

Report Title:	Suggested Scrutiny Topic – Trolleys in Car Parks around Maidenhead
Contains Confidential or Exempt Information?	No - Part I
Meeting and Date:	Maidenhead Town Forum, 14 th July 2020
Responsible Officer(s):	David Cook, Scrutiny Officer
Wards affected:	St Mary's, Oldfield, Riverside, Furze Platt, Pinkeys Green, Boyn Hill and Belmont

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Royal Borough
of Windsor &
Maidenhead

REPORT SUMMARY

1. The report outlines a suggested topic received by a resident for onward consideration by the relevant Overview and Scrutiny Panel. Topics can be suggested by residents and then considered by the relevant Overview and Scrutiny Panel for further consideration (criteria outlined in paragraph 1.1.) Residents are able to access the criteria on the [council's website](#).
2. Details of the resident who has submitted this topic have been anonymised.
The suggested topic received as follows: "That there will be trolleys in car parks around Maidenhead and operated by RBWM. They would be free of charge to residents and activated by the Advantage Card."
3. This suggested topic had been submitted to the Corporate Overview & Scrutiny Panel for further consideration.
4. It was recommended by Officers that this item was not progressed further on the basis:
 - there are already trolley services available from a number of the larger retail stores,
 - a new shared scheme is likely to be very high cost to operate and would require a scheme owner to take responsibility to ensure trolleys are not left abandoned across the town's car parks or other locations,
 - at the present time there is not a readily available system that could allow the Advantage Card to be used as a nil cost token option for resident users.
 - many of the stores who do not operate trolley schemes already may not be able to accommodate a trolley in store
5. The Overview and Scrutiny Panel was asked to note and confirm this recommendation.
6. The Corporate Overview and Scrutiny Panel noted the recommendations made by Officers and decided the suggestion be submitted to Maidenhead Town Forum for any further comments.

Criteria of assessment for suggested topics received by residents

- 1.1 Residents should only submit topics that relate to **a service, event or issue** which affects the social, environmental or economic wellbeing of a group or community of people in the Borough.
- 1.2 What makes a good scrutiny topic?

- **Scope** – is it an issue of concern to our local communities and other associated organisations?
- **Significance**– could a review of this issue improve the Council's (or other organisations) processes or performance and make a positive difference to the lives of our residents?
- **Appropriate**– is this review timely and does it avoid duplicating other work?

1.3 Items that will not be considered include:

- Individual service complaints for which there is a corporate complaints procedure (please click [here](#) for more details)
- Topics outside of the remit of the council or where the council has no powers or influence to change an outcome
- Issues which scrutiny has considered in the last 12 months
- Areas relating to quasi-judicial functions e.g. planning, licensing and standards

Initial assessment of suggested topic

2.1 Scope- There is currently a significant amount of regeneration work taking place around Maidenhead Town Centre. In particular, the Nicholson's Shopping Centre is due to be redeveloped. The implementation of council trolleys could be part of the regeneration work.

Significance- This could help to assist those that would struggle with the distance between the shopping areas and the car parks. In particular, this could be a service that would help the elderly or disabled who may struggle to carrying shopping unassisted back to their car.

Appropriate- Consultation with residents and interested parties would be needed before proceeding to understand the demand and need for this to be implemented. Those involved with the redevelopment and regeneration should also be consulted for their views on this proposal and how it would potentially fit around their plans. An issue of access would need to be discussed, for example would trolleys be able to safely be used in all shops on the high street?

2.2 Corporate Priority Areas

When assessing a topic it is important to understand whether this item would fall under one of the Council's key priority areas. It has been assessed that this topic would fall under the following priorities:

- Healthy, Skilled and independent residents
- Safe and vibrant communities
- Growing economy and affordable housing
- Attractive and well connected borough

2.3 Comments from relevant Officers

Many of the large supermarkets around the town centre already supply their own shopping trolleys. Resourcing to run the scheme and maintain the trolleys would need to be identified as no current resources are available. Access issues could be significant, it is unlikely all shops in the town centre have appropriate measures in place to accommodate trolleys.

It is not known how the Advantage Card would work with the trolleys and what the cost implications would be for this aspect.

2.4 Consultation and Comments

The following officers have provided input into this assessment:

Stephanie James – Maidenhead Town Manager

Neil Walter – Parking Principal

David Scott – Head of Communities

Russell O’Keefe – Executive Director