

4 January 2018

## **WHITTLE OVERVIEW AND SCRUTINY COMMITTEE – 15 JANUARY 2018**

A meeting of the Whittle Overview and Scrutiny Committee will be held at 5.30pm on Monday 15 January 2018 in Committee Room 1, Town Hall, Rugby.

Councillor Neil Sandison  
Chair of Whittle Overview and Scrutiny Committee

### **A G E N D A**

#### **PART 1 – PUBLIC BUSINESS**

1. Minutes

To confirm the minutes of the meeting held on 17 October 2017.

2. Apologies

To receive apologies for absence from the meeting.

3. Declarations of Interest

To receive declarations of:

(a) non-pecuniary interests as defined by the Council's Code of Conduct for Councillors;

(b) pecuniary interests as defined by the Council's Code of Conduct for Councillors;

(c) notice under Section 106 Local Government Finance Act 1992 – non-payment of Community Charge or Council Tax.

***Note: Members are reminded that they should declare the existence and nature of their non-pecuniary interests at the commencement of the meeting (or as soon as the interest becomes apparent). If that interest is a pecuniary interest, the Member must withdraw from the room unless one of the exceptions applies.***

***Membership of Warwickshire County Council or any Parish Council is classed as a non-pecuniary interest under the Code of Conduct. A Member does not need to declare this interest unless the Member chooses to speak on a matter relating to their membership. If the Member does not wish to speak on the matter, the Member may still vote on the matter without making a declaration.***

4. Town Centre Heritage – Review Report.
5. Public Spaces Protection Order Review – to receive a verbal update from the Regulatory Services Manager on the progress of the review.
6. Overview and Scrutiny Work Programme 2017/18.

***Any additional papers for this meeting can be accessed via the website.***

**Membership of the Committee:**

Councillors Sandison (Chair), Brader, Butlin, Douglas, Gillias, Lowe, Mrs O'Rourke, Roberts and Ms Watson-Merret

*If you have any general queries with regard to this agenda please contact Linn Ashmore, Democratic Services Officer (01788 533522 or e-mail [linn.ashmore@rugby.gov.uk](mailto:linn.ashmore@rugby.gov.uk)). Any specific queries concerning reports should be directed to the listed contact officer.*

*If you wish to attend the meeting and have any special requirements for access please contact the Democratic Services Officer named above.*

**AGENDA MANAGEMENT SHEET**

<b><i>Name of Meeting</i></b>	Whittle Overview and Scrutiny Committee
<b><i>Date of Meeting</i></b>	15 January 2018
<b><i>Report Title</i></b>	Town Centre Heritage Task Group – Review Report
<b><i>Ward Relevance</i></b>	All
<b><i>Contact Officer</i></b>	Michael Beirne, Tourism and Town Centre Team Leader, Tel:( 01788) 5333213
<b><i>Summary</i></b>	The committee considered a motion referred by Council on the topic of a Green Plaque Scheme and decided that a task group was the most appropriate way of ensuring a comprehensive review was carried out. The review is now complete and the attached report presents the findings and recommendations of the task group prior to submission to Cabinet on 5 February 2018.
<b><i>Financial Implications</i></b>	There are some financial implications arising from some of the review recommendations, as well as officer time and resource commitments associated with others.
<b><i>Risk Management Implications</i></b>	There are no risk management implications arising from this report.
<b><i>Environmental Implications</i></b>	There are no environmental implications arising from this report.
<b><i>Legal Implications</i></b>	There are no legal implications arising from this report.
<b><i>Equality and Diversity</i></b>	No new or existing policy or procedure has been recommended.

**Public Report to the Whittle Overview and Scrutiny Committee**

**15 January 2018**

**Town Centre Heritage Task Group  
Review Report**

**Summary**

The committee considered a motion referred by Council on the topic of a Green Plaque Scheme and decided that a task group was the most appropriate way of ensuring a comprehensive review was carried out. The review is now complete and the attached report presents the findings and recommendations of the task group prior to submission to Cabinet on 5 February 2018.

**1. BACKGROUND**

At its meeting on 12 September 2016 the committee considered a motion referred by Council on 19 July 2016 on the topic of a Green Plaque Scheme and decided to set up a task group to consider the motion.

It was agreed that the proposal should be considered alongside wider work taking place for the town centre. The one-page strategy for the review was approved by the committee at its meeting on 13 March 2017 and a task group was formed to undertake the work.

On 6 February 2017, Cabinet decided that a cross-party Visitor Economy Cabinet Members' Working Party would be established to provide guidance and overview on matters relating to tourism, destination marketing and the town centre. The work of the scrutiny task group focussed on representing Rugby's heritage through initiatives to increase town centre footfall.

**2. REPORTING PROCESS**

The task group commenced work in June 2017. It met six times and considered evidence from a range of internal and external sources, including:

- Rugby First Limited
- Unlimited Communications (Rugby Festival of Culture)
- Rugby Art Gallery and Museum, including the town centre tour guides
- St Andrew's Parish Church
- Guidance produced by English Heritage on commemorative plaques and plaque schemes
- A software company called Zappar

A public consultation was launched to seek feedback on four topic areas including:

- Reviewing the extent to which the current [town centre events programme](#) focuses on heritage and making initial recommendations on how this could be improved.
- Improving access to information and marketing activities for existing activities, for example the [Blue Plaque trail](#), [Pathway of Fame](#) and [Rugby town guided tours](#).
- Reviewing the [blue plaque scheme](#) and whether there should be additional plaques.
- Investigating the use of technology to allow people to view town centre environments through smartphones, with additional content.

The task group has now completed its work and the review report is attached at Appendix 1. The committee is asked to approve its submission to Cabinet on 5 February 2018.

The chair of the task group, Councillor Kathryn Lawrence, will attend the committee meeting to present the report.

Name of Meeting: Whittle Overview and Scrutiny Committee  
Date of Meeting: 15 January 2018  
Subject Matter: Town Centre Heritage Task Group – Review Report



# **REVIEW OF TOWN CENTRE HERITAGE**

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November 2017

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## TASK GROUP MEMBERSHIP

The task group consisted of the following members:

Councillor **Kathryn Lawrence** (Chair)  
Councillor **Tina Avis**  
Councillor **Sally Bragg**  
Councillor **Anthony Gillias**  
Councillor **Neil Sandison**  
Councillor **Jill Simpson-Vince**  
Councillor **Ramesh Srivastava**  
Councillor **Carolyn Watson-Merret**

## FOR FURTHER INFORMATION

Please contact:

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## ACKNOWLEDGEMENTS

The Group would like to thank the following for their valuable contribution to this review:

Aftab Gaffar, Managing Director, Rugby First Limited  
Chris Stanley, Unlimited Communications  
Amber Merrick-Potter, Events Manager, St Andrew's Parish Church  
Dr Rex Pogson, Open Door Programme, St Andrew's Parish Church  
Martin Stahel, Sales Director, Zappar

The Group are also thankful to the following officers who have supported them throughout the review process:

- Rob Back (Head of Growth and Investment)
- Victoria Gabbitas (Arts, Heritage and Visitor Services Manager)
- Michael Beirne (Town Centre and Tourism Team Leader)
- Matthew Deaves (Communication, Consultation and Information Manager)
- Linn Ashmore (Democratic Services Officer)

## **CHAIR'S FOREWORD**

I would like to thank all the members of this group for their passionate interest in Rugby's Heritage. During our meetings, members shared their in-depth knowledge of the town's heritage covering not only historical aspects but also highlighting our proud industrial, scientific and technological heritage.

Members also shared their experiences of participating in heritage and cultural events like the Rugby Festival of Culture, the Bikefest and their experiences of the Rugby Art Gallery & Museum. They expressed their appreciation for the partnership working of Rugby Borough Council with Rugby First and the Rugby Festival of Culture.

The five former Mayors contributed their experiences in hosting guests from neighbouring towns. Members were also motivated to participate in some of the visitor experiences on offer by following the Blue Plaque Trail and touring the town with one of the volunteer Town Guides.

We had some excellent presentations from officers and members of the wider community which focused the group's attention on potential ideas that could be explored to improve and enhance the experience of both residents and visitors exploring our town's heritage and culture.

The motion from Councillor Sandison to Council regarding the introduction of a Green Plaque Scheme was explored in detail. The members of the group took notice of the advice from English Heritage on Plaque Schemes and considered in depth the current Blue Plaque Scheme in the Town Centre. The group's conclusion was to recommend that the current Blue Plaque Scheme be modernised and enhanced and that consideration be given to new additions to the plaques.

The group was particularly interested in the session which explored the use of technology and software to enhance the visitor experience. Other towns and cities have already moved into this area and developed Apps that can be used on mobiles and tablets. This is a key area of our recommendations and although will entail an initial outlay, will replace the variety of leaflets currently available and be more appealing to our younger residents and visitors.

A special thank you to Linn Ashmore in her role as Democratic Services Officer for producing excellent minutes from our discussions.

**Councillor Kathryn Lawrence**  
**Chair**

# 1. RECOMMENDATIONS

The Task Group proposes the following recommendations to Cabinet:

1.	Include heritage-led events in the town centre events programme, starting with the Festival of Culture in 2018.
2.	Update leaflets for walking tours and town centre trails with 'The Rugby Town' branding, ensuring information is clearly presented, relevant, factually correct and up-to-date.
3.	Develop an 'augmented reality' mobile app to help bring some of the existing town trails to life and engage new audiences.
4.	Continue support for the Town Guides programme and adopt a new marketing plan to promote walking tours more effectively.
5.	Support the redisplay of the Rugby social history collection through a Heritage Lottery Fund bid.
6.	To modernise and enhance the present Blue Plaques scheme to ensure the route is visible and compatible with 'augmented reality' technology, whilst also exploring options for themed routes.
7.	To consider establishing an advisory group regarding new additions to the Blue Plaque scheme.
8.	A register of significant public buildings and monuments should be compiled, to include listed buildings, for the new advisory group.
9.	A report be presented annually to an overview and scrutiny committee providing an update on the progress of the group's recommendations.

## 1.1 Alignment with the Corporate Strategy

The review relates to the following corporate priorities:

**GROWTH AND INVESTMENT: Promote and grow Rugby's visitor economy with our partners**

## 2. OBJECTIVES

### 2.1 Background

At its meeting on 19 July 2016 Council referred a motion on the topic of a Green Plaque Scheme, and in accordance with Standing Order 11 the Motion then stood referred to a scrutiny committee.

Whittle Overview and Scrutiny Committee considered the motion referred by Council at its meeting on 12 September 2016 and decided that the proposal should be considered alongside wider work taking place in the town centre and that a task group should be set up to carry out this work.

Whittle approved the one-page strategy at its meeting on 13 March 2017.

On 6 February 2017, Cabinet also decided that a cross-party Visitor Economy Working Party would be established to provide guidance and overview on matters relating to tourism, destination marketing and the town centre.

### 2.2 The One Page Strategy

The 'one-page strategy' is the name given to the scoping document for the review. It defines the task and the improvements being aimed for and how these are going to be achieved. The review's one-page strategy, revised by the task group at the first meeting in June 2017, is as follows:

#### **What is the broad topic area?**

Town Centre Heritage. The broad aims of the review are to encourage local residents and visitors of all ages to explore, to enjoy, and to take pride in Rugby town's heritage.

#### **What is the specific topic area?**

Representing Rugby's heritage through initiatives to increase town centre footfall. A number of options are available, based on initial research of initiatives in other places, each with different advantages and disadvantages – broadly these include:

1. Reviewing the extent to which the current town centre events programme focuses on heritage and making initial recommendations on how this can be improved.
2. Enhancing access to information and marketing activities for existing initiatives i.e. the Blue Plaque trail, Pathway of Fame and Town Guides.
3. Green Plaque Scheme – progress with the original proposal of a new trail focusing on heritage sites and places of interest in the town.

4. 'Augmented Reality' mobile apps – this would allow people to view town centre environments through the lens of their camera phones, with additional interesting and engaging content. Examples include interaction with 3D characters, video or visitor interpretation and QR codes.

### **What should be considered?**

The following areas are relevant to the discussion:

- Use of digital and modern technology to provide unique visitor experiences.
- The wider marketing plan for the town centre and opportunities to collect information on our customers, particularly through the free public Wi-Fi network.
- Target audiences – the extent to which initiatives are designed for different local, regional, national or international visitors.
- Promotion of the town's wider heritage links alongside Rugby's unique selling point as the birthplace of the game.
- Ways to increase footfall not only the town centre, but specifically between individual cultural assets.
- Funding opportunities.

### **Who shall we consult?**

The Council's Town Centre and Tourism Team Leader, responsible for overseeing the Town Centre Action Plan 2016 – 2020, will support the Task Group to develop their recommendations.

- Arts, Heritage and Visitor Service
- Representatives of places with current good practice examples
- Local History Groups
- Rugby First Limited
- Rugby School
- Rugby Art Gallery and Museum

### **How long should it take?**

Report to committee in either November or January.

### **What will be the outcome?**

Recommendations on the development of heritage-based initiatives to increase town centre footfall.

## **3. METHODOLOGY**

### **3.1 Overview**

The work of the task group has focused on four main areas:

- Enhancing access to information and marketing activities for existing schemes and initiatives.
- Review the extent the current town centre events programme focuses on heritage.
- Plaque schemes.
- ‘Augmented reality’ mobile apps – to enhance the visitor experience and help tell a story.

The task group met six times between June and November 2017 and built a strong evidence base to support its conclusions, drawing on a variety of sources. This included:

- Scene setting presentation giving background and context for the review.
- Current town centre history and heritage.
- The town centre events programme and how heritage is represented.
- Public engagement and results of an online consultation and questionnaire.
- Feedback from members on their experiences of the Blue Plaque trail and the walking tours carried out by the Rugby Town Guides, and the Rugby Festival of Culture events.
- Enhancing access to information and marketing activities for existing initiatives.
- The role of Rugby First Limited, marketing promotion and town centre events.
- Festival of Culture feedback.
- The future ideas and events programme at St Andrew’s Parish Church, including a scheme to develop St Andrew’s Gardens for wider community use.
- Commemorative plaque schemes and guidance published by English Heritage.
- Use of technology and software to enhance the visitor experience. This included a presentation from a software specialist called Zappar on the use of codes and apps for mobile devices.

## **4. EVIDENCE**

### **4.1 Call for Evidence**

The task group sought the views of a range of different individuals and groups. A public consultation was launched and an online questionnaire was set-up for people to submit feedback to the task group. Physical copies of the questionnaire were also made available in the Visitor Centre. A copy of the questions is attached at Appendix 1. The number of responses was low; however, the following general observations were made:

- There was general agreement that town centre events could include a clearer link to the town’s own heritage. One respondent provided examples of how this could be done.
- No respondents felt the need to provide more blue plaques, though there were various ideas for other sites of very local interest.

- Most respondents had ideas on how to make information about the Blue Plaque trail and other heritage assets more accessible, including using web technologies.
- There was general agreement that smartphone technologies should be used, with various ideas of how this could be achieved.

### 4.3 Access to evidence

The task group review papers are available online at [www.rugby.gov.uk/meetings](http://www.rugby.gov.uk/meetings) in the section 'agendas, reports and minutes', and can be found by selecting the Town Centre Heritage Task Group.

## 5. FINDINGS

### 5.1 Background

The task group received a presentation setting the scene for the review outlining current initiatives.

The Town Centre Action Plan 2016-2020 focuses on five areas:

- Marketing
- Visitor economy and Destination Management Planning
- Planning
- Physical environment/public realm
- Investment

It was important not to duplicate related work being carried out and maintain distinct work streams. It was acknowledged that matters relating to the town centre economy would be covered by the Visitor Economy Cabinet Working Party.

### 5.2 Current town centre history and heritage

The Arts, Heritage and Visitor Services Manager gave the task group a presentation on history and heritage in Rugby.

This included history relating to geology, railways, canals, Romans, the town centre market, Rugby School, the game of rugby, Victorian buildings and engineers amongst many personalities associated with literature, invention, innovation and design.

It was important to distinguish between heritage and culture. For the purposes of the review **heritage was defined** as being something tangible from the past that was worthy of preservation, and **culture was defined** as being something much wider and more intangible that related to traditions and the way people live.

There were a number of social history collections within the Rugby Art Gallery and Museum (RAGM).

A large piece of work has just begun on redisplaying items from the social history collections in the museum but this is still at the initial planning stage. Funding is being sought through the Heritage Lottery Fund. Connections could be developed to link the inside exhibits with the wider environment.

### **5.3 Town centre events programme**

Chris Stanley from Unlimited Communications gave the task group a presentation on town centre events and how heritage was represented.

There are a number of well-established annual events taking place in the town centre and there could be opportunities to enhance these that could include:

- Festival of Culture
- Open heritage weekend
- Heritage Open Days
- Bikefest

Rugby has a strong association with authors and this could be one way to encourage a new audience. Other towns have had success with literary events.

Some suggestions for future events could include:

- Connection to the centenary of WWI and war poets
- A literary festival
- Literary walking tours, living history or theatre productions including storytelling authors
- Themed events

Points to consider include:

- Explore ways of promoting events and an improved visitor approach
- Linking the Hall of Fame to written material such as a book launch

### **5.4 Current Schemes and Initiatives**

Members of the task group gave feedback on their experiences of attending the Festival of Culture events, completing the Blue Plaque trail and taking part in one of the Rugby Town Guide walking tours. The following points and comments were made by members of the group:

Festival of Culture

- The brochure was excellent.
- It was delivered to homes but some residents mistook it for a trade magazine and disposed of it.
- One councillor ordered 50 copies which proved very popular across their local community.
- The musical events were fantastic.



- Some events were poorly supported, but this could have been due to clashes with more popular ones.
- There are a number of good venues for musical events due to the excellent acoustics.
- The venue for the performance of the Reluctant Dragon was unsuitable and uncomfortable as it was cramped, meaning it got very hot, and children were expected to sit on the floor rather than with their parents.
- The concerts at the Temple Speech Room were very good and were all sold out.
- There was a good range of events and the outdoor musical events were very popular.

#### Blue Plaque trail

- The plaques were not numbered which meant it would be easy for additional plaques to be included.
- The map was not clear and it was difficult to see where the plaques were located.
- Positioning of the plaques was an issue. Some were high up covered by shrubbery or only visible by stepping out into the road.
- There were a number of historically interesting buildings which do not have any form of plaque or signage.
- It could get boring and needs reviewing.
- The information contained in the leaflet was extensive.
- The use of modern technology as a way of bringing the locations or subject matter to life was unanimously supported.
- An enhanced plaque scheme would include a number of other sites of interests and the use of apps would enhance the visitor experience. This could also highlight themes e.g. science, history, industrial heritage and literature.

#### Heritage walking tours

- Last year's Mayor organised a tour to raise funds for their mayoral charity which included the walking tours, a visit to the Hall of Fame, and afternoon tea at RAGM. This promoted these activities with civic guests from other local authorities.
- Each walking tour held was different and it was suggested that guides could use the same information as a basis for their tour.
- The pace of the tour was very good, time passed quickly, and it was an excellent way of drawing attention to the architecture of the buildings.

### **5.5 Enhancing access to information for existing trails**

Officers were updating the current range of leaflets and creating one for the Pathway of Fame. The Town Centre and Tourism Team Leader circulated draft copies of the Rugby Town re-branded versions of the Blue Plaque trail leaflet, the Rugby Town Guides walking tours and the Heritage Open Days.

The task group reviewed the revised Blue Plaque trail leaflet and made the following comments:

- There is scope to increase the number of local women represented.
- The numbering of the plaques on the leaflet was random and did not reflect a walking route.

- All routes should begin at the Visitors Centre.
- On opening the leaflet to view the map the list of plaques begins at 16 rather than the first plaque.
- The text in the boxes for each plaque was too small.
- A large print version should be made available.
- Different walks or trails could be considered.
- There could be a range of walks. Different routes could be created for different areas of interest, such as sport or literature and colour coded on the leaflet.
- There was a concentration of plaques within a small area and there were other buildings of importance that were not included.
- The plaque tour should focus on the immediate town centre and plaques outside this area could be listed separately.
- To support the local economy visitors should be drawn towards the shopping areas.
- Some ways of identifying the length of the trail, either by distance or time would be helpful.
- Some form of scale on the map and directional arrows would be useful.
- Plaque 31 (Rugby's Third Station) would be better described as Rugby Junction and the wording could be improved to include a reference to Charles Dickens.
- Plaque 1 (Caldecott Park) should include up-to-date information on the Green Flag award.

The Tourism and Town Centre Team Leader met with the volunteer Town Guides in July and one of the agreed outcomes from the meeting was that a new marketing plan was needed for the walking tours. Some ideas included:

- The use of social media.
- Targeting specific community groups such as the Women's Institute or Ramblers.
- To install some form of flag or air board to advertise the walks.
- Businesses and hotels could be targeted and specific offers could be linked, such as afternoon tea.

## **5.6 Rugby First Limited and Town Centre Events**

The task group received a verbal report from the Managing Director at Rugby First concerning the Town Centre programme of events and general introduction:

### **Rugby First**

- A limited company formed in 2005 which operates independently of the borough council and manages the Town Centre Business Improvement District.
- The third mandate was agreed by majority of Town Centre businesses in 2015 and will last for five years. The key aims of the business plan are:
  - BID Rangers
  - Town Centre CCTV
  - Cleaning Service
  - Marketing, Promotions and Events

## **Marketing, Promotion and Events**

Rugby First in partnership with businesses, Rugby Borough Council and other organisations deliver an exciting programme of high quality marketing, promotions and events. These have proved extremely effective in increasing Town Centre footfall, spend, raising the profile of Rugby and local businesses. They have also attracted new customers and businesses to the town. Rugby First wants to build on the legacy of the Rugby World Cup by establishing Rugby as a tourist venue and highlighting Rugby's unique selling points.

When Aftab Gaffar took over Rugby First as the new Managing Director in 2006, there weren't many events taking place in Rugby. It was quickly identified within Rugby First that more events need to take place in the Town Centre. Over 15 events are delivered annually. Most events are a joint effort and without the support of the Council and other partners would not be possible. These included:

- St George's Day – at a weekend, brings in about 2,000 people
- Rugby Bikefest – YouTube videos filmed by bikers of their rides from the A5 truck stop to the Town Centre
- Rugby Festival of Culture – two-week festival in its 7th year packed with activities happening in the Town Centre (covered under a separate agenda item)
- Rugby Food and Drink Festival – festival in its 4th year, 30 – 40 stalls. This year the top end of Regent Street will be closed to accommodate the increase in stalls.
- Christmas Light Switch on – one of the biggest events in the calendar, brings in between 8,000 to 10,000 people. The stage name can make a big difference to the number of people on the day.
- A customer survey was carried out recently asking the customers what Town Centre events they know about. The Christmas Light Switch on came out on the top and the Food and Drink Festival came in second.

The following ad-hoc events have been held in the Town Centre over the years and are available to view online:

- Family Fun Days
- Diamond Jubilee of Queen Elizabeth II
- The Queen's 90th Birthday Celebration
- Godiva Festival
- Fashion Show
- Olympic Torch Relay
- Planting Scheme to help Rugby in Bloom
- Walking With The Wounded
- WWI 1914 Centenary – Rugby Remembers

The Town Centre events do not directly promote heritage. In the past two years, within the Rugby Festival of Culture, an objective has been to encourage people to walk around the town. In terms of ideas, it was identified that Rugby has a lot of beautiful buildings. Some other towns illuminate their key buildings to highlight them. This is something that Rugby First is looking into as part of the Public Realm Strategy. The company that supplies the Christmas lights in Rugby has recently moved into illuminating buildings. This a great way to highlight some of the town's heritage.

During discussion the following comments were made:

- Rugby First did a survey with businesses regarding the Christmas Lights Switch On. Over 90% of businesses stated they would like the event to remain on a Sunday.
- There are at least two iconic buildings in the Town Centre: St Andrew's Church with its steeple and Rugby School Chapel. If illuminated, they would be a beacon for Rugby.
- To place lights in the trees around the Rupert Brooke statue has been reviewed and would be very expensive.
- 'Looking up in Rugby' is a positive message to people out there. Rugby is picking up and moving forward.
- The Town Guides do a brilliant job at making people look up at building when they walk around.

## **5.7 St Andrew's Church and the public realm**

The task group received a presentation from Amber Merrick-Potter (Events Manager, St Andrew's Church) and Dr Rex Pogson (Open Door Programme, St Andrew's Church) concerning the St Andrew's Church and Garden. During the presentation, the following points were made:

- St Andrew's Church is a key part of Rugby's heritage, the town's oldest building with unique architecture and a rich history.
- New lighting has been installed to illuminate the church ceiling.
- The Events Manager is in contact with the Arts Development Officer at the Rugby Art Gallery and Museum with regards to displaying public art collections at St Andrew's and working with Coventry Cathedral on how to bring their Centenary Arts Festival to Rugby.
- St Andrew's will be applying for arts funding from the Council to support a community, culture and heritage programme which will be based around 1918, suffrage and WWI. Part of the programme will also be celebrating Woodbine Willie's life. It will also be a throughout the year project tying in with some of the annual events already taking place in the town centre.
- Working with Warwickshire County Council, Rugby Borough Council and a range of partners, the church aims to develop St Andrew's Gardens as a space for Reflection, Recreation and Renewal at the Heart of the Town.
- The area between the garden and the road, if adapted and modernised, could then be used for anything from drama, music, lectures in the summer through to an ice rink at Christmas.
- The railings are a sensitive issue because they were removed during the war and reinstated as a result of a public campaign.

## **5.8 Use of digital technology**

The task group received a presentation from Martin Stahel, Sales Director for a software specialist called Zappar, on the development of an 'augmented reality' (AR) app and what could be achieved in Rugby.

Zappar is a small global company in AR stakes. It was formed around seven years ago and its aim is to democratise new technology and make it quicker and more cost effective in the hands of the user.

During the presentation the following points were made:

- The technology is based on smartphone technology which is more widespread since phones became more powerful and cheaper to buy.
- This technology is accessible to people of all ages.
- The icon can be attached or printed on physical objects, buildings or leaflets so could be used in a variety of ways.
- Augmented reality apps connect the physical world with experiences and events to offer enjoyment and information.
- Augmented reality can be used to encourage visitors to explore areas and move around points of interest. Fun content can be shared digitally, for example by the taking of selfies.
- Within a town or city environment it could be used to drive wider exploration e.g. Bath City has an icon, similar to Pokemon Go that leads users through a visual pathway targeting particular points.
- Historical content and local stories can be brought to life.
- The apps can be personalised with a range of marketing channels.
- The apps can be used to deliver commercial objectives.
- Incentives and rewards can be built in to offer users news, information on events, tokens or vouchers.
- Some examples of work carried out with known brands was given. These included an example of fitting in a simple video of a sports personality, allowing the user to take a selfie and watching action clips that could be shared on social media
- The AR experience can be easily shared on other social media.
- The app could automatically detect user language, or allow users to select a particular language.
- The app was a simple means of connecting. Care would be needed to select the right message for the right user group.
- There is a need to consider what is interesting or important that would attract someone to scan the app.
- App sizes vary depending on the amount of content. The apps can be accessed quickly and do not use up a lot of data.
- The key to success is targeting the right audience at the right time.

#### Note 1

The continuation of free wifi availability within the town centre will enable augmented reality to be cost effective for the user. Zappar stated that the app uses the same amount of mobile data as downloading one iTunes.

#### Note 2

Zappar were the only company who responded to an invitation to address the group. They gave an extensive presentation including a question and answer session. They estimated the cost is to be between £25,000 and £50,000.

## 6. CONCLUSIONS

The task group drew the following conclusions from the evidence that it gathered:

- A redisplay of the museum's social history collection could be made possible through a Heritage Lottery Fund bid – officers are currently in the early stages of looking at the project's feasibility.
- The town centre events programme should be reviewed in partnership with Rugby First and Rugby Festival of Culture to include more heritage-related events.
- To celebrate and enhance the town centre's heritage assets partnership working should be encouraged.
- The positioning of an enhanced commemorative plaque scheme should be reviewed to ensure the route is visible and compatible with AR technology. There is also potential to have different themed routes giving visitors more choice, with a colour coded leaflet.
- Leaflets for walking tours and town centre trails need to be updated with 'The Rugby Town' branding. At the same time, a number of improvements to the design of these marketing materials should be made to ensure information is clearly presented, relevant, factually correct and up-to-date.
- Improvements to the visitor information boards and additional signage in the form of banners should be costed and implemented where possible.
- The Town Guides programme should continue to be supported and promoted more effectively with a new marketing plan.
- Improvements to St Andrew's Church Gardens could have significant positive impacts for the wider town centre.
- The use of AR technology could help bring some of the existing town trails to life and engage new audiences. More detailed proposals and costs are required before a project could be developed.

Online forms: Rugby Town Centre Heritage

**Form progress: 0% - Page 1 of 5**

**A task group of Rugby borough councillors has been set up to encourage local residents and visitors of all ages to explore, to enjoy and to take pride in Rugby town's heritage. The specific topic areas they are looking at are:**

- Reviewing the extent to which the current [town centre events programme](#) focuses on heritage and making initial recommendations on how this can be improved.
- Improving access to information and marketing activities for existing activities, for example the [Blue Plaque trail](#), [Pathway of Fame](#) and [Rugby town guided tours](#).
- Reviewing the [blue plaque scheme](#) and whether there should be additional plaques.
- Investigating the use of technology to allow people to view town centre environments through smartphones, with additional content.

**The task group would like your feedback on these four topic areas, which they will consider as part of their review. Please click "save and continue" to give your feedback.**

### **Page 2 - Town centre events**

The main town centre events are the St George's Day fun day, Rugby Bikefest, Rugby Festival of Culture, Rugby Food and Drink festival, and the Christmas lights switch on.

Question 1: To what extent do you think that the town centre events programme focuses on heritage?

Question 2: Do you think that the town centre events could focus on heritage more than they do? How could this be done?

### **Page 3 - Access to information**

There is a blue plaque trail, a pathway of fame, and regular town guide tours of the town.

Technologies could reuse content from these schemes with additional interesting and engaging content, brought to life through smartphones.

Question 1: In what ways should residents and visitors be able to access information about these schemes?

Question 2: Does the blue plaque scheme cover all of the relevant heritage sites? Should it be supplemented?

Question 3: To what extent do you think that technology could tell the story of Rugby's heritage through smartphones?

## **Page 4 - About you**

The task group may like to contact you to ask you more about your ideas. If you are happy for them to do this please provide your details below.

Question 1: Title

Question 2: First name

Question 3: Surname

Question 4: House number/name

Question 5: Street name

Question 6: Area

Question 7: Postcode

Question 8: Phone number

Question 9: Email

Question 10: If you are responding on behalf of a group, business or organisation, please state its name.



**AGENDA MANAGEMENT SHEET**

<b><i>Name of Meeting</i></b>	Whittle Overview and Scrutiny Committee
<b><i>Date of Meeting</i></b>	15 January 2018
<b><i>Report Title</i></b>	Overview and Scrutiny Work Programme 2017/18
<b><i>Ward Relevance</i></b>	None
<b><i>Contact Officer</i></b>	Linn Ashmore, Democratic Services Officer, Tel: 01788 533522
<b><i>Summary</i></b>	The report updates the Committee on the progress of task group reviews within its remit and details the overview and scrutiny forward work programme for 2017/18.
<b><i>Financial Implications</i></b>	There is a budget of £500 available in 2017/18 to spend on the delivery of the overview and scrutiny work programme.
<b><i>Risk Management Implications</i></b>	There are no risk management implications arising from this report.
<b><i>Environmental Implications</i></b>	There are no environmental implications arising from this report.
<b><i>Legal Implications</i></b>	There are no legal implications arising from this report.
<b><i>Equality and Diversity</i></b>	No new or existing policy or procedure has been recommended.

## Public Report to the Whittle Overview and Scrutiny Committee

15 January 2018

### Overview and Scrutiny Work Programme 2017/18

#### Summary

The report updates the Committee on the progress of task group reviews within its remit and details the overview and scrutiny forward work programme for 2017/18.

#### 1. PROGRESS ON SCRUTINY REVIEWS

- 1.1 **Public Spaces Protection Orders** – covered by item 5 on the committee agenda.
- 1.2 **Town Centre Heritage** – covered by item 4 on the committee agenda.
- 1.3 **Informing and Engaging our Communities** – the one-page strategy for the review was approved by the committee at its meeting on 17 October. Membership of the task group is currently being sought.

#### 2. FUTURE WORK PROGRAMME

The chairs have agreed the content of each committee's work programme and a copy of the future work programme is attached at Appendix 1. Committee members are invited to suggest items for inclusion.

A joint meeting of Brooke and Whittle has been arranged on 29 January 2018 with the Leader and Executive Director which will take the form of a question and answer style meeting. Members had been requested to submit questions to Democratic Services by 15 January.

Members of Whittle are invited to attend the meeting of Brooke arranged for 12 April 2018. Two items are scheduled that would benefit from joint discussions including:

- Overview and Scrutiny Annual Report 2017/18
- Draft Overview and Scrutiny Work Programme 2018/19 – outcomes of the annual workshop

#### 3. CONCLUSION

The committee is asked to:

- note the progress in the task group reviews; and
- agree the future work programme for the committee.

Name of Meeting: Whittle Overview and Scrutiny Committee  
Date of Meeting: 15 January 2018  
Subject Matter: Overview and Scrutiny Committee Work Programme 2017/18

**LIST OF BACKGROUND PAPERS**

There are no background papers relating to this item.

## Overview and Scrutiny Work Programme 2017/18

### Joint Overview and Scrutiny Meeting 29 January 2018

Topic	Description
<b>Leader and Executive Director</b>	Discussion of performance and future strategy with Leader and Executive Director

### Brooke 15 February 2018

Topic	Description
<b>Finance and Performance Monitoring 2017/18 Q3</b>	Monitoring of finance and performance
<b>Review of Members' IT and Digitalisation</b>	Consideration of the draft one-page strategy
<b>Homelessness</b>	To review progress

### Work Programme Workshop 7 March 2018

Topic	Description
<b>Work Programme Workshop</b>	Public workshop to discuss topics for scrutiny reviews during 2018/19

### Whittle 12 March 2018

Topic	Description
<b>Member Training Needs (moved from 15 January)</b>	Consider ways to engage with members and explore opportunities for joint training with other local authorities
<b>Crime and Disorder</b>	Annual review
<b>SLA's with external organisations</b>	Progress including performance data and outcomes since changes were made to way we work with charities and the new contracts
<b>Air Quality Monitoring</b>	Progress made since the last report to Whittle on 11 September

**Brooke 12 April 2018**

<b>Topic</b>	<b>Description</b>
<b>Rugby Youth Council</b>	Update on the work of the RYC, MYP and VOX
<b>Overview and Scrutiny Report 2017/18</b>	Joint committee topic. Draft annual report prior to submission to Council
<b>Overview and Scrutiny Workshop 2017/18</b>	Joint committee topic. Outcomes of the annual workshop