

## COMMUNITIES OVERVIEW & SCRUTINY PANEL

TUESDAY, 28 JANUARY 2020

Present: Councillors Christine Bateson (Chairman), John Bowden (Vice-Chairman), Gurpreet Bhangra, Clive Baskerville, Helen Price and Parish Councillor Malcolm Beer

Also in attendance: Councillors Gerry Clark, Jon Davey, Geoff Hill, David Hilton, Andrew Johnson, Samantha Rayner, Donna Stimson and Amy Tisi

Officers: Louise Freeth, Angela Gallacher, Shilpa Manek, David Scott and Duncan Sharkey

### WELCOME FROM THE CHAIRMAN

The Chairman welcomed all to the meeting.

### APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillor David Cannon and Parish Councillor Pat McDonald.

### DECLARATIONS OF INTEREST

No declarations of interest were received.

### MINUTES OF THE LAST MEETING

**RESOLVED UNANIMOUSLY: that the minutes of the previous meeting on 28<sup>th</sup> January 2020 were a true and accurate record of the meeting.**

### NORDEN FARM ANNUAL REPORT 2018/19

This item was deferred to a future meeting.

### MUSEUM SERVICES UPDATE

This item was deferred to a future meeting.

### BRAYWICK LEISURE CENTRE UPDATE

Councillor Samantha Rayner, Deputy Leader of the Council and Lead Member for Resident and Leisure Services, HR, IT, Legal, Performance Management and Windsor, informed the Panel that the project was going very well and was on schedule. Kevin Mist, Communities Project Lead, gave the panel an update on the leisure centre. The following points were highlighted:

- The swimming pool was now approaching being complete, it had ten lanes, 25m long and the tiling was being completed next.
- The learner pool was now nearly complete and was now being tiled.
- The 12 persons Jacuzzi was complete.
- The changing rooms were being completed.
- The health spa was almost complete.

- Parkwood Leisure would kit out the café, which was located on the ground floor and it had provision for up to 180 covers.
- It was noted that Parkwood Leisure operate a plastic free approach in all their leisure centres.
- The cultural hall area was still under construction but with good progress.
- Not much equipment and furniture was being taken across from the Magnet Leisure Centre to Braywick Leisure Centre as it was very old and tired.
- The opening date was due to be 5 September 2020.
- The demolition of the Magnet Leisure Centre and the build of Braywick Leisure Centre were being progressed as a means to fund the new centre from the re-development of the old one.
- The contract fees would remain the same for Parkwood Leisure and there was an approximate investment of half million pounds for Braywick Leisure Centre by the operator which is a significant investment. A consultant had been used to assess the market and give a comparative assessment of the contract sum being received.

Councillor Price asked about the Shuttle bus to and from the town centre to Braywick Leisure Centre and the carbon footprint. Councillor Price wanted to know if the free service bus shuttle had been accounted for in the budget and with the Adopted Resolution to reach net zero carbon emissions by 2050 how would Braywick Leisure Centre achieve this target?

Kevin Mist informed the Panel that Officers were currently working with three local bus companies to firm up budget prices for the service which would be in place for the opening of the centre. It would be funded from the Leisure Centre revenue budget.

The Leisure centre design had been developed to reduce utility consumption by 70% on a like for like basis, the design included two CHP units generating heat and power on site, and a 108kW PV installation on the roof. Other features included rain water harvesting for toilet flushing, the design minimised solar gain which reduced the need for air conditioning, the sauna and steam room had been relocated to a ground floor location outside and away from the gym space and, all the air handling units had heat recovery systems. Background pool disinfection was by ultra violet light, reducing the use of chlorine by up to 40%. There were also electric car charging points at the Braywick Leisure Centre in the public car park area.

Councillor Price asked about the facilities for disabled users and was advised that the team had been working very closely with SportsAble's head swimming coach and the Vice Chairman of the Disability and Inclusion Forum. A lot of input had gone into the design.

The squash courts were discussed, and Kevin Mist informed the panel that there would be four courts at Braywick Leisure Centre, two were fixed courts but the other two shared a central dividing wall that is moveable to allow for more flexibility to the space as a whole.

Councillor Johnson informed the panel that a report would be going to the next cabinet on the disposal of Magnet Leisure Centre.

## Q2 PERFORMANCE REPORT

David Scott, Head of Communities introduced the report. There were seven performance indicators that were directly related to the Panel that are included in the corporate performance management framework of key performance indicators, two of those were red (needed improvement) and five were green (succeeding or achieved). The reasons and commentary were given in the report.

Councillor Price asked if we could learn from other local authorities that were doing well. David Scott informed the Panel that officers were looking into an improvement enforcement regime,

including the interrogation of fly-tipping material to identify the source of the materials, and also the transfer notices of people collecting rubbish at the doorstep and then not disposing of it through the correct routes. This is in line with what has worked effectively in other local authorities. Cllr Tisi asked for more detailed about the food waste scheme.

**ACTION: Send Councillor Tisi more information on food waste collection.**

Councillor Johnson informed the Panel that we were in the process of developing and launching a new campaign to improve recycling including food waste.

Councillor Price commented on the data extract from UK Crime Stats and asked for more detail in the next report. Councillor Bowden gave the view that he felt that the data was not very reliable. Parish Councillor Malcolm Beer commented that the stats showed the number of cases, not the number of prosecutions and this was a matter of concern as theft was it appeared from these figures to be high in the borough.

The Panel commented that the grounds maintenance contract performance was still below target and improvement had been slower than it should have been, but the panel were advised that there had been a number of changes by the contractors and key personnel had changed. The panel was assured that these works and contract performance were monitored regularly.

**RESOLVED UNANIMOUSLY: That the Communities Overview and Scrutiny Panel noted the report and:**

- i) Noted the 2019/20 Q2 Communities Overview and Scrutiny Panel Performance Report in Appendix A.**
- ii) Requests relevant Lead Members, Directors and Heads of Service to maintain focus on improving performance.**

#### PARKS AND OPEN SPACES UPDATE

The Panel noted the report.

Councillor Stimson pointed out that officers were working closely with the 'Friends of Battlemead Common'.

#### BUDGET 2020/21

Councillor Hilton introduced and summarised the report to the Panel. Councillor Hilton invited the Panel to ask questions.

#### **Refocus Community Wardens on problem solving, achieving staff savings**

Councillor Price asked about Community Wardens and what the strategic priority was had changed the earlier decision to move to twenty-five wardens that were initially required to keep residents safe but by how this would be achieved by reducing this number by six, and she, questioned how residents would still be safe, and what other impacts this would have on residents? David Scott, Head of Communities, informed the Panel that the Community Wardens would continue to do the work that they were currently doing, the workload would be refocused and would be tasked to carried out in a more efficient way, that reflected the different priorities that the enquires received involved. Duncan Sharkey, Managing Director, informed the Panel that there would be fewer wardens, the work would be prioritised differently, but they would still be delivering the same as now. They would continue to focus on problem solving and work hand in hand with the police.

Councillor Werner, from the public gallery, pointed out that Community Wardens did a great job of looking after residential wards, they patrolled areas and dealt with issues, and he was concerned that a level of detail to this attention to detail would be lost. David Scott informed the Panel that both the revised tasking and the way of operating would change but there would still be a problem solving team and area wardens. Tasks would be allocated in a different prioritised way.

Councillor Lynne Jones, from the public gallery expressed concerns about rural areas, explaining that currently the area community warden knew their area and dealt with the public on almost one to one basis. Councillor Jones requested that the grouping of areas for Community Wardens be looked at carefully such that very large rural areas for single wardens did not result.

Councillor Davey expressed the view that the police should look after the town centres and Community Wardens, the rural areas.

**Focus customer service in Windsor at Windsor Library. Increase the use of 24/7 digital options on the council website. Align Library opening hours to service demand. Align call centre opening hours to service demand.**

Councillor Samantha Rayner informed the Panel that staff provision had been increased to provide the customer facing RBWM services from York House. This would now be closed at York House and moved back to the Windsor Library as this is what residents preferred. This decision had been resident-led.

The library hours would be reduced by 123 hours per week following a detailed analysis of current usage. This would include Sunday opening, alternate delivery in Woodlands Park and Eton (Mobile/container) and other reductions, subject to a public consultation.

The contact centre operating hours would be reduced to 9am to 5pm on Monday, Tuesday, Thursday and Friday and 10am to 5pm on Wednesdays. The weekends and evenings would cease.

Councillor Price was concerned that with moving services from York House to the Library, residents had previously complained about lack of private consultation rooms and overhearing. Louise Freeth, Head of Revenues, Benefits, Library and Resident Services, informed the Panel that there were now three private consultation rooms.

Councillor Price continued that she had concerns as many parents and children who used the library as a safe space would no longer have that facility in the evenings, this was a concern as a corporate parent.

Councillor Werner, from the public gallery expressed concern about reduced hours of Boyn Grove library but was reassured that a public consultation would be carried out where residents would have the opportunity to feed in.

Councillor Hill, from the public gallery raised the issue that some residents wouldn't want to go digital and this could alienate them which would cost the council more in the long term. Councillor Hill was reassured that staff would always be on hand to assist residents to show how to use the digital services and/or to assist them.

Councillor Jones, from the public gallery raised issues that York House was refurbished so that the council did not lose their offices in Windsor but now was only used by the Housing team and Optalis and had no other function for RBWM. Duncan Sharkey informed the Panel that York House was used by Optalis, Town Centre Management, Visitor Management, CLT, Members, staff smarter working, colleagues from the Guildhall and some meetings.

The Panel discussed the website improvement and that it needed to be more user friendly and have a better search facility. Councillor Samantha Rayner informed the Panel that a project was underway to improve the website.

It was confirmed that all digital subscriptions would be remaining as they currently were. Work was being carried out in the community to inform more residents of this service.

### **WAM Get Involved support**

Councillor Price was concerned that the council were losing the ability of the local community focus of raising funds, assist and train volunteers in small charities and were making it more difficult for residents to become volunteers.

Councillor Samantha Rayner informed the Panel that WAM Get Involved were based in Slough and the ending of the SLA with RBWM, would change the way RBWM engaged with, supported and captured volunteers. The 'Know your Neighbourhood' function on the website was in the process of being refreshed and it could be used to help interested residents find local volunteering opportunities.

### **STRIVE**

Councillor Price asked if Radian had been contacted to see if they offered something similar in Windsor. David Scott informed the Panel that RBWM had not provided match finding this year. Housing Solutions had done so instead. Radian would be contacted to see if they offered something similar in Windsor.

### **ACTION: Radian to be contacted**

Councillor Price asked why some items such as CAB, Old Court and Norden Farm grants were not being discussed by the Communities Overview and Scrutiny Panel even though in some cases the annual reports, updates and annual performance reports were considered by the Panel. It was confirmed that these currently were considered by Corporate Overview and Scrutiny Panel as they were grant funded activities. This overlapped with Communities interest in these activities and would be reconsidered for the budget process next year.

### **ACTION: Reconsider the overlap of activities between Overview and Scrutiny Panels for the budget process next year.**

Councillor Price was concerned about the increase in green waste annual subscription charge in line with neighbouring authority charges. After a short discussion the Panel were advised that even after the increase, RBWM prices were still offering good value for money.

The proposed increases in Fly tipping and fees for dog fouling were warmly welcomed by the Panel.

### **RESOLVED UNANIMOUSLY: The Panel noted the report and the three appendices after making the comments above.**

### **WORK PROGRAMME**

Parish Councillor Malcolm Beer requested that updates be given to the Panel on the Thames Valley Athletic Centre in Eton and the Arthur Jacob Nature Reserve to a future meeting.

### **The Panel members Agreed Unanimously.**

### **Suggested Scrutiny Topics from residents**

**Allotment Provision – Maidenhead**

**Resolved Unanimously: Item to be considered at a future Climate Change Stakeholder Group.**

**Review of lighting at Grenfell park**

**Resolved Unanimously: item to be considered in further detail by the Grenfell Park User Group.**

**Councillor Bhangra, Panel Member is also a member of the User Group so would seek to ensure the topic was added to the agenda for the next User Group.**

**LOCAL GOVERNMENT ACT 1972 - EXCLUSION OF THE PUBLIC**

The meeting, which began at 6.30 pm, finished at 9.15 pm

CHAIRMAN.....

DATE.....