

EALING COUNCIL
WRITTEN COUNCIL QUESTIONS: TUESDAY, 27 April 2021

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1. QUESTIONS TO – THE LEADER OF THE COUNCIL

Policy Overview, Regeneration and Transport

Q No.	From Cllr	Question	Responder
8.	Ball	<p>Is there any prospect of resuming the Slide trial in Ealing following the end of Covid restrictions?</p> <p>Unfortunately, there are no plans for the Slide trial to be reinstated. TfL’s funding in and after COVID has been significantly reduced, and the demand-responsive transport trials are one of the casualties of this. Sadly the patronage of Slide wasn’t high enough to support the service.</p>	<p>Gary Alderson/ Tony Singh/ Mark Holloway</p>
9.	Ball	<p>Is it correct that Picturehouse take 12 months to fit out a cinema after the shell is handed to them and that it will not be handed over until the summer? If so is it likely that the latest delayed cinema opening date of Spring 2022 may be delayed even further?</p> <p>I am delighted that Picturehouse are still fully committed to opening the cinema in Ealing following the devastating impact of Covid-19 on cinemas and film. I look forward to the Ealing cinema opening in early 2022.</p> <p>I recently visited Ealing Filmworks to look at the progress on the construction of the cinema. The cinema box is nearing completion and St George have advised that the cinema box will be handed over to Picturehouse in June 2021.</p> <p>I recently met with senior executives at Picturehouse to discuss their plans. Picturehouse have advised that the fitout is anticipated to take about 8 months and therefore the likely opening of the cinema will be in early 2022. They will do all they can to accelerate the fit out.</p>	<p>Gary Alderson/ Lucy Taylor</p>

Q No.	From Cllr	Question	Responder
10.	Ball	<p>What assurances were given by successive developers that the cinema would be the first element of the Filmworks scheme to be completed? Given the fact that flats are being sold in the scheme but the cinema opening is still at least a year away, what action are you taking?</p> <p>St George and Picturehouse have advised that the Cinema is set to open in early 2022 following fitout – this is less than a year away (<i>see answer to Question 9</i>).</p> <p>In granting planning consent, the council imposed a requirement (condition 36) for the details of the phasing plan to require the development to be implemented in a comprehensive manner, and to ensure the cinema is provided as part of the development in a comprehensive and timely manner. A phasing plan was submitted and it was confirmed that the development would be implemented in one phase.</p>	<p>Gary Alderson/ Lucy Taylor/ David Baptiste</p>
11.	Ball	<p>Has the Leader been in touch with his equivalent in Bielany to find out whether it is one of the 100 municipalities in Poland that have signed charters or passed declarations against LGBT+ rights and to implore Bielany to resist such moves?</p> <p>The Mayor of Bielany, Grzegorz Pietruczuk, has been a vocal critic of the policies of the Law and Justice party in Poland including the disgraceful anti-LGBT charters that many municipalities have been signing.</p> <p>LGBT+ people in Poland are frightened and worried about their futures and their right to live as their authentic selves. Women have had their right to bodily autonomy stolen. It is heartbreaking to see the politics of division take hold.</p> <p>I will commit to writing to the Mayor of Bielany expressing our solidarity with those resisting the divisive hard right politics of the law and justice party. I will invite the leaders of both the Liberal Democrat and Conservative groups in Ealing council to join me in signing their names.</p>	<p>Bridie O’Shea</p>

Q No.	From Cllr	Question	Responder
12.	Ball	What were the numbers of residents who responded for and against in the consultations held in March regarding each of the three consultations on proposed new LTNs in Hamilton Road, Creffield Road North and Creffield Road South?	
		The consultations closed at the start of the pre-election period. Analysis is being undertaken over the pre-election period and will be published shortly after the elections.	Gary Alderson/ Dipti Patel

2. QUESTIONS TO – CABINET MEMBER FOR COMMUNITY SAFETY AND INCLUSION

Q No.	From Cllr	Question	Responder
13.	Ball	When the front counter at Acton police station was closed due to building works, why was the front counter at Southall police station temporarily reopened rather than the much closer one at Ealing police station?	
		Police colleagues have advised that: 'When taking the decision to move the 24-hour public facing service desk from Acton due to building works several issues were considered. The final decision to use Southall Police Station was based on the fact it was better equipped than the alternative options like Ealing and hence the cost of opening it was significantly less. Further to this, the space at Southall is larger and hence more suitable in relation to social distancing and other covid considerations when compared to Ealing, which is relatively cramped'. This change took place on 28 th April 2021 and the Police have advised they will be providing significant communications for the public to make them aware of the changes.	Mark Wiltshire/ Jess Murray

3. QUESTIONS TO – CABINET MEMBER FOR HEALTH & ADULT SERVICES

Q No.	From Cllr	Question	Responder
14.	Ball	Please list the numbers of new variant Covid cases found in Ealing in 2021 broken down by month and specific variant.	
		<p>Viruses are constantly undergoing mutations to their genetic information. The best intervention to stop their spread is testing and isolation at the onset of symptoms and regular testing without any symptoms and isolation on a positive test result.</p> <p>A sample of PCR tests taken from infected people in the UK is routinely undergoing 'genomic sequencing' to identify the presence of variants under investigation (VUI) and variants of concern (VOC). The most common Variant of Concern is the variant commonly known as the 'Kent variant', another is the South African variant. It is estimated that around 97% of all circulating virus in the UK is now the Kent variant.</p> <p>A small number of South African variant cases have been detected in Ealing, mainly as a result of surge testing in February and March 2021. Their spread has been contained through contact tracing and self-isolation. A small number of Indian variant cases have also been detected in May 2021 and are the subject of hyper-local testing.</p>	Judith Finlay/ Anna Bryden / Ellen Schwartz

4. QUESTIONS TO – CABINET MEMBER FINANCE & LEISURE

Q No.	From Cllr	Question	Responder
15.	Ball	Please advise approximately when the boules/petanque pitch in the Lammas Park Enclosure was installed and what commitments were made to the Friends of Marcq-en-Baroeul at that time about the provision of that facility?	
		We have not to date been able to identify any written commitments to Friends of Marcq-en-Baroeul regarding the provision of the boules/petanque facilities in Lammas Park.	Mark Wiltshire/ Chris Bunting

5. QUESTIONS TO – CABINET MEMBER ENVIRONMENT & CLIMATE CHANGE

Q No .	From Cllr	Question	Responder				
16.	Staff -ord	<p>Why did Cllr Julian Bell state at CASH's public meeting in July 2020 that air quality monitoring would begin in August 2020 when the council invited tenders on 21st April 2021?</p> <p>Having reviewed the recording of the meeting on 16 July 2020, Cllr Bell's statement must be considered in context. For ease of reference this is reproduced below.</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: center;">TIME</th> <th style="text-align: center;">STATEMENT</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">53:50</td> <td>In terms of what the £750K was for we always intended for a Low Emissions Strategy to be implemented with that money, once there was large scale residential occupation. We are in the situation now where we are procuring that AQ Strategy and monitoring with that money and that will start from August of this year. That's in addition to the AQ monitoring that has been done by Berkeley throughout through Atkins.</td> </tr> </tbody> </table> <p>Councilor Bell is referring to the appointment of an air quality consultant who will be developing the Low Emissions Strategy for the Southall Waterside development.</p> <p>The air quality consultants were appointed on 7th July 2020 and work on the LES began in August.</p> <p>The LES will set out specific measures and figures to achieve the lowest possible emissions from the Southall Waterside development when built and monitoring undertaken to ensure the successful implementation of the strategy. The Low Emissions Strategy is expected to be delivered to the council later this month.</p> <p>The Council has been in negotiations with Berkeley Group and has now secured agreement from them to fund independent monitoring of air quality in the areas surrounding the site. The Council invited Tenders for this programme on 21st April 2021 and is progressing this process as swiftly as is legally permissible.</p>	TIME	STATEMENT	53:50	In terms of what the £750K was for we always intended for a Low Emissions Strategy to be implemented with that money, once there was large scale residential occupation. We are in the situation now where we are procuring that AQ Strategy and monitoring with that money and that will start from August of this year. That's in addition to the AQ monitoring that has been done by Berkeley throughout through Atkins.	<p>Bridie O'Shea/ Gary Alderson / Dipti Patel</p>
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		It should also be noted that air quality monitoring has been undertaken by the developers at fixed locations around the site perimeter since January 2017 and these remain in place. The fixed monitoring locations are detailed in the <u>Public Health England Risk Assessment July 2020</u> (refer to pages 6-8).	
17.	Staff -ord	<p>Ealing Council will receive an index linked sum of £614,000 for the Ealing Air Quality Strategy Implementation and Monitoring contribution. What will the proportion of the funding for monitoring be allocated to, given that an agreement has been reached with Berkeley Group to fund monitoring?</p> <p>In accordance with the s.106 agreement, the full sum will be allocated to the implementation and monitoring of the Low Emissions Strategy, as described in the answer to Q16.</p> <p>Agreement has been reached with the Berkeley Group to fund an independent air quality monitoring programme, which is separate to the s.106 agreement.</p>	Gary Alderson / Dipti Patel
18.	Staff -ord	<p>Residents have found it extremely difficult to report odour nuisance during the pandemic and lockdowns and have experienced lengthy delays waiting for a member of staff to answer the telephone. Will the council commission the OdourCollect app or similar?</p> <p>The Head of Environmental Protection has held a number of meetings with the app developers 'Mapping for Change' and are in on-going discussions to see how we can work in partnership and whether the app can provide the real-time reporting that is vital for useful investigations of any odours to take place.</p> <p>As well as the phone line, residents can also email the team during normal office hours: pollutioncontrol@ealing.gov.uk</p>	Mark Wiltshire / Jess Murray
19.	Kumar	<p>There is concern approach by Kingdom Securities personnel is aggressive and intimidating. Residents have been stopped but KS do not show their ID. Can this be addressed?</p> <p>We expect Kingdom Services personnel to treat everyone in a courteous and respectful way. Kingdom Services staff are fully trained in respect of standards and conduct related to the delivery of environmental enforcement services. Body</p>	Mark Wiltshire

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		cameras are worn to record interactions to ensure the safety of all parties. ID should be visible at all times. Where there is evidence that behaviours of staff may not have been in line with expectations, appropriate remedial or disciplinary action is taken by the contractor. Any such reports or concerns should be reported directly to the Council's Street Services Team so that suitable action can be swiftly taken.	/ Jess Murray																																																																													
20.	Ball	<p>In respect of LTN enforcement cameras, please list number of PCNs issued and amount of revenue raised broken down by LTN number.</p> <table border="1" data-bbox="259 608 1989 1415"> <thead> <tr> <th data-bbox="259 608 869 671">£ Payments</th> <th colspan="2" data-bbox="875 608 1084 671">Owner Resides</th> <th data-bbox="1090 608 1283 671"></th> <th data-bbox="1290 608 1525 671"></th> <th data-bbox="1532 608 1794 671"></th> <th data-bbox="1800 608 1989 671"></th> </tr> <tr> <th data-bbox="259 676 869 778">LTN Location</th> <th data-bbox="875 676 1084 778">At LTN</th> <th data-bbox="1090 676 1283 778">In district of LTN</th> <th data-bbox="1290 676 1525 778">Inside of the borough</th> <th data-bbox="1532 676 1794 778">Outside of the borough</th> <th colspan="2" data-bbox="1800 676 1989 778">Grand Total</th> </tr> </thead> <tbody> <tr> <td data-bbox="259 783 869 842">LTN 08</td> <td data-bbox="875 783 1084 842"></td> <td data-bbox="1090 783 1283 842">-£520.00</td> <td data-bbox="1290 783 1525 842">-£650.00</td> <td data-bbox="1532 783 1794 842">-£2,080.00</td> <td colspan="2" data-bbox="1800 783 1989 842">-£3,250.00</td> </tr> <tr> <td data-bbox="259 847 869 906">Durham Road, W5</td> <td data-bbox="875 847 1084 906"></td> <td data-bbox="1090 847 1283 906">-£195.00</td> <td data-bbox="1290 847 1525 906"></td> <td data-bbox="1532 847 1794 906">-£130.00</td> <td colspan="2" data-bbox="1800 847 1989 906">-£325.00</td> </tr> <tr> <td data-bbox="259 911 869 970">Sunderland Road, W5</td> <td data-bbox="875 911 1084 970"></td> <td data-bbox="1090 911 1283 970">-£65.00</td> <td data-bbox="1290 911 1525 970">-£65.00</td> <td data-bbox="1532 911 1794 970">-£65.00</td> <td colspan="2" data-bbox="1800 911 1989 970">-£195.00</td> </tr> <tr> <td data-bbox="259 975 869 1034">Olive Road, W5</td> <td data-bbox="875 975 1084 1034"></td> <td data-bbox="1090 975 1283 1034">-£260.00</td> <td data-bbox="1290 975 1525 1034">-£585.00</td> <td data-bbox="1532 975 1794 1034">-£1,885.00</td> <td colspan="2" data-bbox="1800 975 1989 1034">-£2,730.00</td> </tr> <tr> <td data-bbox="259 1038 869 1098">LTN 20</td> <td data-bbox="875 1038 1084 1098">-£65.00</td> <td data-bbox="1090 1038 1283 1098">-£11,310.00</td> <td data-bbox="1290 1038 1525 1098">-£60,645.00</td> <td data-bbox="1532 1038 1794 1098">-£116,805.00</td> <td colspan="2" data-bbox="1800 1038 1989 1098">-£188,825.00</td> </tr> <tr> <td data-bbox="259 1102 869 1161">Green Man Lane, W13</td> <td data-bbox="875 1102 1084 1161">-£65.00</td> <td data-bbox="1090 1102 1283 1161">-£11,115.00</td> <td data-bbox="1290 1102 1525 1161">-£59,475.00</td> <td data-bbox="1532 1102 1794 1161">-£113,035.00</td> <td colspan="2" data-bbox="1800 1102 1989 1161">-£183,690.00</td> </tr> <tr> <td data-bbox="259 1166 869 1225">Endsleigh Road, W13</td> <td data-bbox="875 1166 1084 1225"></td> <td data-bbox="1090 1166 1283 1225">-£195.00</td> <td data-bbox="1290 1166 1525 1225">-£1,170.00</td> <td data-bbox="1532 1166 1794 1225">-£3,770.00</td> <td colspan="2" data-bbox="1800 1166 1989 1225">-£5,135.00</td> </tr> <tr> <td data-bbox="259 1230 869 1289">LTN 21</td> <td data-bbox="875 1230 1084 1289">-£975.00</td> <td data-bbox="1090 1230 1283 1289">-£15,275.00</td> <td data-bbox="1290 1230 1525 1289">-£42,120.00</td> <td data-bbox="1532 1230 1794 1289">-£154,570.00</td> <td colspan="2" data-bbox="1800 1230 1989 1289">-£212,940.00</td> </tr> <tr> <td data-bbox="259 1294 869 1415">Grosvenor Road / Oakland Road, W13</td> <td data-bbox="875 1294 1084 1415">-£260.00</td> <td data-bbox="1090 1294 1283 1415">-£1,820.00</td> <td data-bbox="1290 1294 1525 1415">-£3,770.00</td> <td data-bbox="1532 1294 1794 1415">-£13,585.00</td> <td colspan="2" data-bbox="1800 1294 1989 1415">-£19,435.00</td> </tr> </tbody> </table>	£ Payments	Owner Resides						LTN Location	At LTN	In district of LTN	Inside of the borough	Outside of the borough	Grand Total		LTN 08		-£520.00	-£650.00	-£2,080.00	-£3,250.00		Durham Road, W5		-£195.00		-£130.00	-£325.00		Sunderland Road, W5		-£65.00	-£65.00	-£65.00	-£195.00		Olive Road, W5		-£260.00	-£585.00	-£1,885.00	-£2,730.00		LTN 20	-£65.00	-£11,310.00	-£60,645.00	-£116,805.00	-£188,825.00		Green Man Lane, W13	-£65.00	-£11,115.00	-£59,475.00	-£113,035.00	-£183,690.00		Endsleigh Road, W13		-£195.00	-£1,170.00	-£3,770.00	-£5,135.00		LTN 21	-£975.00	-£15,275.00	-£42,120.00	-£154,570.00	-£212,940.00		Grosvenor Road / Oakland Road, W13	-£260.00	-£1,820.00	-£3,770.00	-£13,585.00	-£19,435.00		Gary Alderson/ Dipti Patel
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Q No .	From Cllr	Question					Response
		Leighton Road / Coldershaw Road, W13	-£195.00	-£2,340.00	-£5,525.00	-£21,710.00	-£29,770.00
		Leighton Road / Seaford Road, W13	-£520.00	-£7,280.00	-£26,130.00	-£93,990.00	-£127,920.00
		Haslemere Avenue, W13		-£455.00	-£1,495.00	-£7,605.00	-£9,555.00
		Clitherow Avenue/Haslemere Avenue, W7		-£455.00	-£975.00	-£6,565.00	-£7,995.00
		Montague Avenue, W7		-£2,925.00	-£4,225.00	-£11,115.00	-£18,265.00
		LTN 25	-£715.00	-£38,285.00	-£21,385.00	-£139,685.00	-£200,070.00
		Acacia Road / Cumberland Road, W3	-£650.00	-£27,300.00	-£17,420.00	-£114,725.00	-£160,095.00
		Goldsmith Avenue/St Dunstan Avenue, W3	-£65.00	-£455.00	-£325.00	-£650.00	-£1,495.00
		Goldsmith Avenue, W3		-£10,530.00	-£3,640.00	-£24,310.00	-£38,480.00
		LTN 30	-£2,665.00	-£53,820.00	-£233,675.00	-£524,615.00	-£814,775.00
		Culmington Road, W13	-£1,820.00	-£35,490.00	-£165,425.00	-£290,030.00	-£492,765.00
		Elers Road, W13	-£845.00	-£18,070.00	-£67,730.00	-£232,960.00	-£319,605.00
		Loveday Road, W13		-£260.00	-£520.00	-£1,625.00	-£2,405.00

Q No .	From Cllr	Question					Responder
		LTN 32	-£780.00	-£2,275.00	-£2,600.00	-£24,310.00	-£29,965.00
		Junction Road / Murray Road, W5	-£780.00	-£2,015.00	-£2,210.00	-£19,175.00	-£24,180.00
		Darwin Road/Junction Road, W5		-£260.00	-£390.00	-£5,135.00	-£5,785.00
		LTN 35		-£2,795.00	-£6,110.00	-£10,530.00	-£19,435.00
		Mattock Lane, Ealing (U)		-£2,795.00	-£6,110.00	-£10,530.00	-£19,435.00
		Grand Total	-£5,200.00	-£124,280.00	-£367,185.00	-£972,595.00	- £1,469,260.00
		PCN Issued	Owner Resides				
		LTN Location	At LTN	In district of LTN	Inside of the borough	Outside of the borough	Grand Total
		LTN 08		10	27	118	155
		Durham Road, W5		3		3	6
		Sunderland Road, W5		1	1	3	5

Q No .	From Cllr	Question					Respond -er
		Olive Road, W5		6	26	112	144
		LTN 20	1	294	1320	2850	4465
		Green Man Lane, W13	1	286	1284	2738	4309
		Endsleigh Road, W13		8	36	112	156
		LTN 21	93	480	1317	4402	6292
		Grosvenor Road / Oakland Road, W13	6	50	118	392	566
		Leighton Road / Coldershaw Road, W13	4	49	180	527	760
		Leighton Road / Seaford Road, W13	83	197	725	2477	3482
		Haslemere Avenue, W13		21	47	203	271
		Clitherow Avenue/Haslemere Avenue, W7		14	33	178	225
		Montague Avenue, W7		149	214	625	988
		LTN 25	17	1074	652	4313	6056
		Acacia Road / Cumberland Road, W3	15	669	489	3403	4576
		Goldsmith Avenue/St Dunstan Avenue, W3	2	9	6	12	29

Q No .	From Cllr	Question					Responder
		Goldsmith Avenue, W3		396	157	898	1451
		LTN 30	111	1132	5117	11859	18219
		Culmington Road, W13	88	744	3579	6583	10994
		Elers Road, W13	23	362	1499	5164	7048
		Loveday Road, W13		26	39	112	177
		LTN 32	18	45	87	635	785
		Junction Road / Murray Road, W5	18	38	73	471	600
		Darwin Road/Junction Road, W5		7	14	164	185
		LTN 35		118	332	627	1077
		Mattock Lane, Ealing (U)		118	332	627	1077
		Grand Total	240	3153	8852	24804	37049
21.	Ball	In view of the understandable concern of many women for their safety, will you exempt taxis and minicabs from LTN restrictions to allow door to door journeys by women who do not have cars?					
		Every property within a trial LTN remains fully accessible by road. All taxis and minicabs remain able to take people to their front door. Any taxi or minicab that refuses to convey any passenger to an accessible address should be reported to TfL as it will be in breach of their licence.					Gary Alderson / Dipti Patel

Q No .	From Cllr	Question	Respond -er
22.	Ball	<p>What action is the portfolio holder taking to address the worsening air quality suffered by residents on many main roads and LTN boundary roads caused by increased traffic congestion due to traffic being diverted from travelling through LTN areas?</p>	
		<p>The traffic and air quality on boundary roads is being monitored, with diffusion tubes in place on boundary roads for each LTN and a range of monitoring data sourced on traffic levels and congestion. We expect to be able to begin releasing data from these locations in the near future. This data, along with other data sources and resident feedback, will be used to assess the impact and effectiveness of each individual trial LTN in order to inform decisions on whether to remove or retain the schemes.</p>	<p>Gary Alderson / Dipti Patel</p>

6. QUESTIONS TO – CABINET MEMBER FOR BUSINESS & COMMUNITY SERVICES

23.	Kumar	<p>What are the current PI's for Customer Service and how is the department performing against the PI's especially in relation to telephony?</p> <p>The average internal wait time target set in January 20 for call answering for 20/21 was 2 minutes.</p> <p>The actual call answering performance for 20/21, average wait time was 5 minutes and 52 seconds, with 814,552 calls answered in the contact centre.</p> <p>The contact centre offers a call back service for busier periods, 43,000 customers were responded to after choosing this service.</p> <p>Unfortunately, some residents have experienced longer than average waiting times due to the need to reprioritise service delivery and respond to the ever-changing demands of the pandemic.</p> <p>In addition: within existing resources during the pandemic Customer Services has:</p> <ul style="list-style-type: none"> • Made c 24,000 outbound phone calls to residents shielding, to offer access to food support, financial advice and welfare support. • Dealt with an additional 13,584 calls received on the Ealing Together line, dealing with a wide range of enquiries from residents requiring additional support due to the pandemic. • Redeployed contact centre staff to help process Self Isolation Payment applications <p>The service will continue to support the council's response to the pandemic and will continuously monitor and respond to priority service demands as appropriate. e.g.</p> <p>The CS team with support from the Council's Local Contact Tracing Team, are currently participating in a pilot on behalf of North West London CCG, to call c 9,000 unvaccinated residents who may be facing barriers to being vaccinated, to provide support in</p> <ul style="list-style-type: none"> - Booking appointments on their behalf if they don't know how to or don't have online access - Arranging transport to / from a vaccination site - Putting them in contact with their GP if they have medical concerns or questions <p>We are working to improve take up of digital services for those enquiries that could easily be handled on-line and also to bring more services online using My Account over the course of this year. The next</p>	<p>Ross Brown/ Alison Reynolds</p>
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		services to be added are homeownership and estates services, environment services, complaints and SEN.	
24.	Kumar	Why are Residents experiencing long waiting times sometimes up to 40 mins to be connected to some Council Depts before being cut off?	
		<p>Residents have unfortunately experienced longer than average waiting times due to the need to reprioritise service delivery and respond to the ever-changing demands of the pandemic. The additional work being undertaken by the customer services team and the current performance levels are set out in the answer to Q23.</p> <p>There have also been some technical issues with the telephony platform which has caused some isolated incidents of loss of service which may account for some residents being cut off. However, we are taking steps to resolve the technical issues and expect these problems to be improved within the next month.</p>	Ross Brown/ Alison Reynolds
25.	Kumar	How many staff are currently working from home and how will continue to work from home in the foreseeable future?	
		<p>The numbers vary slightly each day. On Friday 23rd April a total of 1906 staff were connected to our network. Of these 132 were working in an Ealing building and 1774 were working at home. The working locations survey indicated that most staff who can carry out their work from home would like to continue doing so for 3 or 4 days per week.</p>	Liz Chiles

26.	Ball	<p>The Ealing Broadway Centre shutters are required to be closed no earlier than midnight to facilitate residents to pass through its public footpaths as per the planning permission granted on 1st October 2003. Please will the portfolio holder ensure that this is enforced as the Centre have been continuing to closing them early even though non-essential shops have now re-opened?</p>	
		<p>Since the re-opening of non-essential retail on Monday 12th April, the shopping centre has remained open through to midnight. This includes the entrances at Oak Road, Broadway, High Street and St Saviours entrances which take 99.8% of the footfall. The car park has also remained open until midnight. The entrance at Oxford Road remains closed as it has done since March 2020. When all restrictions lift in June the management of the shopping centre have advised that this entrance will be open too.</p>	<p>Lucy Taylor/ Connor McDonagh</p>