

Public Document Pack

NOTICE OF MEETING



BIG SOCIETY PANEL

will meet on

THURSDAY, 24TH MARCH, 2016

At 7.00 pm

in the

COUNCIL CHAMBER - GUILDHALL,

TO: MEMBERS OF THE BIG SOCIETY PANEL

COUNCILLORS CHRISTINE BATESON (CHAIRMAN), ASGHAR MAJEED (VICE-CHAIRMAN), NATASHA AIREY, GEORGE BATHURST, HASHIM BHATTI, JESSE GREY AND PHILIP LOVE

SUBSTITUTE MEMBERS

COUNCILLORS JACK RANKIN, CLIVE BULLOCK, DAVID BURBAGE, DAVID COPPINGER, MOHAMMED ILYAS AND SHAMSUL SHELIM

Karen Shepherd - Democratic Services Manager - Issued: 16 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 **Wendy Binmore** 01628 796251

Fire Alarm - In the event of the fire alarm sounding or other emergency, please leave the building quickly and calmly by the nearest exit. Do not stop to collect personal belongings and do not use the lifts. Do not re-enter the building until told to do so by a member of staff.

Recording of Meetings – The Council allows the filming, recording and photography of public Council meetings. This may be undertaken by the Council itself, or any person attending the meeting. By entering the meeting room you are acknowledging that you may be audio or video recorded and that this recording will be available for public viewing on the RBWM website. If you have any questions regarding the council's policy, please speak to the Democratic Services or Legal representative at the meeting.

AGENDA

PART I

<u>ITEM</u>	<u>SUBJECT</u>	<u>PAGE NO</u>
1.	<u>APOLOGIES</u> To receive any apologies for absence	
2.	<u>DECLARATIONS OF INTEREST</u> To receive any Declarations of Interest	5 - 6
3.	<u>MINUTES</u> To confirm the Part I Minutes of the previous meeting.	7 - 16
4.	<u>LIBRARY SERVICE SUCCESSFUL VOLUNTEERING REPORT</u> To receive and consider the above report.	17 - 26
5.	<u>GOOD NEIGHBOURHOOD BUSINESS SCHEME</u> To receive and consider the above report.	27 - 36
6.	<u>BRIGHT IDEAS UPDATE 2015/16 - WINNING ENTRIES</u> To receive and consider the above report.	37 - 48
7.	<u>SOCIAL ENTERPRISE APPLICATIONS 2015/16</u> To receive and consider the above report.	To Follow
8.	<u>BIG SOCIETY PROJECT PROGRESS REPORT</u> To receive and consider the above report.	49 - 62

This page is intentionally left blank

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.

This page is intentionally left blank

Agenda Item 3

BIG SOCIETY PANEL

WEDNESDAY, 27 JANUARY 2016

PRESENT: Councillors Christine Bateson (Chairman), Natasha Airey, Hashim Bhatti, Jesse Grey and Philip Love

Also in attendance: Councillor Edward Wilson.

Officers: Wendy Binmore, Harjit Hunjan, Andrew Green and Andrew Scott and David Scott

APOLOGIES

Apologies were received from Councillors Bathurst and Majeed and also Councillor Stretton in her capacity as Principal Member for Culture and Communities.

DECLARATIONS OF INTEREST

None.

MINUTES

RESOLVED: That the minutes of the meeting of the Panel held on 7 December 2015 be approved.

BRIGHT IDEAS 2014/15 PROJECT UPDATE

Andrew Green, Community Partnership Co-ordinator updated the Panel with the current position in relation to winning and runner up ideas that were not delivered in 2014/15. The key points made included:

- Lessons had been learned from the first round of the scheme.
- One idea that did not get brought forward was the winning idea of substitute grandmothers – that was because it cut across various Children's Services areas.
- However, a pilot of the scheme had just been launched on Broom Farm Estate in Windsor for service families who did not have extended family nearby. The team had received good feedback on the pilot already.
- The Youth Ambassadors had chose a 'Boris' style bike scheme as their winning idea but, the idea was not viable. The Community Partnerships Team, Youth Services along with Councillor Natasha Airey visited the school that came up with the winning idea and agreed to hold a cycle event and invite the school. The team wanted to run the event during the school holidays but a date had not been agreed.
- There was one other junior idea that could not be delivered was that of having vending machines at sporting venues that dispensed balls. When the balls were finished with, they would be put back and money refunded. However, there was no capacity to develop the scheme within the Borough. Cllr Stretton felt it was possible to use a vending machine.
- All winners had received their prizes so they had not missed out even if their idea could not be delivered.
- The emphasis on the competition was now on idea development and implementation.

Councillor Airey stated the scheme had been refined over the years and it was encouraging the new ideas keep being submitted. Lots of meetings had taken place to develop ideas. the Community & Business Partnerships Manager confirmed that all ideas submitted did get followed up. Cllr grey commented that with the ball dispensing machine idea, the balls cost

quite a bit and there was a risk that people would not return the balls. The Community Partnerships Co-ordinator stated a lot of money would have to be put into the machine to get a decent ball. It was a great idea but he was not sure it was viable; he had not overcome the problem as yet.

RESOLVED UNANIMOUSLY: That Members:

- 1. Accept that the concept of a ball dispensing machine that would return users money when the ball is returned is not deliverable and consider the purchase of a simple vending machine that will dispense balls. Officers to report back with full details of the project and ongoing associated costs.**
- 2. Agree proposals for deliver of the Leihoma (Substitute Grandmother) project as an intergenerational project based at Broom Farm that will bring together older residents and army families who do not have local grandparents.**
- 3. Agree that youth Services should organise a cycle related event to which pupils from the winning school would be invited.**

PLEDGE BANK - PLAN TO INTRODUCE INTO SCHOOLS PHSE/CITIZENSHIP LESSONS

This item was withdrawn with the intention that it be considered at a future Panel once the Head of Schools and Education Services has had the opportunity to review options with schools.

TRANSPARENCY - PROPOSAL FOR EXTENDING INFORMATION INCLUDED

David Scott, Head of Governance, Partnerships, Performance & Policy (Monitoring Officer) gave a presentation on where the Borough was with transparency and getting information published. The key points of the presentation included:

- The Royal Borough exceeded the minimum data that local authorities should be publishing, the frequency it should be published and how it should be published.
- The website refresh 2015 had seen:
 - The number of pages on the website had been reduced by two thirds, making it easier for residents to search the content.
 - Statutory and manifesto related pages were transferred in full.
 - Service departments transferred additional pages in accordance with agreed criteria.
 - New pages to comply with the following agreed broad framework were included–
 - Encourage accountability
 - Improve public sector quality
 - Strengthen local democracy
 - Contribute to local economic development
 - Improved the way information is presented to residents
 - Greater accessibility and readability of data
 - Content is now refreshed on a more frequent basis.
- Freedom of Information requests came from a wide variety of sources. The single largest volume of requests came from the media.
- The result of the changes was that it was now easier to find information on the website.
- Departments were still looking at how to further improve the information available.
- The style of the website was much improved.
- Future action included:
 - Ensuring data and information as presented in a way that residents and end-users could use and apply.
 - Further analysis of queries received via the website and Freedom of Information requests to proactively identify trends.
 - A renewed push to release data on services for residents
 - Continue to work to achieve a three star overall rating

- Checking to see if there are any frequently asked questions and then seeing if that information can be published to cut down on the number of requests.
- Looking to direct members of the public to the Borough's website in the first instance for information.

David Scott confirmed that if people were not computer literate, they could go to a local library where staff were on hand to help them. They could also get help with the computers in the reception areas of the Town Hall and York House reception areas. And if people still did not want to use a computer, they could always submit their requests in writing.

Andrew Scott, Civic Team Manager confirmed that the Royal Borough was one of the top 18 Local Authorities in the country in transparency.

- ❖ **Action** – David Scott, Head of GPPP to circulate exemption criteria for the purposes of Freedom of Information requests.

NEIGHBOURHOOD BUDGETS UPDATE

Andrew Scott, Civic Team Manager gave a brief presentation updating Members on the Neighbourhood Budgets. The main points raised included:

- Neighbourhood PB Introduced June 2011
- Budget - £43,000 in 2015/16
- Applications from community groups to fund local projects
- Added to the list if they meet criteria
- Voted for by the public
- 6 voting rounds a year
- Result of the public vote considered by the CPBSC
- Update to Big Society Panel following lower level of voting in December 2015
- October 2012 - Extensive publicity to raise profile and awareness of the scheme.
- Voting Activity has fluctuated
- Reasons for fluctuations:
 - Number of projects participating
 - Types of projects – size and scope
 - Publicity – ATRB vs other using social media and local press to increase participation and voting.
- Other Options for publicity could include:
 - Posters in libraries/public buildings
 - Press Releases

The Chairman stated the scheme was very successful and she was very pleased to see that residents did read Around the Royal Borough.

DEDWORTH GOOD BUSINESS SCHEME

Councillor Edward Wilson gave Members a brief background on the Dedworth Good business Scheme. He stated that the pilot was launched with small leaflets that explained that residents could write in or phone the Community Partnerships team with nominations for local businesses in the community that had gone above and beyond their role of just providing a service. The businesses had to meet certain criteria that showed how a local business was being a good neighbour.

The main points raised regarding the scheme included:

- 2,500 leaflets were distributed in Clewer North and Clewer South.
- 76 responses were received.
- 50 of those responses were for one local business.
- There were a wide variety of nominees.

- All were nominated for different reasons.
- The winner came from Clewer South.
- The winner was named as Dedworth Convenience Store.
- The Mayor presented the award on 11 December 2015.
- All local businesses were notified of the winner and why they won.
- Other businesses asked what they needed to do to win the award for the following year.
- Comments from residents showed there were people out there going the extra mile for their communities.
- Residents had started looking at local businesses as local neighbours.
- Shops and businesses had started to ask what more they could do for their communities.

The Chairman stated the competition was absolutely great and requested the Community Partnerships team manager send something out to all Ward Members informing them of Cllr E. Wilson's comments and how successful the competition was. Cllr Wilson stated the leaflets were distributed and he spoke to people to raise awareness of the competition. He added there was no financial prize, winners received a glass plaque and had posters displayed in their window showing Dedworth Convenience Store as the winner.

- ❖ **Action** – The Community & Business Partnerships manager to email all Ward Councillors and see if they wanted to do something similar in their own Wards. The Chairman requested a report on the progress of extending the scheme be brought back to Panel in March 2016.

BIG SOCIETY FORWARD PLAN

Harjit Hunjan, Community & Business Partnerships Manager introduced the Forward Plan to Members and explained it would include all items and potential actions to be carried out and completed for future Big Society panel meetings.

The Chairman stated she wanted each service area to produce ideas for the Forward Plan to be discussed at future meetings. This would help the Panel plan ahead. She added that she wanted to know who the new officer was that would be dealing with the Delivering Differently project. The Community & Business Partnerships Manager confirmed a report on the Delivering Differently project would be available for the next Panel meeting.

The Chairman stated that she wanted officers from both Adults and Childrens Services to attend the next Big Society Panel and that she wanted input from them regarding the Forward Plan. Kevin Mist, Head of Communities & Economic Development confirmed that Members could also contribute to the Forward Plan. Andrew Green, Community Partnerships Co-ordinator confirmed a paper would be brought to the next meeting with more detail over how ideas were to be implemented.

- ❖ **Action** – The Strategic Director of Operations to bring a report on the Delivering Differently project to the next Big Society Panel meeting in March.
- ❖ **Action** – The Strategic Director Corporate & Community Services and the Head of Governance, Partnerships, Performance & Policy (Monitoring Officer) to circulate the Council's Organisational Structure Chart to Members.
- ❖ **Action** – for the community Partnerships Team to produce a report and bring ideas for the Forward Plan back to the Big Society Panel in May 2016.

IDEAS FOR NEW BIG SOCIETY PROJECTS

Ideas for new Big Society Projects included:

- Community Friendly Town/Business/Organisation –

- Promotes Windsor 7 Maidenhead as 'Community Friendly Towns'. Recognises businesses and organisations that contributed to this through a 'badge/charter mark'. Develop a network of organisations promoting community spirit and tackle social isolation. This would also give some structure to CSR work.
- Hairdressers could offer free haircuts to over 60s.
- Weatherspoons and Starbucks already offered coffee mornings.
- Social Action Days
 - Offer one-off volunteering opportunities linked to social action days such as transforming a local park or organising a community clear up.
 - This would work for people who want to volunteer but who are not able to commit on a permanent basis.
 - Westminster Council were doing something similar – <https://www.westminster.gov.uk/volunteering>
- Give and Gain Day
 - Encourage local companies to take part in Business in the community's Give and Gain Day:
 - <http://www.bitc.org.uk/programmes/give-gain-day> a global day of employee volunteering – 20 May 2016.
- Intergenerational Project
 - with schools and older people such as adopt-a-grandparent lunches – could link with The Windsor Boys School and The Windsor Girls School to work with a care home one afternoon per week.
- Adopt a Community
 - A business would make available experts, help fundraise, sit on as a trustee, provide mentoring, volunteer, encourage local volunteering champions.
- Crowdfunding
 - The idea is based on existing online funding platforms but within the royal Borough by connecting local good causes with people (social investors), who may wish to be involved in supporting them either through donations of money and or resources such as volunteering or expertise.

BIG SOCIETY PROJECT UPDATE

The Panel noted the milestone project report and identified a small number of specific actions as follows:

- **Action** – A full report on Devolution of Parishes to be brought to the next Big Society Panel in March.
- **Action:** Cllr Bathurst to Meet with Andrew Scott to discuss transparency in further detail.
- **Action** – a further column to be added to the Big Society Progress report showing what had moved on since the previous meeting.
- **Action** – Adopt-A-Street and Transparency to be discussed at alternate Panel meetings.

RESOLVED UNANIMOUSLY: That:

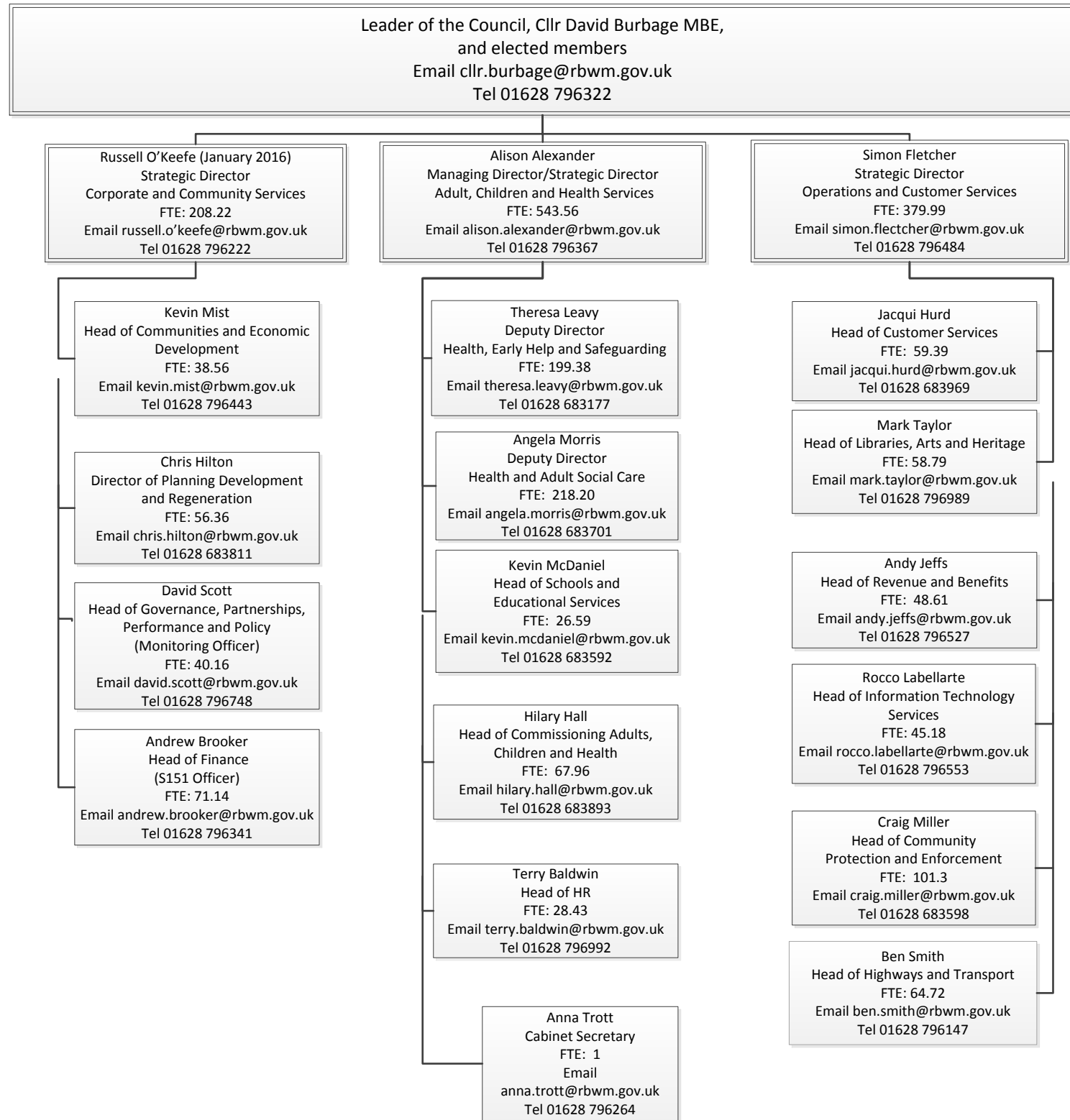
- i. **Members noted and commented on the progress of the projects.**

The meeting, which began at 7.00 pm, finished at 8.44 pm

CHAIRMAN.....

DATE.....

The Royal Borough Senior Leadership Structure Chart



This page is intentionally left blank



The Royal Borough Senior Leadership Function Chart

Cabinet Member:	Cllr Bathurst Cllr Stretton Cllr Bateson	Cllr D Wilson Cllr Dudley Cllr Love	Cllr Burbage Cllr Bathurst Cllr Brimacombe	Cllr Dudley	Cllr Airey	Cllr Coppinger	Cllr Bicknell	Cllr Coppinger Cllr Airey	Cllr Burbage		Cllr Hill	Cllr Stretton	Cllr Hill	Cllr Hill	Cllr Cox	Cllr Rayner
	<p>Kevin Mist Head of Communities and Economic Development Email kevin.mist@rbwm.gov.uk Tel 01628 796443</p>	<p>Chris Hilton Director of Planning and Regeneration Email chris.hilton@rbwm.gov.uk Tel 01628 683811</p>	<p>David Scott Head of Governance, Partnerships, Performance and Policy (Monitoring Officer) Email david.scott@rbwm.gov.uk Tel 01628 796748</p>	<p>Andrew Brooker Head of Finance (S151 Officer) Email andrew.brooker@rbwm.gov.uk Tel 01628 796341</p>	<p>Theresa Leavy Deputy Director Health, Early Help and Safeguarding Email theresa.leavy@rbwm.gov.uk Tel 01628 683177</p>	<p>Angela Morris Deputy Director Health and Adult Social Care Email angela.morris@rbwm.gov.uk Tel 01628 683701</p>	<p>Kevin McDaniel Head of Schools and Educational Services Email kevin.mcdaniel@rbwm.gov.uk Tel 01628 683592</p>	<p>Hilary Hall Head of Commissioning Adults, Children and Health Email hilary.hall@rbwm.gov.uk Tel 01628 683893</p>	<p>Terry Baldwin Head of HR Email terry.baldwin@rbwm.gov.uk Tel 01628 796992</p>		<p>Jacqui Hurd Head of Customer Services Email jacqui.hurd@rbwm.gov.uk Tel 01628 683969</p>	<p>Mark Taylor Head of Libraries, Arts and Heritage Email mark.taylor@rbwm.gov.uk Tel 01628 796989</p>	<p>Andy Jeffs Head of Revenue and Benefits Email andy.jeffs@rbwm.gov.uk Tel 01628 796527</p>	<p>Rocco Labellarte Head of Information Technology Services Email rocco.labellarte@rbwm.gov.uk Tel 01628 796553</p>	<p>Craig Miller Head of Community Protection and Enforcement Email craig.miller@rbwm.gov.uk Tel 01628 683598</p>	<p>Ben Smith Head of Highways and Transport Email ben.smith@rbwm.gov.uk Tel 01628 796147</p>
	<p>Community Partnership and Community Safety Partnership</p> <p>Community Engagement – grants to voluntary organisations</p> <p>Communications and marketing</p> <p>Economic Development</p> <p>Tourism</p> <p>Town Centre Management</p> <p>Outdoor Facilities</p> <p>Trees management - Parks</p> <p>Sports Development and SMILE</p> <p>Contract management - Leisure Centres.</p>	<p>Planning: Development management Enforcement Policy Technical Support</p> <p>Property and development</p> <p>Regeneration</p> <p>Contract management - Building control and Building Services</p>	<p>Statutory boards: Health and Wellbeing Board, Local Safeguarding Children Board, Safeguarding Adults Board</p> <p>Democratic Services</p> <p>Election Services</p> <p>Cabinet policy</p> <p>Civic events and Mayoral Office</p> <p>Business support</p> <p>Data protection and security, Freedom of Information</p> <p>Performance</p> <p>Contract management – Legal Services</p>	<p>Accountancy – financial planning, tax advice, capital finance, budget and final account consideration</p> <p>Accountancy support for service managers, financial control, statutory financial return</p> <p>Risk management</p> <p>Insurance</p> <p>Pension Fund</p> <p>Procurement</p> <p>Systems Accountancy – management and development of the council’s financial systems</p> <p>Contract management- Shared Internal Audit Service</p>	<p>Berkshire Sensory Consortium</p> <p>Children’s safeguarding – early help, child protection, children in need, children in care and care leavers</p> <p>Education, Health and Care Plans</p> <p>Educational psychology</p> <p>Education Welfare</p> <p>Elective home education</p> <p>Fostering and adoption</p> <p>Health and Family Support</p> <p>Schools Support</p> <p>Youth Offending Team</p> <p>Intensive Family Support Programme</p> <p>Multi-Agency Safeguarding Hub</p> <p>Youth Service</p>	<p>Adult Care Services</p> <p>Learning Disability</p> <p>Mental Health</p> <p>Safeguarding</p> <p>Deprivation of liberty safeguards</p>	<p>Alternative Provision, including Fair Access</p> <p>Child licensing</p> <p>Early Years Service</p> <p>Schools admissions; capital; improvement; place planning</p> <p>Virtual School</p> <p>School Leadership Development</p>	<p>Information, Advice and Support Service</p> <p>Independent Reviewing Officers/ Child Protection Conference Chairs</p> <p>Local Authority Designated Officer</p> <p>Strategic Housing policy</p> <p>Joint commissioning Local authority/CCG – children’s and adults, public health</p> <p>Principal Social Worker</p> <p>Brokerage/ Placements</p> <p>Business Support</p> <p>Project management and service development</p> <p>Quality assurance</p> <p>Contract management</p>	<p>Health and Safety</p> <p>HR Implementation and Delivery</p> <p>Learning and Development</p> <p>Payroll</p> <p>Strategic HR</p> <p>Contract management- Itrent and Agency</p>	<p>Registrars</p> <p>Council complaints (including statutory) management</p> <p>Customer Services Centre</p> <p>Facilities management – Town Hall and York House</p> <p>FSR Process</p> <p>Housing Options</p> <p>Business support</p> <p>Contract management- DMS</p>	<p>Library service</p> <p>Heritage and Arts</p> <p>Information and Digital Delivery</p> <p>Libraries Outreach and Stock</p> <p>South East Library Management Service (SELMS) Consortium Team</p> <p>Contract management</p>	<p>Council tax processing</p> <p>Business rates processing</p> <p>Financial assessment and benefits – adult social care</p> <p>Housing and Council Tax benefits and processing</p> <p>Court protection of deputyship</p> <p>Debt recovery</p> <p>Discretionary housing payments</p> <p>Management and systems controls for revenue</p> <p>Scanning and indexing of incoming post</p> <p>Contract management – Bailiff service</p>	<p>Support: Infrastructure User Business</p> <p>Research and development</p> <p>Systems administration – applications management, system development, infrastructure management</p> <p>Corporate Programme Office</p> <p>Contract management – G Cloud</p>	<p>Emergency Planning</p> <p>Environmental Health, including houses in multiple occupation, private sector housing conditions</p> <p>Environmental Protection -</p> <p>Food premises inspections, safety and hygiene, poisoning and infectious disease control</p> <p>Licensing</p> <p>Trading Standards</p> <p>Community Wardens</p> <p>Control Room</p> <p>Parking enforcement</p> <p>Sustainability</p> <p>Contract management - Waste</p>	<p>Flood risk management</p> <p>Highways and Engineering</p> <p>Highways Engineering – Traffic Parking policy and strategy</p> <p>Public Rights of Way</p> <p>Transport, Road Safety, policy, schools, including escorts</p> <p>New Roads and Streetworks Act, school crossing patrols</p> <p>Streetcare / operations/ inspections</p> <p>Management of parks and open spaces</p> <p>Trees management-highways</p> <p>Fleet management</p> <p>Walking and cycling</p> <p>Winter services</p> <p>Contract management- Grounds maintenance</p>	

This page is intentionally left blank

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	Big Society Panel
Date to be Considered	24 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 dissemination for Big Society Panel
Simon Fletcher	Strategic Director Operations and Customer Services	8 th Mar 2016	14/03/16	Cleared for dissemination for Big Society 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-Meeson	Volunteering Officer, LAHS	01628 796247

This page is intentionally left blank

Report for: ACTION



Contains Confidential or Exempt Information	NO - Part I
Title	Good Business Neighbour Competition
Responsible Officer(s)	Russell O'Keefe, Strategic Director of Corporate and Community Services
Contact officer, job title and phone number	Kevin Mist, Head of Communities & Economic Development
Member reporting	Claire Stretton, Principal Member for Culture and Communities, Cllr Ed Wilson, Ward Member Clewer South
For Consideration By	Big Society Panel
Date to be Considered	24 March 2016
Implementation Date if Not Called In	Immediately
Affected Wards	All Wards

REPORT SUMMARY

1. This report provides an update on the progress of the Good Local Business Neighbour competition launched as a pilot within Clewer and Dedworth in September 2015 as detailed within a report presented to the Big Society Panel on the 11 August 2015.
2. The Panel asked that the results of the pilot are brought back to a meeting of the panel and, if successful, the council should look to rolling out the scheme across the whole Borough.
3. The Clewer and Dedworth pilot was launched in September 2015 and residents were invited to nominate local businesses within the community that they felt had gone above and beyond their role of just providing a service.
4. To promote the competition, 2,500 leaflets were distributed in Clewer North and Clewer South with a media press release..
5. In total 76 resident responses were received, 50 of those were nominations for one local business, Dedworth Convenience Store who were subsequently awarded a winning trophy by the Mayor on 11 December 2015.
6. Ward Members have been sent details of the pilot and competition and invited to run similar competitions within their Wards.
7. Based on the success of last years pilot the competition will run again this year in Clewer and Dedworth and potentially within Ascot and Windsor.

If recommendations are adopted, how will residents benefit?	
Benefits to residents and reasons why they will benefit	Dates by which they can expect to notice a difference
Residents have an opportunity to nominate businesses in their local area that they feel have been exemplary community neighbours and/or have made a positive contribution to the local community.	1 September 2016
<p>The competition will enable businesses to connect with their local communities creating on going links with residents, an opportunity to publically recognise examples of good practice, resolve local issues and potentially a greater future involvement in the community.</p> <p>It will encourage businesses to take pride in their local environment, shop/business fronts, seek to employ local people where possible, and encouraged to become more embedded in the local community</p>	1 September 2016

1. DETAILS OF RECOMMENDATIONS

RECOMMENDATION: That the Committee:

- i. Notes the success of the Good Local Business Neighbour competition pilot in Clewer and Dedworth;**
- ii. Requests that the Community Partnerships Team works with other ward councillors to extend the Good Local Business Neighbour competition to other areas across RBWM.**

2. REASON FOR RECOMMENDATION(S) AND OPTIONS CONSIDERED

2.1 As a vanguard authority for the Big Society, the Council is committed to ensuring that local businesses, as corporate local citizens, are encouraged to be more widely involved in initiatives that seek to engage with and support local communities.

2.2 This competition seeks to encourage local businesses to connect with their local communities, become more involved in Corporate Social Responsibility (CSR) and to contribute to those communities by being a responsible Community neighbour.

2.3. The competition is an extension of the Council's long standing commitment to working with and supporting local communities and builds on the success of other local initiatives such as the Adopt-A-Street scheme, the annual Best Kept Street, Love Dedworth project and CSR activity.

2.4 The pilot competition was launched in Clewer and Dedworth in September 2015 (see press release Appendix A) and promoted locally by Ward Members. The

nominations received were judged by the Ward Members against meeting certain criteria that demonstrated how their business was being good local neighbours within their communities (attached at Appendix B).

2.5. Local businesses were nominated for a wide variety of different reasons with a total of 76 resident responses being received. 50 of those were nominations for one local business, Dedworth Convenience Store who was judged to be the overall winner with the Mayor presenting the business with the winning award on 11 December 2015. The nomination by business are detailed below

Dedworth Convenience Store	-	41 votes
Woody's Café	-	17 votes
Scott's Fish and Chip shop	-	5 votes
Hetpole Chemist	-	3 votes
Mahjacks	-	2 votes
Bath and Bone	-	2 votes
Continental Cleaners	-	2 votes
Dedworth Post Office	-	1 vote
Costa Outlet	-	1 vote
Horler Estate Agent	-	1 vote
QV London	-	1 vote

2.6 Although there is no financial prize, the winner received a glass plaque giving public recognition of being the premier Good Local Business Neighbour and publicly promoting their achievement - encouraging other businesses to engage in the community. The store displays its award prominently.

2.7 Feedback received by ward councillors following the competition confirmed that that

- local businesses not involved with the pilot had asked what they needed to do to win the award for the following year.
- Shops and businesses had started to ask what more they could do for their communities
- Comments from residents confirmed that the efforts made by local business to be active members of the community when the extra mile for their communities were being recognised
- Residents had started looking at local businesses as local neighbours.

Option	Comments
The Council chooses to support the Good Local Business Neighbour competition and for it to be extended to other areas across the borough.	This would be consistent with the Council's commitment to encourage businesses to make stronger links with the local community and to encourage them to be involved in Corporate Social Responsibility- learning about the impact they have on the local environment both positive and negative, encouraging them to be more active in

Option	Comments
	their local community and understand the importance of local civic participation. This is the recommend option
The Council chooses not to support this competition and for it to be extended to other areas across RBWM.	Local residents will lose an opportunity to nominate a business they think particularly stands out in the local community. Businesses will not be aware of how much their business is appreciated in the area and the links between businesses and residents will not have the opportunity to become stronger. This option is not recommended

3 KEY IMPLICATIONS

Defined Outcomes	Unmet	Met	Exceeded	Significantly Exceeded	Date they should be delivered by
Number of Good Business Neighbour Competitions held	<3	3-4	5	> 5	31/03/17

4. FINANCIAL DETAILS

Financial impact on the budget

	2015/16	2016/17	2017/18
	Revenue £'000	Revenue £'000	Revenue £'000
Addition	£0	£0	£0
Reduction	£0	£0	£0

	2015/16	2016/17	2017/18
	Capital £'000	Capital £'000	Capital £'000
Addition	£0	£0	£0
Reduction	£0	£0	£0

4.1 The initiative will be funded through existing budgets.

5. LEGAL IMPLICATIONS

5.1 There are no direct legal issues arising from this report.

6. VALUE FOR MONEY

6.1 The competition aims to encourage local civic participation by connecting local communities and businesses therefore improving the services and environment for local residents. This competition is a non bureaucratic initiative; the nomination process is a simple application form or an on-line nomination. Where possible the council would seek to secure additional sponsorship through local employers.

7. SUSTAINABILITY IMPACT APPRAISAL

7.1 N/A

8. RISK MANAGEMENT

8.1

Risks	Uncontrolled Risk	Controls	Controlled Risk
Residents and local businesses are not aware of a local competition.. There is insufficient interest from residents to nominate local businesses.	Medium	The council, and in particular the Community Partnership Team and Ward Members, use its communication channels to ensure residents and local communities are made aware completion launches.	Low

9. LINKS TO STRATEGIC OBJECTIVES

9.1 Residents First

- Support Children and Young People
- Improve the Environment, Economy and Transport
- Work for safer and stronger communities

Value for Money

- Deliver Economic Services
- Improve the use of technology

Delivering Together

- Deliver Effective Services
- Strengthen Partnerships

10. EQUALITIES, HUMAN RIGHTS AND COMMUNITY COHESION

10.1 None

11. STAFFING/WORKFORCE AND ACCOMMODATION IMPLICATIONS

11.1 None.

12. PROPERTY AND ASSETS

12.1 None

13. ANY OTHER IMPLICATIONS

13.1 None.

14. CONSULTATION

14.1 None

15. TIMETABLE FOR IMPLEMENTATION

Stages	Timescale
Report to Big Society Panel	24 march 2016
Launch of local competitions in other areas of the Borough	From April 2016 on wards

16. APPENDICES

16.1 Appendix A, Press release.

16.2 Appendix B, Competition Judging Criteria

16.2 Appendix B, Media coverage

17. BACKGROUND INFORMATION

17.1 None

18. CONSULTATION

Name of consultee	Post held and Department	Date sent	Date received	See comments in paragraph:
Internal				
Cllr Bateson	Chief Whip and Lead Member for Neighbourhood Planning	12/03/16	15/03/16	
Cllr Stretton	Principal Member for Culture and Communities	11/03/16	11/03/16	
Cllr Ed Wilson	Ward Member Clewer South	11/03/16		
Russell O'Keefe	Strategic Director of Corporate and Community Services	11/03/16		
Kevin Mist	Head of Communities and Economic Development	11/03/2016		
Christopher Targowski	Cabinet Policy Manager	11/03/16	15/03/16	
External				

19 REPORT HISTORY

Decision type:	Urgency item?
Non-key decision	No.

Full name of report author	Job title	Full contact no:
Harjit Hunjan	Community and Business Partnerships Manager	01628 796947

Appendix A:

Press Release -17.9.15

- **Calling all businesses in Clewer and Dedworth**

Residents and businesses in an area of Windsor are being encouraged to nominate a local company that they feel makes a real difference to the community.

Nominations are currently being sought for the Clewer and Dedworth **Good Local Business Neighbour Award**. The business can be any size, as long as the nominee feels it plays an important role in the community.

The nominees may keep their shop clean and clear of litter, sponsor community groups or help residents in some way. The competition is a chance for businesses to make further connections with local communities and links with residents.

Judges of the competition will include ward councillors and the winner will receive a trophy.

Cllr Edward Wilson, Clewer South, said: "The sort of businesses we are looking for don't just sell us goods and services, they make a real difference to Clewer and Dedworth and are at the heart of the community."

Leader, Cllr David Burbage said: "We want to recognise businesses in Clewer and Dedworth that go the extra mile for their community."

"This is a further example of Big Society in action and it will encourage companies, big and small to take pride in their local environment."

This Award is a pilot scheme and we may be in a position to roll it out to other wards in the Royal Borough in the future

Nominations should be submitted to Debra Beasley, community partnership officer, by email debra.beasley@rbwm.gov.uk or by calling 01628 796100. Please give the name of the business and the reason(s) why you think they deserve to win.

Alternatively you can contact you a Clewer North, Clewer South or Dedworth councillor. Closing date for nominations is Sunday 15 November.

Contacts:

Cllr Edward Wilson, Clewer South, tel: 07747 007913

Debra Beasley, Community Partnership Officer, tel: 01628 796100

Appendix B

Competition Judging Criteria

1. Appearance – external building (score out of xx)

- Is building well kept/maintained? – Windows/doors etc.?
- Is the area outside the business clean and tidy?
- Is it free of litter, card board, wooden crates etc.?
- Are there any extra Litter bins?
- Is the area immediately in front of the business attractive, are there?
- Has the business planted any flowers/shrubs/trees planted?

2. External Signage (Score out of xx)

- Is it in keeping with the area?
- Do they look attractive?
- Are they clean/well maintained?

3. Is the business a considerate neighbour? (score out of xx)

- Are vehicles and cars parked (staff and customers) parked in a considerate manner (not on pavements etc.).
- Is the Business an Adopt-A-Street Business
- Does it or has it supported the local community i.e. local events /street parties /Charities etc.

4. Customer service (score out of xx)

- Is the staff friendly and helpful?
- Does the business provide excellent levels of customer service?

Appendix C

Local media coverage (Windsor Ascot and Eton Express)

Dedworth Convenience Stores win award for 'going the extra mile'

A convenience store has won an award for going the extra mile.



Dedworth Convenience Stores, in Dedworth Road, was nominated for the Clewer and Dedworth Good Local Business Neighbour Award by other residents. It is owned by Daljit Toor and Manjit Toor.

The award was launched in September for businesses that residents feel go the extra mile. It was open to all businesses that play 'a key role' in the community.

Cllr Ed Wilson (Con, Clewer South) said: "The community has spoken. A very large number of residents cited Dedworth Convenience Stores as a place where they go out of their way, especially for older people who find the owners very friendly and helpful.

"They also clean the front of their shop from time to time, helping keep Dedworth clean." The shop was presented with a glass plaque by the Mayor of the Royal Borough, Cllr Eileen Quick, on Friday, December 11.

The award is a pilot scheme that may be rolled out to other wards in the borough in the future.

Report for: INFORMATION



Contains Confidential or Exempt Information	NO
Title	Bright Idea Competition Winners 2015/16
Responsible Officer(s)	Russell O'Keefe
Contact officer, job title and phone number	Strategic Director Corporate and Community Services 01628 79 6222
Member reporting	Cllr. Claire Stretton Principal Member for Culture and Communities
For Consideration By	Big Society Panel
Date to be Considered	24 March 2016
Implementation Date if Not Called In	NA
Affected Wards	All

REPORT SUMMARY

1. The report updates members on the outcome of the 2015/16 Bright Ideas competition and outlines the process whereby shortlisted entries were evaluated and the final outcome determined.
2. Appendix A (attached) provides further information about the winning and runner up entries
3. It recommends that members note and comment on the report. .
4. These recommendations are being made to deliver the Council's Big Society objectives: residents more involved in their communities and residents better able to shape council policy and delivery.
5. There are no financial implications for the budget as the cost of implementing the winning projects can be contained within the previously agreed budget.

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
The Challenge prize is intended to bring forward innovative solutions to specific problems identified by local people as important to them. It gives Residents the	Vary in respect of individual projects.

opportunity to nominate important issues and to come forward with proposed solutions.	
---	--

1. DETAILS OF RECOMMENDATIONS

RECOMMENDATION: That the Big Society Panel should note and comment on the report.

2. REASON FOR RECOMMENDATION(S) AND OPTIONS CONSIDERED

2.1 The recommendation will ensure that Members are updated on the manifesto commitment to fund a Bright Idea competition.

Option	Comments
Members receive an update on the 2015/ 16 and comment on the report and any changes they would like to see for 2016/17.	This is the recommended option.
Members do not receive an update or consider implications for the following year's competition.	This is not the recommended option.

3. KEY IMPLICATIONS

3.1 The success of the programme will be measured by the number of winning and runner up projects that are delivered on time and to budget and meet residents' expectations. The target of delivering all of the winning and runner up projects could be exceeded if some of the projects that were shortlisted but not selected as a winner/ runner up could also be delivered.

Defined Outcomes	Unmet	Met	Exceeded	Significantly Exceeded	Date they should be delivered by
Number of projects delivered	3 or less	4	5	6	31 March 2017

4. FINANCIAL DETAILS

Financial impact on the budget

	2015/16	2016/17	2017/18
	Revenue £20,000	Revenue £20,000	Revenue £20,000
Addition	£0	£0	£0
Reduction	£0	£0	£0

	2015/16	2016/17	2017/18
	Capital £'000	Capital £'000	Capital £'000
Addition	£0	£0	£0
Reduction	£0	£0	£0

The Bright Idea Competition is funded from an annual £20,000 Challenge Fund within the Community Partnership Team's Revenue Budget.

Members have requested that the Personalised Shopping Bag project should be delivered from the Green Redeem Budget.

The cost of delivering the winning and runner up projects can be contained within the identified budgets.

5. LEGAL IMPLICATIONS

- 5.1 The Council has the powers to carry out this function under Section 1 of the Localism Act 2011, General Power of Competence.

6. VALUE FOR MONEY

- 6.1 The Bright Idea competition can be considered good value for money because, for relatively small sums of money it delivers innovative projects with a high public profile to address priorities identified by residents and encourage residents to actively participate in their communities.

7. SUSTAINABILITY IMPACT APPRAISAL

- 7.1 The Ambassadors chosen for this year's competition are Roz Savage who rowed solo across three oceans to raise awareness of environmental issues and her partner Howard Lack, Chief Executive of the Environmental Charity, Plastic Oceans; together they have actively campaigned to highlight environmental issues and free the world's oceans of plastic waste.
- 7.2 The winning and runner up projects are in their different ways concerned with the environment:
- Community allotments encourage local food production reducing the distance food travels and consequent pollution.
 - Erection of a swift tower will impact the conservation of a threatened bird species and support bio diversity.
 - Personalised shopping bags are intended to encourage use of re-usable shopping bags and reduce reliance on plastic bags.

8. RISK MANAGEMENT

Risks	Uncontrolled Risk	Controls	Controlled Risk
The chosen projects fail to be delivered.	MEDIUM	<p>The evaluation process was extended to allow thorough evaluation of the shortlisted projects and ensure they are deliverable before the winners/ runners up were announced.</p> <p>Project plans will be prepared and monitored for each project using Agile project methodology..</p>	LOW

9. LINKS TO STRATEGIC OBJECTIVES

9.1 The Bright Idea competition has the potential to contribute to any or all of the Council's Strategic priorities. It specifically relates to the priority of putting Residents First.

10. EQUALITIES, HUMAN RIGHTS AND COMMUNITY COHESION

10.1 There are no equality or human rights implications arising from the report.

11. STAFFING/WORKFORCE AND ACCOMMODATION IMPLICATIONS

11.1 None

12. PROPERTY AND ASSETS

12.1 A site for the proposed Community Allotment has been identified at Boyn Grove Resource Centre. The site will remain under Council ownership and management.

12.2 A potential site for the proposed Swift Tower has been identified within the Braywick Nature Reserve.

13. ANY OTHER IMPLICATIONS

13.1 None identified.

14. CONSULTATION

14.1 The Bright Idea competition is consultative in its nature because residents are invited to submit their ideas.

14.2 Relevant officers were consulted in evaluating the ideas received and in evaluating the ideas that had been shortlisted to ensure their viability.

15. TIMETABLE FOR IMPLEMENTATION

Date	Details
By 31 May 2016	Briefs for the winning and runner up projects agreed with the residents and relevant officers so that it is clear what will be delivered. Key milestones and or completion dates agreed with the residents and relevant officers so that it is clear when key outputs will be delivered.

16. APPENDICES

Appendix A – The Bright Idea Competition 2015/16 : Winning and Runner Up Entries

17. BACKGROUND INFORMATION

17.1.1 The council's £20,000 Bright Idea Challenge Prize is an annual competition that invites residents to come up with innovative solutions to local problems. The winners and runners up receive a small cash prize plus up to £5,000 funding for their ideas and support from a relevant officer and a lead councillor to make them happen.

17.2 A number of changes were made for this year's competition. This included giving directorates an opportunity to comment on ideas before they were passed to the judges and an extended evaluation process to ensure that the ideas that had been shortlisted would be deliverable before the winners were announced.

17.3 The competition was launched on 15 September with a closing date for entries of 30 October. A total of 63 entries was received of which 6 were from young people under eighteen years of age. There were fewer entries than in the previous year (130 entries received of which 30 were junior) but it was anticipated that this would be the case because the bar had been set slightly higher this year with an emphasis on commitment to delivering ideas rather than simply coming up with them.

17.4 The judging panel met on 23rd November and agreed a shortlist of entries for further evaluation. The emphasis of the evaluation phase was less on narrowing

the list down than on ensuring the ideas that had been put forward would be deliverable. The original idea of judges meeting with the shortlisted candidates was dropped in favour of the community partnerships officer meeting with the shortlisted candidates and reporting back to the judges.

17.5 There were several ideas related to community allotments and or food distribution. The judges requested that these should be looked at together with the entrants asked to consider collaborating. The ideas considered in this category were:

- A community allotment for Maidenhead (put forward by two different entrants)
- A sustainable fresh food supply/ community garden for residents below the poverty line (put forward by a Windsor resident)
- A 'ripe and ready' scheme gathering and distributing surplus food from existing allotments
- A community café providing food to people who were homeless or less well off (put forward by the same resident who came up with the 'ripe and ready scheme')

17.6 The other shortlisted ideas were:

- A Swift Tower
- Personalised Shopping Bags to encourage use of re-usable bags
- Story Circles – meeting once a month to allow people to share their stories

17.7 Two entries were considered for the junior prize:

- A healthy eating competition/ exhibition
- Plastic bag recycling facilities in shops

17.8 The Judges met to finalise the outcome of the competition on 9th February. The Winning and Runner Up entries were as follows:

- First Prize : A Community Allotment for Maidenhead (jointly awarded to Sue Brett and Sue Walker).
- Runner Up : Swift Tower (Jan Stannard)
- Runner Up : Personalised Shopping Bags (Yee Foskett)
- Highly Commended (adult category) : Story Circles (Abhi Arumbakkam)
- Junior Prize Winner : Healthy Eating Competition & Exhibition (Sammi Talha)

Further information about the Winning and Runner Up entries is presented in Appendix A.

17.9 An award ceremony for the Winning and Runner Up ideas took place on March 10th at Windsor Guildhall. Prizes were presented by the Bright Idea Ambassadors Roz Savage, the first woman to row solo across three oceans and her partner Howard Lack the environmental champion.

18. CONSULTATION (MANDATORY)

Name of consultee	Post held and Department	Date sent	Date received	See comments in paragraph:
Internal				
Cllr Burbage	Leader of the Council			
Cllr Stretton	Principal Member Communities and Culture			
Cllr. Bateson	Chair of Big Society Panel			
Russell O'Keefe	Strategic Director Corporate and Community Services	07/03/16		
Kevin Mist	Head of Communities and Economic Development	03/03/16		
External				

REPORT HISTORY

Decision type:	Urgency item?
For information	No

Full name of report author	Job title	Full contact no:
Andrew Green	Community Partnership Officer	01628 682940

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,

Stages in the life of the report (not all will apply)	Date to complete
1. Officer writes report (in consultation with Lead Member)	03/03/16
2. Report goes for review to head of service or DMT	7/03/16
3. To specialist departments: eg, legal, finance, HR (in parallel)	7/03/16
4. To lead member	10/03/16
5. To CMT	NA
6. To the leader	10/03/16
7. To overview or scrutiny, if a cabinet report	NA
8. To Big Society Panel	15/03/ 16

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

APPENDIX A

BRIGHT IDEA COMPETITION 2015/16

1. A Community Allotment for Maidenhead

The idea of a community allotment has come up before in previous competitions so some preliminary discussions had already taken place about potential locations as part of the council's commitment to follow up on unsuccessful entries from the previous competition.

A potential site had been identified at Boyn Grove Resource Centre and it was confirmed, as part of the evaluation process, that the site was feasible and would have the support of the Resource Centre Manager. The Resource Centre are supportive of the idea and will seek to involve service users with learning disabilities in the project but they have made clear they do not have the resources to organise the project or take on responsibility for outside volunteers. Sue Brett made contact with Maidenhead Transformation, a group committed to local food production and has identified a core group of volunteers who will help to deliver the project. Sue Walker has made contact and arranged a meeting with an existing community allotment in Cookham who have provided advice and encouragement. Project funding, anticipated to be around £3,000 will be used to purchase equipment and storage facilities and seeds for planting.

It is not anticipated that the project will generate substantial food surpluses; the emphasis will rather be on sustainability and bringing the community together.

The associated ideas will be further investigated within available resources but are not currently at a stage where they could be delivered:

- the Windsor resident who came up with the sustainable food idea has said that she does not have time to commit to it. Windsor Horticultural Allotment and Gardens Association (WHAGA) would potentially let land to a group but could not commit to organising them.
- The Ripe and Ready (surplus allotment food) project is dependent on volunteers who would collect surplus crops from allotments for distribution but, because the food is perishable, this would have to happen on a very regular basis and we have not established there are sufficient volunteers who could commit to this. It happens already on a small scale but would be difficult to extend. It is also the case that most Food Banks (the Windsor one included) will not accept perishable food because it presents logistical and storage problems for them.
- The community café idea has been around for some time. Sue Brett is actively pursuing the idea but there have been continuing problems identifying a suitable site.

2. A Swift Tower

The Swift Tower is a new and innovative option for helping these threatened birds. It would be free-standing and would provide a place for a new breeding colony of

swifts to become established contributing to urban biodiversity. It would potentially have cameras and an internet connection so that local schoolchildren and residents would be able to see eggs and then baby swifts in the nest and watch them in real-time online as they hatch and grow.

A Swift Tower will help to halt the catastrophic decline of our local swifts. The number of swifts in the area has fallen by 50% in 20 years, according to the author of *The Birds of Berkshire*, Brian Clews, who completed the most recent bird survey in the county. Swifts nest in old buildings, but old buildings are being knocked down or repaired, and new buildings have no nooks or crannies for swifts to nest, so swifts are arriving back from Africa to raise a new family, and they are finding their nesting places have gone – they are homeless. This means they cannot breed and so their numbers are falling at a drastic rate.

Residents will be made more aware of biodiversity and nature and schoolchildren will be able to learn about swifts and nature through finding out about the Swift Tower and visiting it during the breeding season. Residents will be able to enjoy seeing the world's fastest bird in flight in the skies around the town. It will improve Maidenhead's reputation as a biodiverse town which cares about nature and swifts eat midges and mosquitoes, up to 2,000 insects each a day. With a 75%-80% occupied swift tower of 20 nesting places, the birds would consume nearly half a million midges and mosquitoes a week!

The entry identified that a British-made specialist Swift Tower is available (made in Northern Ireland) which has a proven history of success and that the cost (excluding erection) of a tower with 20 nesting places would be approximately £3,100. There is a Maidenhead Swift Group with 100 plus members who would be willing to help with the installation and are in contact with recognised swift experts from other parts of the country able to provide specialist advice. Swift attraction calls would be included in the build, along with solar power to power the call system. This attracts swifts to the new nest sites to establish the new breeding colony. Video cameras could be installed at a later date so that the residents and school children could enjoy watching the birds and their young. Jason Mills, the Conservation and Community Engagement Officer at Braywick Nature Reserve is supportive of the project and has identified a potential site at the reserve.

Judges requested the group to identify alternative designs for the tower that would sit better in the landscape but the only tried and tested alternative is considerably more expensive £20,000- £40, 000 and other alternatives looked at (a brick built design, planting trees around the pole or growing something up it) would affect the young birds' flight path or allow rodents to climb and access the nest and/or could not be erected on the identified site which is an old landfill site and will not sustain a substantial building. Officers are working with the group to identify how the original design could sit better in the landscape by e.g. painting it a more sympathetic colour and/or surrounding it with suitable lower level planting that would not affect the birds' flight path. Erection of the tower will be supported by Outdoor Facilities to ensure that it is safe. Additional costs (i.e. more than £3,100) will be incurred in modifying (or changing) the design and having it professionally erected but the additional costs are supportable within the overall budget.

3. Personalised Shopping Bags

The Personalised Shopping Bag idea was inspired by recent legislation requiring shops to charge for carrier bags. The resident suggested that a local printing company could help to print designs created by the customers onto bags. Personalised Shopping Bags would be more likely to be cherished and reused (i.e. as presents, or to promote something) and children could be taught about recycling during school, designing a print for their bags which could be fabric or plastic but would have to be reusable. It was suggested that the idea could be linked to recycling points.

The entrant successfully made contact with a Bray based company 'Something Personal' who specialise in personalising various goods including bags and a meeting took place with the entrant, the MD from Something Personal and Green Redeem. The local company 'Something Personal' were put in touch with Green Redeem re becoming a Reward Partner. Judges have asked for funding for the project to come out of the Green Redeem budget. Seed funding of around £3,000 would be used to subsidise purchase of bags and some of the print costs. It will help Something Personal to offer a discount in the form of a voucher obtainable in exchange for recycling points through Green Redeem. Something Personal would benefit through marketing/ brand awareness. Green Redeem would issue vouchers that could be exchanged with 'Something Personal' for a personalised bag.

Something Personal can offer a limited range of designs for gifts (including bags) that are personalised by addition of the customers name or more detailed personalisation can be achieved through use of scanned photos/ design. Providing a discounted voucher would allow the resident/ customer to choose the level of personalisation that they require.

4. Healthy Eating Competition/ Exhibition

The winning junior entry was submitted by a twelve year old boy who wanted to put on an event that would be all about health eating. There were different components to the idea: a healthy eating exhibition, a healthy food market, cooking demonstrations from famous chefs and a 'cook off' competition but a meeting with Sammi and his mother established that he was most interested in the 'competition' element of the idea. He had competed in something similar and had an idea about how it would work that would make the idea deliverable.

The first stage of the competition would be an online/ paper based exercise where young people would be invited to submit a healthy menu. Judges would then select four or five entrants who would be invited to a central point where they would be invited to cook their menu with the support of a professional or ideally a celebrity chef. Sammi and his mother have spoken to his school Trevellyan and they would be willing to make the school's kitchen available for something like this.

The associated, exhibition idea would be a bigger organisational challenge but is potentially scaleable up or down depending on the resources Sammi and his mother could bring to this and the level of support that can be committed from the Council. Public Health and Youth Services can offer advice and support but would not have the resources to take on administration involved in delivering the event. Sammi's mother feels she can get a 'great team' behind her to support the event but it will be important we don't allow her to overcommit.

Sammi's ideas for the event include:

- Healthy Food Market: Companies can rent space to advertise and sell their healthy foods. They can also give out tasters and samples. This is a good opportunity for local companies to advertise their businesses for example farm shops.
- Cooking Demonstrations from Famous Chefs: : I would like to arrange and attend cooking demonstrations by good chefs like Jamie Oliver and local restauraners, that would go on throughout the day and people could watch
- Food Hall: A picnic area for people to buy food and eat on site. Stalls space will be rented to companies that serve healthy food.
- Cook Off Competition: Five menus will be chosen. On the day winners will get to come to make their dishes and these will be judged by the famous chefs. Prizes will be awarded. Ideally the event will be held at a venue like Windsor Race Course or a more central location in the town centre.

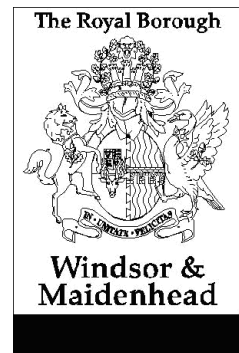
5. **Story Circles** (Highly Commended)

A Story Circle that meets once-a-month that allows people to share their stories. Initially, to be run as a pilot project for six months, The Story Circle will allow residents of the borough to share the tales from their lives. It will be themed each month and each story-teller will get approximately 3 minutes (depending on how many there are) to tell their stories. They could use music, photos or props to liven their narrative. The session would be informal and would run for about two hours and will be facilitated by someone who could keep it running smoothly.

The stories could be personal stories or any stories participants want to share. There would be 5 mins talking time followed by 2 minutes of questions. The event could potentially happen on a Saturday morning or in the evening – possibly after school as it could be an inter-generational event. It would initially run once a month for six months.

The Judging Panel asked for this idea to be progressed if possible.

Report for: *INFORMATION*



Contains Confidential or Exempt Information	<i>NO - Part I</i>
Title	Progress on Big Society Projects
Responsible Officer(s)	Russell O'Keefe, Strategic Director Corporate and Community Services
Contact officer, job title and phone number	Kevin Mist, Head of Community Services and Economic Development
Member reporting	Cllr. Christine Bateson, Chair of Big Society Panel
For Consideration By	Big Society Panel
Date to be Considered	24 March 2016
Implementation Date if Not Called In	N/A
Affected Wards	All

REPORT SUMMARY

1. This report provides an overall summary of progress being made on the RBWM Big Society projects.
2. Appendix A is presented in a new format with a column identifying actions since the last meeting and another identifying current actions/ next steps.
3. Key milestones, formerly presented as Appendix B, have been incorporated into Appendix A.
4. The report recommends that the progress on the current Big Society projects should be noted and that a report to the next Panel on the forward plan should address future reporting arrangements.
5. These recommendations are being made to ensure that the Big Society projects are progressed as timetabled.
6. Nine projects are marked as on track. Two projects are marked amber indicating slippage against the original timetable. These are: Pledgebank, and Member Budgets.

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
RBWM has developed this suite of projects to support the commitment to being a vanguard for the Big Society. The	The projects have different

successful implementation of these projects will help to promote and enable a more active role for local residents within the Borough.

implementation dates – please see Appendix B for details.

1. DETAILS OF RECOMMENDATIONS

RECOMMENDATION :

- i) **That Members should note and comment on the progress of projects.**
- ii) **That a report to the next Big Society Panel on the forward plan should address future reporting arrangements.**

2. Reason for Recommendation(s) and Options Considered

- 2.1 The recommendation is intended to ensure that Big Society Projects are on track and being delivered.
- Appendix A provides an update on progress against the Big Society projects since the last Panel meeting on 27 January 2016. Nine are marked as on track. Two projects Member Budgets and Pledgebank have been marked as Amber meaning that there has been slippage against the original timetable.
- 2.2 The format of Appendix A has been changed to meet Members' request for an additional column highlighting actions since the last meeting. A further column has been added indicating current actions and next steps. Key milestones, formerly presented as Appendix B have been incorporated into Appendix A.
- 2.3 The new presentation highlights that several of the 'projects' currently reported to the Big Society Panel on a regular basis have been running since the Big Society Panel was established and are 'business as usual' rather than projects in the accepted since. Action is ongoing and repetitive and does not lend itself to reporting key milestones.
- 2.4 Members have requested that the next meeting of the Big Society Panel should consider a Forward Plan for the Panel. The next meeting of the Panel will need to consider new projects to be brought forward and a more appropriate way of reporting existing work streams.

The options considered are:

Option	Comments
<p>The Panel notes the progress of the Big Society projects.</p> <p>This is the recommended option.</p>	<p>The attached appendices provide details to Members on the Big Society suite of projects.</p>
<p>Officers do not provide updates on Big Society projects.</p> <p>This is not a recommended option.</p>	<p>Members would be unable to assess progress and ensure objectives are being met.</p>

3. Key Implications

Defined Outcomes	Unmet	Met	Exceeded	Significantly Exceeded	Date they should be delivered by
Projects are on track to meet defined objectives.	< 12	12	12 with one or more projects having exceeded targets or delivered ahead of schedule.	12 with two or more projects having exceeded targets or delivered ahead of schedule.	Specific targets and the dates by which they should be achieved are identified in Appendix A.

4. Financial Details

Financial impact on the budget

There are no financial implications arising from this report.

5. Legal

There are no direct legal implications arising from this report. When the individual projects have required legal advice, this has been provided.

6. Value for Money

The cost of the various projects will differ but, all projects are designed with due regard to value for money considerations.

7. Sustainability Impact Appraisal

A number of the Big Society projects will contribute to the Council's environmental sustainability. Adopt a Street will increase recycling rates and contribute to keeping the environment of the Royal Borough free of litter and detritus. Finally, through Neighbourhood Participatory Budgeting and Greenredeem there is an opportunity for community renewable projects to receive funding.

8. Risk Management

Please see key risks identified in Appendix A – status grid.

9. Links to Strategic Objectives

All of RBWM's strategic objectives link to the Big Society projects:

Residents First

- Support Children and Young People

- Improve the Environment, Economy and Transport
- Work for safer and stronger communities

Value for Money

- Deliver Economic Services
- Improve the use of technology

Delivering Together

- Enhanced Customer Services
- Deliver Effective Services
- Strengthen Partnerships

Equipping Ourselves for the Future

- Equipping Our Workforce
- Changing Our Culture

10. Equalities, Human Rights and Community Cohesion

In line with RBWM’s comprehensive equality policy, any new projects, or changes to policy will require completion of an EQIA. It is the responsibility of each project manager to ensure these have been completed.

11. Staffing/Workforce and Accommodation implications – None

12. Property and Assets – None

13. Any other implications – None

14. Consultation - None

15. Timetable for Implementation

Varies for different projects

16. Appendices

Appendix A – RBWM Big Society Projects Status Grid

17. Background Information - none

18. Consultation (Mandatory)

Name of consultee	Post held and Department	Date sent	Date received	See comments in paragraph:
Internal				
Russel O’Keefe	Strategic Director Corporate and Community Services	15/03/16	15/03/16	
Kevin Mist	Head of Communities and Economic			

	Development			
Cllr Bateson	Chair of Big Society Panel	15/03/16	16/03/16	
Cllr Burbage	Leader of the Council	15/03/16		.

Report History

Decision type:	Urgency item?	
For information	No	
Full name of report author	Job title	Full contact no:
Andrew Green	Community Partnerships Co-Ordinator	01628 682940

Appendix A: RBWM Big Society Projects - Status Grid for the Big Society Panel on 24 March 2016

Project	Status RAG ¹	Progress Since Last Meeting	Current Actions and Next Steps	Performance against SMART objectives	Key Risks/ Issues/ Barriers
<p>1) Devolution to Parishes</p> <p>Lead: Ben Smith</p>	G		A report on the Delivering Differently programme will be considered by Cabinet on 31 st March.	<p>Completion of the feasibility study by March 2016.</p> <p>2016/17 objectives to be identified in the forward plan.</p>	The project is dependent on the degree of parish interest – this will be mitigated by regular meetings with parishes and continued communication.
<p>2) Adopt a Street/ Adopt A Highway</p> <p>Lead: Kevin Mist/ Harjit Hunjan</p> <p>54</p>	G	<p>A further school, St Mary's Roman Catholic School, Maidenhead signed up to the scheme.</p> <p>A group from Cookham Dean WI signed up to the scheme.</p> <p>The 'Clean for the Queen' initiative was promoted to all councillors and community clear ups subsequently took place in Eton Wick, Clewer and Cookham Dean.</p>	<p>Adopt A Street is well established and operates on a 'Business as Usual' basis.</p> <p>Ongoing actions to maintain and support existing volunteers and increase participation by residents, schools, businesses and community groups.</p>	<p>The target for Adopt A Street to recruit 1100 Adopt A Street Volunteers by March 2016.</p> <p>The number of Adopt A Street volunteers has increased from 1067 to 1093 since the last meeting.</p>	<p>A marketing plan is in place aimed at ensuring sustainable interest and support for current and new schemes.</p> <p>The key barriers to the Adopt A Highway element is identifying suitable stretches of highway based on need and securing the commitment of local employers to adopt the stretch of highway.</p>

1

Green	All milestones have been achieved and original timetable has been met.
Amber	The project is still progressing; however there has been some slippage in relation to the original timescales set.
Red	Progress has stopped, and there are significant delays in relation to the original timetable.

			<p>been donated. The top 5 groups are:</p> <ul style="list-style-type: none"> • East Berkshire Downs Syndrome Support Group Summer Camp • Refurbishment of Sunninghill Guide Hut • Indoor Hockey Equipment - The Marist Schools • The Dash Charity - Domestic Abuse Assistance • Windsor Horse Rangers equestrian mirrors 		
<p>c) Member Budgets 56</p>	<p>A</p>	<p>45 Councillors have spent all of their funds. A total of £33,750 has been donated during the 2015/16 financial year. The remaining £9,000 has been carried forward to 2016/17.</p> <p>Some of the 12 Members that have not spent their budget in 2015/16 have provided details of the projects that they will be supporting in 2016/17.</p>		<p>By 31 March 2016 57 Royal Borough Councillors to have accessed member funding or have identified projects to enable funding to be carried over to 2015/16.</p>	

d) Youth Participatory Budgeting	G	None – the programme is delivered in two tranches and both have been completed for the current year,	Dates to be agreed for the 2016/17 programme.		
4) Transparency Lead: David Scott/ Andrew Scott 57	G	None specific.	The Transparency page is being continually updated and refreshed. Information has been added to this page or current content updated in accordance with the Department for Communities and Local Government's (DCLG) Transparency code. The Officers are working towards meeting all the requirements specified within the code. Work with FOI's is continuing.	The 2015/16 targets was to ensure that hits on the Transparency page average at least 125 per month for 2014/15.	Risk of not knowing what else residents want to see. Ensuring that the Council makes sufficient progress in meeting the requirements on the standards for publishing information.
5) Ways into Volunteering Lead: Kevin Mist/ Harjit Hunjan	G	A meeting of the Officer Volunteer Group took place on 9 March 2016.		The target for volunteers supporting Council services by March 2016 was 4000 volunteers. There are currently 4125 volunteers supporting Council services – so the 2015/16 target has been met and exceeded.	None Identified

		16 new opportunities have been added to the WAM Get Involved Web site since the January meeting. 8 opportunities have been removed in this timeframe.	There are 175 volunteering opportunities from 92 organisations advertised on the WAM Get Involved website. There are 256 voluntary groups listed on the site.		
6) Recruitment to Parishes Lead: Kevin Mist	G	None	The report on the Forward Programme to be prepared for the May 2016 Big Society Panel will review and clarify objectives for this project.	The target for 2015/16 was to secure contested elections for at least 50% of casual vacancies.	Parish Councils are independent, autonomous organisations. The Council can seek to support and influence parish councils but has no direct control over the outcome.
7) Corporate Social Responsibility (CSR) Lead: Kevin Mist/ Harjit Hunjan 51 88	G	Ward Councillors have been asked to nominate areas for an extension of the good business neighbour scheme. There have been expressions of interest from Windsor and Ascot.	Continuing to build on existing RBWM relationships and to develop new links with employers in RBWM.	By March 2016, 10 new employer contacts (through correspondence and contacts).	The key risk is failing to secure employer involvement.
8) Bright Idea Challenge Prize Lead: Kevin Mist/ Harjit Hunjan					
Bright Idea Competition a) 2015/16 Competition	G	The final meeting of the judging panel took place 9 February 2016. An Award Event took place at Windsor, Guildhall on 10 March 2016. There is a full report on	Project Plans to be agreed for implementation of each of the 2015/16 Projects. Planning for the 2016/17 competition to begin June 2016 (Launch September 2016).		The key risk is committing to projects that may be difficult to deliver. There have been changes to the 2015/16 competition to engage more fully with contestants at the judging stage and emphasise delivery of projects rather than just coming up with an idea.

		delivery of the 2015/16 Bright Idea Competition elsewhere on the agenda.			
59	G	<p>b) 2014/15 Competition</p> <p>Leihomma/ Substitute Grandmother (Winning 2014 Idea) There has been a further intergenerational pilot: 5 parents and children visited a care home and had a session focused on reading and singing.</p> <p>Cycle Project (2014 Junior Winner) Arrangements have been finalised for a cycle event during the May half term holiday.</p> <p>Ball Dispenser : Officers are discussing the concept of a simple vending machine that will dispense balls. With Parkwood Leisure and will report back with full details of the project and ongoing associated costs to a future meeting.</p>	<p>The next step now is to evaluate the model of the sessions and look at introducing sessions in the Maidenhead Hub.</p> <p>A cycle programme for up to 12 young people covering aspects of cycling in the borough, bike marking and maintenance and finish with a ride will take place 1 June. First refusal will go the students of Claires Court who put forward the Bright Idea.</p>		
9) Start Your Own Business Lead: Kevin Mist/ Harjit Hunjan	G	<p>A course supported by Housing Solutions took place in January 2016.</p> <p>A Business Start Up 'taster'</p>	A further course, to be delivered by RBWM.	50 participants to be recruited onto the programme by April 2016.	The future of the programme is dependent on confirmation of future funding.

		day took place at the Town Hall on 15 March.			
10) Pledgebank Lead: David Scott/ Andrew Scott	A	None specific	Unfortunately there are no active pledges. Marketing and advertising is continuing through the use of social media.	The target was for 3 new pledges to be made by April 2016.	The scheme will need to be effectively promoted by all means available to ensure that there is sufficient uptake to justify expenditure.
11) Developing Social Enterprise Lead: Kevin Mist/ Harjit Hunjan 60	G	Six applications for social enterprise funding have been received since the last Big Society Panel meeting in January 2016. There is a detailed report on the applications currently under consideration elsewhere on the agenda.	Determine the outstanding applications and undertake appropriate financial checks. Agree specifications, outcomes and appropriate monitoring arrangements for each of the successful organisations. Draft agreements and arrange payment as appropriate. Receive and progress further applications. At least one further application is expected April 2017.	The target for 2015/16 was to secure 5 new social enterprise applications by April 2016. This has been met and will be exceeded.	A key risk is failure to attract sufficient applications. Currently working with Communications Team to promote the scheme. There is risk is that the applications that come forward may not be investable or meet the required criteria. Officers will work with and through WAM Get Involved to promote the scheme across the voluntary sector and link to appropriate training and support.
12) Loneliness Project Lead: Kevin Mist/ Harjit Hunjan	G	To be reported at alternate meetings. A report will be delivered to the next Big Society Panel.	A further meeting of the Loneliness Group has been arranged for 27 April and will consider the Community Minded Town' scheme proposed at the last meeting.		

This page is intentionally left blank