

CLASSIFICATION: DRAFT – NOT YET RATIFIED BY COUNCIL COMMITTEE
FALMOUTH TOWN COUNCIL

Minutes of a meeting of the Cultural Services and Leisure Committee held on 18th March 2026 at 6:00 pm in the Atherton Suite, The Old Post Office, The Moor, Falmouth.

Present: Councillors J C Robinson (Chair), H M Stephens (Vice Chair), G P Andrewartha, S R Carmichael, L E Howes, D A Konik and J A R Stowell.

Also present: Councillors D V Evans BEM CC, and J A Walkden.

Attendance: R N Thomas (Responsible Financial Officer)
M C Palmer-Williams (General Manager, Princess Pavilion)
V Rogers (Administrative Officer)

The Chair reminded attendees that the Council had committed to the Civility and Respect Pledge, that is to treat everyone participating in the meeting tonight with civility and respect in their roles. For us respect is treating others with dignity, recognizing boundaries, being non-judgmental and accepting of differences. Behaviour breaching that commitment will not be tolerated. In dealing with the business of the meeting we will adhere to our agenda and the processes set out in our Standing Orders. Please be aware that the meeting is a public one and there may be recordings of your participation.

A1074 APOLOGIES

None received.

A1075 INTERESTS AND DISPENSATIONS

None received.

A1076 MINUTES

It was proposed by Councillor Howes, seconded by Councillor Konik and

RESOLVED that the Part I minutes of meeting held on 14th January 2026 be confirmed as a correct record of the proceedings and signed by the Chair.

A1077 TOWN MANAGER REPORT

The Town Clerk presented the Town Manager's report which was duly noted and forms part of these minutes. The Chair provided further detail regarding the Town of Culture bid.

A1078 CULTURAL SERVICES REPORT – PART I

The Cultural Services Director presented her report which was noted and forms part of these minutes. The collection development was building resilience, and the collections management system would feature as part of the Museums reaccreditation submission in October 2026. She advised on attendance demographics and that weekend opening had proven challenging and was currently paused.

A1079 PRINCESS PAVILION REPORT

The Princess Pavilion General Manager presented his report which was duly noted and forms part of these minutes. He provided a detailed update into community groups usage, and that with all community events he looked to be cost neutral. He updated on various matters including 5-year planning and working with promoters, the challenges of live music provision in Cornwall, adapting to changing times and an overview of 2026 events and usage.

A1080 EXCLUSION OF THE PRESS AND PUBLIC

It was proposed by Councillor Robinson, seconded by Councillor Stephens and

RESOLVED that in view of the confidential nature of contractual matters and personal information, it is advisable, in the public interest that the press and public, be excluded from the meeting.



Town Management Report to Cultural Services 02/03/2026

Falmouth International Sea Shanty Festival

Planning is well underway for this year's event and the town team are currently implementing a new scheduling software to help with the enormous task of matching groups with venues, this year we have over 85 groups across approx. 30 venues. We are also in the process of developing a new app for visitors to the event.

Street Meets Campaign

Street Meets is the latest campaign from Falmouth BID focusing on the businesses, people and history of each of the town's streets via an interactive marketing campaign and including free parking days and a new shopper card that will launch in April.

Falmouth Creates events

Falmouth BID provides funding to support the following events which are happening this

Springtime in town:

Fiafest – 5th-8th March

Wanderfal – 10th-11th April

Form Art Festival – 15-17th May

Food Festival 22nd-24th May

Spring Clean 2026

The annual Spring Clean will take place on March 25th. This year will see the painting of the town's planters in the vibrant town colours as well as the general tidy up teams working across the town.

St Piran's Day

Unfortunately, the annual parade was cancelled in February by the volunteers who ran the event. The town team are discussing the 2027 event and will report back in due course with ideas and plans.

Town of Culture

The Town of Culture bid writing is underway and is due for completion at the end of March. Please find below a short overview of the idea in Appendix A.

Parish to Port: A Whole-Place Cultural Movement

Core Proposition

Our Town of Culture project will rebalance the flow of culture, opportunity and visibility across our whole place - from parish to port.

A programme connecting:

Land (Parishes) → Town (Penryn & Falmouth) → Water (Estuary)

Culture moves like the tide - outward into rural communities, inward to the harbour, and constantly between the two.

This is not a waterfront festival or rural outreach.

It is a structural rebalancing of cultural visibility, investment and opportunity across our whole place.

Emotional Framing:

Falmouth and Penryn are places of striking contrast:

- Multi-million-pound yachts within sight of food banks
- International festivals alongside children who cannot afford to participate
- Rural parishes rich in heritage but distant from cultural investment
- Prosperity and exclusion existing side by side

While many coastal towns face inequality, few also carry the complexity of rural isolation. Limited transport, fragmented youth provision and affordability pressures create real barriers to participation.

Our Town of Culture year will **rebalance the flow**, ensuring culture travels to communities rather than expecting communities to travel to culture.

The Whole-Place Cultural Arc

1. Parish-to-Port Culture Grants

Micro-commissions empowering parishes to design projects linked to the estuary and shared themes of land, water and flow.

2. The Great Shared Table

Communal meals beginning in rural parishes and culminating in a harbour-side finale, tracing the journey of Cornish food from field to water and incorporating the agrifood industry of our parishes.

3. The Parish Games



Town Management Report to Cultural Services 02/03/2026

Inter-parish sport as democratic connector, culminating on the waterfront.

4. The Rolling Tide Stage

A mobile cultural “ferry” touring parishes, estates and farms before docking at quays and slipways.

5. Night on the Water + Parish Light

Large-scale projection and floating light works paired with parish-scale installations, forming a unified visual identity.

6. Estuary & Parish Stories

Oral histories, AR trails, climate storytelling and large-scale commissions connecting land and sea.

Overarching all of this - The Youth Tide

Young people lead the cultural flow:

- Parish Games captains
- Rolling Stage curators
- Light designers
- Food programme apprentices
- Estuary storytellers

Culminating in **The Tide Weekend** - a youth-led convergence from parish to harbour (we are still developing this strand)

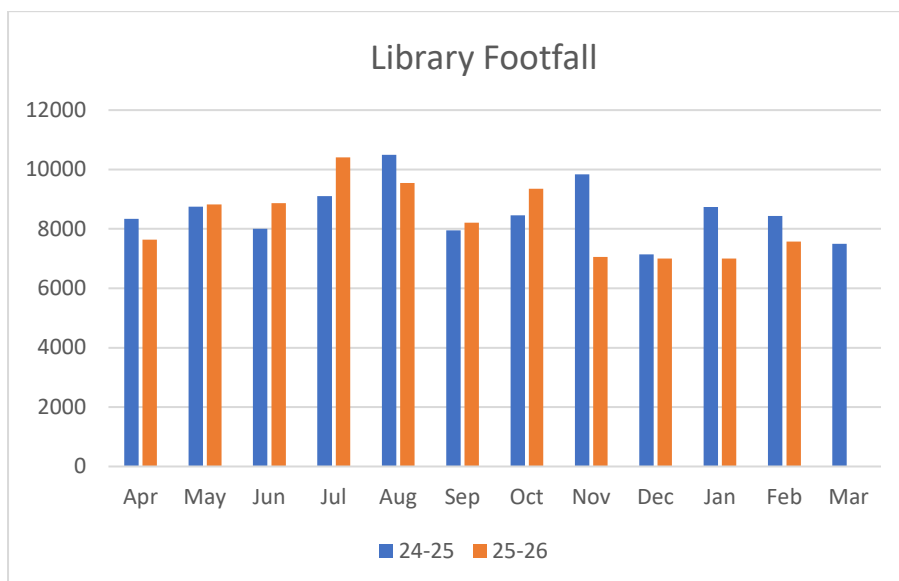
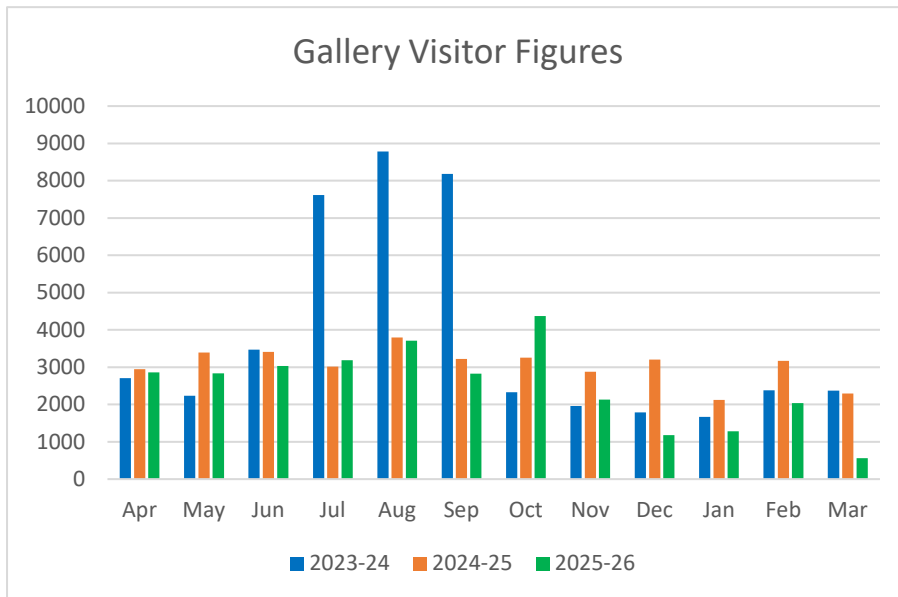
Committee Report

Report to	Cultural Services & Leisure Committee
Date of Committee	18 th March 2026
Report title	Cultural Services Report
Prepared by	Morwenna Lewis
Approved by	Town Clerk
Purpose of report	Regular update report to committee appraising of recent and forthcoming activity
Recommendations	Part 1 To note the report

1. Background	Regular report to committee
2. Financial Implications	Activity funded from core and ACE funding
3. Legal/Policy Implications	N/A
4. Risk Assessment	N/A

Part 1

1. Attendance



2. Activity Report

- Following the relocation of the remaining PC units out of the former computer room, work is now starting on the Learning and Engagement space, with a target completion of early May, which will coincide with the 130th anniversary of the John Passmore Edwards Free Library (see Library listings overleaf for details of accompanying events). This will include plumbing, and construction of cabinetry for materials storage.
- Recruitment will shortly be underway for a new cultural services marketing officer, as the post has been recently vacated.
- The postponed consultation event for the Municipal Building was held on Saturday 28th February in the council chamber, and gathered 40 responses from on-street canvassing of non-users and visitors to the event itself. The Council worked with an external consultant, Chris Cotter, to structure the consultation in a more focused way, which has yielded some useful results presented in a report attached.

- Following the three-week closure of the Gallery and Municipal Building lobby, the visitor spaces have been refreshed with a new coat of paint, making the entrance way brighter and cleaner. The community gallery on the landing has also had new lighting refitted, to increase light levels and make it more welcoming. The large scale high level paintings were also given a deep clean which may not have been done in decades, so these have also been brought back to life. Pleasingly despite access to the Library limited to the rear entrance, the Library team saw very little drop in footfall during this period.
- Attached is a report summarising the acquisitions the Gallery has made into the collection over the last year

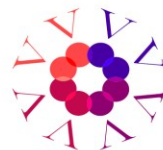
3. Upcoming and current events & exhibitions

16 th Feb – 9 th May	Exhibition – Magic of Movement : Automata and the Memory Cafe
16 th Feb – 4 th Jul	Collections Display Part 2
Starting 16 th Mar	Art for Wellbeing 3-week course
Fri 20 th -Sat 21 st Mar	Benow Festival – Women in Words
1 st & 3 rd Mon monthly, 10:00-12:00	Healthy Cornwall @ Falmouth Library
Sat 28 th Mar, 14:00-15:00	Talk – Automata Maker Paul Spooner (sold out)
Wed 1 st Apr, 18:30	Library Author Talk – Wyl Menmuir
Tue 7 th – Thu 9 th Apr & Tue 14 th -Tue 16 th Apr, 10:00-15:00	Free holiday craft workshops (Gallery)
Tue 7 th & 14 th Apr 14:00-15:30	Free holiday craft workshops (Library)
Fri 15 th Apr, 18:30	Library Author Talk – Liz Fenwick
Wed 22 nd Apr, 18:30	Library Author Talk – Cathy Rentzenbrink
Wed 29 th Apr, 18:30	Library Author Talk - Patrick Gale
Fri 22 nd May, 18:30	Library Author Talk – Jasper Fforde
Various	Little Fingers, Baby Jam & Baby Paint
Various	Sketch Club

4. Gallery Exhibitions 2026/27

16th May – 26th Sept	Mirrors: Reflecting on Identity	Exploring self-expression in art within the themes 'Truth vs Deception' and 'Freedom vs Convention'.
5th Oct – 8th Jan	Artist Takeovers	This collaborative programme of artist takeovers is a new format for the Gallery, supporting emerging and established Cornwall-based artists or collectives to take over our exhibition space with a new event, exhibition or something experimental that they are hoping to develop or test in a public space.
1 st -3 rd Oct	Event: Small Acts (Event)	
5 th Oct – 2 nd Nov	Fran Rowse	
3 rd Nov – 1 st Dec	Resonant Forms Collective	
2 nd Dec – 9 th Jan	Charlie Duck	
11 th Jan – 8 th Feb	Justin Wiggins & Oona Luras	
Start date TBC (2027) – 8 th May	Wilhelmina Barnes Graham Touring Exhibition	Delivered in partnership with the Wilhelmina Barnes Graham Trust, this exhibition will build on the successful immersive experiment from last summer with a fully immersive room, loaned artworks from the WBG trust and our permanent collection, to celebrate the Tate St Ives' major retrospective.

Falmouth Municipal Buildings
Transformation Project
Consultation Event 28th February
Report



Contents

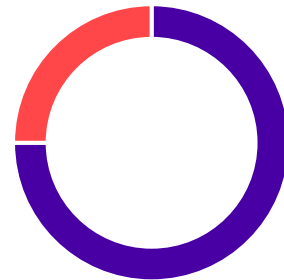
Executive Summary Dashboard	3
Who We Heard From - In Person Consultation Event	3
What We Heard	4
Purpose of the Consultation	5
Overall Findings	5
Key Messages	5
Background	6
Aim of the Consultation.....	6
Consultation Design.....	7
Public Consultation Event	7
Overall Strategic Insight.....	8
What We Heard – Cross-Evidence Themes	9
Street Canvassing.....	10
What We Heard – Participation Barriers and Opportunities	11
Initial User Survey Insights.....	12
Data Quality and Interpretation.....	12
Initial Insights	13
Conclusion	15
Next Steps	15
Appendix A – Full Survey Results	17
Free Text Survey responses	18
Appendix B – Consultation station outputs	26
Appendix C – Suggestion cards and written responses	29
Appendix D – Street canvassing responses	30

Executive Summary Dashboard

Who We Heard From - In Person Consultation Event

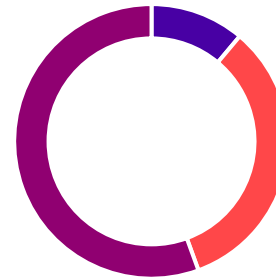


Participants Address



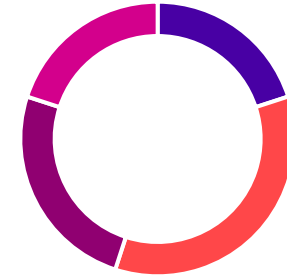
■ TR11 ■ Outside TR11

Participants Age



■ 18-24 ■ 25-39 ■ 40-59

Frequency of Use

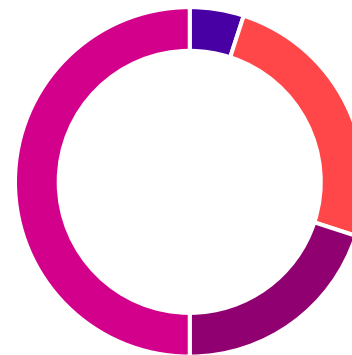


■ Weekly ■ Monthly ■ Few times a year ■ Rarely

Street canvassing survey



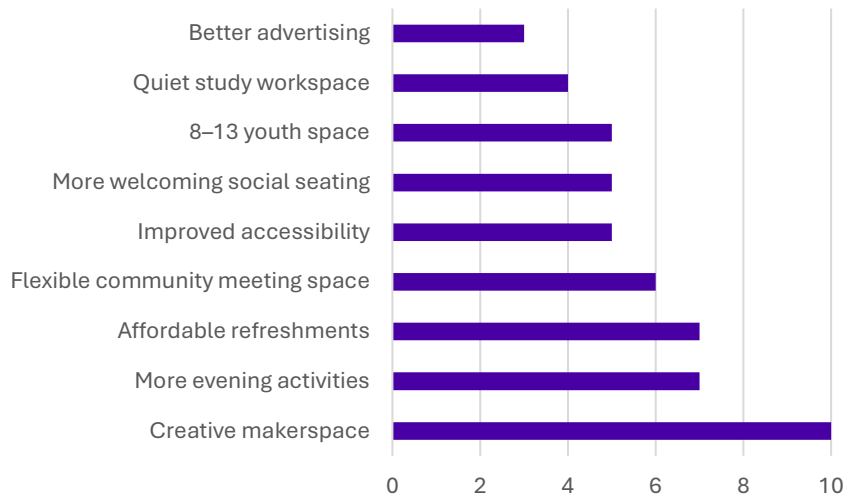
Respondents Current use of Building



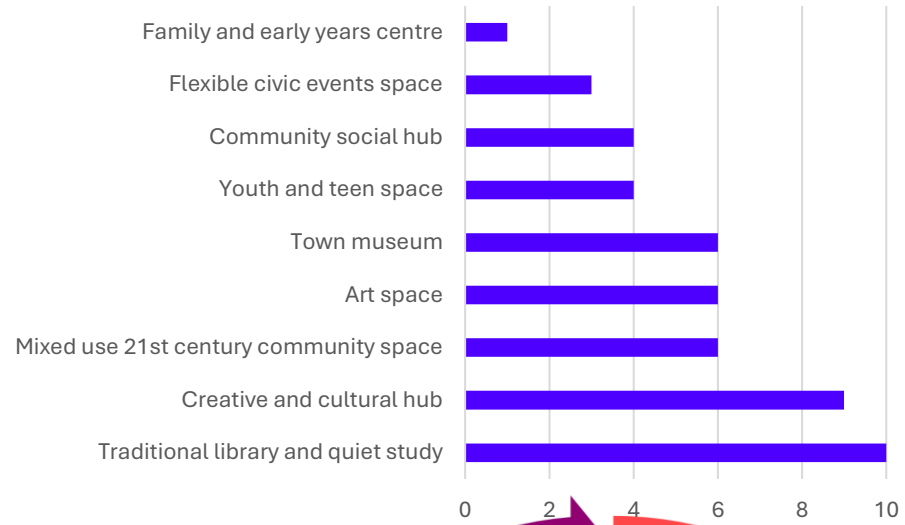
■ Regularly ■ Occasionally ■ Rarely ■ Never

What We Heard

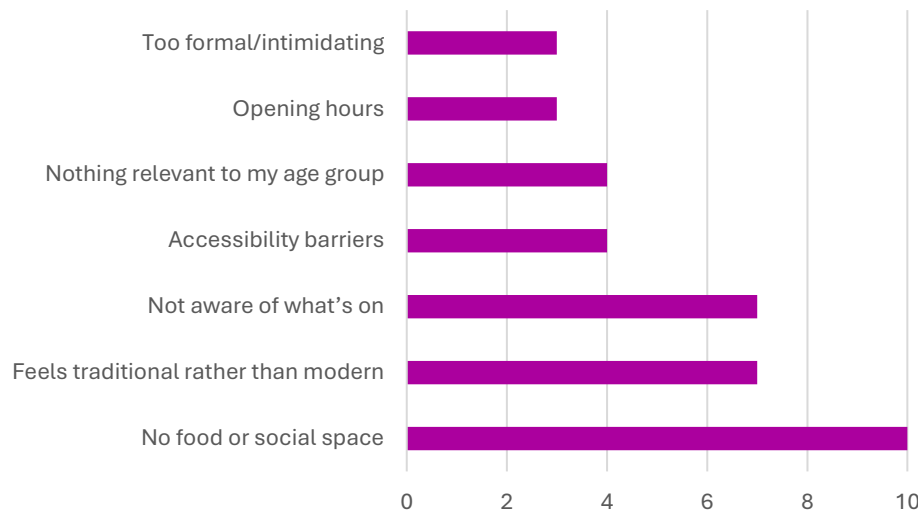
Station 1: What Would Increase Visits? (Voting)
Votes



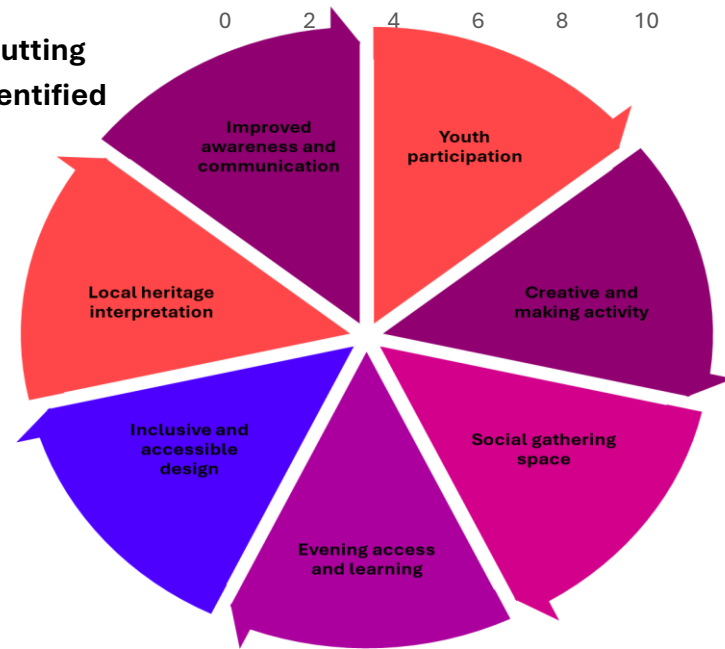
Station 4: Future Role Voting Results Votes



Station 2: Barriers to Use (Voting) Votes



Key Cross Cutting
Priorities Identified



Purpose of the Consultation



Falmouth Town Council is exploring options to transform the Municipal Buildings, which currently house the town library and art gallery. To inform this process and support potential funding applications, the Council commissioned a structured consultation exercise to understand community demand, participation patterns and future needs.

The consultation was designed to provide evidence on:

- current use of the building
- barriers to participation
- demand for future cultural and learning activity
- gaps in existing provision
- how the building should evolve in the future.

Importantly, the consultation focused on use, relevance and participation, rather than architectural design.

Overall Findings

The consultation demonstrates strong support for retaining the building's current role as a library and cultural venue. Residents value the core services currently delivered within the building and wish to see them protected and strengthened.

At the same time, the evidence indicates opportunities to broaden participation through improved access, increased visibility and expanded cultural programming.

The consultation therefore points towards an evolution of the building's civic role, rather than a radical change in purpose.

Key Messages

Strong mandate for core services

Survey responses show exceptionally high support for traditional library and gallery services including reading and borrowing, early years activities, exhibitions and study space.

Participants clearly view these services as fundamental to the building's civic identity.

Participation barriers are practical rather than conceptual

The most common barriers identified were:

- lack of awareness of activities
- limited evening access
- absence of informal social space
- perceptions of the building environment.

These factors suggest that increasing participation may depend more on **accessibility and welcome** than on introducing entirely new services.

Demand exists for expanded cultural participation

Residents expressed interest in:

- creative workshops
- youth engagement
- intergenerational programming
- community events
- affordable learning opportunities.

These activities are generally viewed as complementing the existing offer rather than replacing it.

Some activities require review

A small number of activities generated higher levels of “Stop” responses, particularly Moving Marks dance workshops.

However, support for continuing these activities still exceeded calls to stop them, suggesting that concerns relate more to **fit, scheduling or communication** rather than clear opposition.

Strategic Direction

The evidence suggests that the Municipal Buildings should continue to function as a **library and cultural venue**, while evolving into a more welcoming civic space that supports creativity, learning and community interaction.

Background

The Municipal Buildings occupy a prominent civic role within Falmouth and currently house the town library and art gallery. As the Council explores opportunities to transform the building, it is essential to demonstrate how the project responds to real community needs and demand.

Early consultation linked to the project has focused primarily on architectural considerations and potential exhibition design. However, before progressing further it is necessary to strengthen the evidence base regarding how the building is used and how it could better serve the community.

This consultation was therefore commissioned to gather structured evidence on cultural demand, participation barriers and community aspirations.

Aim of the Consultation

The consultation was designed to provide clear evidence on:

- Current patterns of use and non-use
- Demand for future use of the building
- Gaps in current cultural and learning provision
- Barriers to access and participation
- Groups who may currently be under-served
- The role the building should play in the town’s future.

Importantly, the consultation focused on **needs, relevance and future use**, rather than on specific architectural proposals.

Consultation Design



The consultation combined several complementary engagement methods to capture a broad range of perspectives.

These included:

- An in building drop in consultation event (28th Feb)
- Street canvassing in the town centre (28th Feb)
- A User survey exploring current services and activities
- User Suggestion cards and written feedback.

Using multiple methods allowed the consultation to capture insights mainly from both **existing users, with some non-users**, helping to reduce bias and provide a more balanced evidence base.

Public Consultation Event

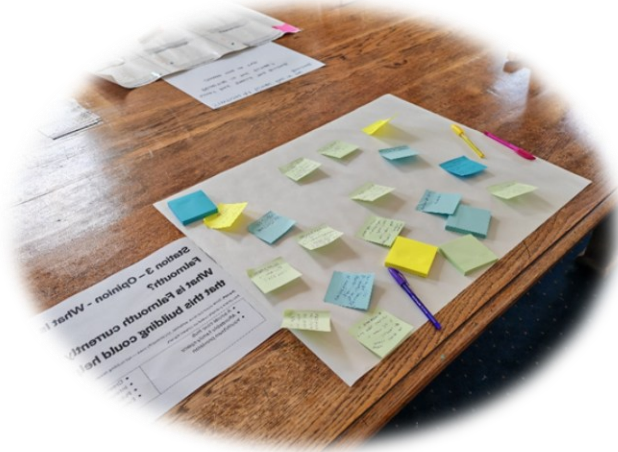
The main consultation event took place on 28 February and operated as an open drop-in session. Participants were invited to move around a series of consultation stations exploring key questions about the building's future. These stations addressed themes including:

- Reasons people might visit the building more often
- Barriers to participation
- What is currently missing in Falmouth's cultural offer
- The future role the building should prioritise
- Which groups are not currently well served
- Open suggestions and participation barriers.

The stations combined sticker voting, opinion walls and written responses to generate both quantitative and qualitative evidence. The findings from the voting walls are shown in the Executive Summary as graphs, but beneath the statistics we have the following insights:

- **Future Role Voting Results** - There is no single dominant future identity. However, strong support exists for maintaining the library function while expanding cultural, creative and museum based elements.
- **Barriers to Use** - The absence of social space and refreshment offer was the most significant structural barrier identified. Perception of the building as traditional and lack of awareness were equally prominent.
- **What Would Increase Visits** - A makerspace concept received the highest support. Evening activity, refreshments and flexible space are also strong drivers of potential increased use.

Overall Strategic Insight



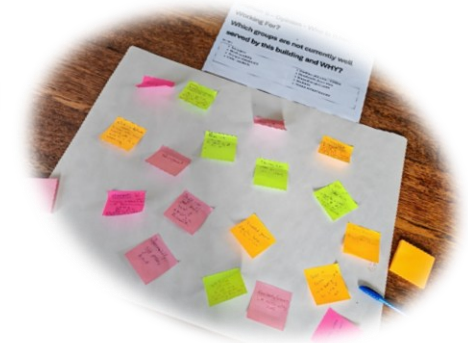
Across all engagement channels, four consistent themes emerge:

1. Awareness and communications are insufficient.
2. The building is perceived as traditional rather than contemporary.
3. There is strong demand for creative, maker and workshop based provision.
4. Youth and working age adults are under engaged.

There is broad support for retaining the library function while expanding into a more inclusive, flexible, creative and socially welcoming civic space.

Feedback gathered during the consultation event through the opinion walls, suggestion cards and open comments revealed a number of consistent themes. When analysed collectively, the perceived gaps in

provision, the groups identified as underserved, and the suggestions offered by participants align strongly around a shared set of priorities. This convergence provides confidence that the themes identified in the table on the next page, represent genuine community priorities rather than isolated comments.



What We Heard – Cross-Evidence Themes

Strategic Theme	Evidence from Identified Gaps	Evidence from Key Themes	Evidence from Under-Served Groups	Interpretation
Youth Participation	Youth provision identified as missing	Youth provision highlighted as key theme	Teenagers identified as under-served	Strong evidence that young people currently have limited engagement and require dedicated programming and space.
Creative and Making Activity	Makerspace, creative training, social creative space	Creative space, technology and makerspace	Students and young adults identified as under-represented	Demand exists for participatory creative activity rather than passive cultural consumption.
Intergenerational Activity	Intergenerational programming identified as a gap	Intergenerational activities highlighted	Working adults and older residents appear disconnected from shared activity	Residents see value in activities that bring different age groups together.
Social Space and Community Interaction	Indoor event space and social creative space	Social space highlighted repeatedly	Working adults and non-regular users identified	Informal gathering spaces could significantly increase use of the building.
Learning and Skills Development	Affordable creative training, evening classes	Affordable access and evening activities	Working adults and people on low incomes identified	Affordable evening learning opportunities may widen participation.
Museum and Heritage Interpretation	Local museum identified as missing provision	Museum provision theme	Residents interested in local heritage access	Opportunity to strengthen local heritage storytelling within the building.
Inclusivity and Accessibility	Barriers affecting disabled users identified	Inclusivity and belonging theme	People with disabilities and neurodiverse individuals identified	Future development should prioritise inclusive design and accessibility.
Awareness and Communication	Lack of awareness noted in consultation	Awareness and communications theme	Non-resident audiences not currently engaged	Improved communication could significantly increase participation.

Street Canvassing



To ensure that non-users were represented, a short structured survey was conducted with people in the town centre. Participants were asked three questions covering:

- Current use of the building
- Reasons for non-use
- What would encourage future use.

This approach ensured that the consultation captured perspectives from individuals who might not otherwise enter the building or participate in consultation events.

Feedback gathered through street conversations and written responses highlighted several barriers that currently limit participation in the Municipal Buildings. When analysed alongside suggestions for future improvements, these responses reveal a clear relationship between the factors discouraging use and the types of changes that residents believe would encourage them to visit more frequently. The table below summarises the main participation barriers and the opportunities identified by residents.



What We Heard – Participation Barriers and Opportunities

Participation Barrier Identified	Evidence from Responses	What Would Encourage Future Use	Interpretation
Low awareness of events and services	Lack of awareness of events	Improved communications	Many residents are unaware of the range of activities already available. Improved marketing and visibility could significantly increase participation.
Limited access for working residents	Opening hours, time constraints	Evening opening	Evening access could enable participation from working adults who cannot visit during daytime hours.
Perceived lack of relevance	Lack of relevance, low engagement with reading	More events and activities	Some residents currently associate the building primarily with traditional library use. Expanding communications on cultural and creative programming could broaden its appeal.
Competition with other venues	Preference for other venues	Creative activities, events	Developing distinctive cultural programming could encourage residents to choose the building over other local venues.
Need for welcoming and productive spaces	Limited engagement with reading	Study and quiet space	Demand exists for comfortable study environments and quiet working spaces, particularly for students and remote workers.
Limited intergenerational interaction	Lack of relevance for some groups	Intergenerational engagement	Activities designed to bring different generations together could strengthen the building's community role.
Practical constraints affecting participation	Location and time constraints	More events, flexible programming	Programming that fits around people's schedules could improve accessibility for wider audiences.

Initial User Survey Insights

Prior to the consultation event, a user survey gathered feedback on the current range of library, gallery and community services associated with the Municipal Buildings. The survey provided valuable early insight into how existing services are perceived and where opportunities for development may exist. The survey analysis also informed the design of the consultation stations used during the public event.



Data Quality and Interpretation

Two versions of the survey were circulated. The first version received four responses before the questionnaire was revised. Due to the small sample size and differences in question structure, these responses are treated as contextual feedback rather than core evidence.

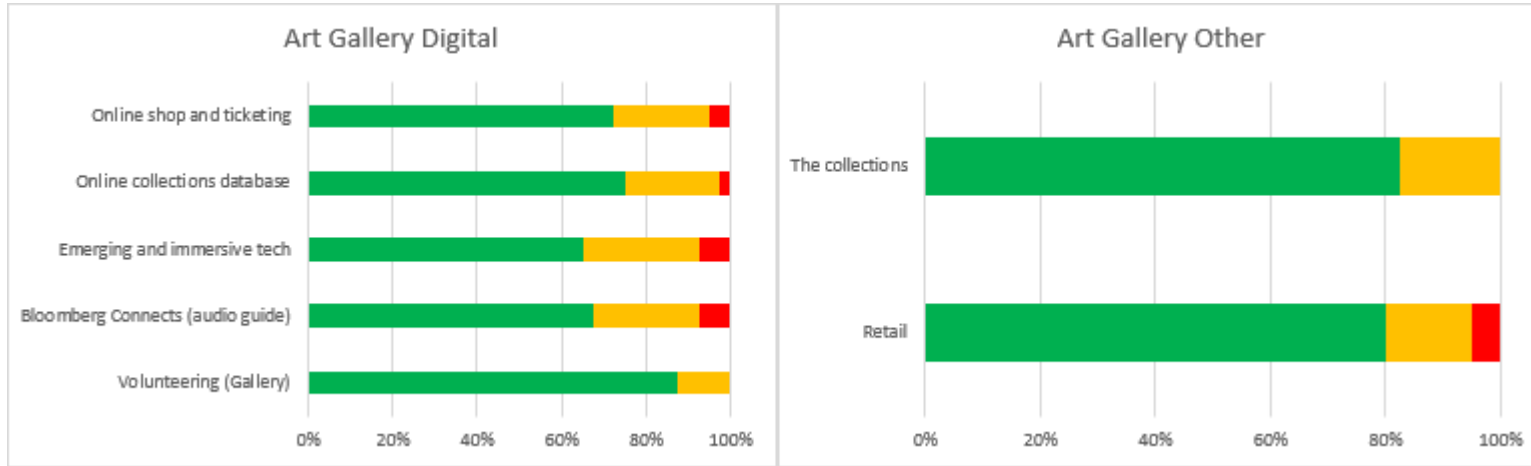
The revised survey received forty responses. However, completion patterns varied, with nineteen respondents completing all questions and twenty one completing the survey partially. Blank responses were disproportionately concentrated in “Stop” fields rather than “Continue” responses. This pattern is common in consultation surveys, where participants are more comfortable identifying services they value than suggesting services that should be discontinued. The survey therefore provides stronger evidence regarding **what residents want to retain or strengthen**, while signals suggesting discontinuation should be interpreted cautiously.

Below the current survey results are visualised across the following themes:

- Library Reading
- Library Culture and Creativity
- Library Digital
- Library Health and Wellbeing
- Library other
- Art Gallery Learning
- Art Gallery Culture and Creativity
- Art Gallery Outreach
- Art Gallery Health and Wellbeing
- Art Gallery Digital
- Art Gallery Other

Initial Insights (Green Represents Continue/Yellow No response/Red Stop)





The revised survey results (n=40) provide the strongest quantitative evidence. Responses show a very strong mandate to retain and strengthen the core offer: borrowing and reading, early years provision, study space, volunteering, school engagement, and key cultural functions such as exhibitions and local collections. Importantly, the dataset is more reliable at indicating what people want to keep than what they want to stop: only 48% completed all questions and blanks were concentrated in the Stop fields. Nevertheless, a small number of activities show elevated Stop sentiment relative to the rest of the dataset.

These are the clearest candidates for review/reframing:

Activities where Stop sentiment is materially higher than the norm (≥10% Stop)

- **Moving Marks (dance workshops):** 20% Stop / 58% Continue
- **Doodle table:** 18% Stop / 73% Continue
- **Toddler table:** 15% Stop / 75% Continue
- **Tablet access:** 15% Stop / 60% Continue
- **Blood pressure monitors:** 15% Stop / 63% Continue
- **Computer buddies (not current):** 13% Stop / 53% Continue
- **Games club (not facilitated):** 13% Stop / 63% Continue
- **Offsite school/nursery visits:** 10% Stop / 85% Continue

These outliers appear to reflect questions of fit, timing, and user expectations, rather than a straightforward call for removal. The practical implication is to review delivery models, zoning, scheduling, and communications, rather than discontinuing activities by default.

Conclusion

Across street canvassing, the consultation event, and the revised in-building survey, a consistent picture emerges. Street canvassing captured a high proportion of non-users: half of respondents reported never using the Municipal Building, and the dominant reason was not active dislike but limited awareness of what is available. In contrast, the consultation event attracted a more engaged audience who already use the building regularly; this group contributed deeper feedback on how the building could evolve to serve a broader cross-section of the community.

The consultation stations and suggestion box reinforce the key enabling factors for future use. The most prominent structural barrier identified was the absence of food and social space, alongside perceptions of the building as traditional and a continued lack of awareness about programming. Participants consistently called for makerspace-style creative provision, more evening activity, affordable refreshments, flexible community meeting space, and improvements to accessibility and welcome. Underserved groups were clearly identified, particularly teenagers, working adults, people on low incomes, and disabled/neurodiverse residents, indicating that a future model should be judged by whether it enables wider participation rather than simply expanding activities for those already engaged.

Overall, the evidence supports a library led, multi-use civic model: protecting the core library and gallery functions while making the building more visible, welcoming, inclusive, and usable beyond standard working hours, with affordable creative and community provision that responds directly to expressed need and demand.

Next Steps

The next steps should deepen and validate need and demand signals, resolve ambiguity and convert high level preferences into a clear set of service and access priorities.

1) Thematic Focus Groups to test “need and demand” - Run a small, structured focus group designed to interrogate what people mean, what they would actually use, and what would change behaviour.

Focus group Question 1: “What does a library led, multi-use civic model mean in practice?”

Purpose: Convert an abstract concept into specific needs and demand. Prompts to consider :

- What activities/services would you realistically attend? How often?
- What time of day would you come, and why?
- What would make you feel welcome or not welcome?
- What facilities are essential vs “nice to have”?
- What would make you choose this building over alternatives?

Focus group Question 2: Underserved groups: teenagers and young adults

Purpose: Test the youth space demand and the “belonging” issue.

Prompts to consider:

- What stops you coming now?
- What would feel safe and relevant?
- How would you want to access it (drop-in, structured programme, youth-led events)?
- What would success look like after 6 months?

Focus group Question 3: Working adults and time-poor residents

Purpose: Validate demand for evening access and identify realistic usage. Prompts to consider:

- Which evenings and what hours would change behaviour?
- What would you do there (study, events, talks, co-working, creative)?
- What would you pay for (if anything), and what must be free?

Focus group Question 4: Accessibility and inclusion by design

Purpose: Move from “barriers” to actionable priorities. Prompts to consider:

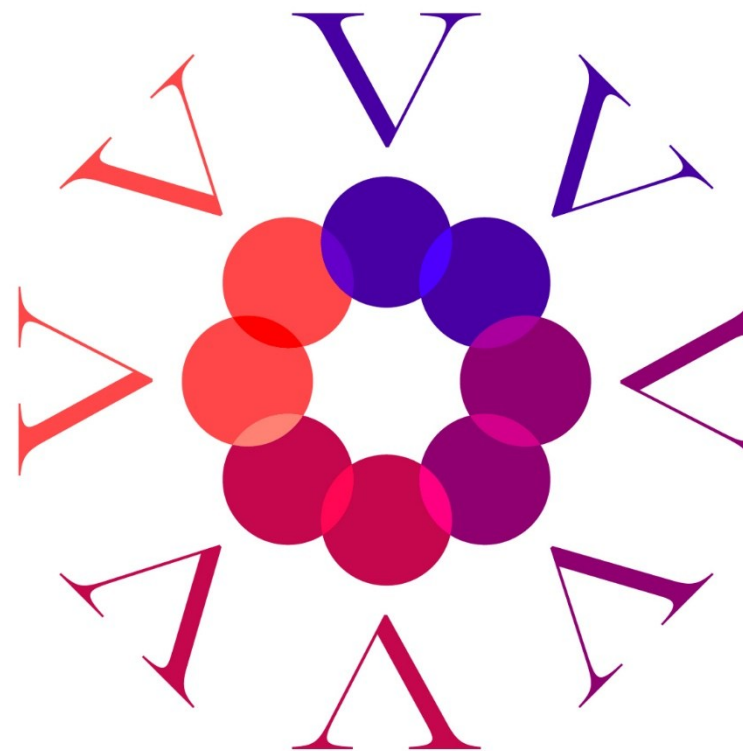
- Physical access, dignity, visibility of accessible routes
- Toilets, doors, seating, layout, signage/wayfinding
- Neurodiversity-informed environment (noise, lighting, clarity)

Format: 60–90 minutes; 8–12 participants; clear facilitation guide; capture as “need statements” and “minimum conditions for use”.

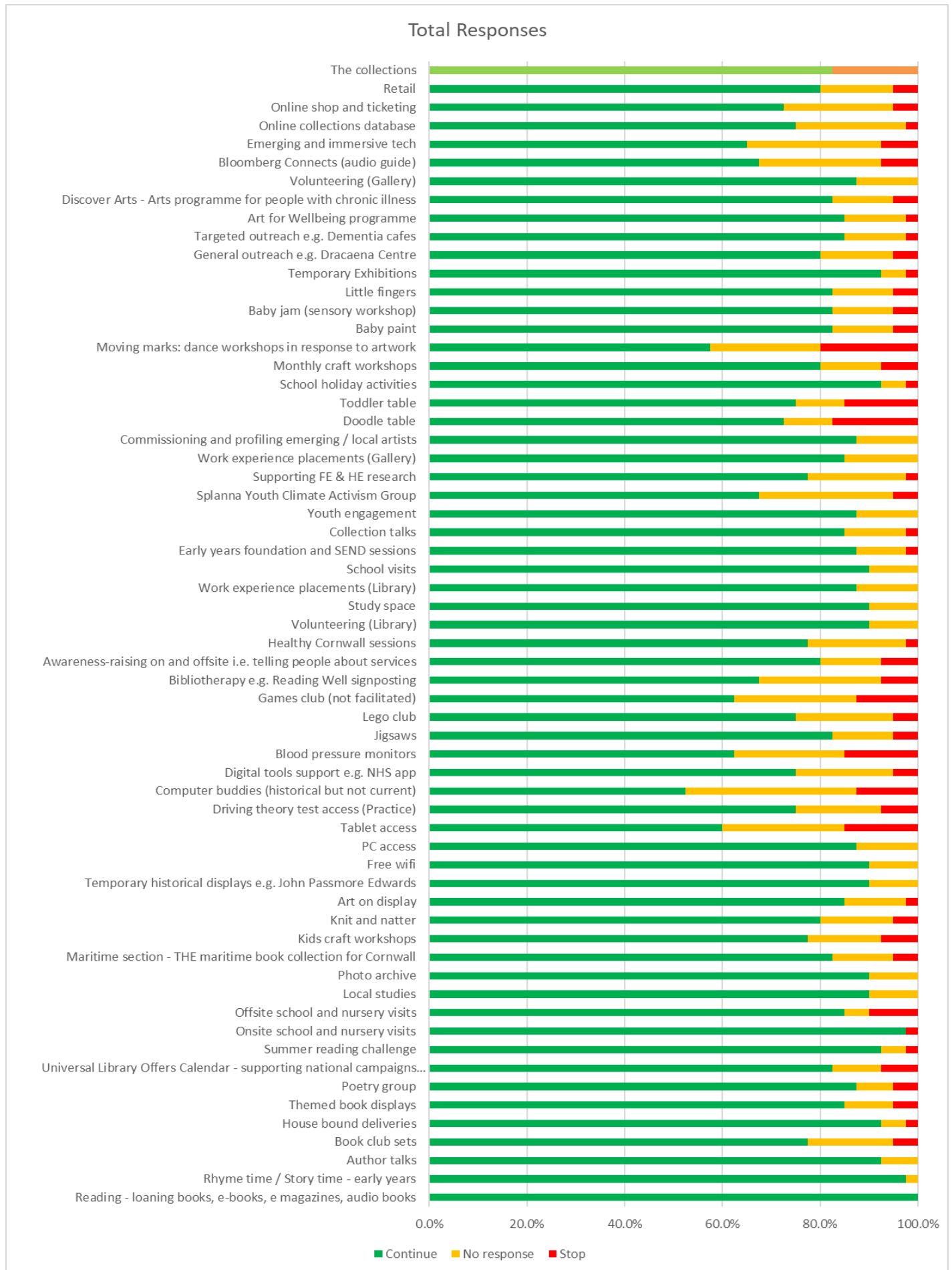
2) Review the “contested” activities through a fit lens (not a cuts lens)

For the small number of activities with elevated Stop sentiment:

- Review whether issues are about **noise, timing, unclear purpose, or poor visibility**.
- Develop options: relocate, reschedule, re-zone, relabel, or explain more clearly.
- Test options through focus groups rather than assuming discontinuation.



Appendix A – Full Survey Results



Free Text Survey responses

ID	Comment (verbatim)	Underlying theme
1	Move sessions of people with physical disabilities dedicated space for disabled workshops more partnership projects e.g. the Poly and an accessible community gallery paragraph	Accessibility & inclusion
2	I am very rarely able to visit the library because I am physically disabled and I do not have adequate transport and all support from a helper carer I therefore cannot comment on most of the activities being offered however I love this space and what it offers PS it would help to have an automated door for the disabled toilet	Accessibility & inclusion
3	More affordable art writing craft for younger and older people	Programming & activities
4	Question 3 the library or the art gallery question 4 it would be lovely to have a cafe and word improve the use increase the use	Café / refreshments / social space
5	More banking hub where normal banking activities can be undertaken relating to a wide variety of banks on a rotor basis	Banking hub / financial services
6	The library or the art gallery whichever part I am visiting falmouths Passmore cultural centre	Identity / naming / purpose
7	And the area to purchase refreshments	Café / refreshments / social space
8	The library and art gallery	Identity / naming / purpose
9	Would like to bring back allowing dogs into the art gallery	Programming & activities
10	Falmouth library	Identity / naming / purpose
11	The building condition for building used by all generations it's very unloved in terms of damp etc it's such a beautiful building it would be I would love to see it in better condition for future generations	Building condition & heritage

12	More LGBT plus Youth Services the library bathrooms Format library	Youth / targeted groups
13	The building condition for a building used by all generations is very unloved in terms of the damp it's such a beautiful building I'd love to see generations using it don't reduce the library space it's nice to have a decent size library	Building condition & heritage
14	Continue to improve the children book section for future generations keep getting newly published books we love the library and use it weekly	Programming & activities
15	Art gallery	Identity / naming / purpose
16	No lobster king bring back lobster king or I'll cry	Café / refreshments / social space
17	Library things or a persons name call it what it is library and gallery	Identity / naming / purpose
18	Quiet reading milk dark cosy and make a space A come and make use shared establishment please open more weekends can't come in the week so unhelpful is only opens half a day	Opening hours & out-of-hours access
19	Which are opening hours at the library EG one evening a week until 6:00 PM more bookable meeting spaces and The library The community Hertz the phone with base the lodge	Opening hours & out-of-hours access
20	The lack of nearby toilets is an issue looks like the public ones next door are permanently closed and the Prince of Wales pier ones are a walkway for disabled people also bit grotty and there never all unlocked update the deck or in the library as bland and like GP waiting room thinking warm fun colours comfy sofas cosy nooks would plants better sound insulation and water tight and warmer love the renewables aim	Facilities & comfort
21	The plant is out front of the library are empty I know it's winter but they look boring and messy	Facilities & comfort
22	How about a music space for rehearsals and performances may be bookable after 4:00 PM so it doesn't affect the peace of the library and gallery how about cafe The library phone with culture hub	Programming & activities

23	The librarians desk should be the first thing you see on entry there's loads of room so why not a round desk in the middle of the main space where staff can greet visitors please don't put books on the bottom shelves I'm not told but I can't read the titles unless I'm on my knees new paragraph i feel bad saying that any of the services and activities should be stopped especially if they are popular it might have been more useful to have a one to 10 score for each rather than simply continue or stop	Accessibility & inclusion
24	No simply ensure A comprehensive book collection Format library Depends No No	Identity / naming / purpose
25	Proactive town council information talks info surveys etc etc Library stroke art gallery Since York County library the same thing at the toilet for library users	Awareness / communications / outreach
26	Cafe place to meet music room mending group based in the library reading group based in the library meditation	Café / refreshments / social space
27	The library an arts gallery new paragraphs café	Café / refreshments / social space
28	Possibly a cafeteria service somewhere in the building although of course there are plenty around the town it might encourage people to explore what other services benefits there are on offer in the building and also provide a safe central community meeting place for lonely people to feel welcome	Café / refreshments / social space
29	Three names library art gallery council offices	Identity / naming / purpose
30	Municipal arts and library centre falmouth	Identity / naming / purpose
31	Certain spaces could perhaps host evening activities for community groups or just be available for already established groups to use as a venue after working hours	Opening hours & out-of-hours access
32	Academic services EG access to five star or similar services where there are academic papers etc	Programming & activities
33	The library and Co	Identity / naming / purpose
34	Something focused on the library since that's the biggest part and	Identity / naming / purpose

	many libraries are umbrellas for other things	
35	A noise allowed stroke non quiet area for socialising and less worry of disturbing people and more of a community feel	Quiet vs social zoning
36	Disabled access that's not hidden away like they are lesser or embarrassing new paragraphs	Accessibility & inclusion
37	More outreach and awareness of what is happening in the library I didn't know it did 80% of the things on this form new paragraph town council building new paragraph council and community hub new paragraph maybe some	Awareness / communications / outreach
38	Falmouth library Falmouth library only if it does not reduce books held and access to them Why don't the architect design pictures show any paintings art collection should not only be conserved and protected but also displayed so that everyone can get the benefit keep many paintings on show	Collections visibility
39	For 20 years I was a member of the farmers history group near the Falmouth history centre the late Peter Gibson my old teacher used to do something or other in the 1950s perhaps contact with other groups would be helpful to you Farmers librarian art gallery	Programming & activities
40	I would be happy whatever the decision	Identity / naming / purpose
41	I am more a people's person than a buildings person More kids workshops more educational games like Lego maybe new Lego sets Falmouth hub Maybe more drawing materials in the gallery and library	Programming & activities
42	But one stop shop might be better in the past more Edwards building more integrated with the library as a course of information The art gallery the farm with art gallery the library	Identity / naming / purpose
43	No please just concentrate on the core library and art gallery both fully stretched as it is new line the town hall new line of	Identity / naming / purpose

44	Maintain and make known his existence and need for updating a database and paper card index of form of Penguin clubs hobbies groups sports groups associations religious and political groups national including Cornish social groups politics classics and coaching with details of venues meeting dates times persons to contact for information including a telephone number for those without emails possibly a similar index for traders and businesses with each type listing together to assist people to locate plumbers and take decorators	Awareness / communications / outreach
45	Falmouth town library Disabled access to the library and the art gallery is excellent other areas of building let the council chamber or the clerks office are difficult impossible to reach a pity because the council chamber would be ideal for talks by popular authors lessons in civics or finance to small groups as a meeting place for proposed turn activities which have yet to establishment themselves and find their own committee and venue	Accessibility & inclusion
46	Providing easily accessible space for a full range of staffed services by all of the banks and building societies which have abandoned Falmouth including space for private consultations by appointment to avoid the need to travel to Truro or Plymouth continue to be a first port of call four bus pass applications	Banking hub / financial services
47	More non fiction for children library Lego club after school one day a week more interactive displays in the art gallery The library Falmouth library an art gallery	Youth / targeted groups
48	May be opening all day on Saturday but another half day during the week	Opening hours & out-of-hours access
49	Themed book displays with related talks nature conservation marine conservation Maritime history heritage temperate rainforests Focus events bio green week net zero week zero waste week walking cycling week national tree week and	Programming & activities

	the list goes on The Falmouth library an art gallery The phone with library and art gallery	
50	Automatic opening doors meeting rooms for community groups provision of toilets to or assign to the nearest facilities story of Passmore Edwards mural or description board in the entrance something similar to the hail institute but more artistic hydration machine water dispenser to refill water bottles	Facilities & comfort
51	Welcoming sign at front of the building with opening times solar panels on roof and public solar display panel which shows the performance of the solar array	Awareness / communications / outreach
52	Much more awareness raising of the building its history its events and its services	Awareness / communications / outreach
53	You could integrate ecosystem for water for more main use if not already being done could link in more directly with public art - that is the outside environment	Facilities & comfort
54	Automatic doors front and inner	Accessibility & inclusion
55	Do you have spaces to offer as temporary rotating workshops like red roof butter market have for food and chefs but a creative rotating space for makers and artists instead The library Still the library	Programming & activities
56	Retained historical features don't modernise too far Please ensure a library and learning space is always retained it's essential for much of the community	Building condition & heritage
57	Table tennis in Pool table coffee machine	Café / refreshments / social space
58	The council building The mayor hub open 5-6 days a week	Opening hours & out-of-hours access
59	Opening hours an assembly things already existing out of normal working hours being available out of normal working hours evenings and weekends the whole time I was employed I could not access anything from the library Cafe Library or art gallery	Opening hours & out-of-hours access

60	Something that reflected art culture learning and community knew line the entrance is very bland and not welcoming extend the library or gallery into this space as a reading spot or art display that lead you into the building Advertised their gallery better lots of people no I know don't know about it and have never visited it outside is frame for the bank open in the evenings have more talks and arts events on to introduce new audiences to the space the Poly has 6:00 PM cafe talks something like this a culture cafe every week every month	Awareness / communications / outreach
61	please continue all the wonderful work you do I have found fond memories of my own childhood childhood use of this children's library collecting books for relatives later as a childminder and grandparent using align time art workshops etc as an art student using the art gallery and as a library book boric borrower carry on please I love all your community work also when working for short start Trevi I bought the first families for baby painting to the gallery Library an art gallery Falmouth community library an art gallery	Identity / naming / purpose
62	Better access for disability and baby buggies Just keep going don't let the funding decide please don't let the council make any cuts outreaching community links are key to your future pay your lovely staff well please	Accessibility & inclusion
63	Cafe and more actively promoted Co working space I work for the local authority and would like to work from here Library The art gallery the library	Café / refreshments / social space
64	Paid entry early career positions in the gallery the art world is incredibly elitist where real paid work is very tricky to come by and nearly always city based the town art gallery is so good and something like this could open doors for people who want a career in arts	Programming & activities
65	The library the art gallery It looks good to me	Identity / naming / purpose

66	More paid entry level positions in the gallery that art world is incredibly elitist and it's impossible to get a foot in the door	Programming & activities
67	Evening access I know this is a pain for staffing but getting here to enjoy the art gallery and library is a faff on Saturday mornings as I work full time during the week The library The library	Opening hours & out-of-hours access
68	I would like a couple of reading chairs that are not in a circle or sofas I also really appreciate the quiet workspaces when I get here	Facilities & comfort
69	Just don't stop the vital work you all do you have no idea how precious I think this offering is to Falmouth	Identity / naming / purpose

Appendix B – Consultation station outputs

Station 1: What Would Increase Visits? (Voting)

Improvement	Votes
Creative makerspace	10
More evening activities	7
Affordable refreshments	7
Flexible community meeting space	6
Improved accessibility	5
More welcoming social seating	5
8–13 youth space	5
Quiet study workspace	4
Better advertising	3
Digital media/contemporary art	0

Commentary - A makerspace concept received the highest support. Evening activity, refreshments and flexible space are also strong drivers of potential increased use.

Station 2: Barriers to Use (Voting)

Barrier	Votes		
No food or social space	10		
Feels traditional rather than modern	7		
Not aware of what's on	7		
Accessibility barriers	4		
Nothing relevant to my age group	4		
Opening hours	3		
Too formal/intimidating	3	Too quiet	0
Prefer other venues	0	Too busy	0

Commentary - The absence of social space and refreshment offer was the most significant structural barrier identified. Perception of the building as traditional and lack of awareness were equally prominent.

Station 3: What Is Missing in Falmouth?

Identified Gaps

Missing Provision	Description
Indoor event space	Alternative to outdoor events
Makerspace	3D printing, electronics, digital fabrication
Youth provision	Dedicated teen and young person space
Intergenerational programming	Shared activities across age groups
Local museum	Town heritage and history
Affordable creative training	Sewing, ceramics, vocational skills
Evening classes	Adult education opportunities
Social creative space	Calm, free, welcoming environment

Commentary - The strongest unmet needs relate to youth provision, affordable creative space, indoor event space and heritage/museum development.

Station 4: Future Role Voting Results

Future Role	Votes
Traditional library and quiet study	10
Creative and cultural hub	9
Mixed use 21st century community space	6
Art space	6
Town museum	6
Youth and teen space	4
Community social hub	4
Flexible civic events space	3
Family and early years centre	1

Commentary - There is no single dominant future identity. However, strong support exists for maintaining the library function while expanding cultural, creative and museum based elements.

Station 5: Groups Not Well Served

Under Served Groups Identified

Group	Key Issues Raised
Teenagers	Do not feel it is their space; need safe group entry points
Working adults	Limited evening provision
People on low incomes	Cost barriers
People with disabilities	Accessibility challenges; entrance unwelcoming
Neurodiverse individuals	Lack of inclusive design
Students	Study spaces not welcoming; furniture concerns
People of colour	Perceived colonial atmosphere
Non residents	Perception building is for locals only

Commentary - Teenagers and working adults were the most frequently mentioned groups. Accessibility and inclusion (physical and cultural) require attention.

Appendix C – Suggestion cards and written responses

Suggestion Box Responses (Thematic Analysis)

Key Themes Identified

Theme	Representative Comments
Affordable access	Cost is a barrier; affordable refreshments; low cost events
Creative space	Arts, crafts, crochet, painting, mixed media, adult workshops
Youth provision	Activities for 8–16 and 18–25; safe space for teenagers
Intergenerational activities	Family and cross generational programming
Museum provision	Town museum; local history; tank museum
Social space	Comfortable seating; no pressure to spend money; board games library
Technology and makerspace	3D printing; electronic learning; digital design
Inclusivity and belonging	“Is this my building?”; welcoming entrance; equal access
Awareness and communications	Better publicity; visible programming
Evening activities	Events outside daytime hours

Commentary

There is clear appetite for a more vibrant, creative and socially inclusive offer. Cost sensitivity and inclusivity were recurring themes, alongside demand for evening programming and improved awareness.

Appendix D – Street canvassing responses

1. Street Canvassing Survey (n = 20)

1.1 Current Usage of the Municipal Building

Frequency of Use	Number of Respondents	% of Sample
Regularly	1	5%
Occasionally	5	25%
Rarely	4	20%
Never	10	50%
Total	20	100%

Commentary

Half of respondents (50%) reported never using the Municipal Building. Only one respondent (5%) described themselves as a regular user. This indicates significant opportunity to broaden engagement, particularly among non-users.

Reasons for Not Using the Building (Thematic Coding)

Theme	Example Responses	Relative Frequency
Lack of awareness of events	“Not aware of what’s on”; “Keep forgetting it exists”; “Not aware of what’s on in the gallery”	High
Preference for other venues	“Use other venues”; “Use the university library”; “Use Penryn library”	High
Opening hours	“Opening hours”; “Would use if it opened later”	Moderate
Lack of relevance	“Doesn’t feel like it’s for me”; “Not in the habit”; “Wouldn’t use it anyway”	Moderate
Location	“Not in the area”; “Live in Penzance”	Low
Time constraints	“Lack of time”	Low
Low engagement with reading	“Don’t read”	Low

Commentary

The most dominant barrier identified during street canvassing was lack of awareness and communication. A significant proportion of respondents indicated they simply did not know what was

happening within the building. Preference for alternative venues (particularly university libraries) also featured strongly.

What Would Encourage Future Use? (Thematic Coding)

Theme	Example Suggestions	Relative Frequency
Improved communications	Social media, flyers, posters in restaurants and venues	High
More events and activities	Story time, Lego sessions, talks, exhibitions	High
Evening opening	Later hours to enable gallery visits	Moderate
Study and quiet space	Quiet study areas	Moderate
Intergenerational engagement	Introducing grandchildren; family access	Moderate
Creative activities	Workshops, crafts, gallery events	Moderate

Commentary

Improved marketing and visibility were the most consistent recommendation. Respondents also expressed interest in more varied programming, particularly events and activities extending into evenings.



Falmouth Art Gallery - Recent Acquisitions

Extracted from the recent press release reporting on the acquisitions

Over the past year several remarkable works have been added to the Gallery's renowned public art collection. These acquisitions demonstrate the Gallery's commitment to expanding the Collection so that it encompasses a diverse range of artists and art forms. Thanks to the generosity of private individuals and funding support from external sources, the Gallery has welcomed standout works which will be enjoyed by the community for years to come.

Works which are now part of the Collection include:

Georgia Gendall (b. 1991) - *The Worm Forgives the Plough*, 2024 and other works

The Worm Forgives the Plough is a captivating short film by Cornwall-based artist Georgia Gendall. Commissioned for the exhibition 'Ammeth' which explored farming in Cornwall and took place at the Gallery in 2024, this film features the St Keverne Brass Band performing a score by Seamus Carey. In addition to the film, the Gallery has also acquired an original oil pastel drawing and a suite of vibrant risograph prints that celebrate the beloved Worm Charming championship, which Gendall established in 2022.

Ben Sanderson - *Playing Place*, 2024

Another significant acquisition is *Playing Place*, an etching on handmade paper by local artist Ben Sanderson which featured in the Gallery's recent 'Out of Paper' exhibition. This unique four-plate photopolymer etching, made in collaboration with master printmaker Simon Marsh, debuted at the University of Warwick's Mead Gallery. As Sanderson's first piece in the Gallery's print collection, it enriches its already impressive collection of works on paper – widely considered to be among the most important held in public ownership outside London.

Eric James Mellon (1925-2014) - *Mermaid of Zennor*, 1994

To celebrate the centenary of Eric James Mellon, the Gallery received a gift from his daughter and son-in-law: a distinctive woodcut print inspired by the Cornish legend of the Mermaid of Zennor. The print, featuring intertwined figures and the iconic Porthleven

clocktower, will be part of 'Collections Corner' – a small-scale curation spotlighting a different artist each month - in November, highlighting the artist's legacy.

Maurice Sumray (1920-2004) - *The Unquiet Offering*, 1995

In a significant addition to the Collection, the Gallery has accepted *The Unquiet Offering*, an oil painting by Maurice Sumray. This poignant work, depicting a Jewish elder and a younger male figure, enters the Collection nearly thirty years after the Gallery hosted a retrospective exhibition of Sumray's work. Visitors can view this piece in the current one-room Collections Display, which runs until 4th July 2026.

Caeria Strong (1935-2020) - *Horse, Cow and Sheep Skulls*, 1991

The Gallery is also thrilled to have received *Horse, Cow and Sheep Skulls* by Caeria Strong, an evocative oil painting gifted by the artist's daughter, Rebecca Tabram. This is the first work by Strong to enter a public collection, underscoring the Gallery's mission to champion women artists whose talents have often been overlooked. The painting will be featured in the second rotation of this year's one-room Collections Display from 8th July to 31st December 2026.

Mary Winifred Freeman (1866-1961) - *Shop on the Quay*, 1889

Finally, the Gallery's most recent acquisition is a stunning watercolour by Winifred Freeman, depicting a bustling grocer's shop interior. Exhibited in 1889 at the Institute of Painters in Watercolours, this piece captures the lively interaction between a shopkeeper and a customer. The gallery expresses its gratitude to The Arts Society Falmouth for its generous contribution towards the cost of acquiring this artwork.

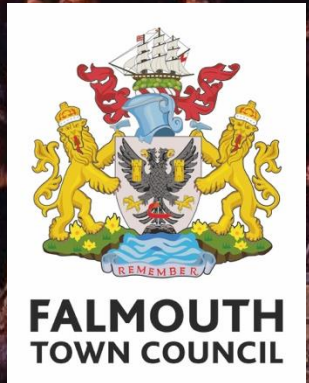
Jacob Moss, Collections Manager at Falmouth Art Gallery, stated, "These acquisitions represent not just a broadening of our Collection, but a commitment to showcasing diverse narratives and creative practices. There are works which look to the past and represent aspects of the history of Falmouth and Cornwall but also those which reflect the present and future through the lens of contemporary, active artists. Together, they reflect the eclectic spirit of the Collection, and we hope they will move, inspire and engage both our local community and visitors to Falmouth."

Falmouth Art Gallery continues to foster a deeper appreciation for art in its many forms, making it accessible to all. The Gallery warmly invites visitors to explore these new additions and the stories they tell in its Collections Display showcase.



The Princess Pavilion

Cultural Services Report March 2026
Chas Palmer-Williams General Manager



Community group breakdown



Community group usage and cost update



Further Increase in Community usage

2026 and beyond Update



5 YEAR PLAN

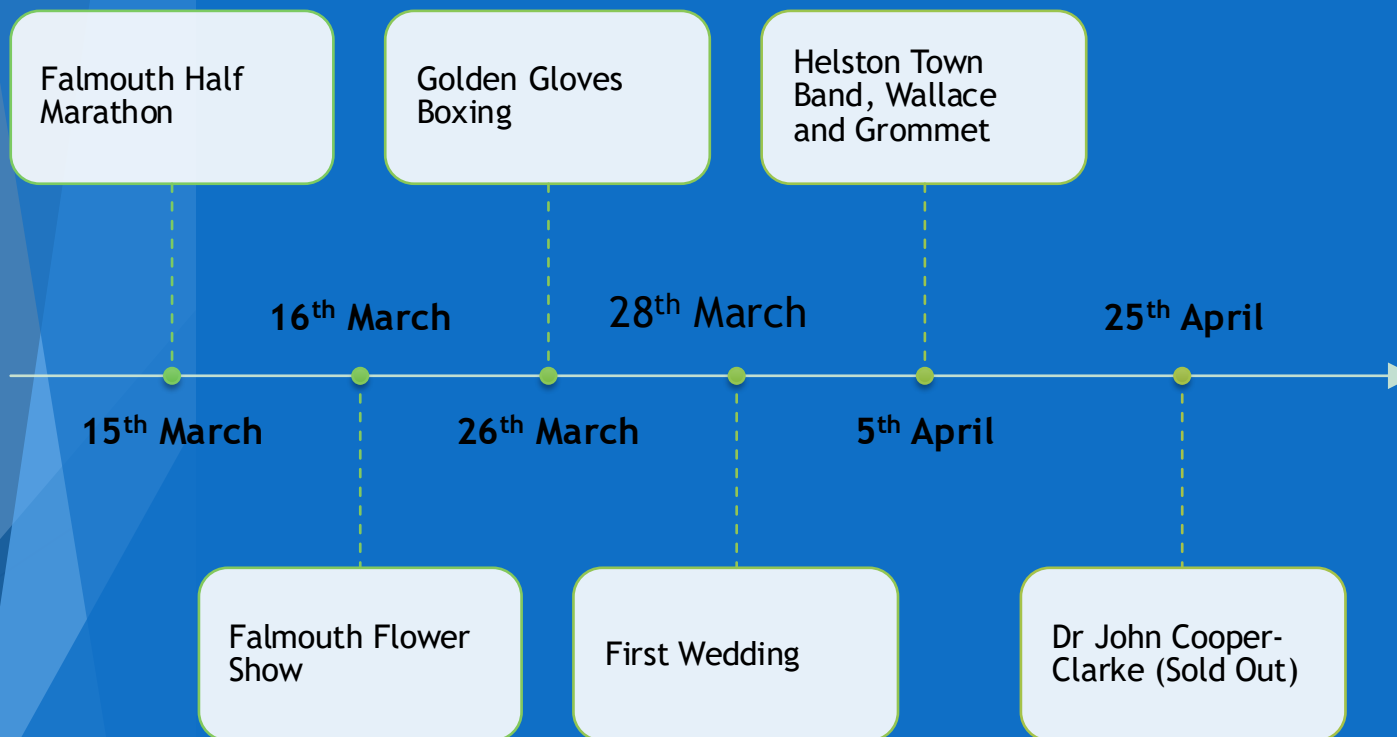


**PRO-ACTIVE SALES
OUTREACH**



GRANTS AND BIDS

Upcoming Events



Report



Community Update



Marketing Update



Environmental Update



Upcoming Potential Garden Show



Commercial Update



Venue Update



Highlighting our team members: Premises Co-ordinators

The Princess Pavilion 2026 Objectives- Update

- ▶ Continue as an essential community service and facility for Falmouth residents
- ▶ To provide a platform for culture and the arts in Falmouth
- ▶ To offer a safe space for all

