

# Public Document Pack

## Notice of Meeting

### Windsor Town Forum

Councillors Alison Carpenter (Chair), Amy Tisi (Vice-Chair), Neil Knowles, Wisdom Da Costa and Mark Wilson

**Tuesday 19 September 2023 6.30 pm**

**Grey Room - York House - Windsor & on [RBWM YouTube](#)**

www.rbwm.gov.uk



### Agenda

Item	Description	Page
1	<b>Apologies for Absence</b> The Forum shall receive any apologies for absence.	-
2	<b>Declarations of Interest</b> The Forum is asked to declare any interests that they may have.	3 - 4
3	<b>Minutes</b> The Forum is to approve the minutes of the meeting held on 18 <sup>th</sup> July 2023 as a true and accurate record.	5 - 14
4	<b>Town Manager Update</b> To receive an update from Paul Roach, Windsor and Eton Town Centre Manager.	15 - 20
5	<b>Vision for Windsor</b> To receive an update from Chris Joyce, Assistant Director of Infrastructure Sustainability and Economic Growth, on the Vision for Windsor.	To Follow
6	<b>Digital Strategy in Windsor</b> To receive an update from Shasta Parveen, Service Lead for Infrastructure, on digital strategy in Windsor.	To Follow
7	<b>Resident Questions and Item Suggestions for Next Forum</b> Residents are invited to make suggestions on agenda items for future Forum meetings and ask any questions that they may have.	21 - 24
8	<b>Date and Location of Next Meeting</b> All future meetings to be held in-person at York House, Windsor on the following dates at 6.30pm: <ul style="list-style-type: none"><li>• 8<sup>th</sup> November 2023</li><li>• 11<sup>th</sup> January 2024</li><li>• 12<sup>th</sup> March 2024</li></ul>	-

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|  | • 8 <sup>th</sup> May 2024 |  |
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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 Laurence Ellis, [Laurence.Ellis@RBWM.gov.uk](mailto:Laurence.Ellis@RBWM.gov.uk), with any special requests that you may have when attending this meeting.

Published: 11<sup>th</sup> September 2023



## 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

## WINDSOR TOWN FORUM

Tuesday 18 July 2023

Present: Councillors Alison Carpenter (Chair), Amy Tisi (Vice-Chair), Neil Knowles and Mark Wilson

Also in attendance: Councillor Karen Davies

Also in attendance: Councillor Wisdom Da Costa

Officers: Laurence Ellis, Paul Roach and Christopher Wheeler

### Apologies for Absence

The Chair, Councillor Alison Carpenter, welcomed everyone to the meeting. Forum members then introduced themselves.

No apologies for absence were received.

### Declarations of Interest

No interests were declared.

### Minutes

The Chair went through the actions from the last meeting:

<b>ACTION: Alysse Strachan, Head of Neighbourhood Services, to provide a written response to explain who was responsible for clearing up litter along the motorway slip roads and forward a written response to the Forum.</b>	COMPLETE – Alysse Strachan had forwarded a response to the Chair, in which she read out.  If the enquiry was in relation to the slip road coming from the M4 junction 6, this was not in the Borough, but within Slough. Alysse Strachan believed it was the responsibility of Highways England. All motorways and exit lanes from the motorways were the responsibility of Highways England
<b>ACTION: Huw Jones, Traffic Safety Manager, to be asked to forward details regarding concerns on traffic flow relating to the Castle Hill Public Ream Project to residents.</b>	
COMPLETE – Huw Jones had forwarded a response to the Chair, in which she read out: <ul style="list-style-type: none"><li>• The High Street should not have increased traffic flow and all traffic currently had to use Castle Hill to get access to the Castle. There would be no access to St Albans Street as an alternative exit, and there were no plans for any restrictions for vehicles.</li><li>• Thames Street may have slightly increased traffic flow as all traffic would need to use Castle Hill to access the Castle. Pedestrian flow may be higher at the crossing points as more residents and visitors take advantage of the car free area that was planned for Castle Hill. There were no plans for any restrictions for vehicles.</li><li>• There was a plan to be close Castle Hill to general traffic between the hours of 9:30am–4:30pm each day. Access would only be permitted for vehicles going directly into the</li></ul>	

Castle itself. Access would be controlled by means of an attended gate. It was anticipated that pedestrian flow would be increased.

- There would likely be a reduction in traffic flow at Park Street as the top (Castle) end would be blocked off to traffic. St Albans Street would therefore become a cul-de-sac with limited traffic movements. Traffic would no longer be able to travel from Castle Hill, down St Albans Street and into Park Street. There would be traffic access restrictions for St Albans Street. The pedestrian flow effect was uncertain as there was an expectation for visitors to remain in the pedestrianised areas of Castle Hill and Peascod Street. There were no plans for any restrictions for vehicles.

There was a general expectation for pedestrian traffic to increase in Castle Hill, as the area becomes car free for a large part of the business hours for the shops etc. Whether this permeates to the surrounding roads cannot be known at the present time, but it was not expected to increase significantly unless there was an increase in the number of visitors.

<b>ACTION: Resident to email Andrew Durrant who would then forward information on project works around Goswell Hill.</b>	The resident, Zoe Binnie, and Andrew Durrant were not present at the meeting to give an update regarding this action.
<b>ACTION: Andy Knight to forward to Councillor Da Costa on the cost of the new taxiways at Heathrow.</b>	COMPLETE – Councillor Da Costa confirmed receipt of the information.
<b>ACTION: The Forum to investigate and change the name of Windsor Town Forum to ‘Windsor Forum’.</b>	The Chair stated that this was still being investigated. She planned to have a motion put forward in a future Council meeting to change the Forum name.
<b>ACTION: The Forum to investigate with Cabinet on the Forum’s delegated powers.</b>	The Chair stated that this was being investigated with a review of the RBWM Constitution.
<b>ACTION: Councillors members of the Forum to state their top three projects they would endorse to help economic growth in Windsor.</b>	<p>The resident, Sarah Walker, who asked the question at the last meeting was not present at the meeting. The Chair informed that this would be done after the refreshed Corporate Plan was approved, which would have the Council’s priorities.</p> <p>The Chair planned to invite someone who was responsible for economic growth plan to a future Forum meeting.</p>
<b>ACTION: The Forum to investigate what budgets were available.</b>	<p>Laurence Ellis informed that he asked the Head of Finance on the budget, and he informed that there was no money leftover in the budget.</p> <p>Councillor Da Costa believed that action would encompass grants from central government alongside the Borough budget. He requested to investigate whether there were grants available for the Forum to use.</p>
<b>ACTION: Vision for Windsor to be added to the next meeting agenda.</b>	The item was not added to the current Town Forum agenda because officers advised that they did not know at the moment what the

project's priorities and future actions.

The Chair sought to add this item to the next meeting agenda in September 2023.

Outstanding actions:

- **ACTION: Resident to email Andrew Durrant who would then forward information on project works around Goswell Hill.**
- **ACTION: Andrew Durrant to investigate opening the coach park to improve access from Footbridge to The Arches.**
- **ACTION: A motion to be forwarded at Full Council to change the name of Windsor Town Forum to 'Windsor Forum'.**
- **ACTION: Invite a relevant officer or Councillor to discuss the Council's economic growth plan to a future Forum meeting.**
- **ACTION: Investigate whether there were grants available for the Forum to use.**
- **ACTION: Vision for Windsor to be added to the next meeting agenda.**

Councillor W. Da Costa commented that the minutes of the previous meeting had missed out his question to Andrew Durrant on opening access from the railway bridge, through the coach park, to the Arches, and that Andrew Durrant would investigate whether this could be funded from Welcome to Windsor Fund.

Councillor Tisi, Vice-Chair, stated that there was a typo where the minutes had stated "suggestive" rather than "suggested".

**AGREED UNANIMOUSLY: That the minutes of the meetings held on 31<sup>st</sup> May 2023 were a true and accurate record providing the amendments were made.**

### Future Events in Windsor

Paul Roach, Windsor and Eton Town Centre Manager, gave a brief overview of the upcoming events and activities in Windsor:

- 21<sup>st</sup> July to 4<sup>th</sup> September 2023 – Summer Beach at Windsor Yards.
- 5<sup>th</sup> August 2023 – Farmers Market in Windsor.
- 10<sup>th</sup> August 2023 – Farmers Market in Ascot.
- 20<sup>th</sup>-21<sup>st</sup> August 2023 – Independent Market in Windsor.
- 22<sup>nd</sup>-23<sup>rd</sup> August 2023 – Garden Market in Windsor.
- 26<sup>th</sup> August 2023 – Vegan Market in Windsor.
- 2<sup>nd</sup> September 2023 – Farmers Market in Windsor.
- 9<sup>th</sup> and 10<sup>th</sup> September 2023 – Community Craft Market at Windsor Yards.
- 16<sup>th</sup> September 1st October – Windsor Festival.
- 17<sup>th</sup> September 2023 – Battle of Britain Civic Service and Parade.
- 17<sup>th</sup> September 2023 – Farmers Market in Ascot.
- 8<sup>th</sup> October 2023 – Community Craft Market at Windsor Yards.
- 28<sup>th</sup> October 2023 – Pumpkin Party at Windsor Royal Station Shopping Centre.
  
- 11<sup>th</sup> November 2023 – 2 Minute Silence
- 12<sup>th</sup> November 2023 – Remembrance Sunday Civic Service and Parade.
- 12<sup>th</sup> November 2023 – Community Craft Market at Windsor Wards.
- 14<sup>th</sup> November 2023 – 21 Gun Salute (King Charles III's Birthday) at the Long Walk.
- 16<sup>th</sup> November 2023 – Eton Christmas Lights Switch On.
- 17<sup>th</sup> November 2023 – Windsor on Ice.

- 18<sup>th</sup> November 2023 – Windsor Christmas Lights Switch On.
- 26<sup>th</sup> November 2023 – Dedworth Christmas Lights Switch On.
- 1<sup>st</sup>-24<sup>th</sup> December 2023 – Living Advent Calendar.
- 2<sup>nd</sup> December 2023 – Farmers Market in Windsor.
- 2<sup>nd</sup>-3<sup>rd</sup> December 2023 – Windsor Yards Festive Weekend.
- 8<sup>th</sup> December 2023 – Carols on the Hill.

Paul Roach added that there would be festive events on a number of weekends at Windsor Royal Station shopping area.

On the Living Advent Calendar event, Councillor Tisi asked if there was any scope for other businesses or organisation to acquire a date. Paul Roach replied that the conventional approach was sending an invite out to all of the businesses which took in the Living Advent Calendar event in the previous year while also encourage new venues to take part. He would welcome any new venues.

Councillor Knowles commented that there were not many empty building units on Peascod Street at the moment or were not planned to be filled. Paul Roach responded that it was forecasted for most of the empty units to come online and a significant proportion already had. He added that there were certain units which made him concerned, such as the Coral and Halifax units, because they had been empty for a long time. However, in the grand scheme, it was not too bad in terms of the vacancy and occupancy of Peascod Street, but it could be improved upon. From this, Paul Roach stated that his focus was to investigate why some of the long-term empty units were not being occupied. He mentioned that it was sometimes difficult to communicate with the owners on their long-term strategy as some of the occupants were individuals but insurance companies.

Councillor Knowles then asked whether the Harte and Garter Hotel and Spa was being put on sale or being leased. Paul Roach replied that it was up for sale entirely. Having discussed with the original owners, the Crown Estate, he informed that they were seeking to sell the whole lease, which included the Harte and Garter Hotel and Spa, The Ivy Royal Windsor Brasserie and Wagamama. Therefore, the buyer would be the landlord for all of these properties. The next step was finding the right hotel operator who could operate this lease.

Councillor Da Costa asked a couple of questions. Firstly, he asked whether the scope of the upcoming events applied only to the Windsor Town Centre or did it (or could it) include the whole of Windsor. Secondly, he asked how companies, groups and organisations would notify Town Centre Management of their activities so that it would be listed on the [windsor.gov.uk](https://www.windsor.gov.uk) webpage. For the first question, Paul Roach informed that Windsor.gov.uk was Borough-wide and therefore not Windsor-focused. Regarding the second question, he informed that individuals and organisations could register their event on the website, which would then go through a publishing process and then be listed on the website.

Anil Singh, a resident, stated that he was not aware of these upcoming events, and then asked if residents go to the website to find further information of the events or if there was another way. Paul Roach answered that the website was Visit Windsor (<https://www.windsor.gov.uk/>) in which the events were promoted.

Anil Singh then asked whether there should be more proactive means in publicising the events, such as newsletters. Paul Roach informed that it depended on the nature of the event, whereby it would be publicised in the Residents' Newsletter if it was a Borough-led event or linked with the Borough. If there were third-party events, registering on the Visit Windsor website was the only way for their event to be publicised, though they may utilise on-site advertisement (though there were some restrictions on in the Town Centre), social media, newsletters and emails.



Councillor K. Davies congratulated Paul Roach for receiving his MBE honour and thanked him for his work in arranging events surrounding Queen Elizabeth II's funeral in the Borough in September 2022. While appreciative, Paul Roach highlighted that it was not a one-man show and that he received help from many other people.

### Road Maintenance and Potholes

Chris Wheeler, Highways Service Manager, gave an overview of the Borough's strategic approach on highway maintenance. He informed that there were two aspects to the strategic approach: safety and asset management.

With the safety aspect, Chris Wheeler explained that contracted highways inspectors go out and inspect roads under a set frequency, depending on the road category and certain aspects it possessed (e.g., a school), and flag any safety defects. This was in line with the Borough's Highways Maintenance Management Plan. In addition, residents also report any road defects in a 'report it' form on the RBWM website. He informed that this was an effective method to relay the information to the Borough's contractors.

Chris Wheeler informed that planned permanent repairs required extensive planning and work as well as lane and road closures, in contrast to short-term immediate 'plug' type repairs. He added that the Borough was seeking to move away from 'plug' repairs as much as possible towards more planned repairs.

Chris Wheeler then explained the 'asset management' approach, which was in line with Department for Transport (DfE) guidelines and Asset Management guidance. Under this approach, two technical assessments were conducted per year on all of the Borough's roads: SCANNER which analysed undulations and defects in the structure of the road; and SCRIM which looked at skid resistance. These surveys would then be assessed to give a status of each road under a colour schemes: red (maintenance treatment required), amber (start to plan investigation), and green (good condition). With all the principal roads, 3% in the A, B and C classifications were categories in red (i.e., required repairs). Chris Wheeler stated that quality of roads in the Borough was fairly good and that some of roads in the road could be undulated rural roads. He also added that the Borough had improved its roads in the last 5 to 6 years whereby roads were originally 5-7% in needing repairs compared to 3% presently. He stated that an objective was to prevent roads which were in amber from turning red.

Chris Wheeler added that the DfT had allocated a grant of £483,000 to support repairing roads. He hoped to use some of this funding to repair some local residential roads. In addition, there were discussions with contractors to draw up extra resources and the Borough was commencing road resurfacing programme which would start in a week. Meanwhile, the Borough was confirming which roads required treatment with the additional funding.

Chris Wheeler also informed that the Borough was looking into innovative treatments to make maintenance quicker and easier, such as through new machinery and techniques, as well as treatments which were more environmentally friendly.

Councillor Knowles raised a couple of points. He asked whether there were any mitigations with other road works by third parties, such as BT and utility works, which conduct inadequate repairs. He also asked if there was any way to ensure that road markings were reinstated or refreshed after road works. On maintenance works from third party utility companies, Chris Wheeler responded that there had to be a balance with this as broadband, gas and water works were necessary. However, the Borough wielded some powers, namely managing the road network and therefore approving work permits and agreeing the reinstatement quality. This was carried out through a team of streetwork inspectors who would review the duration, traffic management and road reinstatement of utility companies. However, the Borough's authority was limited whereby it did not possess powers to dictate the third party's work on their equipment and could not insist that they repair whole sections of road.

Regarding road markings, Chris Wheeler stated that the utility companies should be repainting the road markings, stating that it should be reported if there were cases where they had not been re-painted. He explained that when a contractor was carrying out maintenance work, they owned the site; therefore, they had the liability to repaint the line.

Following up, Councillor Knowles then commented that there were road markings, particularly in the town centre, which had almost disappeared, and this would confuse residents travelling through. Chris Wheeler responded that there was 600km of road in the Borough and that reiterated the grant from DfT to support road maintenance included some funding for road markings, particularly safety road markings.

After thanking for the update, Councillor Wilson asked whether Chris Wheeler asked liaised with other local authorities to research new road repair techniques and technologies. Chris Wheeler replied that under the Borough's current contracts, the contractors would bring effective as well as new techniques and knowledge they had applied nationally with other local authorities. The Borough meanwhile would determine whether the techniques were appropriate for certain roads.

Councillor W. Da Costa was about to ask a series of questions, namely relating to VolkerHighways and future maintenance strategy. The Chair suggested that some of the questions would be more suitable for overview and scrutiny panels and therefore suggested that Councillor Da Costa asked "higher level" questions which would be of more interest to residents.

Councillor W. Da Costa then asked for a list of roads and pavement repairs coming over the years. He then asked whether Chris Wheeler could inspect the roads in Windsor with a Councillor from each ward. Chris Wheeler replied that he did not know the conditions of every road in the Borough. He stated that all roads had been inspected and were treated equally under the technical assessments which drove the repairs, whether in the safety maintenance or planned asset maintenance. He also informed that some roads which were reported to the Borough were outside the Borough's remit, whether they were managed by housing associations and private owners. He stated that there should be a response to reports of poor road repairs. He then conveyed that not every road defect would be repaired if it did not meet intervention levels as funding needs to be targeted, particularly if they were aesthetic (e.g., surface cracking) and did not constitute a safety hazard. Therefore, the funding had to be prioritised to the relevant roads.

Chris Wheeler stated that while he was open to meeting Councillors and residents, inspecting the roads in Windsor would be assigned to a trained Highway inspector. Due to the targeted funding approach, funding could not be reallocated to roads which were not flagged as a priority because it would affect the entire funding approach. He reiterated to report road damage and potential safety issues so they could be prioritised.

Councillor W. Da Costa responded that his questions were related to the underlying substratum and the condition of the road and stated that he would follow up with this outside of the meeting. He then asked what plans the Highways Department had to assess and mitigate against extreme weather patterns affecting the roads. Chris Wheeler replied that contractors were looking at new treatments, techniques and solutions to mitigate against weather damage. He stated that the Highways Team were working with its specialist providers to research new solutions. He also added that the Borough could apply restrictions on utility companies digging roads at certain times (except in emergencies).

Councillor W. Da Costa stated that he would like to discuss further with Chris Wheeler on the nature of RBWM's contracts.

John Bowden, a resident, thanked Paul Roach for his work in arranging weddings, funerals the Platinum Jubilee and the Coronation throughout the years. He then raised that a section of Victoria Street had been resurfaced in April 2023 (near Bachelors Acre and William Street).

He stated that it had a sinkhole and a gas main put through it and was left in a poor state. As an important road, he stated this needed urgent treatment as it was unsafe for buses and cyclists. He then asked whether Chris Wheeler was responsible for the resurfacing and restructuring of car parks, in particular in Victoria Street.

Chris Wheeler replied that car parks fell under Neil Walter, Parking Enforcement Manager. Regarding the works on Victoria Street, he informed that the deterioration of its condition was flagged up to the Highways Team, whereby they worked with the contractors to repair the damaged sections. Regarding the remaining sections of the road, he stated that he would take this away and speak with the Highways Team and contractors, and then forward an answer.

**ACTION: Chris Wheeler to investigate with the Highways Team and contractors on the repair works on Victoria Street.**

The Chair relayed a question from a resident who was unable to attend the Town Forum meeting. The resident asked what was being done about the condition of unclassified roads which made up about 60% of the road network in the Borough. Chris Wheeler stated that some of the additional funding from the DfE grant would be allocated to residential unclassified roads. He reiterated that defects and safety hazards on any category of road should be reported; and that they should be repaired if they met intervention levels. He also stated that the Borough needed to firmly follow its current strategy and policy and not deviate from it, otherwise the principal road network would receive less focus and investment.

Claire Milne, a resident, asked whether plots of land – open space verges, paths and footways – in West Windsor which had adopted highways designation were in danger of being lost to development or did the designation protect them. Chris Wheeler stated that residents could not develop on land with adopted highways status. He explained that there was an unscrupulous practice of selling pieces of land whereby landowners sell land in spite of designated status and therefore the buyer could not develop on the land. He advised that residents should research land with designated status before considering purchase.

### Grass Cutting

The Forum was presented a written summary, which was sent out with the agenda, from Naomi Markham, Waste Strategy Manager, who was unavailable to attend the Forum meeting.

Councillor Wilson wished that the update included information on the communication strategy. He stated that he had been involved in collecting resident feedback on verges, grass areas and hedges not being cut, and that it was very difficult to find information on the timing. He stated that there needed to be better clarity on when grass areas and hedges would be cut.

The Chair mentioned that a number of residents had complained about the frequency of cutting as well as the quality. She also mentioned that the Lead (Cabinet) Member for Environmental Services was not available to attend as well but she informed that they were reviewing the contract for grass cutting.

Councillor Knowles commented that there needed to be much more clear guidance and clarity on management of grass cutting and hedge trimming.

Councillor K. Davies stated that the Borough was seeking to cut verges in the last couple of months. She added that some verges were conservation wildlife verges and thus needed to be left alone. There were around 15 roadside reserves across the Borough which were designated as conservation verges. She informed that the Climate and Environment Strategy (passed in 2010) sought to double the conserved verges by 2025. As part of this, new taller signs would be installed to overcome the high-grown grass.

In response to Councillor Davies's comments, John Webb, a resident, questioned whether the objective should be to get the contract working properly rather than introducing new activities for a contractor to manage, highlighting that some verges were cut in an unsatisfactory manner. He also commented that Councillor Davies wanted to introduce some extra wildlife verge signs in spite of there being street signs which needed repairing and had been reported. Overall, he conveyed that the Council should concentrate on what had not been done yet before introducing new activities and projects.

Councillor Davies responded that the wildlife conservation verge signs were extending the number of verge signs and would also be an extension of the biodiversity agenda in general rather than starting something new.

Chris Wheeler informed that, like road markings, that damaged and defective signs would be replaced. He added that there was not a lot of money for new roads signs. He also stated that if a defective sign was reported and there was a reply that it would not be repair, there should be an explanation as to why in a reply.

The Chair highlighted that there were road signs which were unreadable and that it was stated that it would be fixed within three months. She also informed that there was a missing one-way and that drivers had wrongly turned right on Springfield Road, adding that this would be a safety issue. Essentially, most defective signs had been reported but they had not been repaired. Chris Wheeler responded that if defective signs had been reported but they had not been addressed, he requested for this to be emailed to [highways@rbwm.gov.uk](mailto:highways@rbwm.gov.uk). He stated he would then arrange for officers to investigate, adding that unreadable signs should be dealt with.

Councillor W. Da Costa Wisdom speculated that there was a breakdown between the contractor's work, the wording of the contract, contract management and that there were staffing issues at RBWM. He suggested that the grass cutting agenda item should be brought back to the next Forum meeting with the relevant officers attending.

Councillor Wilson commented that if the contractor's work had deteriorated and the Borough was paying them more, it raised the question about what the Council had got in return from the contractor.

### Resident Questions and Item Suggestions for Future Forums

Wilma, a resident, asked whether certain parking spaces could be allocated for electric vehicle (EV) charging points, explaining that there were few electric charging points in Windsor and some vehicles park in EV bays.

While highways and parking were outside of her remit, Councillor K. Davies informed that the Borough was keen to establish more electric charging points as there was a high level of electric car users. She informed Wilma that there were electric charging bays under York House which were available on weekends. She suggested that information regarding EV charging bays could be fed back to the Forum at the next meeting.

Donald, a resident, raised a couple of points. Firstly, he highlighted that there were rats in Alexandra Gardens and that he had been reported to the Borough; but after some inspection, they informed that they could not do much about it. Councillor Wilson informed that Councillor Devon Davies was handling the issue and that it was tricky issue to resolve. The Chair suggested to take the question. Paul Roach said that he could add this to his list issues around Windsor.

Donald then suggested an agenda item on the strategy for high-speed broadband in the centre of Windsor.

Donald then asked if the Borough had any control over the aesthetics on the NatWest Bank. Paul Roach replied that the display of country flags does not require planning permission, while flags with any branding on them did require permission or advertisement consistency. He also informed that there was no legislation which forced private individuals and properties to look after their publicly-displayed aesthetic. He added that he could chat to the landlord of NatWest to see if they could either remove the particular flag or replace.

On the subject of flags, Councillor Tisi raised that some residents were concerned of the lack of a flag flying above the Guildhall. She mentioned that she would be chasing up with facilities to see if this could be done.

John Webb requested an agenda item on digital strategy, such as broadband and 5G. The Chair suggested that this could be brought up at an Overview and Scrutiny panel as well as see if it could be added to a future agenda.

Nigel Griffin, a resident, requested an item on tree management, elaborating that there been trees which had been cut down or dying at Bachelor's Lane.

Claire Milne asked a couple of questions. She asked Councillor Wilson for an update on the situation with the walkway which had been tarmacked without planning permission between Alma Road and Vansittart Road. Councillor Wilson replied that he had followed up with the Planning Enforcement Team around two weeks ago and that they were investigating this, but they were still trying to communicate with the landowners. He stated that he would follow this up on any update.

Claire Milne then informed that there was a consultation happening at the moment with the new owners/developers of some office and residential building works on Alma Road, adding that there were some concerns on the density and height of the planned infrastructure. She asked if the Borough had a height strategy for buildings in Windsor and whether the next Forum meeting could feed into a more formal sense from the balance of the process. Councillor Knowles, who was not part of the Planning panel, informed that there was a draft policy on tall buildings which was on track in being adopted.

John Bowden highlighted that Victoria Street car park had been going through some resurfacing. He mentioned that he had asked the Lead (Cabinet) Member on whether there would be a structural survey of Victoria Street as it was showing signs of damage and that it would be impactful if the car park was closed down. From this, he suggested an agenda item covering this. Councillor Tisi informed that in late-2022 that the Parking Team was commissioned to investigate multi-storey car parks to ensure there were no issues and that there was a programme of works being undertaken on Hines Meadow in Maidenhead and Victoria Street.

Anil Singh requested that Vision for Windsor to be included in the next meeting's agenda, namely including the final vision and its current status. The Chair replied that the Forum would be seeking to add Vision for Windsor in the agenda in September 2023. He also informed that Anil Singh could access the RBWM Together website where he could find some information on the Vision for Windsor.

Councillor Da Costa suggested an item on RBWM's response to Heathrow's consultation on noise disturbance from aircraft. He then suggested that certain items could be set at different meetings over the year, such as annually covering planning consultation, local youth services, transport issues, the library, leisure and the environment as well as inviting the police at every meeting. The Chair replied that she wanted to include a variety of topics and that the topics should be based on resident requests.

Councillor Davies suggested an item on informing residents on the role and powers of parish and town councils on the grounds that the unparished areas of Windsor had not experienced

this. The Chair agreed to the idea, particularly due to the objective of establishing a Windsor Town Council.

Councillor Knowles informed that the Windsor Festival would begin on 14<sup>th</sup> September 2023 until October 2023 and tickets would be on sale very soon.

Councillor Wilson conveyed some questions on behalf of a couple of residents. They asked if the road at Adelaide Square could be made into a one-way street and commented that many roads in Windsor were too narrow for two cars to pass by each other. They wondered whether it would be beneficial to have an extensive one-way system around the Town Centre and suggested that this could be a topic of discussion.

Councillor Da Costa reiterated his request for an action to investigate grants available from central government had been noted and whether they could be allocated to Windsor Town Forum. Laurence Ellis responded that he would investigate this.

Item suggestions:

- Vision for Windsor,
- Digital strategy and broadband in Windsor,
- Tree management,
- Victoria Street car park,
- RBWM's response to Heathrow's consultation on noise disturbance from aircraft
- Grass cutting with an officer in attendance,
- Powers and responsibilities of parish and town councils,
- Streets and traffic in Windsor,
- Agenda items which Councillor W. Da Costa suggested could be brought to the meetings annually or regularly:
  - Regulatory: Planning consultation, local youth services, transport issues, the library, leisure and the environment,
  - Every meeting: police update

### Dates of Future Meetings

The Forum noted that the next meeting would be held on 19<sup>th</sup> September 2023 at 6:30pm at York House.

The meeting, which began at 6.32 pm, finished at 8.26 pm

Chair.....

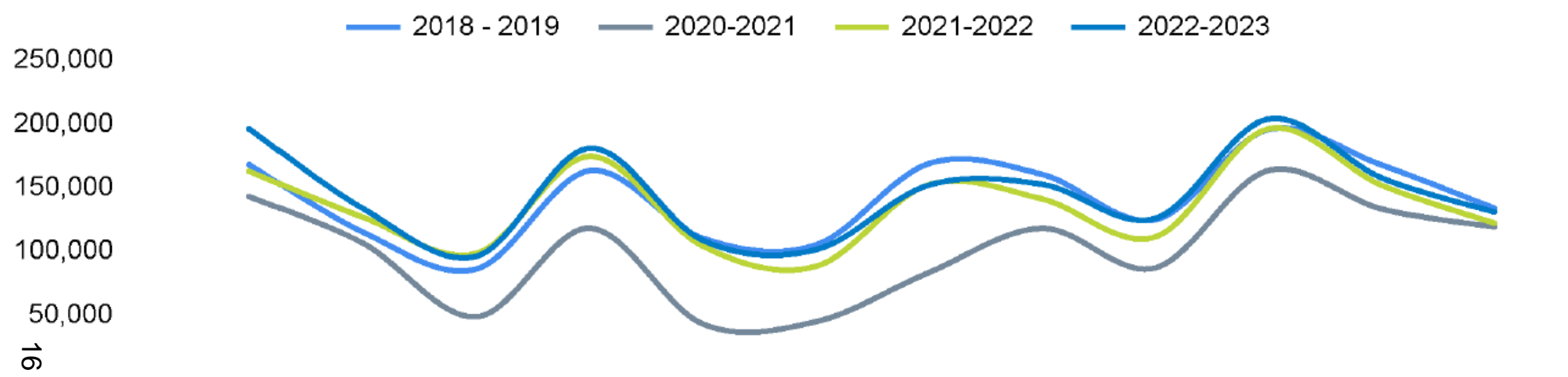
Date.....

# Windsor Town Manager Health Check

Windsor Town Forum September 2023

# Footfall Counts - rolling 12 months

The figures shown below are calculated using weekly averages.



	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
2022-2023	196,602	133,782	96,418	181,286	108,983	101,539	152,393	153,044	126,186	204,271	158,143	131,122
2021-2022	163,206	127,017	98,710	174,931	104,393	88,513	152,757	141,478	111,589	196,588	152,373	122,475
2020-2021	143,301	106,601	48,926	118,503	43,238	44,981	83,682	118,372	87,322	163,835	133,645	119,574
2018 - 2019	168,363	115,326	86,485	163,622	110,568	105,254	169,263	160,848	125,115	196,084	168,209	134,126
Year on Year %	20.5%	5.3%	-2.3%	3.6%	4.4%	14.7%	-0.2%	8.2%	13.1%	3.9%	3.8%	7.1%

Year on year % is calculated by comparing the 2022-2023 period with the 2021-2022 period i.e the figure for August compares August 2023 to August 2022



# Footfall – Headlines from August

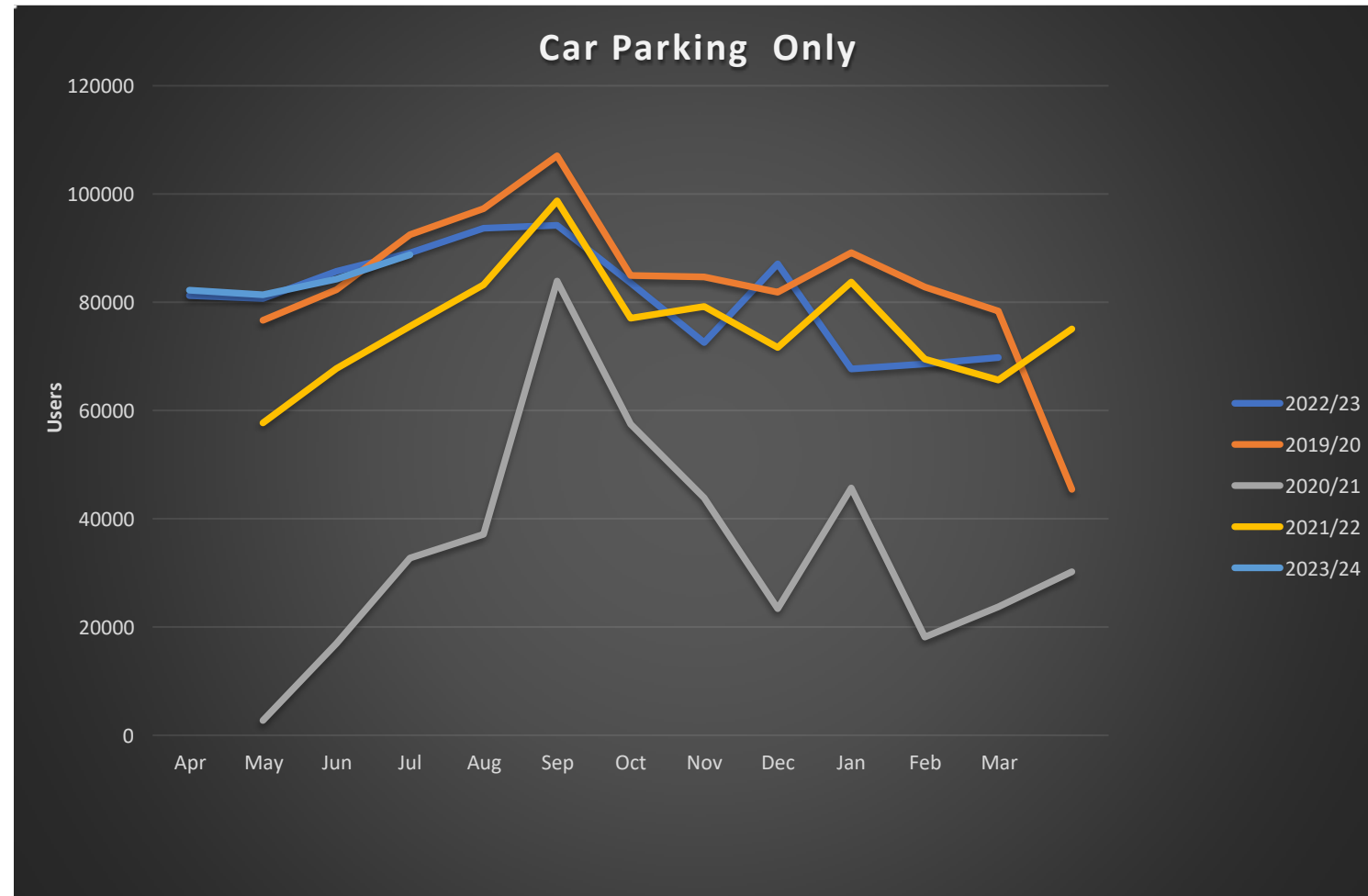
- The total number of visitors for the year to date is 4,901,586 which is 6.5% up on the previous year.
- The total number of visitors to Windsor Town Centre External in month commencing 31 July 2023 was 655,611.
- The busiest day in month commencing 31 July 2023 was Saturday 19 August with 33,205 visitors.
- The peak hour of the month was 13:00 on Saturday 19 August 2023 with footfall of 3,980.

# Car & Coach Parking - July

Car parking for July has stayed flat when compared to last year at 0% (90245 total number if users compared to 90648 users in 2022).

The coach park has seen an increase of 23% on last year with 1466 users,

18



# Vacancy Rate – Windsor Town Centre

Windsor Town centre down 9.4% - National Rate 13.8% (source BRC August 2023)

Recently vacated units last 3 months.

19

- Reem Gallery , New Look, penriver, Top print, Barclays Bank ,

Stores opened in the last 3 Months

- Delicious Faux, Banana Tree, Badiani, Time Watch repair, Greggs , Rogue Tattoos, Temptations , Ti Chicken, Shambles, Your Holidays ,

Under development/offer

- Halifax, New Look, Top Shop , Valarie's Patisserie , Pyms and Brothers, Corals ,

# Retail support programme

Comprehensive list of Agents,  
Landlords letting properties in  
the town centre .

Regular contact and  
communication on status of  
empty units

Share information on key  
sectors that are not  
represented in the town  
centre

Production of Welcome Park  
for new tenants in the town  
centre.



# Questions from Previous Meetings

MEETING	QUESTION	OFFICER	WRITTEN RESPONSE
18.07.2023	Repair works on Victoria Street	Chris Wheeler, Highways Service Manager	<i>The section of Victoria Street that was resurfaced was the area in most urgent need of repair. Other sections of Victoria Street are on the programme for resurfacing and will be included on 2024 programme. The road will be monitored, and work could be accelerated if further deterioration occurs, meanwhile regular inspection will identify and address any specific individual defects noted.</i>
21 18.07.2023	RBWM Response to Heathrow Consultations	Chris Joyce, Assistant Director of Infrastructure Sustainability and Economic Growth	<i>A response to the Heathrow consultation was submitted by RBWM on 17<sup>th</sup> July. The response is yet to be published publicly.</i>
18.07.2023	Grass cutting contracts	Naomi Markham, Waste Strategy Manager	<i>TBC</i>
18.07.2023	EV charging stations	Tim Golabek, Service Lead for Transport and Infrastructure; Dug Tremellen, Transport Policy Manager	<i>The average EV needs charging once per week. We estimate that on a typical street, currently less than 1 in 20 vehicles are electric, although we know that will rapidly change in the coming years. At present, dedicating on-street residential bays the EV charging will result in empty bays for considerable periods of time, and increase parking pressure elsewhere on the street. This is a fine balancing act.</i>  <i>Most of the chargepoints that have been installed on-street to date were part of our pilot project, where we have provided a generous number of sockets (6) at each location, but did not dedicate the parking bay to EV charging only. This higher provision model was</i>

*deliberate, to substantially increase the chances that one of the EV charging bays would naturally be free at any given time, ready for an EV that needed to charge.*

*Utilisation data from the chargepoint sites shows that this strategy has been working – the chargepoints are being used regularly, at about the utilisation rate that we would expect to see based on national benchmarks. Whilst no doubt there will be times when all spaces are in use and that will be frustrating to an individual resident at the time, data suggests that this is the exception rather than the rule – generally EV drivers are finding spaces available and using them for charging.*

*However, whilst this approach is correct for now, we know there will become a tipping point as demand increases and as consumers demand chargepoints that are higher-spec with accordingly higher install costs, we will need to switch to a model where there are fewer but dedicated chargepoints at each location. Accordingly, the council has adopted the following policy within the borough's [EV Chargepoint Implementation Plan](#):*

*[Policy EV06: Parking at chargepoints will normally be restricted for charging electric vehicles only, and any Controlled Parking Zone restrictions will apply](#)*

*We expect that, in line with this, future chargepoint installations will increasingly be accompanied by parking restrictions that limit use to charging EVs only. Decisions to introduce these restrictions will be taken on a site by site basis according to local conditions.*

*We will continue to monitor the pilot site utilisation to confirm that all continue to operate as designed. At this time there are no plans to introduce parking restrictions at those pilot sites, whilst utilisation rates remain in line with expectations.*

*The main resolution to the residents concerns is to continue to rollout additional public chargepoints over the coming years, in line*

			<i>with the borough's EV Chargepoint Implementation Plan, to ensure that there is sufficient provision and adequate choice.</i>
18.07.2023	One-way road system around the Town Centre	Tim Golabek, Service Lead for Transport and Infrastructure	<i>Requests for changes to roads can be made by submitting a form through the following link so the right team can review it:</i> <a href="https://www.rbwm.gov.uk/home/apply-pay-report/report-it">Request a highway improvement   Royal Borough of Windsor and Maidenhead (rbwm.gov.uk)</a>

Did you know? You can report issues such as:

- missed bin,
- abandoned vehicle,
- potholes,
- streetlights,
- graffiti & fly tipping,
- noise.

Please follow this link and fill out a 'report it' form: <https://www.rbwm.gov.uk/home/apply-pay-report/report-it>

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