

**TOWN CLERK**

Miss Sarah Richards

**DISS TOWN COUNCIL**Council Offices, 11-12 Market Hill,  
Diss, Norfolk, IP22 4JZ.

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Please ask for: Miss Sarah Richards  
Our ref: INF 18.12.19  
Date: 12 December 2019

**NOTICE OF MEETING**

Dear Members of the Public and Press,

You are cordially invited to a meeting of the **Infrastructure Committee** to be held in the **Marriage Room** at **The Town Council Offices** on **Wednesday 18<sup>th</sup> December 2019** at **7.15pm** to consider the business detailed below.

Town Clerk

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**A G E N D A****1. APOLOGIES**

To receive and consider apologies for absence.

**2. NOMINATION OF SUBSTITUTE REPRESENTATIVES**

To note nominated substitute representatives attending in place of those who have sent their apologies.

**3. DECLARATIONS OF INTEREST <sup>1</sup> AND REQUESTS FOR DISPENSATIONS**

To note any declarations of members' pecuniary and/or non-pecuniary/other interests pertaining to items on the following agenda, to note any dispensations granted in respect of business to be discussed and to consider any requests for dispensations.

**4. MINUTES**To note that the minutes of the Infrastructure Committee held on 25<sup>th</sup> September 2019 were confirmed as a true record (copy herewith).**5. PUBLIC PARTICIPATION**To consider a resolution under Standing Orders 3d to 3h to suspend the meeting to hear comments from members of the public on items to be discussed on the agenda. (*Members of the public are entitled to speak for a maximum of three minutes*).**6. ITEMS OF URGENT BUSINESS**To discuss any item(s) of business which the Chairman has previously been informed at least 24 hours before the meeting and decides should be considered as a matter of urgency (*Councillors are reminded that no resolutions can be made under this agenda item*).**7. PEDESTRIANISATION OF MERE STREET**

To consider extending the current Traffic Regulation Order on Mere Street (copy details herewith) to enable the removal of free-flowing traffic at specific times of the day in consultation with local traders.

**8. BUDGET**

- a) To consider budgetary recommendations from the Infrastructure committee for referral to Full Council (to be tabled).
- b) To consider urgent expenditure from Earmarked Reserves to undertake resurfacing works at Mere's Mouth (to be tabled).

**9. PARKING**

To consider action regarding ongoing issues with illegal and inconsiderate parking around the town (copy details herewith).

**10. PROGRESS REPORT**

To note progress on decisions made at the last meeting of Council related to the Infrastructure Committee (copy details herewith).

**11. MEMBER FORUM**

To consider information or issues relevant to this committee from members for brief discussion, action or inclusion on a future agenda.

**12. DATE OF NEXT MEETING**

To note that the next meeting of the Infrastructure Committee will be held on 19<sup>th</sup> February 2020.

**13. PUBLIC BODIES (Admissions to Meetings)**

To consider a resolution under the Public Bodies (Admissions to Meetings) Act 1960 and Standing Orders 1c to exclude members of the public and press in order to discuss the following item, which is properly considered to be of a confidential nature.

**14. HIGHWAYS NETWORK IMPROVEMENT STRATEGY**

To consider the draft Diss Network Improvement Strategy Implementation plan (copy details herewith).

COMMITTEE MEMBERSHIP:		FOR INFORMATION:	Town Clerk	Deputy Town Clerk
<b>Councillors:</b>	S. Browne (ex-officio)	<b>Councillors:</b>	N. Howard	
	D. Collins		J. Mason	
	M. Gingell		J. Robertson	
	S. Kiddie			
	A. Kitchen		County Cllr Kiddie	Highways Engineer
	S. Olander (Chair & ex-officio)			
	D. Poulter		Diss Express	Diss Mercury
	E. Taylor (Vice-Chair)			
	J. Welch			

**NOTES**

1 - Council has a statutory legal duty under the Localism Act 2011 s2 and has adopted a code dealing with the conduct that is expected of members in order to promote high standards of conduct as required by the Act. Members' disclosable pecuniary interests are kept on a register available to view on the Council's website. Allegations about the conduct of a councillor may be made to the district council's monitoring officer. Diss Town Council has also adopted a dispensation policy.

The reports and enclosures referred to in this agenda are available (unless marked confidential) for public inspection at the Council Offices during normal opening hours or on our website at [www.diss.gov.uk/your-council/our-committees/](http://www.diss.gov.uk/your-council/our-committees/).

Please note that the Council Chamber is on the first floor of the Corn Hall. Anyone wishing to attend the meeting who will require access to the lift should contact the Deputy / Town Clerk prior to the start of the meeting.

**DISS TOWN COUNCIL****MINUTES**

Minutes of the meeting of the **Infrastructure Committee** held in the Council Chamber at **Diss Corn Hall** on **Wednesday 25<sup>th</sup> September 2019** at **7:15pm.**

Present: Councillors S. Browne (ex-officio)  
D. Collins  
M. Gingell  
A. Kitchen  
S. Kiddie  
E. Taylor  
S. Olander (ex-officio)

In attendance: Miss Sonya French, Deputy Town Clerk

**INF0919/01 APOLOGIES**

Apologies were received and accepted from Councillor Poulter.

**INF0919/02 NOMINATION OF SUBSTITUTE REPRESENTATIVES**

There were none.

**INF0919/03 ELECTION OF VICE-CHAIR**

It was

RESOLVED: to elect Councillor Taylor as the Vice-Chair of the Infrastructure Committee for the remainder of the Municipal Year 2019-20.

**INF0919/04 DECLARATIONS OF INTEREST <sup>1</sup> AND REQUESTS FOR DISPENSATIONS**

Minute No.	Councillor's Name	Personal/ Other Interest	Pecuniary Interest	Reason
INF0919/16	D. Collins	✓		This councillor is a friend of the publisher.
INF0919/10	S. Kiddie	✓		This councillor is the wife of County & District Councillor Kiddie who is the Cabinet Member for Regulatory and Environmental Excellence.

**INF0919/05 MINUTES OF THE LAST MEETING**

It was noted that the minutes of the Infrastructure Committee held on 30<sup>th</sup> January 2019 were confirmed as a true record by Full Council.

**INF0919/06 PUBLIC PARTICIPATION**

There were no members of the public present.

**INF0919/07 ITEMS OF URGENT BUSINESS**

There were none.

**INF0919/08 PARISH PARTNERSHIP SCHEME**

Councillors considered potential projects to put forward for the parish partnership bid scheme. There was discussion about installing a footpath on Sandy Lane to ensure a safe passage from the Public Rights of Way, Angles / Boudicca paths under the railway bridge opposite the traffic lights. The second proposal was for a third SAM2 speed sign however it was noted that the agreed locations and resource required to move two signs would not justify an additional sign. It was agreed that the feasibility of the location where Walcot Road meets Walcot Green would be investigated in order that traffic data could be collected given the proposed new development in this area. It was

RESOLVED: i) To consider the feasibility of the installation of a footpath on Sandy Lane to ensure a safe passage from the Public Rights of Way under the railway bridge  
ii) To consider the feasibility of the Walcot Road/Green location for one of the two existing speed signs

**(Action: DepTC / Maintenance Manager; immediately)**

**INF0919/09 DISS HEALTH PROVISION**

Councillors considered ways to engage with the Local Planning Authority to ensure future healthcare provision in Diss. It was agreed that it would be beneficial to Diss if South Norfolk District Council agreed to include a provision for investment in health within the Section 106 and Community Infrastructure Levy

developer contribution frameworks. Councillors also agreed that the Norfolk and Waveney Health and Care Partnership's 5-year plan should also include similar provision. It was

RESOLVED: To send letters addressed to South Norfolk Council's Senior Director responsible for Planning & the Norfolk and Waveney Health and Care Partnership regarding improved healthcare investment for Diss.

(Action: Clerks/DP; by 01/12/19)

*Councillor Mason entered the meeting at 19.56.*

**INF0919/10 STREET CLEANING**

Councillors considered how the Town Council can contribute to street cleaning initiatives in the town centre. Members agreed that Mere Street needed further cleaning and it was noted the South Norfolk District Council is responsible for street cleaning. There were discussions around street cleansing proposals from other Councils which had been found online and how much of the Council's maintenance team time should be invested to keep the town centre clean. It was

RESOLVED: i) That an action group of Councillors Browne, Collins and Kiddie would review options for cleaning equipment  
ii) To send a letter to South Norfolk Council's Senior Director responsible for the Environment and copy in the District Councillors.  
iii) To review the risk assessment related to the cleaning of Mere Street

(Action: AG/Clerks; immediately)

**INF0919/11 PROGRESS REPORT**

a) Councillors noted progress on decisions made at the last meeting of Council related to the Infrastructure Committee. An update was provided regarding the Nelson Road link meeting. It was noted that Greater Anglia and Norfolk County Council have agreed an option which only supports an exit road from the station into Nelson Road in contrast to the original Rail Group's agreement to have a two-way entrance and exit arrangement. The current proposal is also contrary to South Norfolk Council's own planning policies for Diss relating to Nelson Road. It was agreed that the documentation relating to this Rail Group Project would be reviewed by Greater Anglia to determine viability of the two-way scheme. It was

RESOLVED: i) To send a letter to Norfolk County Council and Greater Anglia stressing Diss Town Council's disappointment with the one-way exit proposal at Nelson Road.  
ii) To forward a copy of Greater Anglia's feasibility study on the options to members.

(Action: Clerk/Leader; immediately)

b) The key objectives for the remainder of 2019-20 and beyond was not discussed and it is recommended that this is an item on a future agenda.

(Action: Clerks; immediately)

**INF0919/12 MEMBER FORUM**

Councillors discussed the feasibility pedestrianisation of Mere Street and noted that this would be progressed with Norfolk County Council. There was a request from Councillor Taylor to attend the Wetherspoons development meeting.

(Action: Clerk; as appropriate)

**INF0919/13 DATE OF NEXT MEETING**

Councillors noted that the next meeting of the Infrastructure Committee is scheduled for 18<sup>th</sup> December 2019.

**INF0919/14 PUBLIC BODIES (ADMISSIONS TO MEETINGS)**

Members considered a resolution under the Public Bodies (Admissions to Meetings) Act 1960 and Standing Orders 1c to exclude members of the public and press in order to discuss the following item, which is properly considered to be of a confidential nature.

**INF0919/15 DISS & DISTRICT NEIGHBOURHOOD PLAN**

Members considered expenditure to support the development of the Diss & District Neighbourhood Plan to include establishing the evidence base, issues and options for the plan. It was

RESOLVED: To approve the quotation received to establish the evidence base, issues and options for the Diss & District Neighbourhood Plan subject to the addition of satisfactory outcomes relating to each task.

(Action: Clerk; immediately)

**INF0919/16 DISS MATTERS**

Council considered a way forward for the Council's quarterly publication, Diss Matters. Councillors discussed the benefits that the magazine had in its current format. It was noted that some of the content in the publication is communicated through other channels and that the costs provided were exclusive of staffing costs.

It was agreed that the printed magazine benefits those non-digital residents but that any costs of producing the publication would need to be justified by the number of readers, which is difficult to quantify. E-versions of the publication were viewed as cost effective and environmentally friendly. It was

RESOLVED:

- i) To continue to work with One Press Publishing on a 16-page Christmas Special edition of Diss Matters
- ii) To undertake market research both via the Christmas Special edition and online to determine readership levels
- iii) To re-consider Options A-C to include designing the publication in-house without advertising, reducing the number of printed copies and / or the frequency (report reference 14/1920 refers) early in 2020 based on research undertaken.

**(Action: Clerks; immediately)**

Meeting Closed at: 21:27.

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Chairman: Councillor Olander

**THE NORFOLK COUNTY COUNCIL (DISS, MARKET PLACE AND MERE STREET)**  
**(PEDESTRIANISATION AND PROHIBITION OF DRIVING) ORDER 2011**

The Norfolk County Council in exercise of their powers under Sections 1(1) 2(1) to (3) and 3(2) and 122 and parts III and IV of Schedule 9 of the Road Traffic Regulation Act 1984 (hereinafter referred to as "the Act") and of all other enabling powers and after consultation with the Chief Officer of Police in accordance with Part III of Schedule 9 to the Act hereby make the following Order:

1. Save as provided in Articles 3, 4, 5 and 6 of this Order no person shall, except upon the direction of, or with the permission of a police constable in uniform or of a traffic warden, cause any vehicle to proceed along the lengths of road specified in Schedule 1 to this Order at any time.
  
2. Save as provided in Articles 3, 4, 5 and 6 of this Order no person shall, except upon the direction of, or with the permission of a police constable in uniform or of a traffic warden, cause any vehicle to proceed along the lengths of road specified in Schedule 2 to this Order as follows:-
  - (a) from 0500 hrs to 1800 hrs on Fridays, and also on Maunday Thursday;
  - (b) on the 23<sup>rd</sup> and 24<sup>th</sup> December from 0830 hrs to 1700 hrs if these days fall on a Monday to Thursday;
  - (c) from 1800 hrs and 2200 hrs on the last Thursday in November;
  - (d) from 1700 hrs to 2200 hrs on the first Thursday in December;
  - (e) from 0500 hrs to 1800 hrs on a Thursday when that day is the 31<sup>st</sup> December.
  
3. Nothing in Articles 1 and 2 of this Order shall apply so as to prevent any person from causing a vehicle to proceed along the lengths of road specified in that Article if the vehicle being used:
  - (a) is for fire brigade, police or ambulance purposes;
  - (b) is in the service of a local authority or water authority in pursuance of statutory powers or duties;
  - (c) is in connection with the maintenance, improvement or reconstruction of that length of road or the laying, erection, alteration or repair in or adjacent to that length of road of any sewer, water, gas, or electricity apparatus or of any telecommunications apparatus as defined in the Telecommunications Act 1984;
  - (d) is for the provision of a universal postal service as defined in the Postal Services Act 2000.
  - (e) is a pedal cycle being pushed and not ridden.
  - (f) is a perambulator being pushed.



4. Nothing in Articles 1 and 2 of this Order shall apply so as to prevent residents, shop owners, employers and employees from causing a vehicle to proceed along the lengths of road specified in Schedules 1 and 2 of this Order to access the relevant private property situated along the length of road where access is only available via the Market Place/Mere Street and/or King's Head Yard at all times except:-
  - (i) Friday, Maunday Thursday and Thursday when that day is the 31<sup>st</sup> December when a vehicle may not proceed between 0830 hrs and 1700 hrs;
  - (ii) the times specified in Article 2(b), 2(c) and 2(d) of this Order.
5. Nothing in Article 2 of this Order shall apply:-
  - (1) so as to prevent market traders vehicles to proceed along the length of road specified in Schedule 2 for the purposes of setting up and taking down market stalls prior to 0830 hrs and after 1600 hrs on a Friday.
  - (2) to any vehicle authorised by a market officer and which is constructed or modified to include a stall to wait and sell goods during the days and times specified in Article 2 of this Order.
6. Nothing in Articles 1 and 2 of this Order shall apply so as to prevent a vehicle which requires access to the length of road specified in Schedule 1 to this Order for the purposes of loading and unloading to proceed along the lengths of road specified in Schedules 1 and 2 to this Order at any time except:-
  - (i) Friday, Maunday Thursday and Thursday when that day is the 31<sup>st</sup> December when a vehicle may not proceed between 0830 hrs and 1700 hrs;
  - (ii) the times specified in Article 2(b), 2(c) and 2(d) of this Order.
7. This Order shall come into operation on the 20<sup>th</sup> day of May 2011 and may be cited as The Norfolk County Council (Diss, Market Place and Mere Street)(Pedestrianisation and Prohibition of Driving) Order 2011.
8. The following Orders will become revoked on the date of commencement of this Order as follows:-

"The Norfolk County Council (Mere Street, Diss)(Prohibition of Driving) Order 1990" – in its entirety;

"The Norfolk County Council (Diss)(Prohibition of Driving) Order 1997" – in its entirety.
9. Insofar as any provision of this Order conflicts with any provision of any previous Order relating to the lengths of road specified in the Schedules to this Order, that provision of this Order shall prevail.

## SCHEDULE 1

### In the Town of Diss

#### Pedestrianisation/Prohibition of Driving – At Any Time

- Mere Street - From its junction with Market Place southwards to its junction with Chapel Street

## SCHEDULE 2

### In the Town of Diss

#### Pedestrianisation/Prohibition of Driving – In accordance with Article 2

- Market Place  
West side - From its junction with Mere Street northwards to the southern channel of its junction with Church Street
- East Side - From its junction with Mere Street northwards to its junction with Market Hill

Dated this 9<sup>th</sup> day of May 2011

THE COMMON SEAL of THE  
NORFOLK COUNTY COUNCIL  
was hereunto affixed  
in the presence of:-

)  
)  
)  
*C. Sam*  
authorized to sign  
on behalf of:  
Head of Law





## **THE LAWNS MEDICAL PRACTICE**

*The Health Centre  
Mount Street  
Diss  
Norfolk IP22 4WG  
Telephone: 01379 642021 Fax: 01379 641673  
[www.lawnsqp.com](http://www.lawnsqp.com)*

Tuesday 6<sup>th</sup> August 2019

Mr Keith Kiddy  
Diss Town Council  
11-12 Market Hill  
Diss  
Norfolk  
IP22 4JZ

cc to , Mr Graham Minshull, Ms Jenny Wilby & Sarah Richards, Town Clerk

Dear Mr Kiddy

I am writing to you on behalf of Lawns Medical Practice, Parish Fields Practice and Diss Medical Centre Ltd to share our concerns regarding the ability of our staff to park their vehicles in order for them to come to work.

I was shocked to hear that our staff are finding it so difficult, and sometimes impossible, to find a parking space that they have considered returning home.

This problem has intensified since the swap round of Mount Street car park with Shelfanger Road car park. As you are aware, the Shelfanger Road car park is now the long stay car park. This car park is full by approximately 0825 and staff then need to drive around the locality in order to try to park on the road side. We are aware that Park Road car park is less busy, however, this car park is approximately half a mile from the surgery and many staff start and finish work during the hours of darkness, particularly in the autumn and winter months. We are also concerned that there could be a safety issue with people who could attempt to approach our staff, who hold keys to our dispensaries, in order to access controlled drugs. We have also heard rumours that the Council intend to make Mount Street parking for permit holders only, which I am sure will be welcomed by residents but will undoubtedly exacerbate our situation.

Parking on the road side has come with a different set of problems, some of which I would like to share with you:

- Staff have had their cars damaged in Mount Street and Sunnyside, e.g. cars have been 'keyed' and wing mirrors twisted
- Staff have been blocked in by vehicles of residents of Mount Street and Sunnyside
- Staff have had unpleasant notes put on their windscreens, I have attached a fairly polite example
- Staff have been shouted at and told to move their cars by residents even though they are legally and considerately parked

Most of our staff live outside of Diss and public transport does not meet their needs, therefore, they have no option but to drive to work.

Whilst we understand that the residents of Diss are not happy about the parking situation and they need to park their own vehicles when they return from work, the examples listed above of confrontational behaviour and damage have caused financial cost, stress and anxiety to our staff.

We are hoping that this difficult situation can be resolved as soon as possible as we are concerned that this could affect the day to day operations of both surgeries, we do need a minimum set of staff in order to be able to work effectively.

We would be very happy to meet with you to discuss this problem and to work together to try to come up with a solution.

With kind regards

Yours sincerely

Ann Steele  
Lawns Practice Manager

Nicky Watson  
Parish Fields Practice Manager

Nick Woods  
DMC Ltd

Thank you Graham, I did not have sight of your reply.

We would like to arrange a meeting with an appropriate person as soon as possible please. The reason for this is that yet another of our staff has been confronted by a rude and abusive man who was objecting to her parking on a public road in a residential area. Our staff are being bullied by some of the residents and we would like to discuss this with yourselves please.

The Council says 'no' is not very helpful and we need your help.

Thank you for your consideration.

With kind regards

Ann Steele  
Managing Partner  
Lawns Medical Practice  
Health Centre  
Diss  
Norfolk

**From:** Graham Minshull  
**Sent:** 11 December 2019 11:36  
**To:** [sarah.richards@diss.gov.uk](mailto:sarah.richards@diss.gov.uk); STEELE, Ann (LAWNS PRACTICE)  
**Cc:** Deborah Davies; David Disney; Keith Kiddie; Jenny Wilby; Diss Town Council  
**Subject:** Re: Diss Health Centre Staff Parking Difficulties

Dear all

I did reply back in August to confirm that there are no plans to change the car parking arrangements in the town monitoring has shown that current use plans are the most effective and beneficial for the town.

We need to balance visitor usage with worker usage and although we are unable to please everyone the current plan is the most balanced

Yours

Graham Minshull

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**From:** Sarah Richards  
**Sent:** Wednesday, December 11, 2019 11:27:21 AM  
**To:** STEELE, Ann (LAWNS PRACTICE)  
**Cc:** Deborah Davies; David Disney; Keith Kiddie; Jenny Wilby; Graham Minshull; Diss Town Council  
**Subject:** FW: Diss Health Centre Staff Parking Difficulties

Hi Ann

Thank you for your email. I haven't seen this before now. I was away on annual leave during July and August.

This is not the first time we have heard of considerable issues with the new car park arrangements and we have asked the District Council to review this as they said they would at the time.

I am copying your email to David Disney and Deborah Davies at South Norfolk Council who should be able to advise on the situation regarding car parks / parking issues.

Have you heard back from any of the District Councillors?

I note you addressed your letter to Councillor Kiddie – just to make you aware he is no longer a Town Councillor but a District & County Councillor but he may be able to help in these roles.

Kind regards

Sarah Richards  
Town Clerk

**From:** STEELE, Ann (LAWNS PRACTICE) <[ann.steele@nhs.net](mailto:ann.steele@nhs.net)>  
**Sent:** 11 December 2019 11:00  
**To:** Sarah Richards <[sarah.richards@diss.gov.uk](mailto:sarah.richards@diss.gov.uk)>  
**Subject:** Diss Health Centre Staff PArking Difficulties

Good Morning Sarah

Please see attached, as requested.

With kind Regards

Ann Steele  
Managing Partner  
Lawns Medical Practice

**From:** Michele Earp  
**Sent:** 11 December 2019 16:11  
**To:** Sarah Richards; Sonya French  
**Cc:** Julian Mason; Simon Olander  
**Subject:** RE: Parking - Heritage Triangle, Diss

Hi Sarah,

Thank you for your email.

Please be advised that I have asked Kings Lynn BC, from the Norfolk Parking Partnership to assist in enforcement, as necessary.

Kind regards,

**Michele Earp**  
**Parking Services Manager**

**From:** Sarah Richards  
**Sent:** 11 December 2019 11:51  
**To:** Michele Earp; Sonya French  
**Cc:** Julian Mason; Simon Olander  
**Subject:** RE: Parking - Heritage Triangle, Diss  
**Importance:** High

Hi Michele

Thank you for your reply and I do appreciate the process. However, we did agree that enforcement would be carried out in specific areas across the town where we notify you of particular problems. This seemed to work effectively when it was carried out. Again, today we have lots of vehicles parked in the Triangle. Can you please target the HT area over the next few weeks?

Kind regards

Sarah Richards  
Town Clerk

Diss Town Council

**From:** Michele Earp  
**Sent:** 26 November 2019 14:01  
**To:** Sonya French  
**Cc:** Sarah Richards; Julian Mason; Simon Olander  
**Subject:** RE: Parking - Heritage Triangle, Diss  
**Importance:** High

Hi Sonya and Sarah,

Thank you for your email/s.

Please be advised that South Norfolk Council's own Civil Enforcement Officers (CEO's) are in attendance, on a regular daily basis, including Saturdays, at varying times in Diss, and this



is normally during the hours 8am to 6pm. When they witness contraventions that comply with all of the enforcement criteria, they will issue Penalty Charge Notices. Out of these hours, other officers in the Norfolk Parking Partnership from across the County are now making random visits to the town and do enforce on the same basis, which I will follow up as necessary.

I can assure you that PCN's are issued accordingly when an offence is committed and when the CEO is present.

Kind regards,

**Michele Earp**  
**Parking Services Manager**

**From:** Sonya French  
**Sent:** 22 November 2019 11:58  
**To:** Michele Earp  
**Cc:** Sarah Richards, Julian Mason; Simon Olander  
**Subject:** Parking - Heritage Triangle, Diss

Hi Michelle,

I have been asked to contact you as we have received several complaints with regards to parking in the Heritage triangle.

Would it be possible to have the traffic wardens concentrate on the triangle when they visit Diss, the parking issues are mostly in the evening and at the weekend.

Kind Regards

Sonya French  
Deputy Town Clerk  
Diss Town Council

Thank you Sarah and thank you also for getting back to me. I've heard nothing from my other emails to SNC yet...

kind regards

Alison

-----Original Message-----

From: Sarah Richards

Sent: 24 September 2018 09:52

To: 'Alison Ellis'

Subject: RE: Long Stay Car Parking in Diss

Dear Alison

Thank you for your email. I'm sorry you've been experiencing such issues. We have been copied into several emails on the same subject which have been sent to South Norfolk Council as the authority responsible for car parks and their lighting in Diss. I think I'm right in saying that you have also emailed the District Council? I recently met with one of the Directors at SNC as I am new to this role and to discuss a number of issues facing Diss and will follow up on this.

Kind regards

Sarah Richards

Town Clerk

Diss Town Council

-----Original Message-----

From: Alison Ellis

Sent: 21 September 2018 16:09

To: Sarah Richards

Subject: Long Stay Car Parking in Diss

Hi Sarah,

My husband Bob, and myself own Copydiss at the very top of St Nicholas Street in Diss. I am emailing about the sorry state of affairs regarding the changes made in regards to Long/Short stay car park changes which came into true force for us in March this year when my car park permit was renewed. There is simply not enough spaces allocated for this to work and I would also like to point out the following:

The car parks are unsafe in the dark as they are very badly lit. I always used to find a spot near the entrance so felt safe up near the road and the street lights, but unless I get there by 8.15 then I have no chance. It is horribly dark and scary down in the car park - would you be happy if your wife/daughter had to park in the dark?

Our customers cannot find a space in them anymore.

We have had reps that want to come and see us who drive around for ages looking for a space and give up.

I see plenty of empty spaces in the short stay car parks.

When I phoned and spoke to someone at South Norfolk Council about this, she suggested that I unload any heavy things outside my shop and then drive down to the Mere Car park to leave my car there and walk back to my shop! Why on earth should I have to do that? I don't

have time to do that. I pay £300 a year for my permit so should be able to park in a place I want to (like it used to be before the council interference). Another walk in the dark across the Mere Park! What on earth are the council thinking - does the safety of women in Diss not matter anymore. Customers shopping in Diss can shop in the daytime and don't need to walk around in the dark to get to their cars. They can also park in the supermarket car parks for 2 or 3 hours - we can't, we need to park up for the day.

I urge you to put things back like they were before something awful happens to someone.

I am out of the country at the moment but on my return I intend to get heavily involved in any campaign to sort this out if the council can't be bothered to consider the safety of the traders of Diss.

I await your response.

Regards  
Alison Ellis  
Copydiss

## Infrastructure Committee - Progress Report

Date/Minute	Title	Action	Assigned to	Timescale	Comments or further action
INF0119/10	<b>DISS AND DISTRICT NEIGHBOURHOOD PLAN</b>	Full Council to consider expected Officer involvement in the Diss & District Neighbourhood Plan.	Clerk		<a href="http://www.dndneighbourhoodplan.co.uk/document-store/">http://www.dndneighbourhoodplan.co.uk/document-store/</a>
FC0519/13	<b>Nelson Rd Traffic Regulation Order</b>	to approve the proposed Traffic Regulation Order & that the proposed new road layout on Nelson Road to accommodate two-way traffic should be considered by Norfolk County Council.	Clerk /Chair		No update since weekly update 17.11 - positive meeting with reps from SNC, NCC & Chair of the DDNPSG re Council's aspiration for future development of South Side of Park Road site. Agreed that recommendations from SNC's consultant's report on the feasibility of the options for the three sites (Diss High School / South side of Park Road & Shelfanger Road) will be awaited due out March 2020 prior to organising stakeholders meeting.
FC0719/10	<b>Phone Box</b>	Not to adopt the phone box on the Mere's Mouth but to investigate the relocation of the heritage phone box from Market Place to Mere's Mouth with	SO		Chair / Clerk to follow up on response received
INF0119/08b	<b>Streetlighting</b>	That the Streetlighting Sub-Group works with the Clerk to investigate options for longer term lighting asset management including a lighting stock replacement scheme.	Sub-group / Clerk		Clerk awaiting update from SCC contractor regarding project status. No update
	<b>Town Centre Signage</b>	Draft town map designs are being mocked up as replacement inserts for the map boards around the town, overlays are being considered for the highways signage on approaches to the town to highlight Diss as an historic market town & a review of the traffic survey results and car parking usage statistics should help to determine directional signage.			Clerk has not been able to progress this due to other priorities. It will be reviewed with an update to the next meeting. No update
	<b>Residents Parking Scheme</b>	To meet with representatives of County and District Councils to discuss the proposed Traffic Regulation Order and Residents Parking Scheme.			SNC working with other town councils on two schemes. Diss will follow. Timescales requested. Approx. budgetary requirements provided.
	<b>Highways Network Improvement Strategy</b>	The areas identified from the evidence-gathering and stakeholder engagement, and subsequently agreed to be undertaken in the NCC study, were: <ul style="list-style-type: none"> <li>• Understand through traffic situation passing via Diss</li> <li>• Assess existing situation at key junctions on A1066</li> <li>• Identify network improvements to walking and cycling</li> <li>• Understand the impacts of future growth options.</li> </ul>			On agenda
	<b>Wetherspoons Development</b>	Liaise with Wetherspoons contractor to ensure appropriate access arrangements, protection to street surfacing, project management given other projects (toilet refurb, Xmas light install, Xmas trading). There was a request from Cllr Taylor to attend the Wetherspoons development meeting.	Clerk		Clerk has requested a construction management plan from contractor. No update. Chair to correspond with Wetherspoons on name approval
INF0919/08	<b>Parish Partnership Scheme</b>	i) To consider the feasibility of the installation of a footpath on Sandy Lane to ensure a safe passage from the Public Rights of Way under the railway bridge. ii) To consider the feasibility of the Walcot Rd/Green location for one of the two existing speed signs.	DepTC/Maintenance Manager	immediately	Highways Engineer & DTC met to review both. i) Non viable project ii) a post for speed sign could be installed on Walcot Rd as system requires straight road but would need to be re-calibrated to 40mph zone.
INF0919/09	<b>Diss Health Provision</b>	To send letters addressed to South Norfolk Council's Senior Director responsible for Planning & the appropriate contact for the Greater Norwich Local Plan regarding improved healthcare investment for Diss	Clerks/DP	by 01.12.19	Check email
INF0919/10	<b>Street Cleaning</b>	i) That an action group of Cllrs Browne, Collins and Kiddie would review options for cleaning equipment.	AG/Clerks	immediately	Meeting 16th December.
		ii) To send a letter to South Norfolk Council's Senior Director responsible for the Environment and copy in the District Councillors.	AG/Clerks	dependent on action above	

### Infrastructure Committee - Progress Report

		iii) To review the risk assessment related to the cleaning of Mere St.	AG/Clerks	dependent on action above	
INF0919/11	<b>Progress Report</b>	A i) To send a letter to Norfolk County Council and Greater Anglia stressing Diss Town Council's disappointment with the one-way exit proposal at Nelson Rd. ii) To forward a copy of Greater Anglia's feasibility study on the options to members.	Clerk/Leader	immediately	i) Chased & awaiting reply. ii) To be sent prior to meeting
		B -The key objectives for the remainder of 2019-20 and beyond was not discussed and it is recommended that this is an item on a future agenda.	Clerks	immediately	On future agenda
INF0919/12	<b>Pedestrianisation of Mere St</b>	Councillors discussed the feasibility re pedestrianisation of Mere St and noted that this would be progressed with Norfolk County Council.	Clerk	as appropriate	Item on agenda also - Chair & Clerk met with NCC Highways Engineer to consider options. It was agreed that the rear access along the Mere's edge to shops on Mere Street would be unlikely to support trade deliveries without significant investment. The width of Chapel St is also too narrow to allow for deliveries from large vehicles & allow traffic to pass by. Having reviewed the planning consent for Wetherspoons, it appears there are no conditions regarding improvements to rear access road. Proposed solution is to extend the existing TRO on Mere Street as per market days for the remainder of the week to allow for deliveries outside of the TRO. Consultation with traders critical
INF0919/15	<b>Diss &amp; District Neighbourhood Plan</b>	To approve the quotation received to establish the evidence base, issues and options for the Diss & District Neighbourhood Plan subject to the addition of satisfactory outcomes relating to each task.	Clerk	immediately	Awaiting Locality funding to progress
INF0919/16	<b>Diss Matters</b>	i) To continue to work with One-Press publishing on a 16-page Christmas Special edition of Diss Matters.	Clerks	immediately	Done
		ii) To undertake market research both via the Christmas special edition and online to determine readership levels.	Clerks	immediately	Done
		iii) To reconsider options A-C early in 2020 based on research undertaken	Clerks	immediately	Executive committee consideration.