



Summit Meeting: 23rd May 2024 Hilton Hotel

Attendees:

PPC Alison Hernandez, Amanda Wells, CH Superintendent Linden, Tara Harris (Council)

Dave Parsons (Council) Carolyn Custerson (ERBID)

Richard Randle-Jones (Union Sq/Fleet Street Manager) Gary Blackmore (Bridge Group)

Paula Butler (Bridge Group) John Kingsley Dobson (TQCC) David Black (TQCC) Andrew

Rogers (TQCC) Jacqui Nickels (TQCC) Susie Colley (TQCC)

Agenda

The issues affecting the Town and the wider community, what help can The Chamber be in helping restore a vibrant economy to assist Tourism.

Points discussed

- Factory Row: ownership and possible relocation for the good of the town as a whole
- PCC stated she is keen to move the function of Factory Row out of the town and is exploring ideas on best this can be achieved. There is a website (street-focustorquay.co.uk) where the public can submit ideas on schemes.
- Perception of fear is influencing Investors and deterring commitment
- Planning issues appertaining to the Chemist on the corner of Factory Row. Discussion by attendees regarding the delays in the Planning dept which could be addressed to help alleviate the “bottle neck” which exists in planning
- Discussions by attendees regarding the provision of GP and Nurse for the Factory Row “guests”.
- Police confirmed that the van being deployed in Castle Circus has been gifted by the OPCC and is being rebranded this month and will be a mobile police station.
- Advised that there are changes in prisons National news about less likely to send some to prison and the reduction to 40% of their sentence meaning many up for early release which may increase crime.
- Last year Safer Streets funding contributed to some actions to deter ASB. This year the Home Office have contributed Hot spot funding which is helping fund the Neighbourhood force; by their visibility the deterrent is working to a degree.
- Reporting of crime. If crime is under way at the time of contact with the Police advised to use 999. If after the event to use 101.
- Police confirmed that there has been an increase in incidents being reported after the Summit last year.
- Police confirmed that the rate of reported Domestic Abuse has risen since last year
- PCC will liaise with Andy Sharman from Exeter who will advise on use of DISK; a reporting media programme for retailers to use to upload information to the Police
- Ch. Super Linden: Stated 101 waiting times are down from 45mins to 11mins. Admitted that this is still too long and that after trying the online process it is too time consuming. He advised they are reverting to the DISC system which had been used in the past. Alternatively, there is an app (Police.uk from the app store) that allows is supposedly simpler to report crime. Reiterated the message that reporting is key to help justify to his superiors that more staffing hours are needed and then be able to have more presence in town.



- PCC intimated there may be funding available for retailers who have insufficient funds to purchase Disk.
- Discussion of the possibility of a Feasibility study to test the Retail section in Torquay to consider having a joint Retail and Tourism Bid in 2026
- Existing ERBID is Tourism only and levy is applied to over businesses over RV £3k
- Steve Darling MP will be asked if the £20 million which had been granted to Torquay prior to the Election for Community Support is still available.

Actions:

- PCC to contact Andy Sharman from Exeter to arrange meeting with the Chamber
- Chamber to promote the importance of reporting crime to the Police using 101/999
- Carolyn Custerson to discuss with MP Steve Darling the availability of the £20 million as secured by the previous Government for Community Support
- Chamber to post on Website/Facebook a summary of the Summit and actions to be taken
- CH Superintendent. R Linden to share % increase in reporting crime incidents with the Chamber to endorse the continued message to report crime