



Redruth Civic Centre, Alma Place, Redruth, Cornwall TR15 2AT

Tel No: 01209-210038 e-mail: [admin@redruth-tc.gov.uk](mailto:admin@redruth-tc.gov.uk)

**Town Mayor: Cllr R S Barnes**

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*Our Reference:*

RTC/400/2/Mtg

*Date:*

31<sup>st</sup> January 2024

See Distribution

Dear Councillor

**Meeting of the Engagement Committee – 5<sup>th</sup> February 2024**

You are summoned to attend a Meeting of the Redruth Town Council Engagement Committee which will be held in the Langman Room, Redruth Civic Centre, Alma Place, on Monday 5<sup>th</sup> February 2024, commencing at 7pm.

The Agenda and associated documentation are attached for your information.

Yours sincerely

A handwritten signature in black ink, appearing to be 'A. Hunt'.

Abigail Hunt  
Operations Officer and Interim Proper Officer

Enclosures:

Agenda and associated documentation.

Distribution:

Action:

Cllr S Barnes  
Cllr H Biscoe  
Cllr A Biscoe  
Cllr P Broad  
Cllr M Brown  
Cllr B Craze  
Cllr B Ellenbroek  
Cllr C Garrick  
Cllr R Major  
Cllr D Reeve  
Cllr C Skinner  
Cllr I Thomas

Information:

All other Town Councillors  
Cornwall Council Members  
Redruth & District Chamber of Commerce  
Press & Public

**Redruth Town Council**  
**Engagement Committee Meeting – 5<sup>th</sup> February 2024**

**AGENDA**

**PART I – PUBLIC SESSION**

1. To receive apologies for absence.
2. Members to declare any disclosable pecuniary interests or non-registerable interests (including details thereof) in respect of any item(s) on this Agenda.
3. *To suspend Standing Orders to allow the public to speak.*
4. To allow the public to put questions to the Committee relating to any items on this agenda.
5. *To reinstate Standing Orders.*
6. To confirm the minutes of the meeting of:
  - 7.1 the Engagement Committee held on 4<sup>th</sup> December 2023 [Minutes attached]
7. Town Clerks Report. [See report attached]
8. To receive correspondence. [None at time of publication]
9. To receive a verbal update from President of Redruth & District Chamber of Commerce on the work of the Chamber
10. Reports from Members/Officers:
  - 10.1 Report from the Engagement Officer on her department's work to date. [See report attached]
  - 10.2 Report from the Events & Marketing Manager on her work to date. [See report attached]
  - 10.3 Report from the Library Manager on her department's work to date. [See report attached]
11. Report on outcomes from the Future High Streets Drop in event
12. To review current designs for the new Town Map



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**Town Mayor: Cllr R S Barnes**

**Town Clerk: P B Bennett**

Minutes of a Meeting of the Redruth Town Council Engagement Committee held at Redruth Civic Centre, Alma Place, Redruth on Monday 4<sup>th</sup> December 2023

Present: Cllr C Garrick Chair  
Cllr H Biscoe  
Cllr A Biscoe  
Cllr M Brown  
Cllr Craze  
Cllr Ellenbroek  
Cllr R Major  
Cllr D Reeve  
Cllr Skinner  
Cllr I Thomas

In attendance: Ms S White Engagement Officer  
Ms A Lamming Events and Marketing Manager  
Mrs C Waterhouse Library Manager  
Mrs J Pelham-Wales Administration Assistant  
Ms C Coomber Administration Manager

PART I – PUBLIC SESSION

**1560.1 To receive apologies for absence.**

Apologies were received from Cllrs Barnes and Broad (other commitments).

**1560.2 Members to declare any disclosable pecuniary interests or non-registerable interests (including details thereof) in respect of any item(s) on this Agenda.**

None were declared.

**1560.3 Presentation from Sue Hill on further proposals for creating a new costume for the Town Crier**

Ms Hill was unable to attend due to illness, however Cllr Ellenbroek offered to speak on her behalf. Cllr Ellenbroek informed Members that, following further discussions regarding the details of Town Crier's costume with Ms Hill, Cllr Ellenbroek would be willing to donate £500 from her Cornwall Council Community Chest Fund. This would be available in Apr/May 2024. A figure of £1,500 would enable a start to be made on production of the costume. Cllr Ellenbroek also advised that Ms Hill would also be seeking funding from grants and other sources in order to progress the costume over a period of time.

**1560.3.1 Unanimously RESOLVED to instruct Ms Hill to commence initial production of the Town Crier's costume, with the condition that Redruth Town Council will invest £1000, and Cllr**

Ellenbroek will invest £500 from her Community Chest fund in April/May 2024. [Proposed Cllr Ellenbroek; Seconded Cllr Brown].

**1560.4 To confirm the minutes of the Engagement Committee Meeting held on 2<sup>nd</sup> October 2023**

1560.4.1 RESOLVED by Majority that the minutes of the Engagement Committee Meeting held on the 2<sup>nd</sup> October 2023 are a true and accurate record of proceedings. [Proposed Cllr H Biscoe; Seconded Cllr Brown]. Cllrs Craze, Skinner and Ellenbroek abstained as they had not been present at the meeting.

**1560.5 Town Clerk's Report.**

A report was circulated prior to the meeting. The Engagement Officer reported that the Town Centre Hub would be represented in 2024/25 budget, with the aim of finding a suitable location still in progress. The outreach programme held during the summer was a positive step forward, and training was ongoing. Cllr Ellenbroek commented that the Cornwall Council Youth Provision Overview Scrutiny Committee would be meeting in mid-January, and that she would report back any relevant information to Members. The report was noted.

**1560.6 To receive correspondence.**

No correspondence had been received.

**1560.7 To receive a verbal update from President of Redruth & District Chamber of Commerce on the work of the Chamber.**

Mr Hernandez was unable to attend the meeting. Cllr Reeve confirmed that there had not been a meeting last month so there was nothing to report.

**1560.8 Report from Members/Officers:**

**1560.8.1 Report from the Engagement Officer on her department's work to date.**

A report had been circulated prior to the meeting. The Engagement Officer added that there were no further updates on the Post Office or Banking Hub. The Post Office were still working on a plan to re-establish a Post Office in the town. The Engagement Officer would update the Councillors on any further news in the next meeting. The Engagement Officer would update Councillors at the next meeting regarding the current CCTV information. Cllr Ellenbroek asked the Engagement Officer if any consideration had been given to hosting the next Hellfire Kernow Event, next year. The Engagement Officer confirmed that they were in touch with Will Coleman from Goldentree but there was currently no additional budget provision for this event during 2024/25. The report was noted.

**1560.8.2 Report from the Events & Marketing Manager on her work to date.**

A report had been circulated prior to the meeting. The Events & Marketing Manager thanked everyone who came and helped with the Christmas Lights Switch On event. Cllr Ellenbroek commented that there were children of all ages at the event, and that Lions' Father Christmas was brilliant keeping all the kids entertained. Cllr Major said it was a wonderful event, the public were very relaxed and there was a great atmosphere. Cllr Brown commented that in his opinion the Council should invest in more marshals for next year's event, especially for the road closures due to staff being put in potentially difficult situations. The Engagement Officer responded that this year's event was a unique situation due to the closure of lower Fore Street. Many of the stalls had been moved to upper Fore Street, and the route of the parade also needed to be changed. The Engagement Officer commented that going forward they may not use the Miner Statue as the focal point, as it formed a pinch point in the centre of the town. Several different options were being considered. The report was noted.

**1560.8.3 Report on the work of the Library from the Library Manager.**

A report had been circulated prior to the meeting. The Library Manager reported that the Christmas event had been an amazing day. The Wassail handover went ahead in the library and feedback from the Wassail group had been that they were extremely happy. The Library Manager had been involved in a meeting with the organisers of Redruth BookFeast and the library was hoping to interact more with local schools to make it a bigger event and encourage more junior authors. The Library Manager asked Members for their thoughts regarding a policy on charity collections by third parties, outlining a number of different factors which were suggested for consideration. A discussion was had by Councillors and a recommendation was made by Cllr Reeve that the Library Manager create a draft policy to bring to the next Engagement Committee meeting for further discussion.

1560.8.4 Unanimously RESOLVED that the Library Manger creates a draft policy regarding charity collections by third parties to be presented at the next meeting of the Engagement Committee [Proposed Cllr Reeve; Seconded Cllr H Biscoe].

**1560.9 Report on dates and plans for Town Festivals in 2024**

A report had been circulated prior to the meeting regarding the date of the Redruth International Mining & Pasty Festival. The Events and Marketing Manager made a recommendation to move the date of the festival as the Cornish Pasty Association were keen to sponsor the event but were unable to do so unless the date was changed. The Pasty World Championships which were previously held at the Eden Project were no longer going ahead and it would be a great opportunity if they could be hosted by Redruth during the festival.

1560.9.1 Unanimously RESOLVED to move the Redruth International Mining & Pasty Festival to 20<sup>th</sup> & 21<sup>st</sup> September 2024 [Proposed Cllr H Biscoe; Seconded Cllr Garrick].

**1560.10 Update from Climate Working Group**

The Events & Marketing Manager confirmed that she was currently working on reinstating the Climate Working Group and hoped to convene a meeting in January 2024.

**Chairman**

**Redruth Town Council**  
**Engagement Committee**  
**Town Clerks Report**  
**Meeting Date: 5<sup>th</sup> February 2024**

<b>Min No</b>	<b>Item</b>	<b>Action</b>	<b>Response</b>
1522.4	Town Centre Hub	Work with police & other agencies to improve provision for young people	Extended outreach provision undertaken; planning to start Feb 24 for Hub premises

## REDRUTH TOWN COUNCIL

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### REPORT FOR: Meeting of Engagement Committee on Monday 5<sup>th</sup> February 2024

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#### 1.0 **SUBJECT OF REPORT: To update the committee on the work of the Engagement Officer**

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#### 2.0 **SUMMARY OF IMPLICATIONS**

- |    |           |   |    |
|----|-----------|---|----|
| a. | Policy    | - | No |
| b. | Financial | - | No |
| c. | Legal     | - | No |

#### 3.0 **TERMS OF REFERENCE**

- 3.1 To provide the committee with information of the work carried out by the Engagement Officer & her team since the last meeting.

#### 4.0 **REPORT**

##### 4.1 **Staffing**

Recruitment to all departments is now complete. Natasha Brown has started work in the Engagement Team and is settling in well as we prepare for St Piran's Festival. The new Library & Information Assistant has started to work on Saturdays only at the moment and will move to her regular hours in the next few weeks.

##### 4.2 **Organisation of community events**

###### **Dates for 2024**

- St Piran's Festival – Saturday 2<sup>nd</sup> March
- Easter Activities – Fridays 5<sup>th</sup> and 12<sup>th</sup> April
- Murdoch day – 15<sup>th</sup> June
- Redruth Fun Day – Sunday 25<sup>th</sup> August
- Redruth International Mining & Pasty Festival – Saturday 20<sup>th</sup> and Sunday 21<sup>st</sup> September
- Spooky Redruth – 28<sup>th</sup> to 31<sup>st</sup> October
- Redruth in Lights – Saturday 30<sup>th</sup> November
- Festive Saturdays – 7<sup>th</sup> and 14<sup>th</sup> December

##### 4.3 **Festivals & Events**

We are about to begin another year of festivals and events in Redruth which we are looking forward to. The Events & Marketing Manager's report will go into more detail about the plans and some of the challenges we are already having to overcome.

##### 4.4 **'Save the Date' campaign**

The 'Save the Date' postcards have started to be delivered by Royal Mail. This year, we have extended the campaign just over the parish boundary into Pool and up to the coast and will reach 12,727 addresses. We will monitor hits to the webpage to assess impact.

In addition to the postcards, we have delivered posters around town and have used the graphic on our social media channels. The Instagram post featuring the postcard has already had better than average reach.

##### 4.5 **Future Redruth Drop In Day**

Please see the separate report into this consultation event and the outcomes.

#### 4.6 **Community Ownership Fund**

We hope to be making our full application to this fund for the Community Centre later in the spring once the work commissioned from architects and the energy consultant has been completed.

As a reminder, myself and Mel Martin jointly submitted an Expression of Interest to this fund and based on that, we have been invited to submit a full application so we are hopeful for a positive outcome.

#### 4.7 **Banking Hub/Post Office**

I am still in regular contact with both Link and The Post Office about bringing financial services back to the town centre. A verbal update will be given in the meeting.

#### 4.8 **CCTV**

As Members will know, we now have a route forward in terms of the Safer Streets 5 grant funding which will mean 2 additional cameras, upgrading 6 cameras and relocation of 1 camera.

At the time of writing, I am still awaiting more information on the matter of the control room and will give a verbal update in the meeting.

#### 4.9 **Town Accelerator Fund**

I have just received word that our bid to this fund that will enable us to create a proper Visitor Information Centre has been successful. I have not yet seen the grant offer letter and so will review the terms and start project planning the new space.

#### 4.10 **Town Development Fund**

Redruth Revival CIC is taking forward this opportunity.

#### 4.11 **Signage**

The final part of the HSHAZ project is to update the signage around the town so Tamsin Daniel and I are working on a project that will:

- Replace the town map signs outside the station, in Flowerpot Chapel car park and in New Cut Car park
- Update the fingerposts as required and redirect those that are correct but pointing in the wrong direction – at the corner of Alma Place, by the station car park and outside Warrens (the one at Cross Street is correct and doesn't need replacing).

The finger posts are currently being manufactured and will be installed in the next few weeks.

The Town Map is being designed by Scribble & Nonsense and the current version will be displayed in the meeting for feedback.

#### 4.12 **Future of High Street Heritage Action Zone & Cultural Consortium**

The HSHAZ Board has been discussing its future as the HSHAZ project is due to come to an end in March 2024. It has also been identified that having a multi-agency 'Town Team' body will be beneficial going forward to lead and support funding bids and drive regeneration activity, especially in the absence of a BID in Redruth.

In addition, it has been acknowledged that the Cultural Consortium has achieved a lot and although no future funding is available, there is still a role for a hub of creativity in the town.

Therefore it is proposed that both groups will continue after March 2024, with the Town Council represented on both. Further updates will be provided in future meetings.

#### 4.13 **Dementia support**

I recently attended the Larger Towns meeting where we received a presentation from Dr Allison Hibbert who is the Cornwall & Isles of Scilly Dementia Champion on how communities can become more dementia-friendly including introducing measures that it has been shown can prevent dementia developing.



Whilst the Library team are skilled in dealing with vulnerable customers, we don't have any provision specifically for those living with dementia so I'll be working with the Library Manager and Deputy Library Manager to see what we can introduce. I will also be making contact with the team who organise the twice-weekly Memory Cafes at the Community Centre to make sure we complement what they are doing.

#### 4.14 **Police engagement and liaison**

We continue to have a good relationship with the Neighbourhood Beat Managers and they have continued to support us during various events. Our new Sector Inspector Louisa Brown has started and has visited the town and met with the Mayor and others.

Members will recall I reported on the current situation regarding the ASB Officer in a recent Council meeting. Recruitment is now open again and I will be reviewing the situation regularly as part of the Safer Streets 5 Task and Finish Group meetings.

#### 4.15 **Parking at Lemin's Court**

This matter is currently on hold whilst the demolition work is ongoing as that has necessitated blocking off part of the space in Lemin's Court.

Once that is completed, I will again pick up with Cornwall Council Highways and the Police on plans going forward.

#### 4.16 **Engagement with town centre businesses**

We have already begun to speak to local businesses in preparation for St Piran's Festival and complete festival packs will be being distributed soon. We have also created a rate card to invite local businesses to advertising in our publications. We have again had a great response to our call out for sponsors for the Redruth Local Hero Awards and are grateful to all those who have given support.

We continue to attend Redruth & District Chamber of Commerce meetings where possible.

#### 4.17 **Any other task as directed by the Town Council or Town Clerk.**

In order to ensure continuity as SLCC membership rests with the individual and following achieving the CiLCA qualification, I have recently become a Principal Member of the SLCC.

I have also been fulfilling my responsibilities as part of the Senior Management Team and as Interim Deputy Proper Officer. The Senior Management Team has been working effectively to ensure day to day business continues in the absence of a Clerk and will continue to do so until the new Town Clerk is in post.

#### 4.18 **CONCLUSION**

As the Engagement Officer I have been working with accordance to the agreed roles and responsibilities for the position, in addition to continuing existing projects and developing other tasks as and where appropriate.

#### 4.19 **RECOMMENDATION**

4.20 It is recommended that that this reported is noted.

Sam White – Engagement Officer

1.0 **SUBJECT OF REPORT: To update the committee on the work of Events and Marketing Manager**

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2.0 **SUMMARY OF IMPLICATIONS**

- |    |           |   |    |
|----|-----------|---|----|
| a. | Policy    | - | No |
| b. | Financial | - | No |
| c. | Legal     | - | No |

3.0 **TERMS OF REFERENCE**

3.1 To provide the committee with information of the work carried out by the Events and Marketing Manager since the beginning of the contract of employment.

4.0 **REPORT**

4.1 **Organisation of community events**

**Dates for 2024**

- St Piran's Festival Saturday 2<sup>nd</sup> March
- Murdoch Day Saturday 15<sup>th</sup> June
- Seasonal events including Easter activities, D-Day 80, summer events and Spooky Redruth
- Redruth Fun Day Sunday 25<sup>th</sup> August
- Redruth International Mining and Pasty Festival Friday 20<sup>th</sup> and Saturday 21<sup>st</sup> September
- Redruth in Lights Saturday 30<sup>th</sup> November

4.2 **Redruth Festival Discussion**

We held the first discussion group of the year at St Rumons Club on Thursday 18<sup>th</sup> January, the event was well attended and gave us an insight into the other plans and events coming together in Redruth this year, as well as giving us feedback for how to improve the Town Festivals.

4.3 **St Piran's Festival**

This year, we are going to pilot a slightly different layout for the St Piran's Festival due to a few factors we have learnt from experience in the last year and due to construction work in town which will impact the space and safety of having stalls and the parade at the lower end of Fore Street.

At this stage, our current options are:

Plan A –

The parade will muster at Lemins Court (behind the Regal cinema) at 10.30am, the parade departs at 11am and will make its way out onto Chapel Street and heads up Fore Street to the top, turns left into Shoot Row and into Flowerpot car park and will finish there for the St Piran's blessing and Trelawny shout. This is still subject to approval of being able to use the car park and the Clotworthy building work being safe enough for the parade to pass by it.

Plan B is-

The parade musters at Fairmeadow car park for 10.30am and departs at 11am through Clinton Passage, out onto Fore Street to the top and turns left into Shoot Row and into Flowerpot car park and will finish there for the St Piran's blessing and Trelawny shout.

We are planning for a full day of music, dance, entertainment, street stalls and lots of Cornish celebrations.

#### 4.4 **Murdoch Day**

We are working on plans for Murdoch Day in June with a theme of 'Engineering Heroes', to coincide with the D Day 80<sup>th</sup> and the general Murdoch Day theme of creativity and innovation. We are planning to expand on the festival and work with other community organisations supporting the Georgian Ball on the 14<sup>th</sup> June as well as growing the festival with more inclusivity for different age groups.

#### 4.5 **Re-allocation of funds**

We'd like to re-allocate £1,500 budgeted for in 2023/24 for the Redruth Recorded podcast to become match funding for our FEAST Young People in Festivals Application.

This money and an additional £750 funding from the FEAST Young People in Festivals Application will allow us to buy the following equipment for a silent Disco and Quiet Room in the library on Murdoch Day.

##### Silent Disco

- 30 sets of headphones
- Headphone chargers
- 3 music channel transmitters
- Disco light

##### Quiet Room

- Noise-cancelling headphones
- Sensory toys and lights
- Pop Up Blackout Sensory tent

We will buy the equipment this financial year and work with the Youth Council to run a tester session in March.

Buying the equipment will be more cost-effective in the long run as we'd like to run a silent disco at multiple festivals in the year and a quiet room at every festival. We are also looking into creating an equipment leasing agreement so we can lease our equipment to other event organisers. This will make the equipment self-sustaining as money earned from leasing can be used to replace equipment if needed.

#### 4.6 **Redruth Town Band**

Following negotiation, a proportion of our budget has been allocated to ensure Redruth Town Band can perform at each event.

#### 4.7 **Engagement Team Growth**

We have recently appointed a Marketing and Events Co-ordinator to join the Engagement Team meaning we have a full team and are able fulfil further tasks.

#### 4.8 **Climate Action**

Now that the team are at full strength, I have more capacity to pick up the Redruth Town Council Climate Action policy roll out and reform a working group. I would like to start up the working group again in the next month with members from Redruth Town Council and the community to fulfil the

commitments made in the Climate Action policy. For Councillors or any other community members wanting to be involved in the group, please contact me at [marketing@redruth-tc.gov.uk](mailto:marketing@redruth-tc.gov.uk)

#### 4.9 **Christmas 2023**

The Christmas Grotto was held at Redruth Community Centre in 2023, we marketed the location with bus shelter ads, more banners, digital and printed promotion, and a trail to the site. The grotto was busier than ever, seeing 200 children through its doors on each Saturday (there were 3 in total). Having the car parking on site was a huge bonus and linking up with activities at Kresen Kernow as well as there being children's parties and markets already at the Community Centre. We will look at hosting the grotto at this site again in 2024 subject to multiple parties' involvement. The festive Saturdays were a success with varying enhancements to the days and are something we want to keep building on in 2024.

#### 4.10 **Any other task as directed by the Town Council**

##### Publications

The St Piran's Festival guide will be released on February 16<sup>th</sup>, 2 weeks before the festival. The Winter Redruth Record was released on December 11<sup>th</sup>, 2023. The next Redruth Record will be published on February 29<sup>th</sup> 2024.

##### Social Media

Our social media presence has been steadily growing since July 2021 which the team are very proud of.

Discover Redruth Facebook – 999 new followers (Total 5,714)

Redruth Town Council Facebook – 634 new followers (Total 1,186)

Discover Redruth Instagram – 446 new followers (Total 2,132)

LinkedIn – 187 new followers (Total 200)

We've had some fantastic engagement on posts in the winter months. The posts with the most reach and engagement in the last 90 days were the ones about the Christmas festival and the winter warm hub. These posts had a reach (individually) of 16,100 with 131 organic interactions.

##### Discover Redruth website

The Discover Redruth website is growing in page visits and new users, year on year and especially around festival times. In December 2023, there were 1,297 page views and 848 users on the site. In January 2024, there were 1,682 page views 699 users on the site. As a year-on-year comparison, the website saw 16,373 users on the site in 2023, 8,792 more users than in 2022 and 38,054 page views in 2023, 17,478 more than in 2022.

#### 4.11 **CONCLUSION**

As the Events and Marketing Manager, I have been working with accordance to the agreed roles and responsibilities for the position, in addition to continuing existing projects and developing other tasks as and where appropriate.

#### 4.12 **RECOMMENDATION**

It is recommended that:

4.12.1. Council approved the spend reallocation as detailed in 4.5

4.12.2 That this report is noted.

Alice Lamming – Events and Marketing Manager

**REDRUTH TOWN COUNCIL****REPORT FOR: Meeting of Engagement Committee on Monday 5th February, 2024****1.0 SUBJECT OF REPORT: To update the committee on the work of the Redruth Library and Information Service****2.0 SUMMARY OF IMPLICATIONS**

- |    |           |   |     |
|----|-----------|---|-----|
| a. | Policy    | - | Yes |
| b. | Financial | - | No  |
| c. | Legal     | - | No  |

**3.0 TERMS OF REFERENCE**

- 3.1 To provide the committee with information of the work carried out by the Redruth Library and Information Service since the last report.

**4.0 REPORT**

Since my last report, I have reviewed one set of performance data – December, 2023 and the performance across the month is highlighted below. December was a much quieter month for us, and our issuing of books dropped as compared to the previous year. This was due, in part, to the weather in December which was extremely wet as well as the timing of the month with the events and school holidays.

We had our first visit in January 2024 from Cerys Tyson, our new Library and Outreach Coordinator. We discussed our performance plus engagement across our community and received excellent feedback. Cerys agreed to report back on where we are with replacement IT systems and in the interim, we are going to compile a list of our immediate needs re: replacement keyboards, scanners, etc. We are also going to review our Library homepage on the Cornwall Council website. This will ensure that all of our information is current, and all links are going to the correct sites. I really look forward to working with Cerys to further the work of the library and to ensure that we have a strong connection across the Library Partnership.

**Performance report – December 2023**

December data				
	Dec-19	Dec-22	Dec-23	% growth
All books issued	5,947	5,938	5,688	-4.21%
Computer Usage	259	250	237	-5.2%
	As of 01/12/23	New borrowers	% growth	
Borrowers	2,925	26	0.89%	
Door Counter	4,657			
	Dec-22	Dec-23		

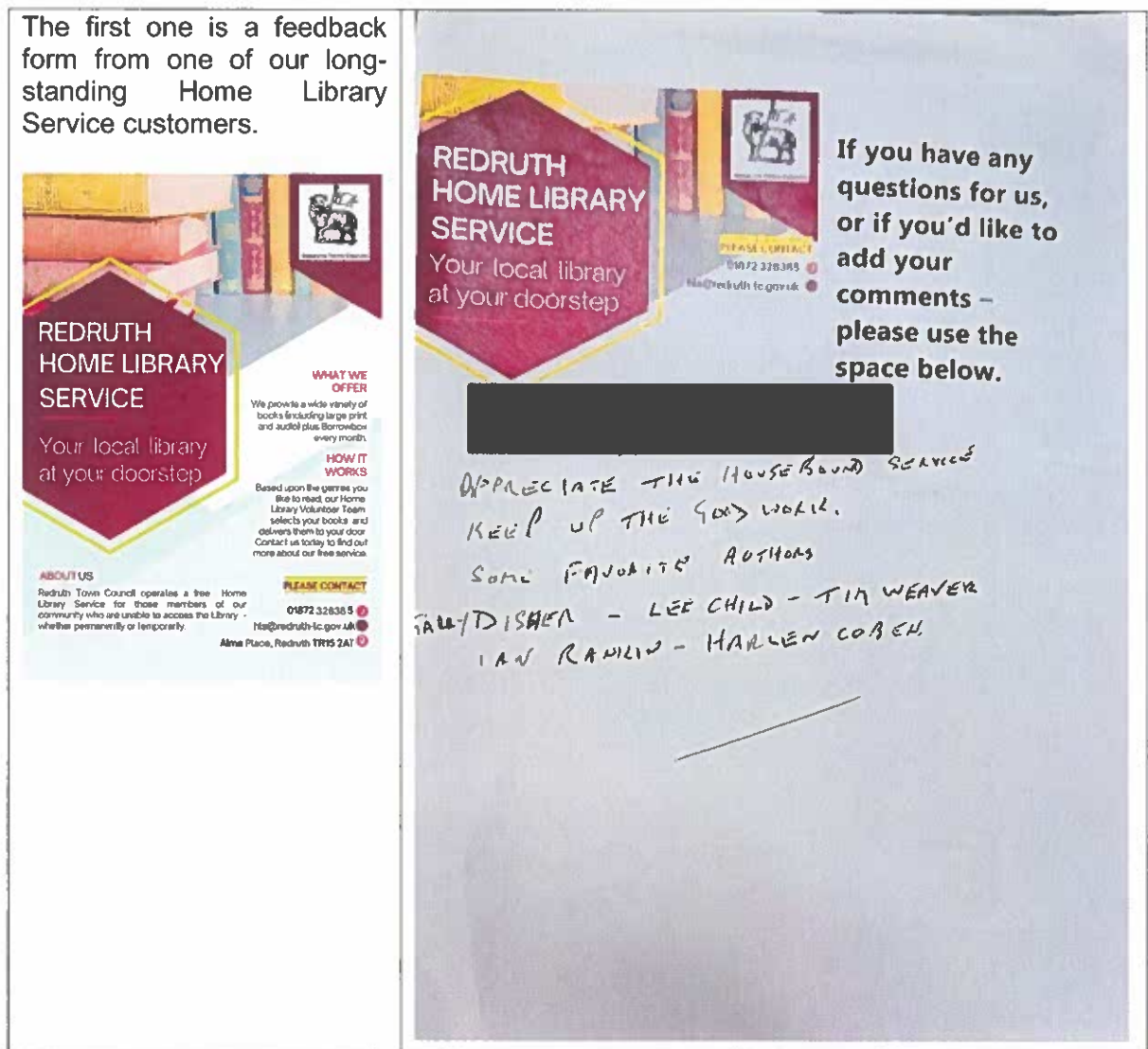
<b>Enquiries</b>	190	27
<b>Signposting Further Assistance</b>	45	20
	-	2

The table below illustrates our footfall figures over a 12-month period, highlighting how the service was operating. We recorded **70,204** visits to the Library and Information Service – showing that we are holding a steady 70,000 plus visitors over a year.

Monthly Footfall Figures	Total
January 2023	5,874
February 2023	6,117
March 2023	6,180
April 2023	4,780
May 2023	5,278
June 2023	5,992
July 2023	6,507
August 2023	7,144
September 2023	5,662
October 2023	6,256
November 2023	5,757
December 2023	4,657
<b>Footfall over 12-month period</b>	<b>70,204</b>

4.1 **Feedback and Compliments**

The feedback from our community comes in many forms – Facebook posts, cards that are written, via surveys and chatting to our customers. I thought I would include a few in this report, so that Councillors can see the positive feedback we receive first hand.



"Thanks so much for the Lego Club. My Grandson loves it & so looks forward to our Saturday mornings together. I'm not very good at building but he sends me off to find pieces for his projects & proudly shows them off on the shelves.

We've loved colouring in at Christmas too & we had a go at the jigsaw this Saturday. It's a lovely peaceful time for us & gives us some time away from his little brother, who he loves to bits, but we look forward to this special quality time together. Hugo meets other children too which is wonderful. Thanks to all the staff who make sure this happens every Saturday. We really appreciate it."

The second is a Facebook post received just after Christmas about our Lego Club.





4.2 **Read-Ruth – our Library newsletters for November and December 2023 and our latest – January 2024**

Please find below the November edition of our Library newsletter – highlighting our engagement activity over the Autumn.

Issue 7: November 2023



# READ-RUTH

the newsletter from Redruth Library



## LOWENDER FESTIVAL

What a couple of days we had being a venue for the Lowender Festival. Lowender celebrates Cornish culture and its Celtic connections. There were performances from brilliant ensemble groups including highland dancers complete with bag pipes! We also enjoyed amazing performances from a harpist, and Gurdybird who plays the hurdygurdy.

## CHILDRENS AUTHOR VISIT

Over 60 adults and children enjoyed a special visit from the author Clare Helen Welsh. Clare read some of her fantastic books to us and there was some crafting too. A big thank you to the National Literacy Trust for arranging this for us as part of their Chat Play Read campaign. Chat, Play, Read encourages parents and caregivers to chat, play and read to their babies and young children.





## SCHOOL VISITS

Two reception classes from Penoweth School kicked off a series of school visits this autumn. The children and their grown ups enjoyed some stories with Sarah before finding out all about the library and how to join. They finished the visit with exploring the junior library and looking at some books as well as meeting some of our cuddly Redruth Library friends!





## HALF TERM FUN

We had plenty of fun during half term here in Redruth. We welcomed Sedrick back to the library - he very much enjoyed being taken apart and put back together many times! The brilliant Sam Bradbury ran two amazing crafty sessions for us. There was also spooky cake decorating and the super popular pumpkin carving. All together we welcomed 267 grownups and children over the course of the week. A big thank you needs to go to the Engagement Team at Redruth Town Council for organising such a fantastic week of activities.

## HOME LIBRARY SERVICE

Redruth Library operates a free Home Library Service for those members of our community who are unable to access the Library - whether permanently or temporarily. Based upon the genres you like to read, our Home Library Volunteer Team selects your books and delivers them to your door. Please ask at the desk or contact us on 0300 1234 111 to find out more about our free service.



## ACTIVITIES & GROUPS



Our regular activities and clubs include:

- Lego Club**
  - Coding Club**
  - Rhymetime & Little Story Seekers**
  - Get Crafty**
  - Book Clubs**
  - Writers Group**
- Please ask in the Library for more information on activities.

Please find below the December edition of our Library newsletter – highlighting our engagement activity prior to Christmas.

Issue 8: December 2023



# READ-RUTH

the newsletter from Redruth Library



## WORLD NURSERY RHYME WEEK

During World Nursery Rhyme week Trewirgie Infants came to visit Redruth Library. In total 3 classes and over 80 children enjoyed some stories and singing nursery rhymes. The children also found out all about the library and had a good look at the lovely picture books we have.



## AUTHOR TALK

We were delighted that the author Katharine E Smith visited us last month. Katharine gave a reading from *Shifting Sands* and her new Christmas novel. Attendees enjoyed some light refreshments and a chance to ask her questions about her writing. The *Coming Home to Cornwall* series of books have proved popular with our borrowers and can be found on our fiction shelves.



## GET CRAFTY

Our Get Crafty sessions this Autumn were been very productive. In November one of our members kindly led a session making decorative masks - a big thank you goes to Pugwash for all of the preparation he did for this. We have also upcycled some old festival tote bags using fabric paints and our members got very creative with their bags! Get crafty meets 10:00-12:00 on the 1st and 3rd Wednesday of the month and is free to attend.





## VETERAN'S HUB

This Autumn we had 2 successful Veterans and Family Hub meet ups in Redruth Library. The hub provides a safe space for Veterans and their families to talk with other veterans over a brew and access support services from local and national charities. The next hub is on Tuesday, 19th December 10:00-14:00. The Veterans Regroup project will be handing out Christmas food bags and hampers to all veterans attending the hub in December, with thanks to Rodda's. For further information about the hubs, please email [jane@smartsavings.org.uk](mailto:jane@smartsavings.org.uk).

## A MONTH OF FIRSTS

We have had a couple of firsts here at Redruth Library. Our first book group for those that are home educated has started. They are meeting once a month here in the library. We were also very excited to host a session for the new Redruth Squirrels group. They had an introduction to the library and a story before exploring our junior library. Squirrels is a programme for 4-5 years olds and is a precursor to Beavers.



## ACTIVITIES & GROUPS



Our regular activities and clubs include:

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- Rhymetime & Little Story Seekers
- Get Crafty
- Book Clubs
- Writers Group

Please ask in the Library for more information on activities.

Please find below the January edition of our Library newsletter – highlighting our engagement activity over the Christmas.

Issue 9: January 2024



REDRUTH TOWN COUNCIL

# READ-RUTH

the newsletter from Redruth Library



## LETTERS TO FATHER CHRISTMAS

Our postbox for Father Christmas was very well used this year with 72 letters being posted. As usual the sweet jar competition proved popular. Joss, one of our young customers, had the closest guess to the right answer which was 618 sweets - well done Joss!

## MINERS COURT RHYMETIME

On 12th December we took our Rhymetime session to the Miners Court day room. 40 babies, children and adults enjoyed songs and rhymes together along with some refreshments. It was so successful that another session has already been booked in for Easter.



## VOLUNTEERS PIZZA PARTY

During the summer we have a group of amazing young adults that volunteer with us to help with the Summer Reading Challenge. They chat with the youngsters about the books they have been reading. We couldn't run the challenge without them so to say thank you last month we held a pizza night for them.







## AUTHOR TALK

Redruth Guides and Rangers had a special evening trip to the library in December. They had a talk via Zoom from the popular children's author Holly Webb. Holly talked about how she came to be an author and the books she loved to read when she was growing up. The Guides spoke with Holly about books that they love to read and Holly did a quiz all about books for the group. To top the evening off they enjoyed some crafting making story cubes and badges.

## GET CRAFTY CHRISTMAS

Our Get Crafty group had a fantastic session just before Christmas. They upcycled corks into decorations, made pom pom trees and decorated wrapping paper and gift bags. One or two mince pies and biscuits were consumed too! Get Crafty takes place 10:00-12:00 on the 1st and 3rd Wednesday of the month.



## ACTIVITIES & GROUPS

Our regular activities and clubs include:

- Lego Club**
- Coding Club**
- Rhymetime & Little Story Seekers**
- Get Crafty**
- Book Clubs**
- Writers Group**

Please see our Facebook page or ask in the Library for more information on activities.

#### 4.3 **Policy on Charity Collections in the Library including raffle tickets**

The proposal for a policy for the sale of raffle tickets and collecting tins was recommended at the last Engagement Committee meeting. Following the discussion at the previous meeting, the draft policy is as follows;

Redruth Town Council is keen to support local charities and help in fundraising to benefit our community where it can. We will therefore enable one charity / local organisation per month to fundraise in the Library. A bookable calendar will be held in the Library where local organisations can request a fundraising "month" – the only month that will not be bookable is November (Poppy Appeal).

The terms and conditions to support this policy are as follows;

- There will one fundraising opportunity per month (on a rolling rota) – with November reserved for the Poppy Appeal.
- The organisation / charity can be a national charity but will have to benefit the local area.
- The fundraising information will be held on a poster with a QR code to scan. If customers would like to donate in other ways, that information will be included in the poster.
- There will be no cash or collecting tins held on the premises.
- No raffle tickets will be sold on the premises - as charity raffle tickets must be printed with the charity name and number and each organisation needs their own licence. This will ensure we prevent a strong "selling" presence with the sale of raffle tickets – especially in an area used for drop-ins, surgeries and our Warm Space.

#### 4.4 **Any other task as directed by the Town Council or Town Clerk.**

Nothing to report.

#### 4.5 **CONCLUSION**

February finds us connecting with new members of the Cornwall Libraries Team after the latest restructure. Not only are the new Library Comms and Events team visiting us but also the new lead for the Education Library Service. It will be good to put names to faces and know who's leading what parts of the Service going forward We are also planning in earnest for our Spring Term school visits and World Book Day on Thursday 7<sup>th</sup> March, 2024 – as well as supporting the St Piran's Festival on Saturday, 2<sup>nd</sup> March, 2024.

#### 4.6 **RECOMMENDATION**

4.6.1. That Council confirms the charity collection policy as detailed in 4.3

4.6.2 That this report is noted.

Claire Waterhouse  
Library Manager

REPORT FOR: Meeting of Engagement Committee on Monday 5<sup>th</sup> February 2024

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1.0 **SUBJECT OF REPORT: Report on outcomes from the Future High Streets event**

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2.0 **SUMMARY OF IMPLICATIONS**

a.	Policy	-	No
b.	Financial	-	No
c.	Legal	-	No

3.0 **TERMS OF REFERENCE**

3.1 To provide the committee with information on the outcomes of the Future High Street event.

4.0 **REPORT**

4.1 **Background**

Last September, we held a Future Redruth drop in ideas day to attempt to gather some views on the future of the High Street and to see what role the community thinks the Town Council should have. We had a good turnout from a good cross-section of the community including business owners, residents and Councillors.

4.2 **Comments**

Attached to this report are transcripts from comments left by attendees including general thoughts and answers to specific questions.

4.3 **Next steps**

Members will recall that budget has been approved for 2024/25 for a Town Centre Hub so some of the ideas will be able to be tested later this year.

The issue around keeping the train station ticket office open has been resolved to an extent with the announcement that closures will not now be going ahead. Similarly, members will recall that we are in active discussions with the Post Office and Banking Hub about financial services provision in the town.

At the time of the event, there was uncertainty around Wilkos and its transformation into Poundland wasn't confirmed so there was some worry that a large shop space would be empty which hasn't come to pass. But the idea of a pop-up department store was popular and should an opportunity arise again, it will be considered.

Other ideas such as a community gym and loyalty card will be investigated further and partnerships explored to see if progress can be made.

Third party organisations such as First Bus, Cornwall Council and local charities will also be approached regarding the improvements identified that come under their remits.

4.4 **CONCLUSION**

In conclusion, the event showed that the community have lots of ideas that the Town Council could support to unleash. However, the community also wants us to be careful and measured in how we spend the precept so those two things need to be balanced. There is a role for other organisations in the town to further support the high street.

4.5 **RECOMMENDATION**

4.6 It is recommended that this report is noted.

Sam White  
Engagement Officer

# Would you like the council to consider taking a lease on one of the empty shops in town, even if that means a small increase in your council tax?

Yes

- Only if used for community benefit
- Could be used for small businesses to trial their ideas (at no expense to themselves)
- Pop ups
- Is that included in or on top of the 4.99% increase?
- Yes or let to start ups with peppercorn rent rates for trial period
- Upcycling workshops - repairs etc maybe Upcycle Kernow or other local businesses
- Tend to agree...however RTC already own their own retail units
- If it is invested in to be improved so looks loved
- Depends on increase

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No



# Do you think a pop-up department store-style shop made up of small businesses would be good for Redruth?

## Yes

- Place to buy clothes and shoes and other things needed that you can't find in Redruth
  - Where would it be?
  - I want to be able to buy shoes and clothes and try on before I buy (it's not like I can get to the Post Office!)
  - Yes. Plus swishing events - swapping unwanted items for wanted items
  - Yes, yes and yes!!!
  - Could be a good idea
  - Clothes and shoes a huge gap
  - Potentially - overheads would need to be low or free
- 

## No

# **Would you like the council to be a source of business help and support especially if you are thinking of starting a new business?**

## Yes

- Only if useful
- Funding, licensing and networks vital
- Yes - signposting for grants, finance etc - communications hub
- Yes - would love to open a young persons' hub
- Yes - local producers/artists/wellbeing practitioners

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## No

- I believe that should be the role of the local Chamber of Commerce...but RTC should have the means to encourage and inspire

# **If the future of the high street isn't necessarily shops as we're all buying online, how else would you like the shop spaces used?**

- Older people enjoy physical shops - contact with people, unsure of online. Space more than just somewhere to 'buy'
- Activities/things to do
- Coffee & cards or games to meet and chat
- Possibly health-related meet up groups
- Experiences - escape rooms, bowling alley, bike fixing
- Local radio station
- Banking hub/Post Office
- Youth Club
- Post Office
- Banking Hub
- Shops - maybe 2 companies sharing space
- Cash points in town
- Place for young people and young people with young families
- Bowling alley
- Fitness studio/gym
- Women's Club; Men's Club; Young People's Club
- Gym - which is often outside of most people's financial reach
- Snooker/Pool Club
- Table Tennis Club
- Performing arts hub
- Redruth Band room
- Plays
- Music venues
- Roller disco
- Workshops - not just arts and crafts
- Museum or Redruth Heritage (not to be confused with Kresen Kernow and Duchy role)
- Advisory services - Youth, special needs, disability, CAB, drugs, pregnancy

# Other thoughts

- More youth clubs - 13 to 25 years-ish
- More employment opportunities for young people at a sensible wage
- Support/clubs/groups for over-5s
- Facilities such as Surestart - parent support as well
- Universal credit huge issue - complicated
- Cycle parking
- Town more cycle friendly
- Surestart in town
- Public transport doesn't bring you into town
- Women's groups
- Men's groups (ManDown)
- Local WI
- Post Office
- Banking Hub
- Keep ticket offices open - train station
- Cooking/baking group for adults
- Timetables for bus stops - need more info and updating on regular basis
- More buses at peak times
- Town loyalty card - encourage shop local
- Experiential retail
- Leisure facilities - gym, yoga, tai chi tasters
- Green gym at East End Park to become more diverse than just to young people. Suitable for all ages & abilities
- Redruth Let system
- Community garden
- Redruth loyalty scheme
- Opeway lighting - safety
- Rickshaw ride from bottom to top of town (some people struggle to walk and carry their shopping). Ebike tricycle rickshaw?

## Future High Street Consultation Results

Please tell us what you think:

- Keep train ticket office – needed by a range of people who like to buy in advance and not on the day
- Arts trail with sculptures made from recycled or reclaimed materials
- Can we visit the businesses – please can we speak to the Chamber of Commerce – people very disappointed that CofC didn't come [to this event]
- More places for young people to go to in the evenings or drop in after school. Possibly a café space for them to play games etc pool & darts
- Car parking charges on a Sunday are now killing businesses in town
- Loyalty cards for certain businesses in Redruth in town will encourage people to shop (similar to Camborne?)
- Council tax support for young people and single parent with children turning 18 – lose own 25% discount and have to find extra for children who may still be in education
- T1, T2, 40 buses just don't turn up. Electronic bus stops don't say and sometimes don't work. Things not practical – needs spacing out
- Town centre needs to be more used. Car parking puts people off – costs too high, free parking for an initial period, impact on residential parking
- Banking hub – great idea!
- Need to keep cash in society – need access, businesses need to accept
- Low interest loans/grants to help building owners do up their buildings – shops etc ground floor & accommodation above to keep people in town.
- More things to draw people in – shops, restaurants, banking hub etc