

**Bettws Resident Steering Group meeting:  
Tuesday 4<sup>th</sup> April 2023, 5.30pm  
Bettws in Bloom**

**Minutes**

**Attendees**

**NCH:** Morgan Goff (MG), Laura Palfrey (LP), Sherie Greer (SG), Alison Johnson (AJ)

**Residents:**

14 attended (9 Private, 2 NCH, 1 Commercial, 1 Linc)

**Guest Speakers:**

Amy Brunnock (ABUHB), Leah (ABUHB), Thomas Humphries (PCSO), Aiden Gillet (PCSO)

**Apologies:**

Paintbox Media, Julie Spiteri- Lewis (NCH)

Morgan Goff (MG) shared this month's presentation with attendees, presentation attached.

**1 Summary from Previous Meeting**

Morgan welcomed returning and new attendees. NCH staff introduced themselves to the new members.

**2 Guests**

**ABUHB – Amy Brunnock and Leah**

Amy and Leah were introduced as Health Board representatives and Laura ran through the concerns that had been previously raised by the Group.

1. No clarity on when surgery is open
2. No clarity on services provided from surgery
3. Shortened opening hours
4. Expensive and not practical for patients to get to Bellevue Surgery
5. Family Planning has now been relocated to Bellvue or Cwmbran

Leah confirmed that the surgery should operate as an active branch of the main surgery at Bellvue. If this is not happening or the service not adequate, she will take this back to Primary Care to discuss.

Part of the contract is to deliver under practice requirements.

Amy confirmed that there are still a number of services operating out of Bettws surgery, but it was apparent that people do not know what is available or where to

go. It was acknowledged that since the Pandemic, services have not gone back to what was previously provided.

Q. Aware that conversations have taken place regarding 'flagship' practices in the East and West of Newport, as Ringland is being developed, is there a new practice on the table for Bettws?

A. Not aware of this. A suitable site will need to be identified and we will work with partners such as NCH Development to see what can be incorporated. Partnership working with the Health Board will certainly help to get your needs and opinions across.

### **Observations**

Bettws estate is one of the largest in Europe and needs doctors locally. A round trip to Bellvue by taxi costs around £20 which is not affordable to the majority of residents.

The problem is not the lack of premises, which could be easily solved, but the lack of doctors.

Practise manager has been contacted and conformed that surgery is fully operationally. This is obviously not the case and information needs to be circulated.

Telephone goes straight to Bellvue, there's not an option to speak to Bettws, as previously available.

### **Actions**

Amy to share any response from HQ with NCH and information will be circulated to the Ward Councillors and on NCH social media sites.

### **NCH Commercial Team – Sherie Greer**

It was confirmed that Mr Belli and previously commercial attendees were concerned about the shortened leases that they have been offered. Mr Belli confirmed that his premises had previously been granted a 25 year lease and the renewal offer has shortened over the years and he is now only offered a 2 year rolling lease. This has a massive effect on his plans and security.

Sherie confirmed that there is no reason why a 25 year lease could not be offered and this should be discussed with Linnells when negotiating renewal terms. Mr Belli stated that only 2 years maximum was offered at the last renewal. The experience with Linnells was a particularly bad one.

Linnells will advise NCH on the terms discussed and what would suit both parties. Even though future development is being discussed, this should not affect the length of the contract. A short-term lease is of no benefit to retailers or NCH and we want to encourage security and reduce legal costs for both parties.

Sherie confirmed that appointments had been sent out to all Bettws retailers, but only had one response. NCH are more than willing to discuss in further detail outside of the Steering Group meeting.

Sherie confirmed that if there are any concerns from retailers to email:

[commercial@newportcityhomes.com](mailto:commercial@newportcityhomes.com)

This email address is monitored daily and will be responded to quickly.

### **CSO Update – Thomas Humphries, Aiden Gillet**

Cllr Whitehead stated he had been in touch with Police voicing his concerns at the level of ASB around the shopping centre. Worried that if the development goes ahead, ASB will still be present.

CSO's responded that any development programme has Police input to 'design out crime'.

Laura confirmed that NCH has previously worked with [Secured By Design - Secured By Design](#). Planning permission will not be granted on any development without Secured By Designs' input and recommendations.

CSO's stated that CCTV should be considered and that any design should be without flat roofs. Regular incidents are occurring where youths are getting onto the roof at the library.

CSO's confirmed that they are aware of the clusters of ASB and that home visits have been carried out. All of the parents spoken to where on board with the discussions, but the majority of the children/youths involved are already out of control.

### **Comments:**

CCTV has been talked about for 25 years and still nothing. Cameras to the side of the chip shop, Bettacabs and the car park areas are either damaged or missing.

### **Actions:**

Alison to contact Neighbourhood Manager for an update on CCTV cameras in and around shopping centre.

## **3 Commercial Report Feedback**

Morgan ran through the Commercial Report as included in the presentation attached.

Commercial voids – NCH are struggling to procure contractors to get the units to a condition where they can be let.

The only potential retailers that have enquired about the empty units are similar to what is already present. We have refused these applications as we want to support the current traders and not add to the competition.

**Observations:**

There's been no mention of the community centre. This provides good service that need to be kept.

It was acknowledged that not many people know what goes on in the community centre due to poor advertising and Laura agreed that they had been hard to get hold of and engage with.

Q. What area size is being considered for regeneration? Will it include Bettws in Bloom?

A. Too early in the process to comment on size of area. Bettws in Bloom provides an important service which will not be overlooked. NCH will keep you all informed during the course of these meetings and will want your input.

#### 4 Update on Newport High School

Laura ran through the highlights of her presentation and also confirmed that our NCH Trailer is almost ready to get out in communities. The trailer has been refurbished and modernised and will, effectively, be a mobile office that can be used at events.

Cllr Cleverley confirmed that the Civil Service club is being explored for 6<sup>th</sup> form opportunities to Try a Trade etc.

**Comments:**

Any development needs to consider the existing infrastructure, it is already failing. Can take over half an hour to off and on the estate during drop off and pick up times at the High School. This also affects an already poor bus service.

Welsh Government guidelines now state that no major roads to be built and that Active Travel needs to be considered for sustainability.

If shops stay local, this will encourage active travel, but Active Travel will not work without good public transport.

Q. Are the schools working with the North Hub at the moment?

A. No, but we are trying to encourage these collaborations.

**Actions:**

Laura to contact High School to establish if there are actively discouraging parking and grid locking during drop off and pick up times.

#### 5 Update on Architects and Surveys

Morgan ran through this presentation, confirming that there is no real update at present as we are awaiting Governance approval. Further updates will be provided when a decision from Governance has been issued.

Morgan explained NCH needs to understand our current stock condition to assess what is required to properties. To reduce costs, we are looking at options to be able to complete these in-house.

#### **6 AOB**

Cllr Whitehead confirmed that there are no future clashes with Council meetings, so all Ward Councillors should be available for future meetings.

#### **7 Next Meeting Date**

Due to annual leave and Bank Holidays, the next meeting will be held on:

Tuesday 16<sup>th</sup> May, 5.30pm – 6.30pm @ Bettws in Bloom