



Corwen Town Centre Improvements and Green Lane Car Park Stakeholder and Community Engagement Summary Report May 2023

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Purpose of this report

The purpose of this report is to summarise the engagement activities carried out so far for the Corwen Town Centre Improvements and Green Lane Car Park projects.



Background

Levelling-Up Funding (LUF)

The Levelling Up Fund is a UK Government fund. It is one part of the UK Government's broader offer to level up opportunity across the whole of the UK. Its purpose is especially intended to support investment in places where it can make the biggest difference to everyday life, including ex-industrial areas, deprived towns and coastal communities. Up to £4.8 billion (until 2024-25) will potentially be available for the Fund across the UK, with at least £800 million invested in Scotland, Wales and Northern Ireland. The Fund will focus on capital investment. For further information, [please see the website](#).

Corwen

This new project aims to promote and enhance Corwen Town Centre and Green Lane Car Park, by tidying up the paving slabs by cleaning and re pointing where needed, laying new

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slabs to areas that currently don't have any, and refurbishing street furniture and signage within the Town Centre. The Green Lane Car Park project will improve visitor connectivity and enhance visitor experience by refurbishing the toilet block which will be a key facility, providing extra Electric Vehicle charging points for use by residents and visitors and an extra bus stop for onward journeys. The aim is to improve the resident and visitor experience and encourage people to spend more time here.

To achieve this, two key areas have been identified:

1. Corwen Town Centre
2. Green Lane Car Park

In particular the project aims to:

- Update/paint and clean up the street furniture in the Town Centre i.e. metal signposts, bollards and benches.
- Refurbish/replace the benches towards the top of the High Street.
- Replace bus shelter.
- Clean and re point existing paving slabs.
- Lay new paving slabs in a small area to match existing slabs.
- Create a designated area within the High Street for a Christmas Tree to be erected each year.
- Refurbishment of the toilet block which may include: New Radar Key enabled toilet doors to match, 5th Dementia Friendly/Disabled access Toilet cubicle to be fitted out and repaint the exterior of the building.
- New bus lane in Green Lane Car Park with dropped kerbs for accessibility.
- 5 x dual charging EV charging points for public use.
- Replace existing benches and picnic tables.
- New signage erected within the car park to signpost visitors to the High Street.

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List of Stakeholders

The list of stakeholders that the Council has engaged with or will expect to engage with at various stages of the project includes:

Internal stakeholders

Internal stakeholders are people who work within the Council who may need to input into the project:

- **Leader, Elected Members & Member Area Groups (MAG)** - Lead Member, County Councillors and Town Councillors for Corwen
- **Planning, Public Protection & Countryside Services** - Tree Officer, Area of Natural Beauty (AONB), Ecology
- **Highways, Facilities & Environmental Services** – Transport, Streetscene
- **Finance & Property Services** - Design and Construction
- **Customers, Communications & Marketing**
- **Legal, HR & Democratic Services**

Delivery partners

Delivery partners are people working in organisations that are outside of the Council but who will have statutory duties under UK or Welsh Government legislation to be involved in the project. These organisations may also have organisational goals which support the project objectives.

- Corwen Town Council
- NMWTRA
- Cadwyn Adfywio
- Llangollen Railway Trust – Corwen Railway Station

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Community stakeholders

Community stakeholders are people who identify as belonging to a subset of society or the economy as individuals or private organisations.

- The wider business community of Corwen
- The residential community of Corwen
- People who work in Corwen
- People who visit Corwen (e.g. tourists)

Summary of engagement and consultation activities carried out to date

To date, the following engagement and consultation work has been carried out:

Date	Activity Summary	Resources Required	Stakeholders involved
17 November 2022	Walk around Corwen with Denbighshire County Councillors and Town Councillors	Email	DCC Officers County Councillors Corwen Town Council Members

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Date	Activity Summary	Resources Required	Stakeholders involved
9 February 2023	Informal information session in Corwen War Memorial Park (4 hours)	Letter drop to local residents and businesses. Social media posts. Promotion of engagement via key stakeholders.	Businesses in Corwen Residents in Corwen
10 February 2023 – 23 February 2023	Consultation Questionnaire (information sharing)	E-mail Promotion of engagement via key stakeholders Social media posts Denbighshire County Conversation Engagement Portal Paper questionnaires	All interested parties

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Planned future engagement activity

Date	Activity Summary	Resources Required	Stakeholders involved
April – June 2023	Tender Completion	E-mail Press Release Promotion via key stakeholders Social media posts	All interested parties

Analysis of consultation (information sharing) stage

The information evening that was held in the War Memorial Park on 9th February was a huge success, and was very well attended, we would like to thank all residents who took the time to come and speak with us. The Council launched a survey between 10 February and 23 February 2023 to hear people's opinions on the project and what is important to them in Corwen.

9 responses were made directly via Denbighshire's County Conversations Engagement Portal or via completed paper questionnaires.

Question: Which of the following best describes you?

Response	Number of Respondents	Percentage of Respondents
I live and work in Corwen	4	44.44%
I live in Corwen, but I work somewhere else		

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Response	Number of Respondents	Percentage of Respondents
I work in Corwen, but I live somewhere else	3	33.33%
I am visiting Corwen from elsewhere in Denbighshire	1	11.11%
I am visiting Corwen from somewhere else (not in Denbighshire)		
I am a County Councillor		
I am a member of the Town Council or a nearby Community Council	1	11.11%
No response	0	0%

Data collected

Data was collected to help us understand what all participants thought of the drop in session and what the project plans are.

Question: Did you attend the drop in session on 9 February 2023?

Response	Number of Respondents	Percentage of Respondents
Yes	4	44.44%
No	5	55.56%

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Question: How easy was it to access the venue?

Response	Number of Respondents	Percentage of Respondents
Excellent	1	50%
Good	1	50%
Poor		
Very Poor		
Not applicable		

The single response question was answered by 2 respondents.

Question: The timing of the event.

Response	Number of Respondents	Percentage of Respondents
Excellent	1	50%
Good	1	50%
Poor		
Very Poor		
Not applicable		

The single response question was answered by 2 respondents.

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Question: The quality of the information available.

Response	Number of Respondents	Percentage of Respondents
Excellent	1	50%
Good	1	50%
Poor		
Very Poor		
Not applicable		

The single response question was answered by 2 respondents.

Question: The friendliness/helpfulness of the staff.

Response	Number of Respondents	Percentage of Respondents
Excellent		
Good	1	50%
Poor	1	50%
Very Poor		
Not applicable		

The single response question was answered by 2 respondents.

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Question: The ability to participate in Welsh if I chose to.

Response	Number of Respondents	Percentage of Respondents
Excellent		
Good		
Poor	1	50%
Very Poor		
Not applicable	1	50%

The single response question was answered by 2 respondents.

Question: Is there anything that stopped you from attending?

Response	Number of Respondents	Percentage of Respondents
Getting to the drop-in/transport issues	1	25%
Accessibility of the venue		
Work commitments	1	25%
Caring or childcaring commitments	2	50%
I had no interest in attending the drop-in session		
Something else		

This multiple response question was answered by 4 respondents.

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Question: Is there anything we could do to enable you to attend future drop-in sessions or other consultation/engagement events in Corwen (on any topic)?

Response	Number of Respondents
Advertise the sessions more widely and in good time to allow people to make arrangements to attend.	1
No, I had problems on that day	1

This open response (free text) question was answered by 2 respondents.

Question: Please use the box below to provide any feedback or ask any questions you may have about the Corwen Public Realm Improvements project.

Response	Number of Respondents
Sign for the 'Library'	1
The most effective way to provide a boost to Corwen retailers and shoppers alike, is to make the carpark free for the first half hour of any stay. This will encourage more local people to shop in Corwen but still charge tourists, who will be using the train/hiking etc.	1
Think the town in desperate need of all these improvements and so much more if there was a 'big vision'. The town suffers badly from being on A5. The outward appearance of the building frontages just speaks 'neglect'. A competition to just paint/de clog gutters etc would make a huge improvement. Long term, I think much more should be done to develop the town on a spur from A5 eg the car park area. A huge area, leading to the beautiful riverside, away from main route (like LLangollen). The community centre could be re sited at the hub and surrounded by small outlets- to serve new station and provide services for visitors Expensive but cheaper than a bypass!	1

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This open response (free text) question was answered by 3 respondents.

Question: Would you like a response to your feedback/comments?

Response	Number of Respondents	Percentage of Respondents
Yes	2	66.67%
No	1	33.33%

Question: How should we contact you?

Response	Number of Respondents	Percentage of Respondents
Email	2	100%
Letter in the post		
Telephone call		

Question: What is your preferred language?

Response	Number of Respondents	Percentage of Respondents
Cymraeg (Welsh)		
English	2	100%
Another language		

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Next steps

Once again, many thanks to all residents who took the time to come and speak with us at the information session. Thank you as well to those that subsequently filled out the on-line questionnaire. We have taken your comments and suggestions on board, and where possible and within the scope of the works and funding, we have acted upon these and incorporated these into the final design. The next stage is to award the works via the Council's tendering process. Once we have more news for you, we will share it via local press and social media channels. The Council warmly encourages residents, visitors and businesses to continue to share their experiences and thoughts of Corwen. This will be useful data that will assist the Council in continuing to plan and support Corwen in the future.