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| Briefing Paper  To  Overview & Scrutiny Committee (Place)  On  14th June 2022 |
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| **TOWN CENTRE AND STREET CLEANSING UPDATE** | |

**1. SUMMARY**

* 1. This briefing paper gives Overview & Scrutiny Committee (Place) an update on the services provided by Town Centre Operations.

**2. BACKGROUND**

2.2 The areas in this paper are bullet-points for Town Centre Operations and Street Cleansing.

**TOWN CENTRE**

**3. MARKETS**

3.1 Market Income

The income for markets is not comparable to the same period in 20/21 due to introduction of Lockdown 3 in January 2021.Therefore, to give an indication on recovery the income has been compared to the same period in 2020/21 and 2019/20.

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|  | **Jan - Mar** | |
| **Year** | **Income** | **Year on Year**  **% change** |
| 2019/20 | £25,116 | N/A |
| 2020/21 | £3,071 | -88% |
| 2021/22 | £11,259 | +267% |

As you can see whilst income has increased by 267% on the same period in 20/21, the 21/22 income is still down by 52% when compared to pre-Covid rates in 19/20.

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|  | **Apr - Mar** | |
| **Year** | **Income** | **Year on Year**  **% change** |
| 2019/20 | £144,068 | N/A |
| 2020/21 | £39,196 | -73% |
| 2021/22 | £69,137 | +76% |

The above table shows the total income by financial years and again the data for 20/22 is not comparable to 20/21 due to the impact of Covid. When the income for 21/22 is compared against 19/20 it shows a decrease of 52%.

The impact of Covid is still affecting the number of traders and stalls, with many choosing not to return to the market and continue to operate on-line / delivery services, whilst some have taken the opportunity to retire.

There has been an increase in marketing to encourage new traders to stand during Kipper Season and targeted marketing for specific product lines, which has led to a few new traders, but has not had a significant impact on income to date.

**4. CAR PARKS**

4.1 Car Park Income

The income for car parking is not comparable to the same period in 20/21 due to the impact of Lockdown 3. Therefore, to give an indication on recovery the income has been compared to the same period in 2019/20.

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|  | **Jan - Mar** | |
| **Year** | **Income** | **Year on Year**  **% change** |
| 2019/20 | £324,552 | N/A |
| 2020/21 | £82,824 | -74% |
| 2021/22 | £243,136 | +66% |

The percentage change has been calculated to compare 19/20 to 21/22 income which shows a decrease of 33% over this time period.

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|  | **Apr - Mar** | |
| **Year** | **Income** | **Year on Year**  **% change** |
| 2019/20 | £1,536,564 | N/A |
| 2020/21 | £245,612 | -84% |
| 2021/22 | £881,137 | +72% |

The percentage change has been calculated to compare 19/20 to 21/22 income which shows a decrease of 43% over this time period.

Income continued to be affected up to the end of the financial year due to Lockdown 3 and the decrease in footfall as well as the continuation of people working from home.

Walkden Street re-opened in June to the public and it is hoped that the video marketing will help to encourage more people to park in there.

Virtual Permits

This scheme is currently being rolled out to all MDC staff who qualify for a parking permit and is being administered by the Facilities Team.

Off-Street Parking Places Order

The Off-Street Parking Places Order 2022 is currently out for consultation which is due to end on the 15th June, at the time of writing this report no responses had been received.

**5. SHOPMOBILITY**

The Shopmobility service has continued to operate throughout since the re-opening in late June 2020 from the shop unit in the Four Seasons shopping centre.

However, there are several factors affecting usage and therefore income, i.e. located within the shopping centre, bus station delayed re-introduction of scooter service, drop in footfall, Lockdown 3 and continued reluctance for vulnerable people to return to normal due to risk of infection in particular more recently around the new Omicron strain.

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|  | **Jan - Mar** | |
| **Year** | **Income** | **Year on Year**  **% change** |
| 2019/20 | £773 | N/A |
| 2020/21 | £59 | -92% |
| 2021/22 | £252 | +77% |

The percentage change has been calculated to compare 19/20 to 21/22 income. As you can see whilst there is a 77% increase on the same quarter in 20/21 there is a 77% decrease when compared to pre-Covid income in 2019/20.

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|  | **Apr - Mar** | |
| **Year** | **Income** | **Year on Year**  **% change** |
| 2019/20 | £3,916 | N/A |
| 2020/21 | £587 | -85% |
| 2021/22 | £1,095 | +46% |

The above table shows the total income by financial years and again the data for 21/22 is not comparable to 20/21 due to the impact of Covid and siting of the service. When the income for 21/22 is compared against 19/20 it shows a decrease of 72%.

The service has now moved back to Walkden Street car park and it is envisaged that this will increase the number of people using the scheme.

**6. PUBLIC CONVENIENCES**

The charges are not comparable from 2020/21 to 2021/22 due to charges being removed, therefore the percentage change has been calculated by comparing 19/20 to 21/22.

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|  | **Jan - Mar** | |
| **Year** | **Income** | **Year on Year**  **% change** |
| 2019/20 | £5,063 | N/A |
| 2020/21 | £46 | N/A |
| 2021/22 | £3,131 | -38% |

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|  | **Apr - Mar** | |
| **Year** | **Income** | **Year on Year**  **% change** |
| 2019/20 | £32,377 | N/A |
| 2020/21 | £46 | N/A |
| 2021/22 | £11,703 | -64% |

**7. FOOTFALL**

Please see Appendix 1 attached for the footfall information for this quarter.

Footfall was higher by 95% in this quarter when compared to the same period in 2020/21. However, when compared to the same period in 2019/20 prior to Covid there is a 5% decrease in footfall.

The total footfall for 2020/21 compared to 2019/20 shows a 17% decrease.

**8. WELCOME BACK FUND**

The Welcome Back Fund activities were completed by the 31st March and the claim along with supporting evidence has been submitted to DLUHC for approval and payment.

A summary of activities / work was submitted in the previous report but the areas that benefited from this funding included, Mansfield, Mansfield Woodhouse and Warsop town centres, Pleasley, Oak Tree and Bellamy Road estates.

The seated planters that were hired as part of this funding will be installed in the next 2/3 weeks in Mansfield, Mansfield Woodhouse and Warsop town centres to enhance the planters that are normally installed by the Parks team.

**9. URBAN GREENING PROJECT**

* Work on the Memorial Garden, located on the Old Town Hall car park site has commenced and construction of the SUD’s and raingardens is currently being undertaken.
* Walkden Street pocket park is due to commence early August.
* A schedule for the works to the north banking at Walkden Street pocket park and Quaker is in progress and should be finalised in the next 2 weeks.
* Once final lighting designs have been received work will be scheduled for Stockwell Gate road bridge.

**10. PUBLIC ART**

The in-depth structural survey for the Aspire Feather is still outstanding but is being picked up by the new Asset Management Officer for Neighbourhood Services.

Work on the Bentinck Memorial that was scheduled for early March has been completed.

The ‘Centre of Sherwood Forest’ plaque has been repaired along with the mounting stone and has been re-installed.

**11. STAFFING**

There are currently two members of staff off due to long term sickness, which does have an impact on both teams as well as one vacancy, but work is prioritised accordingly. The position has been advertised but unfortunately there were no suitable candidates so the post will be re-advertised as a matter of urgency.

We are already planning Christmas 2022 and looking at ways to enhance last year’s display and are in the process of writing / submitting the licence. This year we need to test all the eye-bolts for the catenary wires, so this will increase the staff workload by a month.

The staff are also supporting an increase in events both in the town centre and across the district.

**COMMENTS OF HEAD OF SERVICE**

12.1 It is encouraging to see the footfall numbers improving, even without the associated increase in income as yet. The initiatives that the team have been involved with have been effective and delivered on time, and the projects which are now on site should provide an enhanced town centre for residents and visitors to enjoy in the future.

**STREET CLEANSING**

13.1 **STAFFING**

Following the recruitment open day in February, in partnership with Futures, one candidate was successful in securing a full time permanent post.

Sweeper Driver interviews were held in May with 1 candidate being offered a job.

From 23rd May 2022, Julie Snowdon will return to HLD as the interim Street Cleansing Manager in addition to some of her current Town Centre Manager duties, whilst the Neighbourhood Services restructure is finalised.

13.2 **STREET CLEANSING DATA**

The tables below show the tonnage of waste that has passed through the Waste Transfer Station to date. Comparison with data from the same period of the previous year shows an overall decrease of 59.31 tonnes collected during Qtr 4.

There was a decrease of 69.86 tonnes of street sweepings collected by the mechanical sweepers in comparison to the same period from the previous year. This is mainly due to staff vacancies, difficulties in recruitment and down time of sweepers.

In total there was an increase of 101.25 tonnes collected in 2021/22 compared to the previous year.

The deployment of mechanical sweepers going forward will be prioritised and a conditional offer of employment has been made to one successful candidate from recent interviews.

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| **Tonnage of Street Cleansing Waste** | | | | | |
| 2021-2022 | | | | | |
|  | Qtr 1 | Qtr 2 | Qtr 3 | Qtr 4 | **YTD** |
|
| Street Sweepings (litter, weeds, detritus) | 257.4 | 253.50 | 389.52 | 136.66 | **1,037.08** |
| Street Cleansing (litter bins & fly-tipping) | 212.98 | 189.50 | 185.70 | 204.35 | **792.53** |
| Property Services (Housing) | 6.34 | 8.55 | 4.52 | 4.46 | **23.87** |
|
| **Grand Total** | **476.72** | **451.55** | **579.74** | **345.47** | **1,853.48** |

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| **Tonnage of Street Cleansing Waste1**  2020-2021 | | | | | |
|  | Qtr 1 | Qtr 2 | Qtr 3 | Qtr 4 | **YTD** |
| Street Sweepings (litter, weeds, detritus) | 206.22 | 265.44 | 315.98 | 206.52 | **994.16** |
| Street Cleansing (litter bins & fly-tipping) | 168.21 | 174.44 | 192.52 | 193.98 | **729.15** |
| Property Services (Housing) | 10.56 | 8.24 | 5.84 | 4.28 | **28.92** |
| **Grand Total** | **384.99** | **448.12** | **514.34** | **404.78** | **1752.23** |

13.3 **FLY TIPPING DATA**

The table below shows the quarterly breakdown of fly-tipping incidents attended to and the removal costs.

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| **Fly Tipping** | | |
|  | **No. of incidents** | **Cost £** |
| **2021/22** | | |
| Qtr 1 | 459 | 22,044 |
| Qtr 2 | 389 | 17,627 |
| Qtr 3 | 156 | 8,670 |
| Qtr 4 | 255 | 12,194 |
| **Total** | **1259** | **60,535** |
|  | | |
| **2020/21** | | |
| Qtr 1 | 405 | 23,393 |
| Qtr 2 | 567 | 32,652 |
| Qtr 3 | 493 | 26,816 |
| Qtr 4 | 602 | 32,457 |
| **Total** | **2,067** | **115,318** |

In comparison to the previous year, the data shows a significant decrease of 347 incidents during Qtr 4 compared to the same period last year. This is due to the introduction of the JADU system and customers are now required to create an account to report details of fly-tipping. Staff have recently returned to recording details of incidents on paper, alongside JADU, as the system is unable to produce the data reports required to input accurate information into Waste Data Flow.

A detailed breakdown of the incidents and costs is at Appendix 2. This also summarises the actions, including any fixed penalty notices issued by the Neighbourhood Wardens.

13.4 **STREET CLEANLINESS**

Since taking over the service on the 23rd May it has become apparent that there are improvements to be made to service delivery, staff training and engagement, prioritisation of resources, recruitment, training and procurement of litter bins.

Once the key foundations are in place, including staff training and deployment of resources there should be a significant improvement in levels of street cleanliness.

The provision and replacement of damaged litter bins should also have a positive impact on the amount of litter that is deposited on the streets as most people (not all) will use a litter bin if there is one and it is in good working order.

**14. COMMENTS OF HEAD OF SERVICE**

14.1 I am very grateful to Julie for stepping in to lead the Street Cleansing team for the next few months to provide additional leadership and support to the team. The ongoing recruitment remains a challenge but we are making some headway and hope to be able to deploy a full team in the coming months. In the meantime the work that has been completed to map individual assets has been completed effectively and forms the first part of the transition towards using the new software and mobile devices effectively in the future.

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