

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 R S Barnes

Town Clerk: P B Bennett

See Distribution

Our Reference:
RTC/400/2/Mtg
Date:
2nd August 2023

Dear Councillor

Meeting of the Engagement Committee – 7th August 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 7th August 2023, commencing at 7p.m.

The Agenda and associated documentation are attached for your information.

Yours sincerely

A handwritten signature in black ink, appearing to read 'PB', followed by a long horizontal line.

Peter Bennett
Town Clerk

Enclosures:

Agenda and associated documentation.

Distribution:

Action:

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

Information:

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

Redruth Town Council
Engagement Committee Meeting – 7th August 2023
AGENDA

PART I – PUBLIC SESSION

1. To elect a Chair of the Committee and if required, a Vice Chair.
2. To receive apologies for absence.
3. Members to declare any disclosable pecuniary interests or non-registerable interests (including details thereof) in respect of any item(s) on this Agenda.
4. *To suspend Standing Orders to allow the public to speak.*
5. To allow the public to put questions to the Committee relating to any items on this agenda.
6. *To reinstate Standing Orders.*
7. To confirm the minutes of the meeting of:
 - 7.1 the Engagement Committee held on 5th June 2023 [Minutes attached]
 - 7.2 the Interim Engagement Committee held on 3rd July 2023. [Minutes attached]
8. Town Clerks Report. [See report attached]
9. To receive correspondence. [None at time of publication]
10. To receive a verbal update from President of Redruth & District Chamber of Commerce on the work of the Chamber
11. The Town Mayor puts the motion that “Interim Engagement Committee meetings no longer continue and that the programme reverts to just a full Engagement Committee meeting every other month as before.”
12. Reports from Members/Officers:
 - 12.1 Report from the Engagement Officer on her department’s work to date. [See report attached]
 - 12.2 Report from the Community Projects Manager on her work to date. [See report attached]
 - 12.3 Report on the work of the Library from the Library & Information Service Team Leader. [See report attached]
13. Update from Climate Working Group



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

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

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 5th June 2023

Present: Cllr D Reeve
Cllr S Barnes
Cllr M Brown
Cllr B Ellenbroek
Cllr C Skinner
Cllr I Thomas

In attendance: Ms Sam White
Ms C Coomber
Mrs C Waterhouse
Miss A Lamming

Engagement Officer
Administration Manager
Library & Information Team Leader
Acting Community Project Manager

PART I - PUBLIC SESSION

1533.1 To receive apologies for absence.

Apologies were received from Cllrs Broad. Garrick, Smith (other commitments) and Cllr Tremayne (unwell).

1533.2 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.

1533.3 To receive a presentation from Jessie Leigh about Lowender 2023

Jessie introduced herself and referred to last years' Lowender Peran festival, and the success of the event approximately one thousand people attended last years' event which is still run solely by volunteers. Research suggested that the move to Redruth was welcomed by those interviewed Last years' event broke-even. Lowender have recently undertaken some rebranding to remain in keeping with the Cornish connections, but also relevant to their role within the community. Lowender are looking to implement a new format using multiple venues across Redruth, focusing on, and committing to increased community engagement. The programme is currently being prepared and will again include visitors from other parts of the UK and France. Grant Funding has successfully been applied for to fund someone to work on publicity and promotion at festivals and market days. Lowender are exploring different ways to cover costs for the 2023 event. Redruth School will be used as a central evening hub including a main event on 28th October 2023, to which Cllr Barnes was asked to open. The Albany Club have also offered their location as a new venue. The events will be free from under 18's.

The library and information service team leader offered the use of the library during the event. It was asked if it would be possible for the Engagement Team to use the research information to assist with future festivals. Jessie commented that she would arrange for this information to be sent to the Engagement Officer. Cllr Thomas asked if other local Cornish Groups had been contacted regarding the festival. Jessie confirmed this was the case.

Cllr Reeve thanked Jessie for coming to the meeting and giving her presentation.

1533.4 To receive a report on options for Christmas Lights & Grotto in 2023

A report had been circulated prior to the meeting. Cllr Barnes asked the Engagement Officer if the additional Christmas lights costings were within budget and why it wasn't possible to not have the Sleigh. The Engagement officer explained that the Engagement team would be looking to cement previous offers from Local businesses to cover some of the additional costs, and that the original budget will not be increased by much more. The Sleigh forms part of the original 3-year contract of which we are currently in year 2. The original intended location for the sleigh was St Rumons gardens, but it was no longer considered suitable, due to the increased levels of anti-social behaviour. Cllr Henry Biscoe asked if the Community Centre may be too far out of the Town Centre and suggested that there are empty shops that are available. The Engagement officer confirmed that this was a fair comment, but that it would not be possible to secure availability of an empty property this far in advance but would certainly consider it as an option going forward. Cllr Ellenbroek suggested that the engagement team contact Kresen Kernow and see if they would be interested in joining together for some events. The members all agreed that it was important that we support the Community Centre.

1533.4.1 Unanimously RESOLVED to accept the following recommendations;

(i) that Members agree to pursuing an agreement with the Trustees of Redruth Community Association to host the lighting installation and grotto at Redruth Community Centre in November/December 2023.

(ii) that Members agree to spend a maximum of an additional £2,718 to fund lights on West End. [Proposed Cllr Brown; Seconded Cllr Ellenbroek]

1533.5 To confirm the minutes of the meeting of:

1533.5.1 *Engagement Committee held on Monday 3rd April 2023*

RESOLVED by the majority that the minutes of the Engagement Committee held on 3rd April 2023 be accepted as a true and accurate record of proceedings. [Proposed Cllr Thomas; Seconded Cllr H Biscoe] Cllr Ellenbroek abstained as she has not been present at the meeting.

1533.5.2 *Engagement Committee held on Tuesday 2nd May 2023*

RESOLVED by the majority that the minutes of the Interim Engagement Committee held on 2nd May 2023 be accepted as a true and accurate record of proceedings. [Proposed Cllr Brown; Seconded Cllr Ellenbroek] Cllrs H Biscoe, and A Biscoe abstained as they were not present at the meeting.

1533.6 Clerk's Report

A report had been circulated prior to the meeting.

1522.4 Town Centre Hub.

There is currently no update on the Town Centre Hub. The Engagement officer confirmed that she will continue to keep members updated. The report was noted

1533.7 To receive correspondence.

No correspondence had been received

1533.8 To receive a verbal update from the President of Redruth & District Chamber of Commerce on the work of the Chamber.

The President of the Redruth & District Chamber of Commerce Mr Hernandez informed members that a new Treasurer had been appointed. The Chamber had recently been given some Trophies which had previously been used at "Shopping Week" an event which used to take place in Redruth. Having carried out further investigation they were considering trying to reinstate Shopping Week and would be contacting local businesses to see if they would be keen on the idea. Members suggested various names of people who may be able to provide more information regarding what happened at these previous events. Mr Hernandez confirmed that the Chamber has recently gained 6 more members. Cllr Brown asked if the Chamber of Commerce had arranged to visit local businesses yet. Mr Hernandez said that this was something he was hoping to arrange soon. The verbal report was noted.

1533.9 Reports from Member/Officers;

1533.9.1 Report from Engagement Officer on her department's work to date.

A report had been circulated prior to the meeting. In addition to her report the Engagement Officer informed members that she had recently visited Drillserv to view the Telephone kiosk, remarking that it was looking great. It is hoped that the kiosk is returned to its original location in July. Make a mends were providing assistance to make the alterations to the Town Crier outfit, so that it will fit the new Town Crier. Cllr Reeve asked if it would be possible for the Engagement team to investigate whether cash machines would be available on Market / Festival days, as this had been an issue at the most recent Market Day. The report was noted.

1533.9.2 Report from the Acting Community Projects Manager on her work to date.

A report had been circulated prior to the meeting. Cllr Barnes asked if there were any big differences to this years Murdoch Day. The Acting Community Projects manager confirmed that the main differences were that Shallal would be helping produce flags to be flown in town and that there had been 600 festival guides produced. Cllr Reeve commented that the main change this year was that Redruth Town Council engagement team were organising all of the Street Stalls rather than Raymond's, so things may look slightly different. The report was noted.

1533.9.3 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 drew members attention to the figures contained within her report. Noting specifically that there had been 961 people using the warm space, and that the area was still being regularly used. The Library service has implemented new software which requires more details for targeting services. Cllr Ellenbroek asked if the drop off in the number of people using the library was a common issue all over Cornwall and if so, did we know the reason. The Library & information service team leader confirmed that this was a national issue, not just Cornwall. There were a number of contributory factors but not one single reason. The Library are working on their inclusivity of people entering the Civic Centre and using the different library spaces. Students from local schools are coming to the library after school as it is considered a safe place. The report was noted.

1533.10 Update from the Climate working group

A verbal report was presented by Cllr Reeve on the The Climate Working Group now includes, Gwithian, Hayle & Gwinear. Cllr Reeve confirmed that the priorities of the group for the next 12 months all have common themes around reducing travel, sewage, planning and engagement. Cllr Reeve confirmed that there is currently as specific focus on waste and recycling with efforts to keep the local area tidy. Growing your own food, and individuals carbon footprints. Cllr Ellenbroek advised members that Cornwall Council now have 16 areas in Cornwall that have been identified as Green Urban spaces, and that there was potential for a new funding stream. The report was noted.

Chair



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

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

Town Mayor: Cllr R S Barnes

Town Clerk: P B Bennett

Minutes of a Meeting of the Redruth Town Council Interim Engagement Committee held at Redruth
Civic Centre, Alma Place, Redruth on Monday 3rd July 2023

Present: Cllr D Reeve
Cllr S Barnes (from point mentioned)
Cllr A Biscoe
Cllr H Biscoe
Cllr M Brown
Cllr B Craze
Cllr B Ellenbroek
Cllr R Major
Cllr C Skinner (from point mentioned)
Cllr I Thomas

In attendance: Mr P Bennett	Town Clerk
Ms A Hunt	Operations Officer
Ms C Coomber	Administration Manager
Miss A Lamming	Acting Community Projects Manager

PART I - PUBLIC SESSION

1537.1 To receive apologies for absence.

Apologies were received from Cllrs Broad, Garrick, Smith (other commitments)

1537.2 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.

1537.3 Town Clerks Report

A report had been circulated prior to the meeting. Regarding the Town Centre hub, identification of a location and funding were in progress, and there would be a further update the next Engagement meeting. The report was noted.

1537.4 To receive correspondence

No correspondence had been received

1537.5 Report from the Engagement Officer on her departments work to date.

A report had been circulated prior to the meeting. Cllr Ellenbroek asked why Lowender had not been included on the list of Festivals. The Acting Community Project Manager confirmed that the list was specific to Redruth Town Council organised events. Cllr Ellenbroek also asked why there was a need for an interim Engagement meeting. The

Town Clerk confirmed that it had been decided at an Engagement meeting at the end of last year to have an interim meeting as a catch-up meeting specifically for Festivals.

In reference to point 4.8 The Banking hub Cllr H Biscoe asked why it would not be possible to have a standalone cash machine in the town centre. The Town Clerk confirmed that The Banking Hub would be used by different banks through Link. The Operations officer confirmed that conversations had taken place, and that there was a requirement for access to a much wider range of banking services. The operations officer confirmed that conversations are ongoing with a nearby Council who have successfully started a Banking Hub. Cllr Reeve informed members that on a recent visit to Nationwide Building society in Redruth, staff had confirmed that the existing cash machine will be refilled on a more regular basis. Cllr Thomas asked why “Spooky Redruth” was not taking place during the week of Halloween. The Acting Community projects manager confirmed that this was because the previous week is half term and there are going to be activities held in both the Langman Room and the Library. Cllr Reeve wished to congratulate all involved with Murdoch Day, commenting that there has been lots of good feedback, specifically around the events in St Rumons Gardens.

Cllrs Barnes & Skinner arrived at 18:49

The Town Clerk referred to point 4.7 *Rural England Prosperity Fund* advising members that there were discussions regarding applying for a grant for improvement works for the community centre, and also Tourist information centre area within the Civic centre. The report was noted.

Chair

Redruth Town Council
Engagement Committee
Town Clerks Report
Meeting Date: 7th August 2023

Min No	Item	Action	Response
1522.4	Town Centre Hub	Work with police & other agencies to improve provision for young people	Extended outreach provision planned over the summer; still working on plan to create a hub

REDRUTH TOWN COUNCIL

REPORT FOR: Meeting of Engagement Committee on Monday 7th August 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**

The Engagement Team continues to work at a reduced capacity although recruitment will begin imminently. As has been reported before, everyone is working very hard to deliver despite the vacancy and we have been exploring ways to fill gaps especially on festival days.

The Library team is stable and now in the middle of a busy summer. The benchmarking process has now completed and those concerned have just started in their new roles.

4.2 **Organisation of community events**

Dates for 2023

- International Mining & Pasty Festival –8-10th September 2023
- Flamm – 21st & 22nd October
- Lowender – 26th to 29th October
- Remembrance Sunday – Sunday 1st November 2023
- Redruth in Lights – Saturday 25th November 2023

4.3 **Festivals & Events**

We had an extremely well attended Murdoch Day with many people commenting that it was the busiest ever. Everything ran smoothly on the day and some of the set-up organisational changes we implemented worked well. The weather was kind on the day.

Planning has now turned to Redruth International Mining & Pasty Festival in September. (see 4.5 below)

4.4 **Redruth Festivals Discussion Groups**

We continue to get useful feedback from these meetings and so will continue to arrange them.

4.5 **Redruth International Mining & Pasty Festival**

The Community Projects Manager will provide more details in her report but we are planning a festival to run over three days from September 8th to 10th. We have had confirmation of support from Rowe's and from the Cornish Pasty Association in the form of prizes.

New for this year is the Redruth Pasty Relay Championships which will see teams pass a salt dough pasty up Fore Street. We were interviewed on BBC Radio Cornwall about it to encourage teams to enter and have had a good response so far, including from a surgeon at

Treliske. We have introduced this event to give the day a focus and to fill the slot that would normally be taken up by a parade.

4.6 **Town Crier**

Max Morrison has now undertaken his first duties as town crier and was excellent. A project led by local artists is in its early stages to create a new costume for him and proposals for that will come forward in September for Council's consideration

4.7 **Christmas Lights**

Additional Christmas Lights for West End have now been confirmed. Blachere are coming for a site visit at the end of August.

4.8 **Community Ownership Fund**

As I have previously reported, Mel Martin and I submitted an Expression of Interest to the Community Ownership Fund for improvements to the Community Centre. We have recently heard back that we will be invited to submit a full application as the project is likely to be eligible. This will not be until August and possibly later in the Autumn.

4.9 **Banking Hub**

Members will recall that the Operations Officer and myself have been looking into the possibility of a Banking Hub in the town centre now that the Halifax has closed and the future of the Post Office is uncertain. We had a very productive meeting with Helston Town Council as they have been through a similar journey and got some valuable advice about how to proceed.

Mel Martin has agreed to be a community advocate for us and we have distributed a business survey in town. We will be asking Community Centre users to complete a consumer survey too.

Once we have a body of evidence, we will get back in touch with Link to request a meeting so we can present it to them and ask them to review their decision.

4.10 **Skatepark Path**

The path to the Skatepark is now completed and working well. We are planning some free skate sessions over the summer and the park will host a Library event at the end of August.

4.11 **Telephone Box**

The Telephone Box has now returned to its position outside the London Inn with still some work to complete including reinstating the floor and reinstalling the top most panels.

We undertook some brief surveying at Murdoch Day as to what the community wanted the box to become and the idea of a book swap was the most popular so we have decided to start with that until we settle on the final use. I will be discussing setting this up and securing the box with the Facilities team this week (as I write).

4.12 **Police engagement and liaison**

We are continuing to work closely with the Neighbourhood Beat team to tackle issues and share concerns. We are also currently engaged in higher level discussions regarding CCTV, ASB and Violence Against Women and Girls prevention.

Chief Insp James Honeywill and Sector Insp Wayne Hick both attended Full Council on 31st July.

4.13 **Parking at Lemin's Court**

We are still pursuing a solution to this issue although there is no clear route forward. I discussed it again with Insp Hick regarding police enforcement and he is open to another multi-agency meeting so I will liaise with Helen Kneale to arrange this.

4.14 **Young People's Support**

The mapping of provision has been completed and some new initiatives put in place to fill the gaps. This includes more youth worker outreach lead by Young People Cornwall and in Hideaway 77, suicide prevention groups and sports activities over the summer.

There remains the aspiration to establish a hub in the town centre for young people and funding routes and strategic partners for this are being investigated.

4.15 **Engagement with town centre businesses**

As we always do, all town centre businesses will be receiving information about Pasty Festival and detailed information about the weekend. I continue to attend Redruth & District Chamber of Commerce meetings where possible and are supporting the development of the Shopping Week idea. As mentioned above, we have also distributed a survey regarding banking.

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

I am just waiting final assessment for CiLCA and then it will be complete.

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

4.17 **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.

4.18 **RECOMMENDATION**

4.19 It is recommended that that this reported is noted.

Sam White – Engagement Officer

REPORT FOR: Meeting of The Engagement Committee on Monday 7th August 2023

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 | - | No |
| 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 2023

- International Mining and Pasty Festival – 8th/9th/10th September
- Spooky Redruth 23rd – 27th October
- Flamm – 21st & 22nd October
- Lowender – 26th to 29th October
- Remembrance Sunday 12th November
- Redruth in Lights 25th November

4.2 **Redruth Festival Discussion**

We held our third Redruth Festival Discussion on Thursday 22nd June from 5pm until 6.30pm in the St Rumon's Club. We had a good session but with fewer people than previous occasions, possibly owing to the sunny weather and other events happening at the time. We feel the discussion groups are too close to the four main festivals (always falling the first Thursday after each festival) and are going to trial the next one a week after the International Mining and Pasty Festival with a specific focus on the next festival rather than being about all the town's events. We will promote this in good time before the discussion groups.

Next potential dates are: 21st September and 7th December.

4.3 **The International Mining and Pasty Festival 8/9/10 September 2023**

Plans are under way for the International Mining and Pasty Festival (IMPF) in September.

Miners Day, Friday 8th September- we have organised for Cobweb Tours to lead a storytelling walk from the Miner to Wheal Uny Mines. At the mines there will be dances from the Morris Miners, music from the Redruth Festival Band and I have reached out to some of the local mining groups who have responded; there will be a group of miners attending to tell their mining stories. The evening will culminate at approximately 18:00 with the two chimneys of the Wheal Uny engine houses being smoked using non-toxic cloud smoke.

Pasty day, Saturday 9th- is filling up with traders, we are planning a food Diaspora village area with an international food offering. There will be edible and crafted pasty competitions, with judges and prizes from the Cornish Pasty Association and a pasty trail with the local pasty shops. We have kindly been sponsored by the CPA and Rows for the festival. Rows will be the main sponsor for the brand-new Pasty Relay competition. There will be a schedule of music and performances on Pasty Day celebrating the towns heritage and international links.

The Fun Day on Sunday 10th is already full with stalls and traders, we will have a games area, music at the bandstand and a dog show run by K9 Crusaders.

4.4 Spooky Redruth

We have been working on a schedule of activities for the community to fall in the half term week in the run up to Halloween, there will be five days of activities in Redruth Library to include workshops that are free to attend.

4.5 Rediscover Redruth Trail

Following the success of the first town trail – Tolgus Tracks, launched in February 2022, we are working on a second. The Rediscover Redruth Trail aim is to- *Rediscover Redruth's heritage and discover the innovation of today*. The trail is hosted on Adventure Lab and participants can take part for free, it will focus on the outer areas of Redruth with each point giving a clue to the next. This will be launched to coincide with the Redruth International Mining and Pasty Festival.

4.6 Any other task as directed by the Town Council or Town Clerk

Cultural Consortium meeting

We attended the Cultural Consortium meeting in July to hear about the events happening in Redruth and find out how we can support them, this was a good opportunity to engage with other groups in Redruth. We will be supporting the arts festival Flamm - A pilot visual art-led event that brings internationally and nationally important work to Cornwall, enables ambitious new work by locally based artists and engages communities and visitors in its multi-layered programme. We will continue to support Lowender and Flamm with use of Market Hall and providing publicity and advice when required.

Work experience

For one week in July, we had a work experience student join the Engagement team and help us with a number of tasks including a research project, managing the Discover Redruth digital platforms and help to design a new competition.

Summer activities

Over the summer months, we are organising a series of skate workshops at East End Park and supporting the library with their summer reading challenge event. We are helping to organise the event at East End Park for families to enjoy, it will include the mobile library van, storytelling, circus skills and a Time2Move sports session.

Redruth Record

The next Redruth Record (autumn issue) will be out by the 28th August.

The Redruth International Mining and Pasty Festival guide will be out by the 25th August.

Social Media

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

Discover Redruth Facebook – 710 new followers (Total 5,423)

Redruth Town Council Facebook – 481 new followers (Total 1,033)

Discover Redruth Instagram – 341 new followers (Total 2,027)

LinkedIn – 145 new followers (Total 158)

We've had some fantastic engagement on posts in the last year. The post with the most reach and engagement in the last 90 days has been the Miners Day information around IMPF, with a reach on this standalone post of 22,546.

The Discover Redruth website had 9,283 page views during June and July 2023 with an increase of 40.17% in the last year. The pages with the most popular hits were on the content and what's on pages, in total during this period there were 3,330 new users on the Discover Redruth website.

4.7 CONCLUSION

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 That this reported is noted.

Alice Lamming - Community Projects Manager

REDRUTH TOWN COUNCIL

REPORT FOR: Meeting of Engagement Committee on Monday 7th August, 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 my last report, I have reviewed two sets of performance data – May and June 2023. The latest data for June I have included in this report. I would like to recommend that the monthly performance reports, with the online access links, are emailed to all members of the Engagement Committee automatically when they are produced. This will give members “real-time” reporting information, with access to the whole reporting database – able to see how other libraries are performing. I will then give an overview of performance at each Engagement Committee meeting, but the detail will be more accessible.

Performance report – June 2023

June data				
	Jun-19	Jun-22	Jun-23	% growth
All books issued	6,773	6,672	6,760	1.32%
Computer Usage	338	193	281	45.60%
	As of 01/06/23	New borrowers	% growth	
Borrowers	2,720	78	2.87%	
Door Counter	5,992			
	Jun-22	Jun-23		
Enquiries	259	283		
Signposting	3	25		

The table below illustrates our footfall figures over a 12-month period, highlighting how the service was operating. We recorded **71,857** visits to the Library and Information Service – an increase of **1,682** for the same period last report, showing steady growth each month.

Monthly Footfall Figures	Total
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
March 2023	6,180
April 2023	4,780
May 2023	5,278
June 2023	5,992
Footfall over 12-month period	71,857

4.1 Drop-ins / Surgeries

In addition to our regular Councillor Surgeries and Community Police drop-ins, we are now hosting monthly drop-ins with the following organisations;

Veteran's Hub / Military Charities Network	Providing Military Veterans with debt counselling and financial support and signposting.
Healthwatch Cornwall	Helping individuals to get information, advice and support about available NHS services – feeding back to the NHS about how services are working.
Careers Service	Supporting individuals to return to work / start work and explaining DWP payments available.

This is a strand of our work that we'd like to grow further, ensuring that the library becomes the Community Hub we envisioned.

4.2 Library Customer Satisfaction Survey 2023

The results have been published from our annual Customer Satisfaction Survey and the results this year have been extremely positive. I have included the staff message posted by Kate Kennally this week that went out to all Cornwall Council staff members and was copied across to us. I am so pleased that the satisfaction rating across Cornwall is 98% and it is entirely due to our library staff and partners.



**CORNWALL
COUNCIL**
one and all • oen hag all



Kate Kennally
Chief Executive

28 July 2023

Dear Colleagues,

I am delighted to be able to focus today's message on some really positive news from one of our services.

Each year our library service carries out an annual Customer Satisfaction Survey, which provides an opportunity to check in with our customers to ensure they are getting the service they need, are aware of all we offer, and to hear any suggestions for improvements we could make.

For the past two years we have carried out these surveys through an email to customers, with a prize of a tablet on offer for one lucky respondent.

This has resulted in a great number of responses being received, with around 2,000 people taking part in 2022, and an even better 3,250 replies being received this year.

This year's survey has shown an satisfaction rating of 98%, one which pays testimony to the incredible hard work of our library staff and our library partners.

Some of the wider findings of the survey were fascinating too – it is interesting to see how many users are unaware of the huge range of services offered in our libraries, while the numbers using the computers simply to print is also eye-opening.

This information will be invaluable for the service, ensuring that the currently high levels of customer satisfaction can be maintained and even improved going forwards.

As Julie Zessimedes, our Head of Culture, Leisure and Libraries, has said, one of the keys to the success of the service is being able to offer such inclusive library services, supported by enthusiastic and knowledgeable staff.

I believe our library service is a real example of how services can learn to adapt to the ever-changing circumstances we find ourselves in.

Long gone are the days of a simple book-lending service. Instead, as technology has progressed and the way our services are provided have changed, so has the offering from our libraries.

We now offer a multitude of online services, including e-books, e-magazines and e-newspapers, and free access to the internet and computer services, alongside a variety of events and activities for all ages delivered through local community hubs.

They are a wonderful example of how we can adapt to change and improve our services when we have clarity of leadership and dedicated staff.

I am so proud of the achievements of you all.

A handwritten signature in black ink, appearing to read 'Kate Kennally'.

Kate Kennally

I have attached the Redruth results in a separate document so that members can analyse the results in detail, and it won't make my report too bulky. The headline data that I'd like to highlight in Redruth is as follows;



54.6% of our users come in more than once a month, and 23.9% come in weekly.



Books, e-books and e-audiobooks, community events and the Summer Reading Challenge are the most common reasons for our customers visiting the library.



Customers find our Library very welcoming and staff feedback is exceptional.



20% of our Library users use our public computers.



Printing and web browsing are the main reasons why customer use our computers.



The majority of our customers use a smartphone or a tablet.



The main reason why our customers re-join the library or come back is for free access to books.



The majority of our customers incorporate a visit to the library with running other errands – and they get here by either car or walking.



The online offer, including free music streaming, still needs a lot more publicity.

4.3 **Summer Reading Challenge**

Our Summer Reading Challenge – “Ready, Set, Read!” – is out of the starting blocks and speeding ahead. The aim this year is to try to encourage our young readers to become more active and get outdoors.

This year's targets are;

Total SRC Starters	518	Starters to date	446
Total SRC Completers	337	Completers to date	11

The last day of the Challenge is 16th September, so our initial starts are really strong this year.

Our activities this year, to support the challenge, are our Wasson Wednesdays.....

Wednesday 2nd August
Sculpture Making with Falmouth University

Fully Booked

Wednesday 9th August
"At the Races" Craft Activity

10am – 12Noon
Redruth Library

Wednesday 16th August
Sam Bradbury Art Workshop

10am – 12Noon
Redruth Library

Wednesday 23rd August
"Ready, Set, Go! Redruth"

10am – 1.30pm
East End Park

In designing our programme of activities, we will also be taking the team outdoors with our Engagement colleagues as part of their summer activities. This will take place on our final session at East End Park on Wednesday 23rd August. There will be a Cirque du Ciel Circus workshop, Sports activities with Young People Cornwall, a Cornwall Libraries mobile van fully stocked with new titles for the Summer Reading Challenge and the Redruth Library team doing storytelling and signing children up to the challenge.

We are also supporting the Home-Start Kernow Summer Picnics this year. Sarah will be joining the Home-Start team on Wednesday 2nd August from 10am – 12noon at Heartlands for Storytelling and promoting the Summer Reading Challenge.

4.4 **Read-Ruth – our Library newsletter July 2023**

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

Issue 3: July 2023



REDRUTH TOWN COUNCIL

READ-RUTH

the newsletter from Redruth Library



HISTORY OF CORNWALL

We were very pleased last month to be able to host children from Treloweth School who came to learn about Cornwall's fascinating and rich history thanks to a partnership between Cornwall Libraries and Ed Rowe's award-winning Cornish Caretakers. The children took part in a workshop before watching the new show 'The History of Cornwall'.

TREE DANCE WORKSHOP

The under 5's got in on the fun when Cscape brought their production 'Tree' to Redruth library. Tree, is a dance theatre adventure for little ones to enjoy, together with their grown-ups. Attendees enjoyed the performance and joined in with dancing and games with their grown ups.



SUMMER READING CHALLENGE

Sarah has been out visiting schools in Redruth letting everyone know about this years Summer Reading Challenge. Has she visited your school yet? The theme for this years challenge is Ready Set Read and you can sign up for the challenge with us from 8th July. Watch out for lots of activities in the library across the summer holidays. You might even spot Hippo and Tolgus getting involved!





VICKI AIMERS RESIDENCY

We were very lucky to have the artist Vicki Aimers with us for a week long residency called Wastelands to Wonderlands. During the residency in Redruth Library, Vicki Aimers was exploring the life and amazing environmental ideas of Catherine Payton Phillips (1727-1794). Over the course of the week we held workshops for Penoweth School, a sewing workshop and a drop in session to make a botanical sketch book. Vicki also brought her Cabinet of Curiosities (pictured) which drew much interest over the week.

SPEAK CORNISH WEEK

During Speak Cornish Week we had a splann time! The Cornish Language Fellowship ran a workshop here during which attendees learnt how to speak some Cornish and use it in everyday conversations. We also held a Rhymetime session where we learnt to sing a nursery rhyme in Cornish.



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.

4.5 **Publicity**

The Library's Facebook page now has 1,500 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.

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

Nothing to report.

4.7 **CONCLUSION**

Our summer promises to be a good one – with a great theme for the Summer Reading Challenge and some really special activities. But as always, we're planning ahead. Our school and nursery visits programme is ready for the Autumn and we are looking for new opportunities for outreach in our community. We have some dates booked in the diary with Coastline Housing, supporting them with resident activities and another Christmas slot booked in with Miners Court. This Autumn we are getting the message out into our community – we have a library service that is accessible for everyone!

4.8 **RECOMMENDATION**

It is recommended that this report be noted.

Claire Waterhouse
Library Manager

Library Survey 2023

SURVEY RESPONSE REPORT

10 December 2019 - 18 July 2023

PROJECT NAME:

Library and Information Service

FILTER BY:

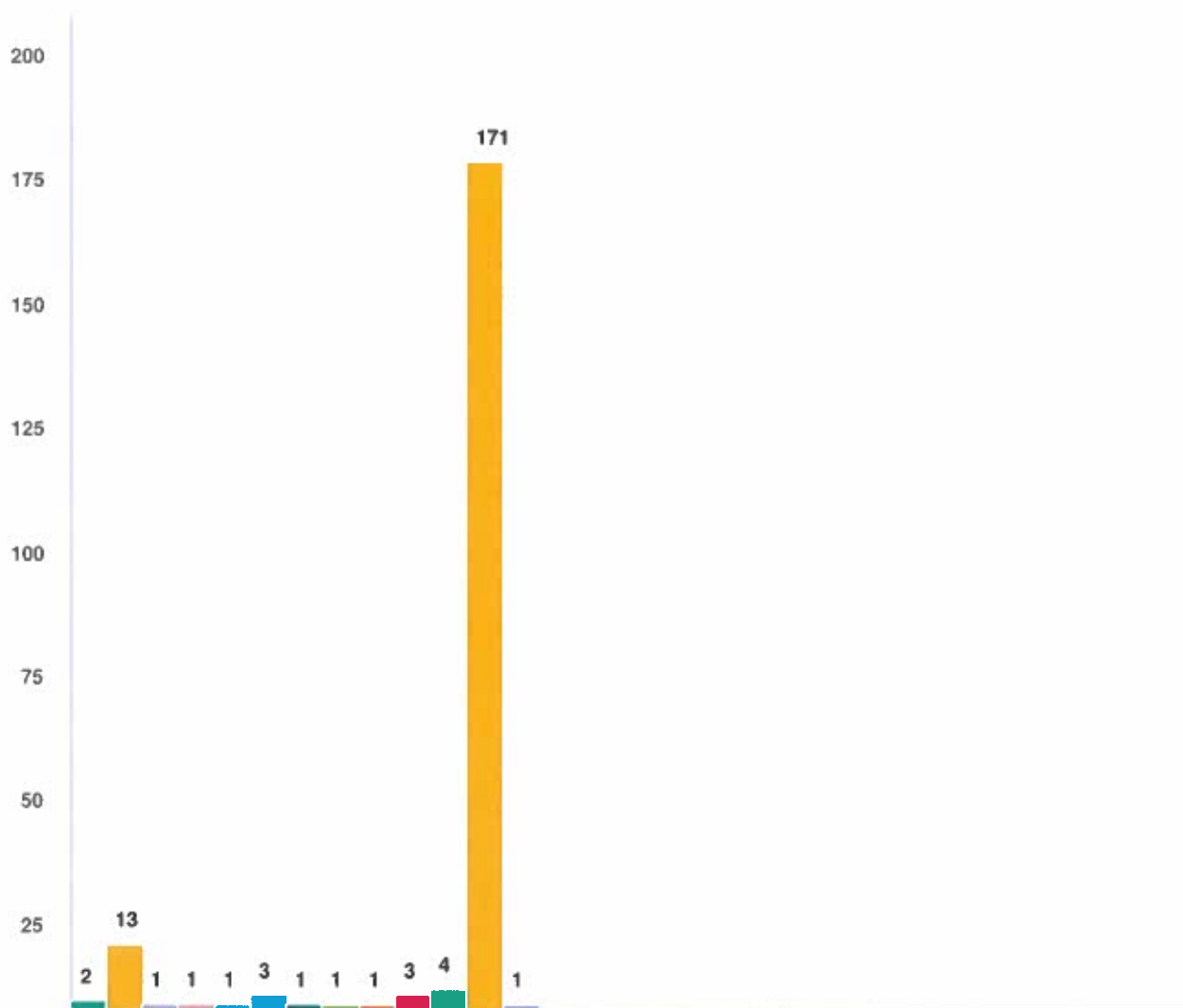
Which library branch do you use most often?

Answered : Redruth-Library-and-Information-Service



SURVEY QUESTIONS

Q1 Which library branch do you use most often?



Question options

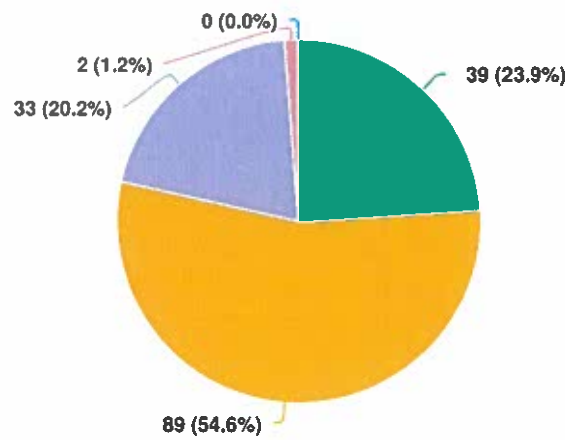
- Mobile Library Service
 ● Online Library
 ● Camelford Library and Information Service
- Falmouth Library and Information Service
 ● Hayle Library and Information Service
 ● Camborne Library
- Perranporth Library
 ● Penzance Library and Information Service
 ● St Austell Library
 ● St Agnes Library
- Truro Community Library
 ● Redruth Library and Information Service
- If you use a mobile or micro library, please tell us which mobile library stop/location you use?
- Bodmin Library and Information Service
 ● Bude Library and Information Service
 ● Callington Library
- Helston Library and Information Service
 ● Launceston Library and Information Service
 ● Liskeard Library
- Lostwithiel Library
 ● Looe Library and Information Service
 ● Penryn Library and Information Service
- Newquay Library
 ● Saltash Library and Information Service
 ● St Columb Library
- St Ives Library and Information Service
 ● St Just Library
 ● Torpoint Library and Information Service
- Micro Library - various locations
 ● Wadebridge Library and Information Service
 ● Par Library

Optional question (171 response(s), 0 skipped)

Question type: Checkbox Question

Filtering by: Which library branch do you use most often? Redruth Library and Information Service

Q2 How often do you usually use your Library?

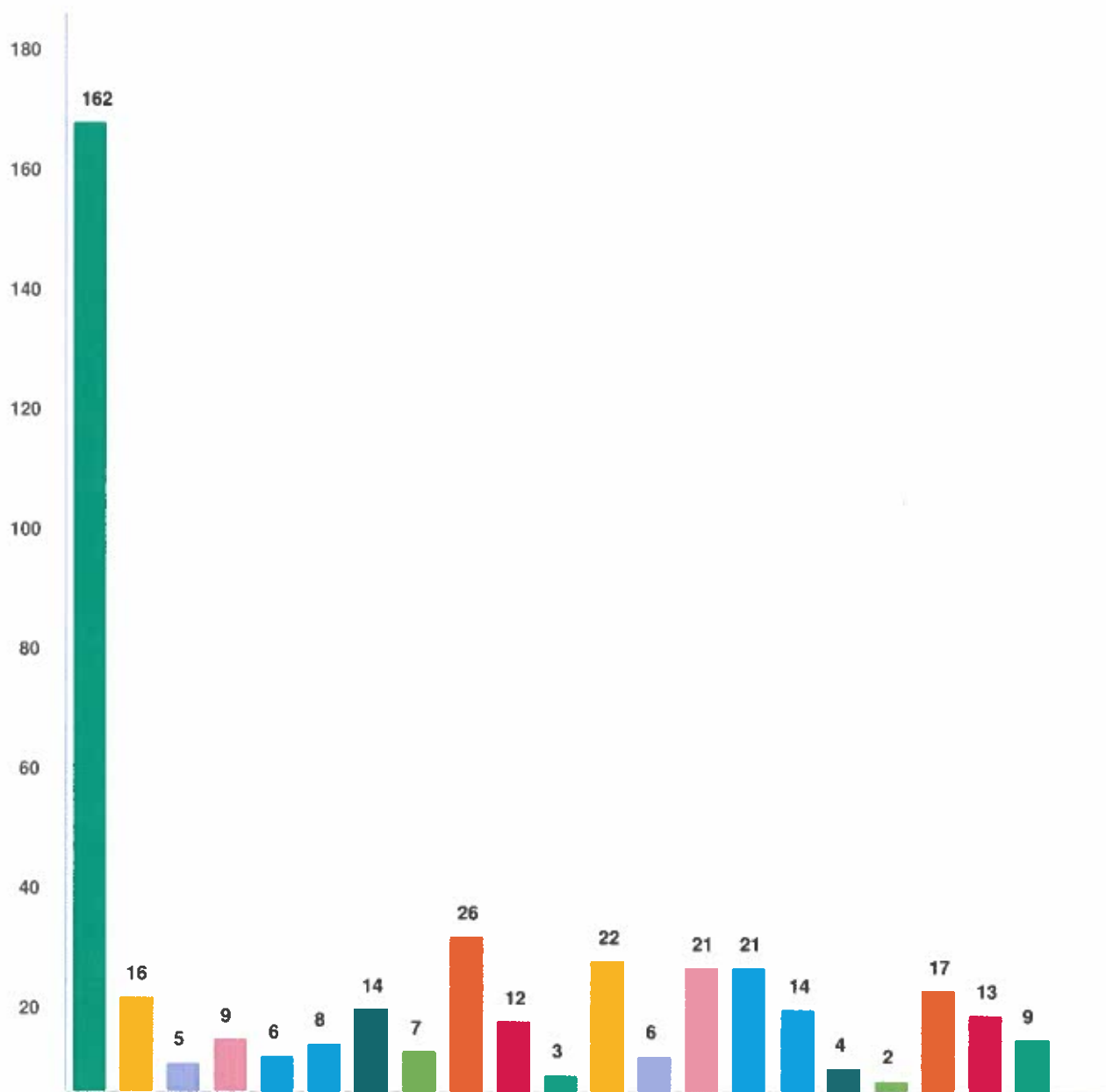


Question options

- Every Week
- More than once a month
- Several times a year
- Rarely
- Never

Optional question (163 response(s), 8 skipped)
Question type: Dropdown Question
Filtering by: Which library branch do you use most often? Redruth-Library-and-Information-Service

Q3 What do you currently use the Library Service for? (Tick all that apply)



Question options

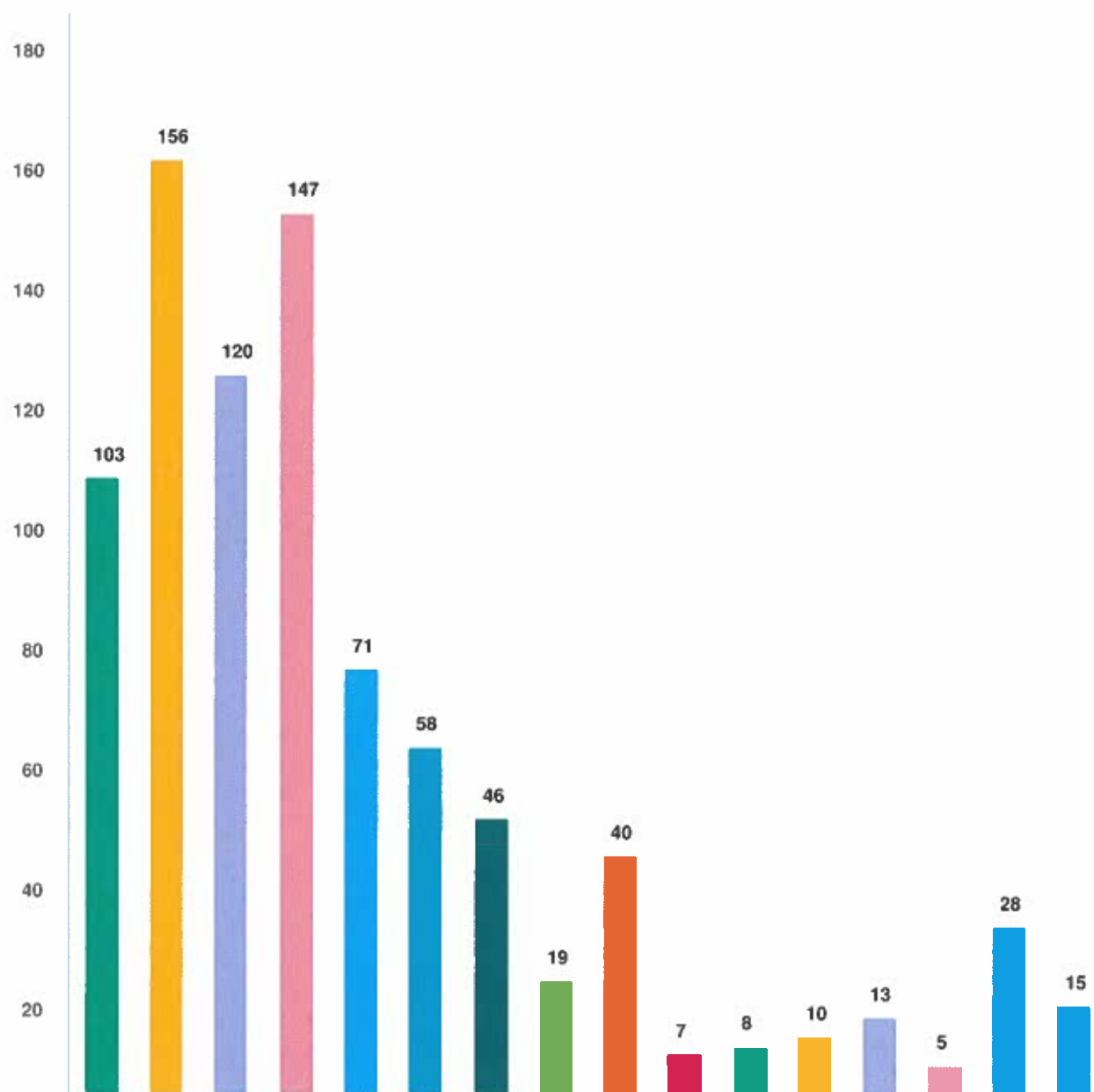
- Books
 ● Free public computers
 ● Talking books on CD
 ● Large print books
 ● Free WiFi
- E-Newspapers (Press Reader)
 ● E-Magazines (Press Reader)
 ● E-Magazines (Borrowbox)
 ● E-books (Borrowbox)
- DVD's
 ● Online resources
 ● E-audiobooks (Borrowbox)
 ● Free family history research
 ● Community events
- Summer Reading Challenge
 ● Regular children's group
 ● Regular adult group
 ● Mobile Library Service
- To find information
 ● Social activity
 ● Other (please specify)
- Home Library service (book delivery to people unable to visit the library)

Optional question (168 response(s), 3 skipped)

Question type: Checkbox Question

Filtering by: Which library branch do you use most often? Redruth-Library-and-Information-Service

Q4 Our website www.cornwall.gov.uk/library has the following activities. Please select any that you were aware of.



Question options

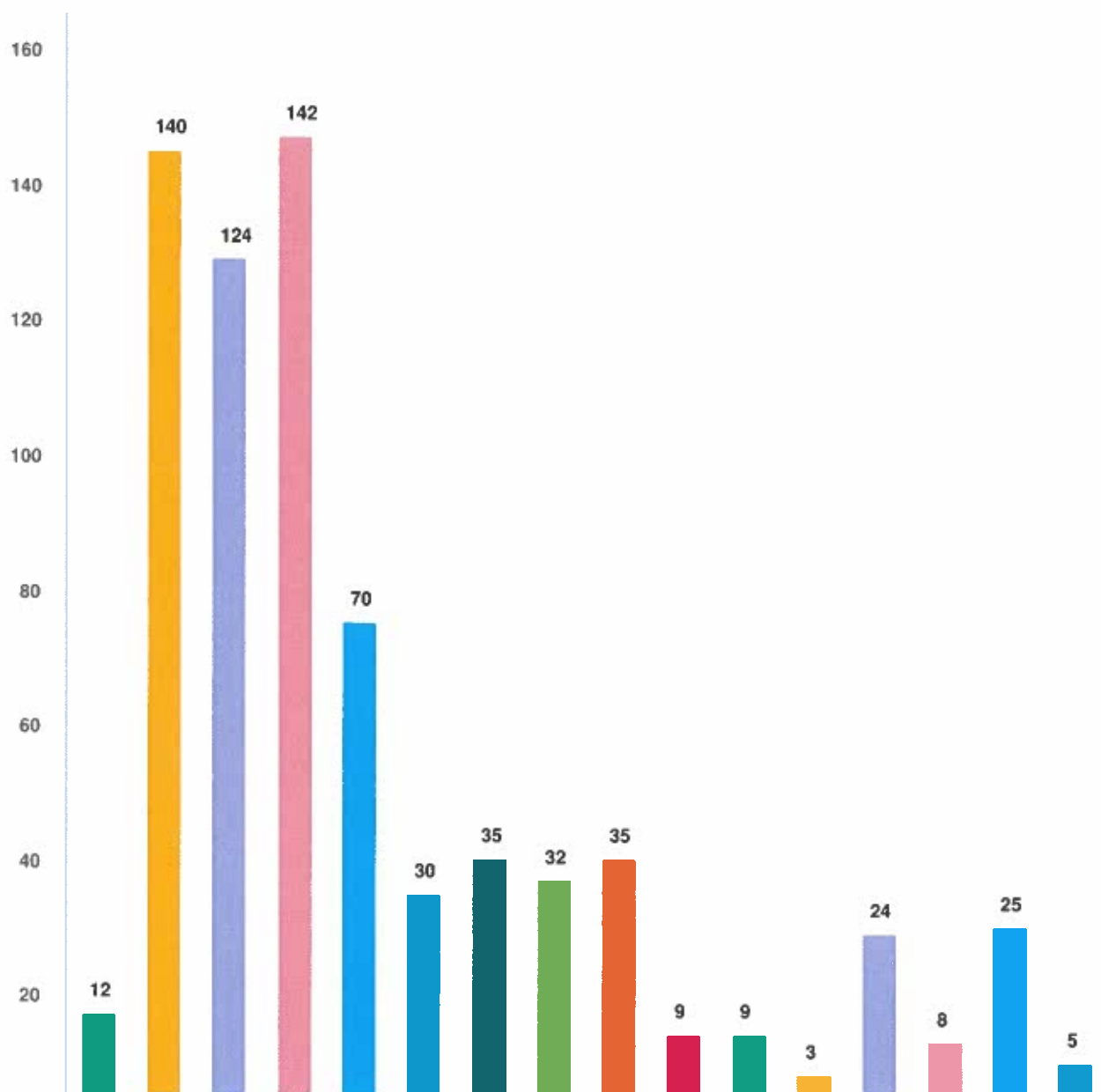
- Join the library
 ● Renew items
 ● Search our catalogue
 ● Reserve items
- Download free e-books and e-audiobooks
 ● Read newspapers
 ● Download free magazines
 ● Learn a language
- Find information
 ● Find professionally checked and recommended information websites
- Online drivers hazard awareness training
 ● Order music for choirs and orchestras
 ● Request books for purchase
- Stream music (Medici – watch live concerts and stream music)
 ● Request to loan book from out of county
- Request book group sets

Optional question (166 response(s), 5 skipped)

Question type: Checkbox Question

Filtering by: Which library branch do you use most often? Redruth-Library-and-Information-Service

Q5 Which of the following are you fairly likely to use on our website in the future? (Please select all that apply)



Question options

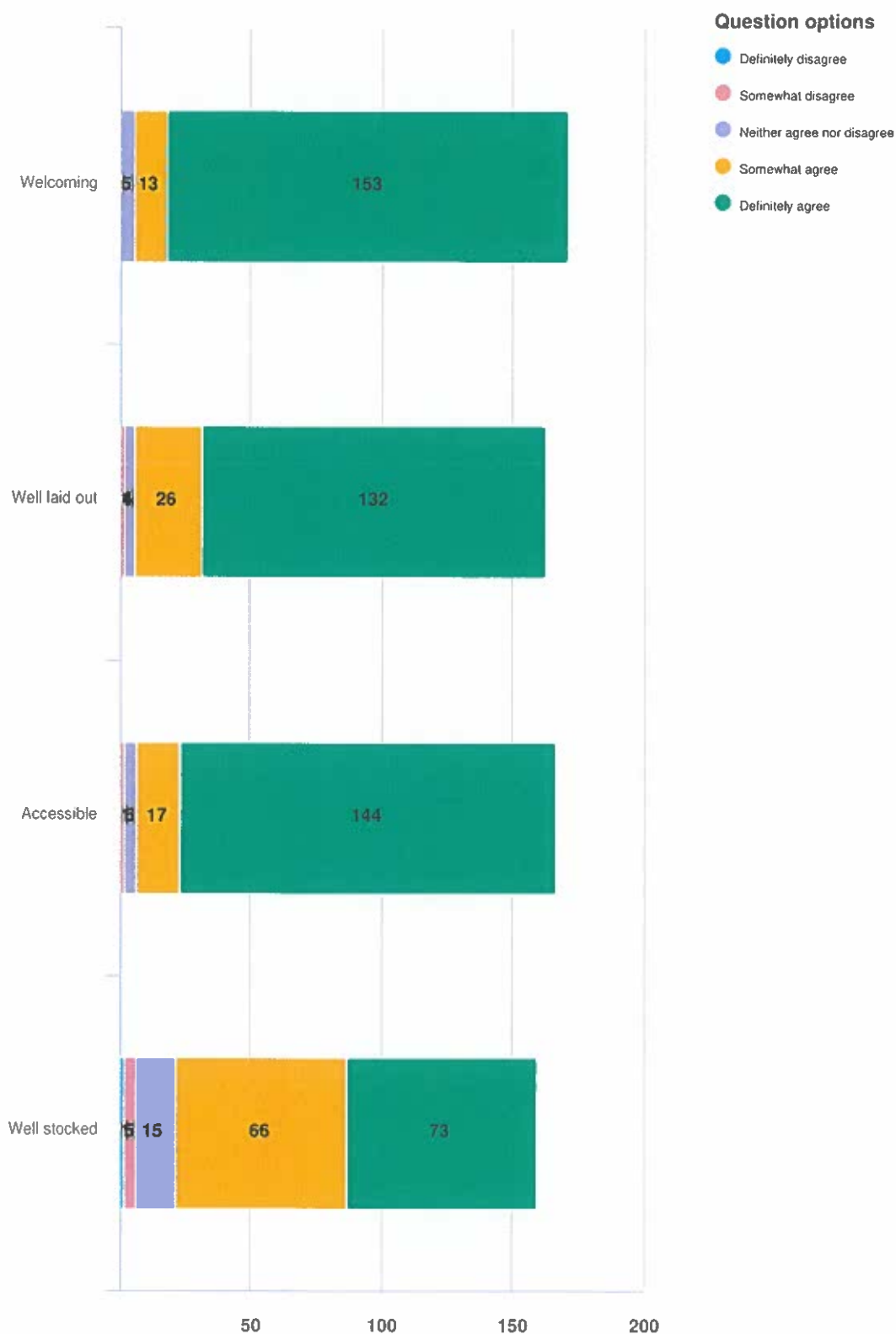
- Join the library
 ● Reserve items
 ● Search our catalogue
 ● Renew items
- Download free e-books and e-audiobooks
 ● Read newspapers
 ● Download free magazines
 ● Learn a language
- Find information
 ● Find professionally checked and recommended information websites
- Online drivers hazard awareness training
 ● Order music for choirs and orchestras
 ● Request books for purchase
- Stream music (Medici – watch live concerts and stream music)
 ● Request to loan book from out of county
- Request book group sets

Optional question (165 response(s), 6 skipped)

Question type: Checkbox Question

Filtering by: Which library branch do you use most often? Redruth-Library-and-Information-Service

Q6 How far do you agree that your local Library is: (Move to question 8 if you only use online)



Optional question (171 response(s), 0 skipped)

Question type: Likert Question

Filtering by: Which library branch do you use most often? Redruth-Library-and-Information-Service

Q6 How far do you agree that your local Library is: (Move to question 8 if you only use online)

Welcoming



20 40 60 80 100 120 140 160 180

Well laid out

Definitely disagree : 0



Somewhat disagree : 1



Neither agree nor disagree : 4



Somewhat agree : 26



Definitely agree : 132



20 40 60 80 100 120 140

Accessible

Definitely disagree : 0



Somewhat disagree : 1



Neither agree nor disagree : 5



Somewhat agree : 17



Definitely agree : 144



20 40 60 80 100 120 140 160

Well stocked

Definitely disagree : 1



Somewhat disagree : 5



Neither agree nor disagree : 15



Somewhat agree : 66

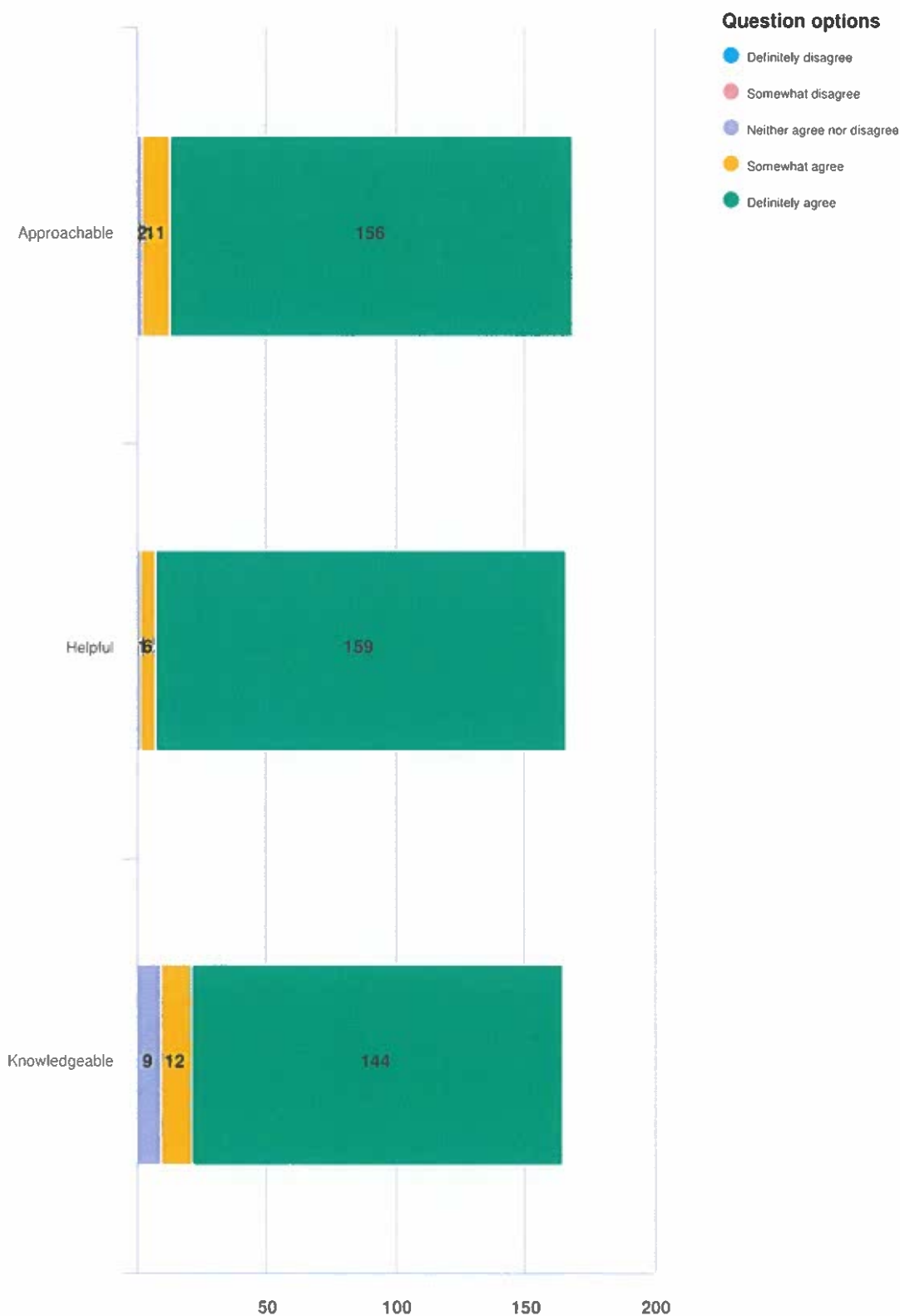


Definitely agree : 73



10 20 30 40 50 60 70 80

Q7 How far do you agree that the staff at your local Library Service are: (Move to question 8 if you only use online)



Optional question (169 response(s), 2 skipped)

Question type: Likert Question

Filtering by: Which library branch do you use most often? Redruth-Library-and-Information-Service

Q7 How far do you agree that the staff at your local Library Service are: (Move to question 8 if you only use online)

Approachable

Definitely disagree : 0



Somewhat disagree : 0



Neither agree nor disagree : 2



Somewhat agree : 11



Definitely agree : 156



20 40 60 80 100 120 140 160 180

Helpful

Definitely disagree : 0



Somewhat disagree : 0



Neither agree nor disagree : 1



Somewhat agree : 6



Definitely agree : 159



20 40 60 80 100 120 140 160 180

Knowledgeable

Definitely disagree : 0



Somewhat disagree : 0



Neither agree nor disagree : 9



Somewhat agree : 12

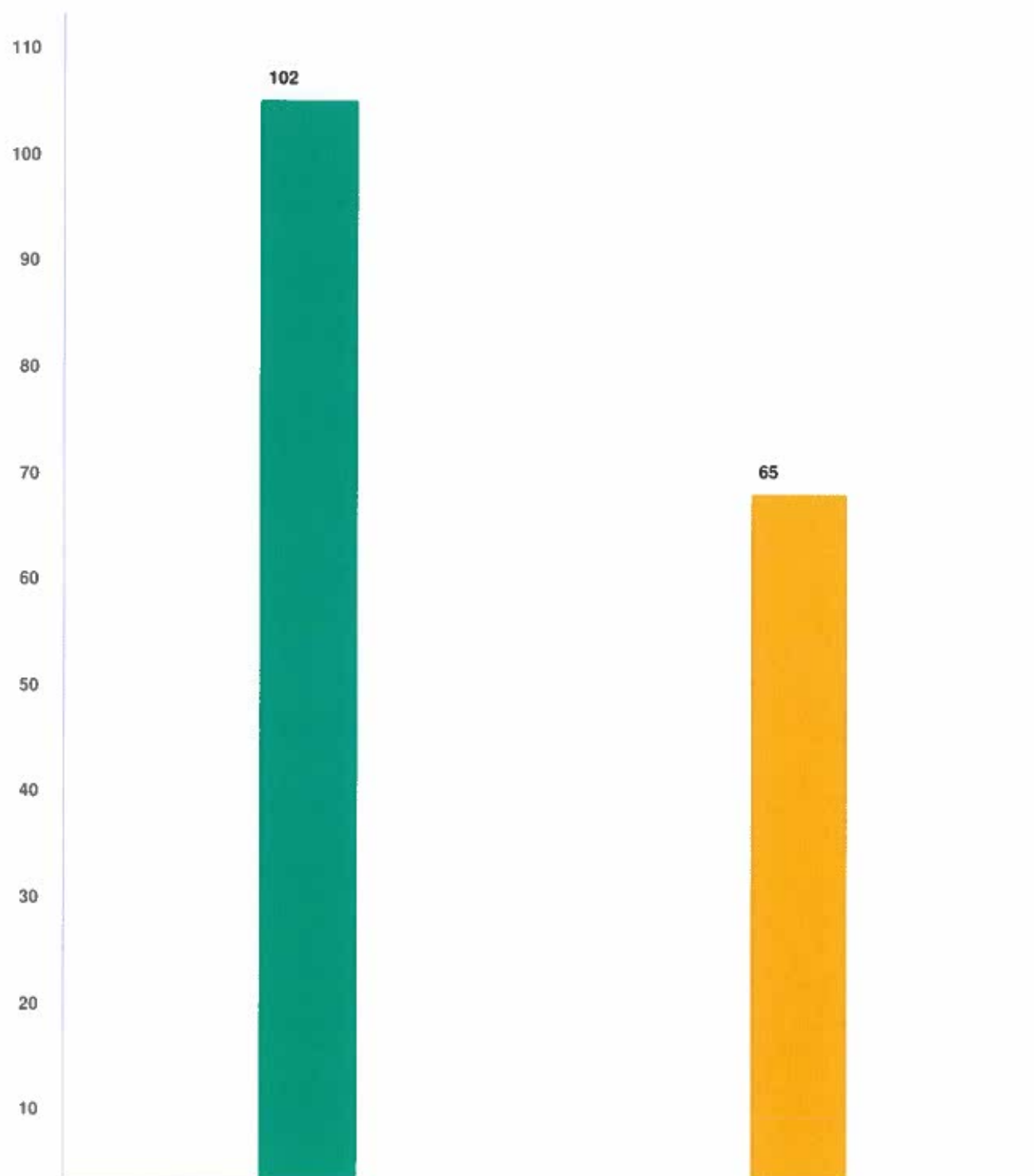


Definitely agree : 144



20 40 60 80 100 120 140 160

Q8 Have you heard about the Summer Reading Challenge for children which happens annually within Cornwall Libraries. Children are encouraged to sign up, set a reading goal and receive rewards for their progress. Over 8000 children in Cornwall are likel...



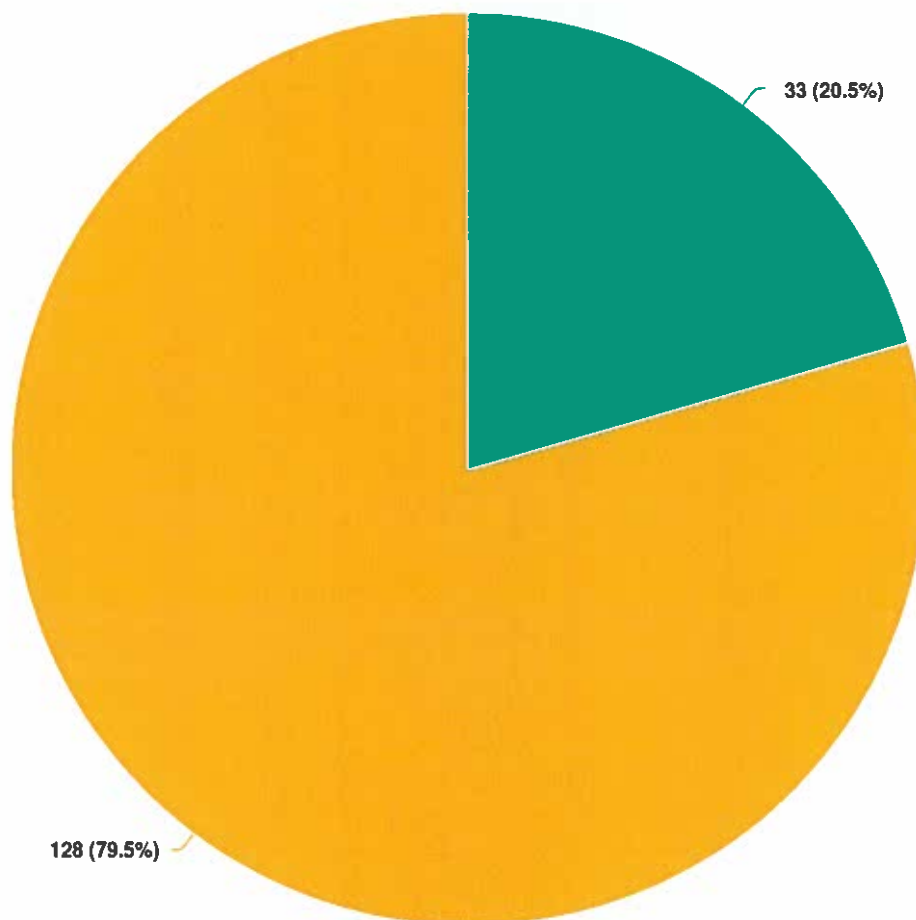
Question options

☐ No ☒ Yes

Optional question (165 response(s), 6 skipped)

Question type: Checkbox Question

Q9 Do you use the library computers?



Question options

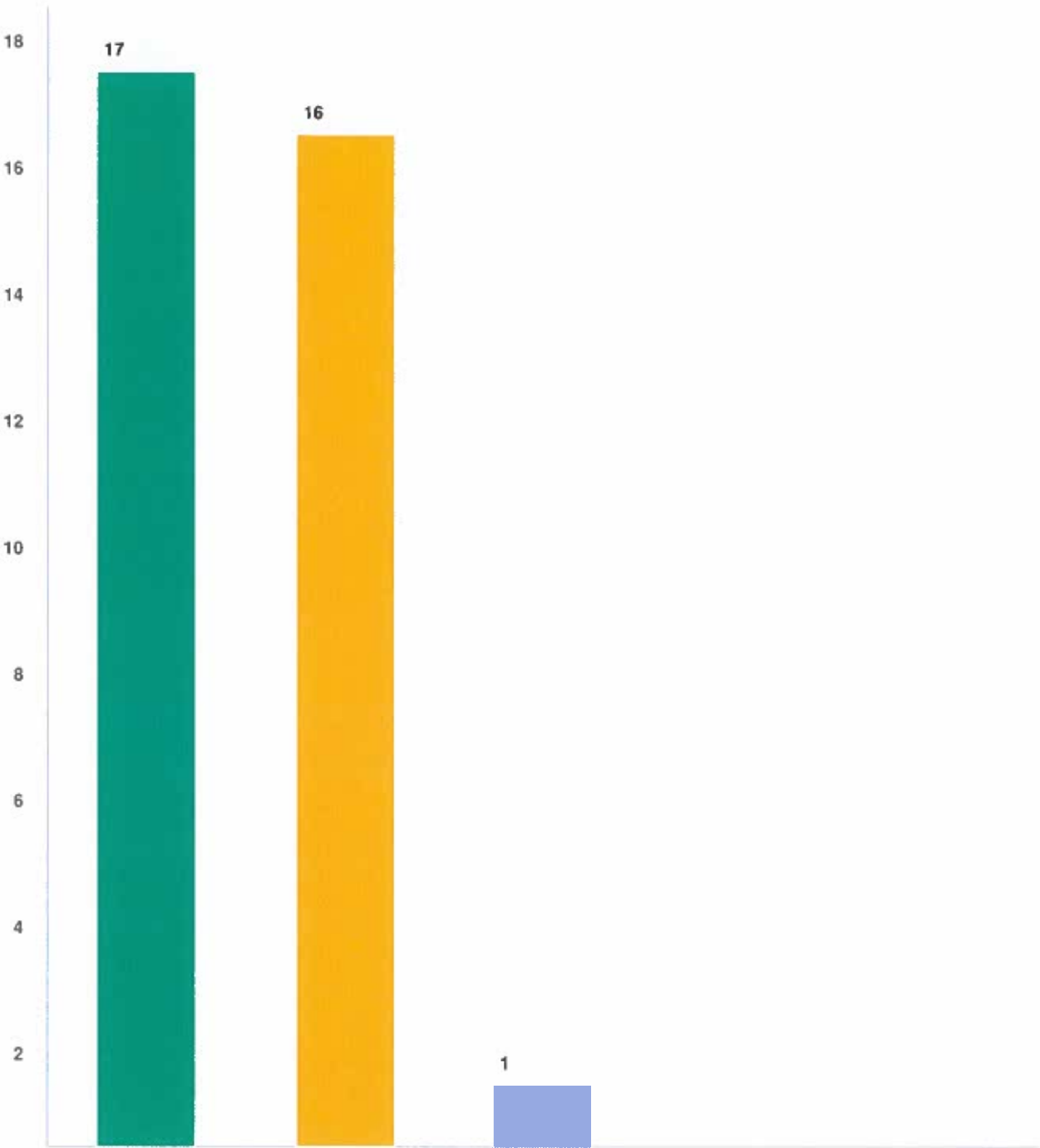
☐ No ☐ Yes

Optional question (161 response(s), 10 skipped)

Question type: Dropdown Question

Filtering by: Which library branch do you use most often? Redruth-Library-and-Information-Service

Q10 How comfortable is the space provided for customers to use the computers?



Question options

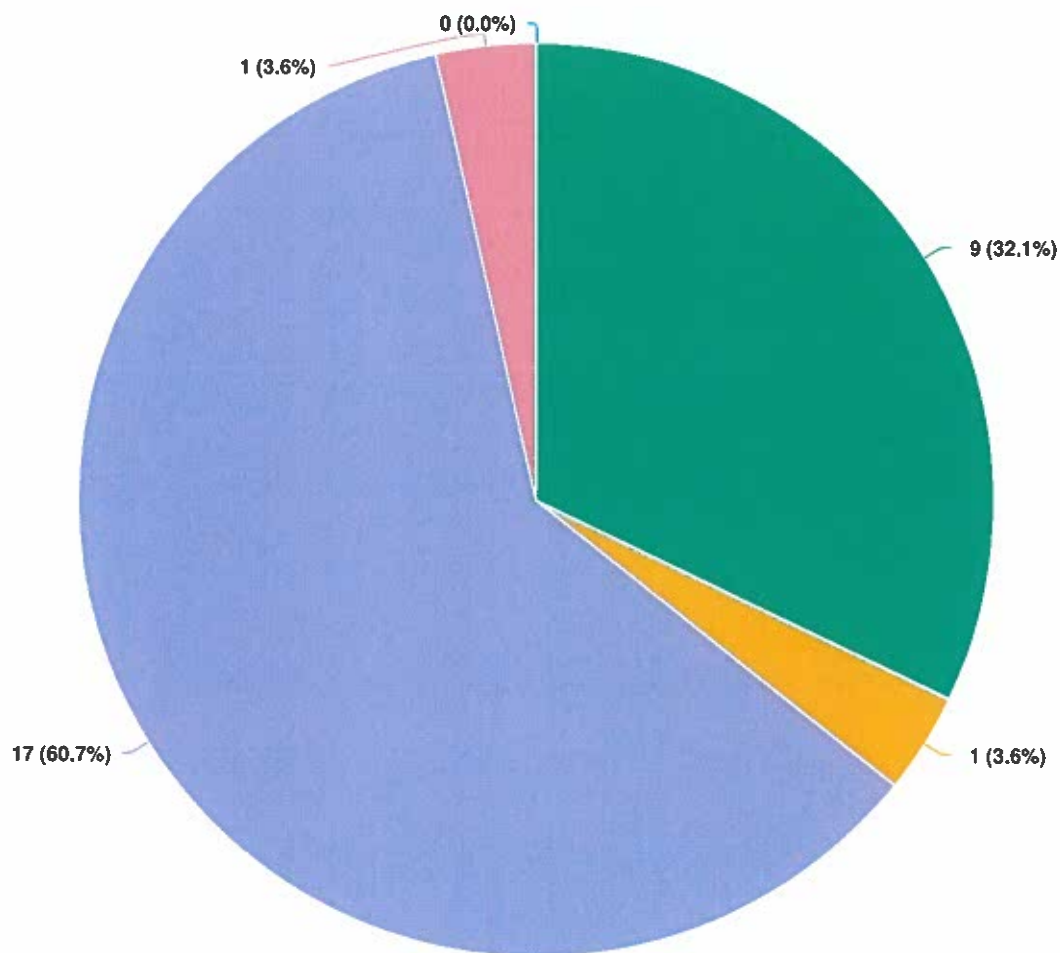
- Very Uncomfortable
- Uncomfortable
- What could we do to improve this space?
- Comfortable
- Very Comfortable

Optional question (33 response(s), 138 skipped)

Question type: Checkbox Question

Filtering by: Which library branch do you use most often? Redruth-Library-and-Information-Service

Q11 | What do you mainly use the public computers for?



Question options

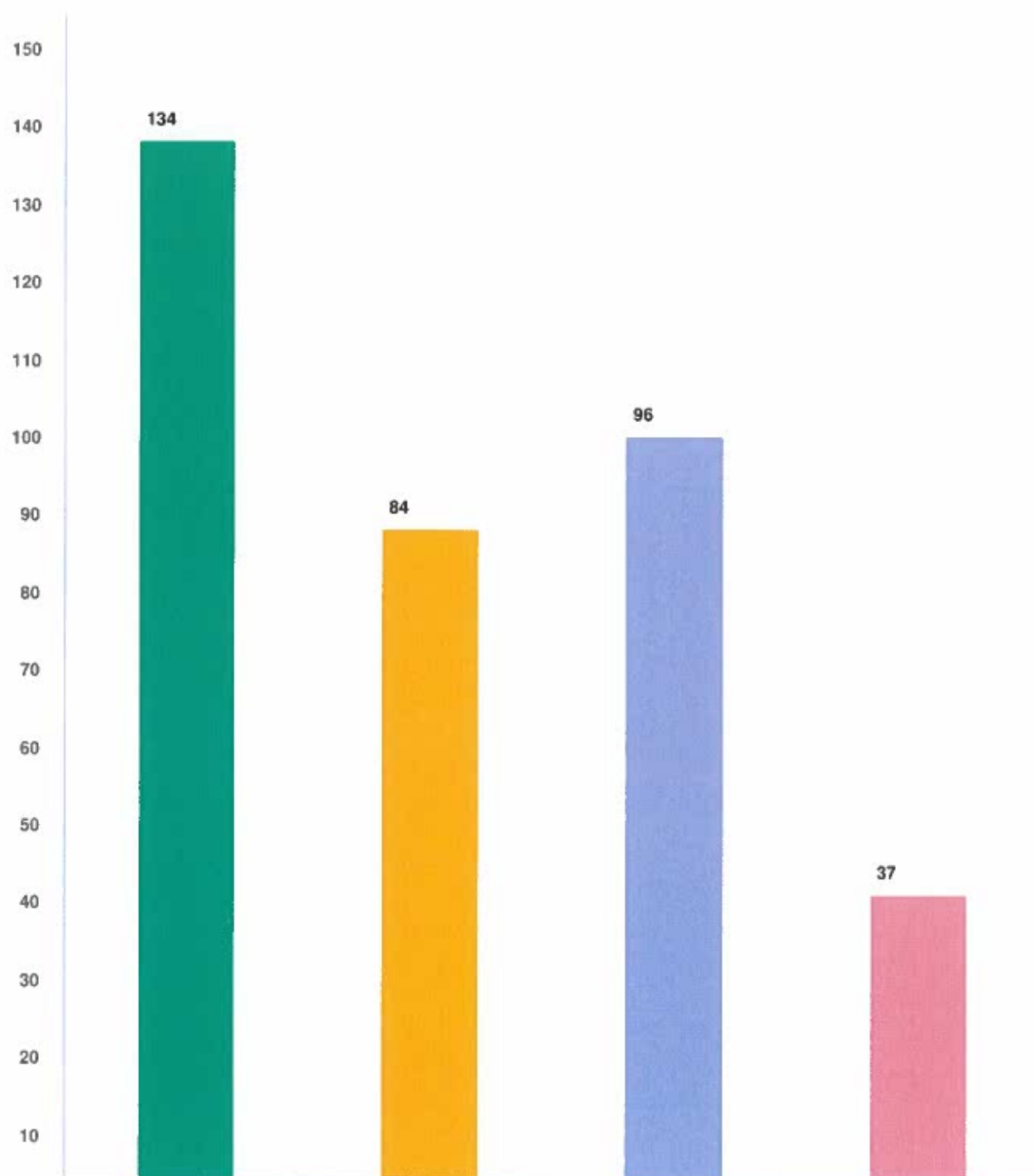
- Essential everyday needs such as Universal Credit and other GOV.UK webpages, your GP and/or NHS and Utility Companies.
- Job hunting and application
- Printing
- Social media
- Web Browsing

Optional question (28 response(s), 143 skipped)

Question type: Dropdown Question

Filtering by: Which library branch do you use most often? Redruth Library and Information Service

Q12 Which of the following do you regularly use at home?



Question options

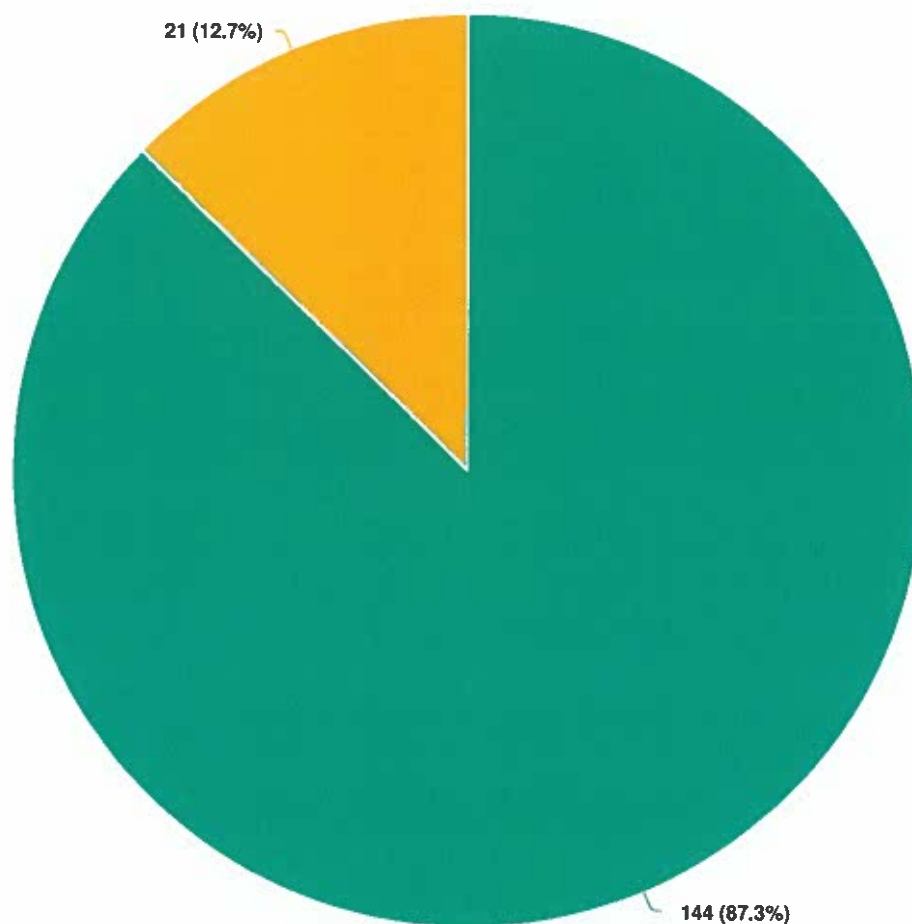
☐ Desktop Computer ☐ Laptop ☐ Tablet ☐ Smartphone

Optional question (168 response(s), 3 skipped)

Question type: Checkbox Question

Filtering by: Which library branch do you use most often? Redruth Library and Information Service

Q13 Do you bring your personal device in to one of our sites and connect to our wifi?



Question options

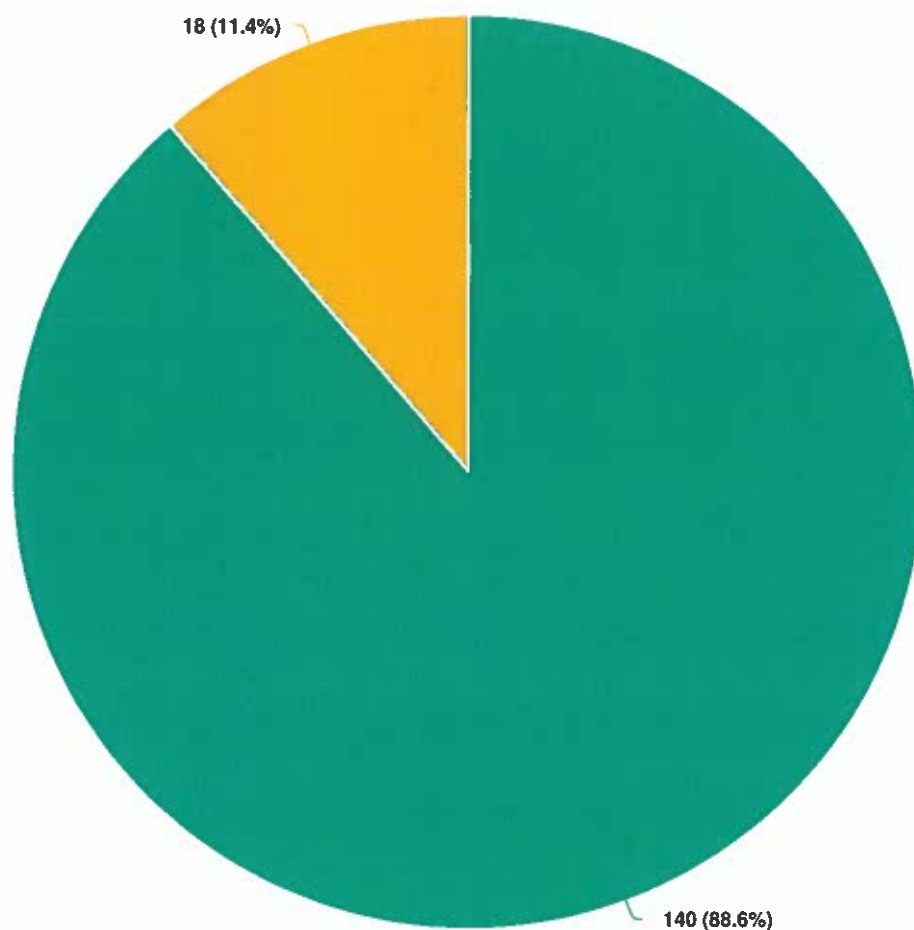
- ☐ If 'Yes', do you find this an easy process? ☒ No

Optional question (165 response(s), 6 skipped)

Question type: Dropdown Question

Filtering by: Which library branch do you use most often? Redruth Library and Information Service

Q14 If you have a device at home, do you use it to access Cornwall Library Services



Question options

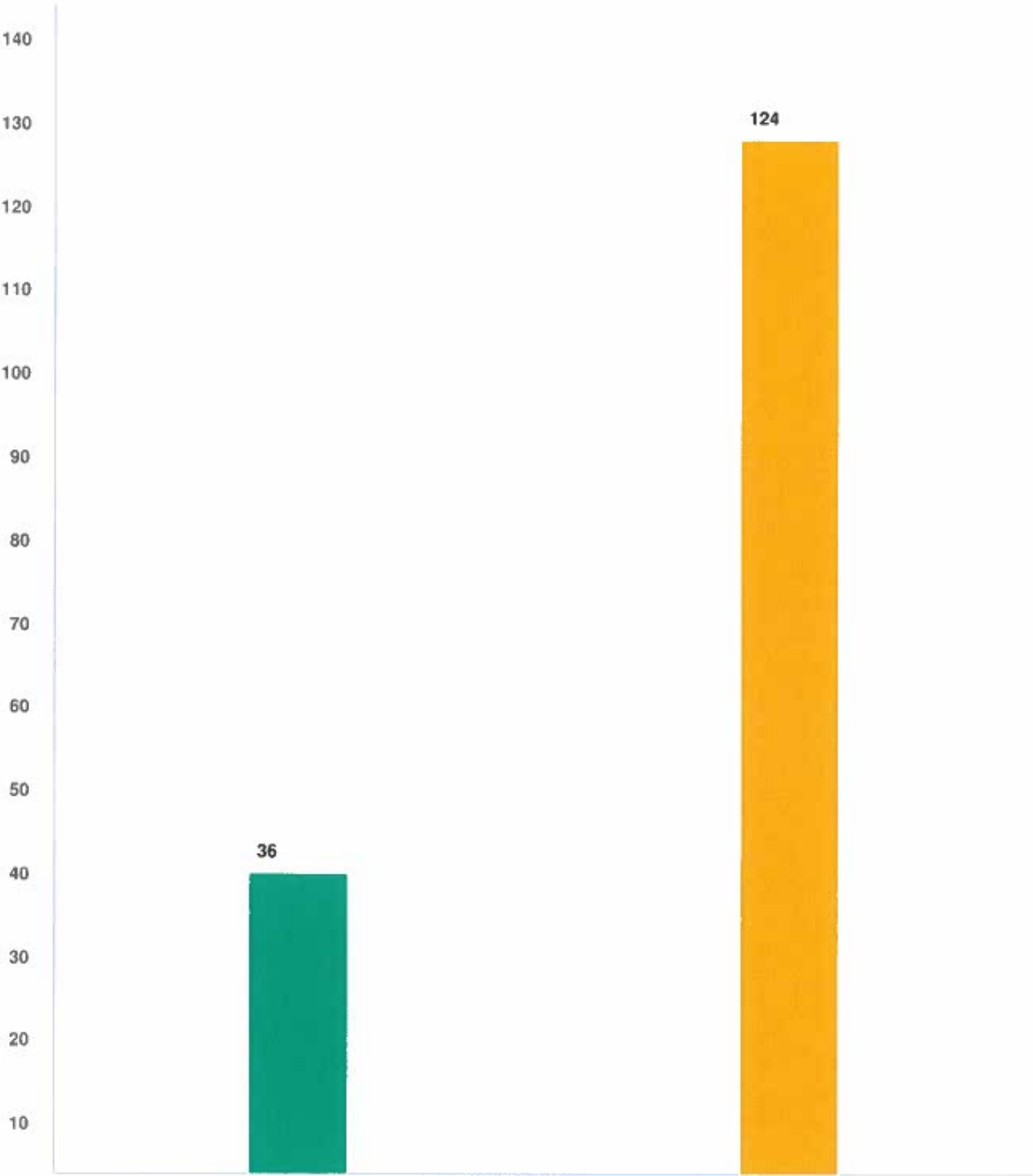
☐ No ☒ Yes

Optional question (158 response(s), 13 skipped)

Question type: Dropdown Question

Filtering by: Which library branch do you use most often? Redruth Library and Information Service

Q15 Have you recently joined or re-joined the library?

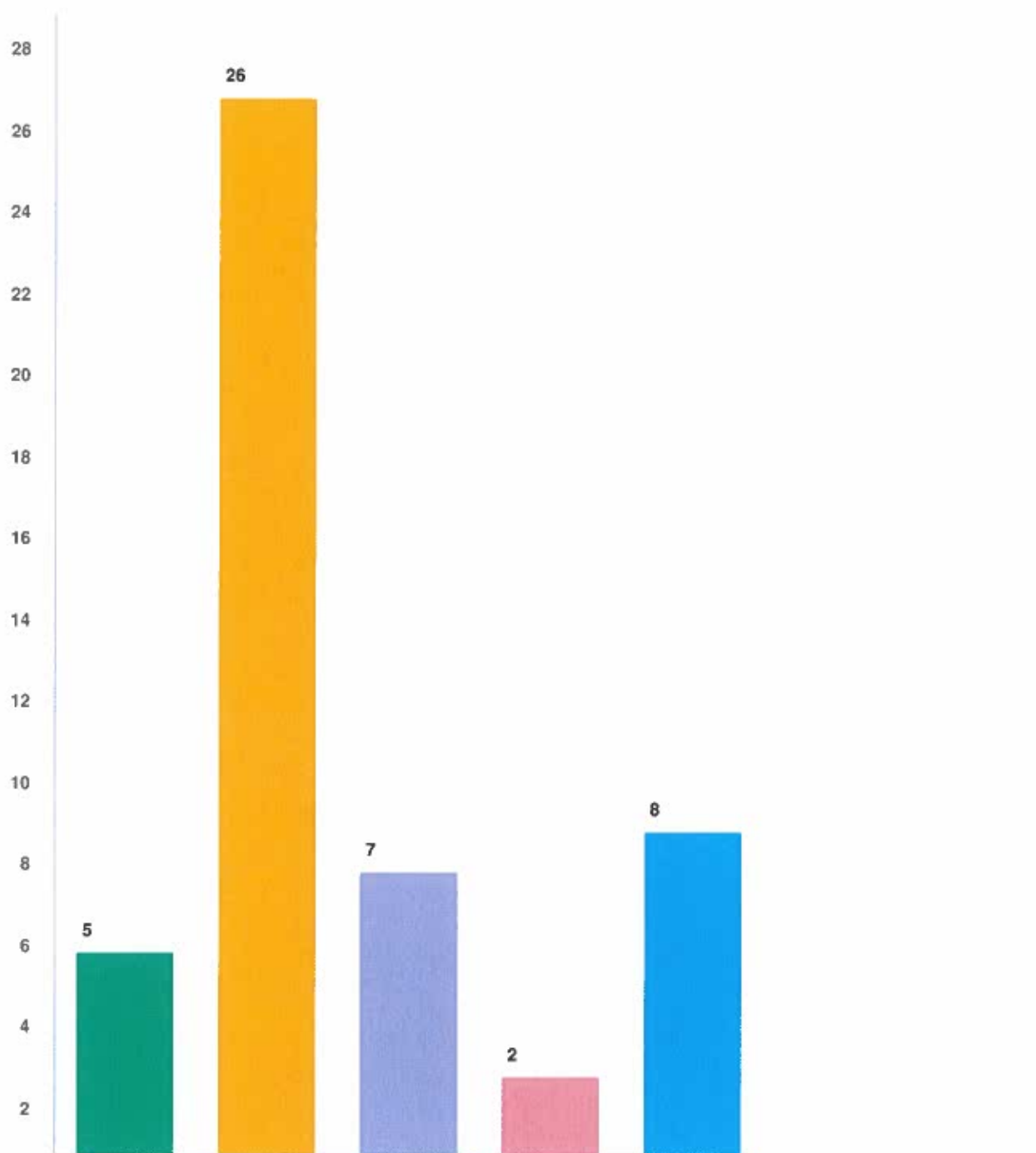


Question options

☐ No ☒ Yes

Optional question (160 response(s), 11 skipped)
Question type: Checkbox Question
Filtering by: Which library branch do you use most often? Redruth Library and Information Service

Q16 What made you recently join or re-join the library?



Question options

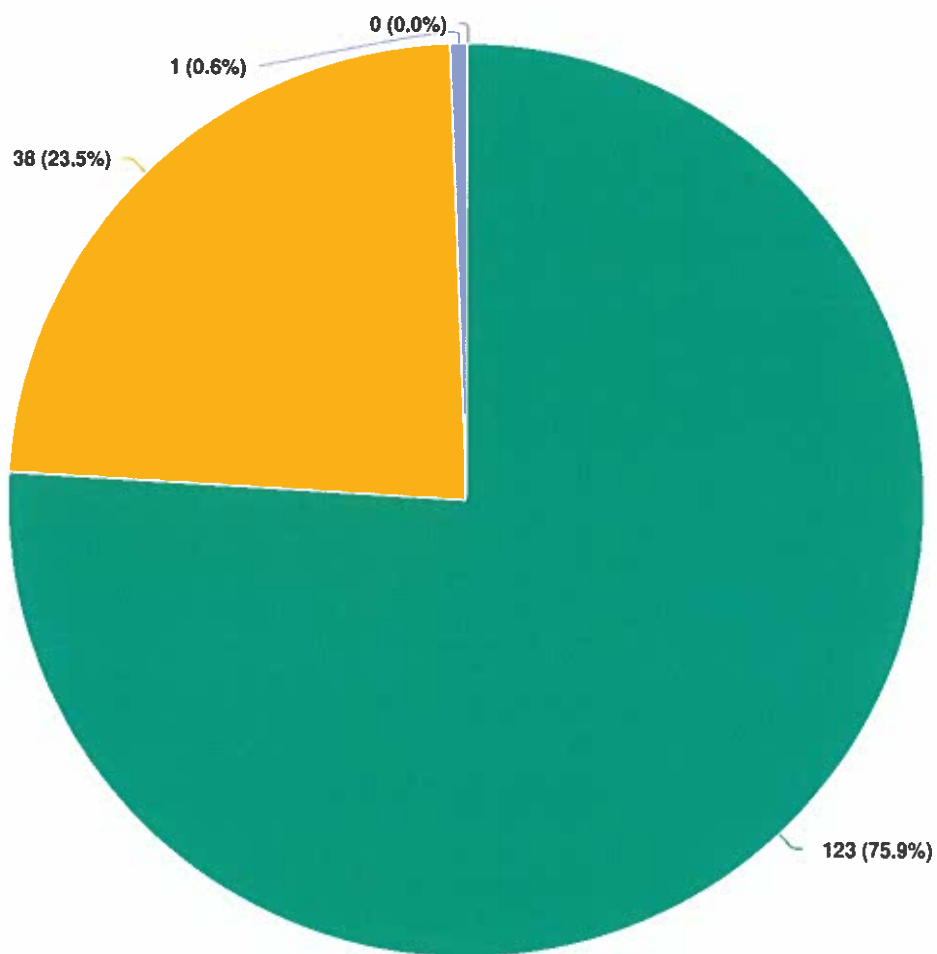
- ☒ Social media/advertising ☒ Free access to E-books, newspapers and magazines ☒ Other ☒ Pandemic
☒ Introducing a child/children to the library ☒ Free access to books ☒ Recommended by friends or family

Optional question (35 response(s), 136 skipped)

Question type: Checkbox Question

Filtering by: Which library branch do you use most often? Redruth-Library-and-Information-Service

Q17 Overall, how satisfied or dissatisfied are you with the way the Library Service (online and local) is provided?



Question options

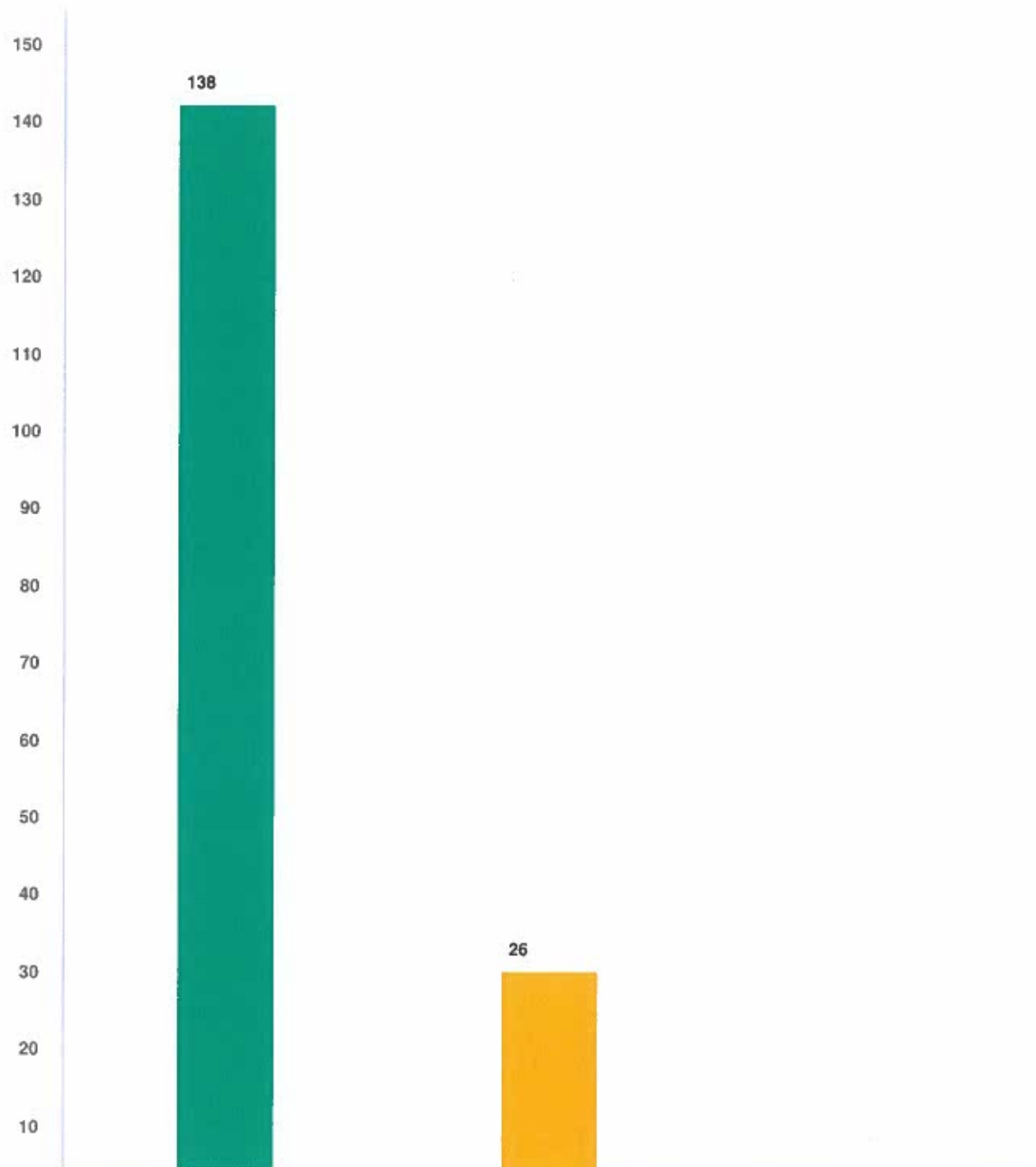
Very unsatisfied Unsatisfied Satisfied Very Satisfied

Optional question (162 response(s), 9 skipped)

Question type: Dropdown Question

Filtering by: Which library branch do you use most often? Redruth Library-and-Information-Service

Q18 How likely are you to recommend our services to somebody else?



Question options

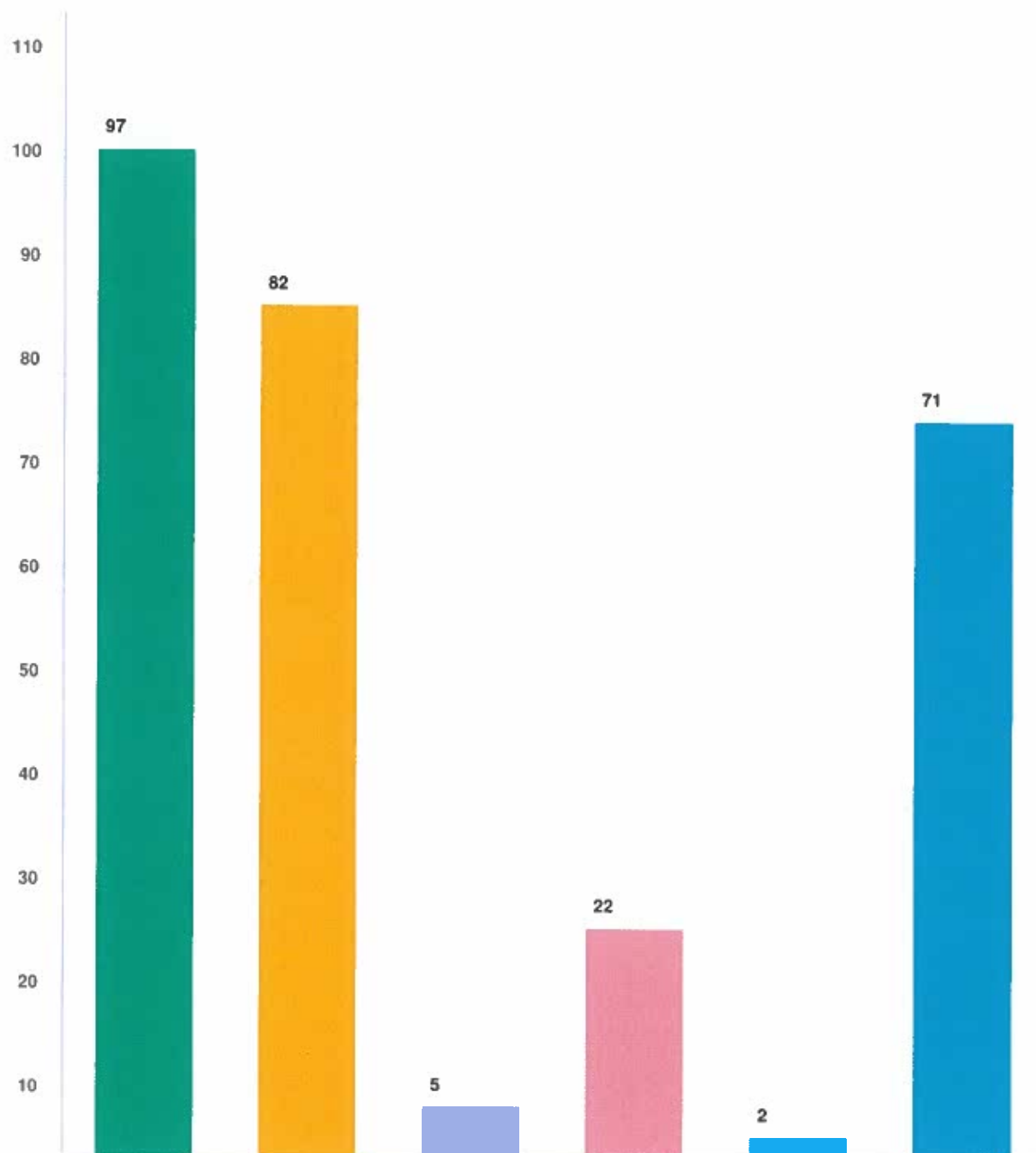
☐ Unlikely ☐ Likely ☒ Extremely Likely

Optional question (164 response(s), 7 skipped)

Question type: Checkbox Question

Filtering by: Which library branch do you use most often? Redruth-Library-and-Information-Service

Q19 How do you travel to your Library? Car, Walk, Cycle, Bus or Train.



Question options

- ☒ Generally ,do you incorporate your visit with other daily errands? (Tick to answer) ☒ Train ☒ Bus ☒ Cycle ☒ Walk
- ☒ Car

Optional question (166 response(s), 5 skipped)

Question type: Checkbox Question

Filtering by: Which library branch do you use most often? Redruth Library and Information Service