

NOTICE
OF
MEETING

COMMUNITIES OVERVIEW & SCRUTINY PANEL

will meet on

MONDAY, 18TH JANUARY, 2021

At 6.15 pm

in the

VIRTUAL MEETING - ONLINE ACCESS,

TO: MEMBERS OF THE COMMUNITIES OVERVIEW & SCRUTINY PANEL

COUNCILLORS JOHN BOWDEN (CHAIRMAN), GREG JONES (VICE-CHAIRMAN), GURPREET BHANGRA, HELEN PRICE, CATHERINE DEL CAMPO, MARGARET LENTON (WRAYSBURY PARISH COUNCIL) AND PAT MCDONALD (WHITE WALTHAM PARISH COUNCIL)

SUBSTITUTE MEMBERS

COUNCILLORS CLIVE BASKERVILLE, MAUREEN HUNT, GARY MUIR, LEO WALTERS AND JON DAVEY

Karen Shepherd – Head of Governance - Issued: 8 January 2021

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

Recording of Meetings –In line with the council's commitment to transparency the Part I (public) section of the virtual meeting will be streamed live and recorded via Zoom. By participating in the meeting by audio and/or video, you are giving consent to being recorded and acknowledge that the recording will be in the public domain.

If you have any questions regarding the council's policy, please speak to Democratic Services or Legal representative at the meeting.

AGENDA

PART I

| <u>ITEM</u> | <u>SUBJECT</u> | <u>PAGE NO</u> |
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| 1. | <u>WELCOME FROM THE CHAIRMAN</u> | |
| 2. | <u>APOLOGIES FOR ABSENCE</u> To receive any apologies for absence. | |
| 3. | <u>DECLARATIONS OF INTEREST</u> To receive any declarations of interest. | 7 - 8 |
| 4. | <u>MINUTES OF THE LAST MEETING</u> To agree the Part I minutes of the meeting held on 3 November 2020 and the Part I minutes of the 10 November 2020. | 9 - 26 |
| 5. | <u>Q2 PERFORMANCE REPORT</u> To consider the report. | 27 - 48 |
| 6. | <u>PUBLIC LIBRARIES OPENING HOURS REDUCTION/CLOSURES</u> To consider the consultation update. | 49 - 68 |
| 7. | <u>BUDGET 2021/2022</u> To consider the report. | 69 - 94 |
| 8. | <u>COVID UPDATE</u> Verbal Update on Covid Developments. | Verbal Report |
| 9. | <u>WORK PROGRAMME</u> To consider the Panel's work programme for the remainder of the Municipal year. To include consideration of items scheduled on the Cabinet Forward Plan . | 95 - 96 |
| 10. | <u>LOCAL GOVERNMENT ACT 1972 - EXCLUSION OF THE PUBLIC</u> To consider passing the following resolution:- "That under Section 100(A)(4) of the Local Government Act 1972, the public be excluded from the remainder of the meeting whilst discussion takes place on the grounds that they involve the likely disclosure of exempt information as defined in Paragraphs 1-7 of part I of Schedule 12A of the Act." | |

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PART II PRIVATE MEETING

| <u>ITEM</u> | <u>SUBJECT</u> | <u>PAGE NO</u> |
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| 11. | <u>MINUTES OF MEETING HELD ON 3 NOVEMBER 2020</u> To agree the Part II minutes of the meeting held on 3 November 2020. | 97 - 98 |

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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 4

COMMUNITIES OVERVIEW & SCRUTINY PANEL

TUESDAY, 10 NOVEMBER 2020

PRESENT: Councillors John Bowden (Chairman), Greg Jones (Vice-Chairman), Gurpreet Bhangra, Helen Price and Catherine Del Campo

Also in attendance: Councillors Baldwin, Baskerville, Davey, Cannon, Carole Da Costa, Wisdom Da Costa, Haseler, Knowles, Shelim, Singh, Taylor and Tisi

Officers: Shilpa Manek, David Scott and Neil Walter

WELCOME FROM THE CHAIRMAN

The Chairman welcomed all to the meeting.

APOLOGIES FOR ABSENCE

No apologies for absence were received.

DECLARATIONS OF INTEREST

No declarations of interest were received.

Councillor Davey referred to Part 4, A17 of the constitution and asked the Panel if any Member had been whipped. All Panel Members confirmed that they had not been whipped.

Councillor Cannon suggested that the Chairman take advice on the Council's Constitution on having to declare any Party Whip at the beginning of meetings.

Councillor Baldwin suggested that the Chairman may wish to take advice on the duty of Chairman's to ensure a fair and reasonable debate. The Chairman commented that if Councillor Baldwin had any issues with his Chairmanship, he should refer them to the Leader of the Opposition, the Conservative Leader, the Managing Director and the Monitoring Officer. Councillor Baldwin responded again to the Chairman and the host was asked to mute Councillor Baldwin.

UPDATE ON THE ENVIRONMENTAL ENFORCEMENT CONTRACT

Neil Walter, Parking Principal, gave a short introduction to the report. Neil Walter informed the Panel that earlier in the year, the council sought to obtain a solution to issues related mainly to environmental issues within the borough, namely littering, fly-tipping, dog fouling and a number of other offenses under the Environmental Protection Act and the Highways Act. The officers went out and sought recommendations from areas where enforcement had already taken place and discussions started with a company, District Enforcement Limited. During the course of this year, a range of meetings had taken place and it was agreed through procurement and council officers that a one-year pilot of a concession contract would be entered into with District Enforcement Ltd, which commenced on 5th October 2020.

To begin with, District Enforcement were asked to prioritise areas of littering, fly-tipping in commercial waste, duty of care and dog fouling, in the interim and to consider additional offenses under the Act at a later date. During October, six employees of District Enforcement had been working throughout the borough, in a range of areas and at various different times. As in the report, during the first month, 649 fixed penalty notices had been issued for a range

of offences. The offences ranged from the dropping of a cigarette butt through to large scale fly-tips.

During the same time, the council had received four formal complaints from members of the public, not all residents, in relation to the undertaking that District Enforcement had been doing. The four complaints had been reviewed and answers had been provided to the requesters and the complaints had officially been dealt with. During the same period, there had been issues raised by six councillors in relation to District Enforcement's work. These had ranged from working on private land to working in pairs, intimidation and a number of other issues. These issues have all been looked into and responses had been sent to the councillors. Most of the allegations were unfounded in reviewing video evidence and other evidence available to officers. It was clear that the District Enforcement employees were acting within the contract and in a manner that was normal for such enforcement reasons. Neil Walter commented that any form of enforcement would cause concern for those being enforced against.

The Chairman asked how long the operation had been going on and was advised by Neil Walter that the operation began on 5 October 2000 and was currently in its fifth operational week.

At this point the Chairman invited the Lead Member for Public Protection and Parking, Councillor David Cannon, to say provide an update to the Panel before questions from Panel Members would be answered.

Councillor Cannon commented that the contract had been brought in to address one of the major concerns that had been reflected in resident surveys of the anti-social behaviour of a small percentage of people in littering, fly-tipping, dog fouling and commercial waste. The fines that had been imposed were those fines that were already on the council's fees and charges, prior to District Enforcement coming in. They were not set by District Enforcement. District Enforcement had come in with a view to enforce what was already in force and items that were not being enforced as there was no enforcement team to do so. District Enforcement had only been in post for one month, the level of complaints had been remarkably low as with all these matters, this was a judicial function. If a person did not want to pay a fine, they would be able to take the matter to court. The objections that had been received by the council, had only been from people who had been caught and fined. It would be interesting to hear Members views on the policy, as District Enforcement were working for the council and then instructions to them could be refined. However, Councillor Cannon made it clear that if residents did not want to be fined, don not drop litter. Many residents were happy to see the Council taking strict action, like many other councils against this form of anti-social behaviour.

Mr John Webb, Windsor resident, addressed the Panel. Mr Webb started by thanking the Panel for allowing him to attend and speak. Mr Webb told the Panel that as a long-term resident of Windsor, he wanted it to be clean and tidy and hoped that other residents felt the same way too. Mr Webb objected to people wilfully fly tipping their rubbish and costing council taxpayers an absolute fortune clearing it up, objective dog owners not clearing up their dog mess on fields and pathways, objecting to car drivers emptying out their rubbish from their cars on the roadways or in car parks, objecting to thoughtless people emptying their pockets onto the pavements and disposing of food on the streets and not using litter bins that were provided. However, Mr Webb objected even more with the exception of fly-tipping to having an enforcement regime that appeared to almost focus almost entirely on finding people for dropping cigarette butts.

According to RBWM, the stop smoking service update published in 2017, smoking prevalence in the borough stood at 13%. This was better than the England average. Whilst cigarette butts were a nuisance, Mr Webb felt it was disproportionate to focus virtually all District Enforcements litter prevention resources to one of the least visible causes of litter in Windsor. Mr Webb showed the Panel what 600 cigarettes looked like in a bag and what 600 cigarette butts looked like in a bag.

Mr Webb continued and asked why the council were not bringing the activity in-house so that the revenues raised could be recycled in the borough and they could be used to fund schemes to help smokers quit or other more effective schemes. Mr Webb read out some guidelines from DEFRA. Mr Webb gave some suggestions to dealing with the issue without having to give fixed penalty notices.

The Chairman felt that Mr Webb should have disclosed he was a smoker. He also reminded everyone that the borough had many visitors and they littered too, including cigarette butts, therefore the figures given by Mr Webb could be incorrect.

Mr Webb asked the following questions:

What were the enforcement objectives of the District Enforcement and how well did they marry with the objectives of RBWM?

What appeal process was in place for those who felt unfairly treated by District Enforcement? And were RBWM happy with the process?

Were councillors happy to take so much money out of the local economy and give it to a private contractor from such a small subsection of the community especially when such groups included manual workers and persons with severe mental health?

How did RBWM propose to get District Enforcement focused on more volumetric issues of littering when only 24 fixed penalty notices were issued to non-business/domestic offenders, only 3.7% of offenders were not in a cigarette category, when it can be clearly seen when looking around Windsor and Maidenhead that the general litter, excluding cigarette butts, makes up the larger proportion?

The Chairman informed Mr Webb that the answers to his first couple of questions one and two were available in the contract specification. The Chairman handed over to the Officer and Lead Member to answer the remaining questions.

Neil Walter informed the Panel that the amount of fixed penalty notices that had been issued that were related to cigarette litter, all of the officers were out walking the streets of the borough, if they saw a member of the public littering, obviously they would deal with that matter. It was quite clear that that the majority of litter that they saw members of the public depositing on to our streets were cigarette butts. With respect to looking at other areas, as pointed out, this scheme was a pilot scheme and would allow officers and councillors to look over the period of a year at what areas were most in need to concentrate on and what areas need the main focus from DE. Clearly, it had been proved with the notices issued that there was a littering issue in relation to cigarette butts. With respect to fly tipping, the council relied on information from members of public, other council officers, by councillors and by council contractors to report fly tipping so they could be acted upon as quickly as possible. Where there was evidence on an individual who had created the fly tip, DE were able to act otherwise other evidence was looked for including photographic or video evidence.

Councillor Cannon felt that Mr Webb's comments were very emotive. The problem in hand was that there was a group of people who were wilfully littering in our streets. If these people littered in front of a DE officer, they would be fined. If that was smokers, then they would also be fined.

Councillor Cannon continued, with respect to the monies being paid to an external company, that obviously, everyone would like the income to come into the borough but unfortunately, the fines had been in place for a number of years but there were no officers to enforce them, it would cost the borough a lot to put enforcers in place. This was a pilot scheme for one year, after the year, it would be reviewed and if the generated income was high, then it would be considered to bring in-house. This was only four weeks into a new contract. It would be good

to see more people prosecuted on fly tipping as this was a council performance indicator that was not met every year and a nuisance for the council. Out of the six Officers, two were concentrating solely on fly tipping. It was more difficult to witness fly tipping than littering. Littering was just more likely to be seen by Officers.

Mr Ed Wilson, resident of the borough, addressed the Panel and informed them that he regularly cleaned up with other volunteers in the borough. Mr Wilson welcomed the fact that the council were actually taking some action against the people who littered the borough streets.

Mr Wilson had three questions:

Were residents able to contact the new enforcement team to raise suspicions of littering or would they need to continue to go through the customer service route, which was very cumbersome and time consuming?

Would the council be producing some kind of ongoing breakdown on the reports rather than what had happened after four weeks?

Would the council be displaying signs where enforcement officers were operating? This was something that other councils did and this would also reassure people that enforcement was taking place in the area and deter those who were littering.

Mr Wilson said this was long overdue and this was really needed in the borough to clean up all the mess.

Neil Walter responded to the questions raised by Mr Wilson. Residents could use the reporting system on the council's website to report fly tipping and littering. This would go through to the Highways department and then they would be put through to DE. This would soon be changed so that the form would go directly to DE for them to action. The contract had KPIs within it and reports were required to be produced monthly and quarterly. There were also monthly contract management meetings which would produce statistics that would be reviewed. Neil Walter informed the Panel that at this time, there were no decisions to put up signs other than those that were already up in relation to littering and fly tipping. These signs had been previously put up where there was historically a problem. This could be considered if the pilot became a full-term contract at the end of the year whether it was necessary to put the additional signage across the borough or in specific areas.

Mr Webb put forward an additional question, the focus of the DE Officers in their way of doing things, seem to be waiting for smokers and then pound on them. Mr Webb felt this was disproportionate. Mr Webb asked if there was any persuasion that could be given to DE to follow round dog fouler's or other people who may be littering, then there may be other similar results.

Neil Walter commented that within the pilot, he would be speaking with DE to inform them of the borough's priorities and what resident priorities were. Neil Walter highlighted that the DE Officers were walking around and enforcing what they saw. The DE Officers were currently finding their feet in a new borough. It was crucial that residents, councillors and everybody else reported the issues so that they could be resolved.

Councillor Cannon added that the DE Officers did not target smokers, there was no evidence of this. If evidence was produced that there had been inappropriate activity, then everyone was advised to report it to Neil Walter and then the Officers could be educated better to what the expectations were of the council. The DE Officers all had cameras and all evidence they provided was of court standard. This applied to anybody approaching them, challenging them, abusing them or the offense taking place.

Councillor Del Campo started by requesting that Democratic Services add something to the Member Update that week on encouraging councillor and residents to report their hot spots so that DE Officers could be placed in the correct areas.

Councillor Del Campo asked about the tendering process and how DE were chosen in the first place and also how many other providers were considered. Neil Walter informed the Panel that RBWM Officers spoke to three or four different councils to find out what they were doing in relation to littering and fly tipping. The majority were not really doing much for these issues, some had internal processes in place and some external contracts in place. The market was researched, and DE were approached and invited as they were working across the UK and had relatively good results. DE provided the council with a proposal that the council looked at and due to this only being a pilot and there being no cost to the council, no tendering process was undertaken. DE were selected to carry out the pilot, however, if the council decided to carry on with the enforcement, then a full tendering process would be carried out.

Councillor Del Campo clarified that the value of the contract was high to the contractor. This was confirmed by Neil Walter saying that this was a pilot concession contract. This had been dealt with in accordance to council rules under a waiver scheme as it was a pilot scheme and it was of no cost to the council. If the council were paying for the service, then it would have been part of a tendering process. Councillor Del Campo commented that even though the council were not paying for the service, it was still coming from residents to a service provider to provide a service that was the responsibility of the council. Councillor Del Campo asked if this service would become a victim of its own success, hopefully this would assist to change behaviour and littering would be reduced but what would then be the role of DE, would they go away and then come back when the litter got bad again? What was the long-term plan? Councillor Cannon suggested that the efforts of six DE Officers and the areas covered, there would always be work. It could be a leaner contract in the future but currently the borough had a culture of littering, so work was cut out for them. Neil Walter added that 100% compliance would be the ultimate goal, however, a degree of compliance better than what there was now was where the goal should be set. Councillor Del Campo asked about the specification document and it seemed to be in a draft format as parts were missing in the appendices and there was no mention of covid safe working which seemed quite important at the present time. Councillor Del Campo asked how people interacted in the street and also how the school and community events twice a month were due to take place. Councillor Del Campo asked about the KPIs and was pleased to see them in the appendices very clearly in a table. Could the Panel see performance against the KPI's at the next update. Councillor Del Campo gave some general feedback from residents to the Panel, that they agreed with the need to clear up the towns and issue fines but they were set too high.

The Chairman stated that it was the employer's responsibility, with respect to covid, about interaction with individuals and that they had to be at a distance when they were speaking to them. The Chairman thought the covid point post-dated the signing of the contract. Neil Walter commented that with regard to covid, all staff were required to adhere to all government guidelines and current legislation. With any kind of enforcement, it was virtually impossible to maintain safe social distancing at all times due to the showing of identification, but as a whole all guidelines should be followed. Councillor Del Campo asked when the contract was signed, before or after covid? If it was not, then it very important for it to be incorporated into the contract and if the contract had already been signed then it should have been varied to detail the pandemic. The council should not assume that safe practices were in place and insist on it being in the contract. Councillor Cannon added that the Officers were performing a legal function during their work and were not going to be able to deal with everybody at a two-meter distance. The legislation allowed them to do this. Councillor Cannon suggested that we could get more clarification on what their processes were.

Councillor Greg Jones commended the council on the excellent zero cost pilot scheme. Councillor Jones felt that there was never a reasonable excuse for littering, dog fouling or fly tipping so the council had to be tough on those doing it. Councillor Jones pointed out that in his opinion giving people a warning was not going to work. The Officers were wearing body

camera's so both sides were protected. Councillor Jones felt it was a great scheme and hoped that it would go beyond the pilot and tidy up the borough.

Councillor Price addressed the Panel. The points raised included Equality Duty, Councillor Price informed the Panel that there was a policy that was agreed in 2018 that a screening assessment would be taken on every policy decision that was made and that decision would be signed off and put on the public RBWM website. The Equality assessment for this decision could not be found on the website. Councillor Price asked if the assessment had been done. Neil Walter confirmed that an equality impact assessment had been done and it would be put on the website.

Councillor Price asked about local employment and commented that the report stated that the Officer positions would be local employment opportunities for six posts. Councillor Price understood that this was not the case and wanted to know why this was the case when there was increasing unemployment locally. Neil Walter responded that the contract was due to start in September 2020 but it did not due to a number of reasons. District Enforcement were conducting further interviews in the local area to employ more people. Neil Walter informed the Panel that two of the six Officers were local residents. This would continue and eventually all, except the contract lead would be local residents employed by the contract. Councillor Cannon added that it may be the anti-social comments on social media that was preventing local people from taking part in this. Councillor Cannon said that it was local hostility that was being encouraged by local councillors.

Councillor Price took the opportunity to reflect on Councillor Del Campo's excellent suggestions of improving communication. As a scrutiny panel, there had been no mention that this was happening, it was presented to a different panel. And residents were not aware of this too. Councillor Price said that better communication to councillors and residents, explaining the benefits and how it would work would go a long way. Councillor Price was glad to hear that that the Lead Member also felt that the results were skewed a little towards cigarette butts, whereas residents were concerned by general litter, dog fouling and fly tipping the most. Councillor Cannon reiterated that the Officers reacted to what happened in front of them and if they saw someone littering, they would react, whether it was a cigarette butt, crisp wrapper or anything else. If someone feels that there was an entrapment, let the council know and it could be dealt with as Officers were wearing body cameras. Councillor Cannon commented that the Officers would be working their way through the borough, this was their first month into the role in the borough. The comments from the Committee would be fed back to DE and their work would be adjusted accordingly.

Councillor Price highlighted the DEFRA Code of Practice that mentioned litter and refuse, it appeared that the council had decided not to follow the code of practice. This was followed by the wardens so why not the DE Officers? Councillor Price asked why a blanket approach was being used, which was different from the approach used by wardens. Councillor Price also said that the Code of Practice read that enforcement action needed to be appropriate for the offence and then referred to a case where a vulnerable person who had received a fixed penalty notice and was unable to pay it but still had to. Councillor Cannon commented that if you could not afford to pay a fine, then don't litter. Councillor Cannon said this was not the place to discuss individual cases and the particular case that Councillor Price was referring to was being investigated by Neil Walter as another councillor had reported it.

Councillor Knowles raised a point of order. Councillor Knowles was finding that shouting down another councillor absolutely unimpressive. Councillor Knowles asked why it was combative and confrontational sort of behaviour being displayed. Legitimate questions were being asked and they needed to be answered.

Councillor Price continued about going on to private land, Officers were obliged to engage and consult the landowners and occupiers to obtain their consent before going on to the private land. Councillor Price gave many examples of how the DEFRA's Code of Practice was not being followed and asked why it was not being followed. Neil Walter responded that the

council had been following the Code of Practice for a number of years in that the councils warden or anyone in environments enforcement had been working in that way, clearly with no success as there are still large numbers of people littering, fly tipping and everything else. The Code of Practice was guidance. The enforcement Officers had the right to go on to private land, if the private land owners did not want them to then they needed to inform the council in writing, discussions would then take place about the issues and come to a mutual agreement. If this was not possible then the council would refrain from enforcing on their land.

Councillor Price requested that it would be useful for the Panel to see the full specification as the document sent to Panel members had missing appendices.

Councillor Carole Da Costa addressed the Panel, she absolutely did not support littering, she supported the enforcing, however, Councillor Da Costa had concerns about the way the enforcement officers were behaving. The main concern was about the most vulnerable in the community where in certain wards, the fixed penalty notice was a significant amount of money. She thought it was worth asking if the punishment was fitting to the crime, which she thought it was not. Councillor Da Costa asked for clarification on what was littering, was it when somebody purposefully dropped litter, left it there and walked away with no intention of picking it up. If somebody dropped something, not walked away and were willing to pick it up, was it not a crime? Councillor Da Costa had spoken to an officer at TVP after having concerns about the way that the Officers were presenting themselves to members of the public. The Officers were asking for names and addresses, which they were at the liberty of doing, but are also demanding to see some form of identification, which TVP have confirmed that they cannot do. As a council we need to get right the way the Officers were behaving as it was this that were causing the issues.

Neil Walter responded to the comments made by Councillor Da Costa and said that in all the reviews that he had carried out, so far, the Officer has had to follow after the person who had committed the offence. There is no evidence that the Officers are pouncing on the people. With respect to asking for identification, the Officer could ask for proof but cannot demand it. In all reviewed cases, the identification had been given freely when asked. Councillor Da Costa asked if some sort of payment scheme could be implemented for people who could not pay the fine in full but could manage paying it in instalments. Neil Walter was not sure if DE provided payment schemes, but Neil Walter would ask and was positive that something could be sorted out. There are exemptions for this scheme. Councillor Da Costa felt that it was good to take this on board as a council to help those who could not pay the fine in full.

Councillor Knowles supported the enforcement, so many councillors went out for organised litter pick-ups or just went out and came back with a bag of rubbish. The procedures and how to complain needed to be clearly on the website to stop confusion amongst residents. Councillor Knowles was concerned about the contract and felt that it would have better if the contract and all these questions would have been addressed before the contract started at cabinet or council. It was unfortunate that the council were trying to do a good thing for residents and the borough, but all this bad communication was now being had. Councillor Knowles was concerned that there was no reference to the current circumstances in the contract, with respect to covid and social distancing. Councillor Knowles pointed out that within the policies and training, there was no reference on dealing with vulnerable people, people with disabilities or people with learning disabilities. The equalities impact assessment, if it had been done at the proper time, would have highlighted these points and fed into the contract. There was no mention of DBS checks anywhere and Officers would be often dealing with the most vulnerable in society. He asked if this please be reviewed in the future to reassure residents. Councillor Knowles was very interested in getting more information on the council's data and GDPR policy and DE data retention policy. Once again could this be put into a future review as an urgent matter. These were a number of suggestions raised by Councillor Knowles that could be reviewed.

Councillor Bhangra informed the Panel that he welcomed enforcing against littering and anti-social behaviour. He thanked Officers for tackling this issue in the borough. Councillor Bhangra commented that the scheme had been welcomed by residents in Boyn Hill.

Councillor Davey started by saying that nobody in the borough wanted to see litter all over the place and let people get away with it, it was the process that all were concerned about. Councillor Davey took the Panel on a journey, the first that he had heard of this was at the Infrastructure Overview & Scrutiny Panel on 17 September 2020, then whilst at work, a customer had come inside the store and said they had received a fixed penalty notice(FPN) in early October. The management of the store were not pleased that somebody had issued a FPN issued on land that they managed. On 10 October, Councillor Davey shot a video and shared on social media for clarity. The store officially wrote to the Managing Director. Other stories of receiving FPN's were put on social media. Councillor Davey spoke to the trainer in the store car park and he did notice that their identity/warrant card was not signed, was it valid if it had not been signed? Councillor Davey saw the Officers driving around the car park on 23 October after being advised that they were there for hours. Councillor Davey had asked Neil Walter for a report on actually where the fines had been issues but had not yet received anything.

Councillor Cannon raised a point of order that Councillor Davey had quoted a number of various cases, the meeting was not the place to discuss individual cases. This was an opportunity for Members to gain oversight and scrutinise the contract and policies around this. It was not an opportunity to rant about what had been heard. Councillor Davey asked about the cost to residents whilst there was no cost to the council, he understood that it was DE that dealt with disputes as well as giving out fines, Councillor Davey felt that the disputes would be better dealt with by the council. Councillor Davey asked what DE had done to educate children in the borough, the contract stated that there were two programs to be undertaken, was there something in place at the present time? Councillor Davey asked what had been done to educate the public before the program started to inform them that if they littered, they would be fined?

Neil Walter responded to the points raised by Councillor Davey, with respect to the identity/warrant card, on day one, on 5 October, all DE employees who were employed on the contract were issued with an unsigned warrant card. The reason for this was the electronic signatures of David Scott and Ben Smith, the officers in the council that have delegated authority to allow DE to act on behalf of the council under the Environmental Protection Act and the Highways Act. The warrant cards were all now electronically signed. The warrant card was legally required to provide proof of who the individual is. As long as the photo of an individual with their name was on the card then that was proof. The cards would not be invalidated if they were not signed and therefore the FPN were not invalidated. With respect to FPN's issued on private land, within legislation, private landowners have the right to give permission to give people the permission to litter and fly tip on their land. If they had given that permission then they would need to inform the council and the FPN would be cancelled. With respect to the Officers driving around in the car park, had spoken with Councillor Davey and then had contacted Neil Walter, were actually working on fly tipping, they were not covering litter enforcement. The education program was currently being put together, the borough were working with DE to identify where the programs should take place, what schools and areas should be covered. Neil Walter asked members to suggest any specific schools and areas that would benefit.

Councillor Davey wanted to know what fines were issued on the day that the two Officers were driving around in the car park and felt that they should be null and void. Councillor Davey would discuss this further with Neil Walter. Councillor Davey felt that he was accused of being a liar and not very happy.

Councillor Haseler addressed the Panel and informed them that a car park on private land was public space and any enforcement officer was allowed on that land unless forbidden to do so by the landowner. Councillor Haseler welcomed the DE process, both Councillors Haseler and McWilliams conducted a litter pick in the Cox Green area and it had a great following and was a great educational tool for young children from the local schools. Councillor Haseler felt it was completely impractical to put up notices. Councillor Haseler suggested that if other

members had issues about the scheme, to speak directly to Neil Walter or Councillor David Cannon to discuss the issues. It was wholly inappropriate to discuss individual cases in a public meeting. Councillor Haseler had highlighted some hotspot areas and would like DE to act there, especially for fly tipping. Councillor Haseler informed the panel that Buckinghamshire Council showed positive hits they had had and court convictions on social media, he hoped that this would be possible in RBWM.

Councillor Wisdom Da Costa quoted the DEFRA guidance of the Code of Practice about giving skills and effectively training staff. Councillor Da Costa asked the following questions, was training given to the Officers in relation to vulnerable people? How does the council know that the Officers were acting appropriately when engaging with vulnerable people? When were the warrant cards actually signed? Councillor Da Costa continued to say that the public had little confidence and respect in the service. To gain the confidence and support, more work was required in other areas such as fly tipping, obstruction in the highway and public space protection orders. Neil Walter commented that training was given to Officers on how to engage with vulnerable people and he was happy to get the extract from the training in relation to this from DE and share with Councillor Da Costa. The signed warrant cards were issued on 10 October 2020. Councillor Da Costa asked if the training covered entering people's houses but Neil Walter was not aware of exactly what was covered in the training.

Councillor Tisi had reported a particular issue on 13 October 2020 and hadn't yet received a response, please could she have a response. Councillor Tisi asked about the payment of fines and the online system, had this been resolved and could people pay their fines now? The contract mentioned positive things that could be done, what had been done about giving the positives about not to litter as well as enforcement. Councillor Tisi would like to see more data on this going forward. Councillor Tisi was in support of this. Neil Walter responded and apologised for not yet responding to her email and would do so as soon as possible. With regard to the payment issue, fines could also be paid using the council's website if there was an issue with the payment system. Neil Walter would look into the incentives question and report back to Councillor Tisi. Councillor Tisi suggested spreading the information about being able to pay fines using the council's website to members and residents.

Councillor Shelim informed the Panel that a few years ago, the town warden issued pocket ashtrays to those littering with cigarette butts.

Councillor Davey wanted clarification on what Buckinghamshire Council were doing with putting video clips up on social media. Both Councillors Bowden and Haseler clarified that the clips were only of people convicted at court.

Councillor Baskerville asked if additional bins could be added in hotspot areas, with stickers highlighting the fines if the bins were not used. The Chairman pointed out that this would be at the cost of the council.

Councillor Cannon and Neil Walter explained the dispute, appeals and complaints process. Neil Walter clarified that under law, there was no right of appeal against a fixed penalty notice. The FPN was issued to prevent a person going to court. If you paid the FPN, then that was fine. If you wished to appeal and not pay the fine, then the appeal would be heard in court. District Enforcement would accept representations from members of the public who had been issued FPNs and they would decide based on the information provided, whether they would give regard to the representation provided. Councillor Cannon thanked everyone for their contributions and reminded all that it had only been a month that the scheme had been in place.

Councillor Baldwin raised a point of order but had been previously muted by the Chairman for disrupting the meeting. The Chairman refused to hear the point of order and continued with the meeting.

Councillor Singh asked if this enforcement could have been done in-house by people who had better skills in dealing with our residents. Neil Walter informed the Panel that community wardens were able to deal with environmental crimes but were not able to do the issues under the Highways Act. Going forward, if this was looked at again, bringing the service in-house would always be considered. Councillor Singh asked what would the Officers be concentrating on next as many fines had been issued for cigarette butts? Neil Walter responded that DE had been contracted to concentrate on littering, fly tipping and dog fouling. The fines would be issued for what was witnessed, whether that be littering, dog fouling or fly tipping.

The clerk had to take advice from the Head of Governance about the point of order that had been raised by Councillor Baldwin. The clerk clarified that Councillor Baldwin was not a panel member but was a member and advised that the point of order was heard. Councillor Baldwin decided to reserve his point of order and comments for the Monitoring Officer.

Councillor Davey read out guidance from DEFRA's code of practice for disputes. The Chairman requested that the guidance read by Councillor Davey be sent to the Chairman and the Head of Services to be looked in to.

Councillor Price requested that the rather fractious meeting, end on a positive note with a summary of the next steps. Councillor Cannon would produce this and circulate to panel members.

Councillor Taylor asked if the efforts of the enforcement officers could be concentrated in different areas to get good coverage all over the borough. Neil Walter held a lot of information from DE and this could be used to find the hotspot areas and direct enforcement officers to these areas.

The meeting, which began at 6.15 pm, finished at 9.00 pm

CHAIRMAN.....

DATE.....

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COMMUNITIES OVERVIEW & SCRUTINY PANEL

TUESDAY, 3 NOVEMBER 2020

PRESENT: Councillors John Bowden (Chairman), Greg Jones (Vice-Chairman), Gurpreet Bhangra, Jon Davey, Catherine Del Campo and Parish Councillor Margaret Lenton

Also in attendance: Councillors Baldwin, Rayner, Singh, Stimson and Martin Denny (The Old Court)

Officers: Chris Joyce, Louisa Knight, Stephanie Lewis, Shilpa Manek, Suzie Parr and David Scott

WELCOME FROM THE CHAIRMAN

The Chairman welcomed all to the meeting.

APOLOGIES FOR ABSENCE

Apologies were received from Councillor Helen Price. Councillor Jon Davey was substituting.

DECLARATIONS OF INTEREST

Councillor Bhangra declared a personal interest as he was a member of the Grenfell Park User Group for Item 7 and Councillor Bowden declared a personal interest as he was a critical member/friend of The Old Court for Item 5.

MINUTES OF THE LAST MEETING

RESOLVED UNANIMOUSLY: That the minutes of the meetings held on 3 September 2020 and 1 October 2020 were a true record. These were proposed by Councillor Bhangra and seconded by Councillor Greg Jones.

The Actions arising from the minutes on 3 September 2020 were as follows:

Action 1: David Scott to send a briefing note on the Community Safety Partnership – Still to Action

Action 2: Suzie Parr to provide a comprehensive report to the Panel for Norden Farm with an overview of all reports from the SLA period before the next meeting – To Action before January 2021 meeting, after Norden Farm AGM.

Action 3: SportsAble to do further breakdown of figures into categories and report back to David Scott – David Scott to follow up although it was noted that the club has been closed due to Covid and Lockdown for a significant period.

Action 4: David Scott to explore new ways of signposting with SportsAble – David Scott to follow up.

Action 5: David Scott to work with SportsAble and BLC to explore ways of working together – David Scott to follow up.

Action 6: Clerk to arrange an additional meeting ASAP for the SERCO Contract waste collection discussion – Complete.

THE OLD COURT ANNUAL REPORT

Suzie Parr, Museum and Arts Team Leader, introduced the report and informed the Panel that Martin Denny had managed The Old Court since 2017. It had been a challenging and interesting time as reopening in December would be the fourth time that The Old Court would have been opened since Martin Denny had taken over. Suzie Parr informed the Panel that the funding from the grant from RBWM had been reduced and The Old Court was now looking at ways in which to fill the gap such as additional corporate hire.

Councillor Bowden added that The Old Court supported the local brewery too and they supplied the alcohol to the bar attached to The Old Court.

Councillor Del Campo found the presentation very inspiring and could see the effort and love that went into The Old Court. Councillor Del Campo suggested that it would be useful for the Panel to see the number of attendees against the required numbers in tabular form for future updates. Councillor Del Campo thought it was worrying to see the negative capital figure.

Councillor Del Campo commented on the SWOT analysis, she had assumed it had been prepared by an external company. The strengths and opportunities were very clear but the weaknesses and threats seemed quite woolly, she felt it needed to include the pandemic and the country's security threats, both of which were a concern. Councillor Del Campo asked if The Old Court had any links with Norden Farm where they shared good practice and supported each other through the crisis. If there were none, would this be something that would be of interest to The Old Court?

Martin Denny informed the Panel that the negative capital figure on the published accounts was a concern but they were working to improve it and believed that they would have improved it this year, partly because of the Arts Council support directed at covering ongoing costs that could not be mitigated during the lockdown. In the year in concern, the deficit was in part covered by Martin Denny Management as the linked organisation through support of investment that was being made in the building that over time would balance out so the overall picture was not as much of insecurity as the deficit number may have suggested.

The SWOT analysis had been prepared by Martin Denny and related to the year being reported on.

The Old Court and Norden Farm had many informal conversational links and information was shared between both organisations but there were no formal partnership links at present.

Suzie Parr informed the Panel that the accounts in Part II were in a tabular form showing performance against KPI's.

Councillor Davey complimented the brilliant job that Martin Denny had done with the Windsor Festival. Councillor Davey continued to talk about the Green Room and the fantastic things they were doing. Councillor Davey had also had conversations with The Theatre Royal and suggested that Martin Denny should speak with them and the Green Room about activity that may generate revenue. He had been advised that there was the capacity to do this.

Councillor Greg Jones complimented Martin Denny on the venue. Councillor Jones commented that he felt that the corporate bookings were very low especially with all the technology, marketing and media companies on their doorstep, Councillor Jones that it was a funky venue for corporate events. Were there ways to explore to get more business from this avenue. Martin Denny commented that they were ready for these kinds of bookings now. In the reporting year, the venue was not quite ready to advertise for this. The Old Court would now be pursuing this actively.

Councillor Rayner thanked Martin Denny and complimented him on the job he had done. Councillor Rayner said that Martin Denny had managed to capture a great audience of different ages doing so many different activities. Councillor Rayner informed the Panel that Martin Denny had been brave and ambitious, trying new ways of working and introducing new things and had really let the Friends of The Old Court get involved. The Old Court had played a large part of the cultural offer to the residents in the borough, along with Norden Farm.

Councillor Davey pointed out that the Friends of The Old Court seemed only to be Conservatives and no other parties. It would be beneficial to include all as there was a lot of thoughts and benefits to offer.

MUSEUM SERVICES UPDATE REPORT

Suzie Parr introduced the report and gave a presentation to the Panel. Some of the points covered by Suzie Parr included:

- The museum actively collects and shares for the present but also preserve for our collection for the future generations.
- The museum collection is 70 years old this year.
- The museum was opened by Her Majesty the Queen, ten years ago, next year.
- As a service, the museum supported equally the established organisations such as Norden Farm, The Old Court, Windsor Festival, Windsor Fringe and the arts and sports bursaries through annual grants.
- The service delivery was very broad, the museum was based at the Guildhall before closure in March 2020 due to covid 19 restrictions, the museum had six satellite exhibitions across the borough. The team worked closely with volunteers to offer tours, events and activities in the museum.
- The museum holds one of the longest established archive collections in the borough.
- The aims of the museum service were highlighted.
- Information about the museum accreditation was presented to the Panel by Louisa Knight, Museum Arts and Local Studies Officer. The renewal date for this was April 2021.
- Stephanie Lewis, Museum Arts and Local Studies Officer, updated the Panel about visitor numbers. The visitor targets had always been met. Since March, the team were trying to capture online involvement and engagement using social media.
- The income targets had also always been met, with an increase in 2019-20 due to the Royal wedding. The team were currently looking at alternate ways to raise funds since being closed in March 2020.

A volunteer/friend, Brigitte Mitchell, of the museum gave a small talk on the role that they had in supporting and assisting the museum.

Councillor Del Campo complimented the presentation. Councillor Del Campo thanked the volunteers of the museum. Councillor Del Campo asked about the consultation that was mentioned in the presentation and how far that had come along. Suzie Parr informed the Panel that the team were in the process of applying for a Arts Council project grant to do some external consultation to review how the service operates moving forward and recognising that the service needed to diversify the income and look at different funding opportunities and different ways that could be worked on to build on audiences. This would be submitted in the next few weeks. The team were hoping that this would run alongside the museum's 10th birthday and trying to focus on 10 events of significance.

ACTION: Suzie Parr to share the application to the Arts Council with the Panel, after it had been submitted.

Councillor Davey suggested having a restricted content where schools paid a license fee or something like that to access the more detailed information, to raise revenue. Councillor

Davey also suggested famous people coming into the museum and presenting something about their thoughts about the history from the past. It might be a good idea to work with The Old Court as there was already a team there who could assist.

Parish Councillor Margaret Lenton asked if the future of the museum was now totally secure? People in and around Windsor were deeply concerned. Parish Councillor Lenton asked what was being done with activities for older people particularly those suffering from dementia where history and background were very important to them. Suzie Parr informed the Panel that the museum had previously worked with older people, particularly with dementia and on Monday's when the museum was closed, local care homes could come and visit the museum before the lockdown. In the future this could be looked at again. Chris Joyce, Head of Infrastructure, Sustainability and Transport, informed the Panel that there had been some misunderstanding from the interim corporate strategy that had been produced. The intention was to reopen the museum at the appropriate time when it was safe to do so. Chris Joyce was working with the team to look into ways to get the museum open before its 10th birthday, subject to government guidance.

Councillor Rayner thanked the Officers for the presentation and Brigitte Mitchell for being a friend and a volunteer.

Councillor Baskerville asked that since it was the centenary of the office of prime minister next year, especially as we've had a recent prime minister from the royal borough, would the borough be doing anything? Suzie Parr suggested that she would raise this with the Maidenhead Heritage Centre.

UPDATE ON REVIEW OF LIGHTING AT GRENFELL PARK

David Scott, Head of Communities, gave an update report. The item had been presented to the Panel as a resident suggestion and after discussing the Panel agreed that it would be appropriate for the issue to be considered by the Grenfell Park User Group. The group had been established for a while and it was fortunate that the Group was able to meet at the beginning of March 2020, just before the national lockdown. The issue of the lighting in the park was discussed and the issues that were raised by the group were to suggest would be developed and suggested. The officers have therefore progressed those.

The Parks and Countryside Officer, Jackie Wheeler had been engaged in doing that including some work with the tree officer to revisit the assessment that was undertaken in the last site-specific tree survey and there were some works programmed and Members were probably aware that there was a refresh on the five-year leap cycle and so this was an opportunity for an interim update which was done, and as a result some minor works had been ordered by the tree officer to address some of the interfering overgrowth that there had now been improved therefore light distribution particularly in relation to the light columns on the central path. Also, a significant hanging branch from the large lime tree in the corner of the park had been addressed. Other works had been done or were in the process of being done either by Tivoli as the main grounds maintenance contract for the borough or through volunteers who could assist with simple tasks. A significant defect was found in a large beech tree in the south western corner of the park and due to rot the arrangements had been made for the felling of that tree for safety reasons. The other element was in relation to the small car park area that's on the south eastern corner, off Grenfell Road, this was still work in progress. There was a suggestion that motion sensitive lighting could be used, however it was considered that this was not realistic given that it could be triggered and indeed may cause more problems and disruption by lights going on and off at all sorts of hours rather than a fixed lighting and some more work was being done. It looks like a couple of columns in that corner and that could be done by trenching round through the soft ground in the park, adjacent to the car park surfaced area and that bit of work was still being progressed.

Councillor Bhangra confirmed that at the last meeting in March the group had discussed the lighting as it was quite poor, and Jacqui Wheeler had the issues in hand.

Councillor Singh wanted to raise some resident concerns as the lighting issue had been going on for a couple of winters. Councillor Singh said that residents understood that motion sensitive lighting was not appropriate and that they had suggested solar powered lighting and if this would work in that part of the car park. David Scott would ask for this to be looked into this and ask for an update to Councillor Singh by email. Councillor Singh had met Jackie Wheeler on site and was very grateful for that. Councillor Singh wanted to know if any designs had been made and he would like to see them and be involved.

ACTION: David Scott to review the designs with the Lead Member and then would update Councillor Singh.

ACTION: The detail be discussed with the Ward Members, Councillor Singh and Councillor Stimson and then progress to avoid delay.

Councillor Bhangra suggested that the information be brought back to the user group and officers.

Councillor Stimson, Lead Member for Parks and Countryside, reminded the Panel that finances also needed to be considered before any work was carried out. They would all work together to resolve the issues.

UPDATE ON BATTLEMEAD COMMON

David Scott, Head of Communities, gave an update report following earlier discussions.

It had been committed that an update would be brought back to the Panel following the earlier activity in relation to working with the Friends of Battlemead Common.

The borough had bought this piece of land a couple of years ago and a masterplan was being developed which was trying to seek the balance and the mixed benefits of protecting the biodiversity but also providing access to what was a valuable asset. A virtual meeting had taken place with the Friends in September 2020, which was very well attended and there were some very thorough discussions of the issues that had been considered over period of time. As a result of the debate, a revised masterplan was created incorporating comments from the debate and the issues discussed in that meeting. An opportunity was given for the Friends to come back with further comments by a deadline. An initial bit of work had been carried out to look at the responses and the analysis was just being completed. There was a total of eight sets of responses received, some were from individuals and some from group representatives. There was a good level of response, given the different groups who sat as part of the Friends.

David Scott went through some of the things that had been raised, these included dogs on or off leads in the west field, the causeway path and whether that should be seasonal use or something else, in the east field, there was a number of comments in relation to the new seasonal path. In the north field, the area to the northwest corner of the site as a whole and the rewilding of that area and comments on the pond and adjacent west field. Also, comments were received on the White Brook and the need for hydrological study of the area and the ecological plan would be supported by the hydrological plan. And then finally the wet willow woodland which in the southeast corner and the proposals to support the best use and protection of that area and there would be an annual review of the site and masterplan. Next meeting is due to take place at the beginning of December 2020.

Councillor Del Campo commented that it was a more productive way of progressing. The only question that Councillor Del Campo raised was the point about monitoring the masterplan on an ongoing basis and reviewing it annually in discussion with the Friends, she wanted

reassurance that this would not slip back into the previous mode of making decisions and then letting people know and that the momentum would not be lost.

David Scott reassured the Panel that this would not be the case.

RESIDENT SCRUTINY SUGGESTION - LIGHTS IN OSGOOD PARK

David Scott, Head of Communities, reminded Panel members that residents could bring forward items to be discussed at Overview and Scrutiny Panels and this was one such example of this. The suggestion was to look at lighting in Osgood Park in West Windsor. This issue had been looked at in a couple of previous years when it had been raised previously. The matter was subject to capital bid to see if funding could be identified to support the request and although the item had been raised previously, it had actually been unsuccessful at securing against the other competing requirements for funding, so to date, the item had not been progressed. The request had been looked at in respect of the costs and the benefits and obviously during the winter months and the much shorter days then the request really was in connection with trying to make sure that people could continue to use the central path across the park at times of darkness. This did not reach the criteria threshold to be successful in capital bid process and as a result the proposal had not been taken forward.

The report which the scrutiny officer had put together has gone through the process and the conclusion from the overall process is that Panel members noted the report and that accept that there was nothing further action to take on this occasion.

Councillor Davey said that Members and residents had been told time and again that there were no funds, and this had to be accepted and alternate arrangements investigated. Councillor Davey informed the Panel that three sides of the four of the park, had paths that were lit by street lighting so there were safe ways to get through the park without having to use the central path.

RESOLVED UNANIMOUSLY: that the Panel agreed with the recommendation in the report to note the report and accept that there was no further action to take on this occasion.

WORK PROGRAMME

Councillor Davey asked for full financial information and breakdown of how many fines had been issued and in what category they fell into, for the next meeting. The Chairman informed the Panel that this information may not be available, but he would discuss with the Lead Member and the Lead Officer. He would also ask how many complaints had been received to date.

Councillor Del Campo requested that the SERCO contract be kept on the work programme as the issues were still ongoing. Councillor Del Campo suggested the Citizens Advice Bureau and the additional work they would have and they be invited to come and talk to the Panel.

ACTION: Add SERCO Contract to be kept on work programme until issues resolved.

ACTION: Add invite be made for an update to be provided by CAB in light of additional work

ACTION: An update on the new Braywick Leisure Centre

The clerk suggesting moving the update on the Parks and Open spaces and the update on the Allotments to a future meeting.

ACTION: Chairman suggested a Teams meeting in early December to look further at work programme.

LOCAL GOVERNMENT ACT 1972 - EXCLUSION OF THE PUBLIC


RESOLVED UNANIMOUSLY; That under Section 100(A)(4) of the Local Government Act 1972, the public be excluded from the remainder of the meeting whilst discussion takes place on the grounds that they involve the likely disclosure of exempt information as defined in Paragraphs 3 of part I of Schedule 12A of the Act.

The meeting, which began at 6.15 pm, finished at 8.52 pm

CHAIRMAN.....

DATE.....

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| | | |
|--|--|---|
| Report Title: | 2020/21 Q2 Performance Report | www.rbwm.gov.uk  Royal Borough of Windsor & Maidenhead |
| Contains Confidential or Exempt Information? | No - Part I | |
| Lead Member: | | |
| Meeting and Date: | Communities Overview and Scrutiny Panel, 18 January 2021 | |
| Responsible Officer(s): | David Scott, Head of Communities Simon Dale, Interim Head of Highways Louise Freeth, Head of Revenue, Benefits, Library and Resident Services Chris Joyce, Head of Infrastructure, Sustainability and Economic Growth | |
| Wards affected: | All | |

REPORT SUMMARY

1. The Council Plan 2017-21 and associated strategic priorities remained current up to 30 July 2020 when Cabinet approved an Interim Council Strategy 2020/21 for immediate adoption on the basis that the Covid-19 pandemic had significantly altered the context in which the council is currently operating.
2. The Interim Council Strategy clarifies the three revised priorities to which the council is responding. The Q2 Performance Report for Communities Overview and Scrutiny Panel has therefore been refocused to provide insights into the Interim Council Strategy's delivery as fully as possible, see Appendix A. Performance of measures previously reported to the Panel are included on the basis that these measures provide insights into current service delivery, and remain important for future trend visibility.

1. DETAILS OF RECOMMENDATION(S)

RECOMMENDATION: That the Communities Overview and Scrutiny Panel notes the report and:

- i) Notes the 2020/21 Communities Overview and Scrutiny Panel Q2 Performance Report in Appendix A.
- ii) Requests relevant Lead Members, Directors and Heads of Service to maintain focus on improving performance.

2. REASON(S) FOR RECOMMENDATION(S) AND OPTIONS CONSIDERED

Options

Table 1: Options arising from this report

| Option | Comments |
|--|--|
| Accept the recommendations in this report. | This will allow continuing insight into the delivery of the council's agreed |

| Option | Comments |
|---|--|
| This is the recommended option | priorities in order to aid decision-making and maintain focus on continuous improvement. |
| Reject the recommendations in the report. | The failure to use relevant performance information to understand delivery against the council's agreed priorities impedes the council's ability to make informed decisions and seek continuous improvement. |

- 2.1 The Council Plan 2017-21 remained current up to 30 July 2020 when Cabinet approved an Interim Council Strategy 2020/21 for immediate adoption on the basis that the Covid-19 pandemic has significantly altered the context in which the council is currently operating. The Interim Council Strategy clarifies the three revised priorities to which the council is responding, acknowledging that any instances where previous objectives can still be delivered without affecting delivery of interim objectives is a good thing and will be supported.
- 2.2 Performance reports for Q2 2020/21 onwards have been refocused to provide insights into the Interim Council Strategy's three priorities and how they are progressing. Performance of measures previously reported to Cabinet as part of the former Performance Management Framework (PMF) is also included in order to continue to provide insights into current service delivery and maintain visibility of future trends.
- 2.3 Appendix A sets out the Q2 performance report. It details the council's immediate response to the first wave of the Covid-19 pandemic, particularly in terms of the community response. It also demonstrates the development of major workstreams such as the Transformation Strategy and Climate Strategy alongside the requirement to step services back up and make necessary adaptations in order to be Covid secure. Adaptations have been made across a number of services, including library and resident services with the introduction of "click and collect" and "click and deliver" offers.
- 2.3 Whilst much has been achieved in the first six months of the year, the impact of Covid on the community and the economy has been felt in a number of areas of the council's operations and this is reflected in the key performance indicators included in the report. For example, there have been fewer visits to libraries and leisure centres compared to previous years. More broadly, securing employment has been impacted by businesses, particularly in the leisure industry, being closed. A key issue across the borough has been the disruption to household waste and recycling collections. The impact on residents has had a knock-on effect on the volume of calls to the customer contact centre and the online report it function. The council continues to work with its contractor to improve the service.
- 2.5 Table 2 summarises the position of all reported key performance indicators as at the close of Q2 and shows that the majority are on or near target. Appendix A sets out performance trends and related commentary for

each indicator, acknowledging where the pandemic has impacted performance. All indicators continue to be monitored and reported to relevant Overview and Scrutiny Panels on a quarterly basis as part of an ongoing performance dialogue.

Table 2: Summary KPI Q2 position

| Q2 RAG | Total | Measure |
|--|--------------|---|
| Green (Succeeding or achieved) | 3 | No. fly-tipping instances across the borough |
| | | Percentage of household waste sent for reuse, recycling |
| | | No. individual engagements with published content (Museums) |
| Amber (Near target) | 0 | |
| Red (Needs improvement) | 3 | No. library issues |
| | | No. visits (physical and virtual) to libraries |
| | | Tivoli: Consolidated Performance Score |
| Non-targeted performance for Q2 | 1 | No. attendances at leisure centres |
| Total | 7 | |

3. KEY IMPLICATIONS

3.1 The key implications of this report are set out in table 3.

Table 3: Key Implications

| Outcome | Unmet | Met | Exceeded | Significantly Exceeded | Date of delivery |
|--|-----------------------------|---------------------------|-----------------|-------------------------------|-------------------------|
| The council is on target to deliver its strategic priorities | < 100% priorities on target | 100% priorities on target | | | 30 September 2020 |

4. FINANCIAL DETAILS / VALUE FOR MONEY

4.1 There are no direct financial implications arising from the recommendations.

5. LEGAL IMPLICATIONS

5.1 There are no legal implications arising from the recommendations.

6. RISK MANAGEMENT

6.1 The risks and their control are set out in table 4.

Table 4: Impact of risk and mitigation

| Risks | Uncontrolled risk | Controls | Controlled risk |
|---|--------------------------|---|------------------------|
| Poor performance management practices resulting in lack of progress towards the council's agreed strategic priorities and objectives. | HIGH | Robust performance management within services to embed a performance management culture and effective and timely reporting. | LOW |

7. POTENTIAL IMPACTS

- 7.1 There are no Equality Impact Assessments or Data Protection Impact Assessments required for this report. There are no climate change or data protection impacts as a result of this report.

8. CONSULTATION

- 8.1 Performance against the strategic priorities is regularly reported to the council's four Overview and Scrutiny Panels. Comments from the Panels are reported to Lead Members and Heads of Service as part of an ongoing performance dialogue.

9. TIMETABLE FOR IMPLEMENTATION

- 9.1 The full implementation stages are set out in table 5.

Table 5: Implementation timetable

| Date | Details |
|-------------|--|
| Ongoing | Comments from the Panel will be reviewed by Lead Members and Heads of Service. |

10. APPENDICES

- 10.1 This report is supported by one appendix:
- Appendix A: Communities Overview and Scrutiny Panel Q2 Performance Report.

11. BACKGROUND DOCUMENTS

- 11.1 This report is supported by two background documents:
- Interim Council Strategy 2020/21:
<https://rbwm.moderngov.co.uk/ieListDocuments.aspx?CId=132&MId=7763&Ver=4>

12. CONSULTATION (MANDATORY)

| Name of consultee | Post held | Date sent | Date returned |
|--------------------------|--|------------------|----------------------|
| Hilary Hall | Director of Adults, Health and Commissioning | 02/12/2020 | 17/12/2020 |
| Russell O'Keefe | Director of Place | 02/12/2020 | |
| David Scott | Head of Communities | 02/12/2020 | 21/12/2020 |
| Simon Dale | Interim Head of Highways | 17/12/2020 | 23/12/2020 |
| Ben Smith | Head of Commissioning – Infrastructure | 02/12/2020 | |
| Louise Freeth | Head of Revenue, Benefits, Library and Resident Services | 02/12/2020 | 09/12/2020 |
| Chris Joyce | Head of Infrastructure, Sustainability and Economic Growth | 02/12/2020 | 15/12/2020 |

REPORT HISTORY

| | | |
|--|----------------------------|------------------------------|
| Decision type: Non-key decision | Urgency item? No | To Follow item? No |
| Report Author: Rachel Kinniburgh, Strategy and Performance Team Leader, 01628 796370 | | |

Communities Overview and Scrutiny Panel

Q2 2020-21 Data and Performance Report

Date prepared: 01-Oct-2020

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1. Executive Summary

- 1.1 The Council Plan 2017-21 remained current up to 30 July 2020 when Cabinet approved an Interim Council Strategy 2020/21 for immediate adoption on the basis that the Covid-19 pandemic has significantly altered the context in which the council is currently operating.
- 1.2 In the interests of good governance and transparency, the Interim Council Strategy gives clarity to the three revised priorities to which the council is responding, acknowledging that any instances where previous objectives can still be delivered without affecting delivery of interim objectives is a good thing and will be supported. The three revised priorities for 2020/21 are:
 - **Covid-19 objectives:** focusing on the immediate response, long-term recovery, and new service requirements.
 - **Interim Focus Objectives 2020-21:** focusing on revised service operating plans, development of the Transformation Strategy, Climate Strategy, Governance, and People Plan.
 - **Revised Medium Term Financial Strategy:** focusing on the impact of Covid-19, economic downturn, and government policy.
- 1.3 With the introduction of the Interim Council Strategy, performance reports for 2020/21 have necessarily been refocused to respond to this strategy as fulsomely as possible at the current time. This report is therefore structured to provide insight into the three priorities and how they are progressing (section 2).
- 1.4 Performance of measures previously reported to the Corporate Overview and Scrutiny Panel are also included (section 3) on the basis that these measures provide some insights into service delivery (priority 2) and also remain important for the future, in which case ongoing visibility of trends is desirable. These measures are grouped in this report by the lead service. Additional datasets and key performance indicators will be added over time as new data-sources are set up as part of delivery of the priorities.

2. Interim Council Strategy: Delivery of priorities

- 2.1 This section provides a brief overview of key activities and milestones achieved by the council in the first six months of the financial year.

| Priority | Item | Achievements and key milestones |
|----------------------------|-----------------------------|---|
| Covid-19 objectives | Response (immediate) | <p>The Covid-19 Community Response was established to support residents across the borough during the Covid-19 pandemic. A coordinated team of staff drawn from all services in the council maintained regular contact with residents who were shielding and took any action that may be appropriate to ensure that these individuals' needs were met. This role has now been taken on by the Library and Residents service who continue to make contact with residents and to be a helpline to any vulnerable service users in the borough. Using community groups, either already established or newly formed, in response to the pandemic has helped to identify where we can help the vulnerable. A public-facing online directory of Covid-19 Support Groups to which residents may turn to for particular needs was quickly developed.</p> <p>The Outbreak Control Plan Summary was published on the RBWM website on 30 June 2020 in line with national instruction from the Department of Health and Social Care. The plan was produced in collaboration with the NHS and Public Health to guide our response to the ongoing Covid-19 pandemic, to put in place measures to identify and contain outbreaks and to protect the public's health.</p> |
| | Recovery (long-term) | <p>The council has worked in partnership with organisations across the Thames Valley to develop a recovery framework across the region. A set of actions for Berkshire is being developed to enable sharing of best practice and coordination of activity where it is most appropriately undertaken at a county-level.</p> <p>On 24 September 2020 Cabinet approved the RBWM Recovery Strategy (targeted at borough-level) to move into delivery phase. The strategy sets out the council's approach to supporting residents and businesses, empowering communities to thrive and building lasting partnerships with businesses.</p> <p>A new database (Lyon 2.0) has also been developed. It is a free online platform and app</p> |

Communities Overview and Scrutiny Panel: Q2 Data and Performance Report

| | | |
|---|---|--|
| Interim Focus Objectives 2020-21 | | which will simply and securely help community organisations connect with residents. The system will also enable registration of individuals who may require support, and individuals who wish to volunteer their time to the community effort. The Lyon system is presently in soft-testing. |
| | New service requirements | As part of the organisational recovery strategy, service-level step-up plans were implemented, as were changes to existing operating models to allow services to continue in a socially distanced and safe way. One example has been our new alternative operation in the library service to be able to provide a COVID-safe environment for both our service-users and residents and our staff. We introduced a phased opening up of services focussing on a “click and collect” and “click and deliver” service initially alongside a resumption of home delivery services. There has been a further opening up of services in two main sites including bookable access to PCs and browsing for books to ensure there is a balance between accessing services whilst protecting the health and wellbeing of our residents and staff. |
| | Revised Service Operating Plans | A key concern across the borough has been the disruption to household waste and recycling collections. The impact on residents has had a knock-on effect on the volume of calls to the customer contact centre and the online report it function. The council continues to work with its contractor to improve the service. |
| | Transformation Strategy | The Transformation Strategy 2020-2025 was unanimously approved by the Cabinet Transformation Sub-Committee on 22 September 2020. Setting out a vision of “building a community-centric borough of opportunity and innovation”, the Strategy aims to deliver radical changes to the way in which the council operates and identifies 6 key areas for transformation (finance, culture, environment, prevention, digital and process redesign). The strategy’s development is the council’s response to key challenges around its financial position and builds upon the strong foundations of innovation and community-empowerment that quickly developed in response to the Covid-19 pandemic. Action plans by which to deliver the Strategy are presently being developed. |
| | Environment and Climate Strategy | The draft Climate Change Strategy was approved for public consultation at the appropriate time by Full Council on 23 June 2020. The strategy’s preparation followed the council’s declaration of an environment and climate emergency in June |

Communities Overview and Scrutiny Panel: Q2 Data and Performance Report

| | | |
|---|--------------------|--|
| | | 2019 and subsequent stakeholder and community engagement on its development led by a cross-party working group. The updated Environment and Climate Strategy was approved by Cabinet for adoption on 17 December 2020. |
| | Governance | We have an agreed governance action plan arising from the Annual Governance Statement with updates coming forward to Corporate Overview and Scrutiny Panel throughout the year. In addition, the Council engaged CIPFA during 2019/20 to undertake a review of financial governance. An action plan addressing outstanding issues has been developed and will be reported via the Corporate Overview and Scrutiny Panel on a quarterly basis from November. |
| | People Plan | <p>A key foundation of the council's future People Plan is the agreement of organisational values. Following extensive consultation with employees a suite of new organisational values was launched on 19 June 2020. Each value is underpinned by positive behaviours illustrative of each value. These values and associated behaviours are key in supporting the council to deliver well for residents and partners, and to achieve organisational objectives. The new values are:</p> <ul style="list-style-type: none"> • Invest in strong foundations • Empowered to improve • One team and vision • Respect and openness. <p>An implementation plan is in place to support the embedding of the new values across the organisation.</p> |
| Revised Medium Term Financial Strategy | | An extraordinary Council meeting was held on the 14 October 2020 to discuss a refreshed Medium Term Financial Strategy. The actual strategy had not been changed (other than to update any factual changes around dates and technical updates) but the financial modelling was updated to reflect the latest information as we currently know it, changes in assumptions around central government funding, inflation assumptions and other emerging issues. This is the start of the budget setting process for 2021/22 and the supporting Medium term financial plan. |

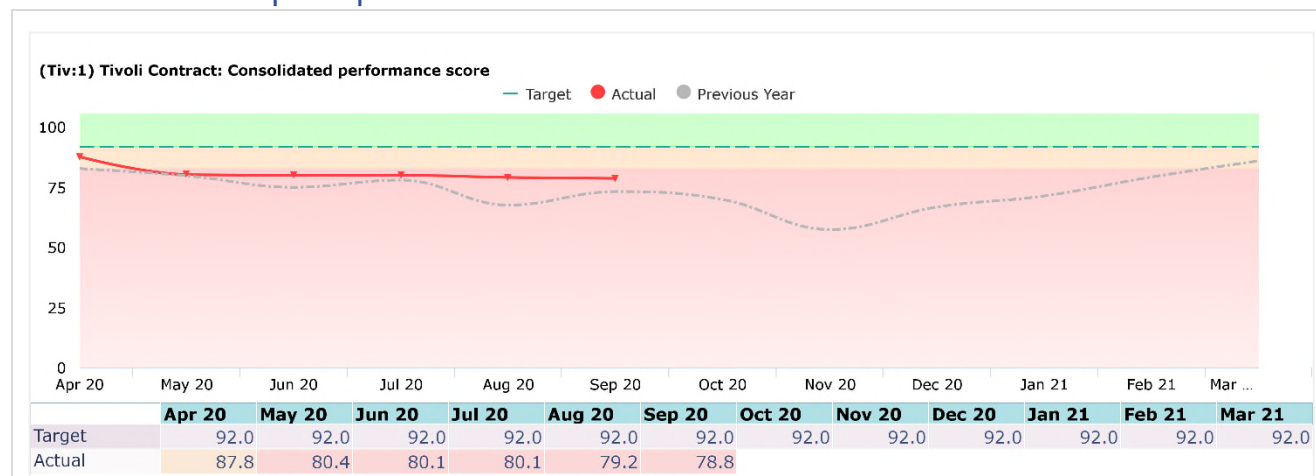
3. Service Performance Summary Report (YTD)

- 3.1 Performance of measures previously reported to the Corporate Overview and Scrutiny Panel are set out here on the basis that these measures provide some insights into service delivery (priority 2) and also remain important for the future, in which case ongoing visibility of trends is desirable.

| Q2 RAG Status | No. | Measure | Lead Service |
|---|----------|---|--|
| Green (Succeeding or achieved) | 3 | No. fly-tipping instances across the borough | Commissioning - Infrastructure |
| | | Percentage household waste sent for reuse, recycling | |
| | | No. individual engagements with published content (Museums) | Infrastructure, sustainability and Economic Growth |
| Amber (Near target) | 0 | | |
| Red (Needs improvement) | 3 | Tivoli: Consolidated Performance Score | Commissioning - Infrastructure |
| | | No. library issues | Revenue, Benefits, Library and Resident Services |
| | | No. visits (physical and virtual) to libraries | |
| Non-targeted performance for Q2 | 1 | No. attendances at leisure centres | Communities |
| Total | 7 | | |

4. Commissioning – Infrastructure: Performance Trends

4.1. Parks and open spaces



Q2 Commentary

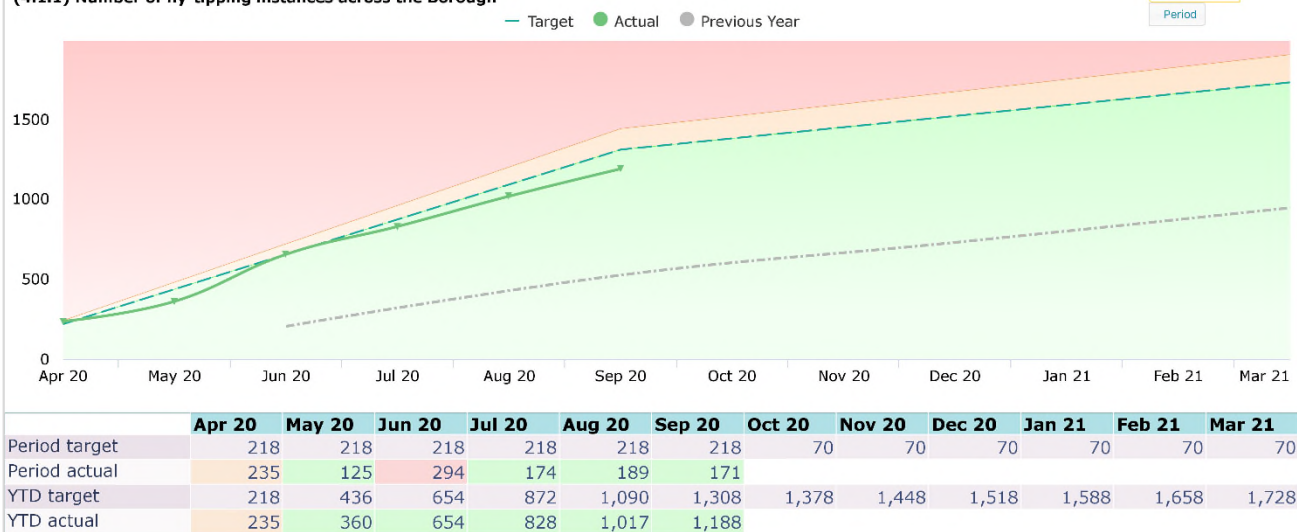
The target for this measure is 92 with red flag raised if performance is equal to/below 82.8 (10% tolerance).

The consolidated performance score is created on the basis of a number of operational and resident-facing measures. As at the end of Q2 the latest consolidated performance score is 78.8, short of target (92) by 13.2 and outside of tolerance for this measure.

After working closely with Tivoli on the agreed improvement plan, performance saw a consistent upward trend month on month since the low in November 2019 of 57.5. As anticipated in the Q4 performance report, Q1 performance reflects the disruption of operational resources due to the Covid-19 pandemic and the need to catch up on the work schedule after lockdown restrictions eased. In Q2 Tivoli focussed resource to address slippage in the work programme, for example seasonal grass and vegetation cutting, including the rural routes which generated a number of customer enquiries. Works have continued into the winter to complete the majority of the programme by the end of the growing season. Tivoli have made a number of management changes and a new Contract Manager started in Q3 which will further ensure that productivity and performance issues are dealt with, ready for the 2021 growing season. Service improvement work will include improved oversight of the work programme through roll-out of the tracking system currently used on the litter bins and further scrutiny of the standard and regularity of work being provided within the parks, countryside and cemeteries services which have been highlighted as an area of concern by service management, members and residents. Bin emptying and maintenance of rural hedgerows are often raised as issues which Tivoli management is aware of.

4.2. Fly-tipping

(4.1.1) Number of fly-tipping instances across the Borough



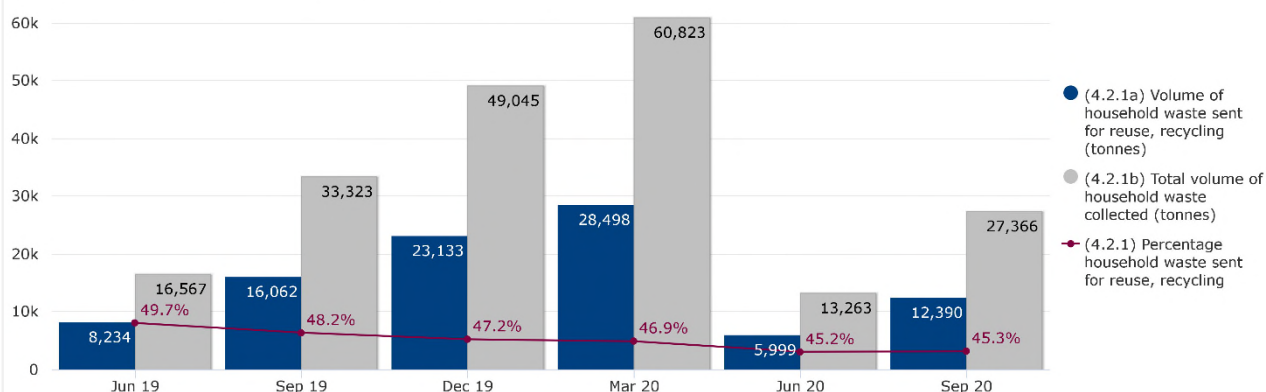
Q2 Commentary

The year end target for this measure is 1,728 and profiled monthly. A red flag is raised if YTD volumes are at/exceed 10% of the target.

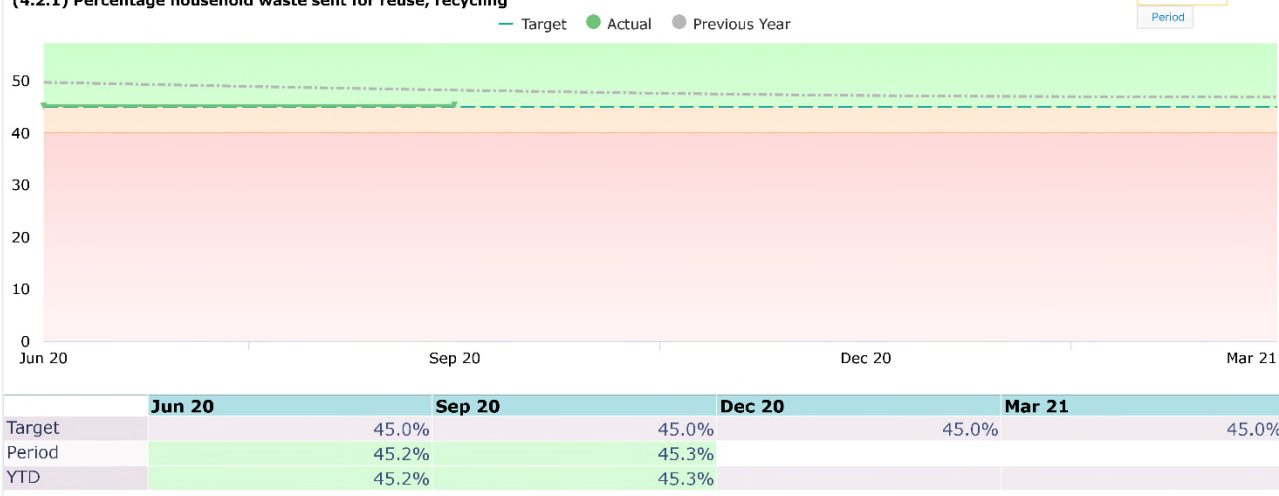
The Covid-19 pandemic and associated lockdown restrictions has seen a reported increase in the instances of fly-tipping at a national level and, as noted in the Q1 Performance report, local targets have been adjusted in 2020/21 to account for this. At the close of Q2 there have been a total of 1,188 fly-tipping instances across the borough in 2020/21, 120 fewer than the year-to-date target of 1,308. In Q2 (Jul-Sep) there were 534 fly-tips of which two of significance were asbestos-related and the rest were low level (e.g. consisting of household waste). Weekly waste collections were re-introduced across the borough from August 2020 which eased the problem of fly tipping slightly. During Q2, discussion and preparation was undertaken for the engagement of an environmental enforcement regime resulting in District Enforcement being engaged on a year's pilot to issue fines for littering with part of their remit to undertake investigations into fly tips. Their involvement is having an impact on fly tipping reduction; in particular the Town Centres, where commercial waste has grown.

4.3. Waste and recycling

(4.2.1) Volume of household waste sent for reuse, recycling (YTD)



(4.2.1) Percentage household waste sent for reuse, recycling



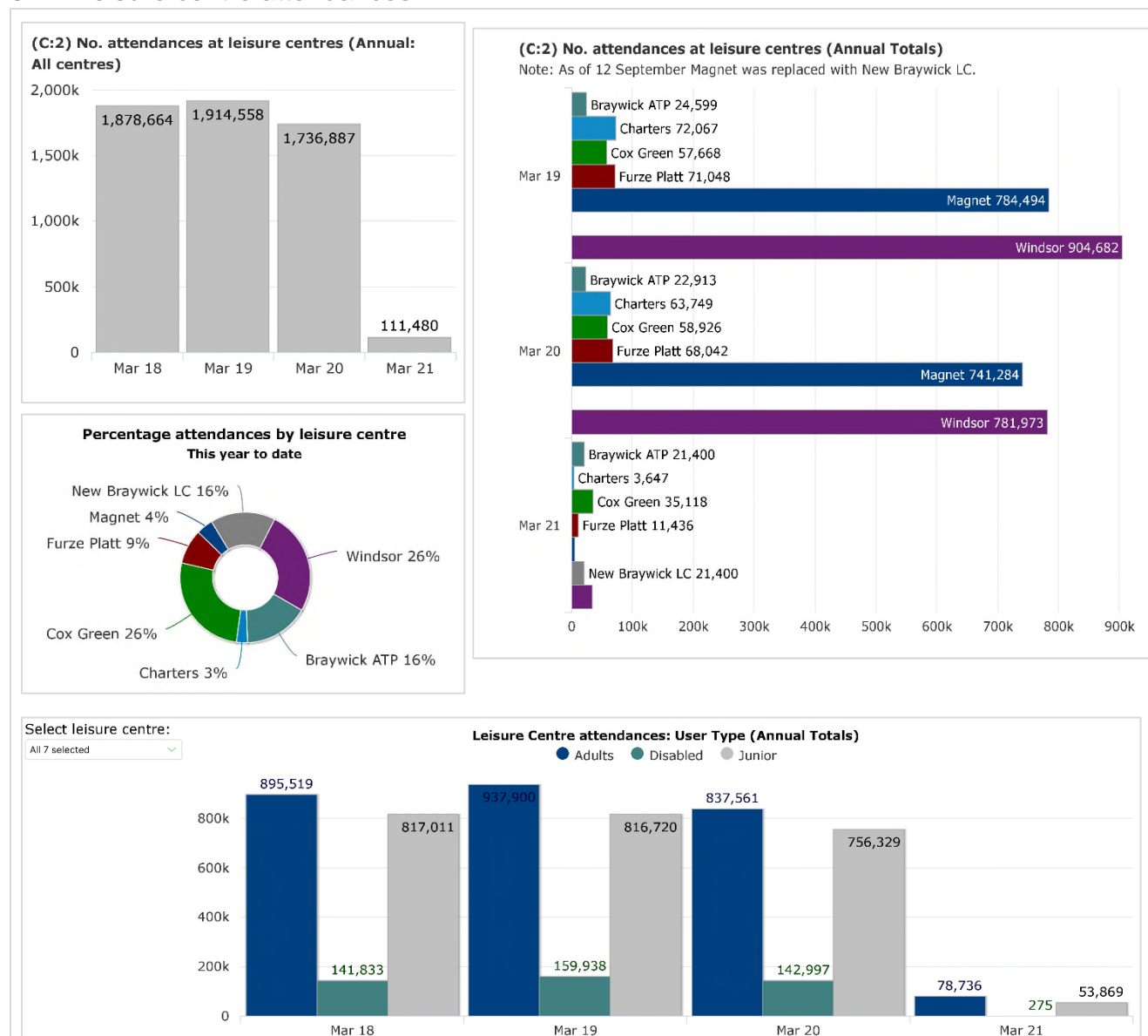
Q2 Commentary

The target for this measure is 45% with red flag raised if performance is equal to/below 40%. The indicative YTD percentage of household waste sent for reuse, recycling stands at 45.3%, above target by 0.3 and representative of 12,390 tonnes reused/recycled out of 27,366 tonnes collected.

As a result of the Covid-19 pandemic and related pressures on contractor staffing levels, waste and recycling collections moved to alternate weekly collections from 6 April to 17 August. Lockdown restrictions from 23 March 2020 prompted an increase in home deliveries and therefore an increase in the volume of recyclable materials (e.g. cardboard packaging). This, coupled with the reduced frequency of waste collections and restrictions on access to waste sites, necessitated a change in behaviour across households and more considered usage of the household waste and recycling bins available. Within this period, for example, there was also an increase in requests for food bins. From 18 August 2020 weekly waste and recycling collections resumed and it is hoped that the recycling rate will continue on an upward trend.

5. Communities: Performance Trends

5.1. Leisure centre attendances



Q2 Commentary

Leisure centres reopened to the public on a partial basis on Wednesday 25 July 2020. Due to uncertainties regarding Covid-19 and the impact of the pandemic on the leisure industry as a whole, it has been agreed that attendance volumes will remain untargeted in 2020/21. Key developments in Q2 include the transfer of operations from Parkwood Leisure to Leisure Focus Trust, a new Charitable Incorporate Organisation (CIO), with effect from 1 August 2020. The new Braywick Leisure Centre (referenced in the above charts as “New Braywick LC”) opened on 12 September 2020 and replaces the Magnet Leisure Centre. The Braywick Leisure Centre now incorporates the former Braywick Artificial Turf Pitch (referenced in the above charts as “Braywick ATP”).

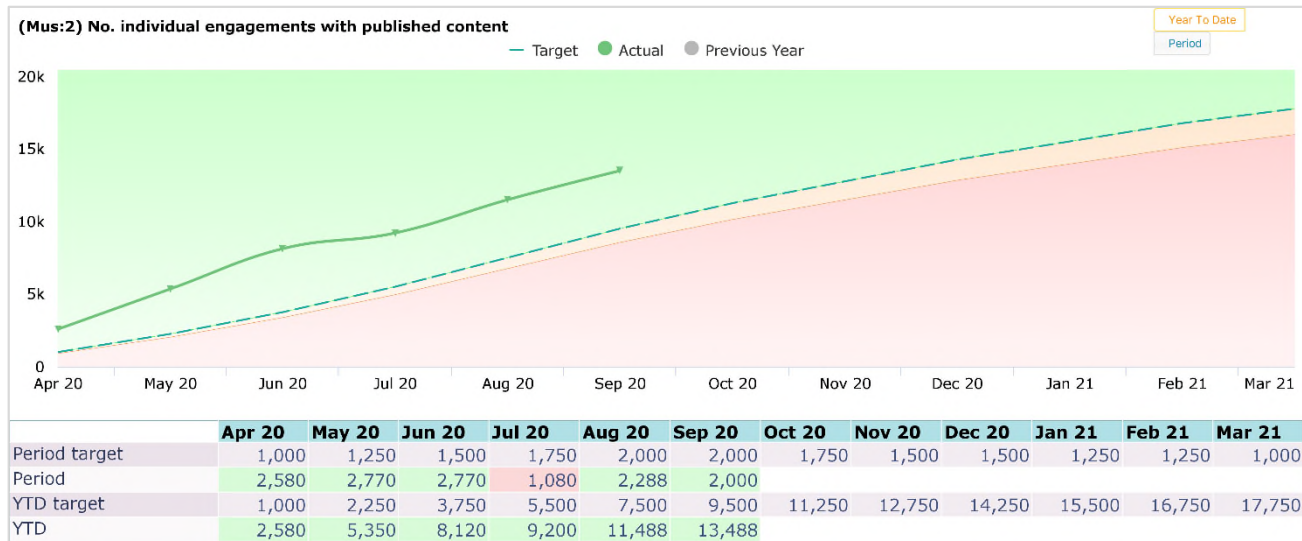
Attendances have been on the rise across different user groups in Q2 as services re-opened in phases as part of diligent management of Covid-19 precautions: classes and clubs for Junior users were opened initially, followed by lanes for Adult users, and then SportsAble activities for Disabled users. As acknowledged in the Q1 Performance Report, it is anticipated that the Covid-19 pandemic will have a long-term impact on consumer behaviour as a result of attitudes to social distancing and also the increased availability of

Communities Overview and Scrutiny Panel: Q2 Data and Performance Report

exercise apps and online fitness programmes. This is a challenging time for the leisure industry but the council is committed to ensuring that it does all it can to look after its members and keep venues safe for them.

6. Infrastructure, Sustainability and Economic Growth: Performance Trends

6.1. Museum digital content engagement



Q2 Commentary

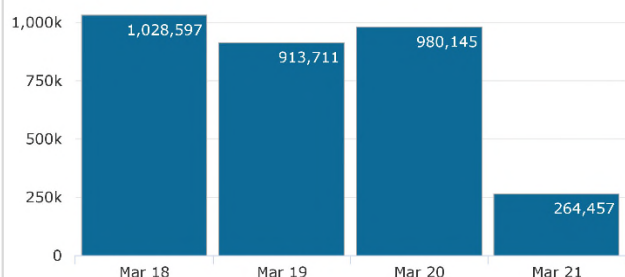
The year-end target for this measure is 17,750 and profiled monthly. A red flag is raised if volumes are at/fall below 10% of the target. Please note that Q1 figures have been reviewed and updated and target profiling has been adjusted.

Whilst the museums closed in Q1 they have maintained their online presence with the digitisation project. This enabled more access to the museum content for all those staying at home during the height of the pandemic. This measure provides insight into the online engagement programme, the volume of individual engagements with social media posts, podcasts, YouTube posts watched and website visits which have increased. As at the close of Q2 YTD there were 13,488 individual engagements with online content, above the target volume of engagements (9,500) by 9,988. The volume of engagements peaked in May and June 2020 with 2,770 engagements each month, this was due to a successful VE Campaign involving the community and local MPs to mark the day. In Q2 engagements reduced in July to below target, 1080, this was due to fewer videos being created and the newsletter not being produced, meaning a lack of replies that followed. This directly affected the level of published content which was engaged with. The museum service has since continued to publish the newsletter and the measure has remained above target.

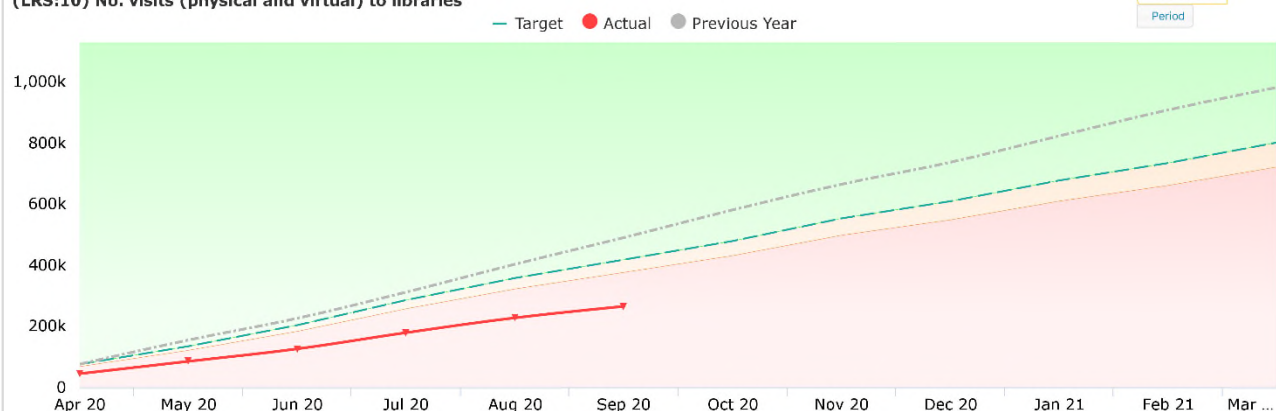
7. Revenue, Benefits, Library and Resident Services: Performance Trends

7.1. Library visits

(LRS:10) No. visits (physical and virtual) to libraries
Annual totals

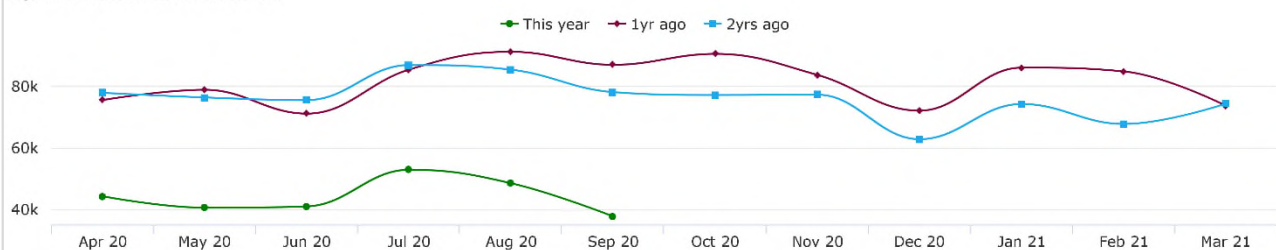


(LRS:10) No. visits (physical and virtual) to libraries



| | Apr 20 | May 20 | Jun 20 | Jul 20 | Aug 20 | Sep 20 | Oct 20 | Nov 20 | Dec 20 | Jan 21 | Feb 21 | Mar 21 |
|---------------|--------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|
| Period Target | 75,000 | 59,000 | 69,000 | 82,000 | 72,000 | 60,000 | 61,000 | 74,000 | 56,000 | 68,000 | 57,000 | 67,000 |
| Period | 44,183 | 40,470 | 40,906 | 52,830 | 48,436 | 37,632 | | | | | | |
| YTD Target | 75,000 | 134,000 | 203,000 | 285,000 | 357,000 | 417,000 | 478,000 | 552,000 | 608,000 | 676,000 | 733,000 | 800,000 |
| YTD | 44,183 | 84,653 | 125,559 | 178,389 | 226,825 | 264,457 | | | | | | |

3yr Trends: No. visits to libraries



| | Apr 20 | May 20 | Jun 20 | Jul 20 | Aug 20 | Sep 20 | Oct 20 | Nov 20 | Dec 20 | Jan 21 | Feb 21 | Mar 21 |
|-----------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| This year | 44,183 | 40,470 | 40,906 | 52,830 | 48,436 | 37,632 | | | | | | |
| 1yr ago | 75,534 | 78,869 | 71,109 | 85,451 | 91,244 | 87,001 | 90,558 | 83,696 | 72,070 | 86,076 | 84,848 | 73,689 |
| 2yrs ago | 77,880 | 76,371 | 75,510 | 86,913 | 85,406 | 78,106 | 77,164 | 77,267 | 62,777 | 74,228 | 67,739 | 74,350 |

Q2 Commentary

The year end target for this measure is 800,000 and profiled monthly. A red flag is raised if volumes are at/fall below 10% of the target.

At the end of Q2, the year-to-date performance is 264,457 against 417,000. The service has retained its original targets for this measure in 2020/21 and continues to innovate to achieve as close to target by March 2021 as possible.

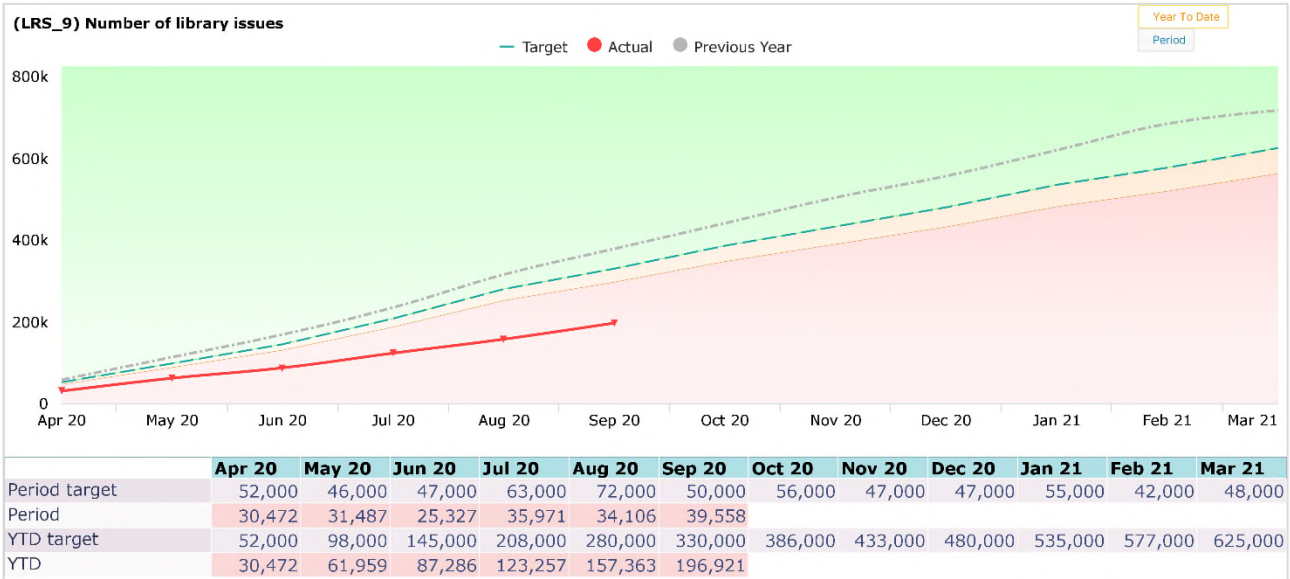
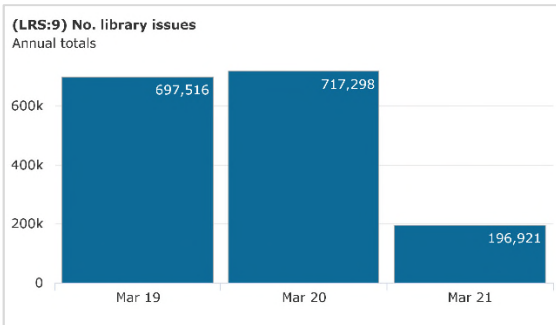
In response to the Covid-19 pandemic libraries were closed on Wednesday 18 March 2020. The extensive digital offer already in place was developed further. Rhyme times, craft

Communities Overview and Scrutiny Panel: Q2 Data and Performance Report

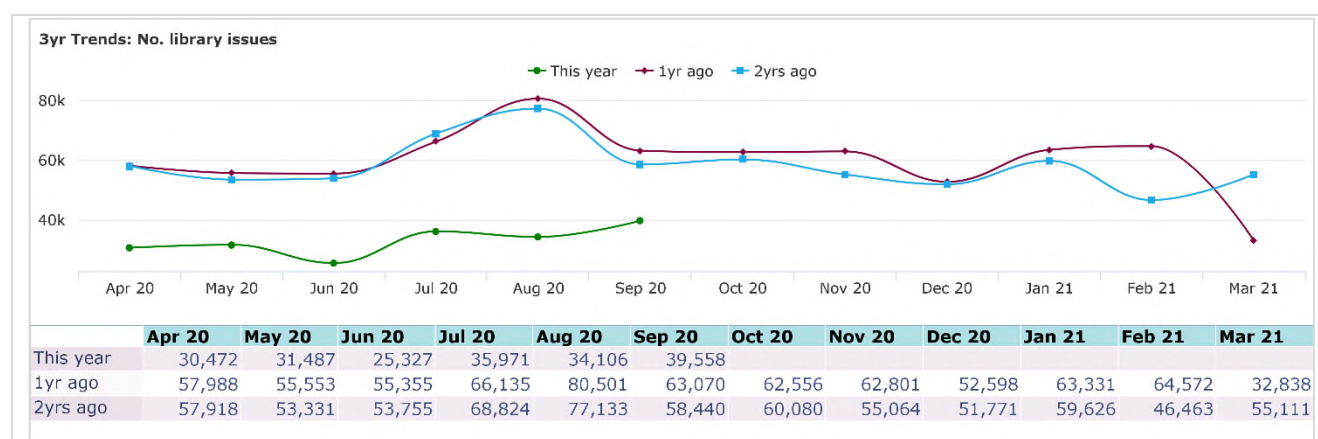
activities, Minecraft, a YouTube Channel, author events and many other activities were delivered online. Extensive digital video, music, newspaper and magazine collections have been very popular and the E-book offer was increased.

To help mitigate a potential widening digital divide and support development of skills and learning the following online resources are available: Niche Academy (online video tutorials), Access to Research (Academic journals and research papers), Future Learn (online courses from top universities), Learn My Way (free courses on basic IT such as internet browsing, setting up an email account) and a "How to" guide for claiming Universal Credit. The Summer Reading Challenge gave school children the opportunity to have a zoom chat to authors every week to increase participation in the reading challenge. A new online reading challenge for adults was also introduced. Libraries have re-opened in a Covid-safe way and the blended digital and physical offer continues to develop.

7.2. Library loans



Communities Overview and Scrutiny Panel: Q2 Data and Performance Report



Q2 Commentary

The year end target for this measure is 625,000 and profiled monthly. A red flag is raised if volumes are at/fall below 10% of the target.

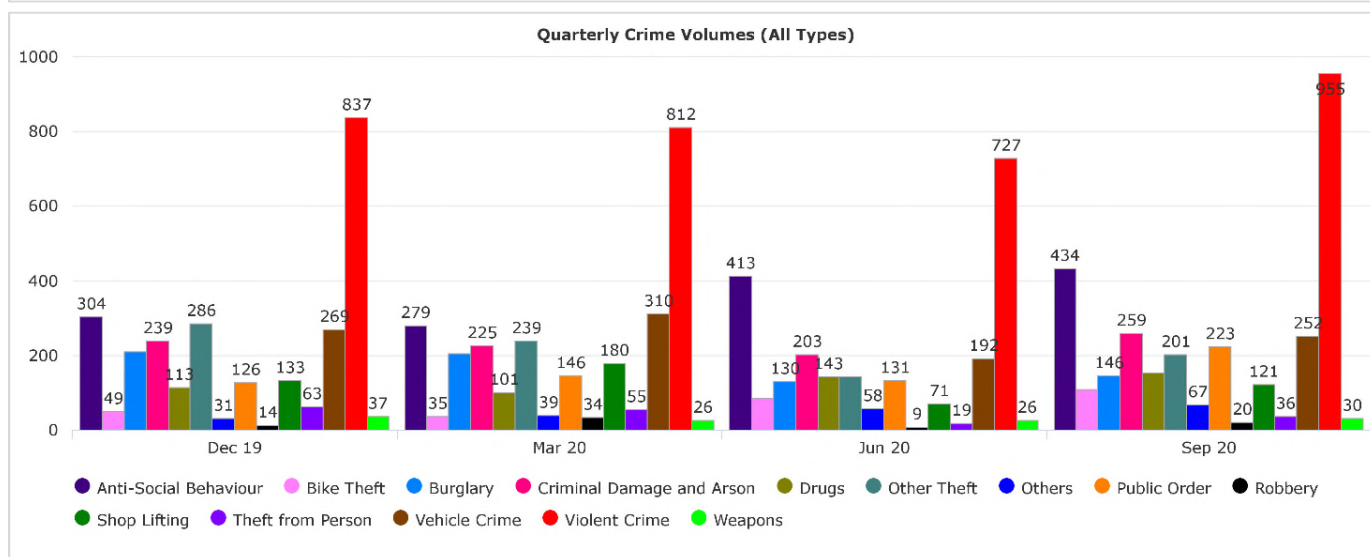
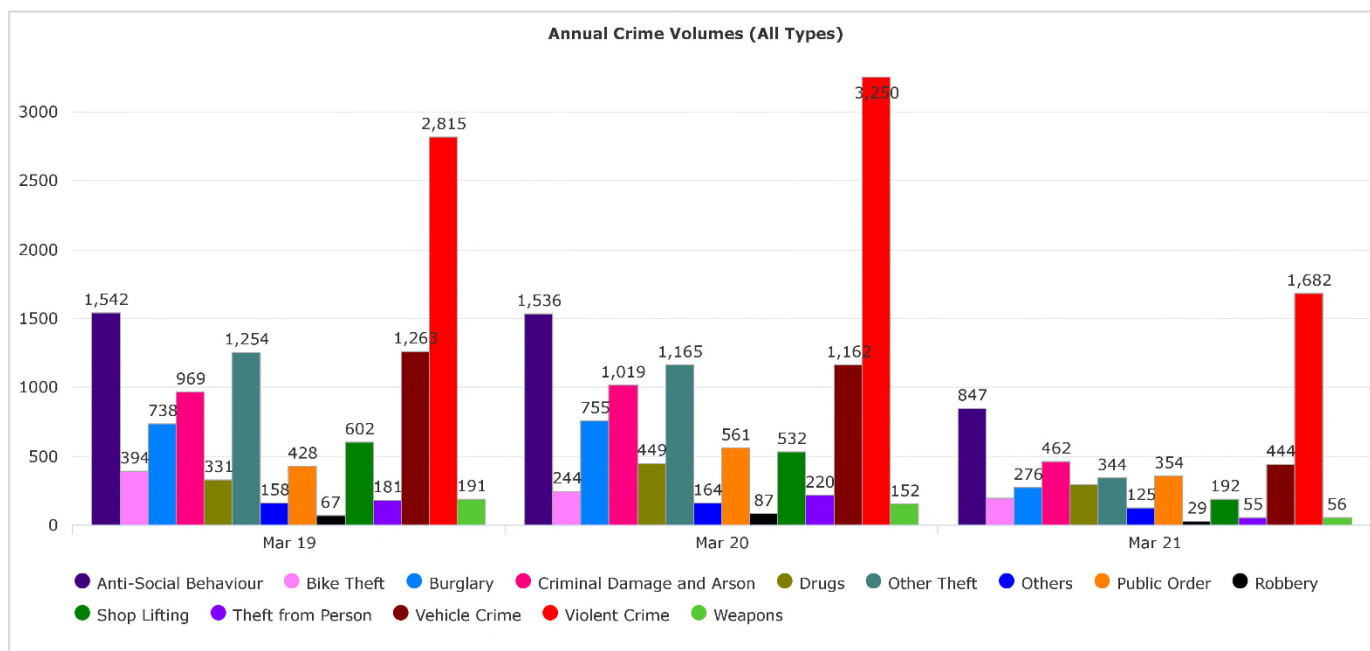
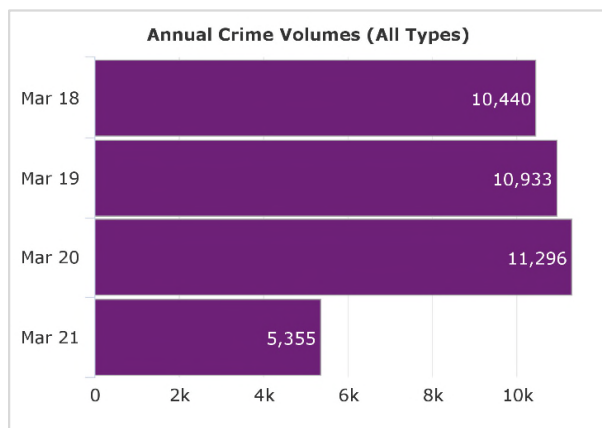
At the close of Q2 the total number of library issues was 196,921 against a target of 330,000. Prior to the lockdown residents were able to select books from the online catalogue and collect them from any library or have them delivered to any Mobile Library stop or, for housebound residents, to their homes. With the closure of libraries, a restricted version of the offer was made available from 6 July, permitting customers to collect their reservations from Maidenhead and Windsor Libraries, the Mobile Library stops or from any of 18 different pick-up locations across the borough. The Housebound service also resumed.

The service has retained its original targets for this measure in 2020/21 as it continues to respond to demand. The 3yr-trends graph illustrates the impact of seasonality on this measure. Maidenhead and Windsor libraries were reopened on 30 September 2020 for browsing and public PC access in a Covid-safe way. It is expected that the opening of two libraries, easing of lockdown measures and the service's innovations will start to be seen in Q3 figures for this measure.

8. Business Intelligence: Community Safety and Crime

8.1 Data extract from the UKCrimeStats up to September 2020.

<https://www.ukcrimestats.com/Subdivisions/UTA/2622/>



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| | |
|--|---|
| Report Title: | Royal Borough of Windsor and Maidenhead Public Libraries Opening Hours Reduction / Closures |
| Contains Confidential or Exempt Information? | No - Part I |
| Lead Member: | Councillor Rayner, Deputy Leader of the Council, Resident and Leisure Services, HR, IT, Legal, Performance Management and Windsor |
| Meeting and Date: | Cabinet 28 January 2021 |
| Responsible Officer(s): | Adele Taylor, Director of Resources |
| Wards affected: | All |

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REPORT SUMMARY

1. The decision was taken at Full Council on 25 February 2020 to conduct a public consultation to reduce library opening hours in order to make a saving of £145,000 (full year effect).
2. The Public Consultation on the proposals was due to take place in March 2020 but this was halted due to the uncertainty relating to the emerging Pandemic, the subsequent closure of libraries and the digital library offer being the sole library offer available to residents.
3. When Borough Libraries resumed a limited physical service in July 2020, plans to consult resumed. The consultation went live on Thursday 3 September and closed on Monday 30 November.
4. This report outlines the results of the consultation in Appendix A and proposes an amended opening hours schedule (Appendix B) based on feedback from respondents.
5. The full implications and mitigations relating to the proposed changes can be understood in greater depth if this report is read alongside the proposed Library Transformation Strategy. This Strategy aims to ensure the Library service contributes to the aims of the Corporate Transformation Strategy by focusing on building a community-centric Borough of opportunity and innovation.

1. DETAILS OF RECOMMENDATION(S)

RECOMMENDATION: That Cabinet notes the report and:

- i) **Subject to the outcome of the Library Transformation Strategy Consultation, approves the new schedule of Library Opening Hours detailed in Appendix B.**
- ii) **Delegates authority to the Director of Resources in consultation with the Lead Member for Lead Member for Resident and Leisure Services, HR, IT, Legal, Performance Management and Windsor, to make minor adjustments to library opening hours schedules as the need arises.**

2. REASON(S) FOR RECOMMENDATION(S) AND OPTIONS CONSIDERED

Options

Table 1: Options arising from this report

| Option | Comments |
|--|---|
| Note the report and approve the new schedule of Library Opening Hours from 1 June 2021 in principle subject to the outcome of the Library Transformation Strategy Consultation. This is the recommended option | This option will ensure that the reductions proposed are implemented as part of the overall Library Transformation Strategy to ensure effective and robust mitigations are established to protect essential, targeted and universal library support services. |
| Approve the new schedule of library opening hours for implementation from April 2021. This is not recommended | This option will achieve the required library savings, however as the Library Transformation Strategy will not be ratified before this date, this decision may be viewed as pre-emptive and may therefore have the potential to risk costly Judicial challenge. |
| Not approve the new schedule of opening hours and retain the old schedule. This is not recommended | This option will not achieve the required savings. |
| Make amendments to the new schedule of opening hours. This is not recommended | This option may delay implementation. The schedule of opening hours has been designed in line with the feedback from the Public Consultation. |

- 2.1 This recommendation has been made in order to achieve essential savings for the Council while maintaining a sustainable and resilient library service that continues to meet the needs of Royal Borough residents, in line with the 1964 Public Libraries Act.
- 2.2 The Library Transformation Strategy commits the council to a continuing improvement programme of diversification across the Borough Library Service and protects the main hubs, dual use school libraries, the 24/7 digital offer, the Reading Development Inclusions Service, the School RDS (Reading Development Service) Offer, the Volunteer and Community Development elements of the service and the stock fund.

3. KEY IMPLICATIONS

Table 2: Key Implications

| Outcome | Unmet | Met | Exceeded | Significantly Exceeded | Date of delivery |
|--|---------|-------------|----------|------------------------|------------------|
| New schedule of opening hours implemented on 1 June 2021 | Delayed | 1 June 2021 | N/A | N/A | 1 June 2021 |

4. FINANCIAL DETAILS / VALUE FOR MONEY

Table 3: Financial Impact of report's recommendations

| REVENUE COSTS | 2020/21 | 2021/22 | 2022/23 |
|------------------|----------|----------|---------|
| Additional total | £0 | £0 | £0 |
| Reduction | -£90,000 | -£55,000 | £0 |
| Net Impact | -£90,000 | -£55,000 | £0 |

5. LEGAL IMPLICATIONS

- 5.1 Library services must comply with the Public Libraries and Museums Act 1964 and other legal obligations, including the Equality Act and Public Sector Equality Duty.
- 5.2 In providing this service, a library authority must secure adequate stocks sufficient in number, range and quality to meet the general requirements and any special requirements of adults and children; and encourage adults and children to make full use of the library service.
- 5.3 Equality Analysis must be carried out to demonstrate that decision-makers are fully aware of the impact that changes may have on those with protected characteristics.
- 5.4 If a representation is made to the Secretary of State about a library service not meeting its legal obligations, the library authority will be required to demonstrate that it has met its legal obligations which are outlined in the Library Transformation Strategy. Failure to do so puts the Local Authority at risk of challenge and Judicial Review.

6. RISK MANAGEMENT

Table 4: Impact of risk and mitigation

| Risks | Uncontrolled risk | Controls | Controlled risk |
|---|-------------------|---|-----------------|
| Delay in implementation due to employee | Medium | Ensure strict adherence to the Council's HR Policies and Procedures | Low |

| Risks | Uncontrolled risk | Controls | Controlled risk |
|--|--------------------------|--|------------------------|
| relations issues that may arise | | | |
| A representation is made to the Secretary of State triggering an investigation by the Department for Culture, Media and Sport which may lead to a significant delay in implementation. | High | Link the reduction in opening hours and closure of Eton Library and the Woodlands Park Container Service to the wider Library Transformation Strategy. | Medium |
| A challenge leads to Judicial Review with high costs for the council as well as a delay in the opportunity to make the identified savings. | High | Link the reduction in opening hours and closure of Eton Library and the Woodlands Park Container Service to the wider Library Transformation Strategy. | Medium |

7. POTENTIAL IMPACTS

- 7.1 Equalities. A full EQIA has been carried out. Equality Impact Assessments are published on the [council's website](#).
- 7.2 Climate change/sustainability. The Library Service has a Green Plan which forms part of the Library Transformation Strategy.
- 7.3 Data Protection/GDPR. Processing of personal data is not involved in this decision.
- 7.4 Staff contracts may be impacted.

8. CONSULTATION

- 8.1 See Appendix A for the Library Opening Hours Public Consultation Report.
- 8.2 The final recommended schedule of opening hours has been revised in response to feedback from the consultation. The amended opening hours are still reflective of customer usage.

9. TIMETABLE FOR IMPLEMENTATION

Table 5: Implementation timetable

| Date | Details |
|------------------|-------------------------------------|
| 28 January 2021 | Cabinet Decision |
| 10 February 2021 | Staff Consultation commences |
| 01 June 2021 | Implementation of new opening hours |

10. APPENDICES

10.1 This report is supported by 4 Appendices:

- Appendix A: Library Opening Hours Public Consultation Report
- Appendix B: New Opening Hours Schedule based on Consultation Feedback
- Appendix C: Consultation Questionnaire
- Appendix D: Consultation Opening Hours Summary by Library

11. BACKGROUND DOCUMENTS

11.1 This report is supported by 10 background documents:

- Equality Impact Assessment
- Average Visitor and Loan Counts per Library per Hour
- Demographics of Responders
- All Comments
- Reasons for not currently using a library
- Comments referencing Closing Eton Library
- Comments referencing Council Tax
- Comments referencing Sunday Opening
- Comments referencing Friday Opening
- Comments referencing longer hours at Windsor on a Saturday
- Communications Plan

12. CONSULTATION (MANDATORY)

| Name of consultee | Post held | Date sent | Date returned |
|-------------------|---|-----------|---------------|
| Cllr Rayner | Lead Member for Leisure Services, HR, IT, Legal, Performance Management and Windsor | 24/12/20 | 24/12/20 |
| Duncan Sharkey | Managing Director | 24/12/20 | 07/01/21 |
| Adele Taylor | Director of Resources/S151 Officer | 24/12/20 | 24/12/20 |
| Kevin McDaniel | Director of Children's Services | 24/12/20 | |
| Hilary Hall | Director of Adults, Health and Commissioning | 24/12/20 | |
| Andrew Vallance | Head of Finance | 24/12/20 | |
| Elaine Browne | Head of Law | 24/12/20 | 06/01/21 |

| Name of consultee | Post held | Date sent | Date returned |
|--------------------------|---|------------------|----------------------|
| Mary Severin | Monitoring Officer | 24/12/20 | 04/01/21 |
| Nikki Craig | Head of HR, Corporate Projects and IT | 24/12/20 | 04/01/21 |
| Louisa Dean | Communications | 24/12/20 | |
| Karen Shepherd | Head of Governance | 24/12/20 | 04/01/21 |
| Louise Freeth | Head of Revenues, Benefits, Library and Resident Services | 24/12/20 | 24/12/20 |

REPORT HISTORY

| | | |
|---|----------------------------|------------------------------|
| Decision type: Key Decision (Added to the Forward Plan 09/12/2020) | Urgency item? No | To Follow item? No |
| Report Author: Angela Huisman, Library and Resident Contact Lead, Tel 07717 693031 | | |

Royal Borough of Windsor and Maidenhead
Libraries Opening Hours Consultation Report
20 January 2021

1. The Royal Borough of Windsor and Maidenhead is introducing a more radical and transformational approach to providing local services to deal with pressures on resources, increasing demands for social care and changing expectations from local communities.
2. As financial, technological and demographic challenges increase so councils must give communities more power to develop their own resilience and independence.
3. A robust, objective and evidence-based library strategy has been developed to help deliver corporate priorities through a Library Service that helps release the power and assets within communities to meet local need.
4. The Library Transformation Strategy sets out the direction of travel for RBWM libraries, ensuring that the Council will continue to deliver a comprehensive and efficient library service which is modern, creative, innovative, inclusive and affordable.
5. Digital services are deeply embedded and blended into the overall library offer. The strategy aims to mitigate against the digitally disengaged becoming more isolated, more disadvantaged and more excluded, so that communities can create and implement their own solutions.
6. A first stage Public Consultation which focused on library opening hours has been conducted to gather resident and partner input and views on potential library opening hours and the closure of Eton Library and the Woodlands Park Container Service.

Consultation Principles

7. The RBWM Library Service takes its duty to consult with residents, partners and other stakeholders very seriously.
8. Each year the library service conducts an in-depth Customer Satisfaction Survey which receives close to 400 responses from library service users and partners. These responses are scrutinised by the Library Management Team and Lead Member and used to adapt the library service to ensure it remains responsive and agile, meeting the changing needs of residents as they arise and pre-empting demand wherever possible.

9. The Public Library Opening Hours Consultation was based on the following principles:
 - a. Inclusive
 - b. Informative
 - c. Understandable
 - d. Appropriate
 - e. Meaningful
 - f. Reported

Approach

10. This initial Public Consultation was designed to elicit the views of the public and partners on:
 - a. The opening hours at each location
 - b. The closure of Eton Library
 - c. The removal of the Woodlands Park Container stop
 - d. Alternative proposals
 - e. An opportunity to give feedback and comments
11. Consultation commenced on 3 September 2020 and ran for just over 12 weeks, closing on 30 November 2020.
12. This extensive consultation period was intended to ensure that as many people and partners as possible had the opportunity to respond to the proposals.
13. Both paper and digital options to respond to the questionnaire were made available and a robust communications plan was developed to ensure that the pandemic did not prevent residents from responding.

Communications Plan

14. The consultation was promoted on the RBWM website, via the RBWM e-newsletter and on RBWM social media platforms (Twitter and Facebook).
15. The consultation was also sent via the RBWM Libraries e-newsletter to over 40,000 library customers and was promoted regularly on the library social media accounts (Twitter, Facebook and Instagram).
16. Schools were asked to send the consultation to parents and older students via their newsletters.
17. Partners such as the CAB (Citizen's Advice Bureau), Ascot Durning Trust, Library Volunteers including Library Teenage Volunteers, Reading Groups, Arts Centres, Book Festivals and Parish Councils were invited to participate.
18. Hard copy posters and leaflets were distributed in libraries, at all Click and Deliver pick-up points and by the Mobile Library. Housebound and vulnerable customers were telephoned by library staff.

19. Large Print options were made available on request.
20. A press release went out and an advert was placed in the local newspaper. A leaflet drop to all households across the Borough was also carried out.
21. Responses that were submitted outside the provided questionnaire formats were also reviewed.
22. Throughout the consultation every effort was made to ensure that despite the Pandemic as many people as possible were made aware of the proposed changes and had an opportunity to have their say.
23. Particular effort was made to communicate the proposals in a clear and easy to understand way. This included a sign language video posted on the library Facebook Account and an “easy to read” consultation document prepared with the assistance of Optalis so that residents with developmental disorders or learning disabilities would also be able to participate.

Consultation Respondents

24. 1,815 responses were received, making this consultation one of the largest consultations RBWM has conducted in recent years.
25. Almost 70% of the respondents were female and just over 40% were aged 60+.
26. 51 respondents were under the age of 30.
27. 87% of the respondents said they made use of Windsor Library or Maidenhead Library. Many also used another library.
28. 46% said they made use of the library digital offer.
29. 85% said they used the library once a month or more.
30. In answer to the question “If you don’t use a library, can you tell us why” most of the answers cited Covid.
31. It should be noted that consultations that are open for anyone to answer will not necessarily be representative of the whole population or of the demographic that uses the Service. The 45+ age group tends to participate in consultations to a much greater degree, in general, than the under 30 age group. This was reflected in this consultation. Prior to Covid, the largest use of public libraries was amongst the under 24s and since the pandemic it has been the 18-34 year age group. This, however, is not reflected in the responses.

Consultation Results

32. 1,815 responses were received in total, and 1,722 individual comments were made.
33. Many respondents suggested opening libraries later so that the library remains open until later to allow more children, young people and working people to benefit.
34. This applied to all locations, not just Maidenhead and Windsor, and included the Container Library. It was pointed out that those who are able to visit earlier in the morning can probably visit at another time whereas those who visit later in the day can often not visit at another time.
35. Heatmaps of usage show high levels of use between 9 and 10am and between 10 and 11am. However, the point is taken that customers who use the libraries at those times may be more flexible with when they visit the library. The recommendation to open and close later has therefore been accepted.
36. Respondents also suggested that later shifts, until 7pm, be offered later in the week. Monday late evenings were not popular.
37. Friday afternoon opening in the branches was requested by many respondents, even if this meant fewer opening hours earlier in the week.
38. Longer Saturday hours at Windsor, at least to 3 or 4pm, even if this meant fewer hours during the week, was a common theme.
39. A large number of respondents requested that Maidenhead and Windsor libraries continue to open on a Sunday as this is the only time many families are able to visit the library. Comments cited the other activities that children are often involved in on a Saturday. This option has been accommodated by moving hours from earlier in the week to Sundays.
40. A high number of respondents praised the library service with comments such as “the best thing RBWM provides” and “definitely one of the very best things about living here.”
41. There was praise about the digital offer but this was alongside comments stating that “nothing beats browsing to choose books.”
42. Many respondents commented on IT access and digital support: “I don’t have access to the internet”, “The most important thing is safe access to computers for old disabled people”, “I do not have a computer so therefore going into Ascot Library is my saving grace”, “The staff help me with using computers, paying council tax” and “At 88 years old... we do not have a computer and the staff have always helped us with form filling and other online access that we have to use.”

43. There were many comments about paying more council tax to retain current levels of library service and some respondents expressed “alarm” that the Council thinks the library service should be part of a “cost cutting exercise”.
44. Comments about social contact and mental health were also raised.
45. Suggestions were made for a better e-book selection. This is a challenge for the whole public library sector and may require a change in law to resolve. E-books are significantly more costly to purchase for Library Services than hard copies, and licencing restrictions imposed by the Publishing industry significantly limit the range of e-book titles that can be offered for loan.

Conclusion

46. Over 1800 respondents gave their views on the proposals put to them through this consultation. This is a high number in terms of RBWM consultation response rates but a very small percentage of actual library users.
47. RBWM Library visits, when compared to other Unitary Authorities, are the 3rd highest in the country per 100,000 population, with close to a million visits per year prior to the Pandemic. The Pandemic has therefore potentially had an enormous impact on levels of engagement with the consultation.
48. The consultation did endeavour to engage with a wide range of residents and partners as outlined in the Communication Plan but it was inevitable that the pandemic and the resulting closure of ten out of twelve static RBWM libraries and the Container Library would have an impact.
49. Take-up of the blended library offer, prior to the Pandemic, was, of course, many times higher than the Click and Collect and Digital-only offer that has been offered for the current financial year. The service looks forward to once again facilitating delivery, to residents, of the full range of support services via community partners when it is safe to do so.
50. Each response has been reviewed carefully and the feedback has had a direct impact on the final opening hours schedule (See Appendix B). The revised schedule continues to reflect customer usage.
51. This report empowers Cabinet to understand the views of residents as fed back through the Opening Hours Consultation and provides a sound base on which to make decisions if read alongside the principles of the Library Transformation Strategy.

| Ascot Durning Library | | | |
|------------------------------|----------------|------------------------|------------------------------------|
| Day | Current | Proposed | Final opening hours |
| Monday | 10am - 7pm | 10am - 1pm & 2pm - 7pm | 10.30am – 1.30pm & 2.30pm – 5.30pm |
| Tuesday | 10am - 5pm | 10am - 1pm & 2pm - 5pm | 2.30-5.30pm |
| Wednesday | 10am - 5pm | 10am - 1pm & 2pm - 5pm | 10.30am – 1.30pm & 2.30pm – 5.30pm |
| Thursday | 10am - 7pm | 10am - 1pm & 2pm - 5pm | 10am - 1pm & 2pm - 7pm |
| Friday | 10am - 5pm | 10am - 1pm & 2pm - 5pm | 10.30am – 1.30pm & 2.30pm – 5.30pm |
| Saturday | 10am - 1pm | 10am - 1pm | 10am - 1pm |
| Sunday | 11am - 2pm | Closed | 11am - 2pm |

| Boyn Grove Library | | | |
|---------------------------|----------------|------------------------|----------------------------|
| Day | Current | Proposed | Final opening hours |
| Monday | 2pm - 5pm | 10am - 1pm & 2pm - 7pm | 2.30pm-5.30pm |
| Tuesday | 2pm - 5pm | 2pm - 5pm | 2.30pm-5.30pm |
| Wednesday | 2pm - 5pm | 2pm - 5pm | Closed |
| Thursday | 10am - 7pm | 2pm - 5pm | 10am - 1pm & 2pm - 7pm |
| Friday | 2pm - 5pm | 2pm - 5pm | 2.30pm-5.30pm |
| Saturday | 10am - 4pm | 10am - 1pm | 10am - 1pm |
| Sunday | 11am - 2pm | Closed | Closed |

| Cookham Library | | | |
|------------------------|------------------------|------------------------|----------------------------|
| Day | Current | Proposed | Final opening hours |
| Monday | 2pm - 7pm | 2pm - 7pm | 2.30pm-5.30pm |
| Tuesday | 2pm - 5pm | 2pm - 5pm | Closed |
| Wednesday | 2pm - 5pm | 2pm - 5pm | 2.30pm-5.30pm |
| Thursday | 10am - 1pm & 2pm - 5pm | 10am - 1pm & 2pm - 5pm | 10am - 1pm & 2pm - 7pm |
| Friday | 2pm - 5pm | Closed | 2.30pm-5.30pm |
| Saturday | 10am - 1pm | 10am - 1pm | 10am - 1pm |
| Sunday | 11am - 2pm | Closed | Closed |

| Cox Green Library | | | |
|--------------------------|----------------|-----------------|----------------------------|
| Day | Current | Proposed | Final opening hours |
| Monday | Closed | 10am - 7pm | Closed |
| Tuesday | 1.30pm - 5pm | 2pm - 5pm | 2.30pm-5.30pm |
| Wednesday | 10am - 7pm | Closed | 10am - 7pm |
| Thursday | 10am - 5pm | 10am - 5pm | 10.30am – 5.30pm |
| Friday | 1.30pm - 5pm | 2pm - 5pm | 2.30pm-5.30pm |
| Saturday | 10am - 1.30pm | 10am - 1pm | 10am - 1pm |
| Sunday | 11am - 2pm | Closed | Closed |

| Datchet Library | | | |
|------------------------|------------------------|------------------------|----------------------------|
| Day | Current | Proposed | Final opening hours |
| Monday | Closed | Closed | Closed |
| Tuesday | 2pm - 7pm | 2pm - 7pm | 2.30pm-5.30pm |
| Wednesday | 10am - 1pm & 2pm - 5pm | 10am - 1pm & 2pm - 5pm | 10am - 1pm & 2pm - 7pm |
| Thursday | 10am - 1pm | 10am - 1pm | Closed |
| Friday | 10am - 1pm & 2pm - 5pm | Closed | 2.30pm-5.30pm |
| Saturday | 10am - 1pm | 10am - 1pm | 10am - 1pm |
| Sunday | 11am - 2pm | Closed | Closed |

| Dedworth Library | | | |
|-------------------------|----------------|------------------------|----------------------------|
| Day | Current | Proposed | Final opening hours |
| Monday | 2pm - 7pm | 2pm - 7pm | 2.30pm-5.30pm |
| Tuesday | 2pm - 5pm | 2pm - 5pm | 2.30pm-5.30pm |
| Wednesday | 2pm - 5pm | 2pm - 5pm | 2.30pm-5.30pm |
| Thursday | 8.45am - 5pm | 10am - 1pm & 2pm - 5pm | 10am - 1pm & 2pm - 7pm |
| Friday | 8.45am - 5pm | 10am - 1pm & 2pm - 5pm | 2.30pm-5.30pm |
| Saturday | 10am - 4pm | 10am - 1pm | 10am - 1pm |
| Sunday | 11am - 2pm | Closed | Closed |

| Eton Library | | | |
|--------------|------------------------|----------------------|----------------------------------|
| Day | Current | Proposed | Final opening hours |
| Monday | 2pm - 5pm | Mobile library visit | Mobile library visit (2.30-4.30) |
| Tuesday | 10am - 1pm & 2pm - 5pm | Closed | Closed |
| Wednesday | Closed | Closed | Closed |
| Thursday | Closed | Closed | Closed |
| Friday | 2pm - 7pm | Mobile library visit | Mobile library visit (2.30-4.30) |
| Saturday | 10am - 1pm | Closed | Closed |
| Sunday | Closed | Closed | Closed |

| Eton Wick Library | | | |
|-------------------|------------------------|------------------------|------------------------|
| Day | Current | Proposed | Final opening hours |
| Monday | Closed | 10am - 1pm & 2pm - 7pm | Closed |
| Tuesday | 2pm - 5pm | 2pm - 5pm | 2.30pm-5.30pm |
| Wednesday | 10am - 1pm & 2pm - 7pm | Closed | Closed |
| Thursday | 10am - 1pm & 2pm - 5pm | 10am - 1pm & 2pm - 5pm | 10am - 1pm & 2pm - 7pm |
| Friday | 10am - 1pm | Closed | 2.30pm-5.30pm |
| Saturday | 10am - 1pm | 10am - 1pm | 10am - 1pm |
| Sunday | 11am - 2pm | Closed | Closed |

| Old Windsor Library | | | |
|---------------------|------------------------|------------------------|------------------------|
| Day | Current | Proposed | Final opening hours |
| Monday | Closed | Closed | Closed |
| Tuesday | 10am - 1pm & 2pm - 5pm | 10am - 1pm & 2pm - 5pm | 10am - 1pm & 2pm - 7pm |
| Wednesday | 2pm - 5pm | 2pm - 5pm | Closed |
| Thursday | Closed | Closed | Closed |
| Friday | 2pm - 7pm | Closed | 2.30pm-5.30pm |
| Saturday | 10am - 1pm | 10am - 1pm | 10am - 1pm |
| Sunday | 11am - 2pm | Closed | Closed |

| Sunninghill Library | | | |
|----------------------------|------------------------|------------------------|----------------------------|
| Day | Current | Proposed | Final opening hours |
| Monday | 2pm - 7pm | 2pm - 7pm | Closed |
| Tuesday | 2pm - 5pm | 2pm - 5pm | 2.30pm-5.30pm |
| Wednesday | 2pm - 5pm | 2pm - 5pm | 2.30pm-5.30pm |
| Thursday | 10am - 1pm & 2pm - 5pm | 10am - 1pm & 2pm - 5pm | 10am - 1pm & 2pm - 7pm |
| Friday | 2pm - 5pm | Closed | 2.30pm-5.30pm |
| Saturday | 10am - 1pm | 10am - 1pm | 10am - 1pm |
| Sunday | 11am - 2pm | Closed | Closed |

| Container Library | | | |
|--------------------------|------------------------|------------------------|------------------------------------|
| Day | Current | Proposed | Final opening hours |
| Monday - Woodlands Park | 10am - 1pm & 2pm - 5pm | Mobile Library stop | Mobile Library stop |
| Tuesday - Furze Platt | 10am - 1pm & 2pm - 5pm | 10am - 1pm & 2pm - 5pm | 10.30am – 1.30pm & 2.30pm – 5.30pm |
| Wednesday - Wraysbury | 10am - 1pm & 2pm - 7pm | 10am - 1pm & 2pm - 5pm | 10.30am – 1.30pm & 2.30pm – 7pm |
| Thursday - Holyport | 10am - 1pm & 2pm - 7pm | 10am - 1pm & 2pm - 5pm | 10.30am – 1.30pm & 2.30pm – 7pm |
| Friday - Sunningdale | 10am - 1pm & 2pm - 7pm | 10am - 1pm & 2pm - 5pm | 10.30am – 1.30pm & 2.30pm – 5.30pm |
| Saturday - Sunningdale | 10am - 4pm | 10am - 1pm | 10am - 1pm |
| Sunday - Sunningdale | 11am - 2pm | Closed | Closed |

| Mobile Library | | | |
|-----------------------|----------------|-----------------|----------------------------|
| Day | Current | Proposed | Final opening hours |
| Monday | 8.30am - 4pm | 8.30am - 4pm | 9am-4.30pm |
| Tuesday | 8.30am - 4pm | 8.30am - 4pm | 9am-4.30pm |
| Wednesday | 8.30am - 4pm | 8.30am - 4pm | 9am-4.30pm |
| Thursday | 8.30am - 4pm | 8.30am - 4pm | 9am-4.30pm |
| Friday | 8.30am - 4pm | 8.30am - 4pm | 9am-4.30pm |

| Windsor Library | | | |
|------------------------|----------------|-----------------|----------------------------|
| Day | Current | Proposed | Final opening hours |
| Monday | 9am - 5pm | 9am - 5pm | 9.30am-5.30pm |
| Tuesday | 9am - 7pm | 9am -7pm | 10am -7pm |
| Wednesday | 10am - 5pm | 10am - 5pm | 1.30pm – 5.30pm |
| Thursday | 9am - 5pm | 9am - 5pm | 9.30am-5.30pm |
| Friday | 9am - 7pm | 9am - 5pm | 9.30am-5.30pm |
| Saturday | 9.30am - 5pm | 10am - 1pm | 10am - 4pm |
| Sunday | 11am - 2pm | Closed | 11am-2pm |

| Maidenhead Library | | | |
|---------------------------|----------------|-----------------|----------------------------|
| Day | Current | Proposed | Final opening hours |
| Monday | 9am - 7pm | 9am - 7pm | 9.30am-5.30pm |
| Tuesday | 9am - 7pm | 9am - 7pm | 9.30am-5.30pm |
| Wednesday | 10am - 7pm | 10am - 5pm | 10am - 7pm |
| Thursday | 9am - 7pm | 9am - 5pm | 9.30am-5.30pm |
| Friday | 9am - 7pm | 9am - 5pm | 9.30am-5.30pm |
| Saturday | 9am - 5pm | 9am - 5pm | 10am - 5pm |
| Sunday | 11am - 2pm | Closed | 11am-2pm |

APPENDIX C
CONSULTATION QUESTIONNAIRE



Appendix C Library
Opening Hours Cons

APPENDIX D
CONSULTATION OPENING HOURS SUMMARY BY LIBRARY



Appendix D
Consultation Openin

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| | |
|--|---|
| Report Title: | Budget 2021/22 |
| Contains Confidential or Exempt Information? | No - Part I |
| Member reporting: | Councillor Hilton, Lead Member for Finance and Ascot |
| Meeting and Date: | Communities Overview & Scrutiny Panel – 18 th January 2021 |
| Responsible Officer(s): | Adele Taylor, Director of Resources & S151 Officer |
| Wards affected: | All |

www.rbwm.gov.uk



REPORT SUMMARY

1. As part of the budget process the views and comments of Overview and Scrutiny Panels are sought on the growth and pressures including those for Covid-19, savings, fees & charges and capital schemes that are relevant to their panels. These comments will be reported to Cabinet with the budget report in February 2021.
2. This report provides the context against which Members are asked to consider these proposals following the full draft budget considered by Cabinet on 17th December 2020.
3. Like many councils the Royal Borough faces a challenging financial position, mainly as a result of Covid-19 uncertainty continuing into 2021/22.
4. The relatively low level of reserves held by the Royal Borough means that it has less options to adjust to new financial challenges in the short term than some other councils.
5. The Council Tax is proposed to increase by 2% plus an additional 3% adult social care precept.

1. DETAILS OF RECOMMENDATION(S)

RECOMMENDATIONS:

The Communities Overview & Scrutiny Panel is asked to comment on:

- (i) The proposed pressures and growth set out within Appendix A
- (ii) The proposed Covid-19 pressures set out within Appendix B
- (iii) The proposed savings set out within Appendix C
- (iv) The proposed fees & charges set out within Appendix D
- (v) The proposed new capital schemes as set out in Appendix E

2. REASON(S) FOR RECOMMENDATION(S) AND OPTIONS CONSIDERED

2.1 This report sets out the context for Overview and Scrutiny Panels to consider:

- (i) Growth and Pressures (ongoing)
- (ii) Covid-19 pressures
- (iii) Savings proposals
- (iv) Changes to Fees & Charges
- (v) Proposed new capital schemes

3. KEY IMPLICATIONS

Table 2: Key Implications

| Outcome | Unmet | Met | Exceeded | Significantly Exceeded | Date of delivery |
|---|----------------------------|------------------------------|---|-------------------------------|-------------------------|
| Services delivered within approved budget | Budget overspend >£250,000 | Budget variance +/- £250,000 | Budget underspend >£250,000 <£1,500,000 | Budget underspend >£1,500,000 | 31 March 2022 |

4. FINANCIAL DETAILS / VALUE FOR MONEY

4.1 Introduction

- 4.1.1 This budget is set during a period of considerable uncertainty in the medium term, mainly due to the ongoing impact of the Covid-19 global pandemic. Additional one-off funding for Covid-19 has been allocated from MHCLG in the December 2020 local government settlement for 2021/22. This budget includes the projected Covid-19 costs for the whole of 2021/22 and projected funding from the potential sales, fees and charges compensation that could be claimed against lost income up to and including quarter 2 of 2021/22.

4.2 Financial Context

- 4.2.1. Like many councils, the Royal Borough faces considerable financial challenges, however, the Council's level of reserves are low which means that it has less time and potentially fewer options than others to bring its budget into balance.

4.3. Policy Context

- 4.3.1. The Council will still be spending over £100m in 2021/22 delivering services to the residents of Windsor and Maidenhead and investing in the future of the borough through major capital schemes.
- 4.3.2. It is important that the Council considers how best it can continue to meet its policy objectives within the tighter financial constraints that it faces.
- 4.3.3. This will undoubtedly require a level of prioritisation and these budget plans focus on the following key policy objectives: -
- (i) Protecting the most vulnerable and ensuring that the Council can continue to meet its significant and growing commitment on Children's and Adults Social Care.

- (ii) Creating opportunities across the borough and continuing to invest in its regeneration and development.
- (iii) Enabling the Council to meet its existing capital commitments as well as starting to invest in new technology to help it become more efficient in the future.
- (iv) Ensuring that the council adopts a more sustainable and carbon neutral approach to the environment.

4.3.4. These policy objectives are not achievable without sustainable council finances and the proposals within this report have been developed to help make the finances of the Council more sustainable in the short term as well as starting to plan for the medium to longer term.

4.3.5. As part of this the Council has had to consider the affordability of the services it provides by ensuring that the users of services meet a greater share of the cost of the service they receive as happens in many other councils.

4.4. Revenue Budget extract

4.4.1 The revenue budget extract for this Overview and Scrutiny panel to review and comment on is shown in the table below. The increased revenue budget required in 2021/22 for these services is predominantly as a result of Covid-19 projected costs of £1,884,000; the leisure service lost income and contract change accounts for £1,758,000 as shown in Appendix B

| REVENUE BUDGET 2021/22 | | | |
|--|-------------------|-------------------|-------------------|
| | 2019/20 Actual | 2020/21 Budget | 2021/22 Budget |
| DIRECT COST SUMMARY | £000 | £000 | £000 |
| COMMUNITIES OVERVIEW & SCRUTINY PANEL | | | |
| Waste | 10,059 | 9,357 | 9,298 |
| Library & Resident Services | 2,823 | 2,271 | 2,368 |
| Housing | 2,686 | 2,362 | 3,134 |
| Communities including Leisure | 977 | 3 | 1,277 |
| TOTAL EXPENDITURE | 16,545 | 13,993 | 16,077 |

4.5. Budget Pressures

4.5.1. 2021/22 growth and pressures are expected to total **£3,124,000** for the whole Council. The non Covid-19 growth and pressures for this panel to re view totalling £538,000 is shown in full detail in **Appendix A**. Growth within the Council as a whole is driven by a number of factors:

- a) **Demographic changes** – as the population of the Royal Borough increases, demands on its services will also increase. To an extent this will be matched by additional council tax and business rate income.
- b) **Spending pressures on Children's Services** are placing increased pressure on council budgets
- c) **Under-delivery of savings** – some of the savings identified for 2020/21 have not been delivered and therefore have an impact on the 2021/22 budget.
- d) **Under-achievement of income targets** – in some cases it has not been possible to deliver increased income even by setting higher charges.

4.6. Covid-19 Pressures

- 4.6.1 2021/22 projected Covid-19 growth and pressures for the whole Council total **£9,251,000**. The Covid-19 costs for this panel to review are £1,884,000, as shown in **Appendix B**.

4.7. Savings

- 4.7.1. In total the Council proposes to deliver **£7,935,000** of savings. The proposed savings for this panel to review, totalling £1,218,000, are shown in detail in **Appendix C**.

4.8 Income

- 4.8.1 The proposed fees and charges for 2021/22 for this panel to review are shown at **Appendix D**.
- 4.8.2 Overall the following principles have been used to review fees and charges:-
 - a) **Charges should be broadly in line with other neighbouring councils** – in some cases charges set by the council are lower than neighbouring councils. Charges have therefore been reviewed to bring them into line with other councils.
 - b) **Charges should reflect cost increases incurred by the Council**, accordingly the majority of charges have been increased by approximately 1.6% in line with estimated inflation.
 - c) **Charges should recognise demand for the service** – in some cases where income is falling, increasing charges can have a negative impact on overall income.
- 4.8.3 The estimated fees and charges income for 2021/22 for services within this panels remit are as follows. Revisions to fees and charges will be approved as part of the final budget process.

| Service | Budget 20/21 | Change ** | Projected Covid-19 effect | Budget 21/22 | Average % increase in Fee charges |
|---|-----------------|--------------|---------------------------------|-----------------|---|
| | £'000 | £'000 | £'000 | £'000 | |
| Green Waste Subscribed Collection Service | 840 | 64 | 0 | 904 | 2.0 |
| Marriage and Civil Partnership Ceremonies | 402 | (55) | (200) | 147 | 1.5 |
| Cemeteries and Churchyards | 321 | 5 | 0 | 326 | 1.6 |

4.9. New Capital Schemes for 2021/22

The new capital schemes for review and comment by this panel are shown in **Appendix E**.

5. RISK MANAGEMENT

- 5.1.** Given the level of financial uncertainty and current service pressures, there is clearly a risk that the current budget may prove difficult to deliver.
- 5.2.** This risk has been mitigated by trying to ensure that budget estimates are realistic and reflect current activity, along with known demographic and economic pressures.
- 5.3.** A key risk for the council is that its finances are not sustainable in the long term and it does not have enough reserves to enable it to effectively manage the financial risk that it faces in the medium term.

6. POTENTIAL IMPACTS

- 6.1.** This report contains a number of proposals related to staff or service provisions and may involve changes to policy or service delivery. Equality impact assessments have been completed where appropriate.

7. CONSULTATION

- 7.1.** Public consultations are currently taking place with a closing date of 29th January. Staff and unions are also being consulted on the budget proposals.

8. TIMETABLE FOR IMPLEMENTATION

- 8.1.** Residents will be notified of their council tax in March 2021. Budgets will be in place and managed by service managers from 1 April 2021.

Table 3: Implementation timetable

| Date | Details |
|------------------|---|
| By 31 March 2021 | Residents notified of their council tax. |
| 1 April 2021 | Budgets will be in place and managed by service managers. |

9. APPENDICES

9.1. The table below details the Appendices to this report

| Appendix | |
|----------|-----------------------------------|
| A | Non Covid-19 Pressures and growth |
| B | Covid-19 Pressures and growth |
| C | Savings |
| D | Fees and Charges |
| E | New Capital schemes |

10. BACKGROUND DOCUMENTS

10.1. None

11 REPORT HISTORY

| Decision type: | Urgency item? | To Follow item? |
|---|----------------------|------------------------|
| Key decision | No | Not applicable |
| Report Author: Andrew Vallance, Head of Finance | | |

RBWM GROWTH BIDS 2021/2022

| Ref | Lead Member | Directorate | Growth Title | Growth Description | Estimated Pressure 2021/22 | One-Off / Ongoing |
|--------------|----------------|----------------------------------|---|--|----------------------------|-------------------|
| 1 | Cllr Cannon | Place | Reduced Hackney Carriage Licence fee Income | Current trends show that the income target for Hackney Carriage Licence Fees is unachievable following the application of inflation in previous years without a corresponding increase in the fees. Therefore the target needs to be reduced. Fees are set by Licensing Panel following consultation with Trade. | 92 | Ongoing |
| 2 | Cllr Rayner | Resources | Library cleaning costs | The budget for Library cleaning costs is insufficient. Therefore it needs to be increased to meet the costs. | 28 | Ongoing |
| 3 | Cllr Stimson | Place | Increase burial capacity | Works have been identified within Braywick cemetery that would increase burial capacity by an additional 3-4 years. | 19 | Ongoing |
| 4 | Cllr Cannon | Place | Joint arrangement | The Joint Emergency Planning Unit has had inflationary increases in costs which were not built into the base budget. | 14 | Ongoing |
| 5 | Cllr Rayner | Place | Support funding for Arts organisations. | A one-off grant available to Arts Organisations to transition and transform their service delivery model to enable sustainable ongoing finances. The council will work with organisations and industry bodies to seek to secure other external funding. | 50 | one-off |
| 6 | Cllr Coppinger | Adults, Health and Commissioning | Saving from increased recycling | The saving for increased recycling as reported in February 2020 can no longer be achieved as this is a duplication. | 335 | Ongoing |
| TOTAL | | | | | 538 | |

| COVID-19 RELATED GROWTH PROPOSALS 2021/22 | | | | | | |
|--|-------------|-------------|---------------------------------------|---|----------------------------|-------------------|
| Ref | Lead Member | Directorate | Growth Title | Growth Description | Estimated Pressure 2021/22 | One-Off / Ongoing |
| 1 | Cllr Rayner | Place | Reshape the Leisure Services Contract | As per the cabinet report in June 2020 due to COVID-19 the original leisure supplier Parkwood terminated the contract with RBWM. A newly formed charitable incorporated organisation(CIO) took over the contract on the 1st of August 2020. This budget pressure reflects the effect of COVID-19 and the significant downturn in the leisure industry and social distancing due to government guidelines. | 1,758 | Ongoing |
| 2 | Cllr Rayner | Resources | Reduced Libraries Income | Library income for fees and charges, such as overdue loans and room hire will be under continued pressure due to COVID-19 and government guidelines. | 66 | One-Off |
| 3 | Cllr Cannon | Place | Reduced Volume of Licenses issued | Uptake of both premises and Hackney Carriage Licences has been negatively impacted by the COVID 19 emergency. This is the Covid-19 element only but It is anticipated that this will continue to in the coming year. Where licences premises do not re-open there is likely to be some permanent impact on income. There is little sign that the numbers of hackney carriage licences applications will recover to pre COVID levels in 21/22. | 60 | Ongoing |
| TOTAL ADDITIONAL SERVICE COSTS PROJECTED DUE TO COVID-19 EFFECT | | | | | 1,884 | |

RBWM SAVINGS PROPOSALS 2021/22

| Ref | Lead Member | Directorate | Efficiency Title | Efficiency Description | Implications (internal and external) if this were to be implemented | Base Budget | Estimated saving 2021/22 | Estimated saving 2022/23 | Savings Delivery Date |
|-----|-----------------|----------------------------------|--|--|---|-------------|--------------------------|--------------------------|-----------------------|
| 1 | Cllr Rayner | Resources | Stop moving the Container Library saving towage costs | Cease the movement of the container library to various sites throughout the Borough with the Mobile library visiting these sites instead. | A consultation would be required to ensure that an acceptable service could be offered which could be tied into a wider consultation on the library service. | 55 | 28 | 27 | Sept -21 |
| 2 | Cllr Rayner | Resources | Reduction of Library hours | The library estate has been reviewed and a proposal will go forward to consultation with new hours and some sites retained to deliver the library service in RBWM. We are committed to transformation and diversity of the library offer to maintain a sustainable and resilient library service going forward | This could lead to redundancy costs if no natural wastage | 1,842 | 73 | 0 | Sept-21 |
| 3 | Cllr Coppinger | Adults, Health and Commissioning | Additional income from green waste subscriptions | Increase in income following trend of increased green waste subscriptions. | None - income generated has increased. Greater demand on waste service. | 840 | 50 | 0 | April 21 |
| 4 | Cllr Coppinger | Adults, Health and Commissioning | Introduce fortnightly residual waste collections whilst retaining weekly food waste and recycling collections | Increased use of the food waste and blue bins has affected the amount of black bin waste and therefore whilst retaining weekly collections of food waste and recycling, introduce fortnightly residual waste collections | The frequency of general waste collection service would be fortnightly. Residents with larger households or medical needs would be able to request additional waste capacity. Food waste and recycling collections would remain weekly and all residents would be able to request additional capacity for these materials. Collections from properties with communal bins would remain weekly as it is recognised that most communal bin stores lack capacity for fortnightly collections. Change to service would be combined with communications to residents about benefits of recycling and food waste related to climate change strategy and waste reduction information to encourage behaviour change. Possible reputational damage if there are missed collections when the service frequency is changed- this will be mitigated with full route planning and testing prior to change. | 9,455 | 175 | 0 | June-21 |
| 5 | Cllr Stimson | Adults, Health and Commissioning | Deliver the waste incentivisation scheme through the Climate Change Strategy | There is provision in the Serco waste collection contract for a waste incentivisation scheme which encourages householders to participate in greater recycling of waste, thereby sending less waste for disposal. The proposal is to remove this sum from the contract and focus behavioural change through the Climate Change Strategy and Plastic Strategy | Behavioural change may not be realised resulting in decreased recycling rates and greater landfill which, in turn, will deliver fewer environmental and financial benefits | 9,354 | 30 | 0 | April 21 |
| 6 | Cllr McWilliams | Adults, Health and Commissioning | Implement a revised Advantage Card | Identify and establish dynamic third-party alternatives for promoting discounts and special offers with local businesses through a 'new-look' Advantage Card | Ensure that the borough's local businesses can continue to publicise discounts and special offers on a more sustainable basis. | 0 | 14 | 0 | April 21 |
| 7 | Cllr Rayner | Place | Reduction in Arts Grants | To remove Arts Grants from the budget from Q2 in 2021/22 | Will impact on organisations that currently receive grants in terms of scope of services they are able to deliver. One-off support package provided to support transition to a future sustainable financial model. | 233 | 163 | 46 | June-21 |
| 8 | Cllr Rayner | Place | Reshape museum and tourism information centre service | Review the delivery model for face to face elements of the Museum and Tourist Information Centre services. This saving will enable the Tourist Information Centre to move into the Guildhall with the museum. The opening hours will be reduced with a review and consultation to develop the best service | This could result in redundancies although redeployment may be an option. | 175 | 85 | 0 | June-21 |
| 9 | Cllr Clark | Place | Remove ongoing aviation budget | Removal of budget that has been used to challenge Heathrow expansion. | None identified. Would reduce future flexibility to fund aviation related work, if required. Specific projects would still be funded from their own approved budgets. | 20 | 20 | 0 | Jan-21 |
| 10 | Cllr Cannon | Place | Remodel and reshape the Community Safety functions including the Community Safety Partnership and Community Wardens. | Following the reshaping of the Wardens Service implemented in April 2020, the service leader has left and there is a further need to reshape the management and operation of the Community Safety work stream including the delivery of the Community Safety Partnership, Antis Social Behaviour and Public Space Protection Orders and police liaison and coordination, including Prevent and Channel programmes. | The Borough leads on the multi-agency Community Safety Partnership and works closely with TVP responding to and planning interventions to address crime hotspots and provide community reassurance through joint operations. This work includes support for other teams within the Council eg Licensing, Housing and Homelessness, Parks and Open Spaces and others. | 695 | 300 | 0 | June-21 |

RBWM SAVINGS PROPOSALS 2021/22

| Ref | Lead Member | Directorate | Efficiency Title | Efficiency Description | Implications (internal and external) if this were to be implemented | Base Budget | Estimated saving 2021/22 | Estimated saving 2022/23 | Savings Delivery Date |
|--------|-------------|-------------|--|---|--|-------------|--------------------------|--------------------------|-----------------------|
| 11 | Cllr Rayner | Place | Revise the management of the leisure contract | Since the completion of Braywick Leisure Centre this role has now changed and is the management of the leisure service contract of the 6 leisure centres and shared use at Dedworth school. | Oversight and management of a number of working groups and high profile initiatives to improve and embed leisure services will stop. New projects and service development in the leisure areas will be reduced or stopped. This could lead to redundancy costs. | 74 | 62 | 12 | June-21 |
| 12 | Cllr Cannon | Place | Remove funding from Borough in bloom and community participation project | All Borough twice a year seasonal planting and maintenance will stop. The current planters will not be replanted and the containers will be removed. | The colourful displays will be removed. Barrier boxes and flower towers will be removed. | 86 | 86 | 0 | April 21 |
| 13 | Cllr Rayner | Place | Remove funding from SMILE and stop service | Cease the delivery of the current Community based SMILE programme. We will look for alternative sources to fund this service. | Cease the delivery of the current Community based SMILE programme. This would mean that the programme of community based activities held in community halls across the borough will stop and the staff be made redundant. | 70 | 58 | 0 | June-21 |
| 14 | Cllr Rayner | Place | Remove vacant community sports development post and projects | Delete the Sport Development Manager post and stop the partnership sports development work that this role leads. The liaison with the sports club across the borough and the liaison with the National Governing Bodies will cease. | There would be a reduced capacity to identify and operate initiatives that could be targeted at higher risk groups, to promote healthier lifestyles which seek to reduce the burden on adult services in future years by helping people stay well and living healthier and happier lives. Partnership work with a range of sports clubs will be stopped. | 65 | 54 | 0 | June-21 |
| 15 | Cllr Rayner | Resources | Library Stock fund | Reduction of Library book fund | Reduced ability to purchase the latest releases and volumes | 288 | 20 | 0 | April 21 |
| TOTALS | | | | | | | 1,218 | 85 | |

| Adults, Commissioning & Health Directorate | | 2021/22 £ | 2020/21 £ | % Increase |
|--|--|--------------|--------------|---------------|
| WASTE | | | | |
| Special Collection Service, Trade Waste & Other | | | | |
| -special collection service -one item | | 36.00 | 35.00 | 2.9% |
| -special collection service -two items | | 41.00 | 40.00 | 2.5% |
| -special collection service -three items | | 48.00 | 47.00 | 2.1% |
| -special collection service -four items | | 54.00 | 53.00 | 1.9% |
| -special collection service -five items (maximum) | | 60.00 | 59.00 | 1.7% |
| -special collection service -fridges/freezers per unit | | 36.00 | 35.00 | 2.9% |
| Green Waste Subscribed Collection Service | | | | |
| -annual subscription | | 66.00 | 65.00 | 1.5% |

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| PLACE DIRECTORATE | | 2021/22 | | 2020/21 | | % Increase | % Increase |
|--|------------------------------|--------------|----------|--------------|----------|--------------|------------|
| OUTDOOR FACILITIES | | £ | £ | £ | £ | | |
| ALLOTMENTS | | Non-Resident | Resident | Non-Resident | Resident | Non-Resident | Resident |
| The scale of charges for Maidenhead allotments per 250 sq.m. per annum:- | | | | | | | |
| | Grade of Plot - A+ | 629.00 | 315.00 | 619.00 | 310.00 | 1.6% | 1.6% |
| | A | 168.00 | 83.00 | 165.00 | 82.00 | 1.8% | 1.2% |
| | B | 145.00 | 73.00 | 143.00 | 72.00 | 1.4% | 1.4% |
| CEMETERIES AND CHURCHYARDS | | | | | | | |
| STANDARD BURIAL: | | | | | | | |
| Grant of exclusive right of burial for 50 yrs including right to erect memorial | | 2,789.00 | 1,393.00 | 2,745.00 | 1,371.00 | 1.6% | 1.6% |
| Burial Fees | | | | | | | |
| For three | - Braywick Cemetery only | 2,736.00 | 1,371.00 | 2,693.00 | 1,349.00 | 1.6% | 1.6% |
| For two | | 2,334.00 | 1,169.00 | 2,297.00 | 1,151.00 | 1.6% | 1.6% |
| For two | - Oakley Green Cemetery only | 2,334.00 | 1,169.00 | 2,297.00 | 1,151.00 | 1.6% | 1.6% |
| For one | | 2,108.00 | 1,056.00 | 2,075.00 | 1,039.00 | 1.6% | 1.6% |
| Child 7 to 17 years | | 1,005.00 | - | 989.00 | - | 1.6% | |
| Child up to 6 years | | 482.00 | - | 474.00 | - | 1.7% | |
| Additional charge for a casket | | 900.00 | 449.00 | 886.00 | 442.00 | 1.6% | 1.6% |
| Re-open for 2nd burial 6ft depth | | 1,169.00 | 1,169.00 | 1,151.00 | 1,151.00 | 1.6% | 1.6% |
| Re-open for 2nd burial 4ft depth | | 1,056.00 | 1,053.00 | 1,039.00 | 1,036.00 | 1.6% | 1.6% |
| INFANT BURIAL: | | | | | | | |
| Grant of exclusive right of burial for 50 yrs, including right to erect memorial | | 682.00 | - | 671.00 | - | 1.6% | |
| Burial Fee | | 270.00 | - | 266.00 | - | 1.5% | |
| CREMATION PLOT: | | | | | | | |
| Grant of exclusive right of burial for 50 yrs, including right to erect memorial | | 1,358.00 | 679.00 | 1,337.00 | 668.00 | 1.6% | 1.6% |
| New Cremation Plot (2 caskets per plot) | | 732.00 | 367.00 | 720.00 | 361.00 | 1.7% | 1.7% |
| Re-open for a second interment of ashes | | 367.00 | 367.00 | 361.00 | 361.00 | | |
| CREMATION CHAMBER: | | | | | | | |
| Grant of exclusive right of burial for 10 years and interment of ashes, including right to erect memorial - Oakley Green Cemetery only | | 1,460.00 | 729.00 | 1,437.00 | 718.00 | 1.6% | 1.5% |
| Renew grant of exclusive right of burial for a further 10 years | | 719.00 | 359.00 | 708.00 | 353.00 | 1.6% | 1.7% |
| Re-open for a second interment of ashes | | 251.00 | 251.00 | 247.00 | 247.00 | 1.6% | 1.6% |

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| PLACE DIRECTORATE | 2021/22 | | 2020/21 | | % Increase | % Increase |
|---|------------|----------|------------|----------|------------|------------|
| MEMORIALS: | | | | | | |
| Additional inscription / replacement stone | 49.00 | 49.00 | 48.00 | 48.00 | 2.1% | 2.1% |
| Wall plaque | 62.00 | 62.00 | 61.00 | 61.00 | 1.6% | 1.6% |
| Cremation tablet | 62.00 | 62.00 | 61.00 | 61.00 | 1.6% | 1.6% |
| Vase or book on cremation plot or grave | 62.00 | 62.00 | 61.00 | 61.00 | 1.6% | 1.6% |
| Reservation of wall plaque for 7 years | 62.00 | 62.00 | 61.00 | 61.00 | 1.6% | 1.6% |
| Stake in Ground Plaque - prices from:- | 177.00 | 177.00 | 174.00 | 174.00 | 1.7% | 1.7% |
| MISCELLANEOUS: | | | | | | |
| Record research fee | 62.00 | 62.00 | 61.00 | 61.00 | 1.6% | 1.6% |
| Reservation - grave or cremation plot for 7 years (renewal at 50% of current rate) | 1,371.00 | 685.00 | 1,349.00 | 674.00 | 1.6% | 1.6% |
| Inter cremated remains in Garden of Remembrance | 210.00 | 210.00 | 207.00 | 207.00 | 1.4% | 1.4% |
| Interment outside prescribed hours (minimum charge) | 492.00 | 246.00 | 484.00 | 242.00 | 1.7% | 1.7% |
| Minimum cost for specific needs | 492.00 | 246.00 | 484.00 | 242.00 | 1.7% | 1.7% |
| Private grave registration transfer | 62.00 | 62.00 | 61.00 | 61.00 | 1.6% | 1.6% |
| Use of chapel at Oakley Green only | 179.00 | 179.00 | 176.00 | 176.00 | 1.7% | 1.7% |
| Copy of Deed | 62.00 | 62.00 | 61.00 | 61.00 | 1.6% | 1.6% |
| PARKS AND OPEN SPACES | Per Season | | Per Season | | | |
| FOOTBALL: | | | | | | |
| Grade A Pitch | | 1,853.00 | | 1,824.00 | | 1.6% |
| Grade B Pitch | | 1,403.00 | | 1,381.00 | | 1.6% |
| Mini Football Pitch - Marked 2hr session | | Free | | Free | | |
| RUGBY: | | | | | | |
| Braywick / Home Park | | 2,348.00 | | 2,311.00 | | 1.6% |
| Mini Rugby Pitch - Marked 2hr session | | Free | | Free | | |
| CRICKET: | | | | | | |
| Home Park | | 3,178.00 | | 3,128.00 | | 1.6% |
| LAWN TENNIS: | | | | | | |
| Home Park | | 1,461.00 | | 1,438.00 | | 1.6% |
| MISCELLANEOUS: | | | | | | |
| Royal Windsor Dog Show | | 8,648.00 | | 8,512.00 | | 1.6% |
| Triathlon | | 7,412.00 | | 7,295.00 | | 1.6% |
| Horse Show | | 8,648.00 | | 8,512.00 | | 1.6% |
| Ockwells Dog Show | | 730.00 | | 718.00 | | 1.7% |
| RIGHTS OF WAY | | | | | | |

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| PLACE DIRECTORATE | 2021/22 | 2020/21 | % Increase | % Increase |
|--|----------|----------|---------------|---------------|
| Actual Costs +Advertising mimimum charges: | £ | £ | | |
| S118 Stopping Up of Footpaths, Bridleways & Restricted Byways. | 1,420.00 | 1,398.00 | | 1.6% |
| S119 Diversion of Footpaths, Bridleways & Restricted Byways. | 1,420.00 | 1,398.00 | | 1.6% |
| S257 Town & Country Planning Act 1980 Diversion Orders. | 1,420.00 | 1,398.00 | | 1.6% |
| S1 & 14 Road Traffic Regulation Act 1984 Traffic Regulation Orders. | - | - | | |
| (NB- Advertising costs above include Vat.) | | | | |
| Provision Of Hard Copy Of Definitive Map Extract (Viewing Only Free Of Charge) | 60.00 | 59.00 | | 1.7% |
| Land Owner Declaration (Highways Act 1980 / Commons Act 2006) | 297.00 | 292.00 | | 1.7% |
| Land Owner Declaration (Highways Act 1980 / Commons Act 2006) - Subsequent Declaration | 60.00 | 59.00 | | 1.7% |
| NEW ROADS & STREET WORKS ACT INSDPECTIONS / PERMITS | | | | |
| S74 NRSWA Charges For Late Completions. Fees range depending on circumstances and are set by statute | | | | |
| S76 NRSWA Inspection Fees. Fees range depending on circumstances and are set by statue | | | | |
| S50 NRSWA private apperatus in the highway licences. First application flat fee | 523.00 | 515.00 | | 1.6% |
| S50 NRSWA private apperatus in the highway licences. Second and subsequent application flat fee | 261.00 | 257.00 | | 1.6% |

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| PLACE DIRECTORATE | | 2021/22 £ | 2020/21 £ | % Increase |
|--|--|--------------|--------------|---------------|
| COMMUNITY, PROTECTION & ENFORCEMENT SERVICES | | | | |
| ENVIRONMENTAL PROTECTION | | | | |
| Standard FPN for Environmental Protection Property | | 95.14 | 93.64 | 1.6% |
| Environmental Protection Act - LA Pollution Prevention Control (Dependant on type of process tested) | | Set by DEFRA | Set by Defra | |
| Scrap Metal Licensing: | | | | |
| - Collector Licence | | 225.00 | 221.00 | 1.8% |
| - Site Licence | | 336.00 | 331.00 | 1.5% |
| Fixed Penalty Notice for Fly Tipping (New Fee) | | 400.00 | 400.00 | 0.0% |
| Fixed Penalty Notice for Failing to Produce Documentation for the Transfer of Waste | | 300.00 | 300.00 | 0.0% |
| TRADING STANDARDS | | | | |
| Weights & Measures Fees | Weights & Measures Inspector Hourly Rate of: | 66.57 | 65.52 | 1.6% |
| Petroleum Licences | Set Externally - See Website | | | |
| Explosives Licences | Set Externally - See Website | | | |
| Poisons Licences | Set Externally - See Website | | | |
| RESIDENTIAL SERVICES | | | | |
| Domestic Pest Control Service | Set by SDK Environmental Ltd- See website | | | |
| Housing Act Notice | Officer time | | | |
| Enforcement - Works in default | Officer time | | | |
| Houses In Multiple Occupation (HMO Licences) | | | | |
| -basic compliance with 5 bedrooms | | 837.00 | 824.00 | 1.6% |
| -additional rooms | Per Additional Room: | 27.43 | 27.00 | 1.6% |
| -renewal of licence and second and subsequent properties | | 770.00 | 758.00 | 1.6% |
| Follow ups of Incomplete applications | Per Hour: | 40.64 | 40.00 | 1.6% |
| Copy Licence | | 11.18 | 11.00 | 1.6% |
| The Smoke And Carbon Monoxide Alarm (England) Regulations 2015 - Penalty Charges | | | | |
| First offence | £2,000 reduced to £1000 if paid within 14 days | | | |
| Second offence | | 3,048.00 | 3,000.00 | 1.6% |
| Third and subsequent offences | | 5,080.00 | 5,000.00 | 1.6% |
| COMMUNITY SAFETY/ ANTI SOCIAL BEHAVIOUR | | | | |
| *Dog Faeces Fixed Penalty Notice | *£100 reduced to £75 if paid within 14 days | 100.00 | 100.00 | 0.0% |
| *Fixed Penalty Notice for Breach of Public Space Protection Officer (PSPO) | | 100.00 | 100.00 | 0.0% |
| *Fixed Penalty Notice for Breach of Community Protection Notice (CPN) | | 100.00 | 100.00 | 0.0% |
| *Fixed Penalty Notice for Littering | | 100.00 | 100.00 | 0.0% |
| *Fixed Penalty Notice for Graffiti (New Fee) | | 100.00 | 100.00 | 0.0% |
| *Civil Penalty of Littering for Vehicle (New Fee) | | 100.00 | 100.00 | 0.0% |
| LICENSING/ ENFORCEMENT TEAM | | | | |

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| PLACE DIRECTORATE | | 2021/22 £ | 2020/21 £ | % Increase |
|--|---|--------------|--------------|---------------|
| Licensing Of Hackney Carriages And Private Hire Vehicles | | | | |
| | For 1-5 Vehicles | 265.00 | 265.00 | 0.0% |
| | For 6-10 Vehicles | 440.00 | 440.00 | 0.0% |
| | For 11-15 Vehicles | 615.00 | 615.00 | 0.0% |
| | For 16-20 Vehicles | 790.00 | 790.00 | 0.0% |
| | For 21 Vehicles And Over | 1,035.00 | 1,035.00 | 0.0% |
| | For 30 Vehicles And Over | 1,420.00 | 1,420.00 | 0.0% |
| | Drivers Annual Licence | 100.00 | 100.00 | 0.0% |
| | Drivers Dual Licence | 160.00 | 160.00 | 0.0% |
| | Transfer Of Driver Or Vehicle Licence | 37.00 | 37.00 | 0.0% |
| | Badge Replacement | 10.00 | 10.00 | 0.0% |
| | Knowledge Test | 16.00 | 16.00 | 0.0% |
| | Meter Test | 27.00 | 27.00 | 0.0% |
| | Carriage Licence | 255.00 | 255.00 | 0.0% |
| | Replacement Plate | 10.00 | 10.00 | 0.0% |
| Licensing Act 2003 | | | | |
| | Personal Licences | - | - | |
| | Annual Fee for Premises Licences:- | - | - | |
| | Sexual Venue Licensing (Per Premises) | 5,000.00 | 5,000.00 | 0.0% |
| | Sex Shop Licences (Per Premises) | 5,000.00 | 5,000.00 | 0.0% |
| Gambling Act 2005 (3 Tariff Levels Set By Statute, RBWM Complies With Higher Level) | | | | |
| Betting Premises (excluding Tracks) | | | | |
| | New Application | 3,000.00 | 3,000.00 | 0.0% |
| | Annual Fee | 600.00 | 600.00 | 0.0% |
| | Application To Vary | 1,500.00 | 1,500.00 | 0.0% |
| | Application To Transfer | 1,200.00 | 1,200.00 | 0.0% |
| | Application For Re-Instatement | 1,200.00 | 1,200.00 | 0.0% |
| | Application For Provisional Statement | 3,000.00 | 3,000.00 | 0.0% |
| | Licence Application (Provisional Statement Holders) | 1,200.00 | 1,200.00 | 0.0% |
| | Copy Licence | 25.00 | 25.00 | 0.0% |
| | Notification Of Change | 50.00 | 50.00 | 0.0% |

Communities Overview and Scrutiny Panel

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| PLACE DIRECTORATE | | 2021/22 £ | 2020/21 £ | % Increase |
|--|---|--------------|--------------|---------------|
| TRACKS | | | | |
| | New Application | 2,500.00 | 2,500.00 | 0.0% |
| | Annual Fee | 1,000.00 | 1,000.00 | 0.0% |
| | Application To Vary | 1,250.00 | 1,250.00 | 0.0% |
| | Application To Transfer | 950.00 | 950.00 | 0.0% |
| | Application For Re-Instatement | 950.00 | 950.00 | 0.0% |
| | Application For Provisional Statement | 2,500.00 | 2,500.00 | 0.0% |
| | Licence Application (Provisional Statement Holders) | 950.00 | 950.00 | 0.0% |
| | Copy Licence | 25.00 | 25.00 | 0.0% |
| | Notification Of Change | 50.00 | 50.00 | 0.0% |
| Safety of Sports Ground Act 1975 | | | | |
| | Issuing of a safety certificate | 1,105.00 | 1,105.00 | 0.0% |
| | Amendment of a safety certificate | 553.00 | 553.00 | 0.0% |
| | Replacement of a safety certificate | 553.00 | 553.00 | 0.0% |
| | Transfer of a safety certificate | 553.00 | 553.00 | 0.0% |
| | Cancellation of a safety certificate | 553.00 | 553.00 | 0.0% |
| Adult Gaming Centre | | | | |
| | New Application | 2,184.28 | 2,184.28 | 0.0% |
| | Annual Fee | 1,094.98 | 1,094.98 | 0.0% |
| | Application To Vary | 1,094.98 | 1,094.98 | 0.0% |
| | Application To Transfer | 1,315.01 | 1,315.01 | 0.0% |
| | Application For Re-Instatement | 1,315.01 | 1,315.01 | 0.0% |
| | Application For Provisional Statement | 2,183.76 | 2,183.76 | 0.0% |
| | Licence Application (Provisional Statement Holders) | 1,314.49 | 1,314.49 | 0.0% |
| | Copy Licence | 32.02 | 32.02 | 0.0% |
| | Notification Of Change | 32.02 | 32.02 | 0.0% |
| Other Statutory Licences - Set by Licensing Panel | | | | |
| | Street Trading | 3,000.00 | 3,000.00 | 0.0% |

Communities Overview and Scrutiny Panel

| Resources Directorate | | | 2021/22 | | 2020/21 | | % Increase | % Increase |
|--------------------------------------|---|--|---------------------|----------------------|---------------------|----------------------|------------|------------|
| | | | £ | £ | £ | £ | | |
| LIBRARIES | | | | | | | | |
| OVERDUE RETURNS (PER LOAN PERIOD): | | | <u>Per Day</u> | <u>Max. per Item</u> | <u>Per Day</u> | <u>Max. per Item</u> | | |
| Adult Books & Magazines | | | 0.26 | 10.82 | 0.26 | 10.82 | 0.0% | 0.0% |
| Children's/Teenage Books & Magazines | | | 0.05 | 10.82 | 0.05 | 10.82 | 0.0% | 0.0% |
| CDs/Tapes/Playaway Audio Books | | | 0.26 | 10.82 | 0.26 | 10.82 | 0.0% | 0.0% |
| DVDs / CD-ROMs/Video Games | | | 0.60 | 10.82 | 0.60 | 10.82 | 0.0% | 0.0% |
| Resources Directorate | | | | | | | | |
| AUDIO / VISUAL LOAN CHARGES: | | | <u>Non Adv Card</u> | <u>Adv Card</u> | <u>Non Adv Card</u> | <u>Adv Card</u> | | |
| | | | <u>Holder</u> | <u>Holder</u> | <u>Holder</u> | <u>Holder</u> | | |
| Adult - CDs | per item for 3 weeks | | 3.45 | 3.25 | 3.40 | 3.20 | 1.6% | 1.6% |
| Adult - Tapes | per item for 3 weeks | | 2.15 | 2.00 | 2.10 | 1.90 | 2.4% | 5.3% |
| DVDs | per item for 1 week | | | | | | | |
| | New released titles-first 8 weeks in stock | | 3.65 | 3.05 | 3.60 | 3.00 | 1.4% | 1.6% |
| | Single Disc in stock for longer than 8 weeks | | 2.65 | 2.65 | 2.60 | 2.60 | 1.9% | 1.9% |
| RESERVATIONS: | | | | | | | | |
| Adult books & Magazines | Books from SELMS partnership libraries | | 3.00 | | 3.00 | | | |
| Inter-Library Loans | Standard Rate | | 11.00 | 9.00 | 10.00 | 8.00 | 10.0% | 12.5% |
| Inter-Library Loans | Student Discount Rate (with ID) | | 2.00 | 2.00 | 2.00 | 2.00 | 0.0% | 0.0% |
| Urgent and Specialists | Current full British Library charges will apply | | Plus 8.00 | | Plus 7.50 | | 6.7% | |
| | | | Admin Cost | | Admin Cost | | | |
| | | | Plus 8.00 | | Plus 7.50 | | 6.7% | |
| | | | Admin Cost | | Admin Cost | | | |
| Music scores and play sets | Current full courier charges will apply | | | | | | | |
| LIBRARY EVENTS: | | | | | | | | |
| | Children (minimum) | | 4.00 | 3.50 | 3.80 | 3.30 | 5.3% | 6.1% |
| | Adults (minimum) | | 6.00 | 5.50 | 5.90 | 5.40 | 1.7% | 1.9% |
| LIBRARY SCHOOL OFFERS | | | | | | | | |
| RDS | 200 books per year, unlimited exchange | | 930.00 | | 915.00 | | 1.6% | |
| RDS | 400 books per year, unlimited exchange | | 1,605.00 | | 1,580.00 | | 1.6% | |
| RDS | 750 books per year, unlimited exchange | | 2,708.00 | | 2,665.00 | | 1.6% | |
| RDS | 950 books per year, unlimited exchange | | 3,251.00 | | 3,200.00 | | 1.6% | |

Communities Overview and Scrutiny Panel

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| Resources Directorate | | 2021/22 | | 2020/21 | | % Increase | % Increase |
|---|---|---------|-------|---------|-------|------------|------------|
| | | £ | £ | £ | £ | | |
| REFERENCE LIBRARY SERVICES: | | | | | | | |
| Printing from Electronic Information sources - per A4 sheet | | | | | | | |
| | Black and White | 0.25 | 0.25 | 0.25 | 0.25 | 1.6% | 1.6% |
| | Colour | 0.50 | 0.50 | 0.50 | 0.50 | 0.0% | 0.0% |
| Copying of photographs - per print | Scan and laser print | | | 7.70 | 6.70 | -100.0% | -100.0% |
| | Photographic print | | | 32.90 | 30.90 | -100.0% | -100.0% |
| Research | Per 15 minutes (or part) (first 30 mins free) | 12.00 | 10.00 | 10.30 | 8.20 | 16.5% | 22.0% |
| PHOTOCOPYING: | | | | | | | |
| Per A4 copy | Black and White | 0.25 | 0.25 | 0.25 | 0.25 | 1.6% | 1.6% |
| Per A3 copy | " " " | 0.50 | 0.50 | 0.50 | 0.50 | 0.0% | 0.0% |
| Per A4 copy | Colour | 0.50 | 0.50 | 0.50 | 0.50 | 0.0% | 0.0% |
| Per A3 copy | Colour | 1.00 | 1.00 | 1.00 | 1.00 | 0.0% | 0.0% |
| FAX: | | | | | | | |
| Sending in UK | 1st sheet | 2.00 | 1.50 | 1.60 | 1.40 | 25.0% | 7.1% |
| | Each subsequent sheet | 1.00 | 0.75 | 0.80 | 0.70 | 25.0% | 7.1% |
| Sending to European Countries | 1st sheet | 3.50 | 2.75 | 3.10 | 2.70 | 12.9% | 1.9% |
| | Each subsequent sheet | 2.00 | 2.10 | 1.70 | 1.60 | 17.6% | 31.3% |
| Sending to rest of world | 1st sheet | 5.20 | 5.00 | 5.10 | 4.60 | 2.0% | 8.7% |
| | Each subsequent sheet | 3.00 | 2.75 | 2.90 | 2.60 | 3.4% | 5.8% |
| Receiving - per message | | 2.00 | 1.60 | 1.80 | 1.50 | 11.1% | 6.7% |
| Printing from Microform & Microfiche | Per A4 copy | 0.50 | 0.50 | 0.50 | 0.50 | 0.0% | 0.0% |
| | Handling P&P (minimum) | 2.15 | 2.15 | 2.10 | 2.10 | 2.4% | 2.4% |
| | Printing from customer's microform | 0.50 | 0.50 | 0.50 | 0.50 | 0.0% | 0.0% |

Communities Overview and Scrutiny Panel

| Resources Directorate | | 2021/22 | | 2020/21 | | % Increase | % Increase |
|--|-----------------------|-------------------------|------|------------|-------|------------|------------|
| | | £ | £ | £ | £ | | |
| LOST AND DAMAGED ITEMS: | | | | | | | |
| Out of print adult books | | Fee provided on request | | 15.40 | 15.40 | | |
| Out of print children's books | | Fee provided on request | | 7.70 | 7.70 | | |
| Damaged Books & Magazines -per volume / issue | | | | | | | |
| Damage to new items | Full replacement cost | | | | | | |
| One or more pages damaged to affect is | Full replacement cost | | | | | | |
| Water damage / Chewed books | Full replacement cost | | | | | | |
| Scribbling all over book, underlining etc. | Full replacement cost | | | | | | |
| LOST AND DAMAGED ITEMS: | | | | | | | |
| Audio Visual Items - Tapes | Full replacement cost | | | | | | |
| Audio Visual Items - CDs | Full replacement cost | | | | | | |
| Replacement membership card | | 2.65 | 2.65 | 2.60 | 2.60 | 1.9% | 1.9% |
| ROOM & EXHIBITION HIRE (All Libraries): | | | | | | | |
| 88 Commercial Organisations-per hour | | 42.00 | | 41.20 | | 1.9% | |
| Commercial Organisations-per 1/2 day | | 94.00 | | 92.60 | | 1.5% | |
| Commercial Organisations-per day | | 157.00 | | 154.40 | | 1.7% | |
| Non-Commercial Organisations (charged services) per hour | | 28.25 | | 27.80 | | 1.6% | |
| Non-Commercial Organisations (charged services) per 1/2day | | 57.00 | | 55.60 | | 2.5% | |
| Non-Commercial Organisations (charged services) per day | | 87.00 | | 85.40 | | 1.9% | |
| Other Borough Based Community Groups-per hour | | 12.50 | | 12.30 | | 1.6% | |
| Other Borough Based Community Groups-per 1/2day | | 32.50 | | 31.90 | | 1.9% | |
| Other Borough Based Community Groups-per day | | 43.00 | | 42.20 | | 1.9% | |
| (Kitchen facilities included in all rates per hire, refreshments price ph on app.) | | | | | | | |
| Cancellation fee for bookings cancelled within one month | | 20% of fee | | 20% of fee | | | |
| Weekly or 'subsequent day' rates negotiable | | | | | | | |

Communities Overview and Scrutiny Panel

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| Resources Directorate | 2021/22 | | 2020/21 | | % | % |
|--|---------|---|---------|---|----------|----------|
| | £ | £ | £ | £ | Increase | Increase |
| INTERVIEW ROOM | | | | | | |
| Commercial Organisations-per hour | 21.00 | | 20.60 | | 1.9% | |
| Commercial Organisations-per 1/2 day | 47.00 | | 46.30 | | 1.5% | |
| Commercial Organisations-per day | 75.50 | | 74.10 | | 1.9% | |
| Non-Commercial Organisations (charged services) per hour | 15.65 | | 15.40 | | 1.6% | |
| Non-Commercial Organisations (charged services) per 1/2day | 30.30 | | 29.80 | | 1.7% | |
| Non-Commercial Organisations (charged services) per day | 47.00 | | 46.30 | | 1.5% | |
| Other Borough Based Community Groups-per hour | 5.20 | | 5.10 | | 2.0% | |
| Other Borough Based Community Groups-per 1/2day | 15.65 | | 15.40 | | 1.6% | |
| Other Borough Based Community Groups-per day | 24.00 | | 23.70 | | 1.3% | |
| USE OF LIBRARY COMPUTER: | | | | | | |
| Per half hour, to 'Guest' (non-members) | 1.00 | | 1.00 | | 0.0% | |
| Per half hour, to Library Members | 0.50 | | 0.50 | | 0.0% | |
| (Advantage Card Holders to have 45 minutes use per day free of charge) | | | | | | |
| Per additional half hour to Advantage Card holders | 0.50 | | 0.50 | | 0.0% | |

Communities Overview and Scrutiny Panel

| Resources Directorate | 2021/22 | | 2020/21 | | % | % |
|---|---------|---|---------|---|----------|----------|
| | £ | £ | £ | £ | Increase | Increase |
| RESIDENT PARKING PERMITS AND VISITOR VOUCHERS | | | | | | |
| Residents Permits (first) | 50.00 | | 50.00 | | 0.0% | |
| Second permit | 70.00 | | 70.00 | | 0.0% | |
| Third and subsequent (Where residents are entitled to more permits) | 100.00 | | 100.00 | | 0.0% | |
| Visitor Vouchers: | | | | | | |
| 2 hour voucher | 1.00 | | 1.00 | | 0.0% | |
| 4 hour voucher | 2.00 | | 2.00 | | 0.0% | |
| 24 hour voucher (No restriction on the number of vouchers purchased) | 4.00 | | 4.00 | | 0.0% | |

| Resources Directorate | 2021/22 | 2021/22 | 2021/22 | 2021/22 | 2020/21 | 2020/21 | % Increase | |
|---|---------------------------|-----------|-----------|---------------------------|-----------|-----------|------------|------|
| | £ | £ | £ | £ | £ | £ | | |
| LIBRARY & RESIDENT SERVICES | Super-intendent Registrar | | Registrar | Super-intendent Registrar | | Registrar | | |
| General Searches | | | | | | | | |
| General Search in indexes in Office not exceeding 6 successive hours | | 18.00 | | | 18.00 | | 0.0% | |
| Certificates | | Statutory | | | Statutory | | | |
| Issue of Certificate (Standard 14-day despatch) NEW | | 11.00 | | | 11.00 | | 0.0% | |
| Issue of Certificate (Express 24-48 hours despatch) NEW | | 35.00 | | | 35.00 | | 0.0% | |
| Multilingual Standard Form (MSF) NEW | | 11.00 | | | 11.00 | | 0.0% | |
| Attestation of Foreign Pensions (Proof of Life) | | | 21.00 | | | 20.00 | 5.0% | |
| Marriages | | | | | | | | |
| Attending outside office to be given notice of marriage of house-bound or detained person | | 46.00 | | | 46.00 | | 0.0% | |
| Entering a notice of marriage in a marriage notice book | | 35.00 | | | 35.00 | | 0.0% | |
| Attending a Marriage at a registered building | | | 84.00 | | | 84.00 | 0.0% | |
| Attending a Marriage at the Register Office | | 46.00 | | | 46.00 | | 0.0% | |
| Certification Of Worship And Registration For Marriage | | | | | | | | |
| Certification of a place of meeting for religious worship | | 28.00 | | | 28.00 | | 0.0% | |
| Registration of a building for the solemnisation of marriages | | 120.00 | | | 120.00 | | 0.0% | |
| Licensing an outside venue for weddings and civil partnerships | | 1,910.00 | | | 1,878.00 | | 1.7% | |
| Additional rooms | | 580.00 | | | 569.00 | | 1.9% | |
| Marriage and Civil Partnership Ceremonies: | | | | | | | | |
| Mondays to Thursdays | 560.00 | 547.00 | | 547.00 | 531.00 | | 2.4% | 3.0% |
| Fridays and Saturdays until 5pm | 620.00 | 607.00 | | 607.00 | 589.00 | | 2.1% | 3.1% |
| Friday and Saturday after 5pm | 685.00 | 673.00 | | 673.00 | 653.00 | | 1.8% | 3.1% |
| Sundays and Bank Holidays until 5pm | 685.00 | 673.00 | | 673.00 | 653.00 | | 1.8% | 3.1% |
| Sundays and Bank Holidays after 5pm | 720.00 | 711.00 | | 711.00 | 690.00 | | 1.3% | 3.0% |
| Maidenhead Ceremony Room | | | | | | | | |
| Monday to Thursday | 265.00 | 258.00 | | 258.00 | 250.00 | | 2.7% | 3.2% |
| Friday to Saturday | 315.00 | 309.00 | | 309.00 | 300.00 | | 1.9% | 3.0% |
| Saturday after 12 | 420.00 | 412.00 | | 412.00 | 400.00 | | 1.9% | 3.0% |
| Sunday | 500.00 | 494.00 | | 494.00 | 480.00 | | 1.2% | 2.9% |
| Bank Holiday | 620.00 | 608.00 | | 608.00 | 590.00 | | 2.0% | 3.1% |

| Resources Directorate | | 2021/22 £ | 2021/22 £ | 2021/22 £ | 2021/22 £ | 2020/21 £ | 2020/21 £ | % Increase |
|---|--|---------------------------|--------------|--------------|--------------|---------------------------|--------------|---------------|
| LIBRARY & RESIDENT SERVICES | | Super-intendent Registrar | | Registrar | | Super-intendent Registrar | | |
| CITIZENSHIP CEREMONIES | | | | | | | | |
| Per Ceremony | | 80.00 | | 80.00 | | 80.00 | | 0.0% |
| Private Citizenship Ceremonies - Register Office | | | | | | | | |
| Mondays to Thursdays | | 167.00 | | 165.00 | | 165.00 | | 1.2% |
| Fridays and Saturdays | | 314.00 | | 309.00 | | 309.00 | | 1.6% |
| The ceremony room is not available for Sunday Bookings | | | | | | | | |
| Baby Naming And Reaffirmation (inclusive of VAT) | | | | | | | | |
| Register Office - Monday to Thursday | | 272.00 | | 268.00 | | 268.00 | | 1.5% |
| Register Office - Friday and Saturday (up to 12pm) | | 314.00 | | 309.00 | | 309.00 | | 1.6% |
| Register Office - Saturday (after 12pm) | | 403.00 | | 397.00 | | 397.00 | | 1.5% |
| Register Office - Sunday | | 465.00 | | 458.00 | | 458.00 | | 1.5% |
| Register Office - Bank Holidays | | 523.00 | | 515.00 | | 515.00 | | 1.6% |
| Outside Venues - Monday to Thursday | | 382.00 | | 376.00 | | 376.00 | | 1.6% |
| Outside Venues - Friday and Saturday | | 502.00 | | 494.00 | | 494.00 | | 1.6% |
| Outside Venues - Sunday | | 576.00 | | 567.00 | | 567.00 | | 1.6% |
| Outside Venues - Bank Holidays | | 606.00 | | 597.00 | | 597.00 | | |
| Changing the name on a venue license | | 37.00 | | 36.00 | | 36.00 | | 2.8% |

PLACE

| Project | Description of Scheme | 2021/22 First Estimate | | | 2022/23 First Estimate | | | 2023/24 First Estimate | | |
|---|---|------------------------|--------|----------|------------------------|-------------------|----------|------------------------|-------------------|----------|
| | | Gross | Income | Estimate | Gross | Indicative Income | Estimate | Gross | Indicative Income | Estimate |
| | | £000 | £000 | £000 | £000 | £000 | £000 | £000 | £000 | £000 |
| Property Service | | | | | | | | | | |
| CC78 | Vicus Way Car Park | 0 | 0 | 0 | 2,616 | 0 | 2,616 | 0 | 0 | 0 |
| CI29 | Broadway Car Park & Central House Scheme | 0 | 0 | 0 | 13,756 | 0 | 13,756 | 10,849 | 0 | 10,849 |
| CTBC | Maidenhead Development | 15,950 | 0 | 15,950 | 0 | 0 | 0 | 0 | 0 | 0 |
| CX70 | Regeneration-Legal & Consultancy Fees | 500 | 0 | 500 | 0 | 0 | 0 | 0 | 0 | 0 |
| CX67 | Family Centre relocation | 123 | 0 | 123 | 0 | 0 | 0 | 0 | 0 | 0 |
| CX43 | Affordable Housing-St Edmunds | 0 | 0 | 0 | 7,017 | 0 | 7,017 | 0 | 0 | 0 |
| | Total Property Service | 16,676 | 0 | 16,676 | 23,389 | 0 | 23,389 | 10,849 | 0 | 10,849 |
| Housing | | | | | | | | | | |
| CT52 | Disabled Facilities Grant | 600 | (600) | 0 | 600 | (600) | 0 | 600 | (600) | 0 |
| | Total Housing | 600 | (600) | 0 | 600 | (600) | 0 | 600 | (600) | 0 |
| Communities & Enforcement & Partnerships | | | | | | | | | | |
| CZ42 | Leisure Centres-Annual Programme & Equipment | 300 | 0 | 300 | 0 | 0 | 0 | 0 | 0 | 0 |
| CV41 | Clewer Memorial Pavilion, Windsor-Modifications | 40 | (40) | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| CE08 | Air Quality Monitoring | 40 | (40) | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| CI22 | Tree Planting & Maintenance | 100 | 0 | 100 | 0 | 0 | 0 | 0 | 0 | 0 |
| CI82 | Highways Works Programme-Tree Replacement | 200 | 0 | 200 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Total Communities & Enforcement & Partnerships | 680 | (80) | 600 | 0 | 0 | 0 | 0 | 0 | 0 |
| Green Spaces & Parks | | | | | | | | | | |
| CC44 | Allotments Windsor & Maidenhead | 20 | 0 | 20 | 0 | 0 | 0 | 0 | 0 | 0 |
| CC87 | Public Rights of way - General | 40 | 0 | 40 | 0 | 0 | 0 | 0 | 0 | 0 |
| CF08 | Ray Mill Island Access Works | 25 | 0 | 25 | 0 | 0 | 0 | 0 | 0 | 0 |
| CV03 | Parks Improvements | 50 | 0 | 50 | 0 | 0 | 0 | 0 | 0 | 0 |
| CV30 | Play Areas - Replacement Equipment | 40 | (40) | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| CV45 | Parks & Open Spaces- Access / Security Measure | 75 | 0 | 75 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Total Green Spaces & Parks | 250 | (40) | 210 | 0 | 0 | 0 | 0 | 0 | 0 |

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WORK PROGRAMME- COMMUNITIES OVERVIEW AND SCRUTINY PANEL

| | |
|--|--|
| DIRECTORS | Duncan Sharkey(Managing Director) /Russell O’Keefe (Executive Director PLACE)/Hilary Hall (Director of Adults, Health and Commissioning, Strategy and Commissioning) |
| LINK OFFICERS & HEADS OF SERVICES | David Scott, Hilary Hall, Louise Freeth, Chris Joyce |

MEETING: 15 OR 18 FEB 2021

| ITEM | RESPONSIBLE OFFICER |
|--|--|
| Windsor Museum & Tourist Office | Chris Joyce, <i>Head of Infrastructure, Sustainability and Economic Growth</i> |
| Draft Annual Scrutiny Report | Panel |
| SERCO Contract | Simon Dale, <i>Interim Head of Service</i> |
| District Enforcement Update | Simon Dale, <i>Interim Head of Service</i> |
| Waste & Recycling/Plastic Free Windsor | Chris Joyce, <i>Head of Infrastructure, Sustainability and Economic Growth</i> |
| Covid Update – Verbal Update | David Scott, <i>Head of Communities</i> |
| Work Programme | Panel clerk |
| TASK AND FINISH | |
| TBC | |

MEETING: 8 OR 11 MARCH 2021

| ITEM | RESPONSIBLE OFFICER |
|--------------------------------|--|
| Norden Farm – Update after AGM | Chris Joyce, <i>Head of Infrastructure, Sustainability and Economic Growth</i> |
| The Old Court – Update | Chris Joyce, <i>Head of Infrastructure, Sustainability and Economic Growth</i> |
| CAB – Update | |
| Playground Equipment Safety | |
| Covid Update – Verbal Update | David Scott, <i>Head of Communities</i> |
| Work Programme | Panel clerk |
| TASK AND FINISH | |
| TBC | |

MEETING: 13 APRIL 2021

| ITEM | RESPONSIBLE OFFICER |
|--|---|
| Q3 Performance Report | David Scott, <i>Head of Communities</i> |
| Final Annual Scrutiny Report | Panel |
| Alexandra Gardens, Windsor (From Cabinet Forward | <i>PLACE Executive Director</i> |

| | |
|--|---|
| Plan) TBC | |
| Maidenhead Heritage Centre – Annual Update | Chris Joyce, Steph James |
| Update on Allotments | David Scott, <i>Head of Communities</i> |
| Covid Update – Verbal Update | David Scott, <i>Head of Communities</i> |
| Work Programme | Panel clerk |
| TASK AND FINISH | |
| TBC | |

ITEMS SUGGESTED BUT NOT YET PROGRAMMED

| ITEM | RESPONSIBLE OFFICER |
|------|---------------------|
| | |
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By virtue of paragraph(s) 1, 2, 3, 4, 5, 6a, 6b, 7 of Part 1 of Schedule 12A of the Local Government Act 1972.

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