

**REDRUTH TOWN
COUNCIL**



**CONSEL AN DRE
RESRUDH**

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

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

Town Mayor: Cllr M J Brown

Town Clerk: P B Bennett

Our Reference:

RTC/400/2/Mtg

Date:

29th March 2023

See Distribution

Dear Councillor

Meeting of the Engagement Committee – 3rd April 2023

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 3rd April 2023, commencing 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 'PB', with a long horizontal line extending to the right.

Peter Bennett
Town Clerk

Enclosures:

Agenda and associated documentation.

Distribution:

Action:

Cllr S Barnes
Cllr H Biscoe
Cllr A Biscoe
Cllr P Broad
Cllr M Brown
Cllr L Collins
Cllr B Craze

Cllr C Garrick
Cllr D Reeve
Cllr I Thomas
Cllr E Smith

Information:

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

Redruth Town Council
Engagement Committee Meeting – 3rd April 2023

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:
 - 6.1 the Engagement Committee held on 6th February 2023. [Minutes attached]
 - 6.2 the Interim Engagement Committee held on 6th March 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 on the work of the Library from the Library & Information Service Team Leader. [See report attached]
11. Update from Climate Working Group. [Chairman]



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

Town Mayor: Cllr M J Brown

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 6th February 2023

Present:	Cllr D Reeve Cllr S Barnes Cllr M Brown Cllr L Collins Cllr S Barnes Cllr I Thomas Cllr C Skinner	Chair
In attendance:	P Bennett S White C Coomber J Sandiford C Waterhouse M Hernandez Claire Marshall Joy Sailsbury	Town Clerk Engagement Officer Administration Manager Community Projects Manager Library & Information Service Team Leader President of Redruth & District Chamber of Commerce Redruth Book Festival (Bookfeast) Committee Redruth Book Festival (Bookfeast) Committee

PART I – PUBLIC SESSION

1511.1 To receive apologies for absence.

Apologies were received from Cllrs A Biscoe, H Biscoe, Broad, Craze, McEvoy, Garrick, Smith (other commitments)

1511.2 Members to declare any disclosable pecuniary interests or non-registerable interests (including details thereof) in respect of any item(s) on this Agenda.

Cllr Reeve declared a pecuniary interest in Item 13 of the agenda – Consideration of financial assistance for Redruth Book Festival, as Cllr Reeve is on the organising committee.

1511.3 To receive a presentation regarding the new Redruth Book Festival

Joy Sailsbury and Claire Marshall presented information to members regarding the format, location, and details of the forthcoming Redruth Book festival (Bookfeast) at Redruth Drapery on Saturday 22nd & Sunday 23rd April 2023. They confirmed a number of authors had been approached, with the headliner being Mr Terry Waite CBE. Redruth Library would be involved providing free children's events. Members were advised that the event will be a Pilot event, and that any money remaining from ticketed events would be used to help fund another Book festival next year.

1511.4 To confirm the Minutes of the Meeting of the Engagement Committee held on 5th December 2022

1511.4.1 RESOLVED by Majority that the Minutes of the Engagement Committee Meeting held on 5th December 2022 be amended to remove Cllr Brown as attending the meeting as this had been entered in error. Remainder of minutes accepted as a true and accurate record of proceedings. [Proposed Cllr Collins; Seconded Cllr Thomas] Cllr Brown abstained as he had not been present at the meeting.

1511.5 Town Clerk's Report

Nothing to report to this meeting.

1511.6 To receive correspondence.

No correspondence had been received.

1511.7 To receive an update from the President of Redruth & District Chamber of Commerce on the work of the Chamber.

A report had been circulated prior to the meeting. In addition to his report Mr Hernandez informed members that the Chamber of Commerce were hoping to look at reinstating the Street Art project. The Chamber of commerce were also interested in potentially putting street furniture around Tatty Court, depending on what happens when Halifax closes. Mr Hernandez said that he was looking forward to working with the engagement team regarding the Chamber of Commerce application to the Good Growth prosperity fund, as it will affect everyone. Mr Hernandez confirmed that the Social Media course for local businesses had to be paused whilst the refurbishment of Murdoch House was completed. Commenting that a number of local businesses who had taken part had seen a growth in their business. Cllr Brown asked if Mr Hernandez had walked around the town with the engagement team. Mr Hernandez confirmed that although this had not happened yet, he would be attending the DISC event, and agreed that it was important to walk around and talking to businesses.

1511.8 Report on proposal for an Interim Engagement Committee meeting to be added to the calendar.

Unanimously RESOLVED that an Interim Engagement committee meeting be added to the calendar as a trial from March 2023 and reviewed at the Full Council meeting in May 2023. [Proposed Cllr Thomas; Seconded Cllr Collins]

1511.9.1 Report from the Engagement Officer on her department's work to date

A report had been circulated prior to the meeting. Cllr Barnes asked the Engagement Officer if there were any plans for the Coronation. The Engagement officer explained that limited information had been received so far from the Palace regarding timings etc. A recent briefing from NALC confirmed that Sunday would be the main event, but until more information is available, the team are limited to the planning they can do.

The Mayor requested that a Cake Competition be incorporated into the celebrations, suggesting the WI or Townswomen's Guild be consulted.

Cllr Reeve asked if Councillors would be available to attend during Police surgeries. The Engagement officer confirmed that the next Surgery would be on 3rd March 2023. The Engagement officer confirmed that she is working with the Local Neighbourhood Police on a proposal for a potential Town Centre Drop in location, which would need to be ultimately given the go ahead by the Chief Constable. Cllr Reeve asked that this item be placed on the Clerks report for future reporting at meetings.

The Engagement office reminded all councillors to RSVP for the Local Hero Awards.

The report was noted.

1511.9.2 Report from the Community Projects Manager on her work to date and ongoing projects

A report had been circulated prior to the meeting. In addition to her report the Community Projects Manager reported that the Redruth Roundtable meeting was due to take place on 12th January 2023. Councillors suggested that the name of this meeting be amended to be more representative of the group's work. The Community Projects Manager commented that she was open to suggestions. Cllr Collins asked the purpose of the Roundtable meeting. The Community Projects Manager responded that it was an opportunity to sit down with other organisations, to gain feedback, networking, and input for future events. Cllr Collins continued that in his opinion six to seven weeks prior to an event was not enough time to discuss the event.

Water re-fill ideas were discussed, and Cllr Barnes commented that it needs to be more central. A proposal would need to be passed at a committee. The Engagement officer confirmed that she will talk to the Operations officer to discuss further.

Redruth Festival notes will be circulated to all councillors. The next meeting would be on 9th March 2023.

The Community projects manager was thanked by all for her commitment to the Town Council as despite leaving her position, to take on a new job, she will be working on St Pirans Day.

The report was noted.

1511.9.3 Report on the work of the Library from the Library & Information Service Team Leader

A report had been circulated prior to the meeting. The Library & Information Service Team Leader reiterated information provided within her report. In addition the Library Information Service Team Leader informed members that she has recently taken part in the Writers Block panel. There is an intention to use Libraries to explore what things make people feel more comfortable and making it a more inclusive and public space. In addition to making, it more Dyslexia and Autism friendly. An application has been submitted to FEAST funding bid for Vicki Aimers to host a residency consisting of creative workshops for schools and adults along with drop-ins for Murdoch Day. The report was noted.

1511.10 Update from Climate Working Group

There was no update, as the Climate working group had not met.

1511.11 To consider a request for financial assistance from Redruth Book Festival

Cllr Reeve left the meeting prior to the discussion point 1511.11 as she had previously declared an interest.

Cllr Barnes suggested that in his opinion, the Book festival would be beneficial to the town.

1511.11.3 RESOLVED by the Majority to support the request for financial assistance to be approved and £1000 to be donated to Redruth Book festival. [Proposed Cllr Barnes; Seconded Cllr Brown] Abstained Cllr Thomas

Cllr Reeve re-entered the room at 20:40

1511.12 To exclude press and public from the meeting for the following item of business as their presence would be prejudicial to the public interest by virtue of the confidential nature of the subject matter (sensitive and confidential matters), 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.

Unanimously RESOLVED to exclude press and public from the meeting for the following item of business as their presence would be prejudicial to the public interest by virtue of the confidential nature of the subject matter (sensitive and confidential matters), 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. [Proposed Cllr Collins; Seconded Cllr Barnes]

PART II – PRIVATE SESSION

1511.13 To agree the text of a proposed letter to Goldentree productions Ltd for in-kind support for Hellfire Kernow.

Unanimously RESOLVED to approve the proposed letter to Goldentree productions for in-kind support for Hellfire Kernow. [Proposed Cllr Collins; Seconded Cllr Brown]

Chairman



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

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

Town Mayor: Cllr M J Brown

Town Clerk: P B Bennett

Minutes of an Interim Meeting of the Redruth Town Council Engagement Committee held at
Redruth Civic Centre, Alma Place, Redruth on Monday 6th March 2023

Present:	Cllr D Reeve	Chair
	Cllr S Barnes	
	Cllr A Biscoe	
	Cllr H Biscoe	
	Cllr L Collins	
	Cllr B Craze	
	Cllr C Garrick	
	Cllr I Thomas	
	Cllr E Smith	
In attendance:	Ms S White	Engagement Officer
	Ms A Hunt	Operations Manager
	Ms C Coomber	Administration Manager
	Miss K O'Dell	Administration Assistant

PART I – PUBLIC SESSION

1516.1 To receive apologies for absence.

Apologies were received from Cllr Brown (unwell) and Cllr Broad (other commitments)

1516.2 Members to declare any disclosable pecuniary interests or non-registerable interests (including details thereof) in respect of any item(s) on this Agenda.

None declared.

1516.3 To receive a verbal update from the Engagement Officer regarding St Pirans Day

Despite the official debrief not having yet taken place, the Engagement Officer expressed her congratulations to both her team and the facilities team for what was a truly splendid day. Many people attended which was also mentioned on local news and radio stations. The Library recorded over 600 people past the counter, and Hellfire Kernow handed out over 400 stickers. The Engagement team hired a roaming photographer to cover the event, which proved hugely successful and has provided a large bank of photographs that can be used for the Redruth Town Councils social media platforms and any future literature.

The Engagement officer confirmed, that for the first time this year, the engagement team chalked out the retailer stands on the Friday evening prior to the event. This worked well as it resulted in less confusion amongst retailers. The new Redruth Town Council Information stand was a success. The plan is to have more St Pirans Day flags next year, with the possibility of raising money from donations.

The windbreaker at the mining statue helped, however it was reported that some of the retailers at the top of the town felt cut off, so this will need reviewing The Engagement

officer confirmed that the stall layout needs to be looked at as there was an unfortunate pinch point at the bottom of the town during the parade.

Cllr Barnes commented that it would be good to encourage more people to the top of the town, and that in his opinion the coffee van was badly parked and took up more space than necessary. The Engagement Officer responded saying that the fire escape for the library and Town council offices opens up within the Courtyard in Market Strand, which needs to be kept clear at all times.

The Engagement Officer suggested that more help first thing on the day of the festival would have helped, with regard setting up of stalls and gazebos. The option of recruiting more potential volunteers would be investigated. The RAF Cadets helped in some capacity during St Pirans Festival however it may be pertinent to approach other organisations, such the Scouts. The Engagement Officer confirmed that the PA system was perhaps not as effective as hoped, but all options would be explored before the next event.

All Councillors agreed that the festival was a great success and thanked the Engagement Team. The Verbal report was noted.

1516.4 **Clerks Report**

The Clerks report was circulated prior to the meeting. The Engagement Officer confirmed that a meeting regarding the Town Centre Hub had been held, but that discussions remain ongoing.

Cllr Thomas confirmed that he had attended the Police Surgery on Friday 3rd March and was disappointed by the lack of interest. Cllr Thomas commented that in his opinion the format was rather intimidating, and although private discussions could be held, it may not seem that way to members of the public, and that Confidentiality aspect needs to be promoted. Cllr Barnes suggested that it may be more beneficial if the Police surgery were to take place one evening at the same time as, or prior to Full council meeting. The Engagement Officer confirmed that there is already ongoing discussions with the Police regarding potential ways forward. The report was noted.

1516.5 **To receive correspondence.**

No correspondence had been received.

1516.6 **Report from the Engagement Officer on her Departments work to date.**

The report was circulated prior to the meeting. As this is the first Interim Engagement report, the Engagement Officer wished to keep her update primarily focused on events. Cllr Barnes asked if there was an update on plans for the Coronation. The Engagement Officer confirmed that currently no further information has been received, therefore, timings are still unconfirmed. The Engagement Team are planning to hold a community event in Victoria Park. There will be a marquee available. A TEN notice (Temporary Events Notice) has been applied for and submitted to Cornwall Council. Cllr Thomas asked if there would be a Mining Tribute linked to the Miners for the International Mining and Pasty Festival. The Engagement Officer confirmed she and another member of staff would soon be attending an event with a group of ex-miners to ask for their input and ideas.

In relation to the ongoing parking issues behind The Regal Cinema / Wilkinson's, various options are being considered. Cllr Biscoe asked if the large car park behind the jobcentre building could be utilised more? The Engagement Officer confirmed that discussions with all relevant parties are ongoing.

Cllr Reeve announced that Hellfire Kernow have confirmed the date of their event on 1st May 2023. Literature regarding this event is available in the library.

The Engagement officer confirmed that the Writers Block had produced and circulated a new Book named the Redruth Story Book, copies are available to all Councillors. The report was noted.

Chairman

Redruth Town Council
Interim Engagement Committee
Town Clerks Report
Meeting Date: 3rd April 2023

Min No	Item	Action	Response
	Town Centre Hub	Work with police & other agencies to improve provision for young people	Existing provision mapped & work underway to establish gap in provision. Funding streams investigation ongoing

REDRUTH TOWN COUNCIL

REPORT FOR: Meeting of Engagement Committee on Monday 3rd April 2023

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

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**

Jenn has now left the Council and Alice has stepped up into an Acting Community Projects Manager role. This means that although there is a competent hand on the tiller for our events and festivals, the team is still reduced by one.

The Library team is at full strength and working well. We are now working on maximising performance across the team, providing some additional training and generally enabling everyone to be the best they can.

4.2 **Organisation of community events**

Dates for 2023

- HM King Charles coronation – Saturday 6th May 2023
- Murdoch Day – Saturday 17th June 2023
- International Mining & Pasty Festival –8-10th September 2023
- Redruth in Lights – Saturday 25th November 2023

Other events organised by third parties include:

- Redruth Book Festival – 22nd and 23rd April 2023
- Hellfire Kernow – 1st May 2023

We are supporting and helping the organisers of these events where required and where resource allows.

4.3 **Festivals & Events**

Plans are well advanced for the Coronation weekend and Murdoch Day as well as early planning for the later festivals.

St Piran's Day was extremely successful and there has been a lot of positive feedback. We received some excellent media coverage as a result of our PR campaign including an all day live broadcast from BBC Radio Cornwall, live interviews on Rewind Radio and press coverage from Cornwall Live, The Voice and Falmouth Packet.

We also held a successful Passmore Pass It On event to commemorate Passmore Edwards' Bicentenary on 24th March. This too achieved a lot of press coverage including BBC Spotlight, an interview with Claire Waterhouse on BBC Radio Cornwall and photo story on Cornwall Live.

4.4 **Redruth Festivals Discussion Groups**

These continue to be well attended and incredibly useful to us to gather feedback and to spark new ideas through the discussions. The venue at St Rumon's Club is working well and we are grateful to them for letting us use the bar space. The next meeting will be on Thursday 22nd June.

4.5 **Coronation of HM King Charles III**

Although the Coronation is now only about 5 weeks away, we still have no more information about timings for the actual ceremony on the Saturday so we are not able to plan for that day apart from the Town Market, which is already fully booked. In principle though, we would like to have the ceremony broadcast live on the screen in the Langman Room during the Library opening hours.

For the Coronation Town Fete in Victoria Park on Sunday, there will be:

- A 9m x 9m marquee for weather protection with tables & chairs
- Games on the lawn
- Live music from the bandstand
- Performances by West Coast Academy
- Garden plate competition judged by the Townswomen's Guild
- Crafting led by Why Don't You
- Food and drink including a Kelttec Brewery bar

Posters for the weekend have already started to go up around town and we will install the vinyl banners at Mount Ambrose and Tesco/Redruth School fencing in the next week. The What's On page on the website is already live and more banners and promotions will follow.

4.6 **Murdoch Day**

Plans are also well advanced for Murdoch Day with stall bookings secured, the funfair booked and road closures in place. Schools and other community groups have committed to take part in the parade.

We are also planning innovative science workshops, circus skills, live music and all the usual elements that make Murdoch Day so enjoyable. We are also in the early stages of planning some activity on Murdoch Eve. We will need to secure more volunteers/stewards and will be investigating the best way to achieve this.

4.7 **Autumn/Winter Events & Festivals**

Key elements such as event notification forms, first aid bookings and market stall bookings are already in place for the autumn/winter festivals. We have begun to discuss with Blachere Illuminations about how we might vary our contract so we can drop the large sleigh and reindeer installation and use that budget elsewhere.

4.8 **Save the Date campaign**

We are still getting hits to the Save the Date page on the website which suggests the postcards delivered as part of the Royal Mail campaign are still lingering in people's homes. We will continue to reinforce the 'Save the Date' message throughout the year and add on 2024 dates as the year moves on.

4.9 **Police engagement and liaison**

The police continue to hold regular surgeries in the Library and we hope to continue to build on these going forward.

I attended the recent PLG meeting where problems around young people and ASB were discussed. There is no easy answer to this although the police are working hard to identify the persistent offenders. It is acknowledged that the upcoming lighter and warmer evenings may make the problem worse for a while.

4.10 **Young People's Support**

Partly driven by the Agents4Change open letter but also as a result of simultaneous thinking by others, there is a drive to better support Redruth's young people.

A number of agencies are involved including Cornwall Council, Redruth School, CN4C, VSF, D&C Police and myself and we are working on mapping the current provision, looking for gaps and ultimately hope to find a space that can be used as a hub for socialising and for support for those who need it.

4.11 **Redruth Local Hero Awards**

Nominations are coming in with a few days left until the deadline. It would be appreciated if those Councillors who haven't already could RSVP to their Awards Evening invitation so we can progress with the table and menu planning.

4.12 **The Redruth Recorded Podcast**

We have now published 9 episodes of Redruth Recorded and we have approximately 4 left to run on the current contract. We have now purchased our own voice recorder device so we can record more ourselves and I will be looking for alternative options for edited and uploading once our contract with Chaos expires.

Please could I ask you all to subscribe to the podcast or share it with your networks when the next episode is published.

4.13 **Engagement with town centre businesses**

As we always do, all town centre businesses will be receiving updates on future events and copies of the next issue of the Redruth Record which is due to be published on 5th May. We held a DISC evening in February which generated a few more sign ups and we will plan in partnership with the Redruth & District Chamber of Commerce to hold more.

There has been some positive press coverage recently in Cornwall Live around Redruth's growing creative scene in which Redruth Town Council's support has been mentioned.

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

I am continuing to work towards the CiLCA qualification. All learning outcomes for Units 1,2, 4 & 5 have now been submitted and work on the final unit has started. I have until June 2023 to complete all learning outcomes.

I have also been fulfilling my responsibilities as part of the Senior Management Team.

4.15 **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.

4.16 **RECOMMENDATION**

4.17 It is recommended that that this reported is noted.

Sam White – Engagement Officer

REDRUTH TOWN COUNCIL**REPORT FOR: Meeting of Engagement Committee on Monday 3rd April, 2023****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 since the last report.

4.0 REPORT

Since the last Engagement Committee meeting, I have reviewed two sets of monthly performance data, covering January and February 2023. A summary of all reports is detailed below.

Performance Report – January 2023

Activity	Amount	Review
Footfall (people counter)	5,874	An increase of 413 compared to last month.
Total no of Books issued per month	7,076	A steady increase in books being issued.
New Borrowers joining the Library	85	A steady number of new borrowers.
Library Enquiries	292	A new report line being generated.
Computer usage	292	A steady rise in daily computer use.
Signposting on behalf of CC	44	Information Service recorded transactions.
Vulnerable	4	A new report line being generated.

Performance Report – February 2023

Activity	Amount	Review
Footfall (people counter)	6,117	An increase of 243 compared to last month.
Total no of Books issued per month	5,933	February is a quieter month for book issues.
New Borrowers joining the Library	80	A steady number of new borrowers.
Library Enquiries	150	All library enquiries recorded.
Computer usage	274	Recorded daily computer use.
Signposting on behalf of CC	23	Information Service recorded transactions.
Vulnerable	7	A noted increase in vulnerable individuals seeking help and advice.

The table below illustrates our footfall figures over a 12-month period, highlighting how the service was operating. We recorded **63,775** visits to the Library and Information Service – an increase of **4,210** for the same period last report, showing steady growth each month.

Monthly Footfall Figures	Total
March 2022	4,415
April 2022	4,355
May 2022	4,624
June 2022	4,964
July 2022	6,004
August 2022	7,984
September 2022	6,009
October 2022	6,318
November 2022	5,860

December 2022	5,461
January 2023	5,874
February 2023	6,117
Footfall over 12-month period	67,985

4.1 **Warm Space at Redruth Library**

Our Winter Support Programme continues to provide a warm and welcoming space for those members of our community who may be struggling with the cost-of-living crisis or who might just need some company.

As the table below highlights, our Warm Space has been well utilised over the winter months, and I would like to recommend that this initiative is replicated every year. From Crisis support and signposting for those individuals who are vulnerable, to comfortable chairs and a jigsaw for mindfulness – our space has something for everyone.

		<i>December</i>				<i>January</i>		
<i>w/c</i>	<i>Weekly Total</i>	<i>Vulnerable</i>	<i>w/c</i>	<i>Weekly Total</i>	<i>Vulnerable</i>	<i>w/c</i>	<i>Weekly Total</i>	<i>Vulnerable</i>
05/12/2022	42	6	02/01/2023	24	-			
12/12/2022	46	4	09/01/2023	43	-			
19/12/2022	26	2	16/01/2023	37	2			
26/12/2022	17	-	23/01/2023	40	1			
			30/01/2023	42	1			
	131	12		186	4			
		<i>February</i>				<i>March</i>		
<i>w/c</i>	<i>Weekly Total</i>	<i>Vulnerable</i>	<i>w/c</i>	<i>Weekly Total</i>	<i>Vulnerable</i>	<i>w/c</i>	<i>Weekly Total</i>	<i>Vulnerable</i>
06/02/2023	41	1	06/03/2023	43	1			
13/02/2023	30	2	13/03/2023	34	-			
20/02/2023	41	2	20/03/2023					
27/02/2023	57	2	27/03/2023					
	169	7		77	1			

4.2 Home Library Service

Our Home Library Service continues to grow from strength to strength. We are extremely fortunate to have one HLS Coordinator (volunteer) and five volunteer drivers that deliver the chosen books to our clients – all have new DBS checks financed by Cornwall Council. We currently have 16 HLS clients and one Care Home.

I hosted our first volunteer coordination meeting on Tuesday 14th March, 2023 which was to start planning the future delivery of the service; how it can flex and grow to accommodate more clients over time. The volunteers came up with some very creative ideas. One in particular, is to start advertising Borrowbox (our free audio and e-reader app) to those clients who are struggling to read books – either because their eyesight is failing, or they have difficulty reading for other reasons and are isolated at home. This could be an invaluable resource for young parents who are struggling to get out or for those individuals with neurodiverse issues.

Our next meeting will be in May, where I will be facilitating a basic safeguarding and health and safety session with the group as well as continuing to focus on our future delivery.

4.3 Growing an Inclusive Library in Redruth

<p>Growing an Inclusive Library in Redruth</p> <p>OPEN</p> <p>Civic and Cultural spaces are for everyone</p> <p>We need to ensure that the basic needs of our community are met</p>	<p>During the Writer's Block opening week, I was invited to join the panel at the session;</p> <p>“What are the Conditions for Comfort and Curiosity in Cultural Spaces?”</p> <p>This was a seminar led by Jen McDerra exploring how we can make cultural spaces in the UK, including libraries, more welcoming to the whole community.</p> <p>How comfortable to our customers feel being in our space?</p> <p>What makes them walk through the door?</p> <p>The discussion was extremely thought provoking – so much so, I wanted to bring my findings back to this committee for feedback and potential further discussion on</p> <p>Growing an Inclusive Library in Redruth.</p>
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It was recognised at the seminar that we are doing so much in our Library to engage with our community – but we could be doing more, or certainly doing things differently. The first point made was that we need to ensure that our basic human needs are met – as civic and cultural spaces are for everyone.

The other points made during the session;

- ↓ The Library is a third space. It's not home, it's not work – it's a place you can just be.
- ↓ The content in the Library needs to reflect the work of the community – displays, pop-ups, etc.
- ↓ It's about building relationships with individuals. This starts with how you invite people into a space.
- ↓ Outreach – take the Library offer out to the community.
- ↓ Use outdoor spaces – try for a courtyard vibe (half-in, half-out)
- ↓ Use "About Town" ambassadors – shouting about the work the Library does.

So far, the LIS Team has started to make small changes - to ensure that we grow our inclusivity.

- ✓ We are inviting Shallal in next term for a pop-up – to showcase their work in the community.
- ✓ We have undertaken Autism Awareness training, started to alter our signage to be more visual and put photos of team members on the wall.
- ✓ We have set up a joint project with Dyslexia Cornwall and Read-Easy Cornwall – targeting adult dyslexia and helping adults to start reading.
- ✓ We have a full Digital Champion programme, enabling our customers to access information easier online.
- ✓ We have set-up a first visit Library buddy system – where someone can meet you off of the bus or the train if you are nervous of coming through those doors.
- ✓ We have shared an online tour of the Library, so that customers can plan their visit and know what to expect.
- ✓ We have launched a customer accessibility survey – asking our customers how accessible our building / service is and what they would like to see in the future. This will be followed by a community focus group – helping us to shape our service.
- ✓ We have started work on a library lay-out map.

4.4 A Month in the Life.....

For this report I wanted to highlight a typical month's activity in the Library and to showcase how broad our engagement is becoming. March looked like this.....

MARCH



MARCH



4.5 **Redruth Book Feast 2023**

The first Redruth Book Festival will take place on 22 and 23rd April, 2023. Our local children's authors are confirmed, and our free sessions are being publicised within the main festival programme – which is amazing. We are working closely with the Redruth Book Feast Committee to ensure that Redruth Library is a key partner in delivering a wonderful Book Festival this year and in the future.

4.6 **Publicity**

The Library's Facebook page now has 1,300 followers. Our posts are vibrant, family focused, have an identifiable brand, and gives a clear message. We now have our own Instagram account, with complimentary posts running in parallel with our Facebook feeds.

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

Nothing to report.

4.8 **CONCLUSION**

To round off March with our Passmore Edwards celebrations was fantastic. To see all our creative partners coming together in one space, to finally pull-off our human book chain and be able to showcase what we stand for is truly inspirational. I would like to thank the Library Team and the Engagement Team for their hard work – making a fitting tribute to our roots, "The buildings may change, but the legacy lives on".

4.6 **RECOMMENDATION**

It is recommended that this report be noted.

Claire Waterhouse
Library and Information Service Team Leader