signed around the building at appropriate times.

16) Will Stourbridge Town Hall be open and if so how will I access it if work is taking place around it?

The town will remain open for business throughout the multi-million pound regeneration works and the Stourbridge Town Hall building will be open throughout.

An alternative entrance off Market Street, near to Smithfields Market, will be created.

Changes to access to the buildings will be well signed around the building at appropriate times.

17) If the work results in local businesses making losses, will Tesco provide compensation?

The council can not speak on behalf of the developer but the council will be working closely with Tesco to ensure any disruption is kept to an absolute minimum and to ensure the town remains open for business throughout the duration of the works.

18) Where can I view the plans and find out more information?

The TESCO planning application can currently be viewed on the planning section of the council website

<http://www2.dudley.gov.uk/swiftlg/apas/run/Wphappcriteria.display> and is filed under reference number P10/1429.

As updated plans are available these will be added to the site. Plans can also currently be viewed in the foyer of Stourbridge Library. Once a final plan of works is submitted information will be displayed throughout the town centre offering the latest information on the progress of works and information about alternative car parking to Bell Street.

Details of the full regeneration programme, including artist impressions of the completed works will also be included.

*** Private Car Parks**

The Health & Safety Executive are responsible for private car parks, i.e. where the Council is NOT the enforcement authority for the premises, or it is within an airport.

If a private car park is attached to a retail outlet, then the Council will deal with it as it enforces Health & Safety issues as a whole within the retail business.

Wheel Clamping on Private Land

Owners of private land, whether it is a private car park belonging to a store, or any piece of private land, can clamp and remove a vehicle as long as they have displayed a sign advising that they do operate clamping and removal. The sign should also display a telephone number to ring to have the clamp removed. **This will usually incur a fee.**

The onus is on the driver of a vehicle to check the restrictions of where they are parked and adhere to those restrictions. If, for example, a store advertises that a vehicle can park for up to 2 hours, they are within their rights to have the vehicle clamped if it is left in excess of that period.