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NOTICE OF MEETING



COMMUNITIES OVERVIEW & SCRUTINY PANEL

will meet on

TUESDAY, 13TH APRIL, 2021

At 6.15 pm

by

VIRTUAL MEETING - ONLINE ACCESS, ON [RBWM YOUTUBE](#)

TO: MEMBERS OF THE COMMUNITIES OVERVIEW & SCRUTINY PANEL

COUNCILLORS JOHN BOWDEN (CHAIRMAN), GREG JONES (VICE-CHAIRMAN), GURPREET BHANGRA, HELEN PRICE, CATHERINE DEL CAMPO, PARISH COUNCILLOR MARGARET LENTON (WRAYSBURY PARISH COUNCIL) AND PARISH COUNCILLOR 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: Date Not Specified

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

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2.	<u>APOLOGIES FOR ABSENCE</u> To receive any apologies for absence.	
3.	<u>DECLARATIONS OF INTEREST</u> To receive any declarations of interest.	5 - 6
4.	<u>MINUTES OF THE MEETINGS</u> To agree the minutes of the meetings held on 15 February and 8 March 2021.	7 - 22
5.	<u>MAIDENHEAD HERITAGE CENTRE - ANNUAL UPDATE</u> An annual update from the Maidenhead Heritage Centre.	23 - 30
6.	<u>UPDATE ON ALLOTMENTS</u> An update to be presented on allotments.	To Follow
7.	<u>COVID UPDATE</u> A verbal update on Covid.	Verbal Report
8.	<u>ANNUAL SCRUTINY REPORT</u> To agree the final Annual Scrutiny Report.	31 - 36
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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

MONDAY, 15 FEBRUARY 2021

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

Also in attendance: Councillors Baldwin, Cannon, Coppinger, C Da Costa, Davey, Davies, Rayner, Singh, Stimson and Taylor

Officers: Shilpa Manek, David Scott, Simon Dale, Chris Joyce, Naomi Markham and Neil Walter

WELCOME FROM THE CHAIRMAN

The Chairman welcomed all to the meeting and read out the virtual meeting note.

APOLOGIES FOR ABSENCE

Apologies for absence were received from Parish Councillor Pat MacDonald.

DECLARATIONS OF INTEREST

Councillor Baldwin declared a personal interest that he was a volunteer and Patron of Foodshare Maidenhead in case he asked any questions in relation to that organisation at the meeting. Councillor Baldwin was not a voting member of the Panel.

MINUTES OF THE LAST MEETING

The Chairman stated that he had not declared a personal interest at the last meeting and wanted it added to the minutes. Councillor Bowden declared that he was an appointed trustee by the borough for The Old Court. There was no financial interest. The Old Court was in Councillor Bowden's ward.

Councillor Bhangra declared a similar concern that he had not declared a personal interest that he had made a donation to Norden Farm and it was in his ward. Councillor Bhangra also declared that he was a member of the Grenfell Park user group. These items were discussed as part of the budget report at the last meeting.

Councillor Bowden requested an amendment to the previous minutes on page 17 in relation to page 80, Outdoor facilities, cemeteries and churchyards. Councillor Bowden requested it be changed to "With land being in short supply, should there not be a greater price differential between cremation, which I assume takes up much less land, than burial plots, again is it a statutory service."

The Clerk would check the recording of the meeting and make the amendments if that was factually correct.

The Panel were happy with this action.

ACTION: Clerk to listen to recording and make amendments if appropriate.

SERCO OPERATIONS UPDATE

Katy Bassett, Regional Director (South), Environmental Services, Serco UK & Europe, gave a presentation to the Panel. Katy Bassett informed the Panel that Roy Fulton had been appointed as the RBWM contract manager.

Mr John Webb, resident, asked for information about some administrative questions, these would be addressed and resolved offline.

Councillor Bhangra thanked Katie Bassett and asked if SERCO were confident that they would be able to deliver the two weekly collection without any misses as the last change in August 2020 had caused many problems for many months, which had now improved. Councillor Bhangra supported the two-weekly collection. He asked what had been learnt from the last set of issues and was there anything in place to prevent them happening again. Finally, Councillor Bhangra asked if an equality impact assessment had been carried out. Katie Bassett responded that sometimes the most learning could be achieved in the most challenging periods and SERCO had learnt a great deal in the last six to eight months. There were a number of things when SERCO went live with the target operating model in August 2020 that would now be done differently. The main thing was the fluctuation of tonnage that the borough and many other councils across the UK had encountered as a direct consequence of Covid 19. The fluctuations in the borough were acute since the service had been set up in an incredible efficient manner with the twin pack nature of vehicles. SERCO now had twelve months of the fluctuating tonnage data so that underpinned a lot of assumptions. The second point was that the previous change had been carried out in an exceptional timeframe due to other factors. The confidence was currently high as SERCO were now providing more crew over a six day period and meeting all demands and it had also given SERCO a really good platform for starting to plan for the change and think more about the enduring solution for several months. It had been a significant change in service.

With regard to the risk mitigation, there had been a number of changes especially working more closely with the borough. Staff engagement had markedly improved over the last six months. Additional raining before the go-live date had been planned and the team were working closely with drivers and supervisors and taking their views. The go-live date was set in June as there were no bank holidays so there would be no additional changes to the service. The complaints log had given SERCO a really good understanding of the borough. A response to the equality Impact assessment question would be taken away and a response would be sent to Councillor Bhangra.

ACTION: SERCO to provide EQIA information to Councillor Bhangra.

Simon Dale, Interim Head of Highways, added that the plan was to overcome a very complex change in the simplest of terms considering the three C's; Communications which was critical to this, explaining the change that was going to effect the service as early as possible, Community, they needed to embrace the change and it was so important to find ways to engage people with everything that was taking place. The biggest challenge here was in what ways could this be done. An important resource for getting the message out to the community was through the councillors. It was also important to get the crew informed to make the change occur as smoothly as possible. Simon Dale informed the Panel that there would be some disruption and it was envisaged that this would be over the three months when the change occurred.

Councillor Del Campo asked if the black waste collections had been modelled for fortnightly collection. Simon Dale informed the Panel that the teams were all working towards the report being agreed at Council, as it was, but if there were any changes they would be taken on board.

Councillor Del Campo asked about recycling food waste and what sensible measure could be put into place to try and not waste food at all but anything that was wasted, was recycled. Katie Bassett informed the Panel that a composition analysis could be done and when this

was completed for the black bins, over 40% of refuse was contaminated with food waste. This was quite typical. A new initiative was currently being worked on with another council where a citizen-centric design was being developed. This would look at the area and the population of people and come up with solutions and incentive schemes and adoption strategies for people in that area. SERCO had been having discussions with the council to provide this service in the borough.

Councillor G Jones thanked SERCO for the presentation and the improved service. Councillor G Jones commented that it was interesting to see how much recycling improved when general waste collection was reduced. Councillor G Jones asked about the government target for food waste, what was the actual number? Katie Bassett informed the Panel that the actual target for food waste was that by 2025, local authorities were expected to have recycling rates that were 55% on an enduring basis and that by 2035, they were 65%. Katie Bassett explained that recycling was a combination of glass and dry mix recycling including paper, card, plastics and also food waste and green waste.

Councillor Price informed the Panel that there was a special need in Windsor because of Legoland. When the seventh day was introduced and it was a Saturday, it had been pointed out that when Legoland actually opened, there would be a clash with traffic going towards Legoland and all the lorries. It had been suggested that the routes would be changed. Councillor Price asked if this had been included in the plan. Simon Dale informed the Panel that with the reorganisation of the rounds in the summer, that would be considered. But also the team were keeping an eye during the lifting of lockdown and the potential of Legoland reopening in case temporary measures needed to take place. This may include additional crew and vehicles to cover the properties that were collected from on Saturday's.

Councillor Price continued and asked about the Government waste resource strategy, she asked if we currently had the resources to achieve this and would the plan be presented to the Overview and Scrutiny Panel? Naomi Markham, Waste Strategy Manager, informed the Panel that the council was working within the governments waste and resource strategy and there were national targets. There had been a number of consultations over the last few years to assist to move forward during 2020 but that did not happen because of Covid-19. There would be movement now going forward and the borough would comment on consultations going forward. This could be brought back to the Panel in the future.

Councillor Price informed the Panel that there was an EQIA, number 35 on the website.

Councillor Davey commented that with respect to food waste, you could collect all the food waste in a plastic bag and then put that in the food bin. This was a cleaner way to recycle food.

Councillor Coppinger thanked SERCO and all Officers for all the improvements.

Councillor Stimson commented that the type of bag used to collect food waste did not matter.

The Chairman thanked SERCO and officers.

DISTRICT ENFORCEMENT UPDATE

Simon Dale introduced Warren Hodgson, Director, District Enforcement, who would be giving the presentation and answering any questions. Colin Buchanan, Head of Operations and Daniel Edwards, would also be present at the meeting to answer questions.

Mr John Webb, resident, asked what was the breakdown of the types of litter that had been collected? Warren Hodgson responded that he did not have the breakdown to hand but could inform the Panel that fixed penalty notices were issued for multiple amounts of litter that was found that had been dropped across the UK and the borough was cigarette litter. Warren

Hodgson reported that 77% of litter dropped was cigarette litter, which was the lowest in the UK.

Mr John Webb asked why was there no table presented where quarter by quarter of litter collected could be compared? Simon Dale responded that it had only been a quarter so far and the pilot was in the second quarter now. Going through the pilot, the tables would be compiled.

Mr John Webb asked if it was known, how much volume in cubic meters of litter had been removed by the enforcement actions. Simon Dale advised that this was not known.

Mr John Webb asked if the activity of dog fouling was still part of the remit of DE and would it remain for the remainder of the pilot. Neil Walter, Parking Principal, informed the Panel that another team were in the process of putting together a Public Safety Protection Order for dog fouling. This would remain part of the DE's remit but until the PSPO was finalised, DE could not enforce for dog fouling. Mr Webb asked for an explanation of why it was necessary to propose different rules of enforcement for dog fouling and unruly dogs in the recent consultation on protected spaces, when a different approach for enforcement for enforcement of dog fouling. This created a discriminatory element in favour of dog owners as they would get a warning before proceeding to enforcement. Neil Walter informed the Panel that he could not answer as he was not responsible for the PSPO. However, he was happy to take away and get a response to Mr Webb.

ACTION: Neil Walter to get response for Mr Webb

Mr Watts, public speaker, asked why do the DE target cigarette butts in the town centre? Warren Hodgson informed the Panel that the officers did not target cigarette butts but they did patrol areas. Mr Watts was advised that individual cases could not be discussed.

Mr Watts continued and asked that if it was the case that there were a lot of cigarette butts littered, why were there not more bins in place? Simon Dale informed the Panel that they could look into bin provision within the town centres.

ACTION: The provision of bins to be looked into in the town centres

Mr Watts suggested that maybe it was more about educating rather than fining.

Councillor Del Campo thanked Warren Hodgson. Councillor Del Campo raised one concern that she had about education, with relation to small businesses and regulation 35 which demanded for information being issued to businesses who might actually be just struggling with the administration burden at this time and having to produce two years' worth of waste transfer notes within seven days, especially when some businesses were struggling to survive. Could a more helpful and supportive approach be taken with the businesses. Warren Hodgson commented that as a private company, they worked in line with the local authority rules so would do as the local authority wanted. Neil Walter added that they had asked DE to visit all businesses to ascertain what volume were actually adhering to the current rules in relation to their business waste. The vast majority were okay and were doing as required under current legislation. There were a number of businesses that were not and a number that thought the type of operation they were doing with their waste was acceptable. This was down to education which was why notices were given out to people. However, once the notice was given, if they were not able to provide evidence, it was relatively clear that they did not have the current contract in place to remove their waste, which is when a FPN would be issued. Currently, the information for 2020 was being requested. This was confirmed by Daniel Edwards, DE Operations Manager.

Councillor Del Campo continued and referring to a newspaper article from December, where an officer had no mask on, Councillor Del Campo asked if all officers now wore masks? Daniel

Edwards responded that each officer has been told to wear a face covering in and outside a premise.

Councillor Del Campo suggested that monthly reporting of FPN data be provided to all members, so they were aware of what was happening in their ward. Warren Hodgson and Neil Walter were happy to provide this information to members who wanted it. Any members wanting this information could contact Neil Walter.

Finally, Councillor Del Campo commented that residents were asking why the fines were going to a private company and not to the borough to be used to fund litter related activities such as the community wardens. Councillor Del Campo suggested that a full review be carried out after the year.

Councillor G Jones commented on the main litter that he noticed being cigarette butts. Councillor G Jones asked if DE used covert cameras for fly tipping in hot spots areas. Warren Hodgson reported that currently no cameras were used. Officers investigated all complaints reported and any observations by the officers when patrolling. The officers would investigate and follow up on crucial evidence found at the site through a pace interview with the individuals. DE had looked into covert cameras but there were many policies that needed to be put in place to be able to do this. This could be investigated further if DE were awarded the contract after this year.

Councillor Price requested that as a panel she would like to receive the monthly data in order to see what the trends were, in order to scrutinise at panel. Councillor Price asked about more detail into the education program and how it was being carried out. Daniel Edwards commented that previously local authorities had arranged litter picking days with local communities. Funding had been provided for posters and leaflets. Already 500 stubby pouches had been handed out and another 500 were ready to hand out. This would continue throughout the pilot. Also a campaign across the UK was going to be launched to educate schools with a thirty minute presentation to year 11.

Councillor Price asked for clarification on why the dog fouling could not be covered at the start of the contract. Neil Walter explained to the Panel that at the beginning of the contract, a set of advertised FPN's was on the website that the borough was already able to enforce and that included dog fouling. A Public Space Protection Order (PSPO) for dog fouling was being put together which would bring in the community wardens and lots of other people into play, not just DE. This was the reason it was stopped. The consultation for the PSPO was due to end in February 2021 and hopefully this would be fully enforceable shortly after that date and then DE and community wardens could get back to doing education and enforcement.

Councillor Price asked where DE found an area which had a high level of litter, would they report to the officers that would be clearing the litter up? Neil Walter reported that the vast majority of reports were reported to the council directly, normally with photos. Ward Councillors also directly reported many cases. This would be reported via a generic mailbox in Highways. This information would be sent to Neil Walter and DE, who would investigate and then the contractors would be notified to fully clear the area.

Councillor Price asked if it was on track to have local staff. Warren Hodgson reported that DE had found that it was very difficult for local staff to issue FPNs in the same area that they lived in. DE started a contract; local staff were employed. They would then leave. This had been pointed out at the start of the contract.

Councillor Price commented that when the contract was being considered for renewal, the Panel could have an input at that stage before a decision was made.

ACTION: Could this be included on the June Agenda

Councillor C Da Costa asked for clarification on whether the borough were operating under the wrong legislation for dog fouling that was currently being amended. Also, clarification was required on whether people were followed in order to catch them littering? Warren Hodgson responded that officers did not follow people, they patrolled areas and if they saw anyone dropping litter, they would put their camera on and approach them and issue an FPN. People would only be followed if they refused to give their details. Neil Walter responded to the dog fouling clarification and commented that dog fouling could be enforced either through a FPN or a PSPO. The council were using the FPN route but now wanted to change to the PSPO route where more than dog fouling was covered.

Councillor Davey thanked DE for increasing the emphasis on fly tipping. Councillor Davey confirmed that there was a procedure to follow when issuing FPN's, if the procedure was not followed then the member of public could challenge the FPN. Warren Hodgson confirmed that this was correct and it would be investigated.

Councillor Singh commented that he had received a number of complaints from residents, was there a review on the number of bins provided for dog fouling. Simon Dale informed the Panel that there was no requirement for providing specific dog waste bins, only combined standard litter bins. Councillors could suggest a review to be undertaken. Councillor Singh asked if DE had considered using the online schooling to educate school kids? And finally, when this contract started, the borough were saying it was zero cost but there had been a huge amount of reputational damage in the national and local media. Councillor Singh asked how much it was costing the borough in officer time to deal with the complaints and challenges that were coming into RBWM. Neil Walter informed the Panel that any complaints that came into the borough were dealt with by him as part of his daily work, Neil Walter then liaised with DE to gain evidence and written statements and footage. There had been 19 formal complaints since the contract started. Three had gone to stage 2. The officer time was part of the daily role.

Councillor Singh asked what training was taken by officers to improve service? Warren Hodgson reported that DE was the only company that had a UK wide training team offering online training courses and a link to an on the ground training officer. Officers had monthly online training.

Councillor Del Campo pointed out that she was not aware that dog waste could be put in a normal waste bin. She felt that residents would not be aware of this too. Could this be advertised more through the Communications team to inform residents via the residents newsletter. Also could something be put in the members newsletter to inform Members that they could ask for a bin review in their ward.

ACTION: Simon Dale to follow on both Comms points

Councillor Cannon thanked DE Officers and council Officers for all their hard work.

Councillor Taylor asked for clarification and reassurance that Officers were explaining to shop owners what they were asking for in a way that people understood, especially if English was not their first language, with respect to waste disposal data. Daniel Edwards explained that he had been on the ground with officers. Officers did not leave the encounter until the person fully understood what the paperwork issued was and what needed to be produced. DE were happy to look into any particular cases.

WINDSOR MUSEUM & TOURIST OFFICE

Chris Joyce, Head of Infrastructure, Sustainability and Economic Growth, introduced the self-explanatory report. This was one of the items currently going through the budget process and the main purpose was not to debate the issues around the budget but to ask questions and feed in suggestions around the development of the joint service within the Guildhall and the opportunity for people to indicate what they see as the priorities of the service moving forward.

Councillor Price asked about Friends of the museum and if they had been invited to be involved, they were not mentioned anywhere. Chris Joyce commented that they had been involved and had fed into the survey. They were part of the project team.

Councillor Rayner commented that all the volunteers had been and would be involved too.

Councillor Price asked what feedback had been received from the MOT and the survey. Chris Joyce informed the Panel that the survey had only just been completed so feedback was being looked at. The MOT feedback could be shared with the Panel.

ACTION: Chris Joyce to share feedback with Panel

Councillor Price asked what the project was hoping to achieve. Chris Joyce responded that the main thing was to achieve a more effective use of the resource that was there. In addition to the savings, there were potential opportunities that could be delivered by co-location of the service.

Councillor Price asked who had been consulted about the move of the tourist information service, what organisations had been involved? Chris Joyce informed the Panel that there was a Visit Windsor Board, this included the largest organisations or the most important organisations in terms of tourism, the big attractions and the smaller local businesses and the visit Windsor partnership. These had all been engaged with throughout the process of redesigning the service.

ACTION: Provide who had been consulted and their views

Councillor Rayner thanked the team and looked forward to coming back strong after Covid.

PLASTIC FREE STRATEGY

Chris Joyce introduced the report. In December 2018, a motion was passed at Full Council that as part of the process, this was incorporated into the environment climate strategy. Chris Joyce thanked Paul Hinton and Jess Reid who had played a really important part in pulling together and driving forward the strategy which was endorsed by Cabinet in December at the same time as the adoption of the climate strategy.

Councillor Del Campo thanked Plastic free Windsor for their work with the strategy.

Councillor Del Campo commented that there was no specific budget in the proposed budget but the process should begin to look at low cost ways to start implementing aspects of the strategy. A good start would be to set up refill stations at the town hall in Maidenhead and at the Guildhall in Windsor. Councillor Del Campo suggested that Cabinet was asked for an implementation timetable and ask Cabinet to prioritise ideas such as the refill stations, which were both low cost and easy to implement. Chris Joyce reassured the Panel that as part of the delivery planning that was being done for the overall environmental climate strategy, all actions from the plastic free strategy were being included and built into the five year delivery plan for the environmental climate strategy. Chris Joyce informed the Panel that he would be discussing with Paul Hinton on what actions to prioritise.

Councillor Price asked Paul Hinton to inform the Panel about the recent award that they had received as it was something to celebrate.

Councillor Davey saluted Paul Hinton for being persistent and not taking no for an answer.

Paul Hinton thanked everyone for their kind comments. Paul Hinton continued to inform the Panel that they were an extension of the marine conservation charity, surfers against sewage. About three years ago, they set up a plastic free community campaign whereby communities

up and down the country could engage in achieving five introductory objectives to become a plastic free community. There were 700 communities working towards the same award and just over 100 communities who had achieved it. On 21 December, Paul Hinton was informed that he had joined that group of communities and of the hundred, Windsor was in the top twenty in terms of size of community. Windsor was one of the largest communities to have got the award. The awards demonstrated that the Windsor campaign was sustainable and as a result the objectives pass from the charity to a steering committee. Councillors Stimson, Rayner and Lynne Jones were on the steering committee setting the direction and pace for the campaign. The award also recognised that this was a community campaign involving Windsor schools, businesses, community organisations and the council.

Councillor Stimson thanked Paul Hinton as an integral part of the development of the environmental climate change strategy and for being a solid supporter all the way through.

Councillor Del Campo asked that the comments of this discussion went to Cabinet. Chris Joyce informed the Panel that the report had already been endorsed by Cabinet and Chris Joyce would continue to update the Panel with regular reports on the delivery.

The Chairman asked if the strategy was boroughwide and Chris Joyce confirmed that it was a plastic free strategy for the borough.

Councillor Rayner was very proud that Plastic Free Windsor had received the award and to have been a part of it.

Councillor Davey asked that since the council had adopted the strategy, what had individual councillors signed up to? Was there a model that could be followed by councillors? This was left with Paul Hinton to think about.

Councillor Davies informed the Panel that Plastic Free Windsor did have an action plan that could be sent to the Panel.

ACTION: Action plan to be sent to the Panel by Councillor Davies.

DRAFT ANNUAL SCRUTINY REPORT

The clerk gave a brief introduction about the annual scrutiny report and laid out the way to go forward. Panel members had only looked at section 7, improvements going forward. The clerk suggested that Panel Members emailed any comments to the clerk and then the clerk could draft a report.

ACTION: Panel Members to email Clerk by Friday 28 February with comments.

COVID UPDATE

David Scott, Head of Communities, gave a verbal update on Covid 19.

Councillor Price asked about the impact on the communities and the areas with which the panel was concerned about. There had very clearly been impacts of all sorts across the borough. David Scott informed the panel that the issues were ongoing and further work was underway to assess the support available and also new initiatives were being looked into to try and get a full understanding of where else support could be given through the transformation work which included some of the community engagement work. Councillor Price wanted to know about the community groups that had been harder hit. It would help to see those community groups at a future meeting.

ACTION: David Scott to investigate community groups that had been hardest hit and bring information to a future meeting.

WORK PROGRAMME

The clerk went through the work programme. Councillor Price requested an update on SportsAble and was advised that an update was due to be given in Part II. The clerk reminded the Panel that they could add items to the work programme at any time.

David Scott informed the Panel that Q2 Performance Report had been clarified by Thames Valley Police. Would the Panel like that information in March or April? The Chairman suggested presenting the figures at the April meeting.

The clerk informed the Panel that more timely Performance Reports would be presented to the panel.

LOCAL GOVERNMENT ACT 1972 - EXCLUSION OF PUBLIC

The meeting, which began at 6.15 pm, finished at 10.00 pm

CHAIRMAN.....

DATE.....

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COMMUNITIES OVERVIEW & SCRUTINY PANEL

MONDAY, 8 MARCH 2021

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

Also in attendance: Councillors Clive Baskerville, Samantha Rayner, Donna Stimson, David Hilton, David Cannon, John Baldwin, Christine Bateson, Mandy Brar, Gerry Clark, Shamsul Shelim and Simon Werner

Officers: Hilary Hall, Steph James, Shilpa Manek and David Scott

WELCOME FROM THE CHAIRMAN

The Chairman welcomed all to the meeting and read out the virtual meeting note.

APOLOGIES FOR ABSENCE

Apologies for absence were received from Parish Councillor Pat MacDonald.

DECLARATIONS OF INTEREST

Councillor Bhangra declared a personal interest as Norden Farm was in his ward and he had donated some funds in December 2020.

Councillor Bowden declared a personal interest as he was the appointed trustee on behalf of the borough for The Old Court.

CITIZENS ADVICE BUREAU - UPDATE

Hilary Hall, Director of Adults, Health and Commissioning, introduced the Citizens Advice Bureau (CAB) item and Bill Feeney, Interim CEO of CAB Maidenhead.

Bill Feeney gave a presentation to the Panel. (Presentation attached).

Councillor Bowden asked what the provision was for residents in Windsor, Datchet and the southern parts of the borough and was informed by Bill Feeney that anyone from the local authority could ask for advice and support. There was currently a big technical change taking place nationally called Single Queue. This would enable everyone to join a single queue so that if your local CAB could not answer, then another team would respond to offer support. Councillor Bowden asked if there was a premise in Windsor where face to face meeting could take place and was informed that currently no actual meetings were taking place. Once lockdown had lifted, outreach facilities would reopen. This service was offered at a GP surgery in Dedworth, Windsor library and a home service.

Councillor Price asked what the current waiting list was and was this continuing to increase? Bill Feeney responded that CAB were dealing with all enquiries at present with no backlog. There was a plan to open the offices in a Covid safe way but currently they were also dealing with the merge with Bracknell CAB.

Councillor Price asked if many of the services offered by CAB were to other organisations such as RBWM, Relate, Job Centre, Shelter and many more. Did CAB find that they were mainly sighposting? Bill Feeney informed the Panel that there were some in-house experts. The

volunteers had vast amount of knowledge and many volunteers had been with CAB for over thirty years.

Councillor Price asked about the funding and where it came from. Bill Feeney informed the Panel that the funding had stopped CAB from expanding. Funding had been received from the borough as a grant and from other organisations such as NHS and DWP. CAB had also received smaller grants for other projects. CAB had lost many volunteers in the first lockdown. CAB were currently recruiting, and all raining was carried out online.

Councillor Del Campo Thanked Bill Feeney and the CAB team and asked four questions on how CAB had seen ages because of Covid 19. Councillor Del campo asked what were the current risks that CAB faced. Bill Feeney responded that the biggest risk at present was the merger and there were currently a lot of change management programs underway. The understanding of the service implementation plan and which parts of two different offices could be brought together quickly so that more people could be reached. Another risk was what the baseline service delivery would look like as of 1st April. The calls and emails were coming in thick and fast and there were not enough resources to work full time.

Councillor Del campo was interested in seeing the numbers of cases that had been dealt with and the breakdown compared to the year before. This could be discussed offline. It would be interesting to see the impact of Covid 19 and finally apart from the obvious of taking services online, what were the differences that a resident might notice compared to a few years ago.

Councillor G Jones asked about the government ending the suspension to eviction at some point, what would the implications be? Bill Feeney was not aware of the date, but it was very similar to the furlough scheme. Whilst these schemes were great to have in the short term, they continued to add pressure and then when the schemes were not extended, the evictions would be live, and people would need to have plans in place. There had been an increase in people asking the questions of what they should do and how quickly, which cannot be answered. Clarity from government was required soon. Councillor G Jones asked if there were any things that had been learnt during lockdown that would now be used going forward? Bill Feeney responded that being able to support many volunteers remotely, finding out their biggest concerns and what tools could be provided to assist.

Councillor Bhangra thanked Bill Feeney and his team. Councillor Bhangra asked about the upsurge and demand on services since the pandemic and also what was the single biggest issue that the CAB had had to deal with. Bill Feeney responded that there had absolutely been an upsurge in demand and with the changes of closing the offices and still continuing to offer the services, it was a difficult time. Some of the biggest issues that had increased were information on universal credit, benefits, tax credits and also housing.

Councillor Hilton commented that he was more familiar with Bracknell CAB and had known of an exceptional invaluable pilot that had been run with having a volunteer at a GP surgery to deal with non-medical issues. This had stopped during lockdown but Councillor Hilton had hoped that this would be an offering with the new merged CAB that would be of great value. Bill Feeney confirmed that both Bracknell and Maidenhead, both had outreach facilities that would restart as soon as lockdown was lifted.

Councillor Rayner thanked Bill Feeney for the presentation and commented that she really appreciated the work of CAB in assisting residents. Councillor Rayner asked if CAB had found that their clients were suffering from long Covid and was this something that CAB would have to consider going forward? Bill Feeney commented that he would have to look into that and report back to Councillor Rayner.

The Chairman thanked Bill Feeney.

NORDEN FARM - UPDATE

Steph James, Maidenhead Town Centre Manager, introduced the report and Jane Corry, CE and Artistic Director at Norden Farm who will update the panel on the activities at Norden Farm and the AGM that took place in December 2020.

Jane Corry, Martin Kay (Chairman of NF Board), John Seymour (Chair of Finance Committee) and Ray Bauer (Financial Controller).

Martin Kay thanked the borough for their continual support and handed back to Jane Corry to go through the presentation. (Presentation attached).

Councillor Price commented that she was very impressed with all the engagement and looking after the disadvantaged children and all the social media activities, the coverage had been excellent. Councillor Price asked for clarification on the £50K that had been put aside for art organisations to bid for, in order to develop further funding streams. Martin Kay informed the Panel that of the £50K, £16k had been earmarked for Norden Farm and that had been included in the £80 that was projected as the total council support for next year.

Councillor G Jones asked John Seymour a question about the business interruption policy and that there may be potential for some pay-out. Councillor Jones asked for more information about this, how much had been applied for and what were the chances of receiving it. John Seymour advised the Panel that a number of claims had been put in ranging from £18K to £80K. Norden Farm felt that most of the applications would be invalidated as they had received the CRF grant.

Councillor Rayner gave more detail to the Panel about the £50K. This was in the growth bid in the budget for 2021-2022. It was an ongoing £50K which had been earmarked in the budget for the borough. Organisations such as Norden Farm and The Old Court can then bid for monies from other funders such as the Arts Council, charities and trusts if they are supported by the borough.

Councillor Del Campo asked that when the council funding eventually stops, what will be the biggest impact for residents? Martin Kay commented that they would like to continue the discounted rates for residents as this was part of the ethos of the arts centre, to help the community group. Jane Corry continued that when the funding disappeared completely, Norden Farm would be a very different place. It would only be open to the public for half a week so that would immediately impact the community groups. In that time, Norden Farm would need to look for new business. Jane Corry continued and said that they were very determined, had an amazing board, brilliant business brains, a really strong management team and a very loyal supporter base.

Councillor Bhangra thanked everyone at Norden Farm. Councillor Bhangra asked if there was any grant funding that they were still waiting to hear from as the government had recently announced further support for arts and culture. Norden Farm had filed an application for CR1, CR2 and would be applying for CR3. Jane Corry had been completing at least two applications a day and earlier on, she was successful in getting the grants but that was decreasing.

Councillor Hilton, Lead Member for Finance, commented that it had been an interesting year, but the council had come through with putting three million pounds into reserve. This reserve would be used towards filling the black hole of £9.25 million that had been created by Covid 19. This was a result of lost income in car parking and leisure centres. Councillor Hilton informed the Panel that money had been put aside for grants and Councillor Rayner and Chris Joyce were working with the organisations to turn £50K into £100K.

THE OLD COURT PROGRESS REPORT

Steph James introduced The Old Court item and handed over to Martin Denny, MD of The Old Court. The report would be providing an update on activity since November 2020.

Martin Denny gave a presentation to the Panel. (Presentation attached)

The Chairman thanked The Old Court for working with the East Berkshire College to carry out the testing at The Old Court in order to restart the college. The Chairman also commented that a local brewery that supplied The Old Court was also suffering as a result of Covid 19.

Councillor Del Campo asked what the impact would be of not receiving the grant funding from the borough. Martin Denny informed the Panel that the income would need to be found from other sources. The balance of the provision at The Old Court and its focus would shift to see more targeting of the bar as an income generator for The Old Court as well as tapping into more of a corporate and meetings market. Discussions were also taking place with the critical friends and Chris Joyce about The Old Court becoming a meeting space in Windsor for the borough. This would also give credibility to local companies. Martin Denny commented on the match funding ambition and the future of trusts, foundations and the arts council and it being very difficult to have any idea of whether that would work. Martin Denny suggested that they may be able to support more of the maintenance repair and structural overheads that were incurred as they were in a listed building by accessing heritage funds.

Councillor Rayner thanked Martin Denny. The Arts organisations had really adapted in these times and the borough and critical friends would work closely with them.

Q3 PERFORMANCE REPORT

David Scott introduced the item and went through the report. David Scott commented that he had spoken with the local commander about the crime figures as UK stats caused concerns. The LPA commander had done some additional work which gave a rolling figure for twelve months. These showed that the headline figure was down, although the violent crime figures were up because of the increase in the level of harassment recording and reporting. David Scott asked the Panel how they would like the stats reported. David Scott was aware that the lack of commentary and that they were drawn from a national website was not very appropriate.

The Chairman informed the Panel that Thames Valley would not have the crime figures for the wealthier parts of the borough as these were not recorded in the national crime figures. The Chairman advised that the crime figures were also presented to the town forums. The Chairman said that the format of the figures should be discussed at a future meeting.

Councillor Del Campo asked for information on the number of projects to do with transformation, that had already been implemented, could more detail of these projects be sent to the Councillor Del Campo.

ACTION: Provide more detail on transformation projects.

Councillor Del Campo also asked when the Panel would see the delivery plan mentioned on page 5 for the environmental climate strategy.

ACTION: Provide timeline for delivery plan.

Councillor Del Campo commented that it was interesting to see that the Cox Green leisure centre attendances had stayed high. It would be interesting to understand why and learn from it. David Scott commented that the Cox Green leisure centre was smaller so had less impact, but it had been noticed that people were staying local.

Councillor Price asked about the revised priorities and the economic downturn and information on jobs, what was being done to help people find jobs, where would this be reported? Councillor Price commented on the accuracy of the Covid directory and how useful this would be if it was not accurate. Councillor Price suggested that the Covid directory should be circulated to all Ward councillors for them to update the entries that would be more accurate.

ACTON: David Scott to provide this suggestion to the team.

Councillor Price asked how the litter bins in the parks were measured and how often they were emptied. David Scott informed the Panel that was one of the five strands that made up the Tivoli contract performance indicator. The overflowing of the bins was being looked at and discussed with Tivoli. There had been steady progress with the contract.

Steph James informed the Panel that there was a strand of work ongoing as part of the recovery strategy to ensure that very clear information was available on the website in terms of jobs and employment. Steph James suggested reporting this at a future meeting.

ACTION: Add to work programme

Councillor G Jones asked a question about lateral flow testing and having one to visit a care home. When trying to arrange from RBWM website, it asks for a company name before takes you to next screen, this may need to be looked at. Maybe needs to be updated to say you can have this to visit a care home and the company information request needed to be taken out.

ACTION: David Scott to look into this and amend

COVID UPDATE

David Scott gave a brief update on Covid 19. The overall cases for 100000 was at a figure of 61.4 and coming down. The very latest date had dropped further to 40.9 per 100000. This showed a continued positive direction of travel. However, all efforts needed to be continued to drive the figures down further. The pressure on the hospitals and the NHS, as a whole were improving but ITU were still operating over capacity, particularly at Wexham Park Hospital. David Scott reported that the next phase was on community collect, this was an opportunity for people to book tests and collect them to be able to do at home.

WORK PROGRAMME

The clerk went through the work programme and informed the Panel that the Library Lead had suggested that the Library Transformation Strategy be added to the June meeting.

Councillor Del Campo asked if SportsAble could be reported on. Councillor Del Campo asked for an update on the annual report. The clerk informed the Panel that a Teams meeting would be arranged with all Panel members to discuss the annual report.

ACTION: Add SportsAble/Provision for disabled sports to a future agenda

The Chairman thanked David Scott for the information on when the SportsAble announcement was made.

Councillor Price reminded the Panel that The Old Court and Norden Farm needed to be added to a future meeting.

ACTION: Add The Old Court and Norden Farm to the work programme for a future meeting

The meeting, which began at 6.15 pm, finished at 8.21 pm

CHAIRMAN.....

DATE.....

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Report Title:	Maidenhead Heritage Centre annual report
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:	Communities Overview & Scrutiny Panel, 13 April 2021
Responsible Officer(s):	Steph James, Service Lead for Economic Growth
Wards affected:	All



REPORT SUMMARY

This report provides Members with an outline of a presentation that will be made by The Chairman of the Maidenhead Heritage Centre, Richard Poad. The Chairman will present the Trustees' Report for the year ended 31 March 2020.

1. DETAILS OF RECOMMENDATION(S)

RECOMMENDATION: That Communities Overview & Scrutiny Panel notes the report and presentation content from the Maidenhead Heritage Centre.

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

Options

Table 1: Options arising from this report

Option	Comments
Note the presentation and comment thereon. This is the recommended option	None

- 2.1 This report recommends noting the content of the presentation and seeks Members' views and questions arising from it. The presentation will also provide Members with the opportunity to speak directly to the Maidenhead Heritage Centre about service delivery and future service delivery plans.
- 2.2 The presentation will provide the annual report from the Maidenhead Heritage Centre including how they have adapted during the Covid-19 pandemic.
- 2.3 The Maidenhead Heritage Centre is a fully accredited museum founded in April 1993 by Maidenhead Civic Society and Maidenhead Historical and Archaeological Society. It became an independent charity in 1995. It operated from 6 different premises before buying its own building, which was opened to

the public in summer 2008. The building is located in central Maidenhead in Park Street.

- 2.4 The museum was forced to close in March 2020 as the country went into national lockdown however they were successfully delivering engaging online content including exhibitions and talks until they could reopen their doors on the 29 July 2020. Unfortunately, the centre was forced to once again close its doors on the 18 December as the borough moved into Tier 3 restrictions followed by another national lockdown.

3. KEY IMPLICATIONS

- 3.1 The key implications are set out in Table 2.

Table 2: Key Implications

Outcome	Unmet	Met	Exceeded	Significantly Exceeded	Date of delivery
Increased awareness and understanding of the work of the Maidenhead Heritage Centre	N/A	Presentation provided	N/A	N/A	N/A

4. FINANCIAL DETAILS / VALUE FOR MONEY

- 4.1 There are no financial implications through this presentation of information.

5. LEGAL IMPLICATIONS

- 5.1 There are no legal implications arising through this presentation of information.

6. RISK MANAGEMENT

- 6.1 There are no risks associated with this presentation of information.

7. POTENTIAL IMPACTS

- 7.1 Equalities. No impacts arising through the presentation of information.
- 7.2 Climate change/sustainability. No impacts arising through the presentation of this information.

7.3 Data Protection/GDPR. No impacts arising through the presentation of this information.

8. CONSULTATION

8.1 Not applicable

9. TIMETABLE FOR IMPLEMENTATION

9.1 Not applicable.

10. APPENDICES

- Appendix 1: Maidenhead Heritage Centre Trust Trustee's report for the year ended 31 March 2020.
- Appendix 2: Vision for a new Heritage Centre

11. BACKGROUND DOCUMENTS

11.1 None.

12. CONSULTATION (MANDATORY)

Name of consultee	Post held	Date sent	Date returned
Cllr Rayner	Deputy Leader of the Council, Resident and Leisure Services, HR, IT, Legal, Performance Management and Windsor	01/04/21	
Duncan Sharkey	Managing Director	01/04/21	
Adele Taylor	Director of Resources/S151 Officer	01/04/21	
Andrew Durrant	Director of Place	01/04/21	
Kevin McDaniel	Director of Children's Services	01/04/21	
Hilary Hall	Director of Adults, Health and Commissioning	01/04/21	
Andrew Vallance	Head of Finance	01/04/21	
Elaine Browne	Head of Law	01/04/21	
Emma Duncan	Deputy Director of Law and Strategy / Monitoring Officer	01/04/21	
Nikki Craig	Head of HR Corporate Projects and IT	01/04/21	
Louisa Dean	Communications	01/04/21	
Karen Shepherd	Head of Governance	01/04/21	1/4/21

REPORT HISTORY

Decision type:	Urgency item?	To follow item?
For information	No	No

Report Author: Stephanie James, Service Lead for Economic Growth

Maidenhead Heritage Trust

Trustees' Report for the year ended 31 March 2020

In reviewing the year 2019-2020 your Trustees are conscious that the onset of the Covid-19 pandemic in early 2020 overshadowed everything that came before. Against that background it is very important to thank everybody who kept the show on the road, including our manager Flora Woodruff, our curator and webmaster and of course our team of dedicated volunteers.

1. THE COLLECTION

We are a fully accredited museum and museums own stuff! In 2019 we accepted 310 individual objects, over half of which relate to our nationally important ATA collection. It is essential to record the help that Kay Lamb gave throughout the year in photographing individual objects. Richard Butters did the same tasks with material we accept for the ATA collection, which now includes over 140 pilot logbooks and thousands of photographs. There is an ongoing documentation backlog which needs to be addressed in the coming year. Lack of display space is becoming an issue as the collection grows, with the historic 18th century Bray Fire Engine due to arrive in 2021 and one very large item (a WW2 Cheetah aero engine) being stored temporarily at Upper Heyford Heritage Centre in Oxfordshire.

2. **VISITOR NUMBERS** Reviews posted by visitors frequently refer to how friendly and helpful are all our volunteers, both on the reception desk and in the ATA gallery upstairs. So many thanks to them all. The dip in our visitor numbers in 2018-19 continued in 2019-20, reflecting in part the smaller footfall in Maidenhead Town Centre due to the town becoming one enormous building site with much reduced parking. Covid burst upon us in the first three months of 2020 and visitor numbers dropped well before the first lockdown began at the end of March. So the total for 2019-20 was a very disappointing 4050 visitors. Strenuous efforts must be made to enlarge our audience, using the internet and social media to involve more local people, especially family groups, while also promoting ourselves to the tourist market and to special interest groups (i.e. ATA and aviation). We participate in the "Great West Way" touring route initiative, attended the annual Excursions show in London in January and worked closely with the Borough's excellent tourism team.

3. EXHIBITIONS IN 2019/20

Exhibitions included 'The Story of Skindles', 'Memories of D-Day' (for the 75th anniversary of the Normandy landings), 'ATA-girls and Ancient Airmen' 'An artist's view of Maidenhead' (paintings by contemporary artists) and 'Women in Green' – a Tribute to the WVS, WRVS and RVS. All of these exhibitions have since been posted on our website.

4. EVENTS

September 2019 saw our Thames cruise sold out. In October 2019 Flora Woodruff did the 14 miles of the Boundary Walk and thanks to your generosity raised around £800. As usual we had a stall at the Charities Fair in November. In March 2020 we hosted an event for the Maidenhead Big Read, but due to Covid had to postpone our BBO Big Band concert and suspend our lunchtime lectures.

5. SCHOOLS

Our work with schools was somewhat limited as school budgets were under increasing pressure. Nevertheless we delivered a number of sessions about the history and development of Maidenhead to Year 4 classes in local schools, using our digitized collection of maps to illustrate the presentations. Craft sessions for younger children were held during the summer half term and summer holidays, while several groups such as cubs and brownies enjoyed evening visits which are not subject to the same constraints as school visits. Trustees are very grateful to the volunteers who helped offer this service to the local community.

6. OUTREACH

Keith Parry, Christopher Hobbs, Robert Cooper, John Webster and Richard Poad gave around 50 talks in 2019/20, most but not all of them to groups within 10 miles of Maidenhead. For small local groups we always try to persuade them to come to the museum for their talks; it gets them into the building, many of them for the first time, and often they go away to tell their friends all about us.

7. **FINANCE** The accounts for 2019-20 are included in these papers. We are very grateful to the Royal Borough for again giving a Revenue Grant, but the accounts do highlight how much we depend on grants and donations to support the balance sheet. Therefore Trustees must take urgent steps to monetize our collections and all our activities. When the national lockdown began in March, we received at £25000 under the government's Retail, Hospitality and Leisure support scheme, which has been an immense help in the current 2020-21 year.

8. LOOKING AHEAD

- 8.1 **Possible Relocation** We were very disappointed that without any consultation the Royal Borough withdrew its outline offer of space in the building rising from the site of the Town Hall Car Park. At the very end of March 2020 the Borough made an outline offer (*note: withdrawn in March 2021*) of floorspace on the ground floor of their proposed new carpark which would replace the present Broadway car park as part of the Nicholson Quarter redevelopment. However there are no remotely firm dates, since the developer has to a) receive planning consent and b) raise the finance for the £500m scheme. Trustees hope to hold new discussions early in 2021 with the council while continuing to explore alternative options which will still enable us to make a positive contribution to the regeneration of Maidenhead. (*note: an inconclusive first meeting was held in March 2021. Further meetings are scheduled*)
- 8.2 **Establishment of new CIO (Charitable Incorporated Organisation)** Work continues to establish a new CIO to take over the running of Maidenhead Heritage Centre, this move being a requirement of Arts Council England who administer the Museum Accreditation Scheme. It is planned to complete this process by mid 2021 (*probable date end April 2021*)
- 8.3 **Personnel issues** Flora Woodruff became our Administrator in March 2020, having served previously as the Assistant Administrator. The Covid lockdown started within weeks, but she rose to the challenge and has done a first-rate job, despite having to shield during the lockdown. Likewise our Curator has worked from home since April 2020, with only rare visits to the museum itself. However a lack of suitable specialist volunteers is a handicap which Trustees will be addressing with a volunteer recruiting campaign in Spring 2021. Richard Poad has given notice that he will stand down as Chairman in the summer of 2021. The Trust's forward plan has the 'professionalisation' of the museum's management as a major aim and a contract with a professional website management company was signed in autumn 2020. However lack of funding may slow this process.

Maidenhead

November 2020

VISION FOR A NEW MAIDENHEAD HERITAGE CENTRE

BIGGER, BETTER, BRIGHTER, ATTRACTING NEW AUDIENCES FROM WITHIN AND WITHOUT THE ROYAL BOROUGH.

MHC has been operating from the former Cricketers Arms for 12 years, having acquired in the full knowledge of its redevelopment potential as part of the regeneration of Maidenhead. Discussions with RBWM go back to 2011 but regrettably a new Heritage Centre/Museum as part of the regeneration near the Town Hall – or anywhere else – is as far away as ever.

The new museum needs much more floorspace than it has now. Our aim is to increase our visitor numbers very significantly, attracting many more local people and also drawing in people from outside the local area – especially aiming to attract visitors to Windsor and the Thames Valley to visit Maidenhead also. MHC was an early ambassador member of the GREAT WEST WAY touring route and is concentrating on the independent travellers, since the existing building is too small to accept large groups. The new museum will make a positive and on-going contribution to the regeneration of Maidenhead.

The new museum will be filled with things to do, things to touch and hold, things to see and things to discover, drawn largely from the transportation theme that runs throughout local history. So Maidenhead's fascinating history, which includes everything from the Romans to the Vanwall racing cars, will be told through the stories of the River Thames and Boulton's Lock and boats, the Bath Road and coaches and motor cars, the Railway and trains and Aviation, White Waltham airfield and Air Transport Auxiliary, that inspiring international story from World War II. Objects on display will include the historic 18th century Bray Fire Engine, cars from the early 20th century and other equally large items. They need space! Spitfire and Racing Car simulator experiences may be complemented with virtual reality experiences. The museum's archive, including thousands of photographs and documents, will be easily accessible via computer terminals.

The new museum, open 6 or 7 days a week, will include provision for temporary exhibitions, including travelling exhibitions from other, even **national museums**, or exhibitions put on by local community groups

whose involvement will be very important, e.g. *An artist's view of Maidenhead*, shown in 2019 and *All the World's a Stage* shown in 2020 but curtailed by the pandemic.

There will also be space offering increased educational possibilities for schools and other groups, space which can also it can be used for talks, meetings, and other events, some of them in the evenings.

While our Trustees explore all possible options, it will be business as usual at the existing Heritage Centre in Park Street – once Covid restrictions are lifted on May 17th. A major marketing push will start after Easter and we look forward to welcoming visitors from around the Royal Borough and others having a 'staycation' in the Thames Valley.

Maidenhead

March 2021

Report Title:	Communities Overview and Scrutiny Panel - Annual Report 2020/21
Contains Confidential or Exempt Information	No - Part I
Member reporting:	Councillor Bowden, Chairman of the Panel
Lead Officers:	David Scott Head of Communities
Meeting and Date:	Full Council June 2021

REPORT SUMMARY

Part 9A B4 of the [council constitution](#) requires an Overview and Scrutiny Panel to report annually to full Council on '*its workings and make recommendations for future work programmes and amended working methods if appropriate*'.

1. DETAILS OF RECOMMENDATION(S)

RECOMMENDATION: That full Council notes the annual report of the Communities Overview and Scrutiny Panel

2. CHAIRMAN'S INTRODUCTION

- 2.1 I accept the comments made by my colleagues on the panel. However, no reference has been made to the extraordinary circumstances of the past year.
- a) Covid has impacted on all staff on who we rely on to produce reports, and answers to our questions.
 - b) Virtual meetings, never used in open council meetings before, required a completely different approach.
- 2.2 Regrettably on a few occasions, behaviour fell below the standards required in public life. The local press was able to capture this as a headline, without reporting the whole dialogue of the meeting.
- 2.3 On many occasions' long statements of a political nature prefaced a single question. This is contrary to the ethos and governance of Overview and Scrutiny.
- 2.4 When the public were invited to speak, which was welcome, again they used the platform to promote a cause, different to the agenda item.
- 2.5 I will strive to conduct the meeting in a manner akin to those in the parliamentary select committees.

3. TOPICS SCRUTINISED DURING THE MUNICIPAL YEAR 2020/21

- 3.1 SERCO Performance Review
- 3.2 Reviewing the Budget Report
- 3.3 Thames Valley Police
- 3.4 SportsAble Annual Performance
- 3.5 Norden Farm Annual Performance
- 3.6 Performance Management Report
- 3.7 Braywick Leisure Centre
- 3.8 RBWM Allotments situation
- 3.9 District Enforcement
- 3.10 Complaints and Compliments Annual Report
- 3.11 Libraries, Museum and Tourist Office Report
- 3.12 The Old Court Annual Report
- 3.13 CAB
- 3.14 Plastic Free Windsor
- 3.15 Maidenhead Heritage Centre

4. CALL-INS CONSIDERED DURING THE MUNICIPAL YEAR 2020/21

- 4.1 No Call-Ins had been received in the municipal year 2020/21.

5. RESIDENT SUGGESTIONS CONSIDERED DURING THE MUNICIPAL YEAR 2020/21

- 5.1 Museum – The recommendation was that this topic is considered by the Communities Overview and Scrutiny Panel in light of the discussion on the issue scheduled for the November 2020 meeting. The Panel can then consider if any further scrutiny is required. This is still to be considered by the Panel.
- 5.2 Lights to be placed in Osgood Park – The recommendation was that this topic was considered by the Communities Overview and Scrutiny Panel and the Panel noted the report but takes no further action. This was considered at Panel on 3 November 2020.

6. TASK AND FINISH GROUPS ESTABLISHED DURING THE MUNICIPAL YEAR 2020/21

6.1 No Task and Finish Groups established in the municipal year 2020/21.

7. PROPOSALS FOR IMPROVED WORKING METHODS

7.1 People should feel positive about attending a scrutiny panel and embrace the work that goes with it. Meetings should be shorter and more focussed asking quality questions to scrutinise item.

7.2 Prior to meetings, topics studied more and prepare quality questions to ask.

7.3 No more 'scrutiny in arrears'

Be more abreast of the wider picture and get ahead of decision making and help to shape the agreement not hear about it once everything is in place. The Panel should look at the Cabinet forward plan and have an overview before cabinet makes its decision. This would make for better decision-making and be less confrontational. Involve Scrutiny Panels at beginning of process.

7.4 Summarise main points and actions

It's not always clear that what we've discussed has been taken on board or will ultimately make a difference.

7.5 Invite relevant community groups, experts and residents

Spend more time understanding what the Panel would like to scrutinise and invite groups accordingly.

7.6 Treat external speakers and Panel members with respect and kindness

It can be an intimidating experience for residents to speak at the panel and we should be encouraging them. Both residents and Panel members should be allowed to speak without interruption. All residents be given their full time to speak with Officers and Panel Members waiting till the end.

7.7 More timely documents

At least a week in advance so we can properly scrutinise. Try and avoid 'to follow' reports.

7.8 Better quality documents

We keep having to ask for more information from officers. Until things have improved, perhaps we can agree in the meeting before what we'd like to see in the paper coming to the next meeting within the work programme agenda item. Officers to include all supporting documents to reports. Only Part II items to remain private.

7.9 More frequent meetings

Plan the municipal years meetings at the beginning of the year for better planning.

7.10 Set achievable, measurable goals

Make use of task and finish

7.11 **Better reflect the ethos of overview and scrutiny**, which is to be a ‘friendly critic’ of the administration. What added value do we currently provide through our meetings? The role of Cabinet members should be to clarify areas, that they are present at a meeting to answer questions and provide clarification, not to participate in discussion.

7.12 **Review of the budget process**

We should give feedback on what worked well and what could be improved whilst this is still fresh in our mind. By doing so the process will be better for next year. Keep the budget process meeting to only one item for better scrutiny.

7.13 In order to foster a more cohesive approach I would recommend that we circulate all members of the Panel with ideas/comments/suggestions.

8. THANKS

8.1 The Panel would like to thank the following individuals and organisations for their involvement in the scrutiny process this year:

- Thames Valley Police
- Braywick Leisure Centre Team – Kevin Mist
- SportsAble
- Officers that have attended to present reports
- David Scott, Lead Officer
- Margaret Lenton (Wraysbury Parish Council)
- Members of the Public
- Organisations such as The Old Court, Norden Farm, CAB, Plastic Free Windsor, Maidenhead Heritage Centre, SportsAble, SERCO and District Enforcement
- Members of the Council

9. PROPOSED WORK PROGRAMME FOR THE MUNICIPAL YEAR 2021/22

9.1 The Panel proposes to consider the following topic areas for scrutiny in the coming municipal year:

Topics already in progress/carried over from 2020/21:

- Compliments and Complaints Report – (June 2021)
- Norden Farm – update – (October 2021)
- The Old Court – update – (October 2021)
- Chief Constable Annual Presentation (October 2021)
- Performance Management Report - Quarterly
- Library Transformation – (June 2021)
- District Enforcement (June 2021)
- Maidenhead Golf Course update (June 2021)
- Alexandra Gardens Car Park update (June 2021)
- Budget

New topics:

- Transformation Strategy
- Recovery Strategy for Jobs and Employment
- Lesson learnt from SportsAble and Provision for disabled sports

10. APPENDICES

10.1 This report is supported by one appendix:

- Work Programme

REPORT HISTORY

Decision type: For information	Urgency item? No	To Follow item? No
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WORK PROGRAMME- COMMUNITIES OVERVIEW AND SCRUTINY PANEL

DIRECTORS	Duncan Sharkey (Managing Director), Andrew Durrant (Executive Director of Place Services), Hilary Hall (Director of Adults, Health and Commissioning, Strategy and Commissioning)
LINK OFFICERS & HEADS OF SERVICES	David Scott, Louise Freeth, Chris Joyce, Simon Dale

MEETING: 15 JUNE 2021

ITEM	RESPONSIBLE OFFICER
Alexandra Gardens Car Park update	Andrew Durrant , <i>PLACE Executive Director</i> Barbara Richardson , <i>Managing Director, RBWM Property Company Ltd</i>
Maidenhead Golf Course Update	Barbara Richardson , <i>Managing Director, RBWM Property Company Ltd</i>
Library Transformation Strategy	Angela Huisman , <i>Library and Resident Contact Lead</i>
Compliments and Complaints Report	Nikki Craig , <i>Head of HR, Corporate Projects and IT</i>
District Enforcement Pilot	Simon Dale , <i>Interim Head of Highways</i>
Transformation Project Report	Jesal Dhokia , <i>Transformation Project Manager</i>
Q4/End of Year Performance Report	David Scott , <i>Head of Communities</i>
Work Programme	Panel clerk
TASK AND FINISH	
TBC	

MEETING: 7 OCTOBER 2021

ITEM	RESPONSIBLE OFFICER
Chief Constable Annual Presentation	David Scott , <i>Head of Communities</i>
Norden Farm update	Steph James , <i>Maidenhead Town Centre Manager</i>
The Old Court update	Steph James , <i>Maidenhead Town Centre Manager</i>
Q1 Performance Management	David Scott , <i>Head of Communities</i>
Recovery Strategy for Jobs and Employment	Steph James , <i>Maidenhead Town Centre Manager</i>
Work Programme	Panel clerk
TASK AND FINISH	
TBC	

MEETING: 17 JANUARY 2022

ITEM	RESPONSIBLE OFFICER
Budget	Adele Taylor, <i>Director of Reseources</i>
Q2 Performance Report	David Scott, <i>Head of Communities</i>
Work Programme	Panel clerk
TASK AND FINISH	
TBC	

MEETING: 12 APRIL 2022

ITEM	RESPONSIBLE OFFICER
Q3 Performance Report	David Scott, <i>Head of Communities</i>
Work Programme	Panel clerk
TASK AND FINISH	
TBC	

ITEMS SUGGESTED BUT NOT YET PROGRAMMED

ITEM	RESPONSIBLE OFFICER