

FALMOUTH TOWN COUNCIL

Minutes of the meeting of the Council held in the Council Chamber, Municipal Buildings, The Moor, Falmouth on Monday 5th March 2018 at 7.00pm.

Present: Councillors, G G Chappel (Town Mayor), P A Minson (Deputy Mayor), L D Coley, S D Eva, A J Gillett, G F Evans MBE CC, (to point mentioned), A J Gillett, A J Jewell CC, M T McCarthy CC, R J O'Shea, A Parker, J C Robinson, B M A Ross, D W Saunby CC and J M Spargo.

In Attendance: A M Williams	(Town Clerk)
R J Gates	(Town Manager)
M Lynch	(Environmental Education and Enforcement Officer)
PC M Cummins	(Falmouth Police)
Watch Manager S Williams	(Falmouth Fire Station)
S Besford-Foster, M Jenks and D Yelland	(Falmouth Neighbourhood Plan Steering Committee)
P Cox and A Brown	(Falmouth University)
O Lane	(FX Plus)
Councillor J Kirkham	(Cornwall Council)
K Edwards and F Rendell	(Plastic Free Falmouth)
J Richards	(Benefits Advice Service)
Rev I Froome	(Mayor's Chaplain)

PRAYERS

Prior to the formal commencement of the meeting the Mayor's Chaplain led the Council in prayers.

C4975 APOLOGIES

Apologies for absence were received and approved from Councillors Bonney (ill), and Morgan (ill).

C4976 INTERESTS

Councillor Chappel declared a disclosable interest in Minute C4982 as he was a director of Beacon Regeneration who provided meeting space for the Benefits Advice Service, he left the meeting for the consideration of that item and Councillor Minson took the Chair.

C4977 MINUTES

It was proposed by Councillor Eva, seconded by Councillor Saunby and

RESOLVED that the minutes of the Council meeting held on 11th December 2017 be confirmed as a correct record and signed by the Chairman.

C4978 TOWN MAYOR'S REPORT

The Town Mayor welcomed Councillor Coley to the Council and congratulated Councillor Kirkham on her election to the Smithick Electoral Division. He updated the Council on his civic attendances and duties and reminded them of the St Nazaire Commemoration on 18th March 2018.

C4979 PUBLIC QUESTIONS

None received.

C4980 STUDENT ACCOMMODATION – FALMOUTH AND PENRYN

Mr Cox Chief Operating Officer for Falmouth University presented on behalf of Falmouth University, University of Exeter and FX Plus. He summarised the need for student accommodation and that purpose built accommodation needed to be in the right sites to ensure the Article 4 Direction restricting houses in multiple occupation was effective. The combined student numbers at Penryn Campus in 2017/18 was 5,808 and projected to rise to 7,116 by 2020/21. There was a demand for up to 2,500 bed spaces and those currently approved and proposed would provide 3,500 – 4,000 but over variable time periods and if all schemes proceeded. In response to questions he advised that the figures were those required for the Higher Education Funding Council for England, the recognised benchmark. He did not feel that the Penrose Student Village Scheme was viable. Average rentals were £130 per room per week for 40 weeks per annum. The Universities supported the Parkengue Road development and would pursue the On Campus provision of 1,047 bed spaces once a provider had been engaged. Further the part-time student market had faltered.

C4981 PLASTIC FREE FALMOUTH

Miss Edwards and Miss Rendell presented on the Plastic Free Falmouth Initiative, to tackle the use of single use plastics as part of the Surfers Against Sewage Plastic Free Coastline project. So far 24 local businesses had engaged as well as schools and community groups. The Falmouth Committee included the nominated Councillor representatives. Penzance and Perranporth had established plastic free status. They requested that the Council formally endorses the initiative.

It was proposed by Councillor Parker, seconded by Councillor Gillett and

RESOLVED unanimously that the Council pledges to :

- (i) tackle single use/disposable plastic on its premises
- (ii) support plastic free initiatives across the town
- (iii) continue to nominate Councillors to serve on the Plastic Free Falmouth Strategic Group.

C4982 FALMOUTH BENEFITS ADVICE SERVICE

Mrs Richards presented on the service which had been provided via the Beacon Regeneration Centre for over 16 years. Accessible to all Falmouth residents free of charge and currently funding allowed 2 to 4 hours on a Thursday morning by 2 advisors. There was an increasing need with the roll out of Universal Credit and the mismanagement of Personal Independent Payments by the Government. The service had a 99% success rate assisting residents with claims and appeals and assisted in the access of £50–60,000 in unclaimed benefit. She thanked the Council for its annual grant of £1,000 per annum. The cost of the service was approximately £75 per week and operated for approximately 45 weeks per annum.

It was proposed by Councillor McCarthy, seconded by Councillor Eva and

RESOLVED unanimously that for the 2018/19 financial year the annual grant for the Falmouth benefits Advice Service be increased to £3,375 with the additional amount vired from the Community Grants budget. The annual grant be maintained at £3,375 for the 2019/20 and 2020/21 financial years.

The attending Cornwall Councillors advised that if the service needed further financial assistance this could be provided from their individual community chest allocations.

Councillor Evans now left the meeting.

C4983 POLICE REPORT

PC Cummins presented the Police Report that is attached as part of these minutes and was duly noted.

Councillor McCarthy noted the success of the car speed check initiative in Old Hill. PC Cummins reported that working with local schools further speeding checks were scheduled including Melvill Road at Councillor O'Shea's request.

C4984 FALMOUTH COMMUNITY FIRE RESCUE SERVICE REPORT

Watch Manager S Williams presented the Community Fire and Rescue Service Report that is attached as a part of these minutes and was duly noted.

C4985 COMMUNITY NETWORK REPORT

None received.

C4986 CORNWALL COUNCILLORS REPORT

Penwerris

Councillor McCarthy thanked the Council for assisting the local St Piran's Day celebrations and reiterated his support for a Cornish Assembly.

Smithick

Councillor Kirkham reported upon her first month in office. She sat on the Health and Adult Social Care Committee and updated on that. She had been involved in local car parking consultation as well as engaging with homelessness and rough sleeping measures. Cornwall Council had provided a Members briefing on Universal Credit (in Falmouth this would be rolled out from 6th June 2018) and this would impact on residents, including their capacity to access online services.

Boslowick

Councillor Jewell reiterated the need to support residents in regard to Universal Credit. The Penvose Student Village development had been approved and he felt this would relieve the pressure on local housing availability. The Community Network Panel would meet on 6th March 2018 and receive an update on local highways considerations. He also reported upon the clean-up and remedial measures from storm damage to local roads and beaches.

Trescobeas

Councillor Saunby outlined his dissatisfaction with current highways provision and reaction to local issues. The Stadium for Cornwall proposal would shortly be considered by Cornwall Council.

Arwenack

No report.

C4987 FALMOUTH NEIGHBOURHOOD PLAN

Mr Besford-Foster presented the latest iteration of the Falmouth Neighbourhood Plan for endorsement by the Council. Once submitted it would gain further weight when used to assess local development proposals. Recent delays had been to the fluidity of position of Cornwall Council with the Local Plan DPD and the Universities regarding allocations. Because of that the Investment Strategy for the Town Centre had been replaced and a memorandum of understanding would be developed with Cornwall Council to deliver the Town Centre Strategy. If submitted in April 2018 he estimated a local referendum could be undertaken in late Summer 2018. He responded to Members questions regarding referendum process, the Ponsharden site allocation and calculations regarding houses in multiple occupation.

It was proposed by Councillor Parker, seconded by Councillor McCarthy and

RESOLVED unanimously that the Town Council
endorses the Falmouth Neighbourhood Plan and
that it is submitted to Cornwall Council for approval.

The Mayor thanked Messrs Besford-Foster, Jenks and Yelland for all their efforts in the
preparation of the Falmouth Plan.

C4988 VARIOUS COUNCIL VACANCIES

It was proposed by Councillor Chappel, seconded by Councillor Minson and

RESOLVED that :

- (i) Councillor Coley be appointed to sit on the
following :
 - Planning Committee
 - Staffing Committee
 - Kimberley Park Working Party
 - Trescobeas Recreation Area Working Party
 - Dracaena Fields Working Party
 - Falmouth In Bloom Committee
- (ii) Councillor Jewell be appointed to sit on the
Grounds and Facilities Sub-Committee.

C4989 COMMITTEE REPORTS

The Finance and General Purposes Committee Part I Report dated 19th February 2018 was
presented by Councillor O'Shea, Chairman of the Committee.

It was proposed by Councillor O'Shea, seconded by Councillor Ross and

RESOLVED that the Part I Report of the Committee
dated 19th February 2018 be approved.

The Planning Committee Report dated 29th January 2018 was presented by Councillor Jewell,
Chairman of the Committee.

It was proposed by Councillor Jewell, seconded by Councillor Spargo and

RESOLVED that the report of the Committee
dated 29th January 2018 be approved.

The Planning Committee Report dated 19th February 2018 was presented by Councillor Jewell,
Chairman of the Committee.

It was proposed by Councillor Spargo, seconded by Councillor Bonney and

RESOLVED that the report of the Committee
dated 19th February 2018 be approved.

The Cultural Services Committee Report dated 5th February 2018 was presented by Councillor Gillett, Vice-Chairman of the Committee.

It was proposed by Councillor Gillett, seconded by Councillor Parker and

RESOLVED that the report of the Committee
dated 5th February 2018 be approved.

C4990 REFERENCE FROM CULTURAL SERVICES COMMITTEE – ROUGH SLEEPING AND ANTI-SOCIAL BEHAVIOUR

The Cultural Services Committee referred the request of Inspector Thompson back to the Council for policy direction regarding physical measures to prevent rough-sleeping and anti-social behaviour at the Municipal Buildings , public toilets and The Moor.

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

RESOLVED that Councillor Gillett meet with
Inspector Thompson to discuss the matter further.

C4991 TOWN MANAGEMENT REPORT

The Town Manager presented the Town Management Report that was duly noted and forms part of these minutes.

C4992 TOWN CLERK'S REPORT

The Town Clerk presented his Report that was duly noted and forms part of these minutes.
Further :

(1) Risk Management Policy;

Risk Management Strategy

The Council agreed these documents in principle and instructed the Finance and General Purposes Committee to further consider and ratify them.

(2) South West Water

The responses of South West Water to the development control queries of the Council were duly noted and are attached as part of these minutes.

C4993 EXCLUSION OF THE PRESS AND PUBLIC

It was proposed by Councillor Minson, seconded by Councillor Robinson 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.

C4994 COMMITTEE REPORTS

The Finance and General Purposes Committee Part II Report dated 19th February was presented by Councillor O'Shea, Chairman of the Committee.

It was proposed by Councillor O'Shea, seconded by Councillor Ross and

RESOLVED that the Part II Report of the
Committee dated 19th February 2018 be
approved.

The Staffing Committee Report dated 5th February 2018 was presented by Councillor Minson, Chair of the Committee.

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

RESOLVED that the Report of the Committee
dated 5th February 2018 be approved.

There being no further business to transact the Town Mayor declared the meeting closed at 9.30pm.

Signed: Date:

Town Council Report March 2018

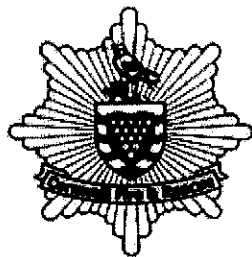
The Police Cadets will be supporting the Saint Nazaire Parade and the Falmouth Half Marathon in Falmouth.

Falmouth Neighbourhood team have been working with key youths causing anti-social behaviour and crime in the locality. Extensive work has been carried out by the Falmouth Neighbourhood team to support other agencies in the appropriate provision for some of our most vulnerable youths at this time.

The recent extreme weather has stretched Devon and Cornwall Constabulary as well as our partner agencies with the snow. Then to follow with extremely high tides and rough seas causing flooding has kept us very busy. We had the services of Cornwall Search and Rescue Team on standby over the three days and in full attendance across Falmouth and Helston locally to offer support for a day. Their support and commitment to the police and with their particular skill set is most welcome and a valuable asset. We are very grateful for their support.

The police, Richard Gates, Councillor Parker, Mark Williams and concerned members of public met with Amanda Addo (Cornwall Council representative assigned to deal with rough sleeping) to discuss solutions and ways forward to deal with the issue locally. Another meeting will be re scheduled to further the project and align ourselves with a current initiative coming to Falmouth which may well address issues the group have already discussed and identified as good practice.

It has to be said that from a personal perspective and a police perspective, we locally feel let down by one of the headlines in the Packet which read "Police say homeless are a drain," or words to that effect which are not helpful to what we are trying to achieve and did not wholly represent the discussions which took place during the Cultural services meeting. I do not know who decides the headlines, or if the structure or naming of the article is taken out of the reporters hands, but feel it was unrepresentative of what we are trying to achieve and will certainly effect future communication should it continue.



Falmouth Community Fire Station Town Council Report

The following outlines a brief overview of 2017/18, focusing on three core areas of Protection, Prevention & Response.

1. Protection

Watches fulfil their part in the protection arm of the Fire and Rescue Service by undertaking visits at commercial premises. Many larger premises either have in-house staff trained in fire safety or choose to buy in the services of a consultant. Either way that person is ensuring their employer is fulfilling its legal and moral duty to protect staff and customers from the risk of fire. However, many smaller businesses have very little knowledge of their responsibilities and the laws concerned with fire safety. Cornwall Fire and Rescue Service aims to raise the standards within these organisations by visiting, informing and advising on fire safety. Our simple aim for these small businesses is that they fulfil their minimum legal obligations and look to write into their business plan a work schedule which brings their property up to a standard which better reflects the widely accepted best practice.

a. Tactical Information Files – for higher risk premises

The watches completed 48 site visits this year. A TIF visit is an information gathering exercise where watches collate and check the data held about commercial premises. These premises are selected as they are either deemed to be at greater risk of a fire breaking out, or should a fire break out, they pose a greater risk to the public or firefighters attending an incident. The TIF data is stored on each fire engine, and at Fire Control, however firefighters are expected to have a broad knowledge of the layouts and risks presented by each of our TIF premises.

An example of the sort of premises covered by a TIF would be a large manufacturing company, or a medium-large hotel.

b. Operation Fire Safety Visits – for lower risk premises

The watches completed 96 site visits, in our villages and town this year. An OFSV is a brief visit carried out on premises whose risk is deemed to be more generic. The aims are to identify the use and occupier of the building, and to inform and advise the occupier of their legal responsibility to protect from the risk of fire. In practice this means the crews carry out a brief and informal survey of the building; checking that the occupier has carried out a Fire Risk Assessment; taken steps to reduce the risk of fire; and taken appropriate steps to protect occupants should a fire break out.

An example of the sort of premises covered by an OFSV would be any commercial property not covered by a TIF; eg. A small shop or industrial unit

2. Prevention

At a watch level this area is covered by Home Fire Safety Checks and prevention talks to community groups.

a. Home Fire Safety Checks

During this year, the Crews have carried out 576 HFSC, mainly focusing on our surrounding villages

This is a free service we offer to all residents, be they home owners or tenants. The crew base their advice around a booklet entitled Fire Safety in the Home, but tailor the information specifically to the hazards identified during their visit. The crew also carry free smoke detectors to fit if appropriate.

b. **Community Engagement**

During the year, crews were involved in many separate community events. These groups vary from small support groups for those with dementia to whole-year school groups, and everything in between, you can follow our events on our Facebook or twitter feeds

3. Response

This area is self-explanatory however members of the general public are often unaware of the breadth of incidents the Fire & Rescue Service are trained and equipped to respond to. The following list summarises only the types of incidents we attended during the quarter:

Summary				Total
Fire	-	-	-	175
Special Service	-	-	-	163
False Alarm	-	-	-	151
Grand Total	-	-	-	489

TOP FOUR FIRES	T
Dwelling fires	71
NON RES	32
OUTDOUR	25
ROAD TRAFFIC	15

TOP FOUR Special	T
RTC	40
GAIN ENTRY	23
ASSIST	20
OTHER SERV	15
Release of persons	15

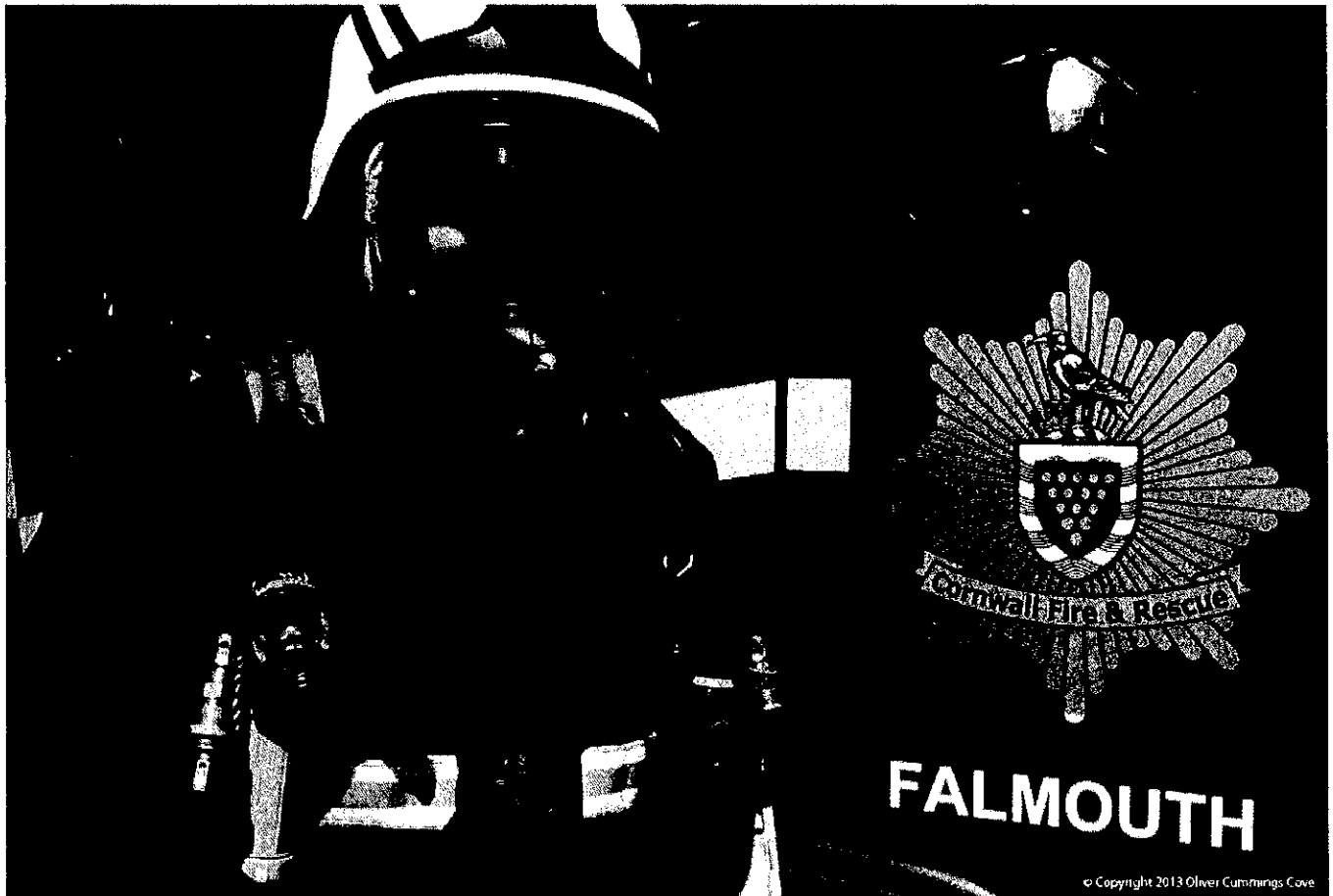
Top four False Alarm	T
Fire Alarm	88
Good Intent	58
Malicious	5

4. Summary

The above overview gives an impression of the range of work that is undertaken by Falmouth Community Fire station on a day to day basis. Alongside the public-facing Protection, Prevention, and Response duties are the internal and preparatory tasks; obviously for each incident or inspection there is the inevitable paperwork trail to complete, all the equipment on our seven response vehicles needs to be regularly tested and maintained, and to ensure the crews are able to fulfil their duties the watches undertake regular training drills and courses. Add to all this the work undertaken by the Phoenix team and the volunteer community work and hopefully it is clear that your local fire station continues to be a busy hub in the community for Community Safety and Protection.

5. Social Media

 @FalmouthCFRS



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FALMOUTH

the spirit of the sea

Town Management Report to Falmouth Town Council 05/03/18

Western Power works

Work has been continuing along Market Street and also Fish Strand Hill. This is on both sides i.e. down into Church Street car park for the new sub-station and also further up past HSBC. Recently power had to be turned off on a Sunday evening as the power cables were closer to the surface to ensure safety for the workmen (this was short notice and not ideal, but this was only necessary after excavations had taken place). Arwenack Street being two-way in order for delivery access etc was always going to be tight and this continues to be monitored.

When this report is presented (5th March) it will be a week on Friday that the works finish for 2018. I would like to say a huge thank you for all involved, Western Power Distribution, Kier, Falmouth BID, Falmouth Town Council and all the businesses and residents that have had to cope with disruption over the last few months. We have received several positive comments that communication across the board has worked very well and although there is no good time to do this work it has been effectively and professionally managed. Due to the amount of time and planning required for this work it is only the realistic time of year that this work can take place.

M&S

All Councillors are likely to be aware of what has been actioned of this news but for info please see below.

Press statements/BBC Radio Cornwall interview/Sarah Newton meeting M&S head office representatives.

Save Our Falmouth public meeting.

Town Traders meeting.

Petition support and sent out to the town.

Collating a large volume of emails and speaking to numerous people with comments and feedback sent to Sarah Newton ahead of the meeting.

M&S head office will look into a site in the town in the future if a suitable one can be found. It is important to say that we need to be realistic about this.

Recruitment

Sarah Walker's last working day was Wednesday 21st Feb. The moment we received notice the post was advertised and I am pleased to say that Naomi Morant will be starting in the role later in the month. Thank you to Jude Robinson, Richard Wilcox and Mark Williams with the

interview process and also the admin team so we have been able to sort this quickly. Sarah did a great job and I sure you will join me in wishing her well. In case you not already aware Sarah has an Events role with Shelterbox.

Enterprise Advisor Network

I have been asked to join the Enterprise Advisor Network which I am happy to do. This has people from across the county who are supporting schools with projects such as work experience/business connections/interview skills etc.

Spring Festival with full details below

15 MARCH PAINT THE TOWN YELLOW DAY The town becomes ablaze with yellow in preparation for the Festival as local schoolchildren brighten up nearly 100 shop windows with thousands of daffodils and decorations.

16 & 17 MARCH FALMOUTH SPRING CLEAN DAYS

Beach cleaning, painting, gardening – you name it we'll be doing it. We'll be revamping a number of areas around the town so if you'd like to come along and get your hands dirty for a good cause then just shout! Venue: multi-sites across the town. Tel: 01326 313553.

18 MARCH FREE ROCKPOOLING SESSION 11am to 1pm- Castle Beach, Falmouth. Professor Tom Tregenza and his team of bioscientists from the University of Exeter's Penryn Campus will be leading this fun, family activity and will help you find and identify each species that is specially adapted for coping with the environment around it. Appropriate footwear should be worn. If you would like to join in, please email Lou in advance. Contact l.misselbrook@exeter.ac.uk for more info.

20 – 28 MARCH SCIENCE IN THE PUB

Whether you are looking to advance your scientific knowledge or just needing an excuse to go the pub on a school night, these FREE, fun and stimulating sessions run by leading academics from the University of Exeter will entertain and amaze you! Grab yourself a drink and join scientists for a light-hearted look at some of the things you didn't know, in one of Falmouth's cracking pubs. These novel talks, demonstrations and experiments are free to attend. Discover your thirst for science at the following locations:

Tuesday 20th March – Pennycomequick

Wednesday 21st March – 5 Degrees West

Thursday 22nd March – Jacobs Ladder

Tuesday 27th March – Beerwolf Books

Wednesday 28th March – The Working Boat.

23-25 MARCH FOLK AND CIDER FAYRE Bigger, better and wetter than ever! Over 80 West Country ciders, a fantastic live music lineup, street food stalls and an arts and crafts market over three days on Events Square.



FALMOUTH TOWN COUNCIL

5TH MARCH 2018

TOWN CLERKS REPORT

ITEM NO. 18

18.1 CORNWALL COUNCIL STAKEHOLDER SURVEY

Attached is the outcome of the recent consultation by Cornwall Council. (175-205)

18.2 CORNWALL COUNCIL LOCALISM UPDATE

Attached is the Localism update. (205-213)

Mark Williams FCIS FSLCC

Town Clerk

February 2018

Mark Williams

From: Cornwall Council - Communities and Devolution
<localism=cornwall.gov.uk@mail3.atl31.mcdlv.net> on behalf of Cornwall Council -
Communities and Devolution <localism@cornwall.gov.uk>
Sent: 15 February 2018 11:21
To: Mark Williams
Subject: Cornwall Council Stakeholder survey

Email not displaying correctly?
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February 2018

Special Bulletin

Stakeholder survey:

Update on the survey results
Opportunities to shape how we work with
stakeholders in the future

Communities and Devolution Bulletin

Useful information for
Town and Parish Councils

Dear City, Town and Parish Council colleagues,

Cornwall Council's Stakeholder survey

I am writing to update you on the outcomes from the 2017 Stakeholder Survey and thank those of you who took the time to complete the survey.

One of our key Council values is that we will listen to and work with the people of Cornwall. The insight and feedback you have provided as a stakeholder has been useful to us understanding your perspective and experience of working with Cornwall Council.

The 2017 Stakeholder survey shows that while we are getting some things right, such as a lot of you find Cornwall Council employees approachable and friendly and act in a professional manner, there is still much room for improvement.

In particular, you said we need to be quicker and more consistent in how we respond to enquiries. In April, we will be launching our Customer Service Promise which is focused on the three main things customers tell us important to them: reliability, convenience and trustworthiness. As part of our Customer Service Promise we are committed to putting people first; dealing with feedback and to say sorry if we get it wrong and aim to put things right; keeping people informed so they don't have to chase us; and using plain English.

We are also working to improve communication with residents and stakeholders, introducing a monthly e-newsletter and more actively using our resident panel to actively listen to and take in to account the views of our residents.

While this is a step in the right direction, we know there is more to be done. We are keen to talk with you further to hear your views and suggestions on how we could make your experience of working with Cornwall Council better, and how we might change the way we engage with you to seek your views and input into key decisions.

To shape this, we are looking to hold a series of 2-3 hour workshops across Cornwall in March and are calling for volunteers who are interested to take part and help influence the way we work with stakeholders.

If you or someone from your organisation would like to take part in one of these workshops, please send us your details to haveyoursay@cornwall.gov.uk by 23 February, and we will be in contact once the dates and locations are confirmed.

If you would like any further information, please don't hesitate to contact me by email Michelle.Jeuken@cornwall.gov.uk or mobile 07484 937992.

Kind regards

Michelle Jeuken

Head of Communications and Engagement

Get in touch

Email: localism@cornwall.gov.uk

www.cornwall.gov.uk

'Onen hag oll'



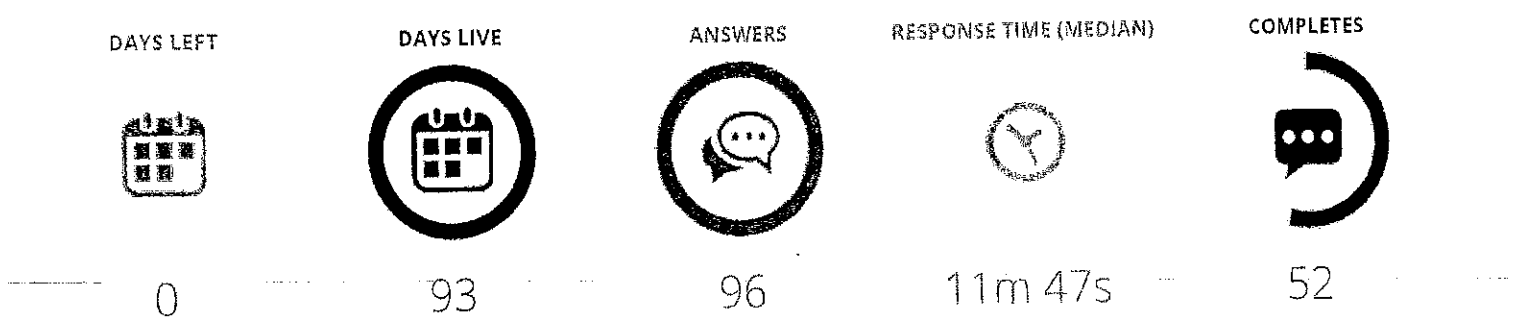
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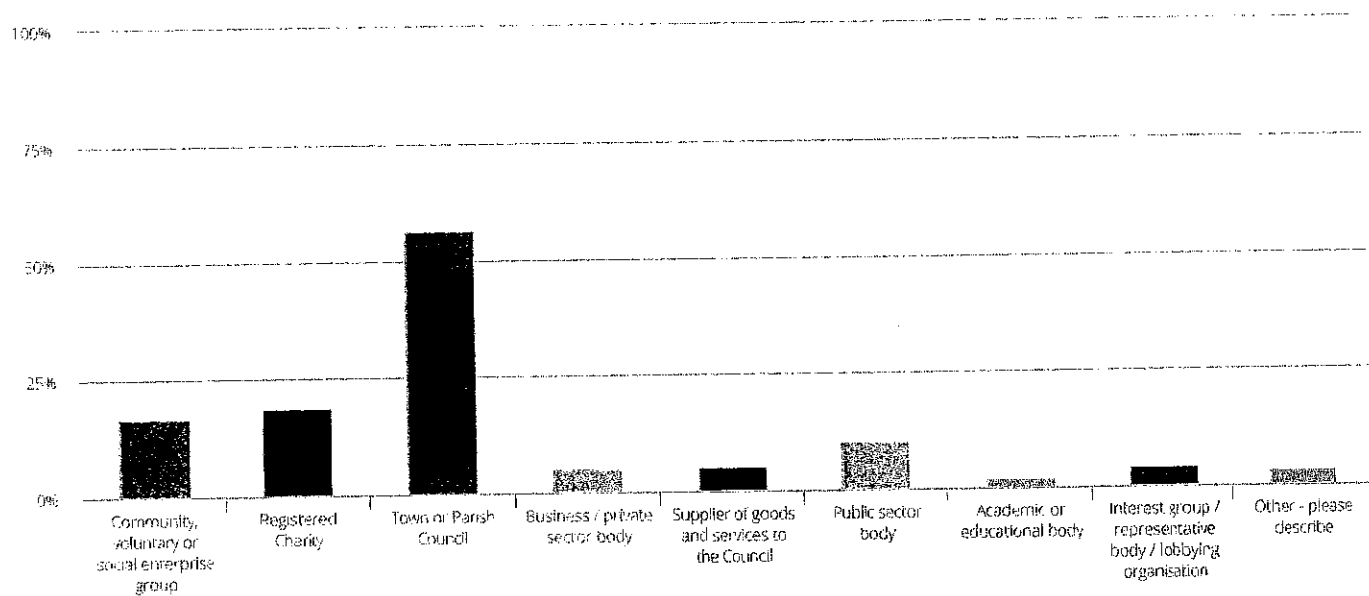


2017 Stakeholder Survey



1. Please select a description of your organisation:

Please tick all that apply



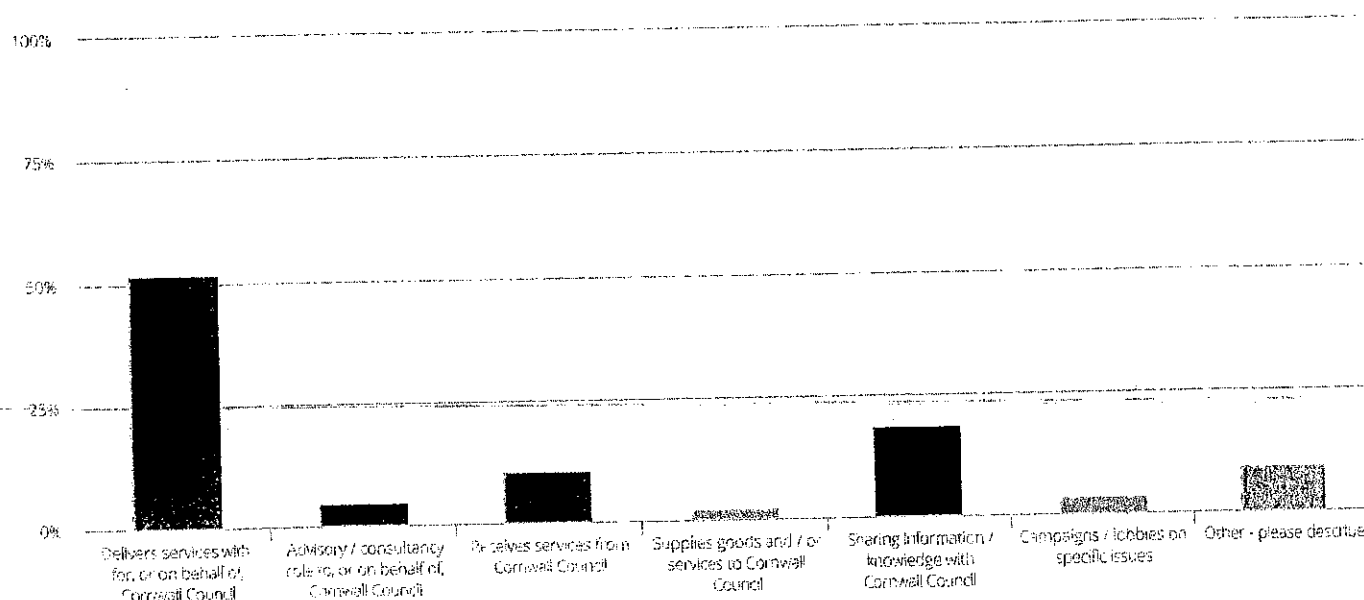
1	Community, voluntary or social enterprise group	16 (16.67 %)
2	Registered Charity	18 (18.75 %)
3	Town or Parish Council	54 (56.25 %)
4	Business / private sector body	5 (5.21 %)
5	Supplier of goods and services to the Council	5 (5.21 %)
6	Public sector body	10 (10.42 %)
7	Academic or educational body	2 (2.08 %)
8	Interest group / representative body / lobbying organisation	4 (4.17 %)
9	Other - please describe	3 (3.12 %)
Responses		96

Arms length company

housing association

charity and company limited by guarantee

2. Which of the following best describes your organisation's relationship with Cornwall Council?



1	Delivers services with, for, or on behalf of, Cornwall Council	45 (51.72 %)
2	Advisory / consultancy role to, or on behalf of, Cornwall Council	4 (4.6 %)
3	Receives services from Cornwall Council	9 (10.34 %)
4	Supplies goods and / or services to Cornwall Council	2 (2.3 %)
5	Sharing information / knowledge with Cornwall Council	16 (18.39 %)
6	Campaigns / lobbies on specific issues	3 (3.45 %)
7	Other - please describe	8 (9.2 %)
Responses		87

Multifaceted relationship, strategic planning and service delivery to communities

Delivers services for and to support the local community. Delivers services with, for, or on behalf, of CC. Advises and consults with CC. Receives services from CC. Shares information and knowledge with CC. Campaigns/lobbies on a range of issues affecting the local community.

Community Network for Community Buildings

Parish Council

through devolution delivers services within the parish

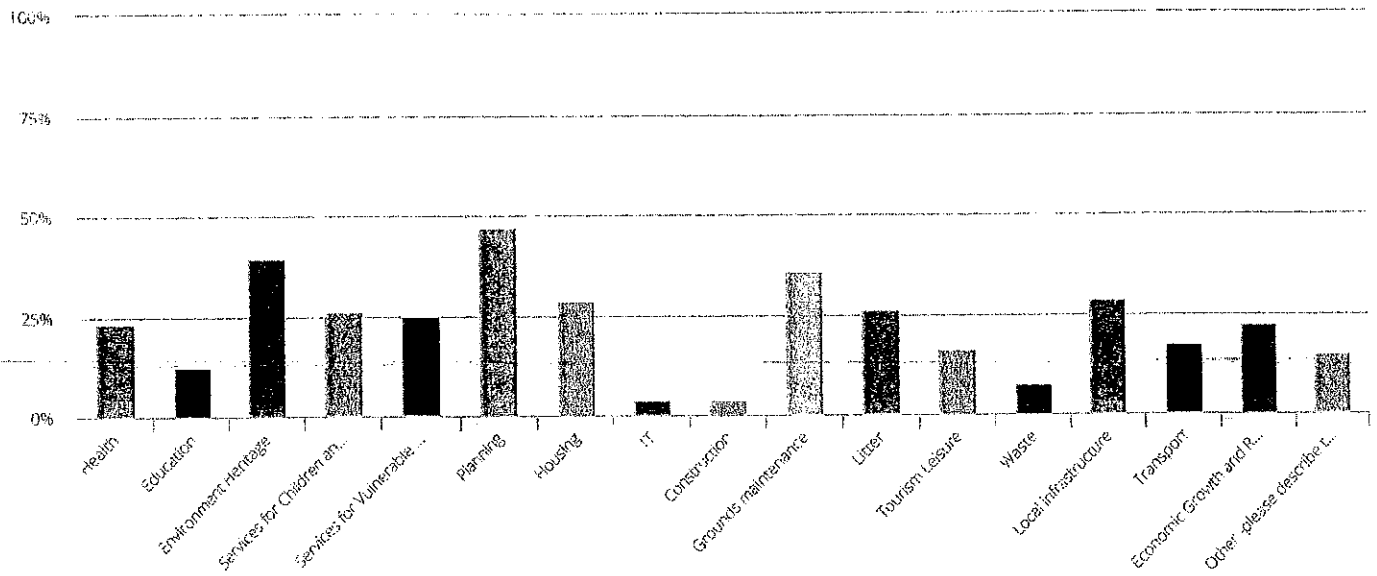
housing and adult social care and benefits

NHS

we do a little of all of the above, with a focus on delivery of statutory contract

3. Please select the main service areas that you work with us to deliver, or that you deliver to Cornwall Council:

Please tick all that apply, or add a service area if it does not appear on the list below.



1 Health	19 (23.46 %)	10 Grounds maintenance	29 (35.8 %)
2 Education	10 (12.35 %)	11 Litter	21 (25.93 %)
3 Environment & Heritage	32 (39.51 %)	12 Tourism & Leisure	13 (16.05 %)
4 Services for Children and Families	21 (25.93 %)	13 Waste	5 (7.41 %)
5 Services for Vulnerable Adults	20 (24.69 %)	14 Local infrastructure	23 (28.4 %)
6 Planning	38 (46.91 %)	15 Transport	14 (17.28 %)
7 Housing	23 (28.4 %)	16 Economic Growth and Regeneration	13 (22.22 %)
8 IT	3 (3.7 %)	17 Other - please describe the service areas here if they do not appear on the list above	12 (14.81 %)
9 Construction	3 (3.7 %)		
Responses		81	

Animal welfare; contract for strays

Social Care

Devolution

Locally related issues

Toilets

Link to the mangement of community buildings

ACT AS A CONDUIT PASSING INFORMATION ON TO OUR PARISH

Car Parks, Library

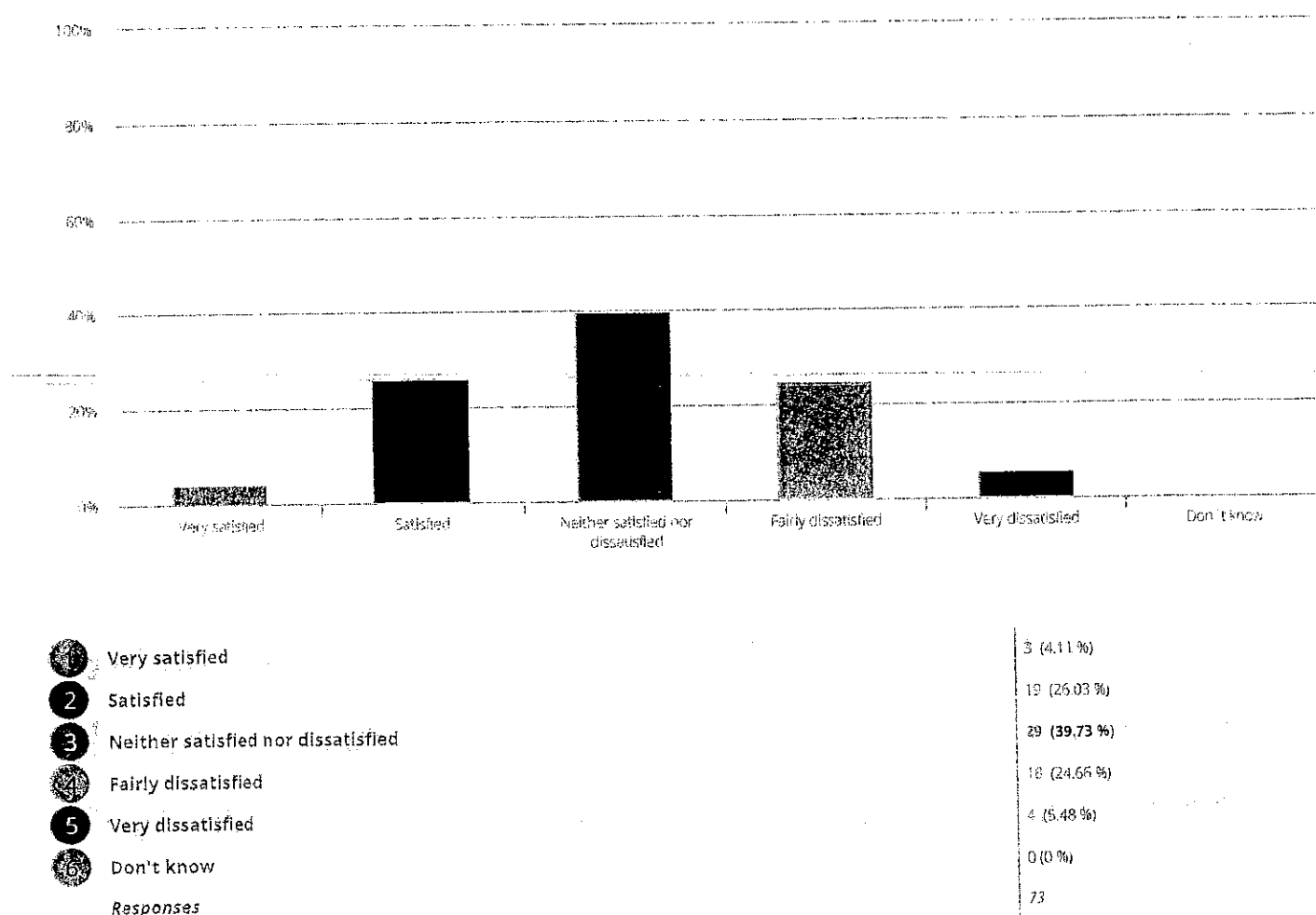
I am a voice of the community

Room Hire

Market Research

energy efficiency/fuel poverty

4. Overall, how satisfied or dissatisfied is your organisation with the way Cornwall Council works in partnership with your organisation?



Please give your reasons here (optional):

St Francis now have a good relationship with the Dog Wardens and the Council. Less satisfied as a lobbying organisation and as a Parish Councillor. Only recently have planning services improved. The 'push' to offload financial responsibilities is disturbing.

poor communication

As commissioned services with a prescriptive contract timeline, the length of time to progress necessary support from CC is unacceptable. For example it has taken over a year to progress a simple solution, which is 1/3 of our contract. The lack of solution seriously compromises our ability to deliver the required outcomes. Is this a lack of fore sight by commissioners? or Is it that some teams lack the understanding and urgency of need? Whichever it is needs attention. The impact is two fold; firstly it means we cannot 'earn our keep' as we are subsidising the contract and secondly, the council is shooting itself in the foot as we are unable to deliver the outcomes the council originally sought to commission. A decision by CC to move a date three months to the right has little / no impact on the life of the council as it will still be here infinitum; whereas for a commissioned service it is a significant percentage of the contract life.

CC's links with Cormac hinder any progress being made, especially with localism, which is the reason form being very dissatisfied. Some services have been fantastic, for example help from [REDACTED] and some members of the Planning Dept. others have been poor, so it is not really possible to make a generalisation.

Overall the strategic direction seems to be sensible though obviously financially challenging. We don't have many direct contractual links currently but we in put on quite a bit of strategic direction through ESB, Brexit discussions and through equality and inclusion agendas. Direct support for Families through the early help hub has improved. We have concerns of the need to plan resources for vulnerable adults and struggling families when further funding cuts hit. We would like to be more collaboratively involved in mapping resources to need and more opportunities for service co-design.

The relationship between Cornwall Council and the VCSE needs a c

contracts not improved or updated for 5 years, to reflect changes in society or Cornish Community.

working on the digital cornwall programme - our relationship is excellent

Different departments merit different responses. Customer service throughout appears a problem and lack of consistency in approach and advice very worrying

Services and officers vary considerably. Some areas have been very helpful. Others are difficult to engage with and do not seem to understand the nature of Town and Parish Councils.

We receive relevant information for Community Buildings and Village halls

Sometimes Cornwall Council reacts quickly and helpfully and sometimes it seems ponderous and unresponsive.

The CC often fail to fulfil their promises

There are still interactions with the Council which are patronising and not constructive. Not all areas but in some.

The Town Council was critical of the fact that securing a devolution deal was lengthy and complicated

As previously sated, active communication & consistent stakeholder engagement has been exceptionally poor: even basic needs are rarely met i.e. a prompt e mail reply, ability to make a telephone call to the relevant CC department

The University engages regularly and very effectively with different parts of the Council on a range of projects.

We get no support from our County Councillor. Our views on public rights of way in our Parish and as consultees on planning matters are ignored. We are disadvantaged by our geographic position and Cornwall Council has no appetite to support us with training courses.

Tripes. Empty building that could be used for the benefit of local people remains empty with CC paying commercial rates back to central government.

Having to repeat several times to get a response and a job done in certain areas eg grass and hedgerow cutting, Highway maintenance.

Collaborative partnership without red tape. We work direct with social care rather than commissioning which I think is better.

Too much bureaucracy

Mixed feelings - some officers are very good and helpful, but they work in a culture that tends to be risk averse

We appreciate there has been a change in structure and staffing with regards to the commissioning team but they have still kept us abreast of changes and we are due to meet with them shortly.

We have made various initial contacts but really struggled to translate these into a working relationship. We don't understand the barriers. We are especially keen to relate well to the Headstart Programme and have been promised meetings which don't happen because all are 'too busy'

It depends on who you can get through to if you can get through at all it can be difficult at times other times the person is really good and tries to assist

Housing service - very satisfied, but feel that other parts of the Council could engage with us in a more pro-active way/ as new ways of working are being developed (rather than after). As a partner we have a responsibility to contribute to debate/ discussion/ policy formation and are willing to do so.

There can at times feel to be a level of intransigence and points scoring which is not helpful in partnership working

The culture of Cornwall Council appears to regard town/parish councils as inferior partners, whose views and contributions to what is meant to be a partnership are often not sought until after a decision has been made, or just patronisingly ignored. There appears to be a reluctance across all departments to respond to correspondence in a timely and business like manner, and when a response is finally forthcoming it is often evasive and frankly unhelpful.

It seems to me that when help or advice is asked for Cornwall Council is negative in its replies or merely doesn't answer at all. Even genuine concerns about planning are ignored not only by the parish coucillors but by the residents thereof too.

I have worked with very difficult social workers who have a drive for -

Some people within the council are very positive and easy to work with whilst others sometimes behave as if the council is trying to take over the world. We have good relationships with elected members who are in the main very approachable and want to work in partnership.

Historically a little difficult in terms of identifying and engaging with key responsible people, but latterly much better. Rapid changes in personnel / brief at Cornwall Council mitigates against the development of productive relationships.

We try to have a dialogue but are treated unprofessionally and not listened too

Cormac toilet contractors. Not doing their job & management refusing to acknowledge any problem.

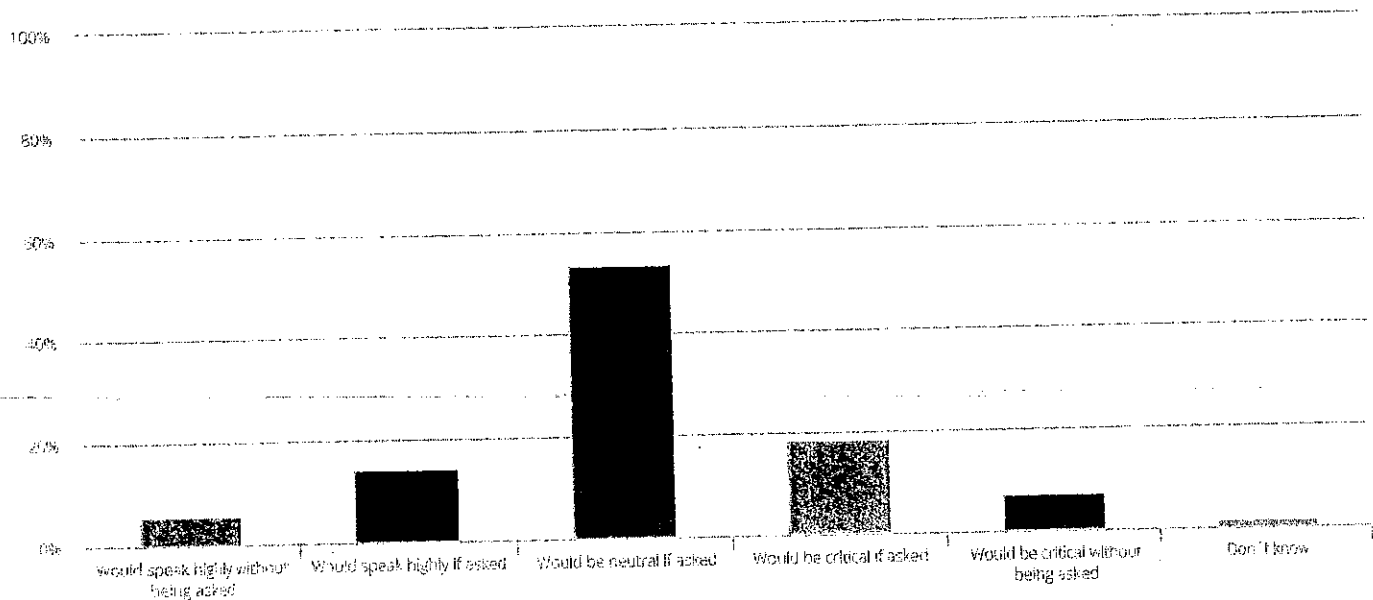
We feel that there needs to be better communication between all authorities and officers

On Planning, we sometimes feel that Cornwall Council does not always take enough notice of our representations. On grounds maintenance, we are part of Local Maintenance Partnership. However, this does not reimburse the full costs of keeping footpaths etc mown and so we are subsidizing Cornwall council, which is unfair.

We're satisfied with the departments and partners we work with most (Planning, Legal, Governance, CORMAC Highways and Solutions) in terms of personnel but feel they are often hidebound by national legislation, local policy restrictions and significant lack of resource (financial and people).

It's not always collaborative; often feels patriarchal.

5. Which of these statements best applies to your organisation's experience of working with Cornwall Council?



1	Would speak highly without being asked	4 (5.63 %)
2	Would speak highly if asked	10 (14.08 %)
3	Would be neutral if asked	38 (53.52 %)
4	Would be critical if asked	13 (18.31 %)
5	Would be critical without being asked	5 (7.04 %)
6	Don't know	1 (1.41 %)
Responses		71

Please give your reasons here (optional):

As previously and the general failure of the Cabinet to respond to the needs and criticism of residents.

Our experiences to date mean that there are some fantastic and committed staff who work over and above to collaborate on effective outcomes. Yet they are hampered by jobsworths and 'just here for the money' attitudes in other teams. The fact that CC is still in the same place as it was 7 years ago suggests that there is a stalemate across senior managers. Powerful enough to resist a progressive direction of travel sought by council leaders, and of sufficient detached seniority to not drive forward the changes needed among 'delivery' teams. It feels at times if there are those 'coasting to retirement', a very old fashioned local authority attitude.

Cornwall's link to CC and the prohibitive costs of their monopoly. Not seeing any action to comments or requests. Phone or email messages not being actioned. Forever being told there is no money for CC to carry out their responsibilities - but this is in part linked to the first comment.

CN4C and Cornwall Council share many of the same aspirations and values for Cornwall and its people. We also share a sense of pragmatism in terms of the inevitability of service cuts that will come from decreased funding. Cornwall Council is showing better leadership by co-ordinating across statutory bodies to join up delivery and to better meet need. The next level of innovation requires both VCSE and private sector to be more involved with service users to create better outcomes for the future. Without this service cuts will lead to real hardship and an increase in the equal outcomes gap that already exists.

To simplistic, I would speak highly on some subjects/issues and be critical of others

We really want Cornwall Council to succeed and truly want to be a good partner, but cannot help feeling that Council staff not always on same page as members or the Executive. Partners still considered as inferior and disposable.

The Council does its best within its limited financial and staff resources but there is room for improvement in certain areas.

Links to previous answer - sometimes CC is responsive and efficient and sometimes it is the opposite.

For reasons as in previous answer

It would have been critical a few years ago. Some positive developments but still some staff need to be engaging in receptive to collaboration.

Frustrations over the devolution deal

Lack of accountability, poor communication strategy, an obvious disregard of the stakeholders basic needs

I regard it as a necessary evil

It varies depending on services and situation

It is a highly politicised environment and we are not sure that there is real commitment to working together Our offer is about making a strategic contribution in relation to inequality which fits with all the Policy documents but not necessarily with operations - there is a gap but it is not acknowledged and it feels that criticism of this would be unhelpful - we are seeking to contribute rather than to criticise.

as already explained it depends on who you get and how eager they are to assist

The council has an ambitious housing policy and backs it up with resources and effort. This is not the situation elsewhere in the country

Important partner who would respond badly to be criticised and would possibly seek retribution

See reply to Question 4. There needs to be a fundamental culture change within Cornwall Council that not just claims to want to work in partnership with town/parish councils, but recognises that words are not enough. There is clear evidence that bad communication, a poor regard for local councils, and a professional stance that says 'we actually don't really think you are that important' are widely held views across Cornwall Council's organisation. There seems to be currently a recognition that this exists, but we see no clear evidence that, apart from much pretentious wording in documents and publications, anything is changing in reality.

Reasons given at Q4

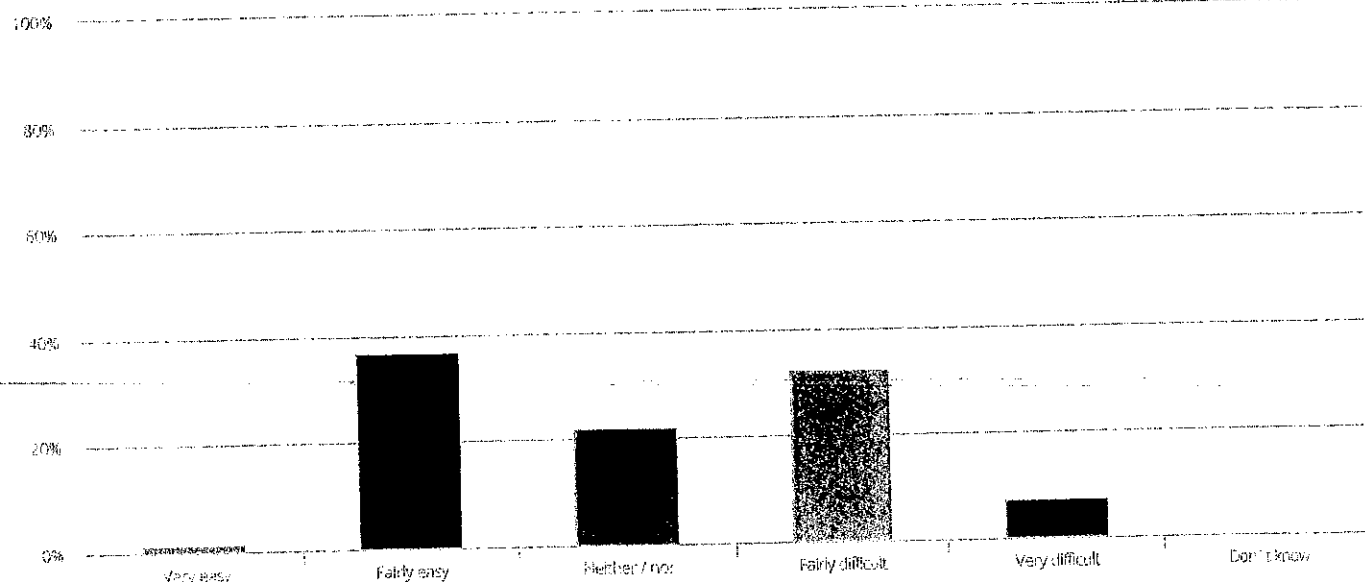
Latterly much better, but historically quite poor

We have tried to work with key managers in Adult Social Care for the past 18months but there have been no improvements

After paying extra for services such as toilet cleaning & parking enforcement still no improvement. No understanding of the very real issues we have especially during the summer period

Don't do a lot with Cornwall Council at present and so it is hard to be either positive or critical.

6. Generally, how easy or difficult does your organisation find working with Cornwall Council?



- 1 Very easy
 - 2 Fairly easy
 - 3 Neither / nor
 - 4 Fairly difficult
 - 5 Very difficult
 - 6 Don't know
- Responses

1 (1.47 %)
25 (36.76 %)
15 (22.06 %)
22 (32.35 %)
5 (7.35 %)
0 (0 %)
68

Please give your reasons here (optional):

Multiple layers of management that appear not to communicate with each other effectively or consistently communicate with our organization. Confusion between respective roles of CC and the LEP.

St Francis, usually easy but not always simple to reach the officer really responsible. On planning issues most Case officers now much more willing to consult and discuss with objectors and not only the developers.

We have some fantastic people we work directly with, who are severely let down by the rest of the council. This is because those they seek solutions / answers from appear uninterested or hide behind systems and process. The bureaucracy itself at times is non-sensible and at times no-one seems to notice if someone who is responsible for a key step in process is absent, or even left the organisation!

Very frustrating trying to make progress on issues. Stranglehold of Cormac's link in the chain.

Inevitably frustrating at times in terms of bureaucracies and decision making processes and timescales! But genuinely there seems to be a better sense of willingness and a desire to work with the community if all of the systems are not yet in place to achieve maximum impact.

Your staff are over stretched. You demand very swift responses, set tight deadlines but then take ages to make a decision

This is really difficult as some elements are very very easy. Some staff are wonderfulhowever... Commissioners are unclear of what they want or have commissioned and expect more only when it suits. There is genuine inconsistency.

easy once we overcame the cumbersome procurement hurdles - not dissimilar to Cornish steel's

Once again, some departments are willing to work with us, others use contact with us for a tick box approach

Obstructive, negative at the outset; the Council appears to be entrenched in the past and is not open to new initiatives unless they have been generated in-house

Can sometimes be hard to get hold of people, especially by telephone. CC decisions often based purely on budgetary considerations. Get the impression that CC is trying to dump services onto Parish Councils, who can mostly even less afford to provide them.

no comment

It can take a long time for a decision to be made or information to be processed within the Council. Also suggestions about ways to improve services in some areas are ignored. There can be a 'we know best' attitude to engagements.

Relations with many officers seem good

The inability to reply/ communicate in a timely fashion demonstrates a disinterest in issues and the stakeholders: usually infers that the person / department in question does not want to take accountability

Access to CC website usually not possible during planning meetings

Trying to communicate with someone always having to report through the website then not getting a response to when the work would or would not be done, all but the usual generic response.

We have meetings, provide lots of information (for free) follow up in writing and then hear nothing more

at times its difficult I find referring to adult social care can be difficult and there is no contact after to know what has happened.

Housing service - very easy. Would like other parts of the council to see housing organisations as natural partners for other policy areas, eg, health/ social care integration; regeneration; economic impact etc

See replies to last two questions. Additionally: Letters sent to Cornwall Council on official business go unacknowledged, worse still they go unanswered, even when sent to Portfolio Holders. Requests for information, for contact with specific officers, for responses to questions on statutory duties just go unanswered. The situation frankly is organisationally very poor. When there are responses it is the norm that it is by telephone, or by extremely brief and non-committal email. There appears to be no willingness to answer any query directly, or in a manner which creates a permanent record. Overall, with few exceptions, conducting business with Cornwall Council on local authority matters is time-consuming, repetitious, frustrating, and rarely produces a feeling that the organisation cares about what is doing in this regard.

Don't always follow up enquiries made to them. Have to chase!!

In the main people are easy to work with. Financial transactions are very difficult though and we spend many hours chasing payment from council colleagues.

Very good relationship with service commissioner. New CEO has improved other relationships significantly through clear direction / instruction to engage, indicating strong leadership and a commitment to positive change. However this is fairly recent and historical difficulties and some remaining difficulties about clarifying our position in relation to contributing to, and being paid for, input into key strategies, leaving us in a no-man's land.

Staff we have to engage with don't appear to understand the sector they are working in. Also they have a lot of arrogance and do not appear to value the opinion of external organisations

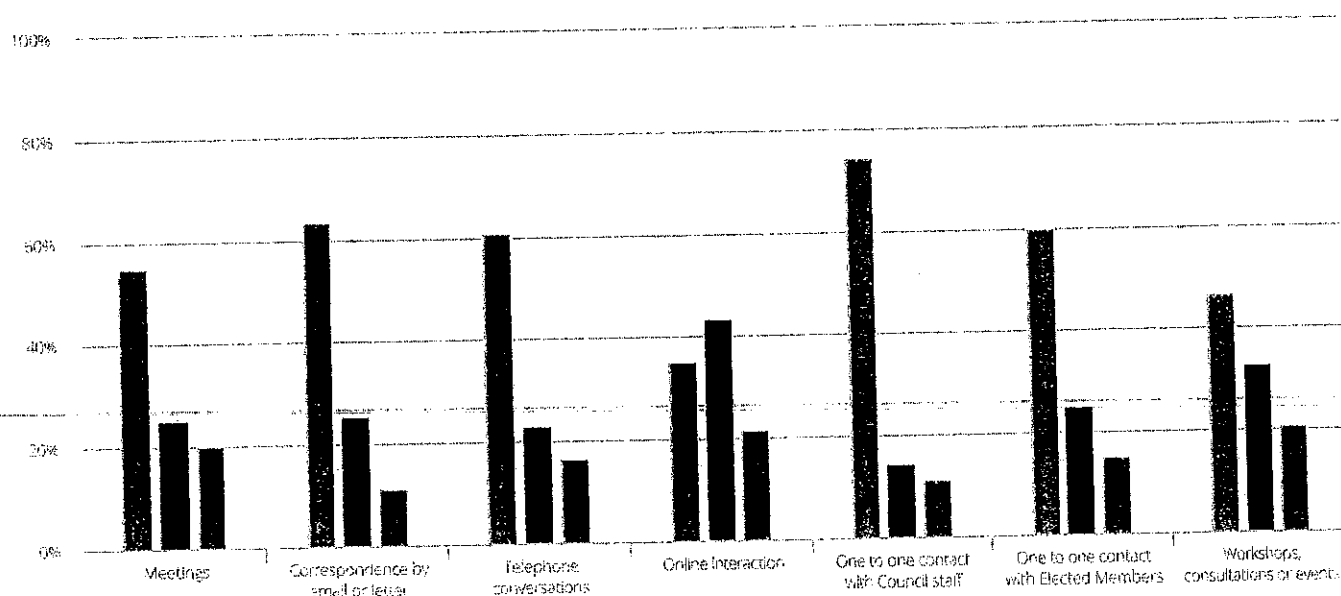
Senior officer are happy to meet & discuss but delivery of the agreed service is always lacking

Members of CC with whom we have dealt have always been friendly and endeavoured to be helpful within budget constraints

Spend lots of time attending 'consultation' meetings, but in reality they are more information sessions where CC say what is going to happen. Very little listening and adoption of feedback.

7. Working with the Council, how effective do you find:

Please tick all that apply



Effective



Not effective



Don't know Responses

Meetings

Correspondence by email or letter

Telephone conversations

Online Interaction

One to one contact with Council staff

One to one contact with Elected Members

Workshops, consultations or events

Effective	Not effective	Don't know	Responses
33 (55 %)	15 (25 %)	12 (20 %)	60
40 (63.49 %)	16 (25.4 %)	7 (11.11 %)	63
37 (60.66 %)	14 (22.95 %)	10 (16.39 %)	61
21 (35 %)	26 (43.33 %)	13 (21.67 %)	60
46 (74.19 %)	8 (14.52 %)	7 (11.29 %)	62
36 (60 %)	15 (25 %)	9 (15 %)	60
27 (46.55 %)	19 (32.76 %)	12 (20.69 %)	58

Please add any additional feedback on working with the Council.

Accepting that officers are mostly busy it is still galling not to be called back but to have to leave more messages to get any response.

This is a generalisation, and does not apply to all departments or people, but it is very frustrating trying to get any reaction from some departments. For example, I have been waiting nearly 2 weeks for some dog fouling stickers and we have been waiting 5 years for some action on a footpath.

Again this varies greatly on individuals and on subjects/issues

This is very hit and miss depending upon the Department and or officers. Some communicate brilliantly, but overall performance inconsistent. Arrival of new Chief Executive has helped enormously.

I find that if I have a specific person to contact I get responses in a timely manner, however, if I fill in on line forms I do not always receive a response.

It is difficult to accurately evaluate. Experience varies considerably across all departments. This is also affected by the level of engagement actually desired by Heads of Service and Team members. If the desire to really work in partnership with regard for all parties is not present little can successfully be achieved.

This is not straight forward some meetings and engagements can be very effective others ok, while some not effective, it can vary depending on person and department.

As previous stated, CCC has made it very difficult to communicate with by any means. The departments I have tried send a holding e mail which is not time bound so you are left wondering when a reply will come. The Council Tax dept is the worse: 10 working day reply if you are lucky

I have replied 'don't know' as I have a very sensible communication with a member of CC staff but the follow through is never smooth. For instance, if hiring a room from us, please give the Purchase Order number there and then, not wait 2 months until everyone everywhere is in a complete tangle.

All seem effective at the time but we don't have any outcomes to show for our investment of time and effort. Just realised that this consultation may prove to be another example of this!

I have found that emails are good but can sometimes still leave you with no answer

Senior staff/ members are very busy, but make themselves available for partner conversations

The results set out above indicate that Cornwall Council's performance in respect of modern day processes of communication is not effective. Even when failures to respond are highlighted, there appears to be no appetite for managerial scrutiny, or acceptance of responsibility by anyone within the chain of command. It is as if there is no belief that there is a duty to reply, to reply in a timely manner, and to reply intelligently ie to answer the question. One gets the feeling it is seen by many as some kind of game, or theoretical exercise which has no bearing on real life.

My actions are secondary as the main communications are from the elected County Councillor, the Clerk or the Parish Chair.

have to tick don't know with 4 and 5 as the experience is highly variable and the response does not allow for this. Re workshops / consultations - our most recent experience has been TCA programme, where we have been identified as a key development partner, agreed payment for our work, which subsequently has stalled in terms of permission, leaving us with option but to withdraw until situation clarified. Overall TCA has not delivered as planned.

There seems to be commitment from the CEO to work in partnership but this does not translate down to her staff teams

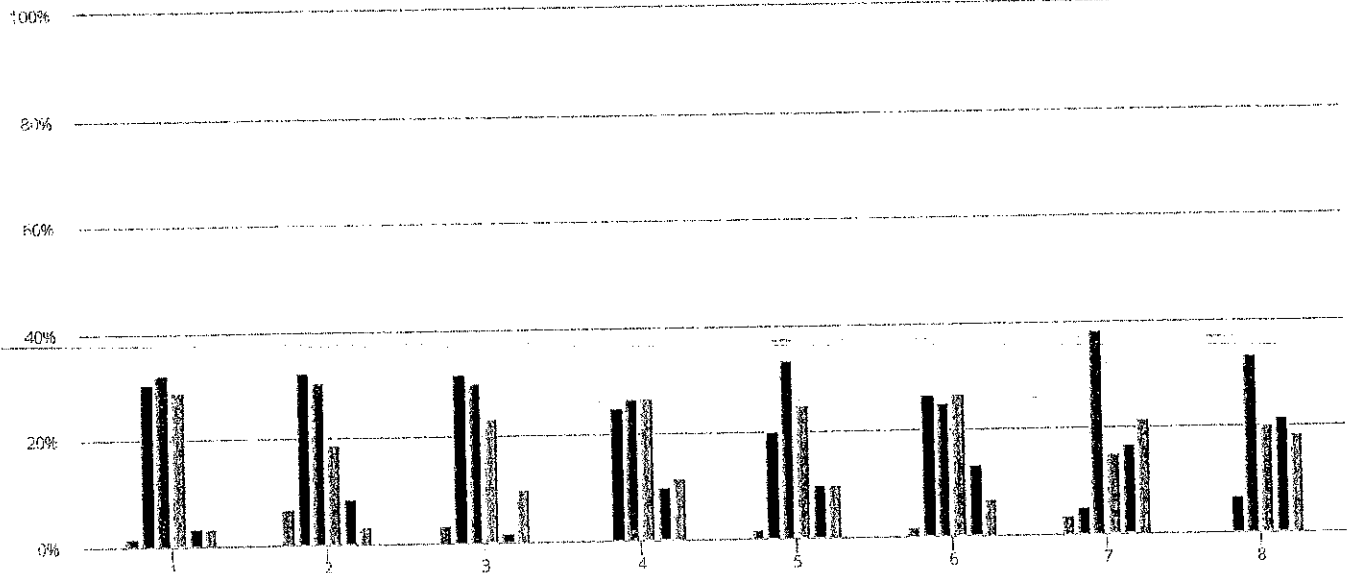
Some Cormac services & cornwal housing difficult to deal with

Email preferred to letters; the latter are not effective in general (adds time to communication, uses unnecessary paper, means documents have to be scanned to be circulated). Contact with our specific Member is ineffective because we feel he does not represent the views of the Parish Council/the parish as whole at County Hall, and gives inaccurate/misleading advice and guidance that wastes time in pursuing. The Parish Council does have effective one-to-one contact with Members for neighbouring areas.

8. To what extent do you agree or disagree with the following descriptions of partnership working across Cornwall?

Please tick one box for each response

Working in partnership across Cornwall...



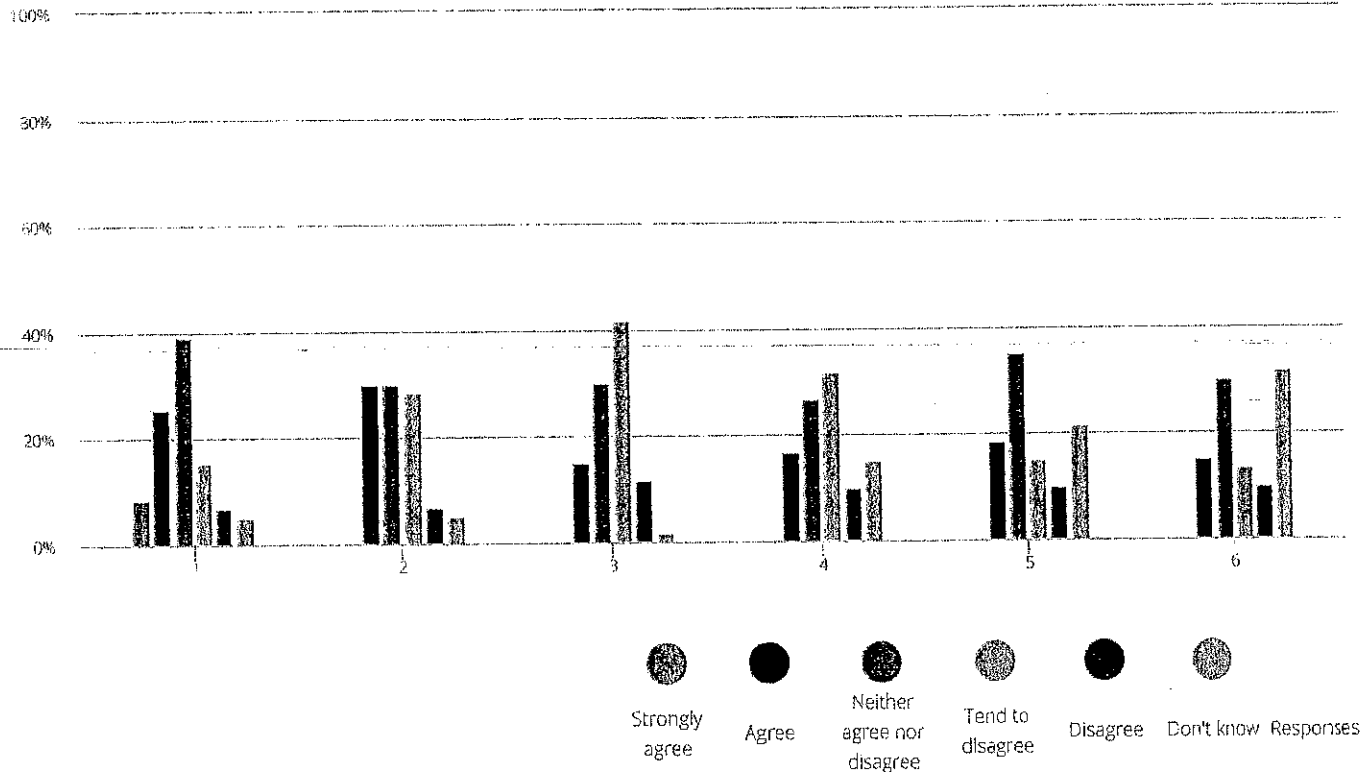
☐ Strongly agree
 ☐ Agree
 ☐ Neither agree nor disagree
 ☐ Tend to disagree
 ☐ Disagree
 ☐ Don't know
 Responses

Partners organisations work well together in Cornwall	1 (1.69 %)	18 (30.51 %)	19 (32.2 %)	17 (28.81 %)	2 (3.39 %)	2 (3.39 %)	59
Together with the Council, partners offer good services for Cornwall	4 (6.78 %)	19 (32.2 %)	18 (30.51 %)	11 (18.64 %)	5 (8.47 %)	2 (3.39 %)	59
The Council and partners have shared objectives	2 (3.33 %)	19 (31.67 %)	13 (30 %)	14 (23.33 %)	1 (1.67 %)	6 (10 %)	60
The Council has a good understanding of who does what in terms of partner organisations	0 (0 %)	15 (25 %)	16 (26.67 %)	16 (26.67 %)	6 (10 %)	7 (11.67 %)	60
I know how decisions are made by partner organisations and how to influence them	1 (1.67 %)	12 (20 %)	20 (33.33 %)	15 (25 %)	6 (10 %)	6 (10 %)	60
I know how decisions are made by the Council and how to influence them	1 (1.67 %)	16 (26.67 %)	15 (25 %)	16 (26.67 %)	9 (13.33 %)	4 (6.67 %)	60
The Cornwall Executive Group is effective	2 (3.33 %)	3 (5 %)	23 (38.33 %)	9 (15 %)	10 (16.67 %)	13 (21.67 %)	60
Conflict or tensions with or between partner organisations are actively managed by the Council when strategies are not aligned	0 (0 %)	4 (6.67 %)	20 (33.33 %)	12 (20 %)	13 (21.67 %)	11 (18.33 %)	60

9. To what extent do you agree or disagree with the following statements about **the way Cornwall Council works in partnership?**

Please tick one box for each response

Cornwall Council is...



Taking the lead in making things happen to make things better in Cornwall

5 (8.47%) 15 (25.42%) 23 (38.98%) 9 (15.25%) 4 (6.78%) 3 (5.08%) 59

Good at working with individuals or organisations to influence / shape the future

0 (0%) 13 (30%) 13 (30%) 17 (28.33%) 4 (6.67%) 3 (5%) 60

Working effectively at the community level

0 (0%) 9 (15%) 13 (30%) 25 (41.67%) 7 (11.67%) 1 (1.67%) 60

Working effectively in partnership with Town and Parish Councils

0 (0%) 10 (16.67%) 15 (26.67%) 19 (31.67%) 5 (10%) 9 (15%) 60

Working effectively in partnership with voluntary community and social enterprises

0 (0%) 11 (18.33%) 21 (35%) 9 (15%) 6 (10%) 13 (21.67%) 60

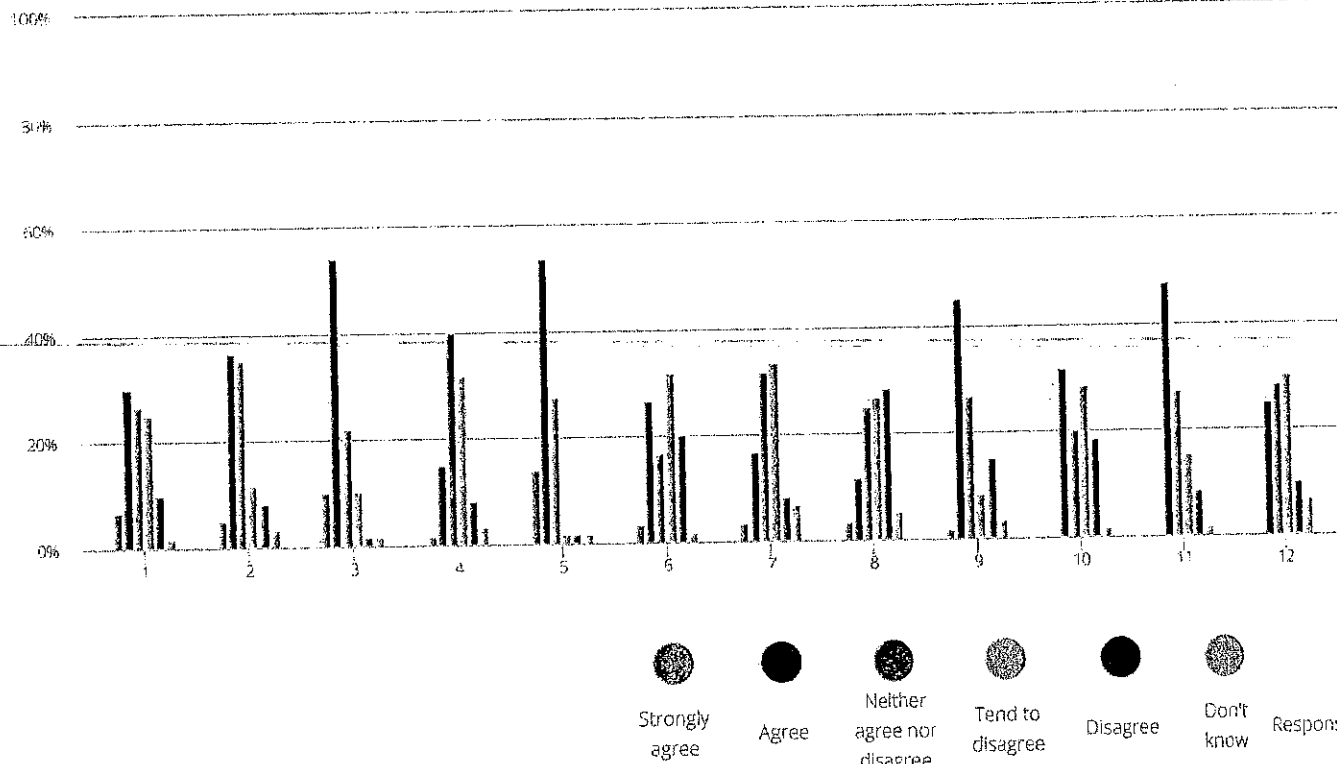
Working effectively in partnership with businesses

0 (0%) 9 (15%) 13 (30%) 8 (13.33%) 6 (10%) 19 (31.67%) 60

10. To what extent do you agree or disagree with the following statements about **working with people** from Cornwall Council?

Please tick one box for each response

Cornwall Council's people...



Understand the challenges facing our organisation

Display passion and commitment to deliver positive outcomes for Cornwall

Are approachable / friendly

Are effective at finding solutions

Act in a professional manner

Are easy to contact - it is easy to have regular or face to face contact with them

Engage proactively with stakeholders and involve them in meaningful ways

Seek the views of our organisation before making decisions that might affect us

Provide helpful guidance

Respond within reasonable timeframes

Are confident and capable

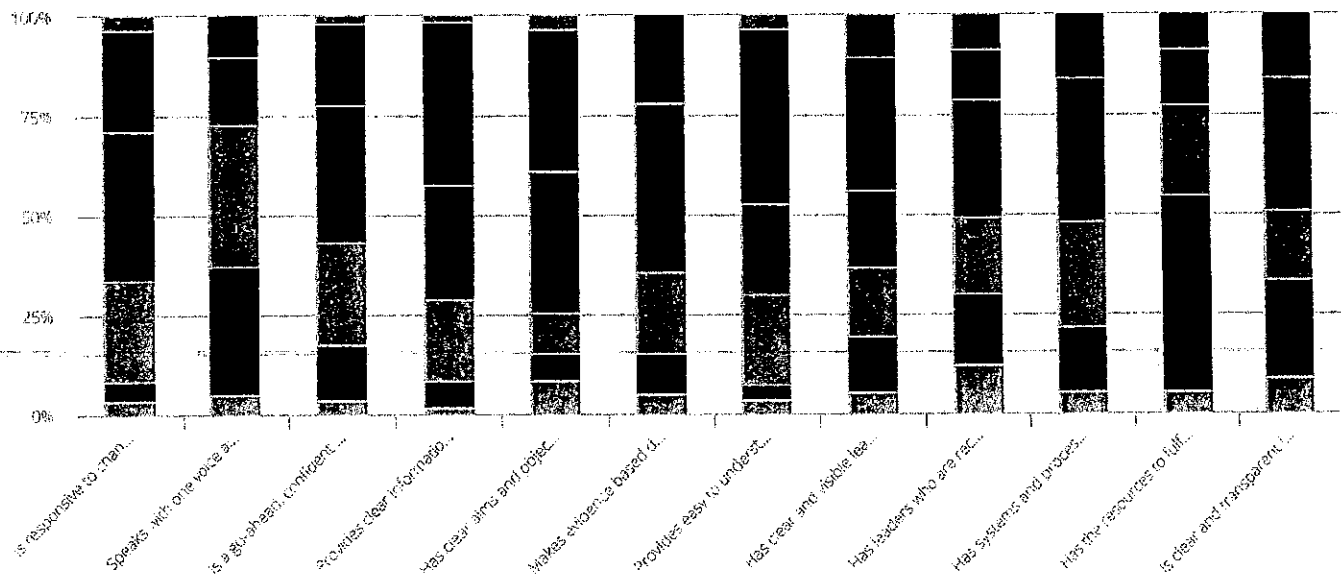
Listen to what our organisation has to say

Strongly agree	Agree	Neither agree nor disagree	Tend to disagree	Disagree	Don't know	Responses
4 (6.67 %)	18 (30 %)	16 (26.67 %)	15 (25 %)	6 (10 %)	1 (1.67 %)	60
3 (5 %)	22 (36.67 %)	21 (35 %)	7 (11.67 %)	5 (8.33 %)	2 (3.33 %)	60
6 (10.17 %)	32 (54.24 %)	13 (22.03 %)	6 (10.17 %)	1 (1.69 %)	1 (1.69 %)	59
1 (1.67 %)	9 (15 %)	24 (40 %)	13 (31.67 %)	5 (8.33 %)	2 (3.33 %)	60
8 (13.79 %)	31 (53.45 %)	16 (27.59 %)	1 (1.72 %)	1 (1.72 %)	1 (1.72 %)	58
2 (3.33 %)	16 (26.67 %)	10 (16.67 %)	19 (31.67 %)	12 (20 %)	1 (1.67 %)	60
2 (3.33 %)	10 (16.67 %)	19 (31.67 %)	20 (33.33 %)	5 (8.33 %)	4 (6.67 %)	60
2 (3.33 %)	7 (11.67 %)	15 (25 %)	16 (26.67 %)	17 (28.33 %)	3 (5 %)	60
1 (1.67 %)	27 (45 %)	16 (26.67 %)	5 (8.33 %)	9 (15 %)	2 (3.33 %)	60
0 (0 %)	19 (31.67 %)	12 (20 %)	17 (28.33 %)	11 (18.33 %)	1 (1.67 %)	60
0 (0 %)	28 (47.46 %)	16 (27.12 %)	9 (15.25 %)	5 (8.47 %)	1 (1.69 %)	59
0 (0 %)	15 (25 %)	17 (28.33 %)	18 (30 %)	6 (10 %)	4 (6.67 %)	60

11. To what extent do you agree or disagree with the following descriptions of Cornwall Council?

Please tick one box for each response

Cornwall Council...



☐ Strongly agree
 ☐ Agree
 ☐ Neither agree nor disagree
 ☐ Tend to disagree
 ☐ Disagree
 ☐ Don't know Responses

Is responsive to changing needs and circumstances of Cornwall

Speaks with one voice across the Council's teams and departments

Is a go-ahead, confident and active organisation

Provides clear information on what is happening in Cornwall

Has clear aims and objectives

Makes evidence based decisions

Provides easy to understand information on Council services

Has clear and visible leadership

Has leaders who are recognised as positive role models

Has systems and process which are helpful and easy to understand

Has the resources to fulfill its' obligations

Is clear and transparent in how it allocates resources

12. Please complete the following statements:

An example of when our organisation has worked effectively in partnership with Cornwall Council was when...

Sr Francis was under threat from a planning application. The Council was as helpful as its role as 'determiner' of the application allowed it to be.

Sorry - struggling to think of anything within the last year.

██████████ was involved with Highways. ██████████ actively offering to help. Planning Dept attending a site visit and also offering guidance.

1. We opened a Community Swap Shop in St Austell to meet emerging need for people with multiple and complex needs in the community. 2. Murdoch and Trevithick Day Centre was closing - we offered space in our community centre to house the service and to show the value of integrating services within the community. Despite some early concerns after nearly a year of operation everyone has settled in well. It makes our Centre more inclusive and gives M&T Service users a more mixed environment with more access to different activities. We would like to explore more opportunities like this in the future.

When we have successfully rendered for contracts, so that outputs, outcomes and performance measures are clear and understood

None

Reacting to changes in circumstances, when political, officer and commissioned services need new strategic thinking. And the strategy is inclusive.

Seeking help with our Neighbourhood Plan

We report issues on the highway within our parish, that need attention.

Organising conference

CC transferred the park, although it took a long time to undertake CC was approachable and committed.

Recent major devolution project

Coast path maintenance

no comment

In the Local Maintenance Partnership (LMP) agreement. Very helpful with regard to us commencing a Neighbourhood Development Plan.

Working with Children and Family Service on One Vision and service transformation.

The ongoing campaign to secure a link road from St Austell to the A30

N/A

The Council agreed to become a partner in our Launchpad entrepreneurship programme for 2017-2020.

We are pleased with the ease of Glen Hayden of Cormac and how efficient he deals with our concerns.

Taking over the toilets

Can't remember anything going completely smoothly. Forms we send just don't get returned. Invoices have to be chased constantly. CC does not comply with the terms of our invoices

staff from our organisation joined Council staff in supporting another authority prepare for Ofsted

Gave council tax relief to us a social enterprise

Local Maintenance Partnership for footpaths

We worked together on the emerging Local Plan

We worked jointly to house individuals moving from Budock, Tamarisk and Westheath.

can't think of any where it went smoothly its always a bit of a struggle

Development and delivery of the affordable housing programme

Following a decision to redesign a major road junction in our parish, without consultation, when we became aware of the potential for utter chaos, and after a concerted and completely unnecessarily complex and involved lobbying process, we were able to get a senior officer to actually listen to us, the decision to progress the work was reversed. An example of a local council using its local knowledge for the benefit of the community, but the process of achieving success was outrageously time-consuming and we were met with organisational obstruction and obfuscation all along the way. It really should not be this way. Our intervention appeared to be resented even when it was perfectly obvious that the highways project team had flawed data, and had reached a conclusion which was not technically supported by the flawed data. The piece of work was shabby, it was clear it was shabby, and when we highlighted this we were treated with disdain until the final point where we were able to articulate our view face to face. At that point the decision was reversed and we were thanked. An odd process and very very discouraging.

Can't think of an example.

Really effective relationships with elective members - honest, transparent and open

Most recently, with regard to working with Planning and Licensing to overcome issues relating to access and inclusion for disabled people. This has been directed from the top, evidencing good leadership and commitment to equality from new CEO. Representatives have been committed, responsive and communicative.

We meet directly with the CEO, but then it falls apart when we have to meet managers below her

Purchase of new Rd toilets

Organising a feasibility study for a safe passageway for cyclists/pedestrians between Callington and Saltash. Cross-functional team has worked well and steady progress made

Too many years ago to be relevant

The three things that would enable our organisation to work even more effectively in partnership with Cornwall Council are:

1

More attempt to consult with the organisation at regular intervals of, say, 4 months at a middle management level.

For the council to better understand the pressures and tensions within VCSE organisations. They are not in a position to subsidise council contracts. There has to be realistic recompense in tenders to cover support costs, such as admin and management. You cannot have a front-line service without direction and support.

Sever links with Cormac. They are a monopoly that charge what they like and prevent any progress being made. For example, the Parish Council wants to fund some road safety measures as CC do not have the money. Although the PC has a fairly generous amount of money set aside for this it is unlikely that the work will be carried out as only Cormac can do the work and their charge is extremely excessive. They leech money out of CC and the PCs.

More commitment to co-designing services with the people who use and need them. This should then influence a needs map on theme and locality. This should then be followed with evidence based commissioning that demonstrates ability to change outcomes through excellent practice and to add value locally.

For the council to engage in genuine co-production, with users, delivery partners and stakeholders. To recommit to prevention and early intervention

Quicker responses

For Commissioners to be clear and current in the needs of service provision.

Making it easier to contact individual staff

A better way of making contact with officers than via an on line form

Speedy responses from all departments, some find it difficult to know we are trying to contact them

a better understanding of where money is spent and how it is allocated

More empathy and support within the legal processes

The Council having a better understanding of what our aims and goals are

Answer questions when asked and quickly, not 3 weeks later.

If a Parish Council was to be provided with direct contact numbers of officers

Cornwall Council Officers and Ward Members having greater knowledge and understanding of what Parish and Town Councils seek to deliver within their communities.

More funding

Properly communicate with Parish Councils while listening to their concerns.

Ensuring our Planning Comments carry more weight as they represent the views of our electorate.

Mutual respect and constructive dialogue in all departments.

Resolving issues more quickly which would increase mutual confidence

Have a stakeholder communication & engagement strategy and then apply it: trying to contact somebody / department at CCC is so very difficult to the point where cynically I believe it has been designed that way to avoid taking accountability and have to deal, at times, with difficult situations. My experiences have been poor ones and have written to [REDACTED] on several occasions expressing my disappointment & frustration. Treat people as individuals, it makes a difference

Regular contact with senior leaders.

To have a County Councillor attend our monthly meetings.

Tell us where infrastructure levy money raised here was spent.

Get your act together

To have a person specific to an area of report, eg highway maintenance, signage, grass cutting and waste, the Clerk can speak to with local problems.

a phone directory for all staff in the Council

More consultation prior to policy development

Working together on joint training to improve understanding of environmental responsibilities by planner in CC

Listen

People who listen and try to help and not fob us off

Involve us more in strategic partnership groups and meetings

A complete culture change within Cornwall Council, from the top to the bottom, every single person, officer or member. The organisation is there to serve. It is a service industry. Service industries in a commercial world regard their customers as vital and valuable. Cornwall Council generally acts as if it does not really care. It says it cares, but its actions generally reveal that it does not want to be bothered with caring for its customers. Until this changes, root and branch, with everybody being held responsible for implementing the 'genuine customer culture' things cannot change. Glossy leaflets, fancy project teams, so on and so on are wasted time, money and energy until the overall culture philosophy changes fundamentally.

Not increasing the boundary size which will put more strain on the elected persons serving an increased number of residents/population etc.

Improved leadership and a feeling of genuine openness from officers.

More opportunities to directly engage via events / workshops, where Council strategy was clearly explained, including discussion about our potential role within that as formal, informal partners.

Getting to talk to the right people who have the authority to make decisions

Provide more evidence to prove work/ attendance is as officers says.

Having a Member who engages constructively with the Parish Council, represents its views accurately and with commitment at County Hall, and provides appropriate help and guidance for items that are a priority to the parish as a whole

reduce number of 'back hander' awards of contracts handed to courtesan organisations; those who spend time wooing council officials.

2

As far as the Parish Council is concerned, to speed up responses to enquiries

To be more time effective and not shelve things until later. If the council have tendered a contract dependent on aspects from the council then that dependency must be met asap. Otherwise don't include it in the tender specification. 7/10 the council cannot meet its obligations.

Just to stress the point, another example of Cormac's unrealistic charges. Cormac allocates the LMP amount, yet when they quoted for the LMP contract in our parish their price was 3 times the LMP amount. Again, to stress, Cormac stranglehold on CC's and PC's work is an extortionate monopoly.

More open dialogue on potential innovation models particularly through systems and process change. Take more of a convenor role. Become a collaborator. Sometimes there is a mutual desire to see change but things that could be truly innovative get parked in the "too difficult" pile mostly because of process, ownership or middle management permafrost!

To give more thought to what qualities, values, skills and knowledge the council wants from its delivery partners, and then respecting the skills of the partner to deliver

Stop passing enquiries to another department rather than dealing with them.

Local providers to be trusted to deliver local services in their own communities.

Speedier responses from staff with emails/letters/face to face contact

Increased resources - including more council staff ie enforcement officers. It is no use us reporting planning breaches if there is no one to follow them up.

ensuring that the same team or staff member is available to deal with projects and issues from start to finish (ie keeping good staff happy so they want to stay at CC)

Simpler less bureaucratic procedures and greater delegation of decision making/budgets

The Council having a better understanding of resource /capacity issues

Staff know what they are talking about, and can give advice that is correct.

If the Cornwall Council was not run by a cabinet but ward members given more authority

Combined and fairly supported partnerships combined with an honest transparent commitment to real aims.

Also listen to what communities are saying.

Consultation well in advance of any planned changes / devolution of services to allow for adequate time for potential changes to our budget.

Rapid response to questions and processing of information, requests and financial transactions.

Cornwall Councillors being better informed about local issues

Take an active interest in what people say, need and want - I regularly hear from within the local community that CCC isn't interested, nothing changes, they are all in it for themselves. CCC's reputation has to change

To have clear and definitive training that is accessible to all Councillors regardless of geographical position and at times that working Councillors can attend. It must be borne in mind that Local Councillors accept their position voluntarily for no financial gain.

Compulsory purchase some land for burials in Bude Stratton

Think outside the box

Regular meetings with CC local services.

Clear staff diagrams so we can keep up to date with who is doing what

Better communications about changes in council

Focussed discussions on how we can help each other deliver of shared ambitions

better phone contact system

Engage with us more in respect of corporate strategy development

Better channels of communication with a requirement to acknowledge messages and letters when received, and a requirement to answer within a set time or send a holding reply setting out the date when a response will be given.

To actually conduct site visits of matters of safety concerns, particular those involving children.

Earlier co-production in terms of consultation with stakeholders, which too often seems a pre-judged 'tick box' exercise.

For us to be able to feedback on how we are often treated, unprofessionally and with arrogance from Cornwall staff

Learn to trust what parish councils say is true.

More events (e.g. training and communication sessions) in SE Cornwall (Callington-Liskeard-Saltash area). Bodmin-Truro-Redruth aren't convenient for volunteer Councillors (many who work full-time) and a part-time Clerk. Perhaps greater use of CNP meetings in this respect

Actually listen and consider ideas at alleged consultation events, rather than closing down sensible suggestions put forward,

3

Generally to exercise much closer control of Cornac, its excessive pricing and its disregard for local residents; as exemplified by the Bodmin fiasco.

Genuinely listen and respond honestly. Far too much rhetoric that over promises and under delivers.

Respond to phone calls and email requests.

Speed up! - on decision making, on response times, on taking ideas to fruition. This requires more information sharing and joining up internally (invest in a proper CRM?) and appropriate levels of delegated authority.

having co-produced and agreed on the above - to agree clear outcomes

Greater transparency

For services to be less Truro centric

Staff being more open and listening

A better understanding of the cycle of services within our parish that are provided by Cornwall Council

Ensuring that responses to questions are timely

More trust and respect of Parish/Town councils

A better dialogue between partners at the outset of negotiating any programme of devolution.

If Parish Council comments on Planning Applications were given more consideration

Improved communications and cooperation from Ward Member. So much could be achieved with real partnership working!

Local issue decisions should be taken by Elected Cornwall Councillors who represent the area they live in and not made by those who live in far flung parts of the County

Full coproduction of services, joint design, development and delivery.

More financial support for local projects

Get stuff done in a timely and well thought through manner - a woeful reputation in adopting a lethargic & laconic approach to project delivery & asset maintenance: please stop blaming everything on the lack of funds

To have more input in planning application decisions as local Councillors know the history of a site and have knowledge of their area.

Improve the IT connectivity so we can see plans during meetings.

You are not the only important organisation in Cornwall

Greater Systems thinking within the Council

Cost savings in more appropriate settings eg consultancy

Seeing the Cornwall Environmental Growth Strategy embedded in decision making across all areas of CC

clear guidance who is responsible and who to contact directly for assistance

Utilise our willingness to be active partners and our willingness to put time and effort into supporting the council address the challenges it faces

Clear management chain with responsibility being taken by managers for poor and bad performance by subordinates, from the bottom to the top.

Less arbitrary decisions from the Ivory tower of County Hall and more personal involvement with the local community.

Clearer lines of accountability / responsibility so it is easier to engage / talk to the right people at the right time.

For the all members of council staff to understand our role and the value we bring

Supply direct contacts for main departments

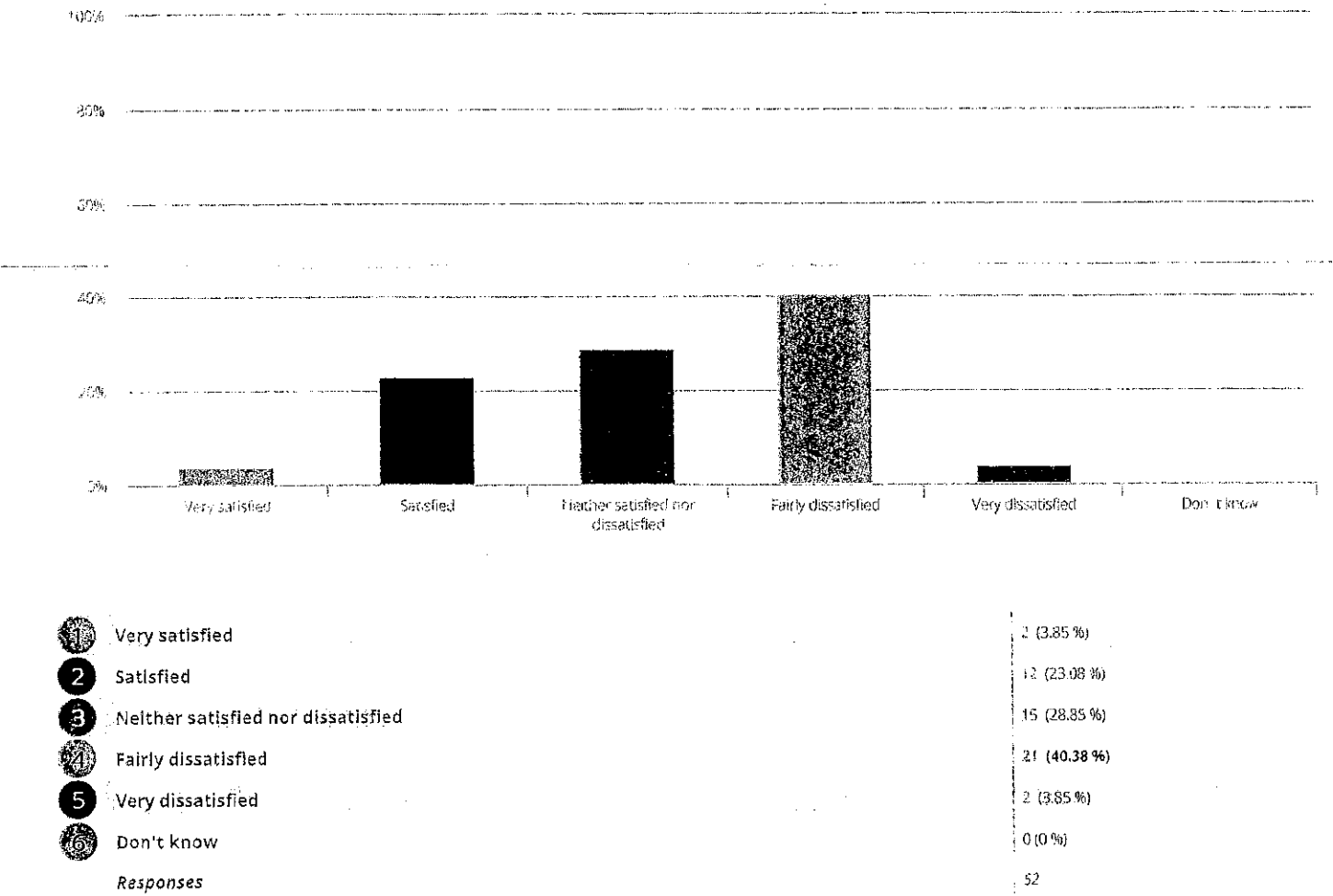
There seems to be an increasing number of consultations and surveys coming from Cornwall Council. It would help significantly if these were sent routinely both in pdf and Word formats so they can be circulated for consideration and (the Word doc) used to create a draft reply to discuss in meetings. This one, for example, was pasted from pdf to a document to a spreadsheet. Over a year, this adds up to many hours of the Clerk's time and sometimes dissuades Councillors from making a response.

Sort out the roadblock of the glass ceiling / floor management level. Those who have escaped all the various restructures as they have enough influence to

preserve the status quo. It is hemorrhaging progress.

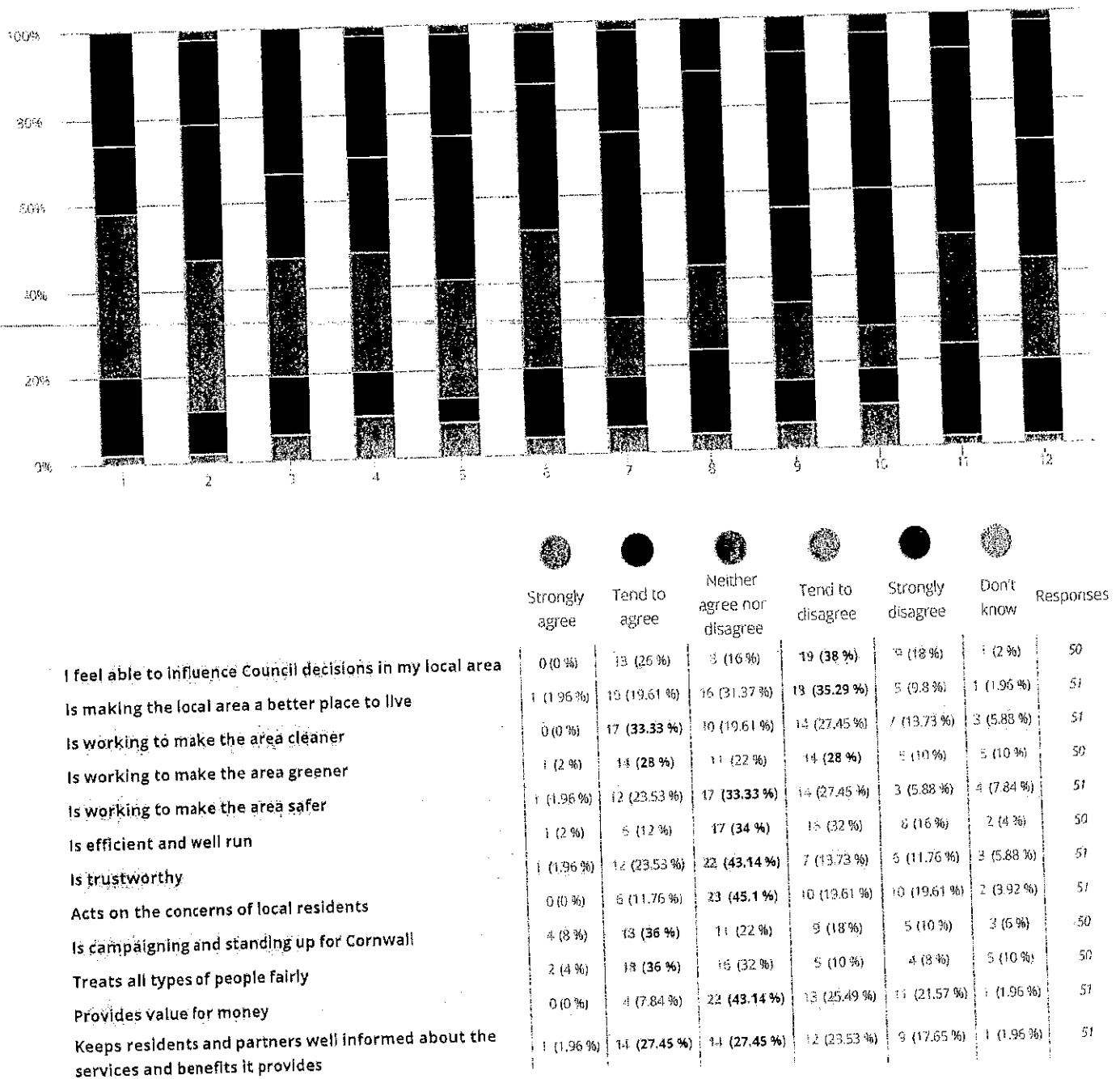
The following questions are being asked in this year's Place Survey and I would welcome your answers to them too so we can compare the views of residents and stakeholders

14. Overall, how satisfied or dissatisfied is your organisation with the way Cornwall Council runs things?



15. To what extent does your organisation think that these statements apply to Cornwall Council?

Please tick one box for each response



Mark Williams

From: [REDACTED]
Sent: 14 February 2018 13:16
To: Mark Williams
Subject: RE: Falmouth Infrastructure Provision

Hi Mark,

I have now discussed this with the business and am now in a position to provide further information.

South West Water (SWW) Waste Water Infrastructure

In terms of current developments that have been proposed or submitted to Cornwall Council for planning consent, I can confirm that these have been hydraulically reviewed to assess their impact upon our infrastructure and SWW can confirm that capacity is available.

Going forward SWW shall continue to review development proposals submitted for planning permission and if considered necessary, infrastructure improvements will be programmed to accommodate such as and where necessary.

Looking further ahead for supply and demand, I can confirm that SWW have instructed Pell Frischmann to carry out a strategic review of the catchment network and this is currently underway. As you can appreciate, with the inclusion of survey works this shall take some time to complete. We hope that a full report shall be available in April and I shall be happy to provide further details once this is available.

South West Water Clean Water Infrastructure

Planning for new development is undertaken as part of our 25-year Water Resources Management Plan and Business Plan and this is updated every 5 years. We are currently producing plans that will cover the period between 2020 and 2045. When we put these plans together we take local authorities published plans into account to ensure that we understand the likely scale and location of future demand for water. We can then compare these forecast demands against the capacity of our systems to supply it, and plan interventions where a shortfall is identified.

The way that required interventions are funded is dictated by the rules within which water companies must operate. Developers must pay a set infrastructure charge to connect to our network, these charges pay for the work to our distribution system that new developments require.

I hope that this information is of use to you and I shall provide a further update relating to the Waste Water Infrastructure strategic review as soon as I am able.

Please do not hesitate to contact me should you have any further questions,

Kind regards,

Robert Waddle Resolution Manager



South West Water

www.southwestwater.co.uk



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South West Water Limited - Registered in England No: 2366665

Registered Office:

Peninsula House

Rydon Lane

Exeter

Devon EX2 7HR

Mark Williams

From: Localism <localism=cornwall.gov.uk@mail95.atl161.mcsv.net> on behalf of Localism <localism@cornwall.gov.uk>
Sent: 12 February 2018 11:03
To: Mark Williams
Subject: Localism Newsletter - December 2017

Email not displaying correctly?
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Media Releases

Localism: Town & Parish Council update

In this issue

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and more...

January 2018

A message from Councillor Andrew Mitchell

Affordable homes

We need more homes - and more affordable homes - to meet the needs of local communities across Cornwall. Many of these will be provided through private developers and through our work with housing association partners. But for the first time in many years we are committed to the Council providing homes itself - with a target to provide at least 1,000 homes over the next four years.



We have already made a start, with the construction of over 100 homes underway at St Lawrence in Bodmin and in Tolvaddon. As well as affordable homes to rent and buy these developments also include a significant number of homes for market rent. Our aim is that these homes will set a standard for private rented homes in terms of quality, energy efficiency and security with 5 year tenancies as a starting point. Over the coming months we will be identifying sites in towns across

Cornwall where we can bring forward new homes in these areas and will be engaging with local communities as we do so to ensure the local need and demand is there in those communities.

Meeting the housing needs of smaller settlements is also crucial and as part of our Community Homes Programme we are working closely with Registered Providers, Community Land Trusts and others to bring forward new homes in partnership with local residents. We have also just recruited a new Rural Housing Enabler for Cornwall, who will join us in Spring 2018 to help us with this. To find out how we can help your community deliver homes in the meantime, please contact the Affordable Housing Team via affordablehousing@cornwall.gov.uk.

Many individuals and families in Cornwall are reliant on private rented housing. Much of this is of decent quality and well-managed but a significant amount is not and we are determined to do all we can to raise standards. We are consulting on a new Private Rented Sector Strategy and associated enforcement Policy. You can have your say before the ends on 23 February.

The strategy embraces new legislative powers and focuses on key areas where we believe the right intervention can make a real difference in improving the quality of homes in the private rented sector.

Best wishes

Andrew Mitchell

Cabinet Portfolio Holder for Homes

Free mapping website opportunity

Cornwall Council is offering town and parish councils and the city council a free mapping website designed to help with:

- Emergency plans
- Neighbourhood plans
- Devolution
- Planning
- Paperless Planning
- Any other local council business

The website gives addresses of facilities ranging from libraries, doctors and schools, to transport infrastructure like bus stops, public rights of way and speed limits.

It helps you find out if your area has

News in brief

Drop in rough sleepers. The latest official estimate on the number of rough sleepers in Cornwall suggest a co-ordinated action plan by Cornwall Council and partners to tackle the issue of people sleeping rough is beginning to see positive results, with a 31% drop compared to last year. [Read more](#)

#StandUpForCornwall campaign for fairer funding. As central government funding for Cornwall Council continues to decline and there is a widening gap between funding for rural and urban authorities, calls are being made for local businesses and residents to #StandUpForCornwall and fight for fairer funding allocations. [The campaign](#) calls for more equitable government funding for Cornwall with data showing people in Cornwall receive on average £264 per head (25%) per year less funding than those in inner London.

environmental designations like conservation zones, see important information like flood risks zones, and heritage information like monument sites.

There are a wide range of layers that can be added to the online map giving such as information about education, environment, housing, heritage and green spaces. For example, under the education tab you will see where schools are or under environment you will see Areas of Outstanding Natural Beauty in Cornwall.

You can also view aerial photos, link to Google Street View, measure areas and distances, and get the OS grid reference for any location in Cornwall. You can even include local knowledge.

The maps are also printable, so you could produce a community emergency plan, add localised flooding information and the community meeting points.

To benefit from the free website mapping Town and Parish Councils must sign up to the Ordnance Survey Public Sector Mapping Agreement at <https://www.ordnancesurvey.co.uk/business-and-government/public-sector/town-parish-community-councils.html>

Once you've signed up to the agreement your council will be sent a user name and password so you'll be able to use the website for up to three years.

If you're interested in this opportunity please email neighbourhoodplanning@cornwall.gov.uk for the Guidance Note and your login and password details.

Working together for accountable care: Cornwall Council's Health and Adult Social Care Overview and Scrutiny Committee, members have recommended to the Council's Cabinet that a new joint health and care committee is set up to test how joined up strategic commissioning for health and social care can work to improve how services are better delivered for the people of Cornwall and the Isles of Scilly. [Read more.](#)

Adult Education in Cornwall

There are broadly two types of Adult Education which are funded by central government. There are courses which lead to a qualification, as well as shorter courses, based around interest and trying out learning.

In Adult Education we believe strongly in the benefits of both these sides of our work. Assisting adults towards qualifications is important because we know that those with lower levels of skills are:

- more likely to be in prison
- more likely to be in debt
- more likely to be unemployed
- more likely to be unwell and have mental health problems
- more likely to have a child who can't read at 9
- more likely to be involved with or have to be supported by the State
- less likely to vote
- less likely to own their own homes
- less likely to take up a community role such as school governor
- less likely to hear their child read
- and will never normally earn more £14,000*

Those with no qualifications are on average 37% less likely to be in employment than those with higher education.

Our mission is clearly to work in these areas. We focus on the basics of English, maths at IT to support people, as well as Access to Higher Education to help more people in Cornwall get

New approach to improve private rented sector: have your say

A strategy to drive better quality homes for residents in the private rented sector in Cornwall, by proposing the effective use of new enforcement powers, is currently being set out in a consultation by Cornwall Council.

With the delivery of more affordable housing and improved quality of privately rented homes being two of the Council's key priorities, the new proposals acknowledge the growing demand for private sector accommodation in Cornwall and are designed to ensure that people who rent privately are getting value for money and can live safely.

There are currently upwards of 40,000 properties which make up the private sector rental market in Cornwall and a growing number of families with young children living in privately rented homes.

With an estimated 50% of accommodation in the private rented sector in Cornwall currently failing to meet the Government's Decent Home Standard, the new strategy focuses on key areas for improvement, including:

- considering new forms of property licensing to regulate and improve standards in shared and single occupation properties, where they fall short
- working with landlords to improve the 4,500+ privately rented properties in Cornwall known to be poorly insulated and therefore very expensive to heat

towards university if they have not been able to follow the route of GCSE and then A' level.

In recent years we have also developed our qualifications in arts and media, as Cornwall is a creative place with growing arts-related employment. Another aspect of Cornwall is the relatively high level of self-employment, and we also think about this when planning our courses.

Find out more by visiting
www.cornwall.gov.uk/adultlearning
or phone 0300 1234 117.

Rob Sweetzer-Sturt
Head of Adult Education, Cornwall Council

*Centre for Research on the Wider Benefits of Learning, Research Brief, October 2006

Share your views on three Adult Social Care Policies

Cornwall Council's adult social care service is in the process of reviewing and developing two policy documents, which are now available for public consultation until Monday 26 February 2018.

The policies include:

- * Maximum Usual Price and Inflation that sets out the price the Council is usually prepared to pay to suppliers for different types of social care services and the methodology used to develop the price. The policy includes charges for non-residential services, respite care and residential services. The policy proposals also cover our approach around paying the Living Wage foundation to front-line staff. The majority of these rates have been subject to previous discussion.
- * Adult Social Care Charging Policy that sets out the Council's approach to charging for residential and non-residential care services. This policy sets out the key changes between last years and this financial year.
- * Choice and Top Up Policy that sets out the approach the Council will take in relation to

- embracing new powers, such as banning orders and piloting compulsory purchase to tackle the worst landlords who continue to provide poor quality housing and place tenants at risk of harm
- creating better opportunities to widen access to private sector rented accommodation to those in the most housing need
- beefing up the existing Cornwall Responsible Landlords Scheme so that it helps more landlords comply with the raft of complex laws and regulations that apply to owning and managing rented homes.

To support the new strategy, new enforcement powers will see fines of up to £30k for landlords who break the law, and proposed increases of licensing fees for multiple occupation dwellings to fully reflect the true cost of delivery.

Safe, affordable housing is a key priority for Cornwall Council and this new strategy will help us to address the significant challenges and drive up standards in this vital area."

The consultation on the new strategy is aimed primarily at landlords, tenants and key stakeholders in the private rental sector, ends on 23 February 2018.

All views and representations received will be fully considered as part of the process where the PRS Strategy and PSH Enforcement Policy achieves formal ratification by the Council. A document summarising the views received and any resulting amendments to the documents will be drafted and presented to Cornwall Council Cabinet Members. Following their consideration and guidance the information will be circulated to all members.

discharging its duty to offer cost effective services to meet people's eligible social care needs and at which point the Council would ask relatives to contribute to the cost of a package if the service user wishes to choose a more expensive provision or care package.

The three key policy documents will be subject to Cabinet approval at the end of March 2018.

Copies of all three of the policy documents, further information and links to the consultation surveys can be found on the Council's website: www.cornwall.gov.uk/carepolicies

Copies of the policy documents and survey questionnaires will also be available in our libraries and information services.

Cornwall Council is also consulting on the Fair Cost of Care and the introduction of a proposed new methodology for calculating the cost of placements in Care Homes. We want to ensure the way in which we pay providers of care homes is fair, transparent, and takes account of the actual cost of delivering care in the local market therefore supporting sustainable and responsive services.

We would like to know if the changes we are proposing to make to the policies are right and what people think about them. We would like to hear from you as key partners and also from anyone with an interest in care services but especially from people who receive care services, carers, service providers, Voluntary and Community Sector, and anyone else with an interest in adult social care services.

I hope you will take the time to provide your thoughts and views on the policy proposals by completing the online surveys and encourage as many as people to have their say before the policies are finalised.

Best wishes,

Rob Rotchell
Cabinet Member and Portfolio Holder for Adult Care

Useful links

Find out what you can report online using our [Report it poster](#) including missed rubbish collections, pot holes and dog fouling.



- Community networks
- Town and Parish Councils
- Information for Town and Parish Council's
- Media releases: press releases is sued by the Council
- Planning newsletter January 2018

Rural Services

Network



Latest Rural News

- Prince's fund plans rural research
- Million homes lack decent broadband
- Rural funding still available
- What's [rural] in the Industrial Strategy?
- Why rural post offices are essential
- Can we stop a rural debt spiral?

... and much more on the [Rural Services Network](#) website

Don't forget to have a read of the [October Rural Opportunities Bulletin](#), a monthly bulletin which highlights a selection of current funding, consultation and other opportunities.



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Our mailing address is:

Localism

Room 45, New County Hall

Treyew Road

Truro, Cornwall TR1 3AY