

# Public Document Pack

## NOTICE OF MEETING

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# TOURISM DEVELOPMENT FORUM

will meet on

**MONDAY, 26TH NOVEMBER, 2018**

**At 6.30 pm**

in the

**COUNCIL CHAMBER - GUILDHALL WINDSOR,**

TO: MEMBERS OF THE TOURISM DEVELOPMENT FORUM

COUNCILLORS GERRY CLARK, SHAMSUL SHELM, EILEEN QUICK, NICOLA PRYER (CHAIRMAN), ASGHAR MAJEED AND SAYONARA LUXTON

SUBSTITUTE MEMBERS

COUNCILLORS MICHAEL AIREY, CHRISTINE BATESON, PAUL LION, JUDITH DIMENT, LYNDA YONG AND WISDOM DA COSTA

Karen Shepherd – Service Lead- Governance - Issued: 16/11/2018

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](http://www.rbwm.gov.uk) or contact the Panel Administrator **Nabihah Hassan-Farooq** 01628 796345

**Accessibility** - Members of the public wishing to attend this meeting are requested to notify the clerk in advance of any accessibility issues

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## **AGENDA**

### **PART I**

<b><u>ITEM</u></b>	<b><u>SUBJECT</u></b>	<b><u>PAGE NO</u></b>
1.	<b><u>APOLOGIES FOR ABSENCE</u></b>  To receive any apologies for absence.	-
2.	<b><u>DECLARATIONS OF INTEREST</u></b>  To receive declarations of interests from Members of the Forum in respect of any item to be considered at the meeting.	7 - 8
3.	<b><u>MINUTES</u></b>  To note the Part I minutes of the meeting of the Panel held on 13 <sup>th</sup> September 2018.	9 - 14
4.	<b><u>WELCOME AND INTRODUCTIONS</u></b>  To receive welcomes and introductions from attendees of the Forum.	-
5.	<b><u>THE GREAT WEST WAY</u></b>  To receive a presentation on the above titled item by David Andrews, CEO Visit Wiltshire.	Verbal Report
6.	<b><u>APPRENTICESHIPS IN LEISURE, TOURISM &amp; HOSPITALITY</u></b>  To receive a presentation on the above titled item by Fiona Jones, CEO of Slough Aspire.	Verbal Report
7.	<b><u>ETON VISITOR INFORMATION CENTRE</u></b>  To receive a verbal update by Julia White, Visitor Manager (RBWM).	Verbal Report
8.	<b><u>NEW LEFT LUGGAGE FACILITY FOR WINDSOR</u></b>  To receive a verbal update from Graham and Ed Lumley, Windsor Duck Tours.	Verbal Report
9.	<b><u>VISITOR MANAGER UPDATE</u></b>  To receive an update on the above titled item by Julia White, Visitor Manager.	Verbal Report
10.	<b><u>FUTURE BUSINESS AND COUNCILLOR ENGAGEMENT POST TOURISM DEVELOPMENT FORUM IN MARCH 2019</u></b>  To receive a verbal report on the above titled item by Julia White, Visitor Manager (RBWM) and Louisa Dean, Head of Communications (RBWM).	Verbal Report
11.	<b><u>ITEM SUGGESTIONS FOR FUTURE FORUMS</u></b>	

The Forum is invited to make item suggestions for future meetings.

12.

DATES OF FUTURE MEETINGS

- 11<sup>th</sup> March 2019 at 6.30pm, Chamber, Guildhall, Windsor.

LOCAL GOVERNMENT ACT 1972 - EXCLUSION OF THE PUBLIC

To consider passing the following resolution:-

"That under Section 100(A)(4) of the Local Government Act 1972, the public be excluded from the remainder of the meeting whilst discussion takes place on items xx on the grounds that it involves the likely disclosure of exempt information as defined in in Paragraphs 1-7 of part I of Schedule 12A of the Act"

**PRIVATE MEETING**

<u>ITEM</u>	<u>SUBJECT</u>	<u>PAGE NO</u>
13.	<u>BUSINESS UPDATES</u>  Round Table from Visitor Management Forum members.  <b><i>(Not for publication by virtue of Paragraph 2 of Part 1 of Schedule 12A of the Local Government Act 1972)</i></b>	Verbal Report



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## MEMBERS' GUIDE TO DECLARING INTERESTS IN MEETINGS

### Disclosure at Meetings

If a Member has not disclosed an interest in their Register of Interests, they **must make** the declaration of interest at the beginning of the meeting, or as soon as they are aware that they have a DPI or Prejudicial Interest. If a Member has already disclosed the interest in their Register of Interests they 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 the discussion or vote at a meeting.** The speaking time allocated for Members to make representations is at the discretion of the Chairman of the meeting. In order to avoid any accusations of taking part in the discussion or vote, after speaking, Members should move away from the panel table to a public area or, if they wish, leave the room. If the interest declared has not been entered on to a Members' Register of Interests, they must notify the Monitoring Officer in writing within the next 28 days following the meeting.

### Disclosable Pecuniary Interests (DPIs) (relating to the Member or their partner) 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 licence 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.

Any Member who is unsure if their interest falls within any of the above legal definitions should seek advice from the Monitoring Officer in advance of the meeting.

A Member with a DPI should state in the meeting: ***'I declare a Disclosable Pecuniary Interest in item x because xxx. As soon as we come to that item, I will leave the room/ move to the public area for the entire duration of the discussion and not take part in the vote.'***

Or, if making representations on the item: ***'I declare a Disclosable Pecuniary Interest in item x because xxx. As soon as we come to that item, I will make representations, then I will leave the room/ move to the public area for the entire duration of the discussion and not take part in the vote.'***

### Prejudicial Interests

Any interest which a reasonable, fair minded and informed member of the public would reasonably believe is so significant that it harms or impairs the Member's ability to judge the public interest in the item, i.e. a Member's decision making is influenced by their interest so that they are not able to impartially consider relevant issues.

A Member with a Prejudicial interest should state in the meeting: ***'I declare a Prejudicial Interest in item x because xxx. As soon as we come to that item, I will leave the room/ move to the public area for the entire duration of the discussion and not take part in the vote.'***

Or, if making representations in the item: ***'I declare a Prejudicial Interest in item x because xxx. As soon as we come to that item, I will make representations, then I will leave the room/ move to the public area for the entire duration of the discussion and not take part in the vote.'***

### Personal interests

Any other connection or association which a member of the public may reasonably think may influence a Member when making a decision on council matters.

Members with a Personal Interest should state at the meeting: ***'I wish to declare a Personal Interest in item x because xxx'. As this is a Personal Interest only, I will take part in the discussion and vote on the matter.***

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# Agenda Item 3

## TOURISM DEVELOPMENT FORUM

THURSDAY, 13 SEPTEMBER 2018

PRESENT: Councillors Gerry Clark, Judith Diment and Shamsul Shelim

Also in attendance: Kristie Hayward, Jemima Rellie, Don Yates, Steve Harris, Alex Vander Borght, Karl Wilson, Patrick O'Hagan and George Roberts.

Officers: Wendy Binmore, Louisa Dean, David Scott and Julia White.

### APPOINTMENT OF CHAIRMAN

**RESOLVED UNANIMOUSLY: That Councillor Gerry Clark be appointed as Chairman for the meeting.**

### APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillors C. Rayner, Grey and Pryer, Richard Poad, Alan Mellins, Mark Persad, Amanda Bryett, Sunil Kalia, Graham and Ed Lumley, Max Roberts, Peter Langthorne and Rebecca Sparrow.

### DECLARATIONS OF INTEREST

None.

### MINUTES

**RESOLVED UNANIMOUSLY: That the minutes of the meeting held on 4 July 2018 be approved.**

### WELCOME AND INTRODUCTIONS

The Chairman welcomed all attendees to the meeting.

### PLANS FOR THE ROYAL WEDDING

David Scott, Head of Communities, Enforcement and Partnerships stated the upcoming wedding was the second royal wedding of the year and his team were intending on writing to businesses and residents in the next week regarding details of the day when they were released. The date was well known but, the timings were not confirmed and the Palace formally announced there would be a carriage procession round Windsor Castle and along the High Street. It was expected the procession would take a similar route to the guard change route so there would be no more disruption than when the Changing of the Guard took place.

Visitor numbers were unknown at that point as there was not quite as much interest in the second royal wedding as there had been for the Duke and Duchess of Sussex's wedding. Any road closures would be similar to those of the Changing of the Guard and the route of the procession would have barriers but, there would be no fixed screens or media positions. There would be some media presence but nowhere near

as much as there was for Prince Harry and Meghan Markle's wedding. Thames Valley Police (TVP) were to make visits to houses along the route and distribute leaflets that detailed the security arrangements. The final details of the wedding were due to be released on Monday 17 September. The Head of Communities, Enforcement and Partnerships confirmed he could not comment on the possibility on different routes for the procession.

Councillor Diment said the procession through Town was to cost £2m in security. The Head of Communities, Enforcement and Partnerships responded he did not believe that the costs would be the responsibility of the Borough and any costs incurred by the Borough would be forwarded onto the Royal Household.

The Chairman queried if there would be an increase in footfall for the Town. The Communications and Marketing Manager confirmed the Communications Team had received one media enquiry, and this wedding was very different from the royal wedding in May 2018 with much less media interest. There was likely to be some disruption to businesses but, nothing like what was seen earlier in the year. The Head of Communities, Enforcement and Partnerships stated once the procession route had been finalised, the Borough would have a better idea on numbers, logistics and transport. The wedding was being held on a Friday so there would be less people available to visit than on a Saturday.

#### UPDATE ON THE HOMELESSNESS SITUATION IN WINDSOR

The Head of Communities, Enforcement and Partnerships explained a new report was heading to Cabinet in September 2018 that sought approval for the new Homelessness Strategy. It sought to support the homeless before enforcement action was taken. He added the Borough would always aim to provide support and care to vulnerable individuals, and a lot of work had been done since the royal wedding in May 2018 to support people and the Borough had had a number of successes to date.

The bus stops in the Town Centre were no longer occupied and assistance had been offered that was suitable to the individuals needs such as accommodation, psychological support and substance misuse services. The Council had worked with TVP in partnership to help tackle the issues. The Head of Communities, Enforcement and Partnerships said there was no magic wand and many of the instances found in Windsor were similar across the country.

The Head of Communities, Enforcement and Partnerships explained the Borough had extended Community Warden teams who tried to keep an eye on individual needs. MEAM Coordinators were introduced to provide intensive support which helped ensure individuals received the interventions they needed. Some people could be homeless for some time, so might not be able to settle straight back into tenancy arrangements, and those people would be supported. The Head of Communities, Enforcement and Partnerships added fixed penalty notices for street drinking would be introduced to help fill the gap to cover antisocial behaviour.

Members of the Forum noted there had been instances of tents in Goswells and that had been dealt with and there had been a report of another tent by a memorial in the same area and the Borough was supporting that individual. Legislation around litter being thrown from vehicles had not been adopted so the Cabinet report dealt with that also which meant the Borough's housekeeping was up to date. A report was due to go

to a joint committee of the Crime and Disorder Overview and Scrutiny Panel and the Planning and Housing Overview and Scrutiny Panel.

The Chairman stated it illustrated the complexity of the problem and the offer of targeted appropriate help was the Boroughs objective. Antisocial behaviour that took place made it a difficult balance but, hopefully by dealing the situation by offering support, that would help reduce the antisocial behaviour. The Head of Communities, Enforcement and Partnerships said a donation scheme would be set up so that people could be sure their donation was going to the right people in the right way.

The Chairman stated having seen homelessness issues spread from London to the outskirts of London, the paper is very welcome to get people the help they needed. Councillor Diment said it was great to see progress made and all options explored. It was a very complex problem and it needed cooperation of the individuals to move forward, but she welcomed the report.

#### UPDATE ON THE ONE-WAY SYSTEM AND INCREASED TRAFFIC ISSUES IN WINDSOR

The Head of Commissioning was unable to attend, therefore the Visitor Manager read out a statement from the Head of Commissioning regarding the update on the one-way system and increased traffic issues in Windsor which read:

“The one-way system around Thames Street; Thames Avenue and Datchet Road had now been made into a permanent scheme and works were substantially complete. Whilst there was not total support for the scheme, comments which were received during the ‘trial’ period had been understood and mitigated as far as possible. Future phases would improve the traffic signals and pedestrian crossings at Datchet Road when crossing from the Windsor Town bridge area into the Town Centre.

In addition, there was a broader project for Windsor to install permanent hostile vehicle mitigations which was being led by David Scott. That project had reviewed the current temporary measures which were to be replaced with permanent measures (For information: Cabinet were scheduled to receive a report on 27th September 2018 relating to the hostile vehicle mitigation).

In the context of the Thames Street area (around Theatre Royal) this would enable further improvements to the one-way scheme which would address some of the outstanding concerns (for example: minor modifications to the junction of River Street and Thames Avenue to reduce congestion from queuing traffic.

There had been long-standing discussions concerning the area around the Castle and improving conditions for pedestrians and visitors which included potential pedestrianisation or limiting access to certain vehicles for specific periods of the day, similar in nature to how the lower end of Peascod Street was managed. There was no agreed solution or funding to deliver those improvements but discussions were to be continued with Members; businesses and through other Forums to ensure that it remained on the agenda.

As the Forum would expect it was not an easy or simple ‘fix’ which suited all users (including pedestrians; business; taxi’s; deliveries and buses) and was deliverable, hence the ongoing discussions. The broader area would also be influenced by the

installation of the permanent hostile vehicle measures which were scheduled to begin installation in Summer 2019.

David Scott, Head of Communities Enforcement and Partnerships, stated a Hostile Vehicle Measures (HVM) Report was scheduled to go to Cabinet. The project followed the deployment of temporary measures which had been modified twice since being installed following the attacks at Westminster. HVMs had been added to St Albans Street and Castle Hill was added following further attacks around Europe to provide safer areas for large groups queuing to enter the Castle.

Thames Valley Police (TVP) commissioned a feasibility study and the Borough had commissioned more detailed design work for the permanent measures. The measures could be used during busy periods, state and ceremonial events.

What had been learned from the design process was that some locations were very difficult to implement the measures due to what was underground in those locations. The integrated measures were serious engineering feats and more work was ongoing to achieve the level of safety desired. The Head of Communities Enforcement and Partnerships continued the market continued to evolve regarding the look of the gate style measures, while the integrated styles were much more sympathetic to the Windsor setting.

The Head of Communities Enforcement and Partnerships stated there would be a phased implementation of the HVMs. Phase one would cover the areas currently protected with some changes. The Theatre and River Street points were to be merged to just one HVM point. The Borough was also looking at using a different approach to Castle Hill and St Albans Street to alleviate the lack of space when visitors queued, as when there were queues for the Castle, people then walked in the road. There was more feasibility work to be completed.

The Head of Communities Enforcement and Partnerships confirmed the Borough was still pursuing the Home Office for help with costs but, there was support in place from TVP. Following trial digs, possibly around Christmas 2018, then design work would be required. But there was a limited market for materials. The design works were scheduled to be finished in Spring 2019 and works were due to begin in Summer 2019. The temporary measures would remain in place till the new measures were installed.

The Chairman stated disruption being kept to a minimum would be appreciated. The Head of Communities Enforcement and Partnerships said the Borough would try very hard not to disrupt any businesses. He also confirmed the report would be going to Cabinet for authorisation to spend with phase one of the works costing approximately £950k.

#### INCREASED VISITOR FOOTFALL TO WINDSOR CASTLE AND ASSOCIATED QUEUES

Julia White, Visitor Manager stated Windsor Castle had seen an increase in visitor numbers for 2018, and Councillor C. Rayner had some concerns regarding the length of queues and waiting times to go round the Castle.

Jemima Rellie, Royal Collection Trust explained the queues themselves had a dedicated team to manage and coordinate visitors. The team monitored when people

joined the queue and how long it took them to get in and around the Castle. Members of the dedicated team went up and down the lines to talk to visitors.

The Castle encouraged visitors to book tickets in advance and also asked people to arrive later in the day to avoid the early rush. The Castle also opened its doors to visitors a little earlier than usual to alleviate queues.

The Royal Collection Trust trialled different techniques to see what worked and what needed to be managed to reduce queuing, pushing pre-booked tickets to guarantee entry. The team were working on building in solutions to keep the queues to a minimum with wider conversations being had on how to manage the queues moving forward.

The Castle provided different entrances for pre-booked tickets and wardens helped people to find the right entrances. Online pre-booked tickets was going well but, security screening was the biggest bottleneck for the Castle so the team were exploring installing extra scanners and other ways of minimising the length of queues. Jemima Rellie added the Royal Collection Trust was continually reviewing the situation.

In response to questions from Members, Jemima Rellie confirmed there were no set pre-booked time slots to use their tickets but, she said they encouraged people to come later to avoid the early rush.

#### ITEM SUGGESTIONS FOR FUTURE FORUMS

The Chairman requested officers to email Members that had attended the Tourism Development Forum over the last 12 months and ask them individually what time works for them when scheduling the Forum meetings. He would also ask them to send any suggestions that could be added to the agenda for future meetings.

#### DATES OF FUTURE MEETINGS

Members noted the future meeting dates details.

The meeting, which began at 3.00 pm, finished at 4.20pm

CHAIRMAN.....

DATE.....

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