

NOTICE
OF
MEETING



**CULTURE AND COMMUNITIES
OVERVIEW AND SCRUTINY PANEL**

will meet on

WEDNESDAY, 30TH MARCH, 2016

At 5.00 pm

in the

ASCOT ROOM - GUILDHALL,

TO: MEMBERS OF THE CULTURE AND COMMUNITIES OVERVIEW AND SCRUTINY
PANEL

COUNCILLORS SAMANTHA RAYNER (CHAIRMAN), CLIVE BULLOCK (VICE-
CHAIRMAN), MARIUS GILMORE, JESSE GREY, ASGHAR MAJEED,
SAMANTHA RAYNER (CHAIRMAN) AND SIMON WERNER

SUBSTITUTE MEMBERS

COUNCILLORS MOHAMMED ILYAS, LYNNE JONES, MALCOLM BEER,
JOHN LENTON, HASHIM BHATTI, MARION MILLS AND SHAMSUL SHELIM

Karen Shepherd - Democratic Services Manager - Issued: Friday, 18 March 2016

Members of the Press and Public are welcome to attend Part I of this meeting. The agenda is available on the Council's web site at www.rbwm.gov.uk or contact the Panel Administrator **Shilpa Manek** 01628 796310

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AGENDA

PART I

<u>ITEM</u>	<u>SUBJECT</u>	<u>PAGE NO</u>
1.	<u>WELCOME</u> Welcome from the Chairman.	
2.	<u>APOLOGIES OF ABSENCE</u> To receive any apologies of absence.	
3.	<u>DECLARATIONS OF INTEREST</u> To note any declarations of interest.	5 - 6
4.	<u>MINUTES</u> To agree the minutes of the last meeting.	7 - 12
5.	<u>LIBRARIES, ARTS AND HERITAGE SERVICE SUCCESSFUL VOLUNTEERING</u> To receive a report from Mark Taylor, Head of Libraries, Arts and Heritage Services.	13 - 22
6.	<u>WORK PROGRAMME</u> To look at work programme for future meetings.	23 - 24
7.	<u>DATES OF FUTURE MEETINGS</u> Members to note the following future meetings: <ul style="list-style-type: none">• Tuesday 17 May 2016• Tuesday 16 August 2016• Wednesday 19 October 2016• Tuesday 15 November 2016• Tuesday 24 January 2017• Tuesday 21 March 2017• Tuesday 16 May 2017	
8.	<u>LOCAL GOVERNMENT ACT 1972 - EXCLUSION OF THE PUBLIC</u> To consider passing the following resolution:- "That under Section 100(A)(4) of the Local Government Act 1972, the public be excluded from the remainder of the meeting whilst discussion takes place on item 8 on the grounds that they involve the likely disclosure of exempt information as defined in Paragraphs 2 and 4 of part I of Schedule 12A of the Act"	

9.

DRAFT INDOOR SPORT AND LEISURE STRATEGY

To receive a report from Kevin Mist, Head of Communities & Economic Development.

MEMBERS' GUIDANCE NOTE

DECLARING INTERESTS IN MEETINGS

DISCLOSABLE PECUNIARY INTERESTS (DPIs)

DPIs include:

- Any employment, office, trade, profession or vocation carried on for profit or gain.
- Any payment or provision of any other financial benefit made in respect of any expenses occurred in carrying out member duties or election expenses.
- Any contract under which goods and services are to be provided/works to be executed which has not been fully discharged.
- Any beneficial interest in land within the area of the relevant authority.
- Any license to occupy land in the area of the relevant authority for a month or longer.
- Any tenancy where the landlord is the relevant authority, and the tenant is a body in which the relevant person has a beneficial interest.
- Any beneficial interest in securities of a body where
 - a) that body has a piece of business or land in the area of the relevant authority, and
 - b) either (i) the total nominal value of the securities exceeds £25,000 or one hundredth of the total issued share capital of that body **or** (ii) the total nominal value of the shares of any one class belonging to the relevant person exceeds one hundredth of the total issued share capital of that class.

PREJUDICIAL INTERESTS

This is an interest which a reasonable fair minded and informed member of the public would reasonably believe is so significant that it harms or impairs your ability to judge the public interest. That is, your decision making is influenced by your interest that you are not able to impartially consider only relevant issues.

DECLARING INTERESTS

If you have not disclosed your interest in the register, you **must make** the declaration of interest at the beginning of the meeting, or as soon as you are aware that you have a DPI or Prejudicial Interest. If you have already disclosed the interest in your Register of Interests you are still required to disclose this in the meeting if it relates to the matter being discussed. A member with a DPI or Prejudicial Interest **may make representations at the start of the item but must not take part in discussion or vote at a meeting.** The term 'discussion' has been taken to mean a discussion by the members of the committee or other body determining the issue. You should notify Democratic Services before the meeting of your intention to speak. In order to avoid any accusations of taking part in the discussion or vote, you must move to the public area, having made your representations.

If you have any queries then you should obtain advice from the Legal or Democratic Services Officer before participating in the meeting.

If the interest declared has not been entered on to your Register of Interests, you must notify the Monitoring Officer in writing within the next 28 days following the meeting.

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Agenda Item 4

CULTURE AND COMMUNITIES OVERVIEW AND SCRUTINY PANEL

MONDAY, 25 JANUARY 2016

PRESENT: Councillors Samantha Rayner (Chairman), Clive Bullock (Vice-Chairman), Jesse Grey, Asghar Majeed and Simon Werner

Officers: Mark Lampard, Shilpa Manek, Kevin Mist, Russell O'Keefe, Gillian Richards, Mark Taylor and Julia White

WELCOME

The Chairman welcomed everyone to the meeting and introductions were made around the table.

APOLOGIES OF ABSENCE

Apologies of absence were received from Councillor Gilmore.

DECLARATIONS OF INTEREST

Councillor Rayner declared that she is the borough representative and is one of the Director's of the Windsor Festival.

MINUTES

RESOLVED UNANIMOUSLY: That the Part I minutes of the meeting of the Panel held on 24 November 2015 be confirmed after adding Councillor Claire Stretton.

PRESENTATION FROM THE WINDSOR FESTIVAL AND FRINGE ORGANISATIONS

Martin Denny from the Windsor Festival gave a verbal presentation to the Panel. Points that were highlighted included:

- RBWM provides some annual grant fund and in addition two smaller funds, totalling in 4.6% of their income.
- The festival is a charity and aims to deliver a varied festival.
- Some of the income is generated from the ticket sales (27%) and the remaining is raised from sponsorships, grants and individuals support.
- Trustees are currently looking at improving the state of finances for future years.
- There are two major festivals, the Autumn Festival, held between August and October and the Spring Festival, which is bi-yearly. There are normally several units at the festivals. The Autumn Festival consists of fifty professional high quality events throughout the Borough. This is aimed at people who live and work in the borough, providing varied entertainment for all. The Spring Festival is mainly aimed at youth and community organisations. It's a great opportunity to engage with young people in the borough through colleges, schools, youth centres and churches. The Windsor Festival provides opportunities to work with all the state and private schools, nineteen in total are currently involved allowing children from years 10, 11 and 12 to be involved in creative activity. The children participate in a competition that is judged, toured in the borough and then prizes given to the winners. The process shows value to the individual and shows them the value of public exhibition and fosters creativity in the arts. During the festivals, a 'community stage' is erected in Royal Windsor Shopping Centre.

The Windsor Festival is also involved with:

- Singing in schools which is performed annually and this year all participating schools will be performing together at the opening ceremony of the Bandstand in Alexander Gardens.
- Berkshire Maestros who now hold a junior 'young musician' competition in association with the international string competition bi-annually, and for non string instruments in the intervening year. The international competition attracts applicants from over 35 countries, finals are held in the castle and prizes were significant.

The Windsor Festival are the only organisation that currently put on events in Windsor Castle. They aim to work closely with the Windsor Fringe Festival.

Mark Taylor, Head of Libraries, Arts and Heritage Services, explained that there were two purposes of the presentations, to assure Members of what both the Windsor Festival and the Windsor Fringe Festival were doing for the borough residents and to ask Members how the borough would like to continue to support both festivals.

Councillor Grey had visited many events and commented that what was laid on for the residents was wonderful. Councillor Grey asked about what provisions were in place for people with special needs. Martin Denny advised that the Windsor Festival worked with a music school in Surrey and also organised events to be taken to where the people were, if they could not attend any of the venues. The organisers were looking more into using music therapy.

Councillor Werner was very impressed by all the events that were put on by the Windsor Festivals. He had attended many events and was surprised to hear that it was an umbrella organisation working with so many other organisations. Councillor Werner recommended that a long term plan be put into place. It was suggested that a three or five year SLA be put into place in order for the Windsor Festival to be able to plan for the long term.

Councillor Stretton informed Members that the funding of regular events was being reviewed. Councillor Stretton highlighted that the grants process would initiate new activity and assist organisations to be self funding in the future. Other methods were also being looked at.

Mark Taylor informed Members that the borough were looking at how it could make longer term commitments, for those arts organisations that it had funded for so many years, the same way as had been done for some other types of funded organisations. This would involve having SLAs in place for given terms of multiple years, rather than just one.

Mike Denny from the Windsor Fringe Festival informed Members that they had been in place since 1969. The festival took place in September/October for two weeks. The aim of the Windsor Fringe Festival was to provide extensive events. Mike Denny explained that over 8000 programmes had been annually distributed in the borough. A wide range of events were run working with the community, ranging from music, arts, drama, children's and many more. Mike Denny highlighted that local venues were mainly used such as libraries, churches and community halls. Mike Denny informed Members that he would love for the Windsor Fringe Festival to last more than two weeks each year.

Mike Denny continued to inform Members about the finances of the Windsor Fringe Festival. They receive £2,000.00 annually from Kenneth Branagh, £2,500.00 from the borough which was matched by other organisations. The Windsor Fringe Festival would like to encourage arts and heritage priorities, support in using more borough venues particularly in Central Windsor and help with advertising. Windsor Fringe Festival would like to work closer with the Windsor Festival, local schools and colleges.

Councillor Bullock commented that the presentation was very comprehensive.

Councillor Stretton commented on the venue issues and suggested that they meet at some point to discuss the venues such as the fire station and theatre royal.

The Chairman thanked all the organisers for both festivals for attending and giving such informative presentations.

ANNUAL REVIEW OF PARKWOOD (LL) PRESENTATION

Mark Camp-Overy, general manager, gave a presentation on the key data that had been given to all Members. He reported that it was business as usual. There was a growth of 5% in overall attendance and an addition of 310 visits per day. The leisure centre attendance was up as follows:

- Windsor by 27%
- Magnet by 18%
- Charters by 43%
- Cox Green by 30%
- Furze Platt by 100%
- Braywick by 35%
- Swimming was up by 22%.

Mark Camp-Overy reported that there had been an increase in channels of customer feedback including external monitoring.

From September 2016, employees would be able to train on the job and there would be two apprentice days. There were currently two local residents in employment at the leisure centres.

Councillor Rayner asked about the number of complaints and how it had changed and how complaints were dealt with. Councillor Rayner also asked about the effect of private gyms on the leisure centres. Mark Camp-Overy explained that initially there were many complaints due to the change of management but that has now tailed off. Mark Camp-Overy explained that each complaint is dealt with on its own merit. He explained that there were a lot of competition with private gyms but our centres were offering more classes and member attention, smaller sizes of sessions and a sense of belonging for customers encouraging them to stay with our leisure centres.

Councillor Grey commented that this was a very good news story. Councillor Grey stated that he had received a number of complaints from residents initially, however, he had not received any complaints since the initial months. Councillor Grey thought it was a great initiative for staff to be able to progress at work.

Kevin Mist highlighted that it had been an interesting and satisfying journey. There had been a great impact from the significant investment that had been put in. The borough leisure centres were busy all the time. The borough had a great partnership with Parkwood Leisure.

Councillor Stretton commented that there had been a handful of concerns from residents, these were raised with Parkwood and there was a proactive regime to deal with them. Councillor Stretton highlighted that change was difficult for people and even though there were teething problems, these had all been sorted. Councillor Stretton thanked Parkwood.

BUDGET REPORT 2016/17

Mark Lampard, Finance Partner, talked Members through the budget report, highlighting relevant points.

Councillor Grey asked if the Environment Agency were intending to start charging for certain services that they were providing free to date. The Environment Agency were increasing the levy. Were there reasons for this being done? And could they do this?

Councillor Majeed asked about the retention of business rates being gradual. Russell O'Keefe informed the Panel that a lot more detail was going to be published so that would be circulated to Members. Members were happy to see the detail.

Members discussed the items at appendix D and highlighted six items to be prioritised.

Members Unanimously Agreed that the following capital schemes be prioritised and moved up on the overall list.

No.	Ref. No.	Scheme Name
6	CB001714	Superfast broadband in Berkshire (2016/17)
8	CB001474	Improve internet connectivity at the Guildhall
13	CB001625	Digital advertising boards
21	CB001456	Social enterprise grant
22	CB001435	Eton Wick outdoor gym in Hayward Mead Park
30	CB001508	Improvements for Windsor Visitor Information Centre

Mark Taylor informed Members that within his work area, there were a couple of joint responsibility funded schemes one with the Maidenhead Heritage Trust. A sculpture by Danny Lane had been donated to the borough, Old Windsor Parish Council were looking into provision of a heritage education space with allocated S106 funding. There was a proposal to document the musical history of the royal borough and the paintings at the Guildhall were proposed to be assessed for conservation then refurbished and restored on what is hoped to be the start of a rolling programme.

Councillor Grey asked about whether the borough had to still provide dog bins. Kevin Mist informed Members that we do not need to but we still do provide them as research shows that it would cost more if only one bin was provided and all waste was mixed contaminating material that could otherwise be recycled.

GUILDHALL PROGRESS REPORT - VERBAL UPDATE

Gillian Richards, Meeting and Events Executive, gave a verbal update on the refurbishments that were ongoing at the Guildhall, Windsor. Gillian Richards explained that there had been extensive engagement with the conservation officer, Gillian Butter, in the restoration of many things. All work had been carried out by the RBWM contractors and for the external work to the Corn Exchange, they were liaising with property services. Many adjustments had to be made as a result of the Guildhall being a grade II listed building and health and safety concerns were kept at the forefront. Since the lights were being changed at all RBWM premises, they were being updated at the Guildhall too, including the external Corn Exchange lights.

Councillor Majeed enquired about the external statues and was advised that these were being redecorated too.

Councillor Stretton asked if the leak from the roof had been fixed and was advised that it had. Councillor Stretton informed the Panel that the potential of a lift being added to the Guildhall was being investigated. It was not acceptable that the Guildhall was not accessible to all.

Agenda item 11 was also considered at this point. Kevin Mist, Head of Communications and Economic Development, informed the Panel that it had been suggested that a glass and steel lift be added to the Guildhall at the rear fire exit by the Mayor's Parlour where access to the

top level of the Guildhall would be through the Mayor's Parlour. The estimated cost would be £300,000. The lift would specifically be built for the Guildhall and to fit in with its character.

Kevin Mist informed the Panel that there had been comments from the public and also it had been an issue when new bookings for events were being made due to access. Councillor Majeed informed the Panel that there had been a complaint in the local press.

The current stair lift was about twenty years old and didn't fit the character of the building and was very slow.

Councillors discussed options for a new stair lift or external lift.

ACTION: Kevin Mist to consider all options of a lift and a new stair lift and report back at future meeting.

Councillor Grey asked if there was a target finish date for all the work that was being carried out. Kevin Mist informed the Panel that the internal work was due for completion by the end of January and the new furniture was due in February. The external work was a longterm project and needed to work around other planned work, major events, weather and other circumstances so was still being agreed.

Gillian Richards reported on all the marketing that she was currently involved with. This included:

- Joined Thames Valley Chamber of Commerce.
- Windsor Guildhall features on two of the largest venue finder websites, Squaremeal and Venuefinder.
- Providing private castle guides and dinner at the Guildhall.
- Advertised in the leisure magazine.
- Castle hotel advertising.
- Tourism day.

There had been an increase in enquiries a week, however the competition is fierce. Currently the issues that have been highlighted at the Guildhall are access issues, parking, wifi, lack of syndicate rooms and on site catering. Also the Guildhall has no historical bookings since it's seen as a new venue. The greatest income of the Guildhall is weddings and to date, 125 weddings have been booked which is more than last year. An open day will be formally arranged soon to advertise more.

MEMORIAL FOR SIR NICHOLAS WINTON

Kevin Mist and Councillor Rayner had met with Sir Nicholas Winton's family, who were very happy that the borough wanted to do something to remember him and his achievements. Lots of ideas were discussed and finally they agreed that a garden be constructed in the Oaken Grove which was the nearest largest park near where Sir Winton lived.

Kevin Mist shared a briefing note to Members to give them an idea of what the garden may look like, a suggestion put forward by Jonathan Howes. Councillor Rayner informed the Panel that the park would have community ownership which would involve young people to understand celebrate this amazing Maidenhead resident's contribution.

ADDITIONAL LIBRARY - PART II

Agenda item withdrawn.

Verbal update given in part II - To consider passing the following resolution:-

“That under Section 100(A)(4) of the Local Government Act 1972, the public be excluded from the remainder of the meeting whilst discussion takes place on the remaining items on the grounds that it involves the likely disclosure of exempt information as defined in Paragraphs 1 of part I of Schedule 12A of the Act”

ACCESS AT GUILDHALL, WINDSOR - VERBAL UPDATE

See Guildhall Progress Report.

RENEWAL OF LIBRARY STOCK FOR TWO YEARS (2016-2018)

Agenda item withdrawn.

WORK PROGRAMME

No items added to the work programme.

DATES OF FUTURE MEETINGS

Date of next meeting is Wednesday 30 March 2016.

PART II

ADDITIONAL LIBRARY

To consider passing the following resolution:-

“That under Section 100(A)(4) of the Local Government Act 1972, the public be excluded from the remainder of the meeting whilst discussion takes place on the remaining items on the grounds that it involves the likely disclosure of exempt information as defined in Paragraphs 1 of part I of Schedule 12A of the Act”

The meeting, which began at 6.30 pm, finished at 9.00 pm

CHAIRMAN.....

DATE.....

Report for: INFORMATION



Contains Confidential or Exempt Information	NO
Title	Libraries, Arts and Heritage Service Successful Volunteering
Responsible Officer(s)	Mark Taylor, Head of Libraries, Arts & Heritage
Contact officer, job title and phone number	Mark Taylor, Head of Libraries, Arts & Heritage 01628 796989
Member reporting	Cllr Claire Stretton, Principal Member for Culture & Communities
For Consideration By	Culture & Communities Overview & Scrutiny Panel
Date to be Considered	30 March 2016
Implementation Date if Not Called In	N/A
Affected Wards	All

REPORT SUMMARY

1. This report describes the procedures and practices of the Libraries, Arts and Heritage Service (LAHS) volunteering programme. It includes how we recruit, train, support and retain volunteers.
2. Volunteers work alongside staff and are always supervised. They offer some flexibility that allows the Service to extend services that would not otherwise be provided owing to limitations on staff capacity and time.
3. We currently have 280 registered volunteers, of which 246 are active (166 Library volunteers and 80 Museum and Heritage volunteers).
4. During April 2015-Feb 2016, volunteers gave the service 10,866 hours. In the period April 2014-March 2015, the figure was 11,148 hours. That is equivalent to approximately £86K on average per year worth of library or museum assistant paid time.

If recommendations are adopted, how will residents benefit?

Benefits to residents and reasons why they benefit

Dates by which residents can expect to notice a

	difference
1. LAHS volunteers are mostly Royal Borough residents. Volunteering for the LAHS service provides opportunities for young and older residents to be actively involved with the public service.	Current and ongoing
2. Volunteers/Residents' involvement helps embed the service in our communities and neighbourhoods.	Current and ongoing
3. The volunteer programme through its wider social connections helps shape the character and reputation of a service that is customer friendly. These social connections enable the service to better respond to customers' and residents' needs.	Current and ongoing

1. DETAILS OF RECOMMENDATIONS

RECOMMENDATION:

That the Panel notes the involvement of Volunteers in Libraries and Museum delivery and that they will continue to provide a significant contribution to the Libraries, Arts & Heritage Service

2. REASON FOR RECOMMENDATION(S) AND OPTIONS CONSIDERED

- 2.1 The involvement of volunteers has created some flexibility and opportunities to set up new activities run by volunteers in our Libraries and Museum.
- 2.2 It provides important work environment and learning experiences for young volunteers. The volunteering experience gives all volunteers/residents young and older a sense of self value and social interaction in the public and work environment. It enables those seeking work to add to their experiences.
- 2.3 These developments contribute to the transformation of our Libraries and the Museum becoming valuable and vibrant community social spaces. It works well in supporting our work as a statutory whole life and cultural service.

3 KEY IMPLICATIONS

- 3.1 A new target accounting for the number of active volunteers will be introduced for 1 April 2016- 31 March 2017. This will give a clear volunteer activity level. This may result in the withdrawal of the target measuring the number of registered volunteers. Project volunteers are dependent upon grant income from external sources.

Defined Outcomes	Achieved Outcome	Exceeded Outcome	Date they should be delivered by
Volunteer hours	10,866	>4%	31 March 2016

Defined Outcomes	Achieved Outcome	Exceeded Outcome	Date they should be delivered by
Target- 10,411 hrs			
Volunteer hours Target- 9,940 hrs	11,148	>12%	31 March 2015
Number of registered volunteers Target- 240	280	>16%	31 March 2016

3.2 Recruitment

3.2.1 LAHS mainly recruits volunteers using the RBWM Libraries and Museum pages on the Borough website, monthly e-newsletters, and sometimes advertise in local newspapers such as the Maidenhead Advertiser, Windsor Express & Observer and the Around the Royal Borough quarterly Council newspaper. We also attend publicity meetings such as the Ascot Retirement Fair and the Big Society Fairs to promote volunteering opportunities.

3.2.2 We have developed a structured volunteering programme that determines our recruitment practice. We have specific roles detailing the remit of duties and basic requirements for each role. The roles fulfil specific duties matching the needs and expectations of the service.

3.2.2.1 Library volunteering roles include: Lending Library volunteer, IT session leaders and/or assistants, Story and/or rhyme time volunteers, events volunteers, Reading Group leaders, Home Library volunteers, Summer Reading Challenge young volunteers, and Reading Hack young volunteers.

3.2.2.2 Museum volunteering roles include: Front of House volunteers, Curatorial volunteers, Oral History project volunteers, and For King and Country project volunteers.

3.2.3 Prospective volunteers obtain information about available roles from the website. They can then contact the Volunteering Officer (VO) for further details of these roles. The VO can be contacted for initial inquiry by email and telephone. They can also submit an online volunteering application and/or an expression of interest web-form. The VO contacts the individuals upon receipt of the online forms.

3.2.4 The next stage is when the VO or supervising officer (Museum officers) invites the prospective volunteer for an informal interview or meeting. Owing to the specific design of the roles, successful recruitment of any prospective volunteer is dependent on whether the requirements of the role chosen or on offer matches the experience and skills set of the prospective volunteer.

- 3.2.5 The training process we offer our volunteers involves a significant investment in terms of staff time and resources. This means we make recruitment decisions based on whether the prospective volunteer has the necessary role requirements or potential and if they are able and willing to commit between six months to a year.
- 3.2.6 Upon successful recruitment, a process is put in place to complete a Disclosure of Barring Service application, two references, followed later by a medical questionnaire. Volunteers are not always amenable to the medical questionnaire as it is found to be intrusive and not relevant to a volunteering capacity. However, for some roles, fitness to undertake the activity is a necessary requirement and may mean that the volunteer may be directed to a role more suited to their abilities rather than the one they have applied for.

3.3 Training

3.3.1 Upon completion of the recruitment process, all volunteers go through an induction that includes the VO or Heritage team member, introducing them to how the service works, offer them a general overview of the relevant policies and procedures that underlie the organisation of the service and the Royal Borough.

3.3.2 Specific roles provide relevant training programmes:

Lending Library –

- Spydus 1, 2 & 3 (Spydus is the software that manages the Library's management & stock or customer information system). Each session takes 2.5-3.5 hours to complete and requires regular familiarisation afterwards. Volunteers start with Spydus 1 and usually take one to six months to familiarise and train for the further progressing sessions.
- Safeguarding training, Manual Handling training, and all other service-specific training are offered
- Service Pod training over a period of at least 6 sessions or until basic familiarity sets in – this is practical training during a volunteering session on the Library work floor. This exposes the volunteer to customer service practices, customer queries, reservations, shelving, helping with library displays, emptying book bins and drop boxes, etc.

Story and/or Rhyme time –

- Story and rhyme time training
- Safeguarding training

Summer Reading Challenge, Reading Hack, and New projects for Young volunteers –

- Basic Spydus or Spydus 1 training for summer reading challenge volunteers
- Training on how to facilitate reading and creative activities with children

Front of House Museum volunteers –

- General introduction to include Health and Safety, safeguarding, security, fire and other risks on site
- Modes* training (*Modes is the museum database)

- Object handling training
- Customer service training
- Guildhall tour training
- Till training
- Autism awareness training

Curatorial Museum volunteers –

- Modes training
- Object handling training

Oral History Project volunteers –

- Oral History Society Training
- Sound quality training

For King and Country project volunteers –

- Research training,
- newspaper research
- database training
- Walks training

3.4 Support

3.4.1 All Library volunteers are supervised and supported by location specific Library supervisors and regular interaction with the VO. This is their main contact and support. The VO liaises closely with Library supervisors about the progress and development of volunteers in their respective roles. We discuss and work at solving with the volunteer any issues involving further training and volunteering rotas, and their experience with volunteering.

3.4.2 There is an informal volunteer review that we strive to fulfil at least once every two years. This is carried out by the VO or the Library supervisor. There is a short standardised list of questions getting feedback from volunteers about their experience of volunteering, and suggestions for improving the service, how and if their expectations have been met and identifying further training needs if necessary.

3.4.3 The VO meets and emails volunteers regularly. Volunteers are always able to communicate with the VO if they have something they want to discuss. Volunteers as a whole are not keen on formal modes of reviews, as it is likened to formal work. We therefore make sure that we keep it informal and face to face.

3.4.4 The VO supervises all young volunteers in the Libraries in terms of training, rotas, and maintenance of standards of behaviour. The VO nonetheless relies on the assistance of the Library supervisors for the daily support of young volunteers during their volunteering sessions across the locations.

3.4.5 Museum and Heritage project volunteers are supported by Museum Officers on a day to day basis. They liaise about rotas and training needs and volunteering experience. They also take part in regular volunteer surveys. There is a plan to develop a Volunteer Skills Audit to ascertain current volunteer skills and skills they would like to build.

3.5 Retention and the generation of goodwill

3.5.1 Appreciation of LAHS volunteers –

- Annual Appreciation social for LAHS volunteers with entertainment and refreshments. We invite the Lead Member to say words of thanks at this event.
- Appreciation cards signed by our Head of Service, Service Managers, Team Leaders and VO, enclosed are 1 or 2 vouchers enabling the free rental of audio-visual materials
- Appreciation cards signed and sent by location specific Library supervisors and staff to respective volunteers
- Limited number of free LAHS events tickets reserved for volunteers
- There is a plan to extend staff privileges (i.e. reduced rental costs for audio-visual materials over six months old) to LAHS volunteers. This is currently under consideration as we explore aspects of costs and missed income generation.
- Nominations for the Annual RBWM Volunteer Awards
- Associate Membership of the Friends of Windsor & Royal Borough Museum for Museum and Heritage volunteers
- 1 x Volunteer outing a year organised by the Friends of the Museum for Museum volunteers
- A voice on the Museum Working Group for Museum volunteers
- 4 x meetings a year for Museum and Heritage volunteers
- Volunteer Suggestion box

3.5.2 The service puts emphasis on meeting volunteers' expectations. We do this by offering opportunities for training and creating new projects that fit into the LAHS business model. We ensure that we respect and ask only for what volunteers are able to commit to. This happens by the social interaction we have with our volunteers whenever we (VO and Library supervisors and Museum Officers) see them. This allows everyone to negotiate what they want to do and how volunteer time and skills can be optimised. This process ensures we do not burden volunteers, instead generating the goodwill and enthusiasm we rely on.

4. FINANCIAL DETAILS

Financial impact on the budget

4.1 **Salary cost of Volunteering Officer £12,870.50 per annum**

4.2 **Cabinet Office grants for supporting young people to volunteer for the Summer Reading Challenge and Reading Hack gave:**

£1,800 (2014)

£2,100 (2015)

4.3 **Financial benefits of volunteers:**

Financial Year	Volunteer hours	*Savings if employees' time was deployed
1 April 2014-31	11,148	£86,731

March 2015		
1 April 2015-29 Feb 2016	10,866	£84,538

* £7.78/h Retrospective Entry rate on Grade 2 pay scale for Library/Museum assistants

5. LEGAL IMPLICATIONS

5.1 To ensure there is clear boundary between volunteering and paid work, the service follows the following rules and process practice

- Volunteers are reimbursed for out-of-pocket expenses like travel if they are asked to volunteer at a location they do not normally go to. Library volunteers are not reimbursed for travel or parking expenses otherwise. Museum volunteers can, upon special agreement, claim parking and travel expenses in Windsor and travel. Few do so in reality.
- Volunteering relationship starts with a Volunteer agreement, not a contract
- Volunteers have roles, as opposed to job descriptions
- Volunteers and the service have mutually agreed expectations not obligations

6. VALUE FOR MONEY

6.1 In Section 4.3, we note the service has saved >£70,000 in staff costs for >10,000 hours during both financial years 2014-2015 and 2015-2016. This reflects value for money as volunteering hours help us economise, enabling the channelling of resources in areas where we can apply our paid professional staff more urgently and optimally.

6.2 Young volunteers are recruited in higher numbers. Their involvement in new activities such as Scratch Code club, Saturday Lego and Board Games Club, and Lego Robotics Club brings them into the Libraries. The use and knowledge of resources offered in Libraries is enhanced. This has implications for visitor numbers, issues, and use of Library facilities. The wider value is that we expose young people to opportunities to develop their skills and life experience. Therefore enhancing prospects in education and reducing care needs in service sectors such as young people's social welfare. The service supports activities associated with Duke of Edinburgh Award scheme and Arts Award with minimum staff involvement after training. In the past three years, five Library volunteers and one Museum volunteer successfully converted to staff members. This was after one year to two years of regular volunteering.

6.3 Older volunteers in their purposeful time volunteering in the Libraries and Museum have opportunities to enhance their active cultural lifestyles. Our volunteering offers regular social interaction and a sense of belonging to external social structures. This contributes to general well-being and reduces isolation. This has wider value for money effects in terms of health and older people's social welfare.

This benefit extends to housebound customers too. Our Home Library volunteers regularly visit, deliver books and maintain regular social contact with them. Home Library volunteers have on occasions been able to notice and report to library

supervisors if their housebound customer has become ill or if their condition has worsened. We therefore have the potential to communicate to the appropriate service to respond with care.

7. SUSTAINABILITY IMPACT APPRAISAL

N/A

8. RISK MANAGEMENT

Risks	Uncontrolled Risk	Controls	Controlled Risk
Loss of volunteers impacts on delivery of the LAHS	Medium	Continuous recruitment and retention activity	Low

9. LINKS TO STRATEGIC OBJECTIVES

The provision of volunteering opportunities helps the LAHS to put **Residents First** whilst by involving them in the support of the Service we are **Delivering Together**. In enhancing the service through the support of volunteers the Council is providing **Value for Money** and through the investment in training for the volunteers we are **Equipping Ourselves for the Future**.

10. EQUALITIES, HUMAN RIGHTS AND COMMUNITY COHESION

We recruit openly to include all the protected characteristics as covered under the Equality Act 2010.

11. STAFFING/WORKFORCE AND ACCOMMODATION IMPLICATIONS

Staff hold very positive attitudes towards the application of volunteers as they see their involvement wherever feasible, helping the service to be flexible and extend. It also allows them to concentrate on more specialised and less repetitive tasks when they are being supported by volunteers to ensure the quality of service to customers is enhanced.

12. PROPERTY AND ASSETS

N/A

13. ANY OTHER IMPLICATIONS

N/A

14. CONSULTATION

N/A

15. TIMETABLE FOR IMPLEMENTATION

This activity has been ongoing for the last three years and is expected to continue under the current policy for the LAHS.

16. APPENDICES

N/A

17. BACKGROUND INFORMATION

N/A

18. CONSULTATION (MANDATORY)

Name of consultee	Post held and Department	Date sent	Date received	See comments in paragraph:
Internal				
Cllr Stretton	Principal Member	8 th Mar 2016	14/03/16	Signed off for proposed dissemination to the Culture & Communities Overview & Scrutiny Panel
Simon Fletcher	Strategic Director Operations and Customer Services	8 th Mar 2016	14/03/16	Cleared for proposed dissemination to the Culture & Communities Overview & Scrutiny Panel
External				

REPORT HISTORY

Decision type:	Urgency item?
For information	This report is for the information of the Big Society Panel and will be shared with the Culture & Communities Overview & Scrutiny Panel.

Full name of report author	Job title	Full contact no:
Joiy Chan-	Volunteering Officer, LAHS	01628 796247

Meeson		
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PLEASE REMOVE ALL BELOW WHEN REPORT IS FINALISED AFTER ATTENDANCE AT DMT (before uploading to Hyperwave or sending to Democratic Services for Cabinet)

Schedule for writing and reviewing report

It is important that enough time is allowed for each stage of the writing and review process. To help ensure the report is started in time and no stage is rushed, please write in the date for the final stage of your report in the appropriate box below. Then, working backwards, add dates to the remaining boxes, allowing up to five working days for each stage.

Stages in the life of the report (not all will apply)	Date to complete
1. Officer writes report (in consultation with Lead Member)	4 th Mar 2016
2. Report goes for review to head of service or DMT	5 th Mar 2016
3. To specialist departments: eg, legal, finance, HR (in parallel)	
4. To lead member	8 th Mar 2016
5. To CMT	
6. To the leader	
7. To overview or scrutiny, if a cabinet report	
8. To cabinet	

REPORT ALTERATION TRACKING

To enable tracking of changes to this report please use the following colour coding when altering the report

Document author	Red
Head of Service	Blue
Finance / Procurement / Legal	Green
Director	Orange
Cabinet Policy Officer/Lead Member/ Councillors	Purple

REPORT ALTERATION TRACKING

Name	Date	Text Colour used for changes	Pages changed

Agenda Item 6

WORK PROGRAMME FOR LEISURE, CULTURE AND LIBRARIES OVERVIEW AND SCRUTINY PANEL

17 May 2016

REPORT	AUTHOR
Concluding presentation on the For King & Country project – 17/05	Mark Taylor
Report on pilot areas of service transfer to libraries from CSC	Mark Taylor
Work Programme	Panel clerk
TASK AND FINISH	
None	

16 August 2016

REPORT	AUTHOR
Additional library Cabinet report	Mark Taylor
Work Programme	Panel clerk
TASK AND FINISH	
None	

19 October 2016

REPORT	AUTHOR
Work Programme	Panel clerk
TASK AND FINISH	
None	

ITEMS ON THE CABINET FORWARD PLAN BUT NOT YET PROGRAMMED FOR A SPECIFIC SCRUTINY PANEL MEETING

REPORT	AUTHOR

ITEMS SUGGESTED BUT NOT YET PROGRAMMED

REPORT	AUTHOR

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