

NOTICE
OF
MEETING

WINDSOR TOWN FORUM

will meet on

WEDNESDAY, 26TH MAY, 2021

At 6.15 pm

by

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

TO: MEMBERS OF THE WINDSOR TOWN FORUM

COUNCILLORS JOHN BOWDEN (CHAIRMAN), SAMANTHA RAYNER (VICE-CHAIRMAN), CHRISTINE BATESON, DAVID CANNON, JON DAVEY, KAREN DAVIES, NEIL KNOWLES, HELEN PRICE, SHAMSUL SHELM, AMY TISI AND DAVID HILTON

SUBSTITUTE MEMBERS

COUNCILLORS CAROLE DA COSTA, GARY MUIR, JULIAN SHARPE, MAUREEN HUNT, LYNNE JONES, SAYONARA LUXTON, LEO WALTERS, DEL CAMPO, GURCH SINGH, DAVID COPPINGER AND WISDOM DA COSTA

Karen Shepherd – Head of Governance - Issued: 18/05/21

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 **If you have any questions about this meeting, including any opportunity for public participation, please contact Fatima Rehman (Phone: 01628 796251 fatima.rehman@rbwm.gov.uk)**

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> |
|--------------------|--|---------------------------|
| 1. | <u>APOLOGIES FOR ABSENCE</u> To receive apologies for absence. | - |
| 2. | <u>DECLARATIONS OF INTEREST</u> To declare any Declarations of Interest. | 5 - 6 |
| 3. | <u>MINUTES</u> To approve the minutes of the previous meeting. | 7 - 14 |
| 4. | <u>THAMES VALLEY POLICE UPDATE</u> To receive the above item. | To Follow |
| 5. | <u>PLASTIC FREE WINDSOR</u> To receive the above report. | 15 - 18 |
| 6. | <u>WINDSOR COACH PARK UPDATE</u> To receive an update from Barbara Richardson, Managing Director of RBWM Property Company Ltd. | Verbal Report |
| 7. | <u>TOWN MANAGER UPDATE</u> To receive the above report. | 19 - 24 |
| 8. | <u>COVID-19 UPDATE</u> To receive a presentation and update on the latest COVID-19 data and related activity. | Verbal Report |
| 9. | <u>WORK PROGRAMME</u> To consider the Forum's work programme. | 25 - 28 |
| 10. | <u>WINDSOR CONSULTATIONS</u> To note the current consultations in Windsor: <ul style="list-style-type: none">• Single person discount review | - |
| 11. | <u>DATES FOR FUTURE MEETINGS</u> All future meetings to be held on the following dates (at 6.15pm): | - |

- 13 July 2021
- 2 September 2021
- 16 November 2021
- 13 January 2022
- 8 March 2022
- 17 May 2022

This page is intentionally left blank

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.***

This page is intentionally left blank

Agenda Item 3

WINDSOR TOWN FORUM

WEDNESDAY, 24 MARCH 2021

PRESENT: Councillors John Bowden (Chairman), Samantha Rayner (Vice-Chairman), Jon Davey, Karen Davies, Neil Knowles, Helen Price, Shamsul Shelim, Amy Tisi, David Hilton, Gary Muir and David Coppinger

Also in attendance: John Webb, Sergeant Catherine Griffiths, Richard Endacott, Claire Milne, Alison Carpenter and Susy Shearer

Officers: Fatima Rehman, Paul Roach, David Scott, Karen Shepherd, Louise Freeth, Suzanne Martin, Julia White and Angela Huisman

APOLOGIES FOR ABSENCE

Apologies were received from Councillors Cannon and Bateson, and Councillors Muir and Coppinger substituted respectively.

Councillor Knowles requested a minutes' silence, which was observed in memory of Sergeant Gavin Hillier from the 1st Battalion Welsh Guards, who was killed in training. The Vice Chairman wrote to the Commanding Officer to relay the borough's condolences.

DECLARATIONS OF INTEREST

Although no formal declarations of interest were declared, it was noted that Councillors Shelim, Davies, Hilton and Knowles were Members of the Community Governance Review (CGR) Working Group. The Vice Chairman commented that she was the Lead Member for Windsor and libraries, and the Chairman commented that he was the Chairman of the Windsor, Eton, and Ascot Town Partnership, but had no financial interest.

MINUTES

RESOLVED UNANIMOUSLY: That the minutes of the meeting held on 27 January 2021 be approved, subject to the following changes in the former minutes:

- "Councillor Hilton said that the WNP would have no weight in the planning process until it was adopted as a Neighbourhood Plan after the referendum. Adrien Waite said that once a formal notice to proceed to referendum was given, the WNP had a degree of weight in the planning process."
- "Claire Milne said special regulations ensured that any Neighbourhood Plans that had been delayed due to COVID-19 and had not been through the referendum were still given some weight in the planning process. Therefore, the decision notice was important."
- "Councillor Davey said the posters put up to reach residents who were impacted by the low traffic neighbourhood consultation were removed. The posters were paid by the council and those who removed them would be prosecuted."

The Chairman informed Members of progress on actions arising from the previous minutes:

| ACTION FROM LAST MEETING | UPDATE |
|--|---|
| Sue Fox to inform Councillor Davey of the grant size for home charging point for electric cars. | Councillor Davey was in conversation with Tim Golabek, Service Lead - Transport and Infrastructure. |
| David Scott to inform Councillor Davey of the record of death of a COVID-19 positive due to an unrelated cause offline. | David Scott emailed Councillor Davey with a response. |
| Inspector Tracey Croucher to share the number of FPNs and COVID-19 related incidents in Windsor offline. | Between 19 January and 16 March 2021, 91 Fixed Penalties Notices were issued during that time. |
| My Royal Borough to focus on businesses outside of Windsor town centre. | Completed. |
| Written reports going forward to focus on businesses from outside of central Windsor. | Completed. |
| Neil Walter to liaise with Chris Pearce, Head of Capital Projects and Asset Management, on changing the public parking time at York House. | Chris Pearce said the borough was unable to change the car parking times at York House. |
| Neil Walter to explore the resident season ticket potential and update the Forum through the Lead Member. | A potential resident season ticket would be reviewed, and conclusions would be reported back later in 2021. |
| Neil Walter to ask Chris Joyce to provide an update on the car share scheme and update the link in the Strategy. | Councillor Tisi to directly liaise with Chris Joyce, Head of Infrastructure, Sustainability and Economic Growth, offline. |
| Neil Walter to change the 'Cycle Action Plan' to 'Cycling Action Plan'. | Completed and would be updated on the public website in due course. |
| Adrien Waite to issue the decision notice for Windsor Neighbourhood Plan (WNP). | Completed; the plan was due to go to referendum on 6 May 2021. |

Claire Milne, Windsor resident and Co-Chairperson of the WNP, said the decision notice was published shortly after the previous Forum meeting. The council would issue a notice of referendum by no later than 28 March 2021. The WNP group would run public Zoom sessions on 22 and 28 April 2021 to share information about the Plan.

ORDER OF BUSINESS

RESOLVED UNANIMOUSLY: That the order of business as detailed in the agenda be varied.

THAMES VALLEY POLICE UPDATE

Sergeant Catherine Griffiths, Thames Valley Police (TVP), introduced the item, and provided figures for reported police cases between 19 January 2021 and 16 March 2021. Residential burglary, including outbuildings:

- Windsor Central – 2 reported burglaries, including 2 garages and a locked cupboard, with no suspects. There were 3 reported last year in the same period.

- Windsor east – 7 reported burglaries, including a garden shed, 2 thefts on a building site and 2 empty properties.
- Windsor west – 18 reported burglaries, including 5 garden sheds, 3 garages, an empty property, and a vehicle was stolen. There were 2 suspects.

Theft from motor vehicles:

- Windsor Central – 4 reported thefts, with 3 tools thefts from vehicles, with 1 suspect. This was down from 31 reported thefts last year in the same period.
- Windsor east – 19 reported thefts of catalyst convertors, with no suspects. There were 16 reported thefts last year in the same period, and TVP were to run an operation to combat catalyst convertor theft in Windsor east.
- Windsor west – 5 reported thefts, with 3 catalyst convertor and 2 number plate thefts.

Business burglary:

- Windsor central – 2 reported thefts with no suspects. There were 9 reported thefts last year in the same period.
- Windsor east – No reported offences, which was down from last year in the same period.
- Windsor west – 4 reported thefts with no suspects, which was up from last year in the same period.

There was an issue of wildlife crime, including illegal fishing, animal traps, goose shooting, as well as a seized dog in Datchet used for lamping. There were no reported thefts of dogs in Datchet.

Councillor Davey asked if TVP received reports of overzealous use of CCTVs on resident properties, and Sergeant Griffiths said that whilst use of CCTVs was not reported, cameras facing a resident's front door would be actioned.

The Vice Chairman asked if crime rates would be affected after the lockdown restrictions were lifted, and Sergeant Griffiths believed crime rates would increase, as it would be easier to commit crime with an increase of people outdoors. The Vice Chairman requested for an update on the live investigation of The Old Court burglary, and it was agreed to discuss this offline.

The Vice Chairman and Councillor Davies congratulated TVP for winning The Food Academy award and Police Community Support Officer David Bullock for his award on Windsor Street Angels respectively.

Councillor Price asked if video doorbells were useful intelligence for TVP, and Sergeant Griffiths informed they were helpful as they provided video evidence and had timestamps.

The Forum noted the item.

ORDER OF BUSINESS

RESOLVED UNANIMOUSLY: That the order of business as detailed in the agenda be varied.

WINDSOR TOWN COUNCIL UPDATE

Suzanne Martin, Electoral & Informational Governance Services Manager, introduced the item. The draft recommendations were approved at full Council on 2 March 2021, which set out that the Council was minded to support the formation of a new Windsor town council, subject to the outcome of the next stage of consultation. The draft recommendations included additional information, such as how the town council would be formed, proposed electoral arrangements and powers and assets that would potentially be transferred from the borough. This addressed the financial and governance implications of a town council.

The consultation was in its second stage, to close on 2 June 2021, and residents in the review area and other interested stakeholders were invited to respond. Three steering questions were provided, and participation could be undertaken by email, post or online. Consultation awareness was raised by contacting interested stakeholders by email, and all individuals and groups who responded to the first consultation were individually contacted in early March 2021. Regular updates of the consultation would be made through the electronic Resident's Newsletter and the borough's public website, and an advert in Windsor Observer.

The consultation leaflet would be sent to approximately 15,000 residential properties in the review area from 29 March 2021. The delay in leaflet distribution was due to the external printer's inability to insert leaflets with the council tax bills. A separate company was therefore being used for the process. The Working Group would meet between April and June 2021 to consider the consultation responses and adjust the content of its recommendations as appropriate based on the responses from the consultation. All redacted consultation responses would be published online in June 2021 after the consultation closed. The final recommendations would be considered by full Council in July 2021.

John Webb, Windsor resident, asked how the Working Group set the precept figure in advance of the 2023/2024 budget: the first year of the Windsor town council. The precept for unparished areas of Windsor had a 1.2% reduction for 2021/2022 that was calculated through a formula using average parish precepts from other parish councils in the borough and the tax base. Councillor Hilton said the draft recommendations included an indicative precept that would reflect the portfolio of services transferred to the town council which would be determined by the borough as the principal authority. The precept would be set based on the services plus the administrative costs to run a town council.

John Webb and Richard Endacott, Windsor resident, asked why the cost of street lighting was put towards the precept for Windsor town council, whilst other parish councils in the borough did not adopt the cost of lighting. Councillor Hilton said it was agreed some time ago to add street lighting to the Special Area Expenses (SAE) account; other parish councils did not manage street lighting in this area. Councillor Tisi asked for clarity as to why street lighting was included in the SAE.

ACTION: The CGR Working Group to advise why the cost of street lighting was included in the SAE.

Richard Endacott asked if Windsor town council or the borough could receive revenue from recreation grounds and open spaces and Councillor Hilton said cost and revenue from grounds and spaces passed to the town council would remain with the town council.

Councillor Price asked when the precept would be agreed in advance of the May 2023 elections and Suzanne Martin said the Reorganisation Order, which was the formal process to bring the town council into effect, was scheduled to be published by December 2021 and would include the details of which services and powers would be transferred. Karen Shepherd, Head of Governance, said the precept would be part of the council tax set as part of the borough's budget in February 2023, and therefore would be known in advance of the elections. Councillor Knowles said the precept discussed was for the first year of the town council, and Town Councillors elected would be responsible to decide the precept going forwards.

John Webb asked if the town council could choose not to provide a service and disperse the cost, and if the borough would provide the services. Suzanne Martin said she believed that once individuals were elected to the town council, there would be a discussion between the borough and town council to determine which other services and assets could transfer to the town council.

Richard Endacott responded to John Webb's question by referring to Brexit, and the Chairman said this was not an appropriate discussion for the Forum.

The Forum noted the item.

TOWN MANAGER UPDATE

Paul Roach, Windsor Town Manager, introduced the item and said central government announced the four-step plan to ease lockdown, and officers were working together to devise a programme. Key issues raised included the lack of social distancing, street activity such as begging, cycling in pedestrianised zone and graffiti in Clewer and Windsor town centre. Community wardens increased attendance in hotspots and took surveys on visitors, which found visitors travelled from over 20 miles to visit Windsor. Enforcement measures and ways of refraining visitors were explored.

Over £12 million was disseminated to businesses; some businesses did not meet the criteria, and this was fed back to the Business Rates Team. Site visits to businesses in Clewer and Dedworth were made, with at least 115 businesses in the area. 30% were open, and a review of which business sectors were open was to be made. Most open businesses were now listed on My Royal Borough, and to further engage businesses, free online training sessions, invitations to the retail and business forums, support services, and promotion of businesses would occur on social media.

Car parking usage was down by 70%, and a total of 40% reduction in footfall in Windsor was likely over the last 12 months. The tap and donate service launched in Windsor Yards, which made contributions to the Windsor Homeless Project. Councillor Price said the service also donated to The Baby Bank. Retail units were being refurbished, and pop-up stores were likely to go online. Conversations with Windsor Royal Station were taking place regarding a pop-up shop to support the Cycle Hub.

The key messages as part of the reopening communication strategy was staying local, visiting other locations in the borough, and straplines 'don't let your guard down' and 'Unlocking Royal Borough' were used. Councillor Tisi said Family Footsteps was a local blog that highlighted local attractions in the borough.

Councillor Price congratulated the community for achieving 6 to 7 awards at the Berkshire High Sheriff Awards. She raised her concerns about the online promotion of

tourist hotspots and asked for clarity on the car and coaching parking graph. Paul Roach said the lines corresponded to years and provided an updated report with the legend for the table after the meeting.

Councillor Tisi asked what was being done considering the trend of online shopping. Paul Roach said social media, My Royal Borough and Visit Windsor were being leveraged, and there was a predication of a 50% increase in footfall in towns and city centres post-lockdown. Retail manager meetings were taking place, and a night-time economy board that explored the safest way to reopen. Councillor Tisi said there was a virtual high-street concept that was used by high-street retailers.

The Vice Chairman congratulated Louise Freeth, Head of Revenues, Benefits, Library and Residents Services, and her team on issuing the grants. Meetings with the Partnership Board for Tourism, Windsor Town Partnership and businesses were taking place to explore how the increase in footfall would be managed and support would be given to businesses that did not have an outdoor dining area.

Susy Shearer, Windsor resident, asked when the locked bicycles at the end of stands as part of the Safety and Security Campaign would come into effect again, and Paul Roach said he was unsure if the campaign would be run again. Conversations were taking place with Windsor Royal Station on managing cycling security concerns. Susy Shearer asked for progress on the tranche one interventions on signage to direct attention to additional pedestrian and cycling space and Paul Roach said he would take this offline.

The Forum noted the item.

COVID-19 UPDATE

David Scott, Head of Communities, presented from the Berkshire Public Health Berkshire Weekly COVID-19 briefing from 12 to 18 March 2021. The Situational Awareness report showed a drop in the positivity rate, which was down to 2.1%. the number of cases per 100,000 was approximately 50% and the number of cases per 100,000 of over 60s was 27.4%, which was a drop. The reduction was likely due to vaccination rollouts.

The proportion of COVID-19 deaths had dropped and the number of patient admissions and inpatients at Frimley Health NHS Foundation Trust had reduced. Vaccinations were rolling out well, despite the pause due to concerns on the AstraZeneca vaccination. Overall, the numbers of cases were reducing, though there were slight increases in the younger age groups and 30-34 years old, which could be reflective of schools reopening and the working age group.

The Forum noted the item.

LIBRARY TRANSFORMATION STRATEGY

Angela Huisman, Library and Resident Contact Lead, introduced the item and said the consultation on the borough's Library Service was being reviewed, and proposals were put forward to reshape and service. The aim was to create a sustainable and resilient library service, provide a digital offer and services to the most vulnerable, and deliver saving to the council. The consultation, which was made available in British Sign Language, was due to close on 30 April 2021.

There was an uplift in library use in recent years for activities and schools had an increasing demand for the service. Before COVID-19, under 24s used the library the most, but during the pandemic, 18-25-year olds accessed the service most. Some locations did not sustain interest, funding, or community engagement as others.

The proposals sought to retain professional staff for the statutory opening hours who would undergo an enhanced DBS check and rigorous training. Services that would remain included council services, the home library service, online resources, Books on Prescription, Book Touch, and more.

The next steps were to set up the loan service for digital devices, develop the virtual reality and interactive digital technology for children. I.T. drop-ins were delivered over phone and email during lockdown and would return to face-to-face once the restrictions ceased. Public sessions were held to discuss the proposals, and the responses would be given to Cabinet for approval.

John Webb said Dedworth library served an area of severe deprivation with high levels of loneliness and young families with no support. He asked if residents without access to digital devices would be unsupported if the opening hours were reduced and the service became digital. Angela Huisman said this would be best discussed in the resident engagement sessions and a comprehensive needs analysis was being undertaken. John Webb asked if libraries sold books to the public, and Angela Huisman said libraries did sell books, but the margins were small.

Councillor Price informed residents that herself and Councillors Tisi and Davey set meetings with library staff, RBWM Library Friends and the Lead Member to explore the possibilities for Dedworth Library. Before COVID-19, the library ran 12 sessions, which were proposed to reduce to 4 or 5 sessions, each costing £3,000. Cost savings, such as reviewing the cleaning contract, converting the service to a Community Interest Company or charity to remove the £16,000 business rate cost, and converting the unused boiler room for community use were explored. Ongoing discussions with major employers in the area on supporting the community library were taking place and four potential grant funding avenues were under review. The 'Supporting Dedworth Library Community Hub' Facebook group was created for residents to find information on Dedworth library, and residents who did not have access to social media would receive leaflets.

Councillor Tisi said there was misinformation that libraries were not being used and hence the hours were being reduced, as library usage was increasing. The library space was flexible as the bookshelves could be moved to use the library as a room hire.

Councillor Knowles said the other libraries provided electric library cards to residents to allow them to collect and return books, with a weekly visit from staff to tidy the library. Monetising ideas such as using libraries as a drop-off and collection point for parcels, having café facilities, and using the library as a registered examination space were shared.

Richard Endacott said libraries were critical to the community for the demographic of Dedworth, such as the elderly and young mothers. Rather than cutbacks, there was a need to maintain and establish the community hub.

Councillor Davey felt the budget for library services was unsatisfactory, and a lot of investment was put in property developments. The Chairman said the discussion should not take place at the Forum. The Vice Chairman said the budget was approved by full council and Councillor Hilton said over a third of affordable housing was provided in the developments, with a return to the council. Councillor Knowles said he felt it was inappropriate that Councillor Hilton could respond as Lead Member when the Chairman said the topic was not a Forum matter.

(Councillor Knowles left the meeting.)

The Chairman said there were discussions on social media regarding the lack of reissuing of the green bins and invited Councillor Coppinger, Lead Member for Planning, Environmental Services and Maidenhead, to provide an update. Councillor Coppinger said the borough restarted issuing contracts for green bins on 1 March 2021; however, the website had not been updated. Residents were welcome to apply online. Councillor Davey said a resident informed him that her green bins had not been collected on nine occasions and she did not have access to the internet.

The Forum noted the item.

WORK PROGRAMME

Councillor Price suggested future consultations to be brought to forthcoming Forums, to schedule the Army Covenant item and to have written reports from TVP in advance of the Forum. The Vice Chairman suggested to delay the Army Covenant item due to a lack of updates and the Chairman informed that due to annual leave at TVP, a report was not submitted.

Councillor Davies said the Plastic Free Windsor item scheduled for May 2021 would be an opportunity to inform residents about the campaign. The Vice Chairman suggested scheduling the Electric Charging item, as the report would be ready to discuss. Councillor Tisi suggested scheduling the Cycling Action Group item for the July 2021 agenda and the Clewer and Dedworth Project to update on the community orchard. Councillor Davey asked if a Forum meeting could be scheduled before the referendum, and the Vice Chairman advised this would be going into purdah.

The Forum noted the item.

DATES FOR FUTURE MEETINGS

All future meetings to be held on the following dates (at 6.15pm):

- 26 May 2021
- 13 July 2021
- 2 September 2021

The Chairman thanked all officers, Members, and residents.

The meeting, which began at 6.15 pm, finished at 8.56 pm

CHAIRMAN.....

DATE.....

PLASTIC FREE WINDSOR

Plastic Free Windsor (PFW) are a part of the Plastic Free Communities campaign run by the marine conservation charity Surfers Against Sewage.

PFW are a group of local volunteers who work with individuals, the Council, businesses, schools and community groups to reduce single-use plastic (SUP) and its impact on the local and wider environments.

This is achieved in 3 basic ways:

1. by encouraging those who they work with to boycott the use of SUP, thereby reducing demand,
2. by encouraging businesses to eliminate SUP from their products, thereby reducing supply, and
3. by cleaning up plastic pollution through river cleans and litter picks.

Major Successes

In December 2018, the Council approved a motion put forward by PFW and Plastic Free Maidenhead for it to become a plastic free Council, and in December Cabinet endorsed PFW's strategy for an SUP free Borough.

In December 2020, having completed the necessary objectives, Surfers Against Sewage awarded Windsor its Plastic Free Community status.

Key Messages

Recycling Isn't the Answer

As long ago as the 1970's the petrochemical industry recognised that recycling couldn't solve the problem of plastic waste, primarily due to the cost involved. In the 1980's the industry began to actively promote recycling in order to counter the growing concerns about plastic pollution, thereby promoting the myth that its ok to use plastic because it can be recycled.

The Threat to Human Health

Average sperm count in Western men fell by over 50% between 1973 and 2011. This fall is believed to be due to increasing exposure to hormone disrupting chemicals produced by the petrochemical industry. Bisphenol A and Phthalates, widely used in plastic production, are thought to be the greatest threat to both male and female reproductive health.

Big Oil's Plan B

The fossil fuel industry is purposely increasing production of plastic as part of its plan to compensate for the loss of revenues and profit to sustainable energy providers.

So, in short, despite knowing that recycling isn't the answer, and that chemicals contained in plastic are a threat to human reproductive health, the petrochemical industry is actively increasing plastic production.

If you would like to know more about Plastic Free Windsor's work please contact them at plasticfreewindsor@gmail.com.

This page is intentionally left blank

INDIVIDUAL ACTION PLAN:



**PLASTIC FREE
COMMUNITIES**

FOR

**PLASTIC FREE
COASTLINES**

AND

**PLASTIC FREE
OCEANS**

- ☐ **Remember** your refillable water bottle
- ☐ **Take** a reusable coffee cup and boycott single-use takeaway cups
- ☐ **Take** your own shopping bag and refuse single-use plastic bags
- ☐ **Take** your own cutlery or use sustainable alternatives
- ☐ **Refuse** single-use condiment sachets
- ☐ **Refuse** plastic straws and stirrers - ask for a sustainable alternative
- ☐ **Refuse** single-use packaging
- ☐ **Avoid** single-use plastics in the bathroom
- ☐ **Pick up** plastic litter whenever possible

For more information about PLASTIC FREE COASTLINES and PLASTIC FREE COMMUNITIES visit the Surfers Against Sewage website at www.sas.org.uk

This page is intentionally left blank

Windsor Town Centre update report for Windsor Town Forum - May 2021.

Reopening Programme

At the time of writing this report, step 3 change in the road map to recovery was underway and businesses and partners were preparing for the this. For many businesses the changes were not too significant as a large number of businesses were already open and operating in the town centre. However, there were a small number of businesses where the 17 May change provided them the first opportunity of operating since the Christmas/New year lock down. This included indoor gyms, Attractions (Windsor Castle) and the ability for restaurants to allow people to sit inside (Observing the rule of six).

Public Health and the licensing team have confirmed a programme of inspections with a large number of venues and organisations who will be opening their doors for the first time in order that they are adhering to the current guidance for this step changed. Windsor and Eton Pub Watch and Retail and Business forums have continued to meet and have received briefings from Trading standard officers and others to ensure that there is a consistent and supportive approach to businesses reopening which has been welcomed and ensured we have not had to deal issue large numbers of enforcement notices.

As part of the reopening strategy we have continued to direct people to use My Royal Borough website in the first instance to assist in marketing and supporting local businesses and provide sign posting to grant and business support advice.

Core Stats from MYRB.

| | Website Traffic (Users/Bounce/ Session Duration) | Traffic Source (Organic/Social) | Twitter Followers (+number) | Twitter Impressions/Percent Change | Facebook Followers | Facebook Reach and Post Engagement | Instagram Followers | Instagram Reach and Impressions |
|-------|---|------------------------------------|-----------------------------------|--|-----------------------|---|------------------------|---------------------------------------|
| March | 4,791 / 78% | 84% org / 12% dir / 3% ref | 7540 | 14K | 18,766 | 16,777 | 7,101 | 2,344 |
| April | 14,931 / 80% | 74% org / 19% dir / 2% ref | 7548 | 25.6K | 18,818 | 26,499 / 4,682 | 7,171 | 3,404 |
| May | 23,703 / 75% | 88% org / 8% dir / 3% | 7553 | 11.3K | 19,171 | 25,327 | 7,416 | 2,900 |

The above table provides core stats from MyRB website and shows a steady increase in actively and interest from users. This growth has in part been lead pushing for user content only and asking businesses to actively engage and provide MYRB with their content for us to share. We will continue to share and engage with businesses

As outlined in members briefings earlier in the year we planned to introduce a new campaign to support the reopening programme which was centred around our new strapline of "Don't let your guard down". This was launched earlier this year with a number of life-sized Coldstream Guards and new bollard and bin wrapping posters rein enforcing the message hands face and space.



These new communications assets have been warmly received by residents and visitors and we expected that these will be continued to be used throughout the year.

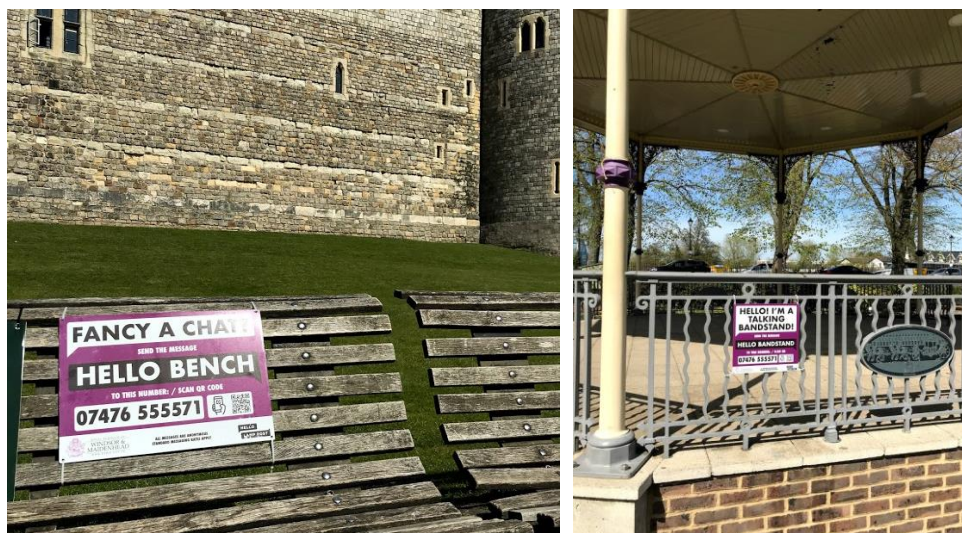
In addition to this we are trialling a new communications scheme called “hello lamp post”. Our Royal Borough is supporting high street recovery by using a “tech for good” citizen engagement tool called [Hello Lamp Post](#) to engage and empower citizens. By asking its residents and visitors for feedback, the borough will continue to build community support for its [Safe Reopening and Recovery strategy](#) and gain customer-driven business intelligence for better decision making.

How does it work?

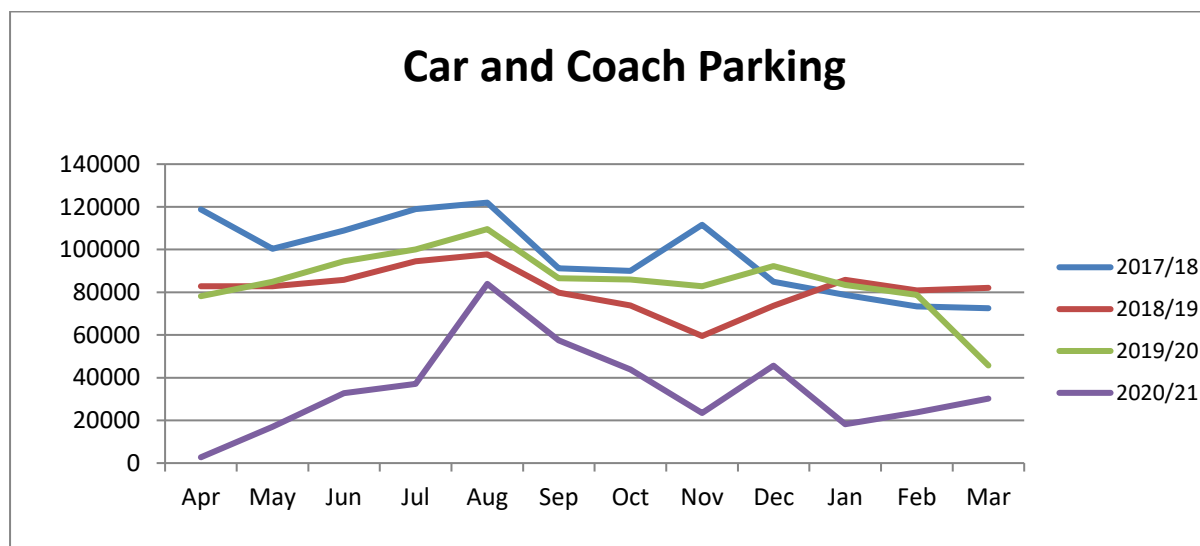
[Hello Lamp Post](#) enables anyone with a mobile phone to anonymously “talk” to physical objects (e.g. lamp posts, benches, statues - [guards](#)) via a scanned QR code and send messages (SMS, WhatsApp, and Facebook Messenger) to start a conversation, share experiences and provide feedback with the system. It uses integrated AI tools (natural language processes) and sentiment analysis to enhance the customer experience and gather data through playful conversation.

This platform will be rolled out initially in Windsor in May and then throughout the borough.

Learn more and join our Reopening Campaign: <https://myroyalborough.com/unlocked>



Health check for the town centre

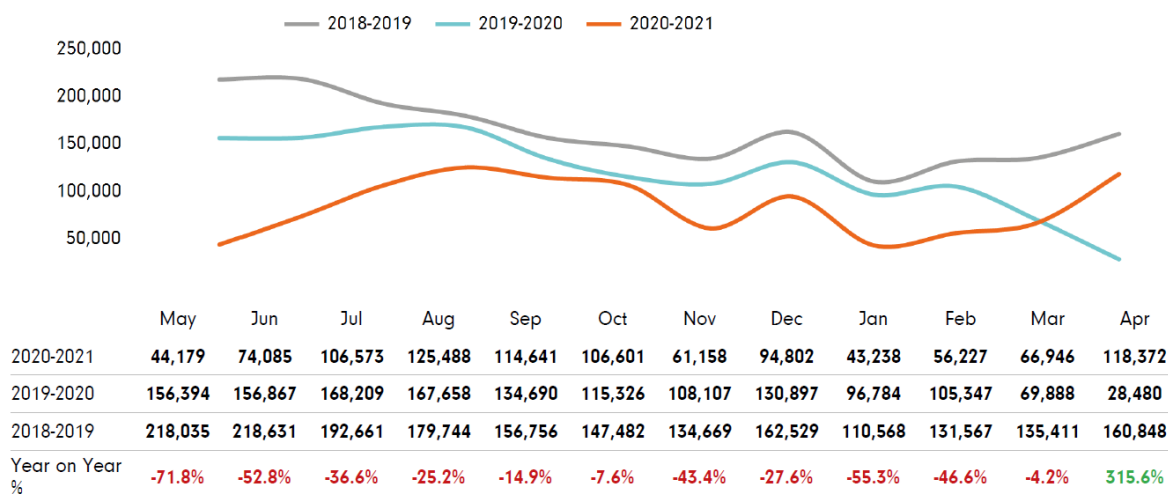


Footfall table represents users up to the end of March 2021. Whilst the trend for this period was positive the overall figures for car parking for the previous 12 months shows a total decline of 59%. This reduction has been reflected in the footfall and general sentiment in sales in the town centre.

Following the reopening of the town centre between June and August we saw footfall in Peascod Street slowly build and by October/November footfall had started to recover close to 2019 levels. However, the second lock down in November saw that recovery lost and footfall reduced significantly. Footfall in the two shopping centres has continued to be lower than that of the main town centre with between 50% – 60% reduction in footfall over the same period.

Footfall - rolling 12 months

The figures shown below are calculated using weekly averages.



The total number of visitors for the year to date is 1,206,082 which is 5.2% down on the previous year.

The total number of visitors to Windsor Town Centre External in month commencing 5 April 2021 was 473,489.

The busiest day in month commencing 5 April 2021 was Saturday 24 April with 27,268 visitors.

The peak hour of the month was 12:00 on Sunday 18 April 2021 with footfall of 3,689.

Similar to car parking. Footfall levels up to April currently showing signs of improvement which in part is down to the unlocking programme. We are expecting to see a continued positive trend should the unlocking programme continues unchanged, and weather permitting. It should be noted for comparison purposes 2019 rates should be used to ensure a more like for like comparison.

Vacancy Rates

| | Jan | Feb | Mar |
|--------------------|---------------|---------------|---------------|
| Current vacancy | 12.63% | 12.72% | 13.98% |
| *Expected Vacancy | 21.44% | 21.24% | 22.74% |
| **National Average | 13.3% | 13.7% | 14.1% |

*this includes businesses that have indicated they are in danger of closing permanently.

** Data provided by British Retail Consortium

We have seen a small number of units fail to open and or close in the town centre. Some of these down to company failure. Most recently we saw Lush leave the town centre unexpectedly. We do have on the positive side a number of new companies moving in and a number of units under redevelopment. We are currently operating slightly above the national average and it is important we continue to push redevelopment of empty or long-term unused units.

Recently announced was Windsor Yards now have new owners “AEW” Whilst we have not had a chance to meet with the board and discuss their aspirations for the centre, their background is in redevelopment of shopping and mix use sites and we expect to see some positive plans come forward for the long term future of Windsor Yards.

Windsor.

New Business opened

Fortecues – Guildhall

Rex Bakery - Peascod Street

Craft Coop – Windsor Yards

Units under development

Tortilla – Peascod Street

Plate at No 6 – Market Street

Tempstay – Agent – St Leonards Road

Beauticians – St Leonards Road

Paul Roach

Windsor, Eton and Ascot Town Manager

This page is intentionally left blank

13 July 2021

| ITEM | Responsible Officer/Organisation |
|---|---|
| Clewer and Dedworth Project Update | Clewer and Dedworth Project representatives |
| Cycling Action Group (CAG) Tranche Funding Update | CAG representatives |
| Thames Valley Police Update | Inspector Mike Darrah |
| Town Manager Update | Paul Roach, Windsor Town Manager |
| COVID-19 Update | David Scott, Head of Communities |
| Windsor Consultations | Chairman |
| Work Programme | Clerk |

2 September 2021

| ITEM | Responsible Officer/Organisation |
|--|--|
| Army Covenant – Families Officers from Welsh & Coldstream Guards | Army Covenant representatives Vanessa Faulkner, Service Lead - HR People Services |
| Thames Valley Police Update | Inspector Mike Darrah |
| Town Manager Update | Paul Roach, Windsor Town Manager |
| COVID-19 Update | David Scott, Head of Communities |
| Windsor Consultations | Chairman |
| Work Programme | Clerk |

16 November 2021

| ITEM | Responsible Officer/Organisation |
|-----------------------------|----------------------------------|
| Thames Valley Police Update | Inspector Mike Darrah |
| Town Manager Update | Paul Roach, Windsor Town Manager |
| COVID-19 Update | David Scott, Head of Communities |
| Windsor Consultations | Chairman |
| Work Programme | Clerk |

13 January 2022

| ITEM | Responsible Officer/Organisation |
|-----------------------------|----------------------------------|
| Thames Valley Police Update | Inspector Mike Darrah |
| Town Manager Update | Paul Roach, Windsor Town Manager |

| | |
|-----------------------|----------------------------------|
| COVID-19 Update | David Scott, Head of Communities |
| Windsor Consultations | Chairman |
| Work Programme | Clerk |

8 March 2022

| ITEM | Responsible Officer/Organisation |
|-----------------------------|----------------------------------|
| Thames Valley Police Update | Inspector Mike Darrah |
| Town Manager Update | Paul Roach, Windsor Town Manager |
| COVID-19 Update | David Scott, Head of Communities |
| Windsor Consultations | Chairman |
| Work Programme | Clerk |

17 May 2022

| ITEM | Responsible Officer/Organisation |
|-----------------------------|----------------------------------|
| Thames Valley Police Update | Inspector Mike Darrah |
| Town Manager Update | Paul Roach, Windsor Town Manager |
| COVID-19 Update | David Scott, Head of Communities |
| Windsor Consultations | Chairman |
| Work Programme | Clerk |

ITEMS SUGGESTED BUT NOT YET PROGRAMMED

| ITEM | Responsible Officer/Organisation |
|--|--|
| Windsor & Eton Town Partnership | Windsor Chamber of Commerce and Windsor & Eton Town Partnership representatives |
| Update from LEGOLAND and Royal Windsor Racecourse | LEGOLAND and Royal Windsor Racecourse representative |
| <i>Requested by Cllr Haseler at the Infrastructure O&S Panel:</i> CCTV System Review - Locations, operation, effectiveness & future proposals | Paul Roach, Windsor Town Manager David Scott, Head of Communities |
| Clewer and Dedworth Pilot/RBWM Community Asset Project/ Abri - Community Initiatives and Investment Zones | Abri representatives |
| Tourism and policing post COVID-19 | |
| Thames Valley Police and Community Wardens Update | Inspector Mike Darrah David Scott, Head of Communities |
| Army Covenant – Families Officers from Welsh & Coldstream Guards | Army Covenant representatives Vanessa Faulkner, Service Lead - HR People Services |

| | |
|-------------------------------|--|
| Houses in Multiple Occupation | Tracy Hendren, Head of Housing and Environmental Health |
| Electric Charging Points | Tim Golabek, Service Lead – Transport and Infrastructure |

This page is intentionally left blank