



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

Tel No: 01209-210038 e-mail: admin@redruth-tc.gov.uk

Town Mayor: Cllr Ms D L Reeve

Town Clerk: P B Bennett

Our Reference:

RTC/400/2/Mtg

Date:

27th January 2021

See Distribution

Dear Councillor

Meeting of the General Purposes Committee – 1st February 2021

You are summoned to attend a Meeting of the Redruth Town Council General Purposes Committee to be held virtually and remotely on Monday 1st February 2021. The meeting will commence promptly at 7:00 p.m.

The Agenda and associated documentation is attached for your information.

Yours sincerely

A handwritten signature in black ink, appearing to be 'P B Bennett', written over a horizontal line.

Peter Bennett
Town Clerk

Enclosures:

Agenda and associated documentation.

Distribution:

Action:

Cllr Biscoe
Cllr Mrs Biscoe
Cllr Broad
Cllr Brown
Cllr Mrs Davidson MBE
Cllr Mrs Ellenbroek
Cllr Garrick
Cllr Ms Reeve
Cllr I Thomas

Information:

All other Town Councillors
Press & Public

Redruth Town Council

General Purposes Committee Meeting – 1st February 2021

AGENDA

PART I – PUBLIC SESSION

1. To confirm members can communicate with others at the meeting and 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:
 - 6.1 the General Purposes Committee held on 7th December 2020. [Minutes attached]
7. Town Clerks Report. [See Report attached]
8. To receive correspondence. [See schedule attached]
9. Reports from Members/Officers:
 - 9.1 Community Projects Manager on her work to date. [CPM – see report attached]
 - 9.2 To update the committee on the work of the Redruth Library and Information Service by the Senior Library & Information Assistant. [SLIA – see report attached]
10. To consider a report on the Redruth Website and Marketing Proposal submitted for consideration by the Redruth HSAZ Project Officer. [See report attached]
11. To consider a report on the Footfall Measurement Proposal submitted for consideration by the Redruth HSAZ Project Officer. [See report attached]
12. To exclude the press and public from the meeting for the remaining item of business as their presence would be prejudicial to the public interest by virtue of the confidential nature of the subject matter (confidential data), and on the grounds that it involves the likely disclosure of exempt information as defined in Part 1 of Schedule 12[A] of the 1972 Local Government Act.

PART II – PRIVATE SESSION

13. Redruth CCTV Management Report 2020-21 Q3. [See report attached]



Redruth Civic Centre, Alma Place, Redruth, Cornwall TR15 2AT
Tel No: 01209-210038 e-mail: admin@redruth-tc.gov.uk

Town Mayor: Cllr Ms D L Reeve

Town Clerk: P B Bennett

Minutes Of A Meeting Of The Redruth Town Council General Purposes Committee held virtually
and remotely on Monday 7th December 2020

Present:	Cllr Mrs J Davidson MBE	Chairman
	Cllr H Biscoe	from the point mentioned
	Cllr Mrs A Biscoe	from the point mentioned
	Cllr M Brown	
	Cllr Mrs Ellenbroek	
	Cllr C Garrick	
	Cllr Ms D Reeve	
	Cllr I Thomas	from the point mentioned
In attendance:	Mr P B Bennett	Town Clerk
	Mrs J Pascoe	Administrative Assistant
	Ms L Hill	Community Projects Manager
	Ms C Waterhouse	Senior Library & Information Assistant

PART I – PUBLIC SESSION

1382.1 To confirm Members can communicate with others at the meeting and to receive apologies for absence.

The Clerk confirmed with each Member present that they could hear and if applicable see the proceedings. No apologies were received.

1382.2 Members to declare any disclosable pecuniary interests or non-registerable interests (including details thereof) in respect of any item(s) on this Agenda

Cllr Mrs Davidson declared an interest in item 10 on the Agenda.

1382.3 To confirm the Minutes of the:

1382.3.1 Meeting of the General Purposes Committee held on 5th October 2020

Unanimously RESOLVED that the Minutes of the General Purposes Committee Meeting held on 5th October 2020 be accepted as a true and accurate record of proceedings. [Proposed Cllr Reeve; Seconded Cllr Mrs Davidson]

Cllr Thomas joined the meeting at this point.

1382.3.2 Extraordinary meeting of the General Purposes Committee held on 23rd November 2020

Unanimously RESOLVED that the Minutes of the Extraordinary General Purposes Committee Meeting held on 23rd November 2020 be accepted as a true and accurate record of proceedings. [Proposed Cllr Reeve; Seconded Cllr Brown]

1382.4 **Town Clerk's Report**

A report was circulated prior to the meeting. Cllr Ms Reeve provided an update from the recent Festivals Meeting, which had also been attended by the Community Projects Manager (CPM). A further meeting would be held before the end of January to enable schools and those with work commitments to attend.

Cllrs Biscoe and Mrs Biscoe joined the meeting at this point

The CPM shared with the Members a graphic she had created showing the four distinct seasons of Spring, Summer, Autumn and Winter. She advised that there was much more to consider when planning than only the four Festivals, and asked for suggestions which could be brought to the next meeting to discuss. Cllr Mrs Davidson thanked the CPM for her good work.

1382.5 **To receive correspondence**

National Census 2021 – poster and Community Handbook

Details had been circulated prior to the meeting. The Town Clerk advised the Census was scheduled to be held on 21st March 2021. The correspondence was noted.

Cornwall Council – briefing on electric charging points in car parks

A report was circulated prior to the meeting. The correspondence was noted.

1382.6 **Reports from Members/Officers**

1382.6.1 *Community Projects Manager on her work to date*

A detailed report on the Community Project Managers (CPM) work since the last meeting had been circulated. The CPM advised the last two months had been very busy with maintaining Facebook pages for the Christmas period, keeping the Redruth Town site joyful and the Town Council page strategic. She asked that Festival dates for the next two years could be agreed, as there were already enquiries received from both businesses and members of the public. Proposed dates tied in with what was usual and did not coincide with the Royal Cornwall Show. Cllr Ms Reeve stated how incredibly helpful it had been to have the CPM arrange stall bookings for the three Christmas Markets. She had generated a brilliant response, all those contacted had booked, and it had made such a difference to the Markets. Cllr Mrs Davidson also gave her thanks on behalf of Redruth Revival.

1382.6.2 Unanimously RESOLVED that the Festival Dates for 2021 and 2022 are agreed [Proposed Cllr Ms Reeve; Seconded Cllr Brown]

1382.6.3 *Update on the work of the Redruth Library and Information Service by the Senior Library and Information Assistant*

A report had been circulated to the members prior to the meeting. The Senior Library and Information Assistant (SLIA) advised that following the end of the second lockdown period, the Library was once again offering limited browsing and computer access to the public. In all a total of 5044 persons had come through the Library doors during the period from 6th July to 30th November. She had been working closely with the Events team to publicise activities and ensure family engagement remained high. Christmas Craft Activity packs for children had been received from Cornwall Council and were being put together by staff to distribute. The issuing of books for Redruth Library was going well to the extent that the stock management system may be switched back on if numbers continued to improve. The SLIA advised plans for the first quarter of next year were to make the library look fantastic with the hope it could be fully open in April 2021. She had attended a Library Partnership Engagement meeting in November, where Cornwall Council's review of Information Services Strategy was discussed. Cornwall Council were looking to provide a more digitised service with less general face-to-face, and a triaged service more focused on those in need. This was in conflict with how Redruth Town Council wished to provide the service, wanting

a face-to-face service with more people using the information service, more footfall in the Redruth Civic Centre, and people utilising the Library as a catalyst for engagement. A further meeting of the Library Partnership Engagement would be held in December which the SLIA would attend and report back to the Members. She was determined the review would not stop community engagement and had many ideas and scenarios for use of the building in future. Cllr Mrs Ellenbroek stated she agreed with the SLIA, that many people were uncomfortable or unable to use information technology and needed to engage face-to-face. She would not be in support of such changes. Cllr Thomas queried if statistics were available giving the number of users from neighbouring parishes coming through the Library doors. The Town Clerk advised Cornwall Council should be able to provide figures, and the SLIA would enquire. The SLIA further advised no one had yet made use of the Library phone service offering support and guidance, but the information had been publicised and it still was very new. Cllr Mrs Davidson stated the Library team had done marvellous work and hoped the New Year would be better.

1382.7 Collaboration between Redruth Town Council and other organisations within the town – draft terms of reference for approval

A report had been circulated to the members prior to the meeting.

1382.7.1 Unanimously RESOLVED that the draft terms of reference for a Redruth Events Strategy Group are approved [Proposed Cllr Mrs Davidson; Seconded Cllr Biscoe]

1382.8 To brief on Town Centre Ambassadors/COVID Advisors Patrols

A report had been circulated prior to the meeting. The Town Clerk further advised he had received a report shortly before the meeting on patrol activities from Saturday 5th December. Mentioned in the report were issues with social distancing and no use of table service in two of the public houses in the town, and incidents of anti-social behaviour behind Redruth town centre. Cllrs Thomas, Mrs Davidson and Ms Reeve all reported seeing guards patrol in the town. The Town Clerk confirmed Cornwall Council were funding the CCTV monitoring of the guards. Evening patrol coverage would be from 4pm until midnight. Cllr Ms Reeve stated it was a pity the report had not been received in time for the Safer Cornwall meeting that had been held that day. She requested more information be provided from Kestral Guards to enable a more informed decision on their findings. Anti-social behaviour should be reported to Oliver Bayliss at Cornwall Council to keep a record of incidents. Cllr Ms Reeve expressed concerns that there had been no signage at the New Cut car park informing it was free parking on Saturday 5th December. The Town Clerk advised a sign had been created and approved by Cornwall Council which should have been displayed. Cllr Ellenbroek confirmed there was no indication on any of the carpark machines, and asked that signs stating “Free Parking courtesy of Redruth Town Council” be placed on them on the remaining two Saturday Market Days. Cllr Ms Reeve stated Redruth Town Council should be refunded by Cornwall Council for any parking fees taken at New Cut on Saturday 5th. Cllr Ms Reeve further advised the Redruth Chamber of Commerce had received a letter complaining that the public toilets were still closed, and it needed further consideration. The Town Clerk advised the disabled toilet was open for all to use. He had asked the Facilities and Contracts Manager to contact the cleaning contractor to investigate what legionella checks were required in preparation for them to fully reopen. Cllr Ms Reeve stated public toilets around the county were opening again, and while the disabled toilet was available, one toilet was not enough and businesses were raising this as an issue. Cllr Biscoe stated that the configuration of the public houses mentioned in the report may have prevented table service being an option, and other measures taken may have been acceptable arrangements. He was sure the Landlord and Landlady of the establishments concerned would not wish to do anything that would damage business, and would be happy to talk with them about the patrols findings. The report was noted.

1382.9 **To consider requests for financial assistance**

The requests for financial assistance were dealt with as per the attached Appeals Schedule.

Chairman

**Redruth Town Council
 Appeals Schedule
 Meeting Date: 7th December 2020**

Budget 2020/2021: £10000		Allocated to date: £1001	Balance available: £8999	
No	Appellant	Amount Requested/Purpose	Recommendation	Previous Awards
1.	Make Me a Plan	A request for £10000 towards a coaching, training and development company helping both individuals and businesses achieve success, with the funding going towards a Healthy Habits Academy for the economically disadvantaged residents across CPIR.	RESOLVED by Majority that we make no donation as the Council does not have a policy to give support to Limited Companies [Proposed Cllr Thomas; Seconded Cllr Mrs Davidson]. Cllrs Mrs Ellenbroek and Garrick abstained.	NIL

Redruth Town Council
General Purposes Committee
Town Clerks Report
Meeting Date: 1st February 2021

Mtg Ser No	Item	Action	Response
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Nothing to report at time of publication

General Purposes Committee Meeting

Correspondence Schedule

Meeting Date: 1st February 2021

1. Cornwall Council – Localism in Cornwall (a partnership in a localism vision and strategy)

All other correspondence/information is contained as a package with these papers

REPORT FOR: Meeting of General Purposes Committee on Monday 1st February 2021

1.0 SUBJECT OF REPORT: To update the committee on the work of the Community Projects Manager

2.0 SUMMARY OF IMPLICATIONS

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

3.0 TERMS OF REFERENCE

3.1 To provide the committee with information of the work carried out by the Community Projects Manager since the beginning of the contract of employment.

4.0 REPORT

4.1 Organisation of community events

Dates for 2021

- St Piran’s Festival – Saturday 6th March 2021 (Cancelled)
- Murdoch Day – Saturday 19th June 2021
- Redruth International Mining & pasty Festival – Saturday 19th September 2021
- Redruth Fun Day – Sunday 20th September 2021
- Redruth Christmas light switch on and parade – Saturday 27th November 2021

St Piran’s Festival

Unfortunately, we had to cancel this year’s St Piran’s Festival due to Covid-19. The Events team are working on a programme of virtual events and would like to council to agree on using a Drone within Redruth Town to film St Piran walking up Fore Street and capture footage of the town to put together a St Piran’s Video.

We have obtained 3 quotes from Aerial Cornwall, Bad Wolf Horizon and Crow Creative.

Ariel Cornwall	Half day filming: £250.00 (VAT not applicable) Full day filming: £500.00 (VAT not applicable) Half day FPV drone only: £425 + VAT	Total: £975.00 Need to check stills.
Bad Wolf Horizon	Aerial filming £800 Aerial photography £250 FPV Drone Filming £425 Video editing £300	Total: £1425 ex Vat
Crow Creative	Cameraman – full day £450.00 Half day filming – full pre-check/risk assess £400 Editing, Colour correction, grading £300	Total: £1150 ex Vat

We would look to do the filming w/c 23rd February to comply with current Covid-19 restrictions and do early in the morning, so we minimise the amount of people in town. The footage would go out on Saturday 6th March and be shown on all our social media platforms including YouTube.

Murdoch Day

We are in discussions re Murdoch Day, which is scheduled for Saturday 19th June, and making plans for a virtual event like we did in 2020. We will be putting a recommendation to Full Council on Monday 22nd Feb once we have received the update from government on the 15th February. It may be that we can hold a small market like we did in Dec 2020 all depending on COVID-19 restrictions.

At present Royal Cornwall Show and Porthleven Food Festival have moved their dates to September. Trevithick Day and Falmouth Sea Shanty have cancelled their dates in April and June.

4.2 Marketing and tourism aspects of the Town Council's work including management of the Tourist Information Point

Update on our social media platforms:

- Redruth Town – 4234 (up by 86 from my last report)
- Mayor of Redruth – 326 (up by 3 from my last report)
- Visit Redruth Instagram – 1594 followers (up by 29 followers from my last report)
- Redruth Library – 574 (up by 16 from my last report)
- Redruth Town Council – 220 (up by 35 from my last report)
- Redruth Town Markets – 582 (up by 17 from my last report)
- Redruth Town Markets Instagram – 182 (up by 69 from my last report)
- Redruth Town YouTube – 31 subscribers (up by 6 from my last report)

We have been updating all of our social media platforms regularly with Covid-19 updates, and good news stories. Here are some examples: -



Recycle for Cornwall

Cornwall Council will be collecting your real Christmas tree for recycling.

Just place your tree near your rubbish on the opposite week to your recycling in the weeks beginning January 11 or 18 for free collection - it will then be shredded and composted.

PS If your tree is over 6ft, please chop it in half otherwise it won't be collected



@redruthtown



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| <p>Yanks, 27 Fore Street, Delivery and Collections 01209 215666
FB YanksBurgers</p> <p>YFC Redruth, 38 Fore Street, Delivery and Collections 01209 217757
FB RedruthYFC</p> <p>New Hong Sing, 40 Fore Street Delivery and Collections 01209 213843
www.newhongsing.co.uk
FB hongsingredruth</p> <p>Greg & Laur's, 8a Higher Fore Street, Pre-booking advisable 01209 218715
www.thinkfoodgregious.today
FB gregiousthinkfood</p> <p>Merrill's Fish & Chips Takeaway, Buckets Hill, Pre order only 01209 216937
www.merrills.co.uk FB merrillschippy</p> <p>Jen's Diner, Gilberts Coombe, Telgas Place, Takeaways 01209 212477
www.jensdiner.co.uk FB jensdiner</p> | <p>Beats & Roots Cafe - The Buttermarket, Takeaways Only 07876 594833
FB buttermarket</p> <p>Smokey Joe's Café, Delivery and Takeaway 01209821810</p> <p>Beats & Roots Cafe - The Buttermarket, Station Hill, Takeaways Only 07876 594833
FB buttermarket</p> <p>Golden Koi, 17 Chapel Street, Takeaway and Delivery 01209 218687
www.goldenkoi takeaway.co.uk</p> <p>Lucky House, 12 West End Takeaway and Delivery 01209 216549
www.luckyhouseredruth.co.uk</p> <p>Best Kebab, 2 West End, Takeaway and Delivery 01209 697851
www.thebestkebabtakeaway.com</p> <p>The Crispy Cod, 18 Green Lane, Takeaway and Delivery 01209 216456
www.thecrispycodonline.co.uk</p> | <p>Redruth Crispy, 18 Chapel Street, Takeaway and Delivery 01209 212874
www.redruthhill.com
FB DeanoRedruthCrispy</p> <p>Spider BAR, 1c Chapel Street, Takeaway and Delivery 07707 282819
FB Spider BAR 364940036289321</p> <p>The Crispy Chicken, 5 Alma Place Takeaway and Delivery 01209 699069
www.crispychickenredruth.com</p> <p>Smokey Joe's Café, Delivery and Takeaway 01209821810</p> <p>Café Spice, 4 Green Lane, Just Eat Delivery 01209 314477
cafeonline.com</p> <p>Amity Takeaway, 5 Higher Fore Street, Takeaways 01209 212101
www.amityredruth.co.uk</p> <p>The Inn For All Seasons, Tealigh, Takeaways 01209 219111
www.innforall.co.uk</p> |
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@redruthtown

Useful numbers

HEALTH: Macmillan Cancer Support 01872 672090 or 0808 808 0000
Cancer Research UK 0808 8004 040
Dementia Admiral Nurse 01872 254551
Dementia Support 01243 888691
Alcohol / Drugs support 0333 200 0325
Addiction support 01872 263001
Mental Health - Nightline 0808 800 306
NHS 24/7 mental health helpline 0800 038 5300
Loneliness support line 01209 708995
Samaritans 116 123
Kernow Carers Service 01872 323535
Adult Carers Helpline 01872 266383
Disability Cornwall 01736 759500
Age UK 01872 266383
Adult Care and Support 0300 1234 131
Emergency Dental Service 0333 4050 290
Healthy Cornwall 01209 615600
Cornwall Hospice Care 01728 828874
FOODBANK: Transformation CPR 01209 714592
HOUSING: Council Tax helpline 0300 1234 171
Coastline Housing 01209 200200
Cornwall Housing - Homelessness 0300 1234 161
Rough sleepers - StreetLink 0300 500 0914
GENERAL: Volunteer Cornwall 01872 265 305
Citizens Advice Cornwall 03444 111 444
Debt Help service helpline 0800 328 0006
Covid 19 support covid19@cornwallcouncil.gov.uk
COMMUNITY SAFETY: Domestic Abuse 0300 777 4777
Cornwall Refuge 01872 225629
Children's safety concerns 0300 123 1116
Adult safety concerns 0300 1234 131
Scam reporting 0300 123 2040



Did you know...

Redruth Town Council has a YouTube page?

There you can find videos made for special events such as when the Kernow King gave us his guide to Pasties and Squashbox Theatre took us through the unique history of Murdoch, as well as tours of the town and past council meetings

Type Redruth Town into YouTube and subscribe!



@redruthtown

NEW COVID-19 RESTRICTIONS

STAY AT HOME

SAVE LIVES



- Only leave home for food, medical reasons, exercise or to work
- Work from home unless you are unable to do so
- Do not travel unless necessary
- Essential shops will remain open
- Schools will remain open for vulnerable children and the children of critical workers. All other children will learn remotely until February half term

#Redruthtown

See Cornwall.gov.uk/coronavirus

Services currently available

Click and Collect only
order books online via
www.cornwall.gov.uk
/leisure-and-cultural/libraries

Book Bundles for adults and children
Call 01209 240314 or email
redruth.library@cornwall.gov.uk

Advice and Support Line
Call 01209 240314

Opening times

Tuesday 10am to 1pm
Thursday 10am to 1pm



Tourist Information Point

Due to Covid19 we don't currently have a Tourist Information Point, but it is being covered when the library is open (Tuesday and Thursday from 10am to 1pm)

4.3 Community Capacity building work

Redruth Town Market committee will be meeting on Monday 1st February to talk about how we proceed with our markets for 2021. Unfortunately, our first one for the year we've had to cancel because it was link to St Piran's Festival – the next date we will look to arrange one for is Saturday 3rd April. I will be able to update you at General Purposes meeting if you require an update.

I'm currently working with the Redruth HSHAZ Project Officer on updating our Visit Redruth (www.visitredruth.co.uk) website – please see report.

4.4 Partnership building

The events team have been assisting with some poster designs including the following: -

Laptops for local Schools

There are more than 1000 students in the Redruth area who are without a laptop or tablet device to continue their studies at home.

If you have an old laptop or device sitting around at home, why not donate it to your community?

Follow these simple steps.

Three steps to donate

- 1 Find your old laptops or tablets
- 2 Take them to X Act IT for wiping and reconditioning
- 3 We donate them to our local schools

Working in conjunction with

XAct IT 1A Chapel Street, Redruth IT 01209 204 749

Logos: Redruth Town Market, Redruth Lions Club

FOR YOUR SAFETY AND OURS

Hands

Face

Space

Logos: Redruth Town Market, European Union, HM Government

www.reopenredruth.co.uk

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

In December Mayor Deborah Reeve and I helped Pennoweth School by making up 200 food boxes for families of the school. Here are some pictures of the boxes for those of you who didn't see them.



Our next Redruth Record will be going out in April, so if anyone would like to submit any information or good news stories please email to Georgie or myself.

4.6 **CONCLUSION**

4.7 As the Community Projects 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.

4.8 **RECOMMENDATION**

4.9 It is recommended that the Council consider the Drone Project for our Virtual St Piran's Festival and agree that we use Aerial Cornwall for the project.

4.10 That this reported is noted.

Lara Hill
Community Projects Manager

REDRUTH TOWN COUNCIL**REPORT FOR: Meeting of General Purposes Committee on Monday 1st February 2021****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	-	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 Redruth Library and Information Service during this latest phase of our Covid delivery.

4.0 REPORT

The latest phase of our Covid delivery commenced on Wednesday 6th January, 2021 adhering to government guidelines, and a revised risk assessment for the service. This has meant balancing essential service delivery with encouraging customers to stay at home as per lockdown guidelines. During this lockdown we are still able to provide the following services;

- A Click and Collect service (online ordering)
- A Pick and Collect Service (library staff pick books weekly for vulnerable / elderly customers)
- A Book Return and quarantine area
- An Information Desk – a limited signposting service plus phonenumber for emergency homeless referrals
- Recycling Containment – we have the full set of domestic recycling containers and are purchasing our own seagull sacks.
- Junior Book Bundles – if customers would like to participate they can email the Redruth Library Inbox at Redruth.library@liscornwall.org.uk. We are picking a selection of picture books, early readers or junior fiction on a weekly basis ready for collection.
- Home Library Service – our two volunteers are still with us and the RVS Housebound Service is busier than ever! We are promoting this service to customers who are shielding again or are unable to access the library.
- A daily Information and Advice telephone service (open from 9.30 – 5.00 Monday to Friday.
- Weekly welfare calls to vulnerable customers.

Our opening hours for public access are 10am – 1pm on a Tuesday and Thursday. The staff are still working their hours around these times and are in the library early on these days. All of the team are also in on Monday's from 8.30am until 1.30pm to process all returns and deliveries. This enables us to focus exclusively on our customers during our public access hours, ensuring a swift service designed to keep both our staff and customers safe.

From 26th January, 2021 wearing a mask became mandatory when entering the Library and Information Service. Any customer with an exemption can call 01209 240319 to make an appointment for return / collection.

As the table below illustrates 4,061 customers have visited Redruth Library and Information Service so far during Phase 2. This figure includes both our 2nd and 3rd lockdown data. This is

again testament to the focussed engagement activities that the Team have been doing and all of the hard work is continuing to pay off.

I have highlighted the key data for your information in the "Review" column.

Month	Footfall	Review
September (from 21/09/20)	398	Library enquiries – 3,768
October	1,307	Bus passes/computer use/ tourism – 204
November	900	Waste and Recycling – 88
December	1,033	Homelessness - 1
January (up to 26 th)	423	
Phase 2 Total	4,061	Phase 2 total is from 21/09/20 and includes the second lockdown figures from 05/11/20 – 30/11/20 and the third lockdown figures from 06/01/21 – 26/01/21.
Phase 1 Total	2,439	Phase 1 total is from 06/07/20 to 20/09/20

During both Phase 1 and 2 I have been the main point of contact for the Cornwall Library Partnership forum, attending Teams meetings and progressing our service delivery within government guidelines. I am delighted to report that feedback from the Partnership continues to be extremely positive, both on our Covid planning and the delivery of our service during both Phases.

4.1 Performance Report

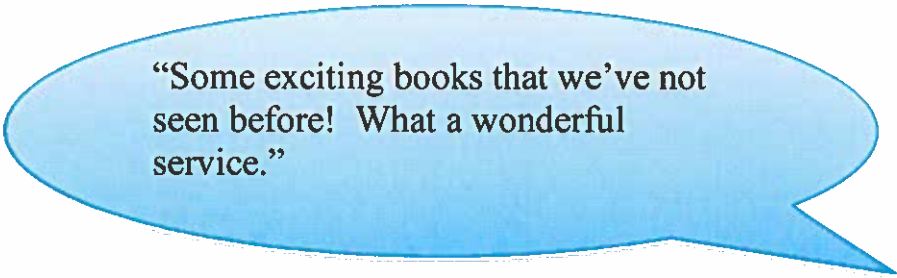
Phase 2 – November 2020

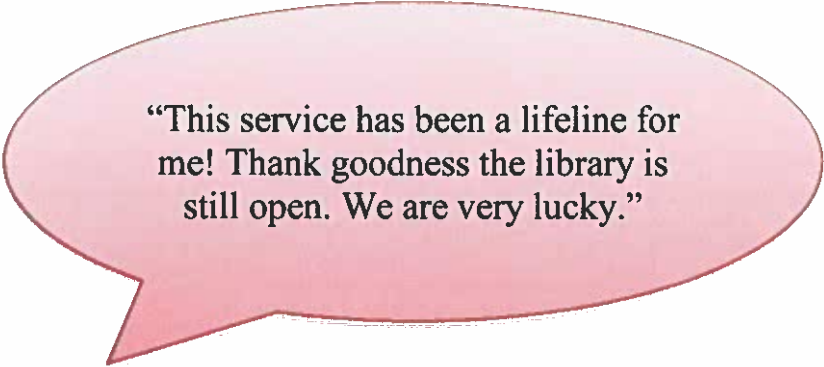

Activity	Amount	Review
Total no of Books issued per month	7,635	This is an exceptional number of books being issued and is testament to the hard work of the team.
New Borrowers joining the Library	80	All new borrower requests come through online with temporary card numbers.
PN reservations	392	A substantial increase in PC use.
Information Service transactions on behalf of CCC	81	The Information Service requires the staff to capture all transactions performed on behalf of Cornwall Council and to log them onto Lagan (a computerised database system).

Phase 2 – December 2020

Activity	Amount	Review
Total no of Books issued per month	3,565	This is expected due to the spike in last month's figures.
New Borrowers joining the Library	17	All new borrower requests come through online with temporary card numbers.
PN reservations	39	The use of public access PC's doubled since last month.
Information Service transactions on behalf of CCC	37	The Information Service requires the staff to capture all transactions performed on behalf of Cornwall Council and to log them onto Lagan (a computerised database system).

4.2 Engagement Activity

<p>Pick and Collect Service – we are providing an increased weekly Pick and Collect Service where staff choose books for those people unable to access online services or those who are finding it a struggle at the moment.</p>	<p>Our Junior Book Bundles have been a huge success – especially during the second lockdown. Each child receives a Book Bundle of 8 books hand-picked by Sue, which can be a mix of Junior Fiction, Picture Books or Board Books for our really young borrowers. On average we have now have 74 borrowers on our list, so we are picking 526 books per week.</p> <div data-bbox="523 1115 1422 1391" style="text-align: center;">  <p>“Some exciting books that we’ve not seen before! What a wonderful service.”</p> </div> <p>The weekly Adult Pick and Collect Service continues to be a resounding success. We have 27 regular borrowers that have their very own personal “book” shopper – well two “book” shoppers actually, Sarah ably assisted by Barb. Some of our more avid readers ask for 10 books at a time, so the potential for picked books can be 110 books per week. We have transferred some of our more vulnerable customers over to the home library service and gained a few more during this current lockdown.</p>
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	<p>Our Information and Advice Line is open from 9.30am – 5.00pm Monday to Friday and calls have increased during the current lockdown. The main enquiries have been library related, with a few general signposting enquiries for Cornwall Council services. This number (01209 240319) is also being used to pre-book a book return or collection appointment if a customer is exempt from wearing a mask.</p>
<p>Home Library Service</p>	<p>Our two Home Library Service volunteers are continuing to work through lockdown and their contribution is an invaluable part of the Redruth Library and Information Service.</p> <p>We have 23 Housebound Borrowers who receive a bag of hand-picked books on a monthly basis, chosen by Teresa and Gill (our volunteers). They are supported by 8 volunteer drivers who deliver and collect our customers books on a monthly basis. It is an amazing service which continues to grow during Covid.</p>

4.3 **Cornwall Council Information Services Review**

There has been no further information on the Information Services Strategy review. I hope to bring you an update at the next meeting.

4.4 **Publicity**

The Library's Facebook page has received 575 likes so far – an increase of 22 since my last report. We continue to work closely with the Events Team to ensure our weekly posts are vibrant, family focused and give a clear message.

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

Nothing to report.

4.6 **CONCLUSION**

Everyone in the Library and Information Service team continues to work extremely hard to provide a safe and engaged service. On 11th January, 2021 we received a letter from Caroline Dinenage, the Minister for State for Digital and Culture, to;

“confirm that library workers count as key/critical workers in the context of the COVID-19 pandemic, where they are providing the essential services permitted to be provided by libraries during national restrictions. Library workers fall under the “Key public services” and “Local government” categories as local authority staff/volunteers delivering key services”.

The letter has been well received by all staff and volunteers and everyone has a copy available in case they are challenged whilst on their way to and from work. It is well deserved recognition of the service we continue to deliver to our community during these challenging and anxious times.

4.7 **RECOMMENDATION**

It is recommended that this report be noted.

Claire Waterhouse
Senior Library and Information Assistant

REDRUTH TOWN COUNCIL

REPORT FOR: Meeting of the General Purposes on Monday 1st February 2021

1.0 **SUBJECT OF REPORT:** To consider a report on the Redruth Website and Marketing Proposal submitted for consideration by the Redruth HSAZ Project Officer

2.0 **SUMMARY OF IMPLICATIONS**

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

3.0 **REPORT**

- 3.1 Please see attached a report on the Website and Marketing Proposal Report submitted by Cheryl Welsh of Redruth HSAZ.
- 3.2 The report fully explains the project and the benefits to the town, but note that the £2k in-kind contribution would be the manhours used to maintain the website up to date, though the majority of the funding will come from project funds. Obviously, year on year costs post approval will fall to the Town Council.

4.0 **RECOMMENDATION**

- 4.1 It is therefore recommended that members consider the report for approval and the financial commitment.

Lara Hill
Community Projects Manager



Project Manager	Date of Report	Authors	Senior PM
Cheryl Welsh	21 January 2021	Cheryl Welsh Tamsin Daniel	Tamsin Daniel

Report to Redruth Town Council General Purposes Committee 01 February 2021

Redruth Town HSHAZ Scheme 2020-2024

Visit Redruth Website and Social Media Platforms Proposal

21 January 2021

Introduction

The substantial investment being made through the HSHAZ and the requirement of Historic England and the Government for the scheme to promote its activities and successes highlights the need for a central point of access. With a plethora of websites and Facebook sites the landscape is confusing and fragmented and does not truly reflect the exciting next steps for Redruth town centre.

There is now an exciting opportunity to review the current structures and marketing vehicles used and begin to reshape and redefine the brand and identity of the town with a key focus on the reconnection with the local community whilst offering information to potential new visitors to the town.

C19 has created a new reconnect between local communities and the town's independent business sector. A new local shopping loyalty has emerged and strengthened with an overarching National strategy to drive home the message that independent businesses need constant and targeted support.

Digital and virtual high streets have come into their own with businesses building a unique and vibrant community that has become very effective in launching online activity, self-promotion and diversifying. Through a central brand and website we can begin to bring together –

- Redruth Town Centre and key partners projects and initiatives

- A business communication forum to strengthen the relationship between regeneration and town centre businesses
- Data sets from Wi-Fi footfall and visitor number software that can inform business models, offers and trends that can be communicated quickly to businesses
- HSHAZ progress, success, ways of participating, business buy-in to grow the positive message; cultural programme; Agents 4 Change etc
- Partnership programmes, local stories, new businesses
- That Redruth has never closed and that it remains open for business, has seen new businesses emerge and we are building a positive momentum to move the town forward

We want people to more than visit Redruth town centre, we want them to discover, explore, reconnect, celebrate with us our rich history and heritage, stunning architecture, eclectic mix of independent businesses, markets and amazing venues such as Kresen Kernow and Krowji. The site has an opportunity to capitalise on the growth of the independent sector which has demonstrated resilience during the C19 outbreak and to celebrate the strong community spirit and attract a new visitor base.

The website should be a springboard of information, a vibrant mix of images and live footage, links and speaks to the social media platforms registered to the name (Instagram, Facebook).

There is an exciting opportunity for the HSHAZ to work collaboratively with Redruth Town Council to invest HSHAZ funding to support the introduction of an improved or new website that will include a Redruth HSHAZ page. By investing in Visit Redruth we can establish a central platform to promote and celebrate the wealth of projects, regeneration and events in Redruth town centre.

Agents 4 Change - £10k Pilot Project funded by Historic England

Background

Creative Kernow successfully secured £10,000 of funding from Historic England to deliver a pilot project to engage young people in Redruth. Trifle Gathering Productions (TGP) successfully secured the commission managed by FEAST.

Trifle Gathering Productions launched the Agents 4 Change project in October 2020. To recruit to the Agents 4 Change project they collaborated with Redruth born and bred rap artists Hedluv & Passman by sampling their hit "druth" in a promotional video to launch their search for "agents" through social media, targeted groups and the Redruth HSHAZ Cultural Consortium networks.

TGP successfully recruited 12 agents aged between 12-20 years. Over the past few months they have held a number of engagement sessions including Zoom and face-to-face workshops, Cobweb tours, interviewed businesses, key partners and visitors to the town centre. The Agents have also taken part in consultation sessions with Lavigne Lonsdale (Redruth Masterplan) and Architectural Thread, Lead Design Consultants for the Buttermarket Cluster development.

The Agents have also worked alongside John Crooks (Falmouth University Film lecturer, award-winning Camborne College Film School, Netflix) to document a number of conversations between 'Agents', members of the public and experts. The

'Agents' have interviewed experts on sustainable buildings and members of the council, to gain a clearer understanding of the Redruth HSHAZ and what is possible.

The focus has been on local connection in a bid to engage the young people with the streets that surround them and the people that inhabit them. Recordings have been taken through conversations between the 'Agents' and their community, their peers, parents, shopkeepers and elders. Finally, the agents are looking to the future. They now understand the drivers for change in the past and can use this understanding to think about the town centre today and what it could and should look like in the future.

All of the workshops will have inspired the 'Agents' to create their final output which will primarily communicate the 'Agents' vision to the public. Whilst the Agents 4 Change project focusses on the reconnection with their locality and history & heritage it will ask questions around how young people see and use the town centre.

The Agents 4 Change have expressed a commitment and appetite to remain involved in ongoing projects and developments in Redruth town centre. The brief will include sessions with the Agents 4 Change to gain their ideas for the website and participation opportunities.

We can take advantage of this approach to consider the role and purpose of the website and futureproof it for future years to harness new technology and next generation of visitors and business owners. The website will remain in the ownership of the Town Council and the funding a legacy of the HSHAZ scheme.

Proposal

1. That the Redruth HSHAZ and Redruth Town Council work collaboratively to develop a website design brief to enable Redruth Town Council to procure a web-design company to redesign the Visit Redruth website.
2. To build on the highly successful and recognisable design used for the Redruth map to build a strong brand and identity that can be used consistently across marketing campaigns

Funding Contribution

- The Redruth HSHAZ will contribute Year 1- £8,000 of start-up funding to the project. The Redruth HSHAZ will contribute continued investment in creating additional content during the term of the HSHAZ upto March 2024.
- Redruth Town Council has committed £2,000 per year match funding as in-kind contribution towards branding, marketing and websites and this will assist in drawing down £82,000 from the Redruth HSHAZ. We will also build in any identified additional maintenance costs to the budget to ensure the Redruth Town Council is supported with capacity and resources to manage and maintain the website.

The Scope of the Brief

A clear remit for the website could attract businesses, tourist attractions, community projects etc to link with the site or hashtag any of the social media linked with the website. With stronger online links by simply sharing partner content it builds the online presence of the TC and website.

Considerations as part of the brief:

- Name and branding of the website
- The audience
- Geographical remit – is the website for the town centre only?
- It's link with social media platforms; scheduled posts; visuals
- Demographics – how does it reach visitors and the local community?
- How will it help support and promote businesses in the town centre? Springboard to business sites; get businesses to proactively submit images and information; drive traffic to website
- Key messaging and branding; what is the conversation? First impressions; welcome statement
- Capacity to maintain and update; legacy left to town council; income generator
- Images, footage, live stream updates; submissions; case studies; soundbites
- Relaunch

Decision for the General Purpose Committee

We request that the Committee approve the above proposal to enable the Redruth HSHAZ to work collaboratively with Redruth Town Council to develop and introduce a new and vibrant website and social media platform to promote and celebrate Redruth town centre.

End

REPORT FOR: Meeting of the General Purposes on Monday 1st February 2021

1.0 SUBJECT OF REPORT: To consider a report on the Footfall Measurement Proposal submitted for consideration by the Redruth HSAZ Project Officer

2.0 SUMMARY OF IMPLICATIONS

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

3.0 REPORT

3.1 Please see attached a report on the Footfall Measurement Proposal Report submitted for your consideration, by Cheryl Welsh of Redruth HSAZ.

3.2 The report fully explains the project and the benefits to the town, but note that they are hoping that despite the initial funding, the Town Council are expected to take ownership of this project.

4.0 RECOMMENDATION

4.1 It is therefore recommended that members consider the report and give a decision about taking the project forward.

Lara Hill
Community Projects Manager



Project Manager	Date of Report	Authors	Senior PM
Cheryl Welsh	21 January 2021	Cheryl Welsh Tamsin Daniel	Tamsin Daniel

Report to Redruth Town Council General Purposes Committee 01 February 2021

Redruth Town HSHAZ Scheme 2020-2024

Visitor Footfall Project Redruth HSHAZ Area

21 January 2021

Introduction

Historic England launched the High Streets Heritage Action Zone (HSHAZ) scheme in May 2019, a fund to 'delivery a four-year programme of physical improvements, community engagement and cultural activities to regenerate England's struggling historic high streets and town centres around the country.' The value of the scheme is £95m and Redruth is one of only 10 places in the South West to be selected.

The Redruth HSHAZ project will help broaden the function of the town centre, increasing the attractiveness of the high street to a wider range of residents and visitors and it will exploit the town centre's experiential potential and build on the successful opening of Kresen Kernow. It will contribute to building a more diverse town centre economy that is not dependent on the national chains, providing a range of accommodation and opportunities for traders and businesses, and a means access into the marketplace for young entrepreneurs.

Public realm will be improved by designing around the pedestrian, rediscovering 'desire lines' and the distinctively Cornish 'ope ways', making connections more inviting and direct footfall from the railway station, car parks, Kresen Kernow and Krowji to the high street. The project will focus the town centre retail activity around Fore Street, Buttermarket and Alma Place, consolidating the retail offer and bringing workspace and residential further into the town centre by repurposing a cluster of historic buildings.

An innovative and creative cultural programme will act as a catalyst and launch pad to bring together a strong creative industries collective to promote the rich history and heritage of the town centre, market Redruth is home to a diverse independent business sector and the significant investment through the HSHAZ has the potential to create a thriving and exciting town centre.

Key Output

A priority for the Redruth HSHAZ scheme is to monitor and capture footfall and visitor numbers. This has become more important and critical in a time of swiftly changing Government C19 guidelines and lockdowns to measure the impact of the pandemic on the town centre, it's businesses and visitor numbers. A requirement of Historic England is to introduce and install infrastructure to monitor and count visitor numbers in Redruth town centre.

Purpose of the Scheme

Redruth HSHAZ is looking to work collaboratively with Redruth Town Council to implement a footfall counting solution within the boundary of the Redruth HSHAZ to provide information about town centre performance. The system must be able to effectively and accurately assess the impact of the Redruth HSHAZ developments and investments on pedestrian movement and numbers.

Robust metrics are needed to evidence economic impact and inform future policy development and decision making aimed at improving town centre performance.

Objective of Invitation to Quote

The objective of this invitation to quote is to obtain professional, properly defined and costed proposals to deliver a footfall counting solution across the Redruth HSHAZ area.

We recommend that Redruth Town Council in partnership with the Redruth HSHAZ seek technical specifications and costs for two systems to provide analytical and cost analysis for comparison:

1. Interaction
2. Traditional Footfall Counters

Option 1 - Interactive Systems

Dedicated sensors gather anonymised data from mobile devices via wi-fi or 4G to provide information on unique visitor counts, which unlike tradition footfall counters, allows town centres to produce enhanced reports on accurate visitor numbers, dwell time, movement and number of visits.

- Regular users of interactive systems:
- Business Improvement Districts
- Local Authorities
- Retail Centres
- Theme Parks
- Exhibition and Music Venues

Option 2 - Footfall only counters

Installation of traditional footfall sensors such as camera's and beam breakers.

Scope of the brief for quotes

A key point and concern raised by Redruth Town Council is that around free/open wi-fi in the town centre and the historic "clusters" of anti-social behaviour where free wi-fi can be accessed in locations such as Kresen Kernow. This will be built into the commission brief to ensure that this point is explored and clarified.

The brief will be developed collaboratively to ensure all the questions and information required by the Redruth Town Council and Redruth HSHAZ is secured.

For example:

- How does it work
- Is it GDPR Compliant?
- For the wi-fi or 4G system – if I have two mobile devices does it count both?
- If I am not connected to wi-fi will I be counted?
- How can I use the information gathered?
- How many people can have access to the information?
- How many sensors will be required?
- How will it be managed and maintained?
- Can we add to the system at a later date?
- Does it tell us if a visitor is a new visitor or a return visitor?

Proposal

That

- the Redruth HSHAZ and Redruth Town Council work collaboratively to issue a brief to attract quotes for two footfall/visitor number counting systems
- the Redruth HSHAZ provide Redruth Town Council with a list of system providers as supplied by Historic England
- the Redruth HSHAZ invest funding to support the introduction of a footfall/visitor number counting system within the HSHAZ boundary.
- the system will be procured and owned by Redruth Town Council

Timescales

Quotes secured by the end of February 2021.