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Notice of Meeting

Place Overview and Scrutiny Panel

Councillors Siân Martin (Chair), George Blundell (Vice-Chair), Clive Baskerville, Alison Carpenter, Jodie Grove, Asghar Majeed, Gurch Singh, Kashmir Singh & Leo Walters

Co-Optees: Parish Councillors Louvaine Kneen & Roly Latif

Monday 22 April 2024 7.00 pm

Council Chamber - Town Hall - Maidenhead & on [RBWM YouTube](#)

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Royal Borough
of Windsor &
Maidenhead

Agenda

Item	Description	Page
1	Apologies for Absence To receive any apologies for absence from Panel Members.	-
2	Declarations of Interest To receive any declarations of interest from Panel Members.	3 - 4
3	Minutes To consider and approve the minutes of the meeting held on 5 th February 2024.	5 - 12
4	Scrutiny Deep Dive Review - Tivoli Following concerns raised by Councillors last summer, a scoping document has been produced for a scrutiny review of the contractors responsible for grounds maintenance and grass cutting across the borough. Tivoli had put in place measures to deal with the issues reported last year and it had been agreed that management would be invited to a Place Overview and Scrutiny Panel meeting in the spring. The meeting will allow the Panel to scrutinise the current performance of Tivoli, understand the measures that have been put in place ahead of this summer and consider if there are any recommendations that the Panel would like to make. An evidence pack had been produced for circulation as part of the agenda along with the original scoping document.	13 - 20
5	Annual Scrutiny Report - Drafting Ideas Each year, Overview and Scrutiny is required to submit an annual report to Full Council highlighting the progress and achievements over the course of the past municipal year. The report is currently being drafted and the final report will be submitted to Full Council for consideration in July 2024. The Panel are asked to consider what they would like to include on the annual report for this year. The Annual Scrutiny Report for 2022/23 has been included as Appendix A to this report.	21 - 34

6	Work Programme To consider upcoming agenda items for future meetings of the Panel.	35 - 36
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By attending this meeting, participants are consenting to the audio & visual recording being permitted and acknowledge that this shall remain accessible in the public domain permanently.

Please contact Mark Beeley, Mark.Beeley@RBWM.gov.uk, with any special requests that you may have when attending this meeting.

Published: 12 April 2024



MEMBERS' GUIDE TO DECLARING INTERESTS AT 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 Disclosable Pecuniary Interest (DPI) or Other Registerable 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.

Any Member with concerns about the nature of their interest should consult the Monitoring Officer in advance of the meeting.

Non-participation in case of Disclosable Pecuniary Interest (DPI)

Where a matter arises at a meeting which directly relates to one of your DPIS (summary below, further details set out in Table 1 of the Members' Code of Conduct) you must disclose the interest, **not participate in any discussion or vote on the matter and must not remain in the room** unless you have been granted a dispensation. If it is a 'sensitive interest' (as agreed in advance by the Monitoring Officer), you do not have to disclose the nature of the interest, just that you have an interest. Dispensation may be granted by the Monitoring Officer in limited circumstances, to enable you to participate and vote on a matter in which you have a DPI.

Where you have a DPI on a matter to be considered or is being considered by you as a Cabinet Member in exercise of your executive function, you must notify the Monitoring Officer of the interest and must not take any steps or further steps in the matter apart from arranging for someone else to deal with it.

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 (other than from the council) made to the councillor during the previous 12-month period for expenses incurred by him/her in carrying out his/her duties as a councillor, or towards his/her 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 council.*
- *Any licence to occupy land in the area of the council for a month or longer.*
- *Any tenancy where the landlord is the council, and the tenant is a body in which the relevant person has a beneficial interest in the securities of.*
- *Any beneficial interest in securities of a body where:*
 - a) *that body has a place of business or land in the area of the council, 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.

Disclosure of Other Registerable Interests

Where a matter arises at a meeting which **directly relates** to one of your Other Registerable Interests (summary below and as set out in Table 2 of the Members Code of Conduct), you must disclose the interest. **You may speak on the matter only if members of the public are also allowed to speak at the meeting but otherwise must not take part in any discussion or vote on the matter and must not remain in the room unless you have been granted a dispensation.** If it is a 'sensitive interest' (as agreed in advance by the Monitoring Officer), you do not have to disclose the nature of the interest.

Other Registerable Interests:

- a) any unpaid directorships
 - b) any body of which you are a member or are in a position of general control or management and to which you are nominated or appointed by your authority
 - c) any body
 - (i) exercising functions of a public nature
 - (ii) directed to charitable purposes or
 - (iii) one of whose principal purposes includes the influence of public opinion or policy (including any political party or trade union)
- of which you are a member or in a position of general control or management

Disclosure of Non- Registerable Interests

Where a matter arises at a meeting which **directly relates** to your financial interest or well-being (and is not a DPI) or a financial interest or well-being of a relative or close associate, or a body included under Other Registerable Interests in Table 2 you must disclose the interest. **You may speak on the matter only if members of the public are also allowed to speak at the meeting** but otherwise **must not take part in any discussion or vote on the matter and must not remain in the room unless you have been granted a dispensation**. If it is a 'sensitive interest' (agreed in advance by the Monitoring Officer) you do not have to disclose the nature of the interest.

Where a matter arises at a meeting which **affects** –

- a. your own financial interest or well-being;
- b. a financial interest or well-being of a friend, relative, close associate; or
- c. a financial interest or well-being of a body included under Other Registerable Interests as set out in Table 2 (as set out above and in the Members' code of Conduct)

you must disclose the interest. In order to determine whether you can remain in the meeting after disclosing your interest the following test should be applied.

Where a matter (referred to in the paragraph above) **affects** the financial interest or well-being:

- a. to a greater extent than it affects the financial interests of the majority of inhabitants of the ward affected by the decision and;
- b. a reasonable member of the public knowing all the facts would believe that it would affect your view of the wider public interest

You may speak on the matter only if members of the public are also allowed to speak at the meeting but otherwise **must not take part in any discussion or vote on the matter and must not remain in the room unless you have been granted a dispensation**. If it is a 'sensitive interest' (agreed in advance by the Monitoring Officer, you do not have to disclose the nature of the interest.

Other declarations

Members may wish to declare at the beginning of the meeting any other information they feel should be in the public domain in relation to an item on the agenda; such Member statements will be included in the minutes for transparency.

Agenda Item 3

PLACE OVERVIEW AND SCRUTINY PANEL

Monday 5 February 2024

Present: Councillors Siân Martin (Chair), George Blundell (Vice-Chair), Clive Baskerville, Alison Carpenter, Jodie Grove, Gurch Singh, Jack Douglas and Leo Walters

Present virtually: Councillor Asghar Majeed

Also in attendance: Councillor Adam Bermange

Officers: Mark Beeley, Andrew Durrant and Ian Manktelow

Officers in attendance virtually: Amanda Gregory and Paul Beetham

Apologies for Absence

An apology for absence had been received from Councillor K Singh, Councillor Douglas was attending the meeting as a substitute.

Councillor Majeed was attending the meeting virtually.

Declarations of Interest

There were no declarations of interest received.

Minutes

AGREED UNANIMOUSLY: That the minutes of the meeting held on 14th September 2023 were approved as a true and accurate record.

Thames Valley Police Annual Presentation

Jason Hogg, Chief Constable at Thames Valley Police, and Clare Knibbs, Superintendent at Thames Valley Police, provided the Panel with a presentation on the work undertaken by the police over the past year. Thames Valley Police was the largest non-metropolitan force in England and Wales, covered three counties and had a total population of 2.5 million. The force was made up of 4,970 officers, 3,571 staff and 261 police community support officers. Data was shared for the Windsor and Maidenhead Local Policing Area:

- 1,284 incidents of crime.
- 1,302 cases of domestic abuse.
- 275 cases of burglary.
- 743 cases of violence with injury.
- 24 incidents involving knife crime.
- 261 sexual offences.

Actions and outcomes were shared from retail theft in the town centre, theft from vehicles, and rural crime.

Councillor Grove felt that there was more focus on tackling retail crime, she asked how the police would ensure that progress was not lost in tackling violence against women and girls.

Jason Hogg said that there had been an increase in neighbourhood officers to tackle both areas and resources could be allocated as and when required. Each offence of shoplifting did not need to be investigated, it was repeat offenders which needed to be apprehended.

Councillor Baskerville considered retention of police officers in the Thames Valley, particularly given the proximity of the Metropolitan Police in London who could offer higher salaries.

Jason Hogg said that there had been a focus on attraction rather than what the life of a police officer was really like. In November, the bar had been raised and extra checks had been brought in to make sure that new officers joining the force understood what the job was. There were not many officers lost to the Metropolitan Police but the higher London weighting on salaries was an issue and there were also a number of officers who moved to the private sector. Jason Hogg wanted to ensure that Thames Valley Police was a great organisation to work for and that all staff felt valued.

Councillor Walters asked for confirmation on the number of burglaries which took place across the Windsor and Maidenhead area.

Clare Knibbs confirmed that there had been a 9% reduction in burglary compared to the previous year.

Jason Hogg added that there had been a significant reduction in home burglaries since Covid and this had not gone back to its previous level.

Councillor G Singh commented that it was disappointing the Police and Crime Commissioner was unable to attend the meeting but thanked the officers present for their work and presentation. He felt that the good figures shared was different to reality and that there was a lack of frontline police on the streets. Councillor Singh suggested that there was a priority on Windsor and more support needed to be given to Maidenhead, particularly in relation to the night time economy.

Jason Hogg explained that due to the learning and training required for some officers, neighbourhood teams could be stretched and may not be seen by communities and residents for certain periods of time. He encouraged Councillors to report issues or areas of improvement to the team so that they could explore what could be done to be more proactive.

Clare Knibbs said that Windsor was a full operation for the night time economy as there were night clubs, there was not the same level of demand in Maidenhead.

Councillor G Singh said that he was comparing Maidenhead to twenty years ago, when there was a significant number more police on the streets. He asked if the high skilled resource hubs to tackle the more specialist crimes were still based in the local area or whether it was now regionally based.

Jason Hogg confirmed that in Windsor and Maidenhead there were dedicated officers for sex offenders, child abuse and detectives. The regional teams were the Serious Organised Crime Unit and Counterterrorism teams. There were plans to increase the capacity of the holding cells in Maidenhead and this would mean an increase in the number of detectives in the town.

Councillor Douglas noted a piece of legislation making its way through Parliament which would allow the police to address homeless activity where it was causing damage, disturbance

or distress. He asked if there would be any changes to policing in this area should the legislation become law and would the policy apply at a national or local police level.

Clare Knibbs explained that the police were involved in the drafting of a Homeless Strategy and an increase in powers in this area was welcomed. The strategy needed to be a joint partnership approach with other relevant agencies and organisations.

Jason Hogg said that the police could not solve the issue of homelessness on their own. The arrest powers were something that could be used if they were required.

Councillor Carpenter highlighted the issue of pavement parking outside of schools in Dedworth which had been problematic for local residents.

Jason Hogg said that the powers available to the police depended on the type of road. Tickets could be issued but this was a short term solutions, increasing the amount of parking could be explored by the Highways authority, for example.

Clare Knibbs confirmed that pavement parking was on the patrol plans for the neighbourhood teams and could be picked up as part of PCSOs engagement with local schools.

Councillor Blundell asked how policing of e-scooters had been so far.

Clare Knibbs said that enforcement had been targeted with the first thing being engagement and discussion to raise awareness. For repeat offenders, tickets could be issued.

Jason Hogg continued that the legislation around e-scooters was clear; helmets, a driving licence and insurance was required. The police also had the power to confiscate e-scooters. Any hotspots could be passed on and targeted appropriately.

Councillor Majeed noted that there was a big difference between check 25 and check 18, with check 25 having an approximately 50% failure rate.

Clare Knibbs was unsure of why there was a significant difference. Once a failure occurred training, education and awareness took place with the premises.

Councillor Majeed asked if there was anything that the council could do to help with the retention rates of officers in Thames Valley Police.

Jason Hogg suggested that the police did a lot of good things and this positive news would be great to promote, along with things like open days.

Councillor Majeed questioned what the policy was for cases of mental health.

Jason Hogg confirmed that it depended on the situation, if a crime was being committed or there was an imminent risk to life it was a police matter. For other mental health cases, the ambulance service would be the first to respond.

Councillor Baskerville asked who the mini-police were.

Clare Knibbs explained that neighbourhood PCSOs went into schools and ran mini-police sessions with primary school aged children.

Andrew Durrant, Executive Director of Place, thanked Jason and Clare for attending the Panel meeting. The council were working closely with the police, for example on homelessness sleeping in multi-story car parks. The Homeless and Rough Sleeper Strategy was something which would be brought forward in future for adoption and could be reviewed by the Place Overview and Scrutiny Panel.

Jason Hogg concluded that it was vital local communities and residents felt safe. If there were issues that were a concern, Jason Hogg appealed to Councillors and residents to let the police know.

Draft Affordable Housing Delivery Supplementary Planning Document

Ian Manktelow, Principal Planning Policy Officer, gave the Panel a brief presentation setting out the context behind the Affordable Housing Supplementary Planning Document (SPD). There had been a commitment in the Borough Local Plan to prepare an SPD and this would provide an opportunity to give more guidance to developers. The SPD would also allow the council to secure affordable housing that best met the needs of the borough. The report would be going to Cabinet on 20th February for approval before going out to consultation for a minimum of four weeks in March or April. Consultation responses would then be reviewed and the SPD would be updated accordingly. The SPD could be brought back to Cabinet in July, dependant on the extent of the consultation responses and the issues raised.

Councillor Carpenter asked if the SPD would ensure that the council saw the maximum allocation of affordable housing being offered. It was stated in the report that those from minority ethnic backgrounds would struggle to gain housing in the borough but this was not what Councillor Carpenter had experienced in her conversations with residents. She asked what a designated rural area was and why this was important along with the significance of unparished areas. Councillor Carpenter considered the options available to developers and that an alternative site could be used, she questioned how the council could ensure that this was similar in quality to the original designs. For developers who chose the financial contribution, Councillor Carpenter queried what happened to this money and how would the council make sure that this was used to build further affordable housing.

Ian Manktelow said that the document would put the council in a better position when it came to viability discussions with developers. However, there could be site specific reasons why the target level of affordable housing could not be achieved. There was a review mechanism in place, for example if a planning application was approved in year 1 but the development did not start until year 3, the decision could be reviewed for more affordable housing due to a change in market demands. The comment on ethnic minority figures was a general comment picked up by the Housing team and Ian Manktelow would check this after the meeting. On rural areas, there were some parishes in south east England which were formally set out in legislation as rural areas. This legislation allowed the council to set a lower site size threshold at which the council could secure affordable housing. Unparished areas did not qualify as they were not parishes under the legislation. In relation to offsite provision, the priority was to get an appropriate level of affordable housing on the proposed site. If there were two sites coming through from the same developer, they could in theory allocate all of their affordable housing on one of the two sites but this was not the preferred approach. Where financial contributions were received from developers, this was ringfenced and could only be spent on affordable housing.

ACTION – Ian Manktelow to check the comment on minority ethnic groups which had been included as part of the Equality Impact Assessment.

Councillor Bermange, Cabinet Member for Planning, Legal and Asset Management, felt that the SPD helped to empower the decision makers to ensure that viability was not abused. He commented that the Borough Local Plan had been agreed in 2022 and had been finalised using viability analysis at the time, developers needed to justify any change in circumstances which meant that affordable housing was deemed unviable.

Councillor G Singh commented that it was pleasing to see the draft report considered by the Panel. He felt that the SPD closed a loophole particularly as there was not enough affordable housing being delivered. The report was very technical and he suggested that a foreword could be added to the front of the report to outline what the SPD was. It was clear to see the

preference for affordable housing to be on site but there were other options available which could be used if needed. Councillor G Singh was concerned about planning applications not being validated without a statement. He suggested that reasonable time was given for the statement to be validated so that planning applications were not needlessly rejected.

Ian Manktelow explained that planning officers needed all of the information up front to make a decision on applications. Once an application had been validated, the length of time for a decision to be made started and chasing key documents could affect the performance of the planning team. A developers' guide had been included at the start of the SPD as a summary of the guidance but officers could consider the best way to publicise the consultation once it went live.

Councillor G Singh responded that a key audience of the SPD were people on the housing list, as they would want to know what the council were doing to help them get on the property ladder.

Councillor Walters said that there was a need for more affordable housing and he was pleased to see an emphasis on two bedroom houses instead of flats. He asked what a rural area was in the context of the SPD.

Ian Manktelow highlighted that the SPD was based on Borough Local Plan policy. Normally, the council could only require affordable housing on sites of 10 or more homes. Within the designated rural areas, this threshold was reduced to 5 homes and the council could require 40% of the homes to be affordable.

Councillor Grove highlighted concern that affordable housing could be built on a separate site and whether there were any conditions on developers to ensure that this was completed in a certain timeframe. There could also be areas with very little affordable housing because of developers claiming that they were not viable.

Ian Manktelow said that there would probably be very few examples of affordable housing being located on a separate site as this would require two planning applications to come through from the same developer at the same time. He noted that the S106 money would have a clause which would state when the money would need to be spent and if not spent within that period it would have to be paid back, so there was a need for some flexibility in the agreement. There would be an ambition for it to be spent relatively close to where it had been collected.

Councillor Grove asked if there were clear guidelines on whether developers should provide affordable housing on site, at an alternative site, or provide a financial contribution.

Ian Manktelow explained that the onus was on the developer and there were not strict requirements implemented by the council. This was designed to ensure that there was pressure on the developer to focus on the onsite affordable housing option.

Councillor Baskerville asked what the target was for affordable housing and how much had been delivered in recent years. He suggested that there was a feeling that the council had accepted viability arguments in the past and questioned whether the SPD would give the council more clout against developers.

Ian Manktelow shared data with the Panel showing the total number of affordable housing units completed over the past ten years. This was compared with the total number of homes created each year. The council wanted to see less shared ownership and more social and affordable rented homes.

Councillor Baskerville felt that some developers had been tough on the council in allowing it to reach intended targets. He queried how difficult it was for developers to provide an appropriate level of affordable housing.

Ian Manktelow confirmed that if a viability case was received from a developer, the council requested that the financial viability appraisal of the scheme was submitted. This was considered by an expert valuer to assess the appraisal to make a decision.

Andrew Durrant raised a couple of examples where developers had been challenged by the council and more affordable housing had been included in the plans.

Councillor Grove asked that if applications were rejected and the developers went to an appeal, how well supported would the council be by the SPD.

Ian Manktelow said that it was a balance and all aspects of the scheme needed to be considered. There were likely to be positives to the scheme, including the delivery of housing, that needed to be balanced against the negative elements. He reminded the Panel that the balance was 'tilted' in favour of development where there was not a five year housing land supply, as was currently the case.

Councillor G Singh proposed a recommendation from the Panel, that a foreword or executive summary was included at the start of the SPD. This was seconded by Councillor Baskerville.

AGREED UNANIMOUSLY: The Place Overview and Scrutiny Panel recommended to Cabinet:

- i) **That a foreword or executive summary was included at the start of the Affordable Housing SPD.**

Appointment of co-optees to Overview and Scrutiny

Mark Beeley, Principal Democratic Services Officer – Overview and Scrutiny, said that the Place Overview and Scrutiny Panel were able to appoint two Parish Councillors as co-optees on the Panel. After contacting all Parish Councils, three nominations had been received. Two of these nominations had been received before the deadline, while the nomination received after the deadline was recommended to be a substitute co-optee. The Panel were asked to approve the report before it went to Full Council for formal ratification.

Councillor G Singh asked if any further information could be given on the proposed co-opted representatives.

Mark Beeley confirmed that he could share the nomination statements with the Panel after the meeting.

ACTION – Mark Beeley to share nomination statements from the three proposed co-optees after the meeting with the Panel.

Councillor Majeed noted that for the People Overview and Scrutiny Panel, there were representatives for the Church of England the Roman Catholic dioceses. He asked if other religions could also be included.

Mark Beeley explained that these were the positions set out in the RBWM Constitution, to appoint co-optees from other religions would require a change to the constitution.

AGREED UNANIMOUSLY: That the Place Overview and Scrutiny Panel noted the report and recommended to Full Council that:

- i) **The appointment of the following representatives were made to the Panel until May 2027:**

- a. Louvaine Kneen as the Parish Councillor representing the Northern Parishes.**
- b. Roly Latif and David Saunders (sub) as the Parish Councillors representing the Southern Parishes.**

Work Programme

Mark Beeley highlighted the CIL/S106 scoping document which was for approval by the Panel in advance of an item being added to the work programme.

Councillor Carpenter said that she had submitted a scoping document on the Tivoli contract.

Mark Beeley confirmed that this was being discussed with officers, there was a plan to have a review of Tivoli performance in the spring in advance of the summer period. The Panel could then consider what actions Tivoli had put in place to ensure that some of the problems which had been seen last summer would not be repeated.

Councillor G Singh felt that the council had lost a lot of money on S106 over the years and this was an important area to bring to scrutiny.

Councillor Blundell put forward a scoping document on a selective licensing scheme.

Andrew Durrant said that it was an area that had been discussed in the team.

Councillor G Singh felt it was a good proposal and a scheme could bring in a significant amount of extra funding.

The meeting, which began at 7.00 pm, finished at 9.10 pm

Chair.....

Date.....

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Royal Borough of Windsor and Maidenhead

Overview and Scrutiny Panels

Scrutiny Review – Scoping and Planning Document

Title of the Review	Tivoli – does the contract meet resident expectations?
Panel Name	Place Overview and Scrutiny Panel
Panel Members	Councillors Sian Martin (Chair), George Blundell (Vice Chair), Clive Baskerville, Alison Carpenter, Jodie Grove, Asghar Majeed, Gurch Singh, Kashmir Singh and Leo Walters
Lead Member(s)/Officer(s) Identify a nominated: - Elected Member - Lead Officer	Councillor Alison Carpenter Alysse Strachan – Assistant Director of Neighbourhood Services Naomi Markham – Waste Strategy Manager Mark Beeley – Principal Democratic Services Officer – Overview and Scrutiny
Relevant Cabinet Member	Councillor Richard Coe – Cabinet Member for Household and Regulatory Services
Purpose of the Review <ul style="list-style-type: none"> • Specify exactly which Outcome(s) the review is examining? • Also being clear what the review is not looking at • What is the Scrutiny Review seeking to achieve? • Where possible refer to VFM issues of service cost, service performance and/or customer satisfaction. 	Scrutiny has a responsibility to consider the performance of council contracts and ensure that contractors are performing to the standards expected. Tivoli are responsible for maintaining green spaces across the borough, including grass cutting, hedge trimming and managing wildlife areas. This review proposes to look at the Tivoli contract, particularly in respect of grass cutting, hedge trimming and footpath clearance. The review can be used to identify areas within the contract that can be improved to increase the quality of the service that is being delivered. This will reduce complaints from residents.

	<p>The review should measure the gap between the targets which have been set by the council and what Tivoli are able to deliver. This seems to be a particular issue from March to September.</p> <p>The review should encompass whether the contractor has sufficient resources in terms of employees and equipment to achieve the expectation of residents.</p>
<p>Criteria for Selection</p> <ul style="list-style-type: none"> • Why has this particular topic been considered to be a priority issue for scrutiny? • Which of the criteria promoted by the Centre for Governance and Scrutiny does it satisfy? 	<p>Residents appear to have a higher expectation of the contractor than is actually being delivered. The review will ensure that the council is getting value for money from a contractor and that a high quality of service is being provided to residents.</p> <p>The Tivoli contract was last scrutinised in November 2021 by the former Communities Overview and Scrutiny Panel. Scrutiny should consider the outcomes from this meeting and whether there are still recurring issues which have not been rectified.</p> <p>A review of the Tivoli contract has also been suggested for consideration by scrutiny by a local resident.</p>
<p>Terms of Reference</p>	<p>A review of the deliverables on the Tivoli contract.</p> <p>A review of how things are measured by RBWM.</p> <p>A review of the mechanisms for improving when a measure is not being reached.</p>
<p>What are the anticipated outcomes of the review?</p> <p>Key Lines of Enquiry</p> <p>Sources of Information/Evidence</p>	<p>Last year Tivoli were given an extra £200,000 to bring their quality of work up to standard but it doesn't seem to have made much difference. What value has RBWM got for the £200,000 extra it gave to Tivoli last year?</p>

<p>What factors / outcomes will demonstrate that this Scrutiny Review has been a success?</p>	<p>Tivoli blamed the weather and unprecedented rain but this needs to be accommodated in the plan going forward.</p> <p>There are no published schedules of when work is due to be carried out – would the publication of schedules assist in the delivery of this contract?</p> <p>Do we need to make a statement about No Mow May as everyone assumed that’s why grass wasn’t being cut, which wasn’t the case?</p> <p>Is the contract being managed effectively?</p> <p>Do we consider that the contractor is following the contract and if not why and what can be done to address this?</p> <p>Is the contract written in such a way that RBWM can achieve its objectives?</p> <p>Types of issues:</p> <ul style="list-style-type: none"> • Grass not being cut and allowed to grow too long. • Grass being cut but longer than usual in between cuts so longer than usual cuttings being left uncollected – looks untidy and often the mess extends onto roads and footways. • Hedges and shrubs left to encroach upon pathways making it difficult to walk along key routes. • Wildings areas – not really being managed as expected. • On occasions only half an area being cut, for example Stuart Way. • Strimming done so poorly that edges look unkempt and messy. • Shrubbery allowed to overgrow for years causing damage to residents’ properties. • Weed clearance isn’t being managed, for example Dedworth Roundabout hardly ever cleared.
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	<ul style="list-style-type: none"> • Shrubbery and planting care in parks looks poor. <p>These are issues which have been repeated from previous years. It is important that next year there are sufficient resources and equipment to deliver against residents expectations, regardless of weather.</p>
<p>Resource & budget requirements;</p> <ul style="list-style-type: none"> • specialist staff • any external support • site visits • consultation • research 	<p>The council is in a contract with Tivoli, so this review would be considering the performance against contract objectives.</p> <p>Tivoli management should be invited to the scrutiny meeting to provide assurance and key lines of enquiry from Panel Members on the issues raised.</p>
<p>Corporate Risks associated with this Review?</p> <p>Identify any weaknesses and barriers to success</p>	<p>Panel Members need to consider lines of questioning – what do you want to know?</p> <p>How can Tivoli improve their performance?</p> <p>What can scrutiny do to improve outcomes for residents?</p>
<p>Who will receive the review conclusions and any resultant recommendations?</p>	<p>Tivoli management will receive feedback and recommendations as a result of this review.</p>
<p>What is the Review Timescale? • Identify key meeting dates and any deadlines for reports, recommendations or decisions.</p>	<p>Planned to be considered in April 2024. This will allow the Panel an opportunity to constructively discuss the issues seen last year by Tivoli and consider what measures are being put in place this summer.</p>
<p>How could a review be publicised?</p> <p>Do we need to publicise the review to encourage community involvement? • What sort of media coverage do we want? (e.g. Flyers, leaflets, radio broadcast, press release, etc.)</p>	<p>Information on the review could be publicised in the residents newsletter and on social media.</p> <p>Call for evidence – what do the residents want to see change? What are their concerns?</p>
<p>Completed by/ Date:</p>	<p>Councillor Alison Carpenter</p>

	Mark Beeley September 2023
Approved by Scrutiny Panel / Date:	Considered by Place Overview and Scrutiny Panel – April 2024

Report Title:	Update on Tivoli contract
Contains Confidential or Exempt Information	No - Part I
Cabinet Member:	Cllr Coe, Cabinet Member for Household & Regulatory Services
Meeting and Date:	Place Overview and Scrutiny Panel 22 nd April
Responsible Officer(s):	Andrew Durrant, Executive Director of Place, Alysse Strachan, Assistant Director for Neighbourhood Services
Wards affected:	All

REPORT SUMMARY

This report provides an update to Overview and Scrutiny on the performance of the Tivoli grounds maintenance contract. The Tivoli contract covers the maintenance of Royal Borough of Windsor and Maidenhead parks and open spaces; maintenance of Royal Borough cemeteries and provision of burial services; grass cutting of Highways verges and associated services.

There has been concerns about the performance of this contract in the past, but this has improved over the last year.

This report will be accompanied by a presentation from Tivoli at the meeting and a chance for committee members to ask questions of the contractor and council officers.

1. DETAILS OF RECOMMENDATION(S)

RECOMMENDATION: That Place Overview and Scrutiny Panel notes the report.

2. TIVOLI CONTRACT PERFORMANCE

2.1 The performance of the Tivoli contract has improved over the last year. There was a difficult start to the growing season in 2023 and the grass cutting was not completed to the standard expected. However, during the course of the year improvements have been made and the contract is expected to perform to an acceptable standard during this financial year.

2.2 There have been a number of changes within the team that manages the contract within RBWM. Two long serving members of staff who had previously worked within the Parks and Countryside Team retired in 2022, and had been hard to replace. Following some changes to the job descriptions, a further round of recruitment resulted in a new Parks and Open Spaces Contracts Manager and a new Cemetery Manager starting in the team during 2023.

2.3 The two new members of staff have worked very closely with Tivoli to bring the contract back up to the expected standard and clear improvements have

been seen in the cemeteries and the grounds maintenance of parks and highways verges.

2.4 There is still one gap within Parks and Countryside, for a Parks and Open Spaces Officer, who will work in the Windsor area, after a member of the team left in the Autumn. We are hoping to recruit to that post soon, which will further support the management of the Tivoli contract.

2.5 The performance of the contract has improved during 2023/24 and the current KPI performance is as follows:

Performance Indicators	PI Description	Thresholds	Target	1st Quarter	2nd Quarter	3rd Quarter	Overall Year End	Notes
Play Areas	Percentage of Play Areas completed Satisfactorily	Anything below 100% is amber, anything below 95% is red	100%	100%	100%	100%	100%	Play Inspections reduced for next Year. Reports to be made available live at all times.
Cemetery Services	Burials and Internments completed within specification	Anything below 100% is Red	100%	100%	100%	100%	100%	Staffing Issues from 2023/24 have been addressed. Team to be closely monitored as new season progresses. Grass Cutting schedules in place for new season.
Cemetery Grass Cutting	Percentage of Work completed	Above 89% Green, above 79% amber, 79% and below red	90%	55%	75%	80%	80%	Issues with Tivoli regarding failings on Grass Cutting 2023/24 has been discussed. New Machinery in place ready to start new season
Grass Cutting - Highways	Percentage of Work completed	Above 89% Green, above 79% amber, 79% and below red	90%	50%	90%	70%	80%	Issues with Tivoli regarding failings on Grass Cutting 2023/24 has been discussed. New Machinery in place ready to start new season
Parks Grass Cutting	Percentage of Work completed	Above 89% Green, above 79% amber, 79% and below red	90%	80%	90%	90%	90%	Machinery Issues addressed ready for the new season.
Shrub Maintenance	Percentage of Work completed	Above 89% Green, above 79% amber, 79% and below red	90%	70%	90%	80%	90%	Initial Staffing Issues have been addressed for the new season.

2.6 As you can see from the table, they was a problem in the first part of the year, particularly related to grass cutting, which has improved as the year went on. The highways grass cutting was affected by machinery breakdowns in quarter 3, but improved again during quarter 4.

2.7 Despite the very wet start to the 2024 growing season, with the fourth wettest March on record across the UK, following a very wet winter, all grass cutting on the urban verges and in parks has started and the first cut has been completed in all these areas. The second cut is now underway.

New machinery has been brought on to the contract and a new regional manager for Local Authorities covering Wokingham, Arun and RBWM has recently been put in place by Tivoli to fully support the contract managers and ensure that all tasks required are carried out in a timely manner and to a high standard.

Report Author: Naomi Markham, Environmental Services Manager, naomi.markham@rbwm.gov.uk
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Report Title:	Overview and Scrutiny Annual Report – Drafting Ideas
Contains Confidential or Exempt Information	No - Part I
Meetings and Dates:	Corporate Overview and Scrutiny Panel – 25 March 2024 People Overview and Scrutiny Panel – 18 April 2024 Place Overview and Scrutiny Panel – 22 April 2024
Responsible Officer(s):	Mark Beeley – Principal Democratic Services Officer – Overview and Scrutiny

REPORT SUMMARY

Each year, Overview and Scrutiny is required to submit an annual report to Full Council highlighting the progress and achievements over the course of the past municipal year.

The report is currently being drafted and the final report will be submitted to Full Council for consideration in July 2024. The Panel are asked to consider what they would like to include on the annual report for this year. The Annual Scrutiny Report for 2022/23 has been included as Appendix A to this report.

DETAILS OF RECOMMENDATION(S)

RECOMMENDATION: That the Corporate, People and Place Overview and Scrutiny Panels note the report and:

- i) Provide any comments or suggest areas of focus for the Annual Scrutiny Report 2023/24.**

The report will look to include:

- General information on each Panel, what its role and responsibilities are along with membership details.
- Information on the variety of topics considered by the Panel at meetings.
- A summary/introduction from the Chair.
- Statistics on the work of scrutiny over the course of the year to highlight the time scrutiny has spent considering key issues, along with officer resource.
- Improvements on how scrutiny can be changed to increase its effectiveness.

Questions for the Panel to consider and discuss:

- What do you think the Panel has achieved this year, highlighting any areas of success?
- What has gone well, any outcomes that you think need to be noted and highlighted on the report?
- What improvements can the Panel look to make for next year?
- Are there any organisations or partners that the Panel can look to work more closely with on future scrutiny topics?
- How can we look to increase engagement from residents in scrutiny?
- Can we look to involve the RBWM Youth Council in the work of scrutiny?

TIMETABLE FOR ANNUAL SCRUTINY REPORT

Date	Details
March 2024	Principal Democratic Services Officer – Overview and Scrutiny and the three Chairs of each Panel begin drafting the Annual Scrutiny Report 2023/24.
March/April 2024	Discussion at each Overview and Scrutiny Panel on what Panel Members would like to see included in the report.
May 2024	Annual Scrutiny Report 2023/24 drafted and amendments made as appropriate.
July 2024	Final version published and considered by Full Council.

APPENDICES

This report is supported by one appendix:

- Appendix A – Annual Scrutiny Report 2022/23

BACKGROUND DOCUMENTS

This report is supported by one background document:

- [RBWM Constitution - Part 4 - Overview and Scrutiny](#)

Report Author: Mark Beeley – Principal Democratic Services Officer – Overview and Scrutiny mark.beeley@rbwm.gov.uk 01628 796345

Royal Borough of Windsor & Maidenhead

Overview and Scrutiny Annual Report



Overview and Scrutiny at RBWM

Overview and Scrutiny at RBWM consists of three main panels; Corporate, People and Place. Each Panel is aligned to a core theme of the Corporate Plan, which was adopted in November 2021 and is more closely aligned with the responsibilities of each of the Executive Directors. People and Place have four scheduled meetings a year, with Corporate having six meetings a year due to its wider responsibility and overarching scrutiny role.

There is a requirement for Overview and Scrutiny to submit an annual report each year to a meeting of Council, highlighting the work of each Panel and what topics have been scrutinised. This report gives a brief summary of the work and findings of each Panel while looking to pick out some key areas of positive scrutiny, along with some commentary on what was achieved by the Panel.

The report concludes with some figures of Overview and Scrutiny across the municipal year and further information on how residents can become more involved in the scrutiny process.

Each Panel’s membership and remit are outlined below:

Corporate Overview & Scrutiny Panel	
Membership: Councillors Gerry Clark (Chairman), John Story (Vice Chairman), Simon Bond, Karen Davies, Greg Jones, Lynne Jones, Helen Price, Julian Sharpe, Shamsul Shelim, Leo Walters and Simon Werner.	
Responsibilities:	
<ul style="list-style-type: none"> • Finance • Revenues and Benefits • Library and Resident Services • Human Resources • Information Technology • Legal Services 	<ul style="list-style-type: none"> • Governance • Strategy • Communications • Transformation • Commissioning and Procurement • Performance Monitoring

Place Overview & Scrutiny Panel	
Membership: Councillors John Bowden (Chairman), Helen Taylor (Vice Chairman), Greg Jones, Maureen Hunt, Sayonara Luxton, Shamsul Shelim, Leo Walters, Joshua Reynolds, Mandy Brar, Gurch Singh and Jon Davey.	
Co-opted Members: Margaret Lenton (Wraysbury Parish Council) and Pat McDonald (White Waltham Parish Council)	
Responsibilities:	
<ul style="list-style-type: none"> • Planning • Infrastructure, Sustainability and Economic Growth 	<ul style="list-style-type: none"> • Neighbourhoods • Health Partnerships and Community Development
<p>In addition, when considering matters of crime and disorder the Panel’s main objective is to ensure that the Community Safety Partnership is held accountable for the discharge of its executive functions, to enable the voice and concerns of the public and its communities to be heard and drive improvement in public services. In addition to the Panel’s broad terms of reference as detailed above, the Panel will be responsible for the overview and scrutiny of the following:</p> <p>To consider the effectiveness of actions undertaken by the responsible authorities on the Community Safety Partnership (‘CSP’);</p> <p>Make reports or recommendations to Cabinet/Council with regard to those policies developed by the CSP and the effectiveness of the functions managed through the CSP.</p> <p>To consider a number of issues in consultation with the relevant partners on the CSP which reflect local community need and make recommendations to Cabinet.</p>	

People Overview & Scrutiny Panel

Membership: Councillors Sayonara Luxton (Chairman), Maureen Hunt (Vice Chairman), Clive Baskerville, Catherine Del Campo, Gerry Clark, Carole Da Costa, Neil Knowles, Gary Muir.

Responsibilities:

- Adult Services
- Children's Services
- Schools and Education
- Environmental Health
- Housing
- Public Health

The People Overview & Scrutiny Panel shall have powers to deal with routine matters within the functions relating to Adult Social Care, Adult Services general and Public Health Services. The Panel shall have the enhanced review and scrutiny powers in line with provisions in Health and Social Care Act 2012, including power of referral to the Secretary of State for Health.

Ensuring that the council fulfils its safeguarding responsibilities, including child sexual exploitation. This needs to include children's social care and education provision.



Corporate Overview and Scrutiny Panel

Review of the Corporate Plan and Performance Reporting

The Panel has been closely aligned to the RBWM Corporate Plan and is involved in the oversight and monitoring of the Plan, ensuring that the 50 goals and objectives are on track. At regular intervals, the Panel has been presented with a summary of the latest position and any areas that are below or off target are highlighted. The Panel has been able to gain reassurance from key senior officers on performance.

Following the July 2022 meeting, the Panel agreed to refer air pollution performance to the Place Overview and Scrutiny Panel for further investigation. Following a review of the responsibilities of each Panel, the matter was added to the People Overview and Scrutiny Panel work programme. Following the scope of the topic being clarified and agreed by both the Panel and Panel Members from the Corporate Overview and Scrutiny, it was decided that a Task and Finish Group would be the most suitable format to consider air pollution. Work on the Group commenced in spring 2023 but was unable to meet before the local election.

In November 2022, the Panel had the opportunity to consider a refresh of the Corporate Plan, a year after it had been adopted. The cost of living crisis was a significant issue for the council and some targets needed to be reconsidered as a result. There was also an opportunity for officers and the Panel to consider performance against all targets in the plan, particularly highlighting the goals which were not being achieved.

Draft Budget Scrutiny Challenge Session

In December 2022, the Panel had an opportunity to scrutinise the draft budget proposals in a dedicated challenge session. Each Executive Director presented the budget proposals for their service areas before the meeting was opened up for a discussion. Councillors scrutinised various areas of the budget:

- How bus services would be funded going forward.
- Ensuring that adult social care services could still support residents who were moved back home.
- Considering how different groups of people would be affected by the budget proposals and how the budget tied in with the RBWM Corporate Plan.
- Understanding the risks and achievability of the savings outlined.
- Considering the level of Council Tax which was proposed to be increased by 5%.
- Discussing the quantity of council tax which went towards adult social care, along with the budget provided for unaccompanied asylum seeking children.
- The impact on staff at the council and community granted as a result of changes put forward.

The Panel decided to refer the relevant budget lines to the Place Overview and Scrutiny Panel and the People Overview and Scrutiny for further scrutiny on these areas. The Panel also provided comments and feedback to Cabinet on the fees and charges in the Budget at the January meeting, this helped to form the final budget which was presented to Cabinet in February 2023. The Panel made a number of comments and recommendations on parking to the Cabinet Member for Finance and these were considered as part of the final budget which was put forward by Cabinet.

Medium Term Financial Strategy 2023/24 – 2027/28

The Medium Term Financial Strategy (MTFS) was considered by scrutiny in advance of being considered by Cabinet, to allow for some pre-decision scrutiny. Following approval by Cabinet, the report went to a meeting of Council in September to be adopted. The strategy was a high level look at long term savings, with the main aim to align the strategy with key areas set out in the RBWM Corporate Plan.

The Panel considered the strategy and looked to test the assumptions made by officers. The plan initially did not include reference to the health and wellbeing and climate objective in the corporate plan as they were difficult areas to achieve savings. A recommendation was made to Cabinet and agreed unanimously by the Panel, that the strategy should include reference to these two objectives as they were core parts of the corporate plan.

Equalities

Following a scoping document produced by Councillor Helen Price, it was agreed that the Panel would receive updates on the work of the equalities programme. This took the form of a number of briefing notes which were circulated to Panel Members and allowed them to feedback any comments into the process. The Panel were able to consider two key documents; a review of the Equality Impact Assessment and a refresh of the equality objectives.

Resident Scrutiny Suggestion – RBWM App

A topic submitted by a resident for consideration by the Panel involved the potential of an RBWM App, which residents could use to access council information and services, along with things like the Report It tool. The Panel had initially discussed the idea in the previous municipal year and it had been agreed that officers would take the idea away and explore the viability of an app being produced.

In November 2022, a report was brought back to the Panel. It was noted that due to the reorganisation of the transformation team and the resource available, there would be little benefit to producing a separate app. The website had been configured to work well on phones and officers had suggested that this should be focused on being improved further.

Call In

The Panel considered two call ins over the course of the municipal year, with both items being considered at the same meeting in September 2022. Cedar Tree House was reconsidered by the Panel due to reasons including:

- Officers recommendation not being accepted by Cabinet and the reasons why this had not been accepted were not clear.
- No other sale options had been considered, the property would be sold at a loss.

The Panel debated the item and considered that all options that had been considered on Cedar Tree House. The Leader of the Council clarified that the option of transforming the property into three separate flats was considered as part of the report, this could be reconsidered at the next Cabinet meeting.

The result of the call in was that the matter was referred back to Cabinet, to discuss and reconsider the sale options for Cedar Tree House. Cabinet considered the comments made by scrutiny and agreed to sell the property as a family dwelling for best market consideration, while considering the option to sell as three separate flats.

The second call in considered by the Corporate Overview and Scrutiny Panel was on the St Cloud Way site in Maidenhead. The site had been sold to a developer but there was concern amongst Councillors that the amount the council was getting for the site was too low and needed to be reconsidered.

It was explained at the meeting that the land value was different to what had been put forward in 2017 but RBWM was in a contract with the developer to go ahead with the sale, the council could be in breach of contract and incur additional financial penalties should it not go ahead. Members of the Panel questioned the impact of the new land value on the Medium Term Financial Strategy and whether this value would have an impact on other projects and services that the council provided.

Following the discussion, the Panel concluded that the council needed to go ahead with the decision, however they requested further documentation on the land valuation from officers to increase their understanding and oversight of the decision.

Improvements highlighted by Panel Members:

The Panel should look to be involved in policy development from Cabinet and be involved at an earlier stage. Pre-scrutiny would help improve decisions made and ensure that scrutiny was not used when decisions had already been made.



People Overview and Scrutiny Panel

Resident Scrutiny Topic – Breastfeeding

The Panel considered a resident scrutiny suggestion on making RBWM a ‘breastfeeding friendly borough’. This was something that had been brought to the attention of the Panel and they agreed that it was something that mothers should be encouraged and supported to do in a safe environment. It was agreed by the Panel that the Public Health team would do a piece of engagement work which focused on interactions with local businesses to understand the current breastfeeding offer of services and venues from across the borough. The Economic Growth team would be part of the piece of work to consider how best to engage with local businesses.

Adult Social Reforms

The Panel has been kept informed of significant changes in adult social care which have been proposed by the government. A significant change affecting adult social care had been due to be implemented in October 2023 but this had now been pushed back until October 2025. The main changes to the service would be its method of review by the Care Quality Commission. Regular inspection had not been a regular occurrence but this would change with a new inspection regime which had been due to start in April 2023. The adult social care service would be rated to be either adequate, inadequate, good, or outstanding.

The Panel agreed that written updates would be provided against the framework to allow scrutiny of how things were going in adult social care. This would allow the Panel to ensure that they had oversight of the reforms as they were implemented and could check progress on any future Care Quality Commission inspections.

Sunningdale Health Hub

NHS Frimley had plans to open a new health hub in Sunningdale and the People Overview and Scrutiny Panel took the opportunity to scrutinise the plans and speak to those at the NHS who were involved in bringing the project forward. The Panel considered the impact that the hub could have on other local GPs and whether the provision was suitable to meet the needs of the local community.

It is expected that the Panel will be kept informed of developments on the Sunningdale Health Hub in the next municipal year as the projects progresses.

Budget

Following the referral at the Corporate Overview and Scrutiny Panel in December 2022, the People Overview and Scrutiny Panel were given the opportunity to scrutinise the budget lines related to the People directorate.

Key areas scrutinised included:

- The schools budget and whether this was adequate for all schools in the borough.
- Why there had been a loss in income from Hackney Carriage Licenses.
- The impact of the domiciliary care contract on the budget.
- Whether pressure on the budget was being felt in different geographical areas of the borough.
- Questioning the removal of non-statutory Family Hub services.

- Considering the financial implications should the number of children in care be increased.
- Understanding how the quality and provision of services would be affected by the savings being proposed.
- Noting that funding would be provided for ensuring that residents were able to thrive at home, rather than at hospital.
- Hearing the value of vital services for residents like Meals on Wheels.
- Clarification on proposed redundancies and how these staff could be redeployed elsewhere in the council.
- The cost of a new case management system.

Following the discussion at the meeting, the Panel agreed to make a couple of recommendations to Cabinet:

- It was recommended that Cabinet used £500,000 of funding from the additional budget settlement to remove the amount of savings required for the non-statutory Family Hub services and create a new growth bid of £20,000 for the Family Hubs to accommodate increasing demand for the service.
- It was also recommended that the savings line to 'move Meals on Wheels to a full costed model' of delivery was removed from the budget.
- Following the Cabinet meeting on 9th February 2023, both of these recommendations were noted and acted on by Cabinet. An additional £670,000 was allocated to the children's services budget to reduce the saving on Family Hubs by £400,000, while an additional £500,000 was allocated to Adult Social Care to allow for the removal of the saving related to Meals on Wheels delivery.

Resident Scrutiny Topic - Air Pollution

The second resident scrutiny topic considered by the People Overview and Scrutiny Panel was around the monitoring of air pollution around the borough and whether this was being done effectively. Officers agreed that the Panel would be informed of 2022 results to ensure ongoing monitoring, while also committing to three additional monitoring stations for PM10 and PM2.5. This would allow the council to consider data and make air quality decisions based on evidence. There were also proposals to use sensor equipment to monitor prevalence within the current five Air Quality Management Areas and then install high cost air quality monitoring units in two locations, should this be appropriate.

Task and Finish Group – Domestic Abuse

Following the adoption of the RBWM Domestic Abuse Strategy, the Panel decided to undertake a piece of work considering whether the strategy meet the needs and supported those residents who were victims of domestic abuse. The work would use a task and finish group format to speak with witnesses, formulate evidence and make recommendations which could then be considered by the Panel.

An initial meeting of the group took place in February 2023 and a way forward was agreed. The group would look to formulate a number of questions which could be used to ask the following groups:

- Survivors
- Perpetrators
- Dash Charity
- Thames Valley Police
- Housing
- Health

Due to the election, the work of the group was paused following this initial meeting and there are plans to resume the group in the 2023/24 municipal year.

Place Overview and Scrutiny Panel

Resident Scrutiny Topics

Two resident scrutiny topics were considered over the municipal year by the Place Overview and Scrutiny Panel. The first one centred around pollution of the River Thames and what the council could do about it. This was something under the remit of the Environment Agency and the Panel discussed the possibility of inviting representatives from the Environment Agency to speak to the Panel about what they were doing to prevent untreated sewage being released into the Thames.

The other resident scrutiny topic considered by the Panel focused on the River Thames Scheme and flood relief in Wraysbury. The council had initially been part of the scheme but had previously been removed after the required funding could not be provided. It was also noted that the channel section 1 scheme no longer existed so it would not be possible for RBWM to re-join the scheme even if the funding could be identified.

The Panel decided that an alternative project could be scrutinised, on the Datchet to Hythe End Flood Improvement Programme which was in the process of being developed by the Environment Agency and the council. The scope for this topic would be developed in the next municipal year and brought forward on the work programme once it was ready.

Call In

The call in mechanism has been used a number of times by the Place Overview and Scrutiny Panel over the course of the previous municipal year.

The Electric Vehicle Chare Point Implementation Plan was called in for consideration, as there was significant concern that the consultation had not been run on a completed draft of the plan. The Panel agreed to take no further action on the matter but agreed with officers that they would be sent the final draft of the implementation plan seven days before the public consultation commenced.

In January 2023, the Place Overview and Scrutiny Panel considered the South West Maidenhead Development Framework Supplementary Planning Document. The document had been called in due to issues around viability, infrastructure delivery and strategic placemaking. Following extensive discussion from the Panel and speaking to key officers and the Cabinet Member, the Panel decided that the decision had been made lawfully and that no further action needed to be taken.

The final call in of the year was on Maidenhead United Football Club's proposed move from their current stadium at York Road to a new stadium on land at Braywick Park. This was a delegated officer decision which had been taken by the Executive Director of Place Services. The main concerns of the call in signatories was around the lack of a full consultation, poor communication between interest parties and the impact of the loss of a significant amount of green open space for local residents. The Panel agreed to take action and decided to refer the decision back to the decision maker to reconsider the decision that had been made. The Panel recommended that the following concerns were taken into account:

- The date of the valuation for the lease of the site.
- Whether there was full consultation with the public on the proposals.
- Whether the length of time that the lease would last was appropriate.

The Executive Director of Place Services has referred the matter back to Cabinet to make a decision on, particularly given the change in political administration since the call in. This is due to be considered by Cabinet in July 2023.

Budget

Following the recommendation by the Corporate Overview and Scrutiny Panel, the Place Overview and Scrutiny Panel was given the opportunity to scrutinise the relevant lines of the budget. Key themes and areas scrutinised included:

- Funding for Climate Partnership and the source of this funding.
- The high saving figure for the line-by-line review.
- Recruiting of teams in house.
- Public transport subsidies.
- Operational changes in parks across the borough.
- The £67,000 saving on parking subsidies.
- Cashless parking and the use of the RingGo app.
- Income opportunities across the Neighbourhood Services team.
- Contracts for boat hire on the River Thames.
- Waste operational changes.
- Place Service transformation programme.
- Bringing contractors in house.
- Funding for Parish Councils.
- Economic growth and events across the borough.
- Planning performance agreements.
- Tree maintenance and inspections.
- Fly tipping.

The Panel made a recommendation to Cabinet on the budget. This was for Cabinet to explore all schools in the borough which required funding for school crossing patrols, to consider whether this was a necessary saving.

Thames Valley Police Annual Presentation

A key part of the Panel's remit was around ensuring there was oversight of organisations involved in the Community Safety Partnership, including the police. The presentation allowed the Panel to hear information on the number of crimes investigated, contacts with the public and number of arrests made. Other areas explored included:

- Relationships with businesses in the borough and clamping down on shop lifting.
- Dealing with the traveller community.
- Using funding to provide further community wardens.
- Using the 101 service.
- Dealing with the night time economy.
- The relationship between the police and the CCTV control room.
- The approach to rural policing.

Street Lighting Project

The RBWM Youth Council had contacted the Panel to discuss their concerns about street lighting across the borough. The Youth Council attended a meeting of the Panel to present a report which outlined their concerns and this included locations of where they felt street lighting should be reviewed.

Officers and Panel Members agreed that these areas should be reviewed and a piece of work was conducted to investigate the areas raised. At the following meeting in April 2023, the Panel heard the outcomes from this work from the Head of Neighbourhood Services. Further meetings had been offered with the Youth Council to discuss any issues in specific locations, but it was noted that all street lights were installed and lit to national standards. Should it be required, the Youth Council could present further findings to the Panel and officers on areas that they felt needed to be investigated.

Improvements highlighted by Panel Members:

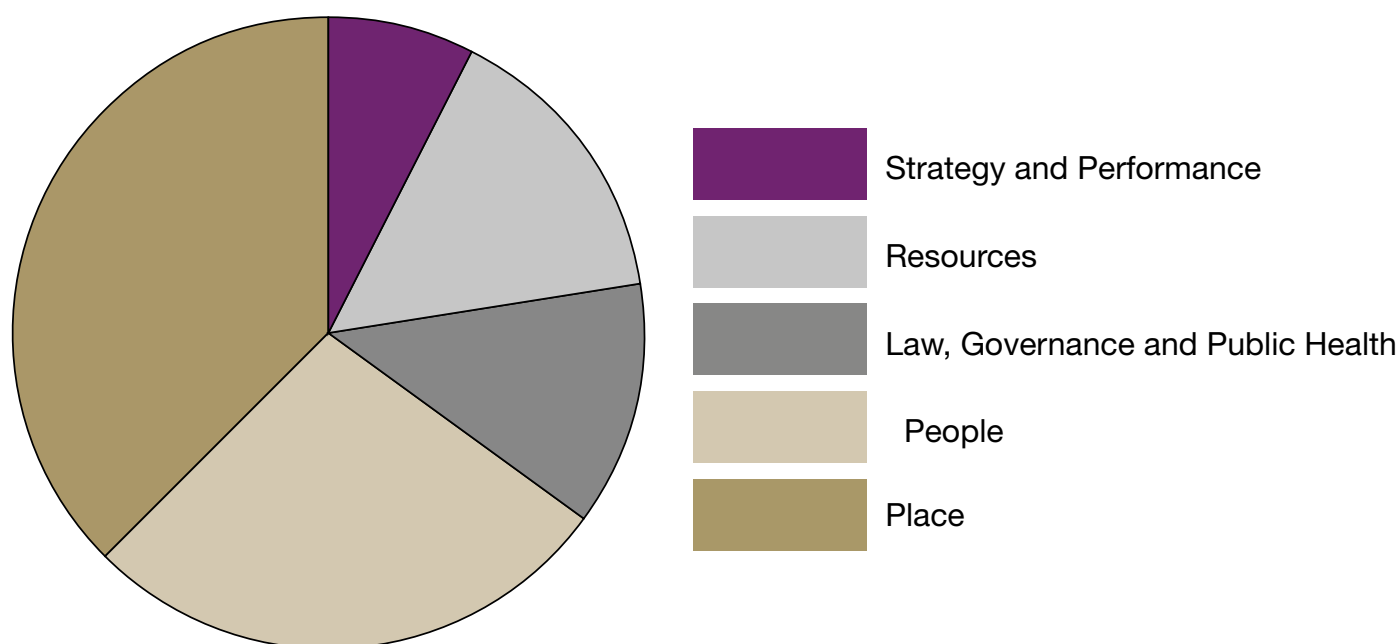
- The budget meeting had been a particular success, despite the meeting being lengthy. Information had been explored, scrutinised and recommendations had been made to Cabinet as a result.
- An opportunity could be explored to include residents feedback from the consultation as part of the budget scrutiny process.
- The project on street lighting which had been scrutinised in collaboration with the Youth Council was another success, the Panel were interested in working with the Youth Council again in future.



Overview and Scrutiny in Figures

	Corporate	People	Place
Number of meetings held	7	4	7
Total meeting time	17 hours 30 minutes	9 hours	16 hours 45 minutes
Number of substantive agenda items	16	11	9
Number of recommendations made to Cabinet	2	2	3
Number of call ins considered	2	0	3
Total number of YouTube views	980	577	1,337

A total of 40 different officers have been involved in Overview and Scrutiny meetings this year, split by the following directorates:



Get involved in overview and scrutiny

You can get involved in the work of overview and scrutiny at the council in a number of ways:

- Attend a public meeting, either in person or via YouTube, of any of our Panels.
- Register to speak at a scrutiny meeting.
- Contact your local Councillor with your views.
- Suggest a topic for consideration by scrutiny [on our website](#).

WORK PROGRAMME - PLACE OVERVIEW AND SCRUTINY PANEL

EXECUTIVE DIRECTORS	<ul style="list-style-type: none"> • Stephen Evans (Chief Executive) • Andrew Durrant (Executive Director of Place)
LINK OFFICERS & HEADS OF SERVICES	<ul style="list-style-type: none"> • Chris Joyce (Assistant Director of Infrastructure, Sustainability and Economic Growth) • Alysse Strachan (Assistant Director of Neighbourhood Services) • Adrien Waite (Assistant Director of Planning) • Amanda Gregory (Assistant Director of Housing, Environmental Health and Trading Standards)

MEETING: 12th JUNE 2024

ITEM	RESPONSIBLE OFFICER
Scrutiny Deep Dive Review - Community Infrastructure Levy (CIL)	Chris Joyce , <i>Assistant Director for Placemaking, Partnerships and Sustainability</i>
Work Programme	Mark Beeley , <i>Principal Democratic Services Officer – Overview & Scrutiny</i>

ITEMS SUGGESTED BUT NOT YET PROGRAMMED

ITEM	COMMENTS
Planning Service Improvement Plan – considering resource and capacity in the Planning team	Andrew Durrant , <i>Executive Director of Place</i>
Maidenhead Parking Strategy	
Empty Property Strategy	<i>On Cabinet Forward Plan for October 2024.</i>
Datchet to Hythe End Flood Improvement Programme	<i>Scoping document to be drafted by Councillor Grove.</i>
Street Lighting Performance	<i>Scoping document to be drafted by Councillor Cross.</i>
EV charging procurement implementation	

[Terms of Reference for the Place Overview and Scrutiny Panel](#)

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