

ANNEX 2

Ambassador Drop in sessions Record of information gathered from members of the public July 2009 – Sept 2010

Date	Issue	Age group	Action taken
July 2009	<p>Lack of after school clubs in the area and free activities for children during the summer.</p> <p>Heavy traffic and problems crossing the road – Also vans parked on the pavements causing obstruction. Group of ladies said they'd like to see Malton pedestrianised and would then use the town more.(common issue)</p> <p>Tennis and squash club concerned that they would lose their club premises and asked for support.</p>	<p>25-35</p> <p>60+</p> <p>35-45</p>	<p>Informed RDC, libraries and extended schools officers – Suggested next year's newsletters to include all activities in area inc smaller providers such as Hope Central – Will work jointly on this and will help to promote more widely.</p> <p>Contacted PC Jane Jones and FME and met to discuss ways of improving the problem.</p> <p>Suggested the group speak with FME as their landlord and liaise with other sports groups on how they can work together.</p>
August 2009	<p>Rural bus service from outlying villages – infrequent and difficult to make regular trips to town as means staying all day and not enough to do for older people whilst in town – cafes expensive etc. Better seating at bus shelter also needed.</p> <p>Empty shops and lack of choice for customers – no men's clothes shops, young women's fashion etc. (common concern for all age groups)</p> <p>Lack of activities for families in the town with young children – cinema offers etc.</p>	<p>60+</p> <p>25+</p> <p>25-35</p>	<p>Research older peoples initiatives in other towns and look at working with BiA to encourage local traders etc to have an OAP special discount day once per week – Speak to OP Forum to hear their ideas etc. Consider a leaflet that could be distributed on the buses to promote this.</p> <p>FME working on encouraging new businesses to the town and relayed this information. Also discussed the events etc and work being done by volunteers to encourage new business to town.</p> <p>Contacted Jeremy at Palace cinema, BiA re events to be 'family focused.' Newsletter to be</p>

ANNEX 2

			looked into.
September 2009	Free parking - Free parking – full support from residents out of town and surrounding villages – much easier to access town etc.	40+	
	Lack of good accommodation for visitors – hotels etc. Local lady sends their shoot parties to out of town accommodation but feels the town could benefit from these parties and their spending if there was suitable accommodation.	50-60	Discussed Old Lodge and will speak to Tracey re shoot parties. Would need to also get local eateries, pubs etc on board in some way (sim. to Helmsley)
	Use of the river – Could be the towns’ USP? River boat trips etc.	60+	
October 2009	Half day closing – Why? “Went out with the ark!” Couple felt that traders need to do more to get the town going and promote themselves better. (common issue)	40+	Discussed coming events – traders opening on Motor show and hoping to encourage sun opening for future. Take to BiA for their suggestions. Suggest this to BiA. Gave contact details to student and also suggested a student run newsletter that could support. Speak to BiA, FME re coach trips – to link with events or farmer’s markets?
	Sixth form student suggested running an events monthly calendar for pubs, bands etc.	18	
	Visitors from Hull – loved the town and wondered why there were no coach trips to Malton – to coincide with markets etc?		
November 2009	OAP days – lady from Leavening said how she meets a bus load of ladies in Woodheads and they don’t always know where to go for lunch, activities etc. (common issue)	60+	Liaise with BiA and traders, cafes etc on weekly OAP day-special offers etc.
	Feedback on autumn food festival – V.good but better parking signage and general signage, promotion needed.	45+	Fedback to Ian Shepherd and BiA.
	Visitor from Belfast – Loved Malton but couldn’t find TIC or info on the town in general – suggested an events board and mao to go outside TIC. (signage a common issue)	50-60	Fedback to partners re better town signage – MTC,RDC,TIC-poss visitor board?
December 2009	John Stone (Dickens Society) – museum needed for Malton collections. Need a location.	65+	Fedback info to FME and suggested he speak to RVA re funding advice etc

ANNEX 2

	<p>Car-parking – Resident asked if Cattle Market could be used for future permanent parking as can never get parked now it is free in centre. Asked about parking plans in general for the future.</p> <p>Wentworth Street CP – Boy racer problem and anti social behaviour.</p>	<p>45-55</p> <p>50-60</p>	<p>and get support from MTC and Yvette Turnbull @RDC. Suggested contacting RDC for info on LDF for future plans etc and accessing the info from the library.</p> <p>Fedback to Safer Ryedale.</p>
January 2010	<p>Swinton young mum (ex teacher) asked about newsletter for children’s activities and better promotion of activities in local shops etc. (also suggested linking with health visitors etc to access the rural new young families) (common issue)</p> <p>Young mum from Driffield – likes Malton but lack of a good outside space, park for young children is problem.</p> <p>Lack of community police on the streets to deal with smaller everyday concerns and WSCP boy racer problem.</p>	<p>25-35</p> <p>18-25</p> <p>60+</p>	<p>Fedback suggestions to extended schools and RDC for their summer newsletter.</p> <p>Fedback info to MTC, RDC etc. Suggested Orchard Fields, Castle Gardens etc.</p> <p>Fedback to Safer Ryedale and PC Jane Jones.</p>
February 2010	<p>Family felt that lack of places for teenagers to ‘hang out’ and activities for them – (common issue)Arts/sports/cafe etc area would be good – graffiti type boards – “What Malton means to me” – community style project.</p>	<p>40-50, 12 & 14</p>	<p>Suggested Hope Central internet café – They do teenage evenings. Fed back info to RDC and Yvette Turnbull.</p>
March 2010	<p>Promotion of Tidy up day on 28th – encouraging volunteers and hearing about areas of concern – Orchard Fields big problem with young drinkers, litter, bottles etc by the picnic benches. Also riverside area.</p> <p>Met with Norton Wildlife Watch member re litter pick and promoting new group and links.</p>	<p>25+</p> <p>40-50</p>	<p>Fedback info to FME, MTC, RDC and new tidy up group with aim to tackle the areas on the 28th.</p> <p>Fedback to new tidy group</p>
April 2010	<p>Notice boards – shabby and out of date (Shambles and Water Lane)</p> <p>Better rural bus service for events</p>	<p>50-60</p> <p>65+</p>	<p>Fedback to MTC and tidy group to take on.</p> <p>Fedback info to partners</p>

ANNEX 2

	<p>like the food festival (in some cases only one a day!)</p> <p>Cattlemarket – ex farmer’s wife from Pickering concerned about closure and losing ‘heart of Malton’.</p>	50-60	<p>and Ian Shepherd.</p> <p>Suggested contacting local councillor to keep updated on information etc and gave information and links on RDC website.</p>
May 2010	<p>Slingsby gentleman asked about Malton bandstand – Is it coming, where etc? Felt a v. good idea.</p> <p>Food Festival promotion</p>	65+	Gave Gerald Cousens info and gen on work done so far.
June 2010	<p><u>Malton</u> – Better promotion of local events required – town resident-gentleman would like to know how to find about local events coffee mornings etc. Currently uses Water Lane notice board.</p> <p>Empty shops in town.</p> <p><u>Norton</u> – Dog fouling a problem in Furlongs Av area and throughout the town. (common issue)</p> <p>Gentleman concerned about lack of resources, surgeries, shops etc to cope with amount of new housing planned in Norton.</p> <p>Lack of children’s facilities, park etc and areas for teenagers, things for them to do to avoid anti social behaviour. (common issue)</p>	<p>65+</p> <p>45-55</p> <p>50-60</p> <p>45-55</p> <p>50-60</p>	<p>Suggested ‘Whats On guide in local paper and library resources. Poss OAP newsletter – Take up with Older People’s forum.</p> <p>Discussed new shops arrived etc.</p> <p>Informed lady of Streetscene pavement spray initiative and gave her their details.</p> <p>Suggested he contact NTC and Norton councilors to express his concern to them.</p> <p>As above and also fed back info to N and MTC.</p>
July 2010	<p><u>Malton</u> – WSCP issue – Encouraged residents to attend meetings to give their voice – either opinion. Very mixed. Older generation generally against and some younger with families in favour.</p> <p><u>Norton</u> – Elderly lady having problems with Yorkshire Housing – needs a new home and long time on list – very ill and frail.</p> <p>Roadworks – problem for traders and clogging up high street. Many residents asked felt that money would have been better spent</p>	<p>65+</p> <p>40+</p>	<p>Agreed with her that I would feedback info to Howard Keal who will get in touch with her and advise her on what to do - Done.</p>

ANNEX 2

	elsewhere. Some thought appearance worth it. (common issue)		
August 2010	<p><u>Malton</u> – Young mother of three concerned about lack of activities for local children in the town during the holidays (doesn't drive)</p> <p><u>Norton</u> – Boy racers using Wood Street and Wold Street area – speeding and dangerous driving.</p> <p>- Concerned about increasing amount of supermarkets and impact on Commercial Street traders.</p> <p>Promotion of tidy up group and Castle Gardens event - both</p>	<p>18-25</p> <p>40+</p> <p>50-60</p>	<p>Supplied with summer activities brochure and additional info from Hope Central on free events.</p> <p>Report back to Safer Ryedale and Jane Jones.</p> <p>Gave details of local councilors where they can express their views.</p>
September 2010	<p><u>Malton</u> – WSCP – concerned about lack of parking for events.</p> <p>- Better events promotion – Suggested roadside banners etc.</p> <p><u>Norton</u> – State of roads in the town – pot holes etc, dangerous for elderly and pushchairs etc – Will something be done?</p> <p>- Welham Road roadworks.</p> <p>- Allotments – anti social behaviour</p> <p>Literature Festival promotion - both</p>	<p>50-60</p> <p>40-50</p> <p>65+</p> <p>50-60</p> <p>50-60</p>	<p>Detailed current plans for signage etc.</p> <p>Suggested contacting NTC for latest information and explained a Highways issue.</p> <p>(As above.)</p> <p>Report back to Safer Ryedale (they have spoken to police already)</p> <p>Suggested speaking to local schools.</p>