

# Public Document Pack

## WINDSOR TOWN FORUM

MONDAY, 2 JULY 2018

PRESENT: Councillors Jack Rankin (Chairman), Malcolm Alexander (Vice-Chairman), Hashim Bhatti, Wisdom Da Costa, Eileen Quick and Samantha Rayner

Also in attendance: Councillor Edward Wilson

Officers: Paul Roach and Wendy Binmore

### APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillor Bowden.

### DECLARATIONS OF INTEREST

None.

### MINUTES

**RESOLVED UNANIMOUSLY: That the Part I minutes of the meeting held on 14 February 2018 be approved.**

#### Actions from previous minutes

#### Terms of Reference for the Windsor Town Forum

Following a request from Helen Price, to increase the number of meetings of the forum which took place across the municipal year due to the volume of agenda items being discussed at the Forum. The Feedback the Chairman received from the Lead Member in charge of overseeing the constitutional changes to meetings was that the number of meetings would remain the same. However, the Chairman of the Windsor Town Forum had the discretion to call extra meetings should the need arise.

#### Windsor Riverside Update

A Workshop took place a few months ago but, it was agreed that more work was needed before anything was brought forward and update provided. Sessions would still go ahead in the libraries to inform residents of the progress, but a date had not yet been agreed as to when those sessions would begin. The sessions would not take place until Members were happy with proposals. The library information sessions would be published in the Around the Royal Borough publication.

#### Street lights

With regards to a request to turn off street lights at certain times of the night, Councillor Bicknell confirmed the lights were remotely controlled individually so could be programmed to specific requests.

It had been reported that there were street lights in St Leonards Road that were not working. The town Manager stated he was still waiting for an update from the Highways Team to confirm if the lights were not working, and if they were not working, when they would be repaired.

### Social Media use by RBWM

The Communications Team had been split into two elements; the traditional style Communications Team and the Digital Media Team. Therefore, the Borough's social media reach should improve.

### The Royal Wedding update

An update was requested regarding the stonework on the front of the Guildhall, Windsor and if it was going to be refurbished or redecorated in time for the royal wedding. The Chairman confirmed a capital programme of works had been submitted and approved and that had been accelerated to be completed prior to the wedding. However, the façade of the Guildhall was not able to be carried out as there were no professionals that were qualified to carry out the works available prior to the wedding date. The façade was still listed to be completed.

### Charles Street improvements

Susy Shearer had noted works had been completed to Charles Street but, that the floral element had been removed. The Chairman confirmed that the flower boxes were to be reinstated and that it was a joint project between Radian and RBWM.

### York House development hoardings

The Forum noted the hoardings were now in place and the Chairman hoped residents approved of them.

### Old Court update

The Old Court had now reopened and was much livelier than it had been previously. A cinema was also opening on 6 July 2018 which was great news for Windsor.

### Footfall figures update

The Chairman stated this would be covered within the main item on the agenda from the Town Manager.

### Antisocial Behaviour and Homelessness Strategy update

The Chairman confirmed the Lead Member was running a consultation which started the week commencing 2 July 2018 and had invited the Windsor Homeless Project and other stakeholders to attend. Work was ongoing on the strategy and the Chairman confirmed the paper had now been split into two parts. The Chairman said he would request a full update on the Homelessness Strategy from the Lead Members for the next meeting.

## POLICING IN WINDSOR UPDATE

Louise Warbrick, Thames Valley Police (TVP), explained that she was the Neighbourhood Inspector and gave an update on the work that had been done in Windsor since the last meeting.

Members of the Forum noted following the issue of sexual assaults that had taken place prior to the last Windsor Town Forum meeting, one of the perpetrators of the assault had been prosecuted and was due for sentencing on Friday 6 July 2018.

Since the last meeting, quarterly stakeholder meetings had been set up, Councillor Grey was the Chairman of the meetings where they discussed all issues surrounding the Night Time Economy (NTE). The next meeting was due to take place on 11 July 2018 with representatives attending from the Ambulance Service, Public Health, Pub Watch, Resilience,

Ascot Racecourse, among others. Louise had also been working with Paul Roach, Windsor Town Manager, Environmental Protection Officers and the Head of Communities Enforcement and Partnerships to look at taxi marshals which could help reduce crime during the NTE.

No significant crimes relating to the NTE had been reported but, TVP did review any crimes that took place on a weekly basis. The Police had a very positive relationship with the Borough's licensing team.

On the run up to the Royal Wedding, TVP worked very closely with the Windsor Town Manager on a daily basis which helped to strengthen the relationship and helped integrate social media coverage and there were now weekly alerts via email to businesses.

Thames Valley Police had been working on helping to reduce homelessness and they were still attending meetings to help reduce homelessness since the wedding had taken place, it was an ongoing issue which the Police were committed to help reduce.

In October 2018, a pilot was due to begin at Windsor Baptist Church to have community responders and specialist paramedics based there to build on a volunteer network and to work as a partnership on the NTE. A cooking scheme had also been introduced to give local people life skills and that incorporated the army and peer mentoring schemes for youths in the Windsor Girls School. Thames Valley Police were also working with young people to look at restorative justice to bring victims and their perpetrators together to resolve and prevent further crime. Thames Valley Police were also working on a number of different strands of crime such as knife and violent crime.

Councillor S. Rayner stated she had been involved with the food academy set up at Windsor Girls School and it had been a huge success and it was great that TVP, the army and the council were working together on the project.

Councillor Alexander asked the Inspector if security for the Royal Wedding in October 2018 would be as high as that of Prince Harry and Ms. Markle. The Inspector confirmed that she did not expect it to be of the same scale but, it was a moving picture.

Councillor Bhatti queried what preventative measures were being taken to prevent travellers' encampments on public land following the encampment on Dedworth Manor recently. The Inspector stated the Police were acutely aware of tensions following the recent encampment as there were delays with communications as it occurred during the weekend. However, 24 hour working was available but, there was a lack of communication between the Police and the Council when dealing with those situations. She added the Police had to work within the confines of legislation and they had to be able to justify moving the encampments on. The Police were unable to join Facebook groups, and so relied on the public to keep the Police informed when events took place. Most contact received regarding the encampment was telling the Police the travellers were there and not about what crime was taking place. The Inspector stated she had presented the legislation at parish council meetings and crime forums and she was able to send the power point presentation to the Council; she was happy to attend meetings on request also.

Councillor E. Wilson stated one issue was who had the power to do what. He had spoken to Council officers and requested they went and spoke to Brighton and Hove Council to see what they had done with their website. Brighton and Hove Council had a section on their website which showed what the Council's responsibilities were with removing traveller encampments and what the Police's responsibilities were. Richard Endacott, a local resident requested a full review from the Police and the Council. When there had been an encampment in 2017, it appeared that no lessons had been learned and the same thing had happened again this year. He requested some joined up thinking on the matter. The Inspector confirmed a review had been carried out of missed opportunities and the report had been shared with officers at the Council.

- **Action** – The Chairman to find out who carried out the review of the recent traveller encampment at Dedworth Manor and to put the report into the public domain.

The Inspector stated the Police offered every individual in the encampment a code of conduct and then notify residents of the code of conduct so that if it is breached, the public can report it. The Police recognised there had been failings in removing the encampment. Councillor Da Costa stated there were failings with the 101 service and it had not been a positive experience for residents, it needed improvements. He added the Borough valued the work of TVP and suggested the Police could release an update through the Council Communications team for residents. The Inspector responded when she reviewed the calls, there were 21 separate incidents recorded which were all recorded by the 101 service but, not many of them were specific about crime being committed so she was happy with the response. With any encampments, she would link with officers at the Council, particularly Environment Health officers. Welfare assessments were carried out if there were any children on Council land encampments. However, if the encampment was on private land, the Police would not carry out a welfare assessment unless there were a lot of children. Helen Price, a local resident asked if the process to remove encampments could be published in the Around the Royal Borough publication as it was a Borough-wide issue. Councillor E. Wilson said that because the recent encampment was on Council land, there had to be welfare checks carried out but, when encampments were set up on private land such as the Tesco car park on Dedworth Road, they could be evicted very quickly as it was not the duty or the responsibility of Tesco to carry out those welfare assessments. He added that he had looked at installing barriers at Dedworth Manor and there were also the costs of repairing damage and cleaning up the mess left behind. It was also necessary to look at other vulnerable sites too as a programme and to look at how much all the preventative measures would cost the Borough.

Councillor Bicknell stated he had two encampments at his factory 20 years ago and it was possible to install barriers. If the travellers did not break and enter the land, they could use it as they gained access unopposed. It was a complicated situation; there were children, elderly people and pregnant mothers so it was unrealistic to think it could be stopped completely. Dedworth Manor had been cleared in four days but it would take more of a longer term for the waste to be cleaned. The Council would do its best to try and prevent encampments on land; the Borough and the Police did do everything they could but, action had been delayed due to it being a weekend.

Councillor S. Rayner thanked TVP for working so well with the Borough. RBWM was happy to move forward after the review had been completed with a report to illustrate the costs for preventative barriers.

Responding to questions from residents regarding the security of the Police walking back to the police station following the changing of the guard, the Inspector confirmed there were discussions of the Police building within the York House site to have a base but, that was not taking place now. However, TVP were looking at where there could be a base situated in Windsor. In terms of protecting the changing of the guard, the Police did not work out of Windsor, they came from Slough and Maidenhead so it was not wasted time for the Police to be seen walking back to the police station in Alma Road. To have officers visible on the streets walking to and from Windsor police station was good for visibility despite the station not being open to the public. Councillor Bicknell state Gold Command were present at the Windsor Police station, it was a strategic position.

With regards to cycle crime, the Inspector said officers had been sent to cycling conventions to register bikes and she had been working with the Cycle Forum and with bike companies to look at ways to prevent theft. British Transport Police were also promoting bike registrations and were looking at selling bike locks at reduced costs with Council funding. Councillor Quick stated the Police must pass lots of cyclists on the route between Windsor and Maidenhead that don't have any lights. The Inspector responded the Police had looked at a scheme called Clear Pass so that vehicles passed wide enough to be safe. Police could issue tickets to

cyclists for not having lights and they were looking into the Borough implementing accredited powers so Wardens could also issue tickets.

Local residents requested a Police presence in the foyer of the new York House building when it opened to address the fact that Windsor police station was not open to the public. The Inspector responded residents could report crime and accidents online and upload CCTV or, they could email their local neighbourhood team who would respond. Helen Price said there had been sexual assaults at the Windsor Leisure Centre with an individual being arrested. There was an incident in the swimming pool but, there was no CCTV. The perpetrator was tracked through their Advantage Card. Councillor S. Rayner responded the Police were called as soon as the Leisure Centre were aware and the alleged perpetrator was arrested. The Windsor Leisure Centre was now reviewing CCTV to see what happened and to see if lessons could be learned. The Inspector stated any incident that occurred, the processes were reviewed every time to see if any improvements could be made.

Residents asked for an update on apprehending the perpetrator of the 'Fork' tag graffiti. The Inspector stated the tags had been mapped but, there was no evidence to pin point who the perpetrator was at that point. Councillor Bicknell stated the perpetrator was causing havoc defacing property of the Borough, Police and local businesses. The Council were cleaning everything, even when it was not RBWM property. It was costing tax payers money to clean it all.

Councillor Da Costa said he had spoken to Anthony Stansfield about reducing drink driving in the Borough and queried if there was a driving under the influence issue in the Borough. The Inspector stated she did not know if it was higher or lower in the Borough. Every weekend drink drivers were caught and prosecuted. The Police were working with Pub Watch to run schemes such as 'I am Des' and she welcomed discussion on the issue.

Councillor Quick stated a resident found a website purporting to be set up by the graffiti artist that used the tag Fork and asked if the website could be traced. The Inspector responded it was possible but, checks needed to be in place. if the website was reported to the Police, it could be investigated.

## REVIEW OF THE ROYAL WEDDING

Paul Roach, Windsor Town Manager gave a brief overview of the review carried out following the Royal Wedding. Members noted the following key points:

- **Ceremonial Events Project Group (CEPG)** – Outline its role in delivering the Royal Wedding and Partners working on the project from November 2017.
- **Partners** (TVP, Royal Household, Cabinet Office, Private Secretary, MET, Stations, Shopping Centres).
- **Key concerns** - security, capacity of the town centre, length and location of procession and road network.
- **Consultations** - Residents and Businesses - Web chat events 150 questions Business meeting and training - over 250 businesses and individuals attended briefings throughout April – Project Griffon Training.
- **Overall management** - Over 2000 police officers, 1200 stewards, 140 Royal Borough Ambassadors, over 50 council staff.

➤ **The royal wedding stats:**

- 120,000 visitors. (*following review of camera footage and stewarding reports*).
- worldwide audience 2 billion
- 4km of bunting including 1km designed by local schoolchildren and groups.
- 140 Royal Borough Ambassadors volunteered to help ensure visitors had a safe and enjoyable day.
- Over 7km of crowd barriers used along the procession route.
- 68 catering units on the Long Walk and in Alexandra Gardens. Some units were local businesses including Daniels, Windsor Brewery, Once upon a bus and Buy Buttons (Guinness World Record)
- 13 large screens delivered for visitors to watch the ceremony and procession.
- 746 extra toilets.
- 13 tonnes of waste collected by a team of 80 waste collectors from Veolia and Urbaser.
- 20,160 bottles of Buxton water handed out to visitors and staff.
- 45,000 passenger journeys on South Western Railway services and 22,000 on GWR.
- 100,000 pints of Windsor and Eton Brewery's Harry and Meghan's Windsor Knot sold nationally.
- 1,000 tonnes of material used to resurface town centre roads, covering the equivalent area of two football pitches.
  
- Tactics used to maximise increased number of visitors to the town centre
  - Coordinate colour scheme of hanging baskets in the town centre
  - Main walking routes through key trading areas of the town centre – Windsor Yards, Peascod Street, St Leonards Road.
  - Information booklet provided information for visitors.
  - On street promotions in and around walking routes.
  - Support key marketing promotion and supporting press request with local businesses

➤ **Key RBWM Involvement**

- Bringing forward a budget of 2.6 million to ensure Windsor Town Centre looked the part
  - Improved junctions
  - Chewing gum removal programme
  - Fixing key walkways and foot paths
  - Painting and washing down all street furniture
- Others things
  - Sales of Official merchandise still continuing – Over £3k sold.
  - Still handing out information booklet for the day and official top trumps.
  - Footfall has been boosted to up to 35% every week since the wedding. Friday 18 saw increase of 143% increase and there was an increase of 82% on the day of the day of the wedding.
  - Some businesses saw increases for the week of upto 150% and some reporting their best ever sales since moving to Windsor
  - Top Trump giveaway – still some available at the visitor centre

Not all sectors did well from the wedding fashion retailers saw reductions in sales of up to 75%

➤ **Benefits continuing**

- Key displays still in situ in the town centre Lego brick mosaic in Windsor Royal Shopping.
- Selfie panel in Windsor Yards.
- Bunting to remain in place for the rest of the summer

- Planting schemes retained in key trading locations - St Leonards Road.
- Increased promotional activity in the Town Centre and income generation for the town centre.

*Quote of the day - elderly lady who was supported and assisted to her spot on the long walk who after returning home emailed to say she had had a wonderful day and “she will forever remember her day at the Royal Wedding, when the world looked at Windsor, and Windsor smiled back”*

The Chairman stated it was a fantastic day and he thanked all those that were involved, Windsor was at its best with the world watching. Councillor Bhatti also congratulated all involved and asked the Town Manager how footfall was affected. The Town Manager responded Following the Fenwicks closure, it had been a bad summer in 2017 and there had been a big drop in footfall which had since been consistently negative. However, two weeks prior to the wedding, footfall rose by 143% on the Friday and 82% on the Saturday compared to the same time in 2017. There were 258,000 movements on Peascod Street which was the highest footfall ever counted in four years.

Since the wedding, the Town had been in positive footfall, up 32% in the previous week, there had also been 7 consecutive weeks of positive footfall which corresponded with what the traders had said. Some retail sectors did very well with them reporting the best ever weeks for a lot of stores. For others it was a slightly different picture and so the Town Manager was asking retailers to look at the weeks before the wedding and not just the actual day. He added the Visitor Information Centre were still selling official merchandise and leaflets were still being requested and taken home. There were also some packs of Top Trumps cards still available for free at the Information Centre.

There was also a Guinness World Record attempt by Busy Buttons to create the longest ever concertina wedding card and the Town was still waiting to hear if the Record attempt had been successful.

Councillor Bicknell stated it was always about the legacy and bringing people in to the Town. It would be interesting to see how many people were from the UK and abroad. Two billion people watched the wedding worldwide on television so there were a huge number of people coming to Windsor. The Town Manager stated broadcasters collated the watching figures but it was very hard to see where in the world people had travelled from. Councillor Bicknell stated people coming from abroad was new money being spent in the UK so he wanted to capture that moving picture.

Richard Endacott congratulated the Council for the work done towards the Royal Wedding but he noticed a larger number of visitors to the Town but he was concerned about the infrastructure such as car parking and getting access to the Town being difficult. There were a few parking machines that were out of order in various car parks in the Borough which needed to be looked at. The Town Manager stated in the last few weeks there had been other significant events in the Town such as the dog show, the annual duck race and the triathlon, so at the Town's peak, there should not be machines out of order. Councillor Bicknell stated the parking machines were being replaced and he wanted to know which machines were not working so they could be fixed within two hours. He knew there was not enough parking and there was a limit to how much parking could be offered as it was a medieval town with space at a premium. Richard Endacott responded the out of order parking machine was on the second floor of the Victoria Street car park.

- ❖ **Action** – The Chairman to investigate if all the parking machines were working in the Victoria Street car park, and if, instruct the responsible team to repair them.

Councillor E. Wilson stated when the Borough bought the Windsor Improvement Plan forward with £2.6m funding, he noted there were things that would be good for Windsor residents after the wedding so, the investment serviced residents well. His only challenge was he felt there

was a point on capitalising on the huge amount of goodwill from that day so he suggested that during the winter months, the Borough hold a photo exhibition in the Guildhall of the wedding and the Council donate all proceeds to charities nominated by Prince Harry and Ms. Markle.

- ❖ **Action** – Councillor S. Rayner, as Lead Member, to organise the photo exhibition of the Royal Wedding.

Councillor S. Rayner stated over £500k had been spent on The Old Court to bring the building up to standard and it was now a space which had art, classes, cinema, bar and local groups using it and it had been a great success since Martin Denny Management had taken on the lease of the building. Helen Price stated that any proceeds from the art exhibition should be donated to Windsor charities. The Chairman agreed and also suggested the Mayors charity.

Helen Price stated the wedding was a great event but, there was another large wedding in October 2018 and two big funerals to be held in Windsor, she wanted to know what lessons there were to be learned. The Inspector stated she was unable to discuss any of the arrangements at that time but, nearer the time, details would be released.

Richard Endacott asked what the total cost to the tax payer was. The Chairman stated £2m was brought forward which was going to be spent on the Windsor Improvement Plan anyway. Councillor Bicknell stated there were still ongoing negotiations. It went so well, the residue money, if there was any that the Borough could not offset, was well worth it.

## MAXIMISING TOWN CENTRE FOOTFALL

The Town Manager had covered most of the footfall item in the review of the Royal Wedding but stated that the signage for the Windsor Yards had started to be changed with many of the signposts in the Town now showing the way to Windsor Yards and not King Edward Court.

The old Fenwicks site was still looking for a tenant but, until the sight lines were sorted, it was still on hold at present.

The empty units in the Town still stood at 5% on vacancy rates but, that was better than the rest of the UK. There were 17 vacant units in the Town Centre out of 450 units in total.

## WINDSOR 2030 UPDATE

Sally Stevens from Windsor 2030 gave Members an update on the progress of the Neighbourhood plan for the Town Centre and Members noted the following key points:

Progress had been slow due to being so active in preparation for the Royal Wedding but several workshops had taken place. the group were still on track to submit their plan by Christmas 2018.

Councillor E. Wilson queried how much public money had been invested in producing the Local Plan. Sally Stevens confirmed she did not have the details. The Chairman confirmed £20,000 had come from the Borough and the group could also apply for a grant from the DCLG Locality Fund. He added he attended the Windsor 2030 AGM and he could see where the funding had been spent transparently; also the website and Facebook pages were up to date and the plan was well developed. Sally Stevens stated flyers were being drawn up to encourage residents and businesses to have their say. She wanted everyone to fully engage with the process.

The Town Manager stated there would be two referendums as there were two Neighbourhood Plans, one for businesses and one for residents. Claire Milne, a local resident and, Co-Chair

of The Windsor Neighbourhood Plan (WNP) resident led plan, stated a referendum on the Regulation 14 Consultation had taken place at the end of 2016 which had thrown up some issues so, the Plan was rewritten and the draft Plan had been reviewed and further amendments were made. She added the consultants had tightened it all up and an SEA had been done which had taken six months. The WNP thought they might have to do another Regulation 14 consultation but, it would be smaller than the original one. Once that had been done, the Plan would then go to Regulation 15 with final submission to the Borough taking place in September or October 2018. If the Borough approved of the Plan, it would then be reviewed by the examiner to see if it was fit for referendum.

Councillor Quick thanked both groups producing their respective Windsor Neighbourhood Plans for the amount of work that had gone into producing the Plans. Councillor Alexander commented Eton Wick's Neighbourhood Plan was due to go to referendum on 5 July 2018 so it would be interesting to see how that turned out.

The meeting, which began at 6.30 pm, finished at 8.33 pm

CHAIRMAN.....

DATE.....

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