

# Mansfield BID Pre Board Report

Board Meeting: Tuesday 27th June 2017

6/20/2017

Mansfield BID

Sarah Nelson



**MANSFIELD BID**

Let's back Mansfield

To be read in conjunction with Board Agenda

Supporting documents attached

### 1. **Finance**

Budget attached for scheduled spend over the year

At time of report accountants have not produced April's accounts

Full finance spreadsheet will be presented at the next board meeting

Budgets will be tight this year due to new projects occurring as below

### 2. **KPI's taken from the Healthy High Street Spreadsheet**

<b><u>KPI</u></b>	<b><u>Mansfield</u></b>	<b><u>Nationally</u></b>
Footfall May on April 2017	14.3%	
Footfall last Quarter 2017 to last quarter 2016	+1.7%	1.3%
Empty Units as of May 31 <sup>st</sup> 2017	10.9%	9.4%
New Businesses as of May 31 <sup>st</sup>	5	
All Crime Rates from April – Feb 2016 to April – Feb 2017	+7.7%	

\*Highlighted areas are new statistics – others will be done one the first quarter is over and can be compared nationally

### 3. **Marketing and Rewarding Visits**

Between BID and MDC many events have already been taking place. Market events have been successful and seem to be an event always taking place

#### **Down Town Magazine**

The summer issue will be distributed the last week of June.

#### **Armed Forces Day – Takes place on Sunday 25<sup>th</sup> June**

'Life's a Beach' – booked in for four weeks from 31<sup>st</sup> July – 26<sup>th</sup> August 2017, open daily 10am to 4pm.

**Mystery of The Star-Eaters** – postponed to Saturday 12<sup>th</sup> August with 11 businesses participating in the actual game by displaying a clue or handing out a clue to help players solve the mystery.

**I Love Mansfield Tiny Tots 2017** – A new free to enter baby competition to find the cutest tot in town. Photo sessions will take place on Thursday 31<sup>st</sup> August and Friday 1<sup>st</sup> September with an opportunity to buy photo packages on the day. Voting will take place during September.

**Mansfield Garden & Craft Festival 2017** – Saturday 2<sup>nd</sup> and Sunday 3<sup>rd</sup> September, 10.30am to 3pm  
All stalls inside the Marquee are fully booked for the Saturday, 2 spaces available on the Sunday.

**I Love Mansfield card**

Update as at 26<sup>th</sup> May 2017  
Over 5,000 Vouchers printed  
131 Retailers on board  
232 Live Offers  
2,500 cardholders registered

The App for the card has now been launched and we should have the dashboard soon that will allow all businesses to log in themselves so can change their own offer as often as they like.

**Party on the Market - 9<sup>th</sup> July**

Huge event to showcase all that is good about the town. Lead sponsor is MDC and Vision West Notts are a smaller sponsor. Various businesses paid for smaller packages to advertise on the large screen

Great stage show planned and food court area with children's activities.

Barriers with security and bag checks will be taking place (due to recent incidents ) to businesses will need to be patient but will bring additional numbers in to the town, particularly if the weather is good.

Hope that this will become annual event

Poster attached – please support the event and share social media

**The I Love Christmas in Mansfield Market – A Nutcracker Wonderland**

Tuesday 21<sup>st</sup> November to Sunday 3<sup>rd</sup> December

Along Westgate with 10 xmas chalets, swing grill, mulled wine etc.

We have used the Christmas market.co.uk to recruit traders and having a lot of varied interest

**4. Safe and Secure**

- The Business Crime Strategy for Nottinghamshire Police is developing well but at a slow pace. The national picture is starting to provide direction on where we are going and we continue to be a part of that development. The HUB as previously named is now officially called the National Business Crime Centre and lead by Deputy Commissioner Craig Mackay from the Metropolitan Police. The business crime strategy nationally is owned by the National Retail Crime Steering Group jointly chaired by a minister (Replacement to be named) and the British Retail Consortium. Their plan has been circulated and covers many of the areas that cause businesses concern. Retail Crime, Cyber Crime, Anti Terrorist activity etc. NBCC has 4 staff delivering those aims. They are very keen to develop Business Crime Partnerships and Mansfield is seen as one of the areas of best practice for others to follow. With fewer police resources and competing demands it is inevitable that resources must be put in place to police the vacuum created locally. This will include the possibility of trained SIA registered guards policing our towns and communities for low level crimes such as ant-social behaviour, minor thefts and disorder. Mansfield BID has been using this methodology since 2010 and is evidenced by our excellent Ambassadors in both day and night time economies.
- We have submitted a report to the OPCC for continued funding of £10k for this year and next year to work with the Nottinghamshire Police Business Crime Team to raise standards within the County, provide consistency and accreditation for all BCP's ensuring that retailers receive value for money in their investments in BID's and BCP's and that the police have confidence in sharing data with BCP's.

Work is already under way on a Regional Business Crime Intelligence HUB to allow the sharing of data on travelling offenders with the National Business Crime Solution.

- Most of the Rough Sleepers in town have now been found a home leaving a hard core of eight although there is a transient rough sleepers population from other areas that come and leave. As a Partnership we have made best use of Community Protection powers and Warnings and Notices have been issued with two full Criminal Behaviour Orders. **Please report any incidents of rough sleeping to the police on 101 or the BID Office.**
- We received several complaints from businesses in town regarding poor call handling when they report non urgent incidents in town via 101. I made an official complaint regarding this to the Nottinghamshire Police Professional Standards Department on behalf of our members. A Control room Inspector contacted me regarding this and stated that they are currently receiving on average 2420 calls per day. They are aware of their poor call handling performance over 101 and are currently recruiting new 101 call handlers. He asked if Mansfield Bid would assist the training of these call handlers by participating in their training and presenting a view from a customer’s perspective. This is being arranged.
- We have agreed with the Four Seasons Shopping centre to extend our membership of the BCP to all retailers within the shopping centre. They will have access to intelligence and be provided with albums of excluded people with access to ACIS WEB. 56 businesses have been approached and 36 have joined this month with others still waiting for head office approval. They have already made good use of ACIS.
- **Leaving the best news until last.** We have joined the National Association of Business Crime Partnerships, the only national recognised BCP accreditation body in the country now due to Partnerships Against Business Crime in the Midlands (PABCIM) merging with them earlier this year. On 15<sup>th</sup> June we went through an accreditation process that was done by Julie Davies OBE, one of the national assessors. We not only passed the criteria set but we have been recommended with a **PASS WITH DISTINCTION** the highest award available for BCP’s. Well done everyone

Statistics:

**Incidents**

From	To	Total
01/05/2017	15/06/2017	108

**Suspects/Offenders**

From	To	Male	Female	Unknown	Total
16/06/2016	15/06/2017	508	204	78	790

**Excluded individuals:**

Day	94
MALV	115

**5. Britain in Bloom**

National judges attending on Wed 9<sup>th</sup> August – may ask a few board members to attend.

Pre portfolio of evidence has been submitted

Bespoke projects going well and have engaged Vision West Notts and the Folk house to run projects To showcase the community involvement

Mayor Allsop and Cllr Saunders attending the awards ceremony in October but space for any other BID member

## 6. Town Team Update

Town Team still meets every 6/8 weeks (plan attached for reference) and a member of the public would also like to join now.

Next steps are to refresh the vision document and all partners sign up to this with a new launch. Meeting with Sarah, Mike and senior Police officer taking place in July to ensure the police sign up to this.

Town team have read old vision document and commented – BID board to do the same. Old vision document will be given out at board meeting

Marketing brochure to attract new businesses has been approved by the town team and being printed. Will distribute to the board to use in any circumstance where you are promoting the town, particularly to attract new business.

## 7. Office Move

As the DWP are moving in to the Civic Centre, staffs from the civic are being displaced to Clumber House. Therefore the space is needed here and the BID need to relocate. MDC trying to assist in finding us accommodation and the hope is we will move to Regent St. Need to move by the end of July at the latest. May impact on budgets

## 8. Defibrillators

Two external defibrillators have been installed in to the town outside clumber house/clerksons alleyway and one in the market place with the corner of church St. If anybody feels they would benefit from having the code please let me know. They have been registered so if an incident takes place the codes are on the 999 database

## 9. AOB

- The proposed North Notts BID (1<sup>st</sup> Destination Management BID) has been voted in and commences trading in Aug. Will watch this BID to see how performs as good mean many others in this area follow suit in a similar style. Unproven if this model will work

- Purple Flag light touch assessment has been completed and will be submitted by 30<sup>th</sup> June
- Customer Service awards visits due to take place July/Aug with usual awards in Sept
- **New Service – Pallet Collection** - We introduced a new service to businesses from June which is a free wooden pallet collection service for any unwanted pallets.

END OF REPORT ...

