

# Public Document Pack

## NOTICE OF MEETING



# COMMUNITIES OVERVIEW & SCRUTINY PANEL

will meet on

**THURSDAY, 23RD JULY, 2020**

**At 6.15 pm**

in the

**VIRTUAL MEETING - ONLINE ACCESS**

**THE MEETING WILL BE AVAILABLE ON OUR WEBSITE PRIOR TO THE MEETING  
TO VIEW THE MEETING PLEASE GO TO OUR RBWM YOUTUBE PAGE –  
[HTTPS://WWW.YOUTUBE.COM/CHANNEL/UCZNP1KMF3YNABN6ENZLYELQ](https://www.youtube.com/channel/UCZNP1KMF3YNABN6ENZLYELQ)**

TO: MEMBERS OF THE COMMUNITIES OVERVIEW & SCRUTINY PANEL

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

SUBSTITUTE MEMBERS

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

Karen Shepherd – Head of Governance - Issued: 15 JULY 2020

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

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

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

## AGENDA

### PART I

<u>ITEM</u>	<u>SUBJECT</u>	<u>PAGE NO</u>
1.	<u>WELCOME FROM THE CHAIRMAN</u>	
2.	<u>ELECTION OF THE VICE CHAIRMAN</u>  To elect a Vice Chairman for the Communities Overview and Scrutiny Panel for the new municipal year.	
3.	<u>APOLOGIES FOR ABSENCE</u>  To receive any apologies for absence.	
4.	<u>DECLARATIONS OF INTEREST</u>  To receive any declarations of interest.	5 - 6
5.	<u>MINUTES OF THE LAST MEETING</u>  To agree the minutes of the last meeting held on 9 June 2020.	7 - 18
6.	<u>EMBEDDING THE COMMUNITY RESPONSE</u>  To receive an update on Embedding the Community response.	19 - 20
7.	<u>COMMUNITY WARDENS UPDATE</u>  To receive an update on the Community Wardens.	21 - 24
8.	<u>BRAYWICK LEISURE CENTRE UPDATE</u>  To receive a progress update on Braywick Leisure Centre.	25 - 44
9.	<u>WORK PROGRAMME</u>  To consider the Panel's work programme for the remainder of the Municipal year.  To include consideration of items scheduled on the <a href="#">Cabinet Forward Plan</a> .	45 - 46
10.	<u>LOCAL GOVERNMENT ACT 1972 - EXCLUSION OF THE PUBLIC</u>  To consider passing the following resolution:-  "That under Section 100(A)(4) of the Local Government Act 1972, the public be excluded from the remainder of the meeting whilst discussion takes place on the grounds that they involve the likely disclosure of exempt information as defined in Paragraph 3 of part I of Schedule 12A of the Act."	

**PART II - PRIVATE MEETING**

<u>ITEM</u>	<u>SUBJECT</u>	<u>PAGE NO</u>
i.	<u>MINUTES OF THE LAST MEETING</u>  To agree the Part II minutes of the last meeting held on 9 June 2020.  <b><i>(Not for publication by virtue of Paragraph 1, 2, 3, 4, 5, 6a, 6b, 7 of Part 1 of Schedule 12A of the Local Government Act 1972)</i></b>	47 - 50

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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 5

## COMMUNITIES OVERVIEW & SCRUTINY PANEL

TUESDAY, 9 JUNE 2020

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

Also in attendance: Councillors Baskerville, Brar, Hilton, Rayner and Werner. Speakers from Norden Farm – Martin Kaye, Jane Corry, John Seymour, Ray Bauer and Graham Clarkson.

Officers: Hilary Hall, Shilpa Manek, Kevin Mist, Russell O'Keefe, Suzie Parr and David Scott

### ELECTION OF THE CHAIRMAN & VICE CHAIRMAN

Councillor Bhangra proposed Councillor Bowden for Chairman. Councillor Bowden seconded that proposal. A named vote was carried out and Councillor Bowden was elected Chairman for the municipal year.

Councillor Price was also proposed for Chairman. This was not seconded so the motion fell.

**RESOLVED: That Councillor Bowden be elected Chairman of the Communities Overview & Scrutiny Panel for the municipal year 2020/21.**

Councillor Bowden proposed Councillor Bhangra for Vice Chairman. This was seconded by Councillor Bhangra.

Councillor Del Campo proposed Councillor Price for Vice Chairman and this was seconded by Councillor Price.

A named vote was carried out for both motions and both were tied.

**RESOLVED UNANIMOUSLY: That the election of Vice Chairman be deferred to the next Panel meeting.**

### WELCOME FROM THE NEW CHAIRMAN

The Chairman welcomed all to the meeting of the Communities Overview & Scrutiny Panel.

### APOLOGIES FOR ABSENCE

Apologies for absence were received from Parish Councillor Pat McDonald.

### DECLARATIONS OF INTEREST

Councillor Bhangra declared a personal interest, that Norden Farm was in his ward and he used it frequently.

Councillor Del Campo declared a personal interest that she lived close to the allotments site.

### MINUTES OF THE LAST MEETING

Councillor Price raised the following points with respect to the actions from the last meeting, pages refer to the Agenda Report Pack:

Page 9 – Add action in Budget section about reconsidering the overlap of activities between O & S panels for the budget process next year. – This had been added and would be picked up in the Forward Work Programme Item.

Page 10 – SportsAble to work with borough to identify groups that could offer support for the outreach facilities – David Scott reported that the facility had closed down due to Covid-19 and the lockdown but work had been ongoing.

Page 11 – SportsAble to provide Panel Members with a redacted version of the Charity Commission Report – David Scott reported that the facility had closed down due to Covid-19 and the lockdown. The Chairman would be contacted to request the report.

**ACTION: SportsAble to provide Panel Members with a redacted version of the Charity Commission Report**

Page 11 – Councillor Price asked about the Alternate Giving and Kickstart funding, David Scott reported that Tracy Hendren, Head of Housing, Environmental Health, Operational Support and Housing, had been looking into alternate giving scheme.

**RESOLVED UNANIMOUSLY: That the minutes of the last meeting be agreed as a true record.**

## NORDEN FARM ANNUAL REPORT

Suzie Parr, Museum and Arts Team Leader, introduced the Norden Farm and pointed out that the report was with respect to 2018/19 activity. Jane Corry, Chief Executive, would share with the Panel all the past work and the benefits to residents and visitors in the borough. Suzie Parr suggested that a further presentation be give later in the year on the 2019/20 activities.

Martin Kaye, Chair of Trustees, gave an opening introduction to the Panel. Other Norden Farm representatives present at the meeting included Jane Corey, CE and Artistic Director, Ray Bauer, Financial Controller and John Seymour, Trustee and Chairman of Finance Committee. Martin Kaye continued and gave a background to where Norden Farm were currently and Jane Corey would cover the community engagement and the engagement with schools locally and then John Seymour would cover the financial results for the year ending 2019/19. Norden Farm had been closed since mid-March 2020 and were planning to reopen in September 2020. Planning of the reopening would take place during July and September, in order to make the venue safe for visitors and staff. Jane Corey had been working on the digital offering for residents to still be able to offer the services of Norden Farm, even after reopening, making the facility open for more residents. Martin Kaye thanked the council for their support.

Jane Corey, CE and Artistic Director went through the following points for the Panel:

- 2018/19 had been a good year for Norden Farm;
- Had engaged with over 194,000 people
- Operational highlight was installing the new raked seating in the studio;
- Produced another original children’s show where 9000 people attended and this would now tour the country.
- Produced the very first Maidenhead Kite Festival in the park;
- Launched the new Norden Farm night market series;
- Held the tenth lantern parade;
- The Community engagement events included groups at Norden Farm every month, these included Maidenhead Arts Society, Maidenhead Music Society, Maidenhead



- Drama Festival, Maidenhead Festival, Maidenhead painting club, all of the schools, local groups, Shakespeare projects, all of the choirs and Maidenhead Music Festival.
- There were 200 local volunteers including a new gardening team and talking tables, this is part of the challenge to address social isolation in the borough, where people taking part in shows are encouraged to join a table before and after the show run by volunteers and they would discuss the shows here and make new friends.
  - The projects that were run included the Kite festival, Lantern parade, Jump In (family arts festival), Beach (last all summer), Social arts (arts programmes for socially isolated elderly residents), young leadership scheme and young creatives scheme.
  - Norden Farm works with all primary and secondary schools in Maidenhead and fundraising takes place to provide art activities for them.
  - Groups and classes – well attended and for Adults, Children and pre-school;
  - Work with disadvantaged groups such as DASH, AfC with looked after children, women in refuge, TVAP, family friends and the Alexander Devine Hospice.

John Seymour, Chairman of Finance Committee gave the Panel a detailed financial report to the Panel. The monies were earned from Norden Farm through the arts programs, classes, hires, memberships and catering, this all provided the income of 85% of the total cost. The cost of running the centre of which 60% covered staff costs, which were higher than the operating income. The difference was made up by the core grant that was received from the borough. Norden Farm aimed to make a small operating surplus to give some reserve. The SLA committed to Norden Farm not making a loss but this may have to be changed with the present emergency. The Royal borough grant currently covered 15% of total costs compared to 40% some years back. A lot of progress had been made to boost Norden Farm earnings. The costs had been rising more than the income mainly because of staffing costs such as the increase in the minimum wage and the introduction of work based pension. This had an effect on the operational surplus and in 2018/19, Norden Farm made a small surplus of £6.4K in the 2018/19 year. The make-up of the budget was made of live shows, these were the biggest contributor's at 25%, hires which were the most profitable activity, had been reducing. The biggest growth area was participatory events went up from just under 10% to just under 13%. This was as a result of the very busy community engagement agenda that Jane Corey had been presenting. The costs were made up mainly by marketing, administration and operating. The performance was set against the business plan and the financial scene showed that in 2018/19, Norden Farm had fulfilled its financial aspects as in the business plan. The Annual Report that was included in the statutory accounts that was prepared for the AGM. The accounts showed a depreciation of £158K in 2018/19 for site, buildings and plant, not a net cost but the cost was very high.

Jane Corey continued and reported that the box office attendance for 2018/19 was a total of 194,602 tickets until 18 March 2020 when Norden Farm was closed. Norden Farm had now lost all its income and the estimated loss was £134K. Jane Corey continued to inform the Panel that within two days of Norden Farm closing, they had their first online digital class. However, Norden Farm had continued all of its workshops for disadvantaged groups, these were real time workshops and classes, continued to work with schools, the community poetry project for the borough had been launched, adult and children classes had moved online, got many volunteers online and started fundraising to provide all the projects digitally.

Martin Kaye concluded the presentation thanking the Panel.

Councillor Del Campo commented that Norden Farm had done really well to continue and support the most disadvantaged groups. She asked why there had been a decrease in revenue. Jane Corey explained that with a participatory programme, the main aim was to get people involved at Norden Farm in activities and events vs corporate room hire which brought the funds in. The plan was to look to see if an extension could be created to allow both but this all came to a halt as a result of Covid-19.

Councillor Bowden asked if Norden Farm had received any grants and was informed that all but five staff had been furloughed and they were not entitled to any grants. They had applied

for the discretionary grant and were awaiting the decision. Norden Farm had decided against any loans at present.

Councillor Bhangra asked how Norden Farm had been fundraising after Covid-19. Jane Corey responded that they had been overwhelmed especially at the beginning with people donating funds, it had now become less. Norden Farm had been supported by Maidenhead United Football Club.

Councillor Price asked what had been the biggest challenge. Jane Corey informed the Panel that costs had been going up, people were scaling back, the venue was turning space usage around three to four times and this was the reason more staff were required. Jane Corey was very positive about the digital programme and this would really help.

Councillor Price requested to see the current SLA that was in place.

**ACTION: Suzie Parr to provide SLA to Panel Members.**

Councillor Rayner commented that Norden Farm had reacted amazingly and very fast to Covid-19 and had reached so many new audiences.

Councillor Werner commented that Norden Farm was a jewel in the crown for Maidenhead. He asked what could the council do further to help them through these times. Martin Kaye appreciated the core grant that was provided by the borough but some reassurance on next year's grant continuation would be beneficial for planning ahead.

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Councillor Price requested to see the current SLA that was in place.

**ACTION: Suzie Parr to provide SLA to Panel Members.**

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Councillor Werner commented that Norden Farm was a jewel in the crown for Maidenhead. He asked what could the council do further to help them through these times. Martin Kaye appreciated the core grant that was provided by the borough but some reassurance on next year's grant continuation would be beneficial for planning ahead.

## BRAYWICK LEISURE CENTRE - PROGRESS UPDATE

Kevin Mist, Communities Project Lead, introduced Graham Clarkson to the Panel as the Development Manager for BLC.

Graham Clarkson informed the Panel that the planned completion date was due to be the end of August 2020 and the handover date would be 14 September 2020 and then the trial operation would follow. At the start of the Covid-19 outbreak, even with the restrictions, work had continued whilst social distancing.

There had been some delays due to Covid-19 due to staff being furloughed and no deliveries arriving from other countries.

Graham Clarkson gave the Panel an in-depth account of each area of the leisure centre, this included:

- The flooring in the sports hall was complete.
- The permanent lighting was all live and aiding the completion of the finishing and decoration.
- The heat and power unit had been brought over from the Magnet Leisure Centre and was currently being tested.
- The courts were underway and the fencing had been erected and the floodlights were in.
- The flooring in the gym was complete.
- The operational staff from the Magnet Leisure Centre had started to move across.
- The quality of the build, detailing and finishing was very good.

Graham Clarkson went through the risks of the project. These included:

- The full impact of COVID19 effecting the delivery of materials and components from outside the UK and the productivity of the workforce due to the 2m social distancing laws is still yet to be determined.
- Furniture, Fittings and Equipment and Direct Client contracts, to ensure these dovetail in the building programme.
- Disposal of excess site material currently stock piled within the eastern section of the Braywick Park, behind the construction site. Disposal plans have not yet been agreed and finalised. Quotation for disposal is expected in the next few weeks.

The next steps of the project included the finishing and then the training of staff.

Councillor Del Campo expressed her concern as the update was an overview and therefore could not be scrutinised. Councillor Del Campo would have like to see project charts, cost mitigation and further details of the project itself in order to be able to scrutinise it. Graham Clarkson informed the Panel that there were Gant charts and these could be shared with the Panel. The impact of Covid-19 was still unravelling so it was difficult to get figures for this at the current time.

David Scott advised the Panel that this item was a standing item on the agenda, further detail could be provided at the next Panel meeting. David Scott continued that Waites had only closed for three days since Covid-19 and as a contractor had done really well. There had been a disruption to the supplies but Waites had worked hard to mitigate issues.

**ACTION: To provide further detail on the project at the next meeting.**

Councillor Price asked for confirmation if there was a two week delay and Graham Clarkson informed the Panel that the completion of the project and the opening currently had two dates. Government were still to confirm the regulations of the opening of leisure centres.

Councillor Rayner thanked Graham Clarkson as the Braywick Leisure Centre was looking stunning and the designs had all come to fruition. The project had been conceived in 2016.

Councillor GreKevin Mist, Communities Project Lead, introduced Graham Clarkson to the Panel as the Development Manager for BLC.

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- The flooring in the sports hall was complete.
- The permanent lighting was all live and aiding the completion of the finishing and decoration.
- The heat and power unit had been been installed was currently being tested.
- The outdoor courts were underway and the fencing had been erected and the floodlights were in.
- The flooring in the gym was complete.
- The operational staff from the Magnet Leisure Centre had started familiarisation visits .
- The quality of the build, detailing and finishing was very good.

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- The full impact of COVID19 effecting the delivery of materials and components from outside the UK and the productivity of the workforce due to the 2m social distancing requirements is still yet to be determined.
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**ACTION: To provide further detail on the project at the next meeting.**

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Councillor Greg Jones joined the meeting.

#### ANNUAL SCRUTINY REPORT

Councillor Price raised that items that overlapped between Corporate O & S and Communities O & S be looked into to ensure clarity.

Councillor Del Campo requested that the most recent work programme be added to the report. This was agreed.

**RESOLVED UNANIMOUSLY: that the Annual Scrutiny Report was agreed as the final version.**

#### Q4/END OF YEAR PERFORMANCE UPDATE REPORT/IMPACT OF COVID-19 ON COMMUNITY GROUPS

David Scott, Head of Communities, went through the executive summary and report for the Panel. David Scott went through the statuses and confirmed that community safety was included.

Councillor Price asked if there was any way of measuring the importance of community groups, to look at the community structure especially the funding and mitigate the reduction in community activity. David Scott reported that the council were in the process of developing a recovery plan after Covid-19 and community groups was a strand of that work. There had been a fantastic community response during these Covid-19 times. The council were currently supporting the community groups through grants and would continue to look at what else the council could do.

**ACTION: Provide a more detailed report at next meeting on community groups**

Councillor Bowden requested a simple report on which organisations and how the organisation assisted during Covid-19.

**ACTION: Provide a report with detail at a future meeting.**

Hilary Hall, Director of Adults, Health and Commissioning, Strategy and Commissioning informed the Panel that she had been leading on community response and Hilary Hall endorsed what David Scott had said. Hilary Hall had also been working with health colleagues too and all had benefitted from the community support. Hilary Hall informed the Panel that community impact work was being carried out, surveys were being carried out with people who had got involved. There had been lots of commitment.

Councillor Bowden referred to the fly tipping in Windsor and asked if the extra cost could be quantified. David Scott confirmed that discussions were taking place to increase the enforcement for fly tipping. Fixed penalty notices could be issued and CCTV could be used to collect evidence.

Parish Councillor Margaret Lenton reported that the parishes in the south of the borough had worked really well together, there had been a fair bit of unemployment from the airport. Continued work was still required for communities.

Councillor Price asked how could the Panel support the work that Hilary Hall was doing. Hilary Hall responded that the ideas and thoughts of the Panel would assist to get the wider community view. Information would be presented to the Panel. David Scott, Head of Communities, went through the executive summary and report for the Panel. David Scott went through the statuses and confirmed that community safety was included.

Councillor Price asked if there was any way of measuring the importance of community groups, to look at the community structure especially the funding and mitigate the reduction in community activity. David Scott reported that the council were in the process of developing a recovery plan after Covid-19 and community groups was a strand of that work. There had been a fantastic community response during these Covid-19 times. The council were currently supporting the community groups through grants and would continue to look at what else the council could do.

**ACTION: Provide a more detailed report at a future meeting on community groups**

Councillor Bowden requested a simple report on which organisations and how the organisation assisted during Covid-19.

**ACTION: Provide a report with detail at a future meeting.**

Hilary Hall, Director of Adults, Health and Commissioning, Strategy and Commissioning informed the Panel that she had been leading on community response and Hilary Hall endorsed what David Scott had said. Hilary Hall had also been working with health colleagues too and all had benefitted from the community support. Hilary Hall informed the Panel that community impact work was being carried out, surveys were being carried out with people who had got involved. There had been lots of commitment.

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**UPDATE ON RBWM ALLOTMENTS**

David Scott, Head of Communities, presented the report to the Panel. David Scott informed the Panel that the Borough was rich in number of allotments, the borough was responsible for some and Parish Councils were responsible for some. The Maidenhead allotments were managed by the Borough and the Windsor allotments were managed by the Windsor Allotment and Home Garden Association.

Some of the points raised in the discussion included:

- A future policy required for considering people with little or no outdoor space.
- A quarter size space was not enough for most people.
- Would there be provision of community gardens at the Maidenhead Golf Club development space.
- There were spaces available in Cookham.
- There was a vermin issue in Courthouse Road allotments which needed looking into.
- The future may bring more people with more free time and less money so could be more creative.
- In some areas, farmers have let out some of their grounds could this be reviewed.
- In Windsor, any surplus of produce given to feed people who have no food.
- How many standard size allotments are still remaining? This is the size of a double tennis court. This needed to be considered.
- Old Windsor had capacity.

## WORK PROGRAMME

Councillor Price suggested that it would be more beneficial to have shorter additional meetings.

David Scott reported that there had been an incursion at Braywick Park. They had been asked to leave on Monday and had left by Thursday. They had gained access through forced entry, damaging property. There was an ongoing programme at the site for site hardening. The borough had come to the end of the capital fund for those measures. Further sites were being considered when any incursion occurred.

Councillor Price asked if there was a travellers site or policy in place. David Scott informed the Panel that the borough had some settled traveller sites, they did not currently have any transit sites identified.

Councillor Del Campo suggested community wardens item be added to the work programme including the restructure and the impact on the local community.

**ACTION: Further update on allotments at future meeting.**

**ACTION: Update at future meeting on Community Wardens.**

## LOCAL GOVERNMENT ACT 1972 - EXCLUSION OF THE PUBLIC

**RESOLVED UNANIMOUSLY; That under Section 100(A)(4) of the Local Government Act 1972, the public be excluded from the remainder of the meeting whilst discussion takes place on the grounds that they involve the likely disclosure of exempt information as defined in Paragraphs 1-7 of part I of Schedule 12A of the Act.**

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



CHAIRMAN.....

DATE.....

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# Agenda Item 6

<b>Subject:</b>	Embedding the community response
<b>Reason for briefing note:</b>	Update on the approach to embedding the community response arising out of Covid-19
<b>Responsible officer(s):</b>	Hilary Hall, Director of Adults, Health and Commissioning
<b>Date:</b>	15 July 2020

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## SUMMARY

Communities Overview and Scrutiny Panel will receive a presentation at their meeting on the initial community response to the Covid-19 pandemic, and the ongoing work to embed that response into business as usual.

## 1 DETAILS

- 1.1 The triggering of the national lockdown at the end of March 2020 in response to the Covid-19 pandemic resulted in an explosion of community activism across the country, and particularly within the borough. A significant number of groups of volunteers sprang up, ranging from very small groups focused on a single street to fully staffed hubs serving a wider geography. The approach of the Royal Borough was to encourage the establishment of such groups, based on the concept of “be a good neighbour”. Small one-off grants were made available to all groups operating in the borough.
- 1.2 At the same time, the Government announced that certain cohorts needed to “shield” for a period of 12 weeks, ie to stay at home. These individuals had long standing mainly health conditions which were likely to make them more prone to the risk of Covid-19 infection. Any individual identified as needing to shield was asked to register with a national hotline. Registration enabled them to receive weekly free food parcels through a national distribution route and over time, priority access to online supermarket delivery slots. In addition, the Royal Borough was notified of all individuals who had registered to enable us to make welfare calls and arrange for any specific requirements to be met.
- 1.3 As a result, the Royal Borough has just under 3,000 people on the shielded list. Every person on the list has been contacted either by phone or in person to ascertain that they are managing and to respond to any specific needs. Initially, the calls were made by staff volunteers; latterly the calls have been undertaken by staff in library and resident services.
- 1.4 Alongside the work with shielded individuals, the Royal Borough used WAM Get Involved to take requests for help from non-shielded individuals in the borough and channel the requests through to the most appropriate local community group/hub for action. WAM Get Involved also managed people wishing to volunteer, matching them again with the most appropriate local group.
- 1.5 As the situation has moved from immediate response to recovery, there is a strong desire to build on the huge community response to embed that as part of the “new normal”. Initial pilot work has started in the Windsor area with a view to rolling this out across the borough. The presentation to Panel will take members through the journey from shielded to embedding community response and seek their views on the current pilot work and potential future roll out.

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<b>Subject:</b>	<b>Community Wardens – Update</b>
<b>Reason for briefing note:</b>	To provide the Communities Overview and Scrutiny Panel with an update on the work and role of the Community Wardens team as a follow up to the presentation provided in September 2019.
<b>Responsible officer(s):</b>	David Scott, Head of Communities - 01628 798748
<b>Senior lead sponsor:</b>	Russell O’Keefe, Executive Director – Place
<b>Date:</b>	23 July 2020

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Royal Borough  
of Windsor &  
Maidenhead

## Update and summary

The new Communities Overview and Scrutiny Panel asked for a presentation on the work and role of the Community Wardens team, this was provided at the meeting held 5 September 2019. (Appendix 1 shows the report from that meeting). The Panel received a presentation which set out the organisation of the teams, and the work they undertake. The Panel asked for a further update to be provided, this report is that update.

The Community Wardens form a key part of the Community Protection Service which in turn is a part of the Communities unit, within the Place Directorate. The work of the team links closely to the work of the Community Safety Partnership (CSP) and they undertake joint work with a number of key partners who form the CSP, including Thames Valley Police.

The team structure was reviewed in early 2020 and a revised structure put into place with effect from 1<sup>st</sup> April 2020. The essence of this restructure was to reduce the overall head count of the community warden team down from 25 to 19, and to adopt a revised delivery model that is more task based.

The focus of the Community Wardens is to provide community support and reassurance, to help reduce crime and disorder or the fear of crime. The team work with all parts of the community, and operate in collaboration with Thames Valley Police, and a number of other borough services, for example Parks and Countryside Team, Town Centre management, Housing and Environmental Health. The team is organised into 3 sections covering the inner wards, the outer wards and service support for Community Wardens and Environmental Protection.

The Wardens continue to operate on a planned and responsive basis, dealing with ongoing issues and emerging new issues. The work is divided between the teams and seeks to respond on a tasked basis, to issues that are raised either through:

- enquiries received via email to the Wardens inbox ([Wardens@RBWM.gov.uk](mailto:Wardens@RBWM.gov.uk)),
- in person with the Community Warden Lead Officer and who manages the team on a day to day basis,
- direct from the Library and Resident Customer Service
- the CCTV Control Room
- Partners such as TVP, Housing Associations and RBFRS
- Ward Councillors
- Via Community or professional meetings
- Direct from residents whilst out on patrol

## Focus of the work

The revised team structure implemented in April 2020 has enabled a more targeted response to engage and address a number of key priorities. These include the following activities:

- Working with those engaging in 'street activity' which includes begging and remaining on the street in high footfall areas primarily in the Windsor and Maidenhead town centres. Working closely with Housing Services to engage with homeless to enable their transfer onto the Homelessness Pathway. Supporting the MEAM (Making Every Adult Matter) cohort.
- Supporting the Community Hub during the COVID 19 pandemic, the wardens have undertaken home visits and welfare checks for vulnerable households that the Community Hub team were unable to make contact with, to confirm the household had effective support. This included support with prescriptions deliveries and other essential items. The volumes of activities is summarised in the Table 1.

**Table 1** – Activities to support Community Hub during lockdown

Welfare calls via phone to vulnerable residents	486
Food delivery to vulnerable residents	338
Medical deliveries to vulnerable residents	264
Door knocks to non-contactable vulnerable residents	187

- Working in collaboration with the local Police teams to undertake joint operations and tasking eg Operation Independence linked with the licensed premises reopening after lockdown. Operation Landmark as part of the Guard Change, Operation Leica to detect and report drones. Support police with fatal incident enquiries (most recently the Cookham drowning), NTE joint patrols and observations.
- Working with the out of town centres unparished areas and the parishes outside of the main towns to provide community reassurance which could include addressing Anti-Social Behaviour and the compliance with the Public Space Protection Orders (PSPOs) for no alcohol or alcohol induced noise restrictions.
- Support the Environment Protection team, often dealing as the first points of contact to neighbours involving cases such as bonfires, dogs and building sites and initial case assessment.
- Operating under the CSAS (Community Safety Accreditation Scheme) to obtain names and addresses from individuals to assist with various lines of enquiry and to support small operations.
- Supporting impact assessments under various guises eg demonstrations and protests, unauthorised encampments and their dispersal, and more recently the COVID-19 pandemic.

The work of the Community Wardens as a team has grown with both local communities and key partners, such that the Wardens are a highly respected and a very knowledgeable resource, who can help reduce the fear of crime, and increase the trust and confidence within the wider community.

Their work often includes signposting and reporting on a wide range of issues to help a quicker response and resolution, often before matters become more serious 'issues'. This

proactive early intervention is key to often 'nipping matters in the bud' and preventing them either growing or even becoming established, and this also helps reduce the number of calls made to the customer service centre.

The Community Wardens have mediated in neighbourhood disputes to avoid any escalation in anti-social behaviour, in some cases they have managed to get both parties to sign a Good Neighbourhood Agreement.

To support Anti-Social Behaviour compliance the team are trained and authorised to issue CPN's (Community Protection Notices) that help in reducing a number of issues across the borough. These have been used to address street activity such as begging and public defecation. Notices have also been issued to gain compliance in areas such as dangerous dogs, overgrown vegetation and obstruction of highways and pavements. CPN's are used as a tool to address anything that is having a detrimental effect on the lives of other residents.

The team have supplied a large amount of evidence to the police when supporting an application for a CBO (Criminal Behaviour Order), these are used by the police to gain compliance from an individual that has continually caused alarm and distress and has been arrested for criminal activity, they carry direct conditions which if breached deems the individual arrestable.

The Community Warden service has representation at many multi agency meetings including various high risk case review panels, MEAM and Police tasking. Community Wardens are often called to professional's meetings to discuss a specific case as they would have vast experience and knowledge that would be relevant to the case.

The wardens also man stands at high footfall locations giving crime prevention advice, these are either conducted alone or in partnership with the police and cover topics such as burglary, scam and fraud advice and bike/property marking. These initiatives are particularly useful in engaging with the residents and communities and often are a source of gaining useful information about local issues.

The team have recently begun using body worn video, this equipment will be used to evidence incidents as well as de-escalating any confrontational encounters especially when conducting any enforcement operations. The equipment was recently used to capture activity on one of our traveller encampments and footage sent to the police.

Community wardens are heavily involved in a number of the larger events held across the Borough eg Royal Ascot where they manage and execute an operation against ticket touts, as well as assist with the egress of 1000's of people at the end of the races.

## **Summary**

The current Community Warden service has been invaluable during COVID19, but this is a natural extension to the ongoing priorities which form the basis of their work as outline above. The public value the work, and it provides both early intervention and early identification of emerging issues, to allow actions to be taken, to either prevent any further escalation or in many cases, support resolution.

<b>Subject:</b>	<b>Community Wardens</b>
<b>Reason for briefing note:</b>	To provide the Communities Overview and Scrutiny Panel with a presentation on the work and role of the Community Wardens Team, in response to a request from the Panel.
<b>Responsible officer(s):</b>	David Scott, Head of Communities, Enforcement and Partnerships, 01628 798748.
<b>Senior lead sponsor:</b>	Andy Jeffs, Executive Director, 01628 796484.
<b>Date:</b>	5 September 2019

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Royal Borough  
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Maidenhead

## SUMMARY AND CONTEXT

The Communities Overview and Scrutiny Panel asked for a presentation on the work and role of the Community Wardens team at the meeting held 10 June 2019.

The Panel will receive a presentation which sets out the organisation of the teams, and the work they undertake to support the purpose of the Community Wardens.

The Community Wardens form a key part of the Community Protection Service which in turn is a part of the Communities, Enforcement and Partnerships unit. The work of the team links closely to the Community Safety Partnership and the joint work with a number of partners, including Thames Valley Police.

The team has grown over a number of years since the introduction in 2004. At that point there were four wardens, and the service has evolved and grown in stages since the service began. Expanding in increments to 7 wardens in 2008, 10 in 2010, 14 in 2014, and 18 by 2018. In 2018 Cabinet agreed the team be expanded to 25 wardens in total.

The focus of the Community Wardens' scheme is to reduce crime and disorder and link all parts of the community together; acting as a high visibility reassuring presence. The team is now divided into two main elements the Neighbourhood team (NT) and the Problem Solving Team (PST).

The Wardens operate on a very responsive basis to emerging and current issues, seeking to engage and provide a high profile supporting role to communities in a wide range of areas. A number of recent examples, will be provided in the presentation.

The work and projects they are involved in, have developed significantly over the years. Their relationship with both local communities and key partners has grown to one where today the Wardens are a highly respected and a very knowledgeable resource, who can help reduce fear of crime, and increase the trust and confidence in the community. Their work includes signposting and reporting as wide range of issues to help a quicker response and resolution often before matters become issues.

Using a tiered approach, the work of the team supports an incremental approach to enforcement action where necessary, if support and engagements have been unable to resolve the issues involved.



# Agenda Item 8

<b>Subject:</b>	Braywick Leisure Centre Capital Programme - progress update
<b>Reason for briefing note:</b>	Update and summary on progress for the Communities Overview and Scrutiny Panel
<b>Responsible officer(s):</b>	David Scott – Head of Communities
<b>Senior leader sponsor:</b>	Russell O’Keefe – Executive Director Place
<b>Date:</b>	23 July 2020

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## SUMMARY

This agenda item provides the next in the series of the regular progress updates to the Communities Overview and Scrutiny Panel, in connection with the construction of the Braywick Leisure Centre scheme.

The item will be supported at the Panel meeting with further details from the Development Manager Mr Graham Clarkson from Clarkson Alliance, who are providing the project management, development management and cost management support for the Borough in connection with the major capital scheme.

The overview of progress can be summarised as good, given the potential for significant adverse impacts from the effect of COVID19.

Since the last progress report to Panel (on 9 June 2020) there has been continued progress on all aspects of the construction and finishing of the internal and external elements of the build.

The Panel at the last meeting in June asked for more detail than had previously been provided in the regular progress reports, and that have been provided since the scheme was conceived and developed over three years ago, and construction work began on site over two years ago.

In order to support this request, the current version of the Summary Programme is included in Appendix 1.

This programme chart is a snap shot of the very detailed construction works programme that covers the many elements of such a large and complex construction project. The version provided is based upon the approved programme (G3), with progress updated up until week ending 12 July 2020.

It is not possible to show the whole programme as this would run to many pages, but this view gives the Panel a snapshot of the current phase of the works from April 2020 as the construction period enters its final stages. The interrelation and the critical path can be explained in further detail at Panel in response to questions from the Panel as necessary.

In addition in Appendix 2 is a copy of the Summary Risk Register. This sets out the high-level ongoing risks to the completion of the scheme.

The planned completion date for the main contract build is 22 September 2020. This date represents a small delay since the last O&S Panel, as the result of the effects of COVID19, when the anticipated hand over date was the 14th September 2020.

The training of staff and trial operational runs will follow on from the 22 September.

The pools are currently being filled, through a controlled process over a period of three weeks. This is to prevent a sudden load being applied to the structure. The start of the fill process was due to commence in mid June, however the installation of the pool-lift which was

manufactures in the Netherlands was been delayed due to COVID19. This has now been fitted so that the fill process can begin.

The swimming pool water will then be gradually brought up to temperature, to prevent a thermal shock to the pool tank and the associated finishes. This is normal practice for new pool tanks.

Currently the building's heating, ventilation and cooling systems are being tested and commissioned. The commissioning and operation of these systems is being witnessed by members of the design team, to check for quality, and members of staff from the operator Leisure Focus, to support induction and future operation.

The reception desk has been installed and is currently being wired up for tills, CRM equipment, telephones and computers, various information displays and Public Address systems and building management systems.

The Sauna and steam room despite being delayed due to COVID 19 is now progressing well, and it is expected that some of the time lost will be recovered over the next month.

The main multi-purpose Sports Hall and new Cultural space are virtually complete. Sports markings have been applied to the floors, high level lighting and sound systems are complete and acoustic curtains will be hung in the coming weeks along with the installation of the bleacher seating to the Cultural space.

Floor finishes have been laid within the main fitness suite, studios and squash courts.

The new catering area has been progressed and is nearing completion as part of the sectional handover of spaces.

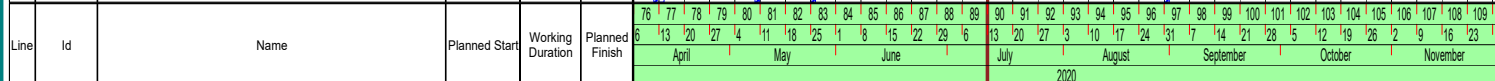
The external courts and artificial turf pitch are almost complete with the external landscaping around these areas being the last phase of this section of works.

A series of very recent photographs across the scheme as included in Appendix 3.

Operational staff have continued with regular familiarisation sessions to support the handover process which will take place at practical completion.

The latest time lapse images of the site are available to view via the following link:  
[www.lobstervision.tv/BraywickLeisureCentre](http://www.lobstervision.tv/BraywickLeisureCentre)





Planner: N Savory  
 Manager: D Grinham  
 Original Date: 27/03/2019  
 Revision Date: 28/04/2020

### Contract Programme

Programme No: CONT/502002/01 Rev: G3  
 With Progress Week Ending 12/07/2020

Basingstoke Delivery Centre

Network House  
 Basing View, Basingstoke  
 Hampshire, RG21 4HG  
 Telephone: 01256-301-150  
 Facsimile: 01256-338-166  
 www.wates.co.uk



**Risk Summary****1 COVID – 19**

COVID-19 outbreak has affected progress onsite in the period. Clarkson Alliance continue to chair weekly risk reduction meetings with the entire project team and attend a weekly COVID-19 specific catch ups with the Contractor to discuss and mitigate the project risks.

Generally, the feedback from these sessions has been very positive. With the contractor communicating that progress onsite is going well, and that no actions are required by the wider team to mitigate risks.

However, the contractor has subsequently communicated that a delay is anticipated to the planned completion date as a result of the outbreak. This is in relation to materials and components not being released for installation. As detailed below:

No.	Risk	Mitigation measures	Updates
1	Supply of materials to site	WCL risk assessment will flag those elements of the build at risk in their supply chain. The weekly meetings will give an opportunity to discuss and potentially select alternative products.	Products / supplies at risk: <ul style="list-style-type: none"> <li>• Vario pool hoist: The delay to the production of the lift has impacted the programmes critical path and is one of the contributing factors to the delayed planned completion.</li> <li>• GRP doors to be installed within the 'wet' areas: These are manufactured in the Republic of Ireland and their delivery to site had been delayed.</li> </ul>
2	Reduction in human resource onsite	Wates have reduced site visits to essential workers only.	Average daily numbers of site operatives are above pre-COVID levels, as would be expected for the finishes stage of the project.  However, the contractor has claimed that a lack of resource from key supply chain partners is affecting progress: <ul style="list-style-type: none"> <li>• Dale Sauna: The contractor is having a meeting with their sub-contractor this week and will confirm whether their presence onsite will increase. These works are on the critical path and will impact the planned completion date;</li> <li>• Prospec, who are manufacturing and installing the lockers and cubical have been slow</li> </ul>

			to return to site, meetings have been held by WCL and their sub-contractor this week to increase their site presence. These works are not yet on the critical path.
3	Site closure based on government guidance	Termination of main contract: To mitigate any losses suffered by the client for a prolonged period of site closure.	With the easing of restrictions this risk looks increasingly unlikely, unless a second peak of COVID-19 cases is experienced.
4	Supervisor attendance to site	Increased use of technology and attendance at site when required.	The contractor has provided a schedule of dates for Supervisor inspections which is discussed at the monthly site progress meetings. This enables the Supervisors to allocate appropriate human resource and undertake risk assessments and method statements as required.

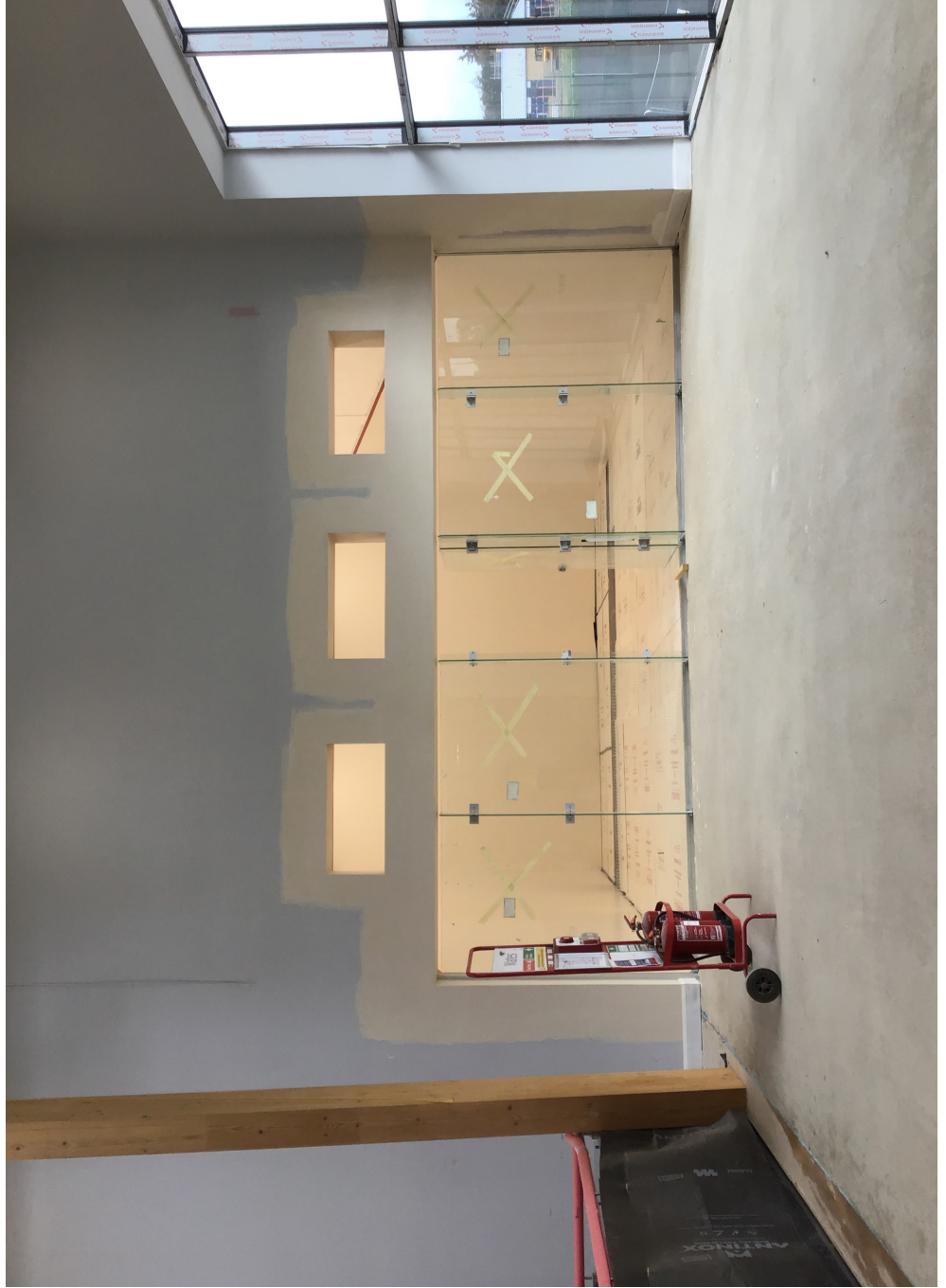
31

## 2. High level project risks summarised from project Risk Register.

Risk No.	Commentary	Action to mitigate	
n/a	<b>COVID-19</b> - As above	As above	R
45 46	<b>Release of design information</b>	No longer possesses a risk to the Completion Date	G
42 43 77	<p><b>Leisure Operator</b> Project Team have been advised that Parkwood do not wish to take on the management of the new centre and that negotiations are ongoing with RBWM to end the relationship with Parkwood.</p> <p>Leisure operator involvement is required for the soft landing and handover of the facility as well as providing an agreed allocation of FFE items to open the facility.</p>	<p>RBWM have advised that a new Community Trust has been formed to operate the new facility. The name of the new trust is Leisure Focus staffed by a number of the key personnel employed by Parkwood who operated the Magnet Centre.</p> <p>The fortnightly handover meetings to manage the key actions required for the soft landing and handover of the centre have resumed. As have site familiarisation walk arounds with the current leisure operator staff.</p>	A

<p>59 21</p>	<p><b>Unable to deposit all spoil on site</b> The contractor will not use all the stockpiled sub-soils currently stored in Braywick Park.</p> <p>Advice from the Environment Agency has flagged that this material cannot remain onsite as currently stockpiled for the purposes of site construction works, with planning permission being required following the expiry of the year's allowance under the materials management plan.</p>	<p>RBWM have approval of their new landscape masterplan under permitted development rights. This will enable the relocation some of the sub-soils to other areas in the Braywick Park. Confirmation on costings and quantification is awaited from Hunts.</p> <p>The possibility of off-site relocation by a third party has been confirmed as not cost effective.</p> <p>Relocation across the wider site to provide additional security measures to restrict access will be progressed.</p>	<p>A</p>
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## WORK PROGRAMME- COMMUNITIES OVERVIEW AND SCRUTINY PANEL

<b>DIRECTORS</b>	Duncan Sharkey(Managing Director) /Russell O’Keefe (Executive Director PLACE)
<b>LINK OFFICERS &amp; HEADS OF SERVICES</b>	David Scott, Ben Smith, Hilary Hall, Louise Freeth

### MEETING: 3 SEPTEMBER 2020

ITEM	RESPONSIBLE OFFICER
Annual Presentation By Chief Constable of Thames Valley Police	<b>David Scott,</b> <i>Head of Communities</i>
SportsAble Annual Report – SLA year 3	<b>David Scott,</b> <i>Head of Communities</i>
Braywick Leisure Centre Update	<b>David Scott,</b> <i>Head of Communities</i> <b>Kevin Mist,</b> <i>Community Project Lead</i>
Norden Farm Update	<b>Suzie Parr,</b> <i>Museum and Arts Team Leader</i>
Q1 Performance Report	<b>David Scott,</b> <i>Head of Communities</i>
Work Programme	Panel clerk
<b>TASK AND FINISH</b>	
TBC	

### POSSIBLE ADDITIONAL MEETING – 5<sup>th</sup> November 2020

ITEM	RESPONSIBLE OFFICER
Museum Services Update Report	<b>Suzie Parr,</b> <i>Museum and Arts Team Leader</i>
Braywick Leisure Centre Update	<b>David Scott,</b> <i>Head of Communities</i> <b>Kevin Mist,</b> <i>Community Project Lead</i>
The Old Court Annual Report	<b>Suzie Parr,</b> <i>Museum and Arts Team Leader</i>
Norden Farm Update	<b>Suzie Parr,</b> <i>Museum and Arts Team Leader</i>
Work Programme	Panel clerk
Update on Review of lighting at Grenfell Park	Councillor Bhangra on behalf of Grenfell Park User Group
<b>TASK AND FINISH</b>	
TBC	

### MEETING: 18 JANUARY 2021

ITEM	RESPONSIBLE OFFICER
Alexandra Gardens, Windsor (From Cabinet Forward Plan)	<b>Russell O’Keefe,</b> <i>Executive Director</i>
Parks and Open Spaces Update Report ( including traveller hardening measures & new initiatives)	<b>David Scott,</b> <i>Head of Communities</i>
Update on Allotments	<b>David Scott,</b> <i>Head of Communities</i>

Progress Report on Future Focus, new CIO.	<b>David Scott,</b> <i>Head of Communities</i>
Q2 Performance Report	<b>David Scott,</b> <i>Head of Communities</i>
Work Programme	Panel clerk
<b>TASK AND FINISH</b>	
TBC	

**MEETING: 13 APRIL 2021**

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

ITEMS SUGGESTED BUT NOT YET PROGRAMMED

<b>ITEM</b>	<b>RESPONSIBLE OFFICER</b>

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

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