Investing in your services

Budget
Pages 4 - 5

Residents' survey results
Pages 8 - 9

Polling stations
Pages 20 - 21
Dear resident,

This issue of Around the Royal Borough looks at how we spend your Council Tax to support our local community and protect the key services that matter most to you.

We've listened to your views and following feedback from the residents' survey we will be investing:

- £12.7 million into road improvements including road resurfacing, fixing potholes, traffic and road safety schemes, maintenance, transport improvement and bridge improvements. The investment also includes £850,000 for refurbishment works at Elizabeth Bridge in Windsor as well as £100,000 for Cookham Bridge refurbishment works.

- Over £14.8 million for resident facilities including £350,000 for refurbishing Clewer Memorial Pavillion, £250,000 for a community cafe in Dedworth and £500,000 into park and open spaces improvements including work at Ockwells Park and Battlemead Common.

- Over £2.9 million for community facilities including continued investment in all 14 of our libraries for stock and buildings, £83,000 on Christmas lights with new lights in Old Windsor and continued investment in Maidenhead as well as £150,000 improving the Guildhall, Windsor.

We will also be continuing to invest in our waste and recycling services, ensuring weekly collections continue across the Royal Borough as well as investing in our waste and recycling facilities at Vicus Way and Tinkers Lane.

Alongside this we will continue to invest £300,000 into local community groups and charities via our community grants fund. On page six of this edition you can see how four recipients of the grants used the money to make a real difference to our community and you, our residents.

Officers have worked hard on this budget throughout the year and to ensure we protect front line services and continue providing services that residents want, we will be increasing Council Tax by 2.99%. This rise ensures it remains the lowest Band D Council Tax outside London. The cost to you, if you live in a Band D property, will be £961.33.

On pages four and five you can find out how your Council Tax helps provide services that matter most to you. On pages 10 and 11 we share the results of our recent residents' survey undertaken last year. The survey confirms areas that remain a key priority for you and we have reflected these results in our budget setting process.

I am pleased to report that over 85% of residents sampled felt satisfied with the borough as a place to live and 63% felt the council offered value for money. These results will continue to influence our decision making process over the years to come and we would like to thank all those who took part.

2019 looks set to be a busy year across the borough with regeneration projects moving forward; you can find an update on the Maidenhead regeneration on pages 14 and 15 of this edition.

Best wishes,

Cllr M J Saunders.
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How does your Council Tax help fund local services?

The budget for 2019/20 was approved on 26 February 2019. This budget outlines how we use your Council Tax and grants we receive from central government to support services that matter most to you. We spend nearly £267 million delivering a wide range of services for our residents. Just over a quarter of this is made up by the local element of your Council Tax, totalling £66 million, with an additional £5.1 million raised through the government’s adult social care charge. We also generate additional income through fees and charges to supplement the money received from the government and Council Tax.

Attractive and well-connected borough

- We are investing in our roads network including:
  - £850,000 to strengthen Elizabeth Bridge on Royal Windsor Way.
  - £180,000 to replace and improve the junction at Dedworth Road/Hatch Lane and Parsonage Lane.
  - £240,000 to extend Boulters Lock car park.
  - £150,000 on road safety schemes across the borough to improve road safety and reduce the number of injuries caused by road accidents.
- We will invest £300,000 to make improvements to our footpaths.
- We have secured £4 million worth of funding to improve Maidenhead railway station and to create pedestrian and cycle links between the station and town centre.
- We are investing £350,000 in Ockwells Park to install a children’s play area and an extension to the car park. A further £150,000 has been set aside for Battlemead Common to install parking, footpaths and seating.
- We have allocated £83,000 on Christmas lights with new lights in Old Windsor and continued investment in Maidenhead.

Growing economy, affordable housing

- We are building more affordable homes on council owned land with at least 30% guaranteed to be affordable.
- We will continue to invest in the RBWM Property Company to create a portfolio of affordable properties for shared ownership, social rent and key workers.

Safe and vibrant communities

- We are investing £34 million in local leisure centres, including the new Braywick Leisure Centre.
- We have 25 community wardens supporting our communities.
- We are investing £1.4 million to upgrade and replace CCTV across the borough.
- £350,000 has been allocated for a community café in Dedworth and a further £500,000 for refurbishing Clewer Memorial Pavilion.
- We are investing £200,000 in our libraries to support extended opening hours and continued investment in stock and buildings.

Well-managed resources delivering value for money

- Our Council Tax remains the lowest outside of London and we are continuing to offer value for money by investing in key services including weekly waste and recycling collections.

Healthy, skilled and independent residents

- We will continue to invest over 70 percent of our budget into supporting our most vulnerable residents.
- We are continuing with our schools expansion programme which has seen over £30 million invested to support our schools helping them to achieve a good or outstanding OFSTED rating with over 90 percent of local schools already doing so.

An excellent customer experience

- We will invest £300,000 in laptops and other remote technology to help our staff respond quickly to your needs.
Community grants helping our community

Every year we award £300,000 in community grants to a wide range of sports clubs, care centres, borough events and more, to assist in the great work they do in our community.

We went and spoke to four recipients of last year’s grant, to see how it has improved lives and benefitted the community in the Royal Borough.

**Berkshire Community Foundation (BCF)**

Berkshire Community Foundation (BCF) received a grant of £21,500 in 2018, and it has been putting this towards the great work they do across Berkshire to raise and distribute funds directly to local causes.

Claire Tyrell, of BCF, said: “We operate to ensure any form of philanthropy, whether from an individual or an organisation, is effective and brings greatest benefit to those in need in our local communities.

“The partnership with the Royal Borough of Windsor & Maidenhead is vital to ensuring this success.”

**Maidenhead Festival**

Maidenhead Festival is the town’s biggest, free, regular event.

Last year’s festival saw over 15,000 people enjoy over 32 different performers over the two days, and the £10,000 community grant helped this ever-popular event.

Lisa Hunter, chairman of the festival, said: “The team are very thankful to the Royal Borough for their generous support of this amazing town event.

“Without this support, and the support of other donors, we simply would not be able to put on this fantastic event each year.”

**Windsor Old People's Welfare Association**

Windsor Old People’s Welfare Association provides a safe and friendly environment, where members are encouraged to maintain their independence.

A £10,000 community grant was awarded last year to support the running costs of the day centre.

Dave Cannon, Chairman of Trustees, said: “To operate as an independent local charity we need to do a lot of fundraising and the grant awarded to us by the Royal Borough enables us to function as we do. In 2018, the club started on a thorough refurbishment and the grant helps in so many ways.”

**Dance for Fun**

Dance for Fun is a weekly session held on Sundays for children with Down syndrome, providing an excellent opportunity to participate in dance and sport.

Karen Simpson, parent member of the group, said: “The grant given by the Royal Borough pays for a dance teacher and a sports teacher to work with the children in a fun environment, giving them valuable exercise and social interaction.

“The Royal Borough always provided valuable support to the group and we are very grateful of their continued financial assistance.”

Details on the recipients of the 2019 community grants can be found on our website.
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**FIVE MESS ABOUT**
**ON THE RIVER**

**GWR**
Book at GWR.com, on our app, or at a station.
Your views on the borough - residents' survey results

Last year we asked for your views on the borough and our performance as a council as part of our residents' survey.

The survey found that we are performing well against your expectations of us, with satisfaction levels exceeding the Local Government Association’s (LGA) national survey results but you also highlighted areas for us to make improvements in.

We performed well against national benchmarking

<table>
<thead>
<tr>
<th>Category</th>
<th>Satisfied with the local area</th>
<th>Satisfied with the council</th>
<th>Feel informed by the council</th>
<th>Feel the council is responsive</th>
<th>Believe the council offers value for money</th>
</tr>
</thead>
<tbody>
<tr>
<td>Average of LGA national results</td>
<td>88%</td>
<td>74%</td>
<td>72%</td>
<td>68%</td>
<td>63%</td>
</tr>
<tr>
<td>Percentage of respondents as satisfied</td>
<td>88%</td>
<td>78%</td>
<td>60%</td>
<td>58%</td>
<td>60%</td>
</tr>
</tbody>
</table>

On every measure we outperformed the Local Government Association’s national survey results with value for money, feeling informed by the council and satisfaction with the council scoring highly above the national average.

The Royal Borough is a good place to live

88%* of you told us that the Royal Borough is a good place to live.

You stated that our parks and open spaces, our picturesque settings and easy to access town centres where some of the key things that made our borough a great place to live.

* 45% fairly satisfied and 43% of respondents were very satisfied.

You want even safer communities

Keeping you safe is an important priority for us and 15% of you told us you would like us to do more in this area. We have invested in our community wardens team and have 25 of them dedicated to supporting communities across the borough.

In addition we are rolling out new CCTV cameras, and in Windsor, we will be installing new Hostile Vehicle Mitigation (HVM) measures, replacing the temporary designs adding an extra level of security for you and visitors to the town.

Weekly waste and recycling collections are important to you

We have committed to continuing weekly waste and recycling collections and 88%* of you felt it was an area that we performed well in.

* 38% fairly satisfied and 50% of respondents were very satisfied.

You felt we could do more to improve our roads

43% of you felt we should be doing more to improve our roads and we agree, so we have committed to spending £12.7 million to improve our highways. This includes traffic management, resurfacing, school cycle and scooter storage and bridge assessments, along with a wide range of other improvements.

You feel we offer value for money

We work hard to ensure we offer you value for money while providing high quality services that matter most to you. 63%* of you agree this is the case and we are pleased to report that our council tax will remain the lowest outside of London during 2019/20.

* 12% strongly agree and 51% of respondents tend to agree we offer value for money.

You love our parks and open spaces

We maintain and create over 60 parks and open spaces across the borough and 87%* of you told us that this was an element of the borough that you loved. We are investing in a number of new parks and open spaces including Battlemead Common in Maidenhead, and we are investing in our existing parks like the new play equipment recently installed at Laggan Field, Maidenhead.

* 45% fairly satisfied and 42% of respondents were very satisfied.

The survey was undertaken by an independent research company, DJS Research, and surveyed a statistically robust sample of residents representative of our borough.

Read more about the survey here: https://rbwm.moderngov.co.uk/documents/s24628/meetings_190131_cab_Residents%20Survey%20Cabinet%20Report.pdf
Recycle your garden waste the easy way

What to do with your green garden waste?

Avoid the time, cost and hassle of putting garden waste in your car and taking it to the tip by signing up to the green waste service.

How does it work?

You get a sizeable wheelie bin which is easy to use, saves you time and energy and can be stored neatly in a corner of your garden.

All you need to do is put your bin out once a fortnight for collection. This will save you time to sit back and enjoy your garden.

If you subscribe to the service we also come and collect your real Christmas tree during the festive holidays.

Remember green garden waste can't go in your black rubbish bin.

Sign up for your green garden waste bin online

A one-year subscription costs just £36.
Sign up online at www3.rbwm.gov.uk/gardenwastesubscription

What can you put in your green bin?

Yes please
Grass cuttings
Small branches/twigs
Prunings
Flowers
Leaves
Hedge trimmings
Weeds

No thanks
Soil/turf
Vegetable peelings
Food waste
Animal waste
Fruit (windfall or other)
Cat litter
General household waste
Kitchen waste
Plastics/bags
Coal/wood/ash
Japanese Knotweed
Concrete/rubble/stones

Windsor & Maidenhead recycles
Around the Royal Borough

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Recycle your garden waste the easy way

Local schools in the Royal Borough are taking part in a pilot scheme to help raise awareness of recycling plastic bottles and benefit from a share of a £50,000 fund.

Reverse vending machines have been installed in 16 schools across the borough. For every plastic bottle that’s put in a reverse vending machine, the school will receive a 5p donation.

The scheme, being run by Greenredeem, is part of the largest ever pilot to understand how to improve recycling, the effects of recycling incentives and encourage children to recycle both at home and at school.

Rachel Evans, Bursar for Woodlands Park School, Maidenhead, said: “The reverse vending machine has been the start of a learning journey. Not only have we been feeding bottles into our machine to raise money for the school we have also been discussing the effects that plastic has on our planet and specifically the ocean.”

In support of the initiative to understand the impact of single use plastics, Greenredeem have teamed up with Plastic Oceans Foundation UK who will be providing a whole host of education resources around the problem of plastic pollution and how we can all be a part of the solution.

There will be a fun interactive survey to gather information on pupils’ plastic footprint to see how attitudes have changed around recycling and littering at the end of the pilot.

Duncan Sharkey has joined the Royal Borough as Managing Director.

Duncan started at the Royal Borough of Windsor & Maidenhead in February.

Before joining the Royal Borough Duncan was Corporate Director, Place, at Milton Keynes Council, a role he held from June 2015.

Duncan, said: “It is an exciting privilege to work for the Royal Borough of Windsor & Maidenhead. I am honoured.

“I look forward to working with you over the coming months as we move forward with our regeneration plans and other key priorities.”

Duncan’s previous roles include:

• Managing Director (Head of Paid Service), Worcester City Council – March 2010 – May 2015.

• Chief Executive, West Lindsey District Council – May 2005 – March 2010.

• Corporate Director, Corby Borough Council – November 2002 – May 2005.