

NOTICE
OF
MEETING



**CULTURE AND COMMUNITIES
OVERVIEW AND SCRUTINY PANEL**

will meet on

TUESDAY, 17TH MAY, 2016

At 6.30 pm

in the

COUNCIL CHAMBER - TOWN HALL,

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

COUNCILLORS 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: Monday, 9 May 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> Chairman to welcome everyone to the meeting. | |
| 2. | <u>APOLOGIES OF ABSENCE</u> To receive any apologies for 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 - 8 |
| 5. | <u>CONCLUDING PRESENTATION ON THE FOR KING & COUNTRY PROJECT</u> To receive a presentation and report from Margaret Kirby, Service Manager: Heritage & Arts. | |
| 6. | <u>REPORT ON PILOT AREAS OF SERVICE TRANSFER TO LIBRARIES FROM CSC</u> To receive a report from Angela Gallacher, Service Manager – Libraries. | 9 - 16 |
| 7. | <u>INTEGRATED PERFORMANCE MONITORING REPORT Q4 2015/16</u> | |
| 8. | <u>WORK PROGRAMME</u> To note and amend items on the work programme. | 17 - 18 |
| 9. | <u>DATES OF FUTURE MEETINGS</u> Members to note dates of future meetings. | |

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

WEDNESDAY, 30 MARCH 2016

PRESENT: Councillors Samantha Rayner (Chairman), Clive Bullock (Vice-Chairman), Marius Gilmore, Asghar Majeed and Shamsul Shelim

Officers: Simon Fletcher, Shilpa Manek, Kevin Mist and Mark Taylor

WELCOME

The Chairman welcomed everyone to the meeting.

APOLOGIES OF ABSENCE

Apologies for absence were received from Councillors Jesse Grey and Simon Werner. Councillor Shamsul Shelim was substituting.

DECLARATIONS OF INTEREST

No declarations of interest received.

MINUTES

Minutes of the meeting held on 25 January 2016, unanimously agreed.

LIBRARIES, ARTS AND HERITAGE SERVICE SUCCESSFUL VOLUNTEERING

Mark Taylor, Head of Libraries, Arts and Heritage, went through the report highlighting certain points as below:

- Point 4 in the report summary looks at the numbers of volunteers and how many hours they had given. Mark Taylor highlighted that the figures in the report would be exceeded and would be more closer to 12000 in a year. Mark Taylor explained that the approach taken was to encourage residents to do more and this approach had delivered 18% more, £86K in the revenue budget. The borough were selective, looking for the right skills to assist the borough to deliver our service. We look for active support, focussing on the retention and generation of goodwill.
- Councillor Stretton added that the officer who currently lead on volunteering stated as a volunteer themselves. Currently five volunteers joined the borough as officers. The lead officer matches people to what they want to do. The borough has many young volunteers that actively volunteer for their Duke of Edinburgh Awards.
- Other services provided include the home library function where books are delivered to housebound people. This function is very rewarding for the volunteers and the housebound people.
- Mark Taylor explained that the report had also been considered by the Big Society Panel where a few questions had been raised and could be answered at this Panel today.
 - The questions asked at the Big Society Panel were as follows:
 - What was the breakdown of age groups:

- 18-25 years – 80
- 35-45 years – 50
- 55-75 years – 100

To note, 20-24 year olds are busy in life but the borough has a few volunteers in this age group.

- How do volunteers find out about volunteering?
 - Through friends, users of the service, browsing the borough website and the young , generally at school and through youth clubs.
- Councillor Shelim asked how schools were approached. Mark Taylor explained that schools were informed through the reading challenge. Councillor Shelim suggested that it would be great to convince and encourage sixth form students to volunteer and get involved with the community as it would be good on their CV's.

The Chairman thanked Mark Taylor and his team on providing an amazing service to residents, always sustaining and improving the services.

WORK PROGRAMME

The Clerk went through the work programme and a few amendments for the next meeting were made.

DATES OF FUTURE MEETINGS

Members noted the dates for future meetings.

LOCAL GOVERNMENT ACT 1972 - EXCLUSION OF THE PUBLIC

DRAFT INDOOR SPORT AND LEISURE STRATEGY

The meeting, which began at Time Not Specified, finished at Time Not Specified

CHAIRMAN.....

DATE.....

Report for: INFORMATION



| | |
|--|--|
| Contains Confidential or Exempt Information | No |
| Title | Delivering Customer Services through Libraries |
| Responsible Officer(s) | Mark Taylor, Head of Libraries, Arts and Heritage |
| Contact officer, job title and phone number | Angela Gallacher, Service Manager: Libraries 01628 685641 |
| Member reporting | Cllr Claire Stretton, Principal Member for Culture and Communities |
| For Consideration By | Culture and Communities Overview and Scrutiny Panel |
| Date to be Considered | 17 May 2016 |
| Implementation Date if Not Called In | N/A |
| Affected Wards | All |

REPORT SUMMARY

This report provides a progress update on the Pilot to help deliver the following Manifesto Commitments in relation to delivering identified Customer Services from Libraries:

1. Manifesto Commitment 8.8: Increase further the range of council services available at libraries
2. Manifesto Commitment 13.4: Increase multi-skilling of council officers to better enable change and diversify jobs
3. Manifesto Commitment 13.7: Continue channel shift to bring in more 24/7 council services
4. Manifesto Commitment 13.8: Use libraries and other community facilities to enable greater access to council functions

| If recommendations are adopted, how will residents benefit? | |
|---|--|
| Benefits to residents and reasons why they will benefit | Dates by which residents can expect to notice a difference |
| 1. More council services such as Advantage Cards and Bus Passes are offered over 7 days and from Maidenhead, Windsor and Ascot Libraries rather than the Town Hall and York House, which increases access, including evening access, and reduces the need for residents in Ascot to travel to Windsor or Maidenhead to get a bus pass, for example. | 30 May 2016 |
| 2. Opportunities to pay council bills using chip and pin at Ascot Library so that journeys to Windsor or Maidenhead can be avoided | 30 September 2016 |
| 3. Face to face customer services to be delivered from Eton Wick so that journeys to Windsor or Maidenhead can be avoided | 01 June 2016 |
| 4. Residents' phone calls to the Council to be answered for an additional hour - between 6pm and 7pm Monday to Friday. | 01 June 2016 |
| 5. Residents' emails to the council will be responded to and assessed over 7 days | 03 May 2016 |

1. DETAILS OF RECOMMENDATIONS

RECOMMENDATION: That the Panel notes the progress of the Pilot and gives approval for the Pilot to continue until December 2016 at which time an assessment will be undertaken and recommendations will be made based on benefits to residents and taking forward lessons learned.

2. REASON FOR RECOMMENDATION

The reason for the Pilot is to evaluate the effectiveness of delivering identified Customer Services through a library environment for a period of 6 months. An IT staffing restructure resulted in the Project Manager leaving the organisation, and as a result the implementation of the Pilot was delayed. Another colleague took on the management of the project in March 2016 and progress has resumed. This report provides an update on progress and requests that the Pilot is extended to December 2016 to give sufficient time to introduce all the strands of the Pilot and make an informed assessment possible when evaluating the Pilot.

KEY IMPLICATIONS

| Defined Outcomes | Unmet | Met | Exceeded | Significantly Exceeded | Date they should be delivered by |
|--|---|--|--|--|---|
| Advantage Card services are available at Maidenhead, Windsor and Ascot Libraries | Advantage Cards are not available at any library location | Advantage Cards can be renewed at all three locations and issued at Windsor and Maidenhead libraries | Advantage Cards can be renewed and issued at all 3 locations | Advantage Cards can be issued and renewed from more than one PC at more than one location so that resident waiting times are reduced | 30 May 2016 |
| Bus Pass services are available at Maidenhead, Windsor and Ascot Libraries | Bus Passes are not available at any location | Bus Passes can be renewed at all three locations and issued at Windsor and Maidenhead libraries | Bus Passes can be renewed and issued at all 3 locations | Bus Passes can be issued and renewed from more than one PC at more than one location so that resident waiting times are reduced | 30 May 2016 |
| Emails to the council are assessed and responded to over 7 days | Library staff do not take on CSC emails | Library staff take on CSC emails including on Saturdays and Sundays | Library staff assess and respond to CSC emails every day over 7 days with no whole-day breaks in | Library staff take on additional council emails outside the original agreed scope | 30 May 2016 |

| Defined Outcomes | Unmet | Met | Exceeded | Significantly Exceeded | Date they should be delivered by |
|---|--|---|--|---|----------------------------------|
| | | | service (other than bank holidays) | | |
| Phone calls to the council are taken until 7pm Monday – Friday | Library staff are unable to take CSC phone calls | Library staff take on CSC phone calls from 5pm-7pm | Only library staff take on CSC phone calls from 5pm-7pm with no input from CSC staff after 5pm | Library staff take on CSC phonecalls at the weekend as well | 30 June 2016 |
| Payment of identified council bills can be done at Ascot using chip and pin | No council bills can be paid at Ascot Library | Council tax and Penalty Notices can be paid using chip and pin at Ascot Library | Council tax, PNs and other council invoices can be paid at Ascot Library | Council tax, PNs, council invoices and housing benefit overpayment can be paid at Ascot Library | 30 November 2016 |
| Face to face Customer Services are available at Eton Wick Library | No F2F services available at Eton Wick Library | CSC F2F services available once a week at Eton Wick Library | CSC F2F services available between 2 and 5 days per week at Eton Wick Library | CSC F2F services available more than 5 days a week (including weekends) at Eton Wick Library | 30 November 2016 |

4. FINANCIAL DETAILS

No financial implications during the life of the Pilot. The funding for the requirements of the Pilot comes from the operational budget.

5. LEGAL IMPLICATIONS

No legal implications

6. VALUE FOR MONEY

If the Pilot is successful, there may be further value for money implications. This will be assessed when the impacts of the Pilot are reviewed

7. SUSTAINABILITY IMPACT APPRAISAL

None

8. RISK MANAGEMENT

| Risks | Uncontrolled Risk | Controls | Controlled Risk |
|--|--------------------------|--|------------------------|
| That IT resources required to deliver the project are diverted to others because of internal prioritisation | HIGH | IT Resource issues have already delayed the project. Requirements confirmed and as much notice as possible given to book in resources | MEDIUM |
| That the costs required to change the internal infrastructure will be too high and therefore the full outcomes from the pilot will not be achieved | LOW | The solution needs to deliver what is in scope and not plan for the full roll-out as this will be included in the assessment report that is published after the Pilot has ended. | LOW |

9. LINKS TO STRATEGIC OBJECTIVES

Residents First – residents will be able to access more Council services across more days per week and during more hours and from where they are if they live in Eton Wick and Ascot . Diversifying and multi-skilling staff has implications for Delivering Together, Value for Money and Equipping Ourselves for the Future.

10. EQUALITIES, HUMAN RIGHTS AND COMMUNITY COHESION

N/A

11. STAFFING/WORKFORCE AND ACCOMMODATION IMPLICATIONS

LAHS staff are required to learn additional skills in order to deliver council services from libraries effectively. A considerable amount of staff training has already been undertaken and more is due to take place over the next three months. An interim staff feedback exercise was conducted in the first week of May to assess colleagues’ views of the implementation of the Pilot to date and to ensure an agile approach where potential improvements are implemented immediately to ensure the most effective Pilot possible.

12. PROPERTY AND ASSETS

Face to Face Customer Services from Eton Wick Library requires minor superficial changes to the ICT Suite. Some Community Libraries require installation of IPT phones and related software.

13. ANY OTHER IMPLICATIONS

None

14. CONSULTATION

Resident feedback will be assessed when the results of the Pilot are reviewed and reported on. Staff feedback to date will be discussed at Panel.

15. TIMETABLE FOR IMPLEMENTATION

| Date | Details |
|-------------|---|
| 07/03/2016 | First strand of Pilot commences with introduction of Advantage Cards and Bus Passes at Maidenhead and Windsor Libraries |
| 01/12/2016 | Pilot ends |
| 19/12/2016 | Pilot report, including assessment, evaluation and recommendations, completed |
| 31/12/2016 | Project closed |
| | |

16. APPENDICES

None

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 for Culture and Communities | 29/04/2016 | | |
| Simon Fletcher | Strategic Director Operations and Customer Services | | | |
| | | | | |
| | | | | |

REPORT HISTORY

| | |
|-----------------------|----------------------|
| Decision type: | Urgency item? |
| For information | No |

| | | |
|----------------------------|----------------------------|------------------|
| Full name of report author | Job title | Full contact no: |
| Angela Gallacher | Service Manager: Libraries | 01628 685641 |

| Stages in the life of the report (not all will apply) | Date to complete |
|--|-------------------------|
| 1. Officer writes report (in consultation with Lead Member) | 29/04/2016 |
| 2. Report goes for review to head of service or DMT | |
| 3. To specialist departments: eg, legal, finance, HR (in parallel) | NA |
| 4. To lead member | 29/04/2016 |
| 5. To CMT | N/A |
| 6. To the leader | N/A |
| 7. To overview or scrutiny, if a cabinet report | 17/05/2016 |
| 8. To cabinet | N/A |

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| Head of Service | Blue |
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| Director | Orange |
| Cabinet Policy Officer/Lead Member/ Councillors | Purple |

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Agenda Item 8

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 (Please see suggestion that Cllr Bateson to be invited) | Mark Taylor (Margaret Kirby) |
| Report on pilot areas of service transfer to libraries from CSC | Mark Taylor (Angela Gallacher) |
| IPMR Q4 | David Scott |
| Work Programme | Panel clerk |
| TASK AND FINISH | |
| None | |
| | |

16 August 2016

| REPORT | AUTHOR |
|--|--------------------------|
| Additional library Cabinet report | Mark Taylor |
| Enhanced GP referrals and rehabilitation programme at leisure centres. | Kevin Mist (Jason Mills) |
| Sportsable | Kevin Mist |
| | |
| Sir Nicolas Winton garden | Kevin Mist Jonathan Howe |
| IPMR Q1 | David Scott |
| Work Programme | Panel clerk |
| TASK AND FINISH | |
| None | |
| | |

19 October 2016

| REPORT | AUTHOR |
|---|---|
| Education and community work at Braywick Nature Centre. | Kevin Mist (Alistair Will, Jason Mills) |
| | |
| 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 |
|---|--------|
| Budget 2017-18 – Initial saving proposals | |
| | |

ITEMS SUGGESTED BUT NOT YET PROGRAMMED

| REPORT | AUTHOR |
|--------|--------|
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