

# Public Document Pack

## PARISH CONFERENCE

THURSDAY, 15 FEBRUARY 2018

PRESENT: Councillors Christine Bateson (Chairman)

Also in attendance: Councillor MJ Saunders, Councillor Derek Wilson, Jo Stickland (Datchet), Katy Jones (Datchet), Linda O'Flynn (Wraybury), Peter Lord (Wraysbury), Mandy Brar (Cookham), Sandra Baker (Hurley), Pat McDonald (White Waltham), Martin Coker (Cookham), Chris Graham (Bray), Jane Dawson (Old Windsor), Anne Horner (Old Windsor), Stephen Hedges (Cox Green), Ian Harvey (Cox Green), Bob Austen (Eton), Barbara Story (Sunninghill & Ascot), Ruth Davies (Sunningdale), Yvonne Jacklin (Sunningdale), Susan Cook (Bray), Ken Elvin (Bray), Brian Millin (Bray) and George Roberts (Press).

Officers: Harjit Hunjan, Andy Jeffs, Shilpa Manek, David Scott, Russell O'Keefe and Ben Smith

### WELCOME AND INTRODUCTIONS

The Chairman welcomed all to the meeting and introductions were carried out around the room.

### APOLOGIES FOR ABSENCE

Apologies for absence were received from David Burfitt and MJ Streater.

### MINUTES FROM LAST CONFERENCE

The Minutes of the last Conference on 14 November 2017 were **Unanimously Agreed** once the attendees had been added.

### BUSINESS RATES POOLING PILOT (15 MINS)

Russell O'Keefe, Executive Director, gave a presentation on the Business Rate Pilot. (Presentation Attached).

Russell O'Keefe informed the Conference that of the business rates collected, 50% was the central share that went to central government, 49% was the local share that went to the local authority and 1% was the major preceptor share that went to the fire service. All Berkshire authorities were tariff authorities.

Russell O'Keefe informed the Conference of the growth and loss and what it was now and what it would be in 2020/21. The Conference were informed of why we had applied for the pilot status, how the pilot would work, which other authorities were part of the pool and what the benefits were of being part of the pool.

The pooling pilot would be for one year and Bracknell would be the Lead Authority. An extra one million pounds would be kept in business rates and this would be used to support local growth and economy. Currently there were two schemes being considered, improvement of the transport infrastructure between Slough and Reading. The LEP would decide where the funds were allocated.

Points raised by the Conference and responses provided included:

- No current schemes that would be of benefit to RBWM - Currently no schemes had been put forward but there could be at any time.
- Was this a central government objective. – This is a locally driven pilot formed to retain business rate growth locally.
- Who were the other authorities? All six LAs Slough, West Berkshire, Wokingham, Bracknell, Reading and RBWM.
- Economic development impact - the Conference were advised of a new role being considered. This could be discussed further at a future meeting. Currently RBWM had the most generous business growth and were applying rate relief on several aspects.
- How are businesses informed about business reliefs? - RBWM proactively write to all businesses and there was a link on the bill to the web page that had information to all reliefs.
- It was agreed to send the Powerpoint presentations to all Parish Councils.

**ACTION: Place Economic Development on a future Agenda.**

**ACTION: Send all presentations to all parish councils.**

### CIL/S106 FUNDING (15 MINS)

Russell O'Keefe, Executive Director, gave a presentation on the Community Infrastructure Levy (CIL). (Presentation Attached).

Russell O'Keefe informed the Conference what CIL could be spent on, it could be used to fund a wide range of infrastructure, including transport, flood defences, schools, hospitals and other health and social care facilities.

Russell O'Keefe informed the Conference of what was the neighbourhood portion of the levy, the benefits of a neighbourhood plan, what neighbourhood funding can be spent on and how Parish Councils should report on spending.

Points raised by the Conference and responses provided included:

- Could you choose between CIL and S106? - No if CIL was in place, it would have to be used. Only certain projects could use CIL such as affordable housing, SANG and site specific infrastructure. The Golf Club is site specific and would therefore use the S106 agreement.
- What about sites before CIL came in? - This was complex and was being looked into by government and would be changed. CIL applies on the increased amount of floor space, it was not retrospective. This may change.
- Was there a CIL team in the borough to provide support? - The CIL/S106 contact is Helen Murch on 01628 796447 and Hilary Oliver on 01628 796363.
- What was the process for receiving and tracking CIL? Who was logging and where was the transparency of the process? - CIL was being recorded through the planning portal, data on S106 was published and circulated. CIL would be recorded on a scheme by scheme basis. Parish Councils were advised that any auditor would expect to see own records of local developments. It was better for parish councils to keep these records and then compare with statement received.
- Each S106 application had a statement, would this be the same for CIL? - There would be a CIL document that would be used to measure.
- It was reported that the planning portal did not record all received funds.

**ACTION: Russell O'Keefe to follow up on application 16/02272/ from 7 November 2016, CIL been paid but there is no record of the CIL payment.**

Mandy Brar thanked Officers for keeping CIL/S106 on the Agenda.

## PARISH CHARTER REVISION (15 MINS)

Stephen Hedges, Cox Green Parish Council, informed the Conference that after the last Conference, a small working group from different parishes had met and looked at the document that he had drafted. Stephen Hedges went through the aim and that it was being created in partnership, this was a very valuable way of communicating. It would be a very fair document.

The working group were due to meet one more time and then the draft Parish Charter would be circulated to all parish councils for comments and would be on the agenda for the next conference.

The Chairman thanked Stephen Hedges for creating the initial document and giving the update.

**ACTION: Parish Charter Revision to be on next agenda.**

## UPDATE ON HIGHWAYS & STREET CLEANING (15 MINS)

Ben Smith, Head of Commissioning/Communities, addressed the concerns of the parish councils and gave a brief presentation on Highways and street cleansing and the rural bus services.

Ben Smith informed the Conference that RBWM were now contract managers for many services delivered by third party contractors. These contractors included Volker Highways (Highways), Veolia (Waste), ISS Facility services (grass cutting/open space), Urbaser (street cleaning), NSL (parking), AA Lighting (mainstream lighting) and Project Centre Ltd (professional services). All contracts were managed in the same way and contract review meetings took place monthly, quarterly or six monthly basis.

**ACTION: Ben Smith to provide contacts of the officers that manage the contracts.**

Points raised by the Conference included:

- The reporting platform was not user friendly. Does the reporter receive acknowledgement and updates? - Additional fields are being added to the system and responses should then be sent via the system.
- If more than one person was to report something, who would get the update email? - An email will be sent to each reporter with an acknowledgement and an update.
- Would the second reporter be told that the incident had already been reported? - Ben Smith informed the Conference that this function did not exist but he would look into it.
- How was the third party delivery against the contracts measured? - There are two main measures based around the volume and quality, did the contractors turn up and how did they do? Other softer things were measured by engagement directly with parish councils.
- Were parish councils given the contractor work schedules so they could police? - The contract schedules are complicated but parts could and have been extracted for the parish councils to understand and be able to report back on any identified non-compliance.

**ACTION: Ben Smith to send to all parish councils.**

Other points that were noted included:

- It would be helpful to be able to report more than one thing at one time on line.
- Some litter bins were being emptied but not by Volker. Could we please add these litter bins to the schedule. Subject to who provided the bin, these could be captured and added to the Volker schedule.

- Are Volker aware of the flood wardens, who are volunteers and would require training. Volker have been informed by RBWM.
- The Volker schedule was discussed, was this a six week or twelve week schedule? Ben Smith confirmed that the Volker schedules were twelve week cycle but some tasks were performed on a less than 12 week cycle, and in some cases the contractor was choosing to complete tasks more frequently to fit with the contractual period. This would be confirmed with individual parish councils.

**ACTION: Ben Smith to confirm length of Volker work schedule with individual parish councils.**

#### SHARED EMERGENCY PLANNING SERVICE (10 MINS)

David Scott, Head of Communities, Enforcement and Partnerships, informed the Conference that the joint arrangement was being finalised. This is a shared service that was being established along with Bracknell, West Berkshire and RBWM. West Berkshire are the lead/host authority. There would also still be a Memorandum of Understanding with other authorities for shared support in times of crisis as may be required.

The new arrangements would increase our resilience, there would be a pod of officers instead of one that we could call upon. The key risks for all three authorities are very different so this would add additional strength and there would be additional officers to draw on.

The largest emergency RBWM have at the borough is flooding.

Training has been arranged for all Parish Councils on 1 March 2018.

The new posts are being advertised, for an Emergency Planning Officers and Assistants.

#### RURAL BUSES (15 MINS)

Ben Smith, Head of Commissioning/Communities, gave a brief presentation on The rural bus services. The Conference were informed that there were two main types of services, commercial bus services and the services operated by the local authority in conjunction with a bus company. The rural services were subsidised by the council.

Recently the routes had changed. The services were used by limited number of people and were not sustainable. Different models were being investigated for the rural areas to give stability. An 'Uber style' bus service, on demand service, was being piloted in other areas.

The Conference raised the following points:

- Would the services be mobile and totally reliable? - This was recognised and the call centre could book for residents with no mobile phones or computer access. Reading do this and it works well.
- Buses with snorkles for flood times, especially in Cookham. - RBWM have spoken with Arriva, they have had a recent change in their management structure. They have a new director who is in support of different types of buses. There is a meeting scheduled for the 7 March to try and function for Cookham Flood situation.
- It would be helpful if the buses and trains synchronised, especially in flood times.

**ACTION: Ben Smith to provide update after meeting of 7 March to Cookham Parish Council.**

- Suggest route from Old Windsor to Datchet, this would alleviate the excessive traffic on the A308 and through the village. This was already being considered as had been reported by Councillor Jones.

**ACTION: Send network map to all parish councils.**

### BUDGET 2018/19 (15 MINS)

Councillor MJ Saunders, Lead Member for Finance, gave a brief overview of the proposed RBWM budget for the next year which was due to go to Council for approval on the following Tuesday.

The points covered by Councillor Saunders included:

- There was a 1.95% increase proposed in base Council Tax, less than the 2.99% at most Councils, representing £17.85 on a Band D home, plus the 3% Adult Social Care Levy being adopted by Councils, representing £28.85 on a Band D home.
- RBWM would remain the lowest Council Tax outside London.
- This would raise £68.2m (up from £64.1m this year and £60.8m last year) which the Council Officer Leadership Team and Cabinet believe were needed next year to protect and enhance all of our day-to-day services.
- This did not use any of our funding reserves and was forecast to leave them at £7.1m, £1.2m higher than the £5.9m minimum required.
- RBWM were allowing for £0.8m of inflation, a £7.6m net reduction in income from Government Grants and Business Rates, £1.5m growth in adult and children's social care services, £4.4m of savings through efficiencies in our procurement and our partnerships with other Councils and suppliers and £1.5m additional income from non-Resident parking charges.
- The £85.2m gross budget next year on Children's and Adult Care and Health and Housing Support is £5.4m larger than this year, responding to the rising demand from younger, older and homeless people requiring care and support from RBWM.
- Some key decisions were highlighted which may be of particular relevance to the Parishes :
  - Securing and exploring how best to enhance our 18 community wardens offering a local and reassuring presence around the Borough;
  - Supporting our 17 local libraries and containers and their extended hours and our mobile library services and looking to enhance them all further as one of the easiest local doorways into Council services and support;
  - Maintaining our 10 Children's Centres for easy access to support for families and young people;
  - Continuing into next year the Parish Council top-up grants totalling £63k noting in recent years :
    - Bisham, Bray, Cox Green, Hurley, Old Windsor, Sunningdale and Wraysbury have tended to set precepts which decrease their reliance on this top-up grant.
    - While Cookham, Datchet, Eton, Horton, Sunninghill & Ascot and Waltham St Lawrence have tended to set precepts which increase their reliance on this charge which is funded across all RBWM Council Tax payers.
- Heading into the following year 2019/20, we were also currently projecting a balanced budget with a 1.95% increase in Base Council Tax, no further Adult Social Care Levy, no additional savings and no use of reserves, provided that £2.1m of Negative Revenue Support Grant was not taken from us by Government next year.
- Negative RSG is a legacy from the past where more prosperous areas lost income so it could be redistributed to less prosperous areas, and the Government announced last week it is looking to remove this unfair cost to areas like ours.

- At the end of this year, the Council expects to be borrowing £79m which is £22m higher than the long term debt of £57m inherited by the current administration when it came into office in 2007.
- Our capital plans for 2018/19 will increase this year by £63m enabling us to invest in critical infrastructure essential to the Borough Local Plan and the Regeneration of Maidenhead including:
  - £6m on general infrastructure, including roads;
  - £14.5m more in the ongoing schools expansion programme;
  - £12.5m more on parking and transport capacity in Maidenhead;
  - £15.8m on the Braywick Leisure Centre;
  - £1.3m to fully upgrade the scope and capability of our CCTV network around the Borough;
  - £3m on completing the enhancement to the utility and value of York House in Windsor;
  - and £10m to acquire Maidenhead properties which will enhance the substantial Council receipts from the Regeneration, which are projected to enable the Council to be debt free within 10 years.

Points raised by the Conference included:

- The borough would not have large amounts of CIL to invest. The borough local plan had been submitted. A CIL regime will link to this and be adapted as necessary.
- Where would the interest on capital borrowing be accounted for? The interest would be in the revenue account, and would be at very competitive interest rates.
- What risk mitigation was in place? The total borrowing would be £350M, this would be paid for by virtue of all of the developments. As the programme progress, capital receipts would be generated and the programme adjusted accordingly to reflect the available receipts.
- How do parish councils find out about how much it is using of the revenue. Invite Councillor Saunders and he would be able to advise. All parish councils should have an improved understanding of the £63K support.

### ITEMS FOR FUTURE MEETINGS

The Chairman advised the Conference to speak to or email Sandra Baker or Shilpa Manek to raise any Agenda Items.

It was suggested that Remembrance 2018 be discussed at the next Conference.

### DATE OF NEXT CONFERENCE

The date of the next Parish Conference is to be confirmed.

The meeting, which began at 7.00 pm, finished at 9.00 pm

CHAIRMAN.....

DATE.....

# Business Rate Pilot

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**Russell O'Keefe – Executive Director**

# Business rates – current system

Starting point: 100% rates collected

- a) Central share: 50% to central government
- b) Local share: 49% to local authority
- c) Major preceptor: 1% to fire service

∞

d) Baseline = Govt. measure of our need

If b) is greater than d) then a tariff is applied.

If b) is less than d) then we would received a top up.

All Berkshire authorities are Tariff authorities.

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# Business rates – current system

It's all about growth!

Growth – Levy applies (50%). Any growth achieved 50% is retained by the LA, the other 50% goes to Government

Loss – if total collection is less than 92.5% then applications can be made for a safety net payment. First 7.5% is a risk that the LA has to take.



# Business rates – system by 2020/21

Starting point: 100% rates collected

a) Central share: 50% to central government

b) Local share: 49% to local authority

c) Major preceptor: 1% to fire service

0

d) Baseline = Govt. measure of our need

If b) is greater than d) then a tariff is applied

If b) is less than d) then we would received a top up

All Berkshire authorities are Tariff authorities

No Change



# Business rates – system for 2020/21

If growth/loss is achieved?

Growth – Levy applies. Any growth achieved **75%** is retained by the LA, the other **25%** goes to Government

Loss – if total collection is less than 92.5% then applications can be made for a safety net payment. First 7.5% is a risk that the LA has to take.

But other grants will be “rolled in”



# Why apply for pilot status?

- 100% of growth retained by the pool
  - No levy is applied to the growth
  - No detriment clause – no LA will be worse off, same position had they not been awarded pilot status
  - Safety net raised from 92.5% to 97%
  - Growth used to benefit the local region
  - All Berkshire unitary authorities are above “baseline”
- 
-

# How will the pilot work?

- Applicable for financial year 2018/19 only.
- Bracknell Forest is the lead authority.
- All six authorities will form a pool.
- Funding will be paid to the LEP “on account” through the pooling arrangement.
- Returns reported to central government.
  
- Opportunity to ask for extension into 2019/20, but will be rolled out nationally in 2020/21



# Is it worth it?

- Expectation that including growth with no levy to pay would benefit the County by c.£35m
  - No detriment clause – no LA will be worse off, same position had they not been awarded pilot status
  - <sup>4</sup> Safety net raised from 92.5% to 97%.
  - Approximately £25m of the growth will go to the LEP for transport infrastructure projects.
  - All authorities should gain at least £1m.
  - Remaining growth shared in proportion to gain.
- 
-

# Summary

- A gain for Berkshire infrastructure.
- A gain for the local authorities and therefore residents.
- No detriment clause makes it safer.
- Safety net raised making it safer.
- Opportunity for Berkshire to work together.



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<sup>17</sup>Russell O'Keefe  
Executive Director, RBWM

# CIL PRESENTATION

# What can the Community Infrastructure Levy be spent on (and by whom)?

- <sup>18</sup> The levy can be used to fund a wide range of infrastructure, including transport, flood defences, schools, hospitals, and other health and social care facilities



# What is the neighbourhood portion of the levy?

- Fifteen per cent of Community Infrastructure Levy charging authority receipts are passed directly to those Parish and Town Councils where development has taken place.
- <sup>19</sup> Where chargeable development takes place within the local council area, up to £100 per existing council tax dwelling can be passed to the Parish, Town or Community Council this way each year to be spent on local priorities.
- Areas could use some of the neighbourhood pot to develop a neighbourhood plan where it would support development by addressing the demands that development places on the area.

# Parishes with a Neighbourhood Plan

- In England, communities that draw up a neighbourhood plan or neighbourhood development order (including a community right to build order), and secure the consent of local people in a referendum, will benefit from 25 per cent of the levy revenues arising from the development that takes place in their area.
- This amount will not be subject to an annual limit.



# Spending the neighbourhood portion

- Where a neighbourhood plan has been made, the charging authority and communities should consider how the neighbourhood portion can be used to deliver the infrastructure identified in the neighbourhood plan as required to address the demands of development. They should also have regard to the infrastructure needs of the wider area.
- The charging authority and communities may also wish to consider appropriate linkages to the growth plans for the area and how neighbourhood levy spending might support these objectives.



Where there is no Parish, Town or Community Council, who receives the neighbourhood portion?

- If there is no Parish, Town or Community Council, the charging authority will retain the levy receipts but should engage with the communities where development has taken place and agree with them how best to spend the neighbourhood funding.



# When is the neighbourhood portion paid?

- Regulation 59 specifies that the neighbourhood portion of levy receipts must be paid every six months, at the end of October and the end of April.



# What happens where development straddles a Parish Council administrative boundary?

- each council receives a share of the levy which is proportionate to the gross internal area of the development within their administrative area





# CIL and Neighbourhood Planning

- Legislation requires two payments per year

<p>Parish council ✓ Neighbourhood Plan ✓</p> <p>= 25% uncapped, paid to Parish</p>	<p>Parish council ✓ Neighbourhood Plan X</p> <p>= 15% capped at £100 / dwelling, paid to Parish</p>
<p>Parish council X Neighbourhood Plan ✓</p> <p>= 25% uncapped, local authority consults with community</p>	<p>Parish council X Neighbourhood Plan X</p> <p>= 15% capped at £100 / dwelling, local authority consults with community</p>

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# What can neighbourhood funding be spent on?

- The neighbourhood portion of the levy can be spent on a wider range of things than the rest of the levy, provided that it meets the requirement to ‘support the development of the area
- Parish, Town and Community Councils should work closely with their neighbouring councils and the charging authority to agree on infrastructure spending priorities
- Parish, Town and Community Councils should consider publishing their priorities for spending the neighbourhood funding element, highlighting those that align with the charging authority. Where a neighbourhood plan has been made, it should be used to identify these priorities.

# How should Parish Councils report on spending the levy?

- There is no prescribed format. Parish, Town and Community Councils may choose to combine reporting on the levy with other reports they already produce. The levy neighbourhood funding income and spending will also be included in their overall published accounts but are not required to be identified separately in those accounts.

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# Parish Conference

**Item (7) – Highways & Street Cleansing**

**Item (9) – Rural Bus Services**

**15<sup>th</sup> February 2018**

**Minute Item 73**

# Item (7) – Highways & Street Cleansing



# Delivery Model



# Performance Management

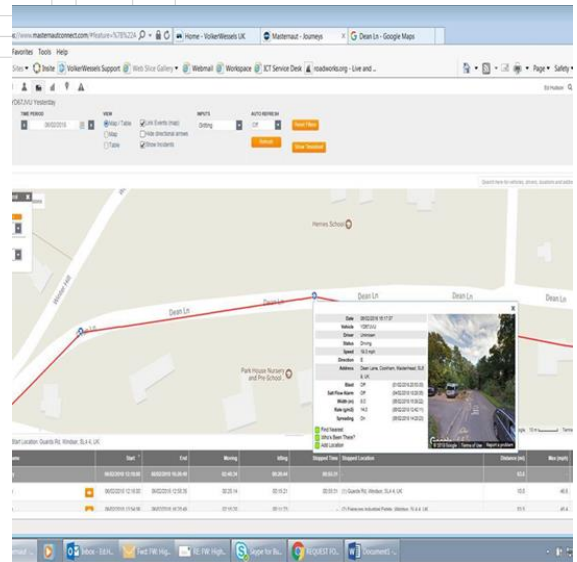
B. Contract Programme	3	Percentage of activities delivered to agreed cyclic plan for each activity within the reporting period	Including gullies, Pls, GIs and street cleansing.	EH/RB/GT	Business Performance Indicator.	90% annual target. RAG rated on trend.
	4	Percentage of emergency 2hr orders that were responded to on time within the reporting period	SMART Report - Contractor Access	EH	5	100%
	5	Percentage of 24hr orders that were responded to on time within the reporting period	SMART Report - Contractor Access	SS	4	98%
	6	Percentage of 28 calendar day orders that were responded to on time within the reporting period	SMART Report - Contractor Access	SS	3	90%
	7	Percentage of street cleansing 3 hour orders that were attended on time within the reporting period (Graffiti/needles/RTAs)	SMART Report - Contractor Access	GT	5	90%
	8	Percentage of street cleansing 24 hour orders that were attended on time within the reporting period (Graffiti/needles/RTAs)	SMART Report - Contractor Access	GT	4	90%
	9	Winter Service – Percentage of precautionary treatments started within the instructed time within the reporting period	VH Performance Report - All notifications to be sent to rbwm.businesssupport@volkerhighways.co.uk	KK	5	98%
	10	Winter Service - Percentage of precautionary salting treatments completed within time as instructed within the reporting period	VH Performance Report - All notifications to be sent to rbwm.businesssupport@volkerhighways.co.uk	KK	5	98%
	11	Delivering designs to jointly agreed programme	Report from Project Centre	RB	Business Performance Indicator.	90%
	12	% of capital programmes schemes delivered	RBWM to approve programme by April	RB	Business Performance Indicator.	90% annual target. RAG rated on trend.
	13	% of capital programmes schemes spend spent (invoiced)	RBWM to approve programme by April	DD	Business Performance Indicator.	RBWM to confirm Annual Spend for Year 1
	14	% additional schemes delivered		RB	Business Performance Indicator.	tbc
	15	% additional spend (invoiced)		DD	Business Performance Indicator.	tbc



# Street Cleansing - Performance

KPI REPORT - URBASER WINDSOR AND MAIDENHEAD

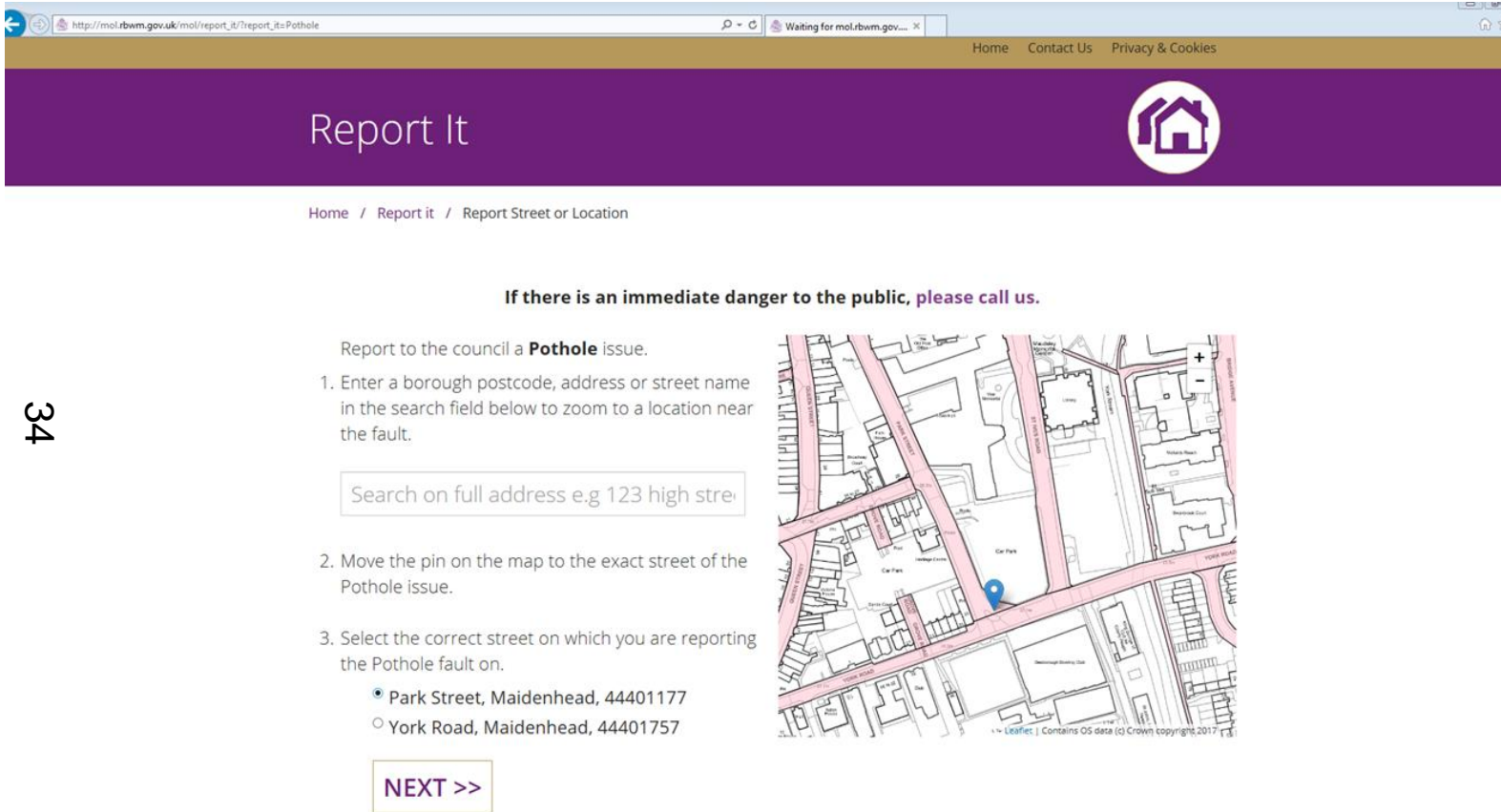
Month	Sickness	Holidays	Accidents	Riddor	Sharps	3 hr response	24 hr response	streets cleaned	Flytips 0.5m2	Flytips over 6m2	Dead Animals	Flytips Hazardous 0.5m2	Flytips Hazardous over 6m2	Days worked in month	Hours worked	
April	1	18	0	0	0			1008	54	10	11	2		1	18	4464
May	3	49	0	0	0			1176	144	6	11	0		0	21	5376
June	0	61	0	0	0			1232	171	1	15	0		0	22	5632
July	11	59	0	0	0			1176	126	0	9	0		0	21	5376
August	4	85	0	0	0			1288	81	0	24	0		0	23	5888
September	20	74	0	0	0			1176	45	0	18	2		0	21	5376
October	9	58	0	0	0	1	3	1232	82	0	15	1		0	22	5632
November	1	42	0	0	0	3	6	1360	72	0	5	1		1	22	5632
December	0	63	0	0	16	0	0	1420	108	0	11	1		0	21	5376
January 2018	5	40	0	0	2	3	0	1542	75	0	10	0		0	23	5888
February																
March																
<b>Total</b>	<b>54</b>	<b>549</b>	<b>0</b>	<b>0</b>	<b>18</b>	<b>7</b>	<b>9</b>	<b>12610</b>	<b>958</b>	<b>17</b>	<b>129</b>	<b>7</b>		<b>2</b>		



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Address	Cleans Type	Team	Monday	Tuesday	Wednesday	Thursday	Friday
			Week 1				
Peel Close, Windsor	Full Cleanse	Wind bt 4			X		
Pheasants Croft, Maidenhead	Full Cleanse	Maid Sth Tm				X	
Phipps Close, Maidenhead	Full Cleanse	Maid Sth Tm		X			
Princess Avenue, Windsor	Full Cleanse	Wind bt 4				X	
Priors Road, Windsor	Full Cleanse	Wind bt 4				X	
The Green, Wraysbury, Staines	Empty Bin	Sth Tm		X			X
The Green, Wraysbury, Staines	Empty Bin	Sth Tm		X			X
The Street, Waltham St Lawrence, Reading	Empty Bin	Maid Nth Tm		X			
The Street, Waltham St Lawrence, Reading	Empty Bin	Maid Nth Tm		X			
Liddell Way, Ascot	Mech Sweep	Sth Tm	X				
Bowry Drive, Staines	Full Cleanse	Sth Tm					X
Boyn Hill Avenue, Maidenhead	Full Cleanse	Maid bt 2				X	
Boyn Hill Close, Maidenhead	Full Cleanse	Maid Sth Tm					
Boyn Hill Road, Maidenhead	Full Cleanse	Maid Sth Tm					
Boyn Valley Road, Maidenhead	Full Cleanse	Maid bt 2	X				
Boyndon Road, Maidenhead	Full Cleanse	Maid bt 2				X	
Bracken Road, Maidenhead	Full Cleanse	Maid Sth Tm					X
Bradcutts Lane, Maidenhead	Full Cleanse	Alert 2					
Bradenham Lane, Marlow	Full Cleanse	Maid Sth Tm					
Bradshaw Close, Windsor	Full Cleanse	Wind bt 4					
Bramble Drive, Maidenhead	Full Cleanse	Maid Sth Tm				X	

# 'Report It'



Home / Report it / Report Street or Location

**If there is an immediate danger to the public, please call us.**

Report to the council a **Pothole** issue.

1. Enter a borough postcode, address or street name in the search field below to zoom to a location near the fault.

Search on full address e.g 123 high stre

2. Move the pin on the map to the exact street of the Pothole issue.
3. Select the correct street on which you are reporting the Pothole fault on.
  - Park Street, Maidenhead, 44401177
  - York Road, Maidenhead, 44401757

NEXT >>

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# Contact

Royal Borough of Windsor & Maidenhead delivering Highways & Transport in partnership with:



www.rbwm.gov.uk



## Highways, Parks & Countryside – the new service

Dear Councillors,

Hopefully you will have seen information about changes in the way we will be delivering Highways and Transport services in the future, in particular two new contracts. We hope the information below provides you with a better understanding of the new arrangements.

The new contracts form part of the new Highways, Parks & Countryside Service which also includes a client commissioning function, a permitting & network function and the parks & countryside team.

We already have a number of term contracts in place including AA Lighting for our street lights, ISS for grounds maintenance and with various operators for bus routes.

The two new contracts with Volker Highways and Project Centre started on 1st April 2017 and cover a wide range of services. Elements of the contract with Volker Highways will be delivered through sub-contractors, Urbaser (street cleansing) and Project Centre (scheme design).

Parts of the services within the new contracts are replacing existing contract arrangements. For example street cleansing transferred from Veolia to Urbaser and highway project works transferred to Arney to Volker Highways. The main difference is the transfer of functions currently carried out in-house such as highway inspections and emergency pothole repairs which transfer to Volker Highways and highways development control, road safety and flood risk management which transfer to Project Centre.

The functions and services within Highways, Parks & Countryside and the term contracts, along with the structure of the retained team are set out in the diagrams attached.

Further background information on the decision to change to this service model can be found on our website in the documents under 15th December 2016 Cabinet where authority was obtained.

A number of RBWM staff transferred to the new contracts from 1<sup>st</sup> June 2017. We understand that a number of you work closely with these staff and need to understand if and how that will work under the new arrangements. In most cases this will not change but further down this note we have set out the locations, contacts etc.

The Parks & Countryside team are largely unaffected by these changes so please continue to contact and work with them as you have before.

Together with our new service delivery partners we will be holding a workshop in December 2017 to review the new arrangements and identify opportunities for improvements. The workshop will be open to Ward and Parish/Town Councillors and Parish/Town Council Clerks. Further details to follow in the autumn.

If you have any questions or concerns please email [highways@rbwm.gov.uk](mailto:highways@rbwm.gov.uk). Please use 'Highways & Q&A' as the subject heading.

## Summary of new arrangements:

### Department Leadership & Client Commissioning team

Ben Smith is the Highways, Parks & Countryside Manager responsible for the whole department with continued support from Chris Wheeler who will also be leading on business improvement opportunities. Together with the team managing the new contracts they will be based on the ground floor of the Town Hall, behind the Customer Service area not far from the Members car park. The Client Commissioning team will manage all of our contracts, liaise with stakeholders, lead on strategy, policy, major projects and asset management for the service. They will commission additional work, identify external funding opportunities and manage budgets.

The team consists of Vikki Roberts, Sue Fox, Sarah Plowman, Sarika Varma, Lillian Akinjobi, Charlie Gaudoin, Ian Gill and Neeta Seth. The team's email addresses and telephone numbers are unchanged. We are currently recruiting for a vacancy in the team which we hope to fill in the Autumn.

The team can also be contacted by email at: [highways@rbwm.gov.uk](mailto:highways@rbwm.gov.uk) and [projects@rbwm.gov.uk](mailto:projects@rbwm.gov.uk)

### Network and Permitting team

The team which was set up in November 2016 operates out of Tinkers Lane on the ground floor. The team will manage the RBWM permitting function to coordinate works on the highway. They also manage road closures and highway licences.

The team consists of Tony Robinson, Lisa Morgan, Aggie Fedyna and Heidi Sarinways but will work closely with and be supported by the Client Commissioning team. The team's email addresses and telephone numbers are unchanged. We are also currently concluding recruitment for a vacancy in the team which will be filled in September.

The team can be contacted by email at: [RBWM-permits@rbwm.gov.uk](mailto:RBWM-permits@rbwm.gov.uk) or by calling 01628 796135

### Project Centre

The Project Centre office is the Urban Building, Albert Street, Slough. Services and staff that transferred to the Centre are:

- Flood Risk Management (Simon Lavin)
- Traffic & Road Safety (Tony Carr, Phil Jacob & Imogen Leonard)
- Highways Development Control (Melvin Andrews & Ellis Gee)
- Traffic & Highway Engineering (Russell Bell, Huw Jones, Rajinder Gill, Anthony Jones & Jason Webb). This team will be based at Tinkers Lane and from the Project Centre offices.

Project Centre staff can hot desk at RBWM offices and be available to meet face to face.

Contacts are as follows:

Sustainable Urban Drainage: [RBWM.sudsDC@projectcentre.co.uk](mailto:RBWM.sudsDC@projectcentre.co.uk)

Traffic & Road Safety: [RBWM.traffic@projectcentre.co.uk](mailto:RBWM.traffic@projectcentre.co.uk)

Public Transport: [RBWM.publictransport@projectcentre.co.uk](mailto:RBWM.publictransport@projectcentre.co.uk)

Highways Development Control: [RBWM.highwaysDC@projectcentre.co.uk](mailto:RBWM.highwaysDC@projectcentre.co.uk)

Abnormal Load Information (bridges) [RBWM.abnormalloads@projectcentre.co.uk](mailto:RBWM.abnormalloads@projectcentre.co.uk)

The Project Centre staff delivering Royal Borough of Windsor & Maidenhead services can be reached on 03300 088447. However, the primary point of contact will be the retained commissioning team who will ensure that requests are actioned.

### Volker Highways

Streetcare Inspectors (Graham Mathews, Sarah Smith, Kevin Doble, Jackie Walshe, Andrew Dean, Lynne Carter and Colin Britnell) transferred to Volker Highways along with Dave Horton, Land Drainage Engineer. They will still be based at Tinkers Lane but now downstairs in the Volker office. In addition the operatives who used to report to Dave Baker and join a larger group of operatives from Volker still based at Tinkers Lane.

Volker have appointed a local inspector by area to be the dedicated point of contact. They will work with ward councillors and parish councils to:

- Offer appropriate and relevant technical and professional advice to communities to help them understand neighbourhood planning
- Provide appropriate and relevant technical and professional advice on consultation and stakeholder engagement
- Provide resources to support potential funding opportunities

Their local inspectors will liaise directly with ward councillors and parish councils to:

- Identify highways issues and works in their local area
- Allocate works between the parish programme and the RBWM programme of works

The local inspector contact for each area is as follows:

### Local Volker Inspectors:

- |                         |                                |
|-------------------------|--------------------------------|
| • Bisham                | Andrew Dean                    |
| • Bray                  | Jackie Walshe                  |
| • Cookham               | Andrew Dean                    |
| • Cox Green             | Lynne Carter                   |
| • Datchet               | Graham Matthews                |
| • Eton Town Council     | Graham Matthews                |
| • Horton                | Kevin Doble or Graham Matthews |
| • Hurley                | Lynne Carter                   |
| • Old Windsor           | Kevin Doble                    |
| • Shottesbrooke         | Lynne Carter                   |
| • Sunningdale           | Kevin Doble                    |
| • Sunninghill and Ascot | Kevin Doble                    |
| • Waltham St Lawrence   | Lynne Carter                   |
| • White Waltham         | Lynne Carter                   |
| • Wraysbury             | Kevin Doble or Graham Matthews |

The Local Volker Inspectors can be contacted by email at:

[highways.inspections@volkerhighways.co.uk](mailto:highways.inspections@volkerhighways.co.uk) or by calling 01753 483300

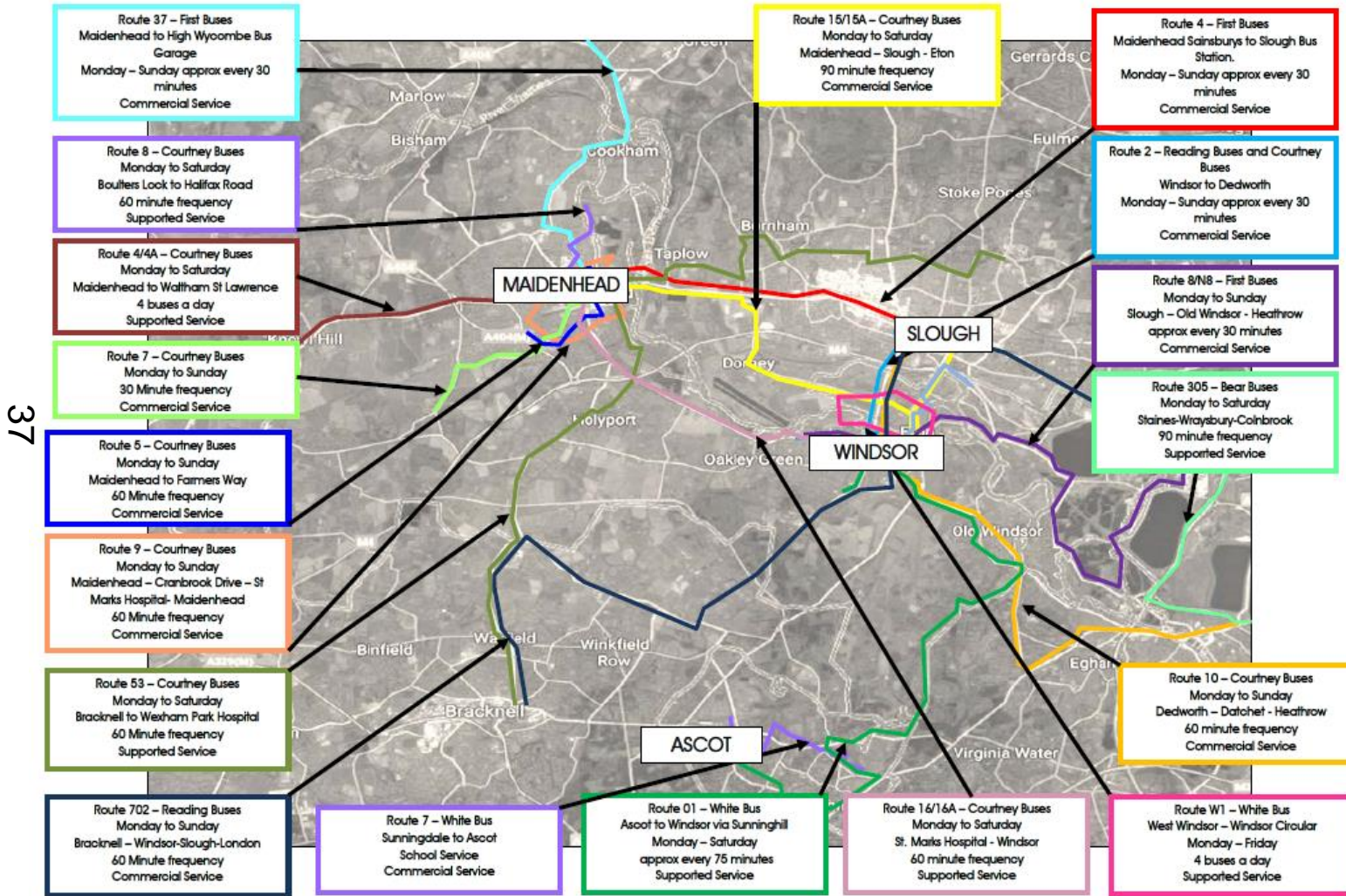
For simple 'fix it' issues such as potholes, faulty street lights, graffiti etc, please continue to use the Streetcare email address: [Streetcare@RBWM.gov.uk](mailto:Streetcare@RBWM.gov.uk) or contact Customer Services on 01628 683800 or visit the REPORT SOMETHING page at the RBWM website: [www.rbwm.gov.uk](http://www.rbwm.gov.uk)

# Item (9) – Rural Bus Services

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# Local Bus Network



# Alternative Transport



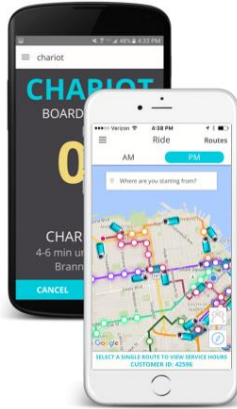
### Mobile-Enabled

Select a Chariot, save a seat, track real-time ETA's, and buy tickets all from our iPhone and Android apps



### Frequent & Fast

Save up to 50% time on your commute with Chariots arriving every 3-5 minutes at peak commuting time



### Very Affordable

Ride for as little as \$3, and save even more by using your commuter benefits or our monthly passes



### Safe & Reliable

Commute in peace and safety with our W-2 employee drivers and know that we always have a seat for you

