

## CULTURE AND COMMUNITIES OVERVIEW AND SCRUTINY PANEL

TUESDAY, 13 NOVEMBER 2018

PRESENT: Councillors Gerry Clark (Chairman), Sayonara Luxton and Julian Sharpe

Also in attendance: Councillor Samantha Rayner and Julian Bullen

Officers: Andy Jeffs, Angela Gallacher, Shilpa Manek, Kevin Mist, Paul Noakes, David Scott and Christopher Wheeler

### WELCOME

The Chairman welcomed all to the meeting.

### APOLOGIES OF ABSENCE

Apologies for absence were received from Councillors Cox, Diment, Shelim, Stretton and Beer.

### DECLARATIONS OF INTEREST

Councillor Clark declared an interest in item 6 as he was a Non-Executive Director of Optalis.

### MINUTES

The Panel Unanimously Agreed that the Minutes of the meeting on 24 September were a true and accurate record.

**RESOLVED UNANIMOUSLY: That the order of business as detailed in the agenda, be amended.**

### BRAYWICK LEISURE CENTRE

The Panel were shown drone footage from the end of October, of the Braywick Leisure Centre site and progress being made on the build and some even more recent photographs.

Julian Bullen and Kevin Mist updated the Panel, informing them that the site had been further progressed in the last few months. Other points highlighted included:

- The tree being retained to the front of the centre in the car park had been protected and looked after
- The top soil and sub soil material removed from the whole site to enable the archaeological surveys to be completed, was being reused in other areas of the site.
- The top soil was also being reused with some will be provided to the school.
- The first 240 parking bays were being handed over in February 2019.
- The path to the cemetery was being established.
- The new car parking could be used for the cemetery.
- Excavation of the former land fill area under the new building, and the decontamination completed with everything that could be recycled having been, all hazardous material had been removed.
- The energy consumption was going to be 75% less than the current Magnet due to greatly improved insulation and use of much more modern technology.

- Progress on site had benefited from the dry weather, so good progress was being made.
- The budget was on target.

## ANNUAL REPORT ON COMMISSIONED SERVICES

The Chairman informed the Panel that the Annual Report on Commissioned Services had been circulated before it was presented to Cabinet. No comments had been received from the Panel.

Chris Wheeler, Strategic Asset Management Principal, was present at Panel to answer any specific members that the Panel had. Points raised by the Panel included the following:

- All contracts were set up differently with meaningful indicators and measures against them. These were monitored against on a monthly basis.
- Whilst all the indicators were not benchmarked against other local authorities, RBWM did take part in a benchmarking exercise with 113 other local authorities. The comparison through this benchmarking indicated that RBWM did perform very well against other unitaries and other local authorities.

Two specific points were highlighted by the Panel Members, they were as follows:

- Councillor Luxton asked if there was more budget for street lighting in school areas, especially referring to Broomhall Road in Ascot/Sunningdale area as she felt the route to school was not lit well enough in this area. Chris Wheeler asked for further details to enable him to look into the possible options.
- Councillor Clark asked about a tactile surface on a crossing in Cookham and a local resident suggesting that it had been installed in an incorrect way. Chris Wheeler would ask an engineer to contact Councillor Clark to advise and review.

The Panel commented that a lot of good work was being carried out.

## LIBRARY & RESIDENT SERVICES UPDATE

Angela Gallagher, Library and Resident Contact Lead, updated the Panel on the Phone Performance (100 Day Action Plan). Angela Gallagher had been in charge of this area since April 2018. When she took over the starting point was 50-60% and the target was 80%. To reach the target point, Angela Gallagher developed the 100 day telephony action plan. In order to follow the action plan, Angela Gallagher followed the following steps:

- Set the target and let everyone know the target.
- Get buy-in from senior management.
- Recruit new staff and train existing staff.
- Changed rota to work around peak times.
- Working with services assisting in achieving their goals.
- Get staff feedback.
- Close project.
- On 25 October, the 80% target was reached.

Angela Gallagher informed the Panel that a customer satisfaction survey was currently being carried out and one was carried out every quarter.

Paul Noakes, Digital Support Improvement and Performance Team Leader, updated the Panel on current projects. These included the following:

- Cookham Library
  - Self Service option available

- New shelving for adult fiction books
- New wow panels to display stock.
- New smaller staff pod.
- New wall feature to display new stock.
- Eton Library
  - Installation of new heating.
  - Library has been decorated.
  - Self Service option available.
  - New smaller staff pod.
  - Replacing carpet after Christmas.
- Datchet Library
  - Self Service option available.
  - New smaller staff pod.

The new container library was in its final stages of build. The builders were visiting to finalise the internal layout and shelving on 22 November. The vehicle would be delivered in the first week of December and it would visit all the sites before Christmas. The container library could also be used to pay council tax and renew blue badges.

Other projects included cleaning and removing of limescale from the Maidenhead Library main entrance and then the balcony. The internal flooring for the children's area was being replaced, matching and coordinating with the surroundings. At the Old Windsor library, the extension was going ahead and installation of toilets and a kitchen area. Two new public computers for children were being added.

Andy Jeffs, Executive Director, informed the Panel that discussions were taking place with Sunningdale Parish Council to offer the old container library permanently and open for longer hours. The new container library if provided as now would only be open on Friday, Saturday and Sunday. If the old container library was parked there it would not take up any car parking spaces under current proposals.

## Q1 PERFORMANCE MANAGEMENT REPORT

Andy Jeffs, Executive Director, updated the Panel on Q1 of the Performance Management Report. The Panel were informed that nine of the ten measures had been met or exceeded, The data for one of the targets had not been available for the report due to a change in ownership of the grounds maintenance company. The Panel were asked to note that some of the 2018/2019 targets remained the same as in 2017/2018 and these still remained challenging.

Councillor Sharpe pointed out that in the south of the borough, the parish councils looked after the grounds maintenance.

The Chairman pointed out that there was no indication of how well the grant funding was looked after and managed. David Scott explained that having increased the funding available for Community Grants the Borough with effect last fiscal year, the Borough was keen to ensure more organisations were being successful in being awarded grants, hence the PI to look at the numbers of organisations awarded grants during the year, and the PI confirmed this was being achieved. It could be looked into further on how to report performance on the impact of the grants awarded if this was considered a preferred measure.

## OAKS LEISURE CENTRE

Kevin Mist, Directorates Project Lead, updated the Panel on the Oaks Leisure Centre. A presentation had been presented to both parish councils. The Oaks Leisure Centre would operate at the same time as school and an additional one hundred parking spaces would be available on site. A pre-planning meeting had taken place and comments on the design and bulk of the proposed building had been made. Both parish councils had liked the design and

had wanted the application to go ahead. Three local exhibitions had been done and very positive feedback had been received, the full report would be included in the planning application. A letter had been sent to all residents and it would feature in the next ATRB.

It had also been presented to the Lead Member of Finance and Culture and Communities and had got budget to go to RIBA Stage 3, to be ready to submit a planning application. No approval had yet been agreed for further capital.

The Chairman suggested larger panels on the frontage as this may make the building look smaller.

## WORK PROGRAMME

The following changes were requested on the Work Programme:

24/31 JANUARY 2019

REPORT	AUTHOR
Braywick Leisure Centre	Julian Bullen
Oaks Leisure Centre	Kevin Mist
SportsAble - End of Year One SLA (if 31 <sup>st</sup> Jan only option 2)	David Scott
Work Programme	Panel clerk
TASK AND FINISH	
None	

19 FEBRUARY 2019

REPORT	AUTHOR
Braywick Leisure Centre	Julian Bullen
Oaks Leisure Centre	Kevin Mist
SportsAble Annual Report – end of year one of new SLA option 1	David Scott
Work Programme	Panel clerk
TASK AND FINISH	
None	

15 APRIL 2019

REPORT	AUTHOR
Braywick Leisure Centre	Julian Bullen
Oaks Leisure Centre	Kevin Mist
Site Visit to a Windsor Leisure Centre Facility	Kevin Mist
Work Programme	Panel clerk
TASK AND FINISH	
None	

## ITEMS SUGGESTED BUT NOT YET PROGRAMMED

REPORT	AUTHOR
Site Visit to a Braywick Leisure Centre Facility	Kevin Mist
Site Visit to a Oaks Leisure Centre Facility	Kevin Mist

Cultural & Community opportunities and aspects linked with the Redevelopment of Ascot High Street and the South of the borough (Suggested by Cllr Sharpe)	David Scott

DATES OF FUTURE MEETINGS

The Panel noted the future meeting dates.

The meeting, which began at 6.50 pm, finished at 8.00 pm

CHAIRMAN.....

DATE.....