



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

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

Town Mayor: Cllr A Biscoe

Town Clerk: C Williams

Our Reference:
RTC/Comm Committee

Date:
28 January 2026

See Distribution

Dear Councillor

Meeting of the Community Committee of Redruth Town Council - 2nd February 2026

You are summoned to attend a Meeting of the Community Committee of Redruth Town Council to be held in The Langman Room, Redruth Civic Centre, Alma Place on Monday 2nd February 2026. Proceedings will commence at 7:00pm.

The Agenda and associated papers are enclosed for your reference and information.

Yours sincerely

A handwritten signature in black ink that reads "Charlotte Williams". The signature is written in a cursive style with a long, sweeping underline.

Charlotte Williams
Town Clerk

Enclosures :

Agenda and associated documentation

Distribution & Action:

Cllr I Thomas Cllr J Morrison

Cllr E Allen Cllr A Biscoe

Cllr H Biscoe Cllr P Broad

Cllr K Cunningham Cllr R Jolly

Cllr D Reeve Cllr B Ellenbroek

All other Redruth Town Councillors, Totally Locally, Redruth & District Chamber of Commerce,
Twinning Associations

Redruth Town Council

Community Committee Meeting – 2nd February 2026

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 allow the public to put questions to the Committee relating to any matters on the agenda.
4. To confirm the minutes of the meeting of the Community Committee held on 3 November 2026. [Minutes attached]
5. To receive an update from the Redruth & District Chamber of Commerce and Totally Locally.
6. Reports from Officers:
 - 6.1 Report from the Senior Library Officer. (See report attached)
 - 6.2 Report on the work of the Strategic Projects Officer. (See report attached)
 - 6.3 Report on the work of the Community Liaison Manager. (See report attached)
 - 6.4 Report on the work of the Communications Team. (See report attached)
7. To receive short verbal updates from the three Twinning Associations, Real Del Monte, Plumergat and Mineral Point.



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

Town Mayor: Cllr A Biscoe

Town Clerk: C Williams

Minutes of a Meeting of the Community Committee held at Redruth Civic Centre, Alma Place,
Redruth on Monday 3rd November 2025

Present:

Cllr I Thomas
Cllr J Morrison
Cllr E Allen
Cllr S Barnes
Cllr A Biscoe
Cllr H Biscoe
Cllr P Broad
Cllr K Cunningham
Cllr B Ellenbroek
Cllr R Jolly
Cllr R Major
Cllr D Reeve

Chair
Vice Chair

In attendance: Mrs C Williams
Mrs H Bardle

Ms C Welsh
Ms J Turner
Ms R Pearce
Ms L Akerman
Mrs J Cockerham-Harris

Town Clerk
Deputy Town Clerk/ Responsible Finance
Officer
Strategic Projects Officer
Senior Library Officer
Communications Manager
Community Liaison Manager
Administrator

2 members of the public were also in attendance

PART I – PUBLIC SESSION

1639.1 To receive apologies for absence

None were received.

1639.2 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.

1639.3 Public participation session – to enable members of the public to put questions to the Council relating to any items on the agenda

1639.3.1 Ms R. Ince spoke of the recent Full Council meeting (27th October) where the possibilities of re-introducing an ASB officer were discussed. She spoke of her experience in this, offering an information guide and CD for any assistance to the meeting. She stated that an ASB Officer did not have the power to make a CBO (Criminal Behaviour Order) and stressed the importance of getting the terminology correct. She reiterated her comments from the Full Council meeting, stating her dissatisfaction with the previous officer. She further raised how she was confused about the current status of jurisdiction, due to being redirected when trying to reach Ms A. Lamy. Cllr Thomas thanked Ms Ince for addressing the committee and advised that any personal cases should be directed to Cornwall Council as it fell under their jurisdiction.

1639.3.2 Cllr Cunningham read a letter from a member of the public regarding the ASB issue. The letter addressed concern over a homeless man drinking around the area of their residence, stating that this behaviour was of concern to them due to their disability which left them vulnerable. The Town Clerk advised that the Police were dealing with the issue. Cllr Barnes also confirmed this as he spoke to them at the Police Drop-In in the Library.

1639.4 To confirm the Minutes of the Meeting of the Community Committee held on 4th August 2025.

1639.4.1 RESOLVED by Majority that the minutes of the Community Committee held on the 4th August 2025 are approved. [Proposed Cllr H Biscoe; Seconded Cllr A Biscoe] Cllr Barnes abstained.

1639.5 To receive short verbal presentation by the Community Liaison Manager on her visit to the award-winning Braunstone Council.

1639.5.1 The Community Liaison Manager spoke of her trip in May to Braunstone Council, who won the Star Council Award in 2023. She explained the award system had a varied number of categories every year, awarded to those with excellent services to the community. She commented on the difference between Braunstone and Redruth, as Braunstone had no high street, favouring a retail park instead as their only commercial area, and they did not have the same diversity as noticeable in Redruth. She went on to comment on the things they were commended for:

- Their Covid response was highly reactive and council initiated.
- They established a GP surgery in the Community Centre via their Clinical Commission Group which was set up in 2018/2019.
- Their Arterial road. A spoil site was transformed into a public park with biodiversity experts for Community benefits.
- There was a ten-year period worked to create walking and cycle routes to cut car distances.

1639.5.2 She stated that the visit was very impressive, commenting on the supply of electric vehicle charging stations and heat pumps. She added that the majority of buildings were accommodating but were newer and not historic. Cllr Ellenbroek reminded the Council about a previous Walking and Cycling project led by Cornwall Council called LCWIP. She went on to ask if it was worth talking to the Highways

Manager, about future opportunities. She further commented about a green infrastructure plan which Cornwall Council had written.

The Town Clerk said she would follow this up and obtain a copy of the plan for circulation. Cllr Thomas stated that the project had developed three key routes between Redruth, Camborne and the coast. He continued, saying that the project was about creating a network between these three points, and whilst the plans were initially promising, there had not been any further development, due to the Green Growth funding being spent.

1639. 6 Reports from Officers:

1639.6.1 Report from the Senior Library Officer

The Senior Library Officer summarised her report and opened for any questions. Cllr Allen remarked on the new notice in the library regarding bad behaviour and the Senior Library Officer explained there was an incident with a member of the public. This incident involved abusive behaviour towards the staff leading. Cllr Thomas stated his congratulations on the digital achievements with the Town Clerk noting the hard work and effort involved by the Library team. Cllr Major commented on the team's social media videos, remarking they were wonderful and to continue in their efforts.

1639.6.2 Report from the Strategic Projects Officer

1639.6.2.1 The Strategic Projects Officer stated that the CCTV control room was doing a soft pilot of hours, and that this was helping the targeting of resources. She stated that they had formalised a monthly meeting with key stakeholders regards community safety matters.

She updated that all the TRIP funded projects were live. She went on to state that some projects were not at this stage across Cornwall. She asked that the Cllrs consider the Gateway portal proposal as well as the other decisions for consideration within her report. She stated that the PCC bidding was on behalf of the four councils in the CCTV partnership, and that grant funding had a short timescale to apply but had no specific deadline for a response to their applications.

1639.6.2.2 Cllr Allen stated that she thought the form was very good and went on to ask the best way to inform the public about the CCTV and address the perception that cameras are not monitored. The Strategic Projects Officer stated that the public would soon be aware that cameras were moving and monitoring activity, though she was unsure if the public were fully aware of the footage being recorded. Cllr Allen said she would draft a response for her own social media but would check it with the Town Council first before publishing.

Cllr Ellenbroek stated that she liked the form and that it was a good way to filter the information. The Town Clerk then passed on her positive thoughts about the form, stating it was a job well done, and that finding a way to capture the threshold for resources to be allocated to any project idea was important. Cllr Reeve asked if the CCTV cameras were recording 24/7. The Strategic Projects Officer confirmed they were.

1639.2.3 Cllr Thomas stated that the report mentioned a visit to Newquay Council and the ASB Officers in Truro and asked for more information regarding this. The Strategic Projects Officer answered that her visit to Newquay was to swap ideas, how between Truro and Camborne they might work better as a team and not in isolation. She went on

to state they spoke about how transient issues are, that it was important they all work together to address them moving between locations.

1639.6.3 Report from the Community Liaison Manager

1639.6.3.1 The Community Liaison Manager answered a previous query from Cllr Barnes regarding the Town Council previous resident survey, stating it was last done in the 1980s and opened for questions. Cllr Reeve stated she was pleased with the number of responses to the survey and asked when the deadline was. The Community Liaison Manager answered that the end of November was ideal, but their goal was to reach a certain number of responses, and they would likely extend the deadline to reach this. Cllr Ellenbroek commented on the good engagement of the manager, stating her recent effort in volunteering at Gweal-An-Top was appreciated. Cllr Allen asked if there was a good mix of people in the responses. The Community Liaison Manager replied that there were some quotas that weren't yet filled, and she would appreciate any more support with getting more information from young people (18-25 year olds).

1639.6.3.2 Cllr Barnes asked if there were any questions similar to the 1980s survey. The Community Liaison Manager answered they were broadly similar. Cllr Cunningham asked if there was a particular geographic area missing from the quotas, and if it was worth hosting a Community Survey event to address this. This was received as a good idea and the logistics would be considered, though the geographic element would be analysed at a later stage. The Community Liaison Manager asked if the Cllrs would be happy to assist with public events of a similar nature and Cllr Allen offered her assistance in the South ward. Cllr Barnes stated that due to pubs and social areas being shut down the options for hosting events were limited. Cllr Cunningham stated that the caravan park (Globe Vale Holiday Park) acted as a polling station and might therefore be worth exploring. The Town Clerk expressed thanks for the hard work put in by the Community Liaison Manager.

1639.6.4 Report from the Communications Team

1639.6.4.1 Decision 2.2

The Communications Manager thanked her team for their efforts, opened the floor to any questions and asked for Cllrs to draw their attention to the points open for decisions. Cllr Allen stated that in her opinion the reports were thorough but were too long, asking for the next festival review reports to be 1-2 pages in summary. Cllr Ellenbroek asked what support was needed and the Communications Manager said for example, to aid the team on event days, and find new avenues for marketing distribution. Cllr Ellenbroek offered her support, joined by Cllr Allen who offered use of her personal contacts to assist with this. Cllr Thomas suggested the list of areas to cover be added to the publication. The Town Clerk added that it would be beneficial for Cllrs to share festival information electronically as well as in printed form.

1639.6.4.2 Decision 2.6

Cllrs Broad and Ellenbroek offered their assistance for the event on the 29th November.

1639.6.4.3 Decision 2.7

1639.6.4.3.1 Cllr Jolly asked if there were any additional dates the grotto was scheduled for and what was planned for the event. The Communications Manager stated that in order to move people from the Library to the Grotto, this year's event would be ticketed across the two dates publicised. The tickets would be free and the Communications team/Library would be able to assist those concerned about digital poverty. Cllr Jolly stated that the ticketing system might put people off and asked how long the timeslots

would be to which she was informed timeslots were 15 minutes, and that the online ticketing system would end before the event, leaving some slots open for additional people.

Cllr Jolly asked if people were being hired to deliver this event. The Town Clerk stated that the year before last was funded by the Council for around £5,500, and that in the light of the cost-of-living crisis, this did not appear cost effective and so like last year, the Council team would design and deliver the Grotto for a fraction of the cost, and that donations would be collected for the Penhaligon's Friends charity for bereaved children.

1639.6.4.3.2 Cllr Allen asked if the booking was only for the visit to see Santa and the Communications Manager answered that it was, all the other activities would be available throughout the day for anyone who turned up at the library where the wrap around workshops were taking place.

Cllr Broad asked what the gifts would be this year and was told they would be books as per the previous year. Cllr Ellenbroek stated that the Grotto was discussed at the last Youth Council meeting where they expressed their excitement for the event and their keen interest in volunteering. Cllr Thomas declared his interest in the Grotto and stated that providing the elves, grotto design and delivery in-house was a good team building exercise.

1639.6.4.3.3 Cllr Major asked what the cost of this had been last year. The Responsible Finance Officer (RFO) stated it cost just under £1000, with reusable materials bought to save costs for future events. Cllrs Morrison (provided his work schedule allowed this) and Barnes stated they would be able to help, with Cllr Jolly stating she would be able to assist on 29th. Cllr Broad asked what the timings were for the events, these are 10am - 12pm, and 1-3pm.

1639.6.5 Report on Anti-social behaviour issues (verbal report)

1639.6.5.1 The Strategic Projects Officer gave an overarching review of the recent meeting with the ASB team, stating the current capacity for Redruth did not include a patrolling function. She stated that by comparison, Camborne had OPCC funding as well as some Cornwall Council funding, who managed the caseworker. She stated if funds were earmarked for an ASB function, she would continue to speak with Cornwall Council to get more information and investigate thoroughly what could work for Redruth. She had attended a PCC meeting in Camborne, which mentioned that funding may be available.

1639.6.5.2 Cllr Allen thanked the Strategic Projects Officer for the report and agreed with Ms Ince on the importance of knowing the key elements of the decision. She went on to ask if Cornwall Council would be providing a bespoke solution. She was advised that there was still a lot of information to explore, they had the means, and the resident survey would be helpful in assisting this alongside existing stats.

1639.6.5.3 Cllr Ellenbroek stated it was key to speak to young people, remarking that previous surveys have said young people do not feel safe. She recalled a letter highlighting some of the places that felt unsafe, suggesting communicating with the Youth Council and Redruth School, as they might provide some assistance in producing these negotiation points. Cllr Thomas added for Pool School to be included, and stressed the importance of having those conversations with young people.

1639.6.5.4 Cllr H Biscoe stated that as the CCTV control room was in its infancy, could we explore radios for shops in order to enhance communications. He was advised that Truro BID was funding an element of this. She went on to state that if we had an ASB Officer, they could filter through the hotline and responses with targeted investment of

resources. Cllr Thomas asked if there were set ups for Camborne and Truro that were funded by different means, commenting on the OPCC grants and revenue in the report, which followed a patrolling element. The Strategic Projects Officer stated that the grant scheme for the CCTV was for capital. Cllr Thomas asked if the draft budget had the amount earmarked and the Town Clerk stated it had been. Cllr Thomas then stated that once the agreement was made and the budget finalised, it would be helpful to convene an extraordinary meeting to discuss this in detail.

1639.6.5.5 Unanimously RESOLVED to convene an extraordinary meeting to discuss how the ASB function is taken forward, once the budget had been finalised and funding explored. [Proposed Cllr Thomas; Seconded by Cllr A Biscoe].

1639.6.6 Verbal update on Lottery Application – East End Park

1639.6.6.1 The Town Clerk stated this was a follow up to the Full Council meeting where Council had resolved in principle to partner with Coastline Housing and Cornwall Wildlife Trust to submit a bid for up to £5 million, which Coastline was managing.

She listed the items that could not be included in the application,:

- Planting
- Landscaping
- Bug Hotels
- Green Maze
- Running Track
- Wildflower Meadows etc.

She stated that the Cllrs would receive a finalised version to sign off and that technicians, alongside other staff would be involved and work with Coastline. Cllr Cunningham stated there could be a possibility of a local orchard project, alongside a rainwater capture, and asked if the funding had any possibility of discussion with contributions to local groups. Cllr Major added the idea of a sensory garden. Cllr Thomas stated in the past, students and those with special needs would utilise Victoria Park, which could be considered for this application. Cllr Cunningham also added the possibility of utilising exercise equipment and resting places for older people, and the Town Clerk answered that it was not applicable due to the green condition of the funds.

Cllr Thomas added that resident pathways should be included and the Town Clerk advised this would be through the Section 106 funding instead. Cllr Thomas stated that a pump track should be included, as well as improving the facilities of the skate park following up on trying to nurture a Red Squirrel Colony.

1639.6.6.2 Unanimously RESOLVED to Support the application and the Town Clerk to send Coastline the list of possible inclusions. [Proposed by Cllr H Biscoe; Seconded by Cllr Ellenbroek].

1639.7 Community Budget – draft for consideration at meeting (papers to follow)

1639.7.1 The RFO/Deputy Town Clerk stated the budget was a first draft and she was not seeking approval as there was no context of the wider budget as a whole. She went on to highlight the specific areas to note.

1639.7.2 She stated the Library budget had an uplift in salaries with the addition of a new Library Information Assistant. She said there were plans for more outreach, with an expansion of activities and stock of souvenirs and gifts. The Senior Library Officer

added that outreach growth would mean more service growth, adding to the elements of a home library, and a digital hub for support. She said that their aim was to reach a wider audience, and the Town Clerk added the aspiration to have more library activities in parks and gardens.

1639.7.3 The RFO/Deputy Town Clerk stated the Strategic Projects and Community Liaison budget had the salaries included as well as the budget for ASB support. The Community Liaison Manager had identified a number of new activities. She stated the need to apply for grants, adding that some of these grants required match funding, which, dependant on opportunities, would require match funding from the Council. To facilitate this, she advised considering establishing an earmark fund for match funding purposes, to be included in the budget.

1639.7.4 Cllr Cunningham asked about the stock and merchandise for the library, and if tax had to be paid on any markup or profit. The RFO/Deputy Town Clerk clarified the Council's position on VAT.

1639.7.5 The RFO/Deputy Town Clerk stated that there were increases in the Communications and Festivals category. The addition of marquees to weatherproof events, stating the goal was to make the events bigger and better. She explained that a member of the team was tasked with bringing in sponsorship income. Cllr Allen stated her concerns over the entertainment and operational costs, saying there was an imbalance between them. She also expressed concern over the quality due to low entertainment costs, comparing them to other festival budgets. She stated that upping the entertainment budget would assist in solving this, remarking on her own experiences as a guideline for an amount. She also stated that it would be good to utilise the current spaces available in order to manage costs. Cllr Cunningham asked if there was consideration of equity rates for performers, to which the RFO/Deputy Town Clerk answered that the cost of the entertainment is usually stipulated by the artists and that the Town Council always pay the amount the artists quote.

1639.7.6 Cllr Cunningham stated that green festivals can be a big draw for support, noting Camborne's successful green festival, and could be an opportunity for green companies to sponsor. Cllr Ellenbroek cautioned against festivals that were solely about entertainment and stated the importance of the wider the event activities. She commented on the previous Pasty Festival and the reviews from the public that more pasties being made should have been present at the event. She also stated that there should be more emphasis on the under cover accessible spaces, not just the entertainment. Cllr Barnes stated the marquee was a guarantee of a wet weather plan, as used in the Youth Festival. Cllr Broad stated the importance of finding a balance between high profile acts and high costs. Cllr Jolly agreed with Cllr Allen's concerns over costs of the marquee and the importance of utilising local spaces. The RFO stated that the car park closure was to provide free parking for the town and the cost was accommodated for those lost spaces. Cllr Reeve stated that the entertainment budget should be increased to cover a variety of acts, that if there would be a marquee it would be good to put a headline act inside it. Cllr Thomas proposed that going forward it would be helpful to identify where the budget increase would be generated from. The RFO/Deputy Town Clerk commented that she would review each comment and piece of feedback over the next few weeks.

1639.8 To receive an update from Redruth & District Chamber of Commerce and Totally Locally.

Cllr Reeve stated there was an upcoming meeting, and that they would be running the Christmas Window Dressing competition. Cllr Thomas posed the question would the Chamber of Commerce find a way to support the ASB post in town. Cllr Reeve stated she would raise it at the next meeting. There was no update from Totally Locally.

1639.9 To receive short verbal updates from the three Twinning Associations, Real Del Monte, Plumergat and Mineral Point.

No update was given.

Chair

REPORT FOR: Meeting of the Community Committee on Monday 2nd February 2026

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 (3rd November 25).

4.0 REPORT

4.1 Actions

Below is a table of actions that were reported in the last Community Committee Meeting along with other projects assigned to the SLO.

Item	Update:
Digital Support	We are now registered as a National Databank Centre which means that we have a limited number of free data sim cards that we can give out to those that cannot access or afford mobile internet, and that meet the eligibility criteria. We will be managing distribution via a referral pathway, working with local organisations to identify individuals in need, and are looking to have this up and running within the month. Once this is in place we will promote our status and the support available.
Discover Redruth Hub (sale of merchandise)	On hold due to impact of limited storage on price per unit, following pricing review and user consultation. Further update at next meeting.
Public Art Working Group	Ongoing. A public engagement exercise, via a questionnaire, was carried out to identify a location for the proposed mining-heritage sculpture. The results fed into working group and helped narrow options to two sites for further investigation: the seating area on the corner of Higher Fore Street and the former bus depot plot by the Royal Mail depot.
To consider licensing the Civic Centre as a wedding venue.	Ongoing. A Cornwall Council licensing officer has visited the Civic Centre and confirmed our spaces are suitable as a wedding venue. A planning permission check is required, followed by work on financial viability and compliance, to be carried out alongside a wider review of room use within the Civic Centre.
Library Newsletter	Ongoing. The newsletter is continuing but we have paused looking at alternative newsletter platforms whilst the website work and Communications Strategy are undertaken.

4.2 National Year of Reading: Go All In

2026 is the National Year of Reading with the Go All In campaign which aims to tackle the profound decline in reading enjoyment in the UK and reconnect people of all ages with reading as a relevant and immediately rewarding activity. We are using the Reading Agency Libraries Toolkit (copy provided) which sets out the Library engagement strand and the aims and

objectives for libraries in the campaign. Everything we deliver already fits within the aims and objectives of the campaign, and key calendar dates. There are three priority target audiences for intervention. We already work with Parents of 0-5's and are further developing the offer for Disadvantaged families through our pre-existing relationship with the National Literacy Trust Cornwall and Healthy Cornwall and the development of our outreach activity to be able to work with the Family Hub and many other local support organisations. The other target group is boys aged 10-16 which is within the teen audience that libraries generally struggle to engage with, so we will be researching best practice nationally to see how we can apply it here.

The motion passed by Full Council this week, to formally pledge support for the National Year of Reading is very much appreciated by the Library team and we are looking forward to working with the assigned Councillor champions on the campaign.

4.3 Regular Events & Support Delivered by the Library or Partners

Digital Coach Appointments; Rhymetime; Lego Club; Get Crafty; Reading Clubs; Read Easy; Police Surgery; Veterans Hub; Writers Club, Healthy Cornwall. Community Energy Plus & South West Water drop ins. SEN lego has now become a weekly event to complement our regular Saturday lego offering and the games have been made available in the main library area permanently.

A new club has started hosted by one of our volunteers. Social Mondays runs every fortnight between 10-12 and is a welcoming place to connect, share stories, laughter, and enjoy occasional special events.

4.4 Special Events

Celebration events were hosted for both our Summer Reading Challenge Volunteers and our Library Volunteers to say thank you for all their dedication in supporting the work that the library does.

The author John McWilliams paid a visit to the library to deliver a talk about the story that inspired his book *The Good Ship True Love* before reading his book to a captive audience.

In December we hosted a workshop delivered by Cosmic, together with Good Things Foundation and Cornwall Council, which allowed members of the community to talk about their experiences with digital technology and help shape future digital training, resources and support.

The library hosted the Christmas Grotto wraparound festivities, with lots on offer for a range of ages, and helpfully supported by a number of volunteer elves.

The library and Santa paid a visit to Miners Court for a festive, intergenerational Rhyme Time where they were also joined by the National Literacy Trust Cornwall and Healthy Cornwall. There were stories, carols and rhymes and Father Christmas gave each child a gift of a book courtesy of NLT Cornwall.

The library was represented at the Rise Up Redruth event where we were able to showcase the volunteering opportunities available including the Home Library Service and Digital Champions. Even though these are more involved volunteering opportunities we were really pleased with the interest we have received and will be following up with those interested to invite them in for an information Q&A session.

As part of Warm Welcome Week in January, we were able to offer refreshments and warm soup and rolls to the public in our warm space. The Grow Box and Berrymans Bakery were both kind enough to donate the food to enable this event which was really appreciated. We were also able to extend this provision the following day to those in the community affected by a power cut. This has really reinforced how valuable the space we offer to the wider community is.

4.5 Outreach and External Engagement

The past few months have been focusing on developing links with potential new partners, supported by the Community Liaison Manager.

There have been visits to Bethels Larder to look at how Digital Support outreach could be delivered and we are in contact with the Family Hubs coordinator to see how the library can extend its offer and what the library might be able to offer there. We have also been working with the National Literacy Trust Cornwall on starting the forward planning for activities this year and the National Year of Reading. This includes collaborating on activities with some of the vulnerable new parent groups and encouraging use of the library for not only early years literacy but to help with reducing isolation.

There have been visits to other libraries to see how they use their spaces and deliver services locally. Visits to St Ives and Penryn have been useful and we have also hosted a visit from St Ives to share good practice.

We have met with and provided a letter of support to Buglife for a funding bid on rare and threatened spider species in Cornwall which includes delivering some local activities in the library and parks.

We have also met with and provided a letter of support, and in-kind provision for a funding bid by MITBER, for the Active Looking Project, which if successful will see some of their workshops being delivered at the Library for the benefit of the community, as well as staff time to provide support and signposting for workshop attendees.

We are working with the University of Exeter Business School to host two work placements looking at aspects of our service delivery that were raised in feedback from the recent Cornwall Libraries Survey. One project will look at practical and innovative solutions for library self-service, and the other will be a review of opening hours to increase public access, within our existing resource envelope.

4.6 Data and Performance

See Appendix 1 for report on annual data with monthly totals. The 2025 data will form the baseline going forward against which we can compare the annual data. We are currently testing a new data collection portal for the Cornwall Library Service which is supposed to be more intuitive and set up to record interactions specific to the Cornwall Library Service, rather than the wider Cornwall Council delivery. Recording of interactions by the team has improved although there is still work to do in terms of streamlining data collection, given that we are currently expected to submit separately for Cornwall Libraries and Digital Inclusion Cornwall, as well as our own internal recording.

We have received the raw data from the Cornwall Libraries survey which took place over October/November 2025. The overall feedback for the library is very positive and shows how crucial our staff are to the service and how it is perceived in the community. There are some constructive comments and themes coming through for ourselves and/or Cornwall Libraries to consider. More activity for older children and adults is one area for us to look at (and also ties in with the National Year of Reading target intervention audience); how we publicise our resources and support is another theme raised and will be covered under the work we do as part of the Redruth Town Council Communications Strategy; and another theme of longer opening hours, the viability of which, will be looked at as part of the student placements detailed above.

5.0 Recommendation

To note and accept the report of the Senior Library Officer, Josie Turner.

REDRUTH TOWN COUNCIL

REPORT FOR: Meeting of the Community Committee on Monday 2nd February 2026

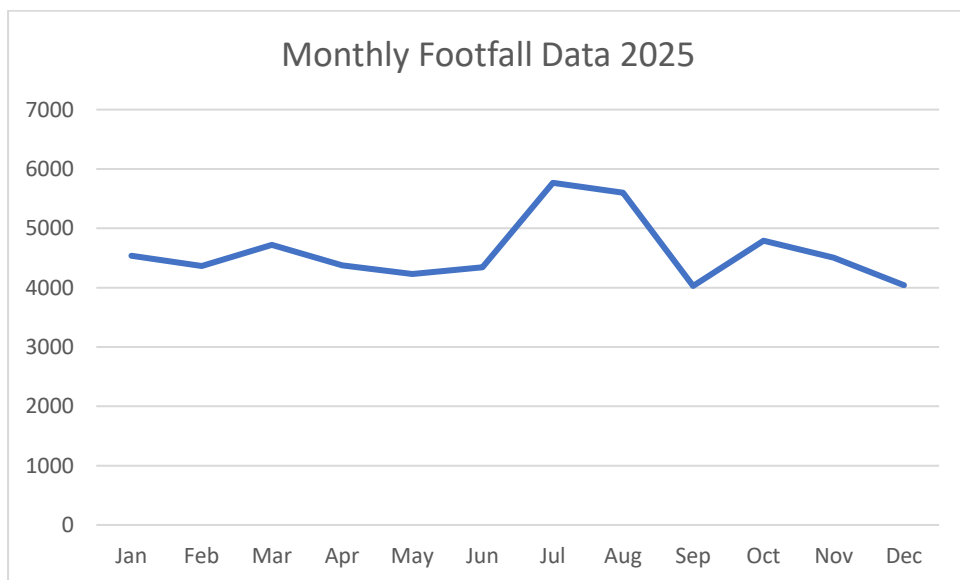
Appendix 1: Annual Data and Performance Data

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The data presented below will provide a baseline against which future data can be compared.

Monthly Footfall Data 2025

Month	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Total	4535	4365	4719	4375	4228	4340	5766	5599	4028	4793	4504	4040

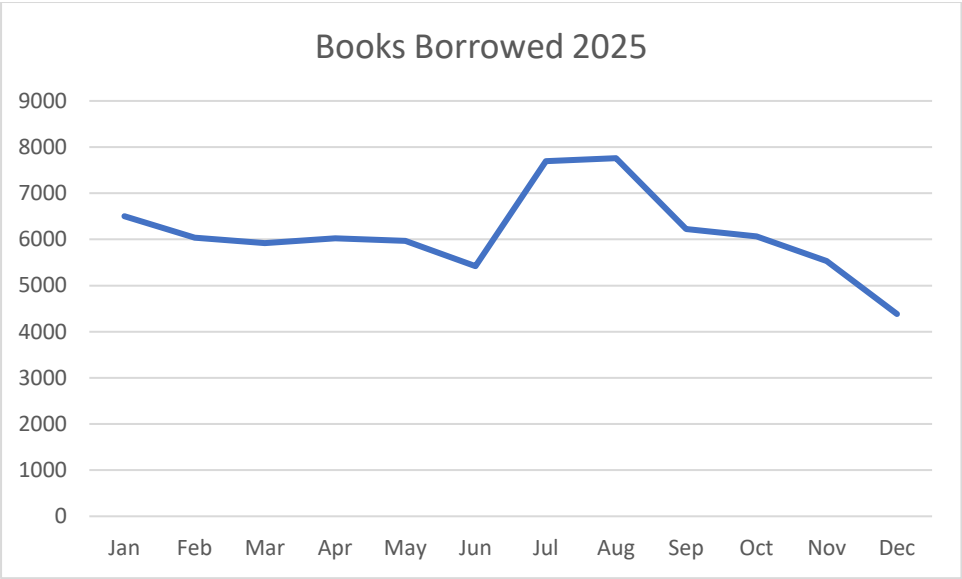


The data above represents the number of people recorded on the people counter accessing the Civic Centre via the main public doors. The vast majority of these will be those accessing the library services and warm space with a small proportion being visitors on Town Council business.

The numbers are fairly consistent between 4-5,000 through the year with the rise over June/ July/ August as a result of the Summer Reading Challenge and additional Summer Activities. The dip in footfall in September is as a result of the people counter not working for 6 days so in reality the graph would show a more gradual fall through September.

Monthly Book Borrowing Data 2025

Month	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Total	6502	6039	5917	6025	5966	5417	7692	7760	6226	6063	5534	4383



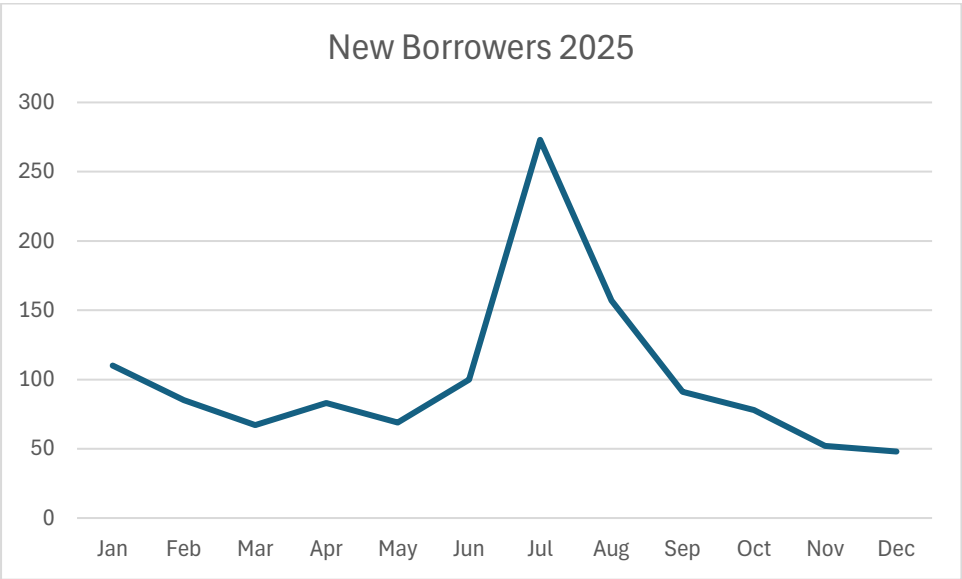
The monthly book borrowing represents the number of physical books, audiobooks and DVD's borrowed from the Redruth Library site and includes reserved books and those distributed by the Home Library Service. It does not include ebooks/audiobooks press or print media accessed via the online services Borrowbox, Pressreader or ComicsPlus.

The peak in borrowing over the June/ July/ August is indicative of the Summer Reading Challenge but we also see an increase in adult books being reserved which could be because this period is also when leave/ holidays tend to be taken.

We can see that borrowing drops off towards November and December. Anecdotally this tends to be a quieter period in the run up to Christmas.

Monthly New Borrower Data 2025

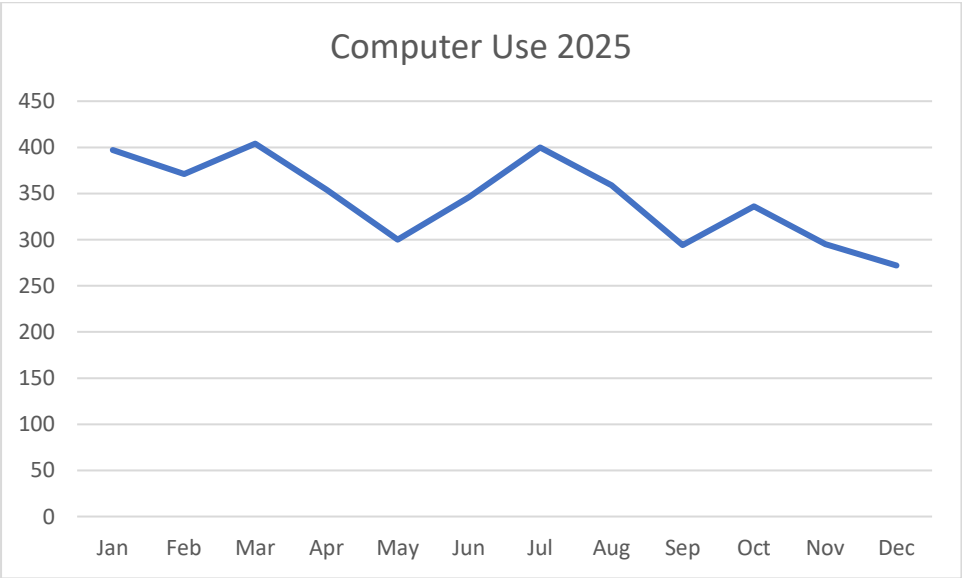
Month	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Total	110	85	67	83	69	100	273	157	91	78	52	48



New borrower registrations increase over June/ July/ August, again as a result of the Summer Reading Challenge. These will be both adult and child registrations as children’s library cards have to be linked to an adult account.

Monthly Computer Access Data 2025

Month	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Total	397	371	404	354	300	346	400	359	294	336	295	272



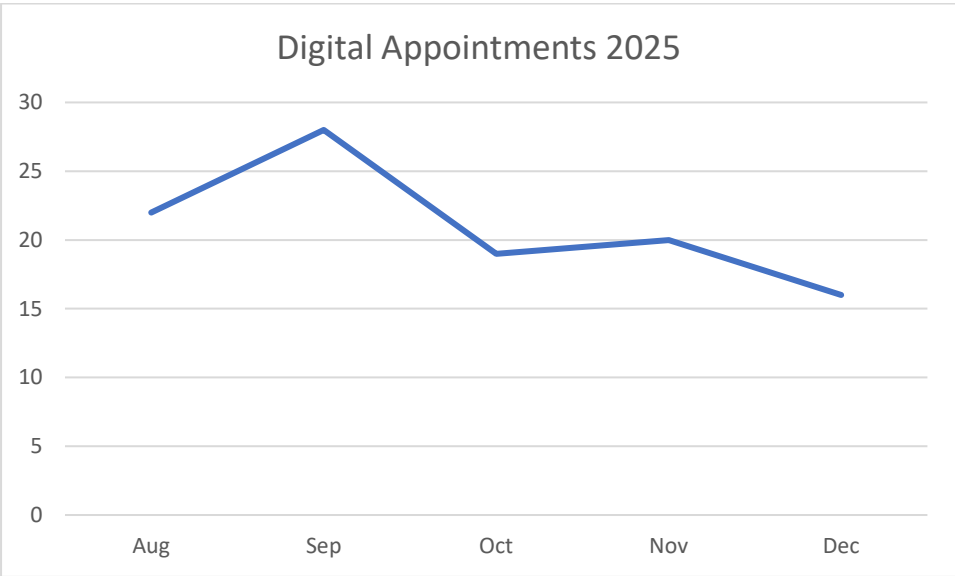
The monthly computer access data is based on logins to the Public Network Computers at the Library. There are a bank of 6 computers (including one with scanner access), as well as a separate desktop dedicated for accessing Cornwall Council Services or for Digital Appointments, and a dedicated desktop for use in the children’s area.

The computers can be accessed by Library members using their library card or for those that aren’t members we can set them up with a temporary log in. They are used for a variety of purposes such as accessing online services, information searches, email, job applications, education, work, printing etc. We can see that they are well used and a much needed community resource.

Use does vary through the year, the July peak could be attributed to the greater footfall due to the Summer Reading Challenge and summer activities but future data will need to be looked at to see if there are any trends.

Digital Support Appointments

Aug	Sep	Oct	Nov	Dec
22	28	19	20	16



The Digital Support appointments represent booked appointments to access the Digital Champion support, as introduced in August. This could include help with a wide range of tasks including applying for a bus pass, blue badge, using your own device, developing digital skills using the Learn My Way resources, accessing online services etc. Appointments have been anywhere between 30 minutes to two hours.

The appointment figures do not capture the wider digital support that is provided to customers who ‘drop in’ either using the public network computers or who are having issues with their mobile device and who have an expectation that a staff member will be available to help immediately. Support requests can range from help printing a document or accessing an email account to more involved tasks such as drafting a letter, help completing online forms or scanning/uploading documents. Further work is needed to find an efficient way for staff to log these interactions as the data is needed by our service, Cornwall Libraries and Digital Inclusion.

1.0 SUBJECT OF REPORT: To update the Council on the work of the Strategic Projects Officer

2.0 SUMMARY OF IMPLICATIONS

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

3.0 TERMS OF REFERENCE

To provide the Committee with an update on Strategic projects.

4.0 REPORT

5.0 TRIP Funded Projects

Project Name	Project	Notes
The Chambers Feasibility Study	Feasibility study to explore future uses of the building	Completed. Full report to be presented to Full Council in March 2026
Market Way and Market Hall Lighting Scheme	To replace the lighting in Market Way and Market Hall with adjustable LED lighting	Contractor appointed Cornwall Electrical Contractors Works scheduled to be completed by early February 2026
Christmas Lights Infrastructure	Investment to improve the lighting infrastructure to ensure compliancy	Completed
DISC – Now UKPAC	We are now progressing with UKPAC, championed by the OPCC across Cornwall	<ul style="list-style-type: none">• Roll out March 2026• Free to businesses across Redruth for 2-years• One year funding from the OPCC
Projector in Market Way	Installation of two projectors and one screen in Market Hall	Works to be completed by early January 2026
CCTV Cameras and upgrade of Wi-Fi in Market Hall	Installation of 7 CCTV cameras and improved wi-fi	Works to be completed by 30 January 2026
Town Centre Wi-Fi	Free town centre wi-fi and footfall counter	Completed
Market Hall Toilets	Refurbishment of toilets	Completed
Market Hall and Market Way Signage	Replacement and new signage	Works to be completed by early February 2026

We were able to secure cost savings across the entire scheme, which enabled us to carry out the following additional elements:

- Two CCTV cameras and improved wi-fi to Redruth Library
- Footfall counter in addition to the free wi-fi installation (located in the middle of Fore Street)
- Replacement of directional signage next to the Clocktower
- The Chambers feasibility study - working up the main preferred option to a “pitch ready” proposal with drawings graphics and more detailed content

6.0 PCC CCTV Funding

On 17 December 2025 we were notified that our Expression of Interest of £40,000 capital funding had been successful. There is no match funding element to the scheme.

We have returned the grant acceptance forms and the OPCC has indicated that the target date for payment of the fund is the end of January 2026.

The scheme represents a partnership approach to maximising the impact of the funding, achieving cost efficiencies and widening the impact of the investment.

The £40,000 scheme is for the following:

- One workstation; decoder, managed switch, licences, 4 monitors, 4k display monitor (2), 27” monitors (2) and “playback” equipment to expand the existing system (£12,000)
- Contribution to the relocation and upgrade of key equipment from Camborne Police Station to Camborne Town (£10,000)
- CCTV project for coverage of toilets, new Library and new Youth Hub in Perranzabuloe Parish (£10,000)
- Relocation of a camera in Truro City Centre (£8,000)

7.0 Strategic Plan

Informed by the headlines and thematics of the Residents Survey the first phase programme for the Strategic Plan is:

1. Present the headline thematic findings to Councillors in February 2026 for discussion and agreement around objectives and priorities
2. First draft strategic plan to Full Council in March 2026
3. Target of May 2026 for the final draft

8.0 CIL Funding

We will be applying to the Cornwall Council CIL funding for £100,000 capital investment to The Chambers as a next step to the feasibility study. The capital investment will focus on improving and securing the fabric integrity of the building to support future use.

9.0 Recommendation

It is recommended that this report be noted.

Cheryl Welsh, Strategic Projects Officer.

REDRUTH TOWN COUNCIL

REPORT FOR: Meeting of Community Committee on Monday 2nd February 2026

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

SUMMARY OF IMPLICATIONS

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

1.0 TERMS OF REFERENCE

- 1.1 To provide the committee with information on the work carried out by the Community Liaison Manager.

2.0 REPORT

Agenda Item Number:	Topic / Theme:	Comments or Action Taken by The Community Liaison Manager or / for decision
2.1	Residents Survey	<p>Access to the online Resident Survey has now closed, with over 1,100 responses received. Analysis of the survey data is currently underway.</p> <p>Preliminary findings have been shared with senior management to support early consideration and discussion.</p> <p>A full analysis, alongside an evaluation of the survey process, including budget considerations, delivery challenges, and key successes, will be written up and reported in due course.</p>
2.2	Climate Action Plan	<p>All RTC departments are currently developing their respective one-to-five-year Climate Action Plans. Meetings are taking place throughout January and February to support this work, with the intention of presenting a first draft consolidated Climate Action Plan to Members in late March or early April.</p> <p>To support this activity, relevant training has been undertaken, including participation in a three-day Climate Vision Continuing Professional Development course and attendance at a Green Growth webinar focused on local authority delivery.</p>

		<p>In addition, discussions have taken place regarding ISO 14001 environmental management accreditation, and work is currently underway to assess the viability of Redruth Town Council becoming ISO compliant.</p> <p>The first Climate Action Partnership meeting is planned for the end of March, once a robust draft of the Council's own Climate Action Plan has been developed.</p>
2.3	Emergency Plan	<p>Six public information sessions have been scheduled throughout 2026 in collaboration with Cornwall Community Flood Forum. These sessions will be held at the Community Centre and will focus on improving community awareness and preparedness in the event of an emergency. Information about these events will be shared via Redruth Town Council's various communication channels.</p> <p>Two Flood Warden training programmes have also been booked, to take place in July and December respectively. The design of these sessions is being developed with a focus on long-term programs of community engagement.</p> <p>The Emergency Plan itself is currently being drafted jointly by officers. Three local residents have been recruited to form a core response team, supporting a community-led approach to emergency preparedness.</p> <p>Work is also underway to identify potential rest centres across the town that could be made available during an emergency. Initial discussions have taken place with key venues, and a wider stakeholder meeting is planned to consider staffing requirements, access arrangements, and operational processes.</p>
2.4	Volunteer Network Directory	<p>During 2025, engagement was undertaken with over twenty local community and voluntary groups to support the development of a directory of voluntary sector activity in Redruth. The information gathered is now being formatted for publication as a printed directory for public use.</p> <p>Work is ongoing to follow up with groups that were unable to attend the initial engagement session, in order to ensure the directory is as comprehensive as possible. Support from Members to help identify and make contact with any groups that may have been missed would be welcomed. The deadline for finalising content ahead of printing is March 2026.</p>

		<p>In addition to the directory, three drop-in sessions per year will be offered to community and voluntary groups who wish to discuss a project, idea, or issue they are currently working on. These sessions will take place at the Civic Centre in April, late August, and late November.</p>
2.5	Engagement and Monitoring, Redruth Library and Information Services	<p>In February, the Council will welcome a student participating in the Real-World Research module at Cardiff University. The placement will focus on supporting the Library and Information Centre in the development of engagement and monitoring systems.</p> <p>The design of these systems is being informed by the Library and Information Centre's diverse range of services and user groups, ensuring that engagement and monitoring approaches reflect the needs and experiences of those who use the service.</p>
2.6	Community Liaison	<p>Community liaison activity is primarily being delivered through the development and implementation of projects across the town. In recent months, relationship building has focused on services delivered at the Family Hub, alongside engagement with key local education providers.</p> <p>Collaboration has also taken place with the Events Coordinator to support the development of a contributing partner engagement map, aimed at strengthening coordination and participation across festival-related activities.</p> <p>Attendance at the Rise Up Redruth community event provided an opportunity to share information about Redruth Town Council projects and to recruit volunteers to support festival delivery, Library activities and wider community liaison work.</p> <p>In addition, engagement has taken place through participation in the Cultural Consortium's festivals consultation, as well as meetings related to the Bal Maiden project, supporting joined up working across cultural and community initiatives.</p>

2.7 **RECOMMENDATION**

It is recommended that this report is noted.

Lucie Akerman, Community Liaison Manager.

REDRUTH TOWN COUNCIL

REPORT FOR: Meeting of Community Committee on Monday, 2nd February 2026

SUBJECT OF REPORT: To update the committee on the work of the Communications Team

SUMMARY OF IMPLICATIONS

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

1.0 TERMS OF REFERENCE

- 1.1 To provide the committee with information on the work carried out by the Communications Manager and her team.

2.0 REPORT

Agenda Item Number:	Topic / Theme:	Comments or Action Taken by Communications Manager or / for decision
2.1	Organisation of Community Events 2026	The upcoming events the team are currently focused on are the St Piran's Festival, Saturday 7 th March and Murdoch Day, Saturday 13 th June.
2.2	Communications Manager Update	<p>Whilst there have been fewer events since my last report, the Communications Team have worked to rejuvenate the publication submissions process with a submissions form to support the effective gathering and organisation of information. This process has been highly effective, and the team are applying it to all publications.</p> <p>Work on the Communications Strategy continues, with it being restructured slightly to be a three part document; a Communications Strategy, Operational Guide and Branding toolkit. I will be working with our illustrator particularly focusing on the Brand Guidelines and the typesetting and illustration of the strategy.</p> <p>I am continuing to work on the website redesign project. Following a review by a panel consisting of both Officers and Councillors, a Designer has been appointed, and I will work closely with them on the Redruth Town Council website redesign.</p> <p>The announcement of the Town of Culture bid has brought forward a flurry of enquiries from the press. I have coordinated interviews with organisations, including BBC Radio Cornwall, and will continue to manage media enquiries regarding this exciting opportunity.</p>
2.3	Marketing Coordinator Update	The Marketing Coordinator has been working hard to keep all social media channels up to date with a variety of content, including regular updates about Council Meetings, and collaborating with the Cultural Consortium and the Ladder with regard to the Town of Culture Campaign. Work

		has also focused on liaising with some local businesses to film short documentary-style videos to showcase the independent small businesses in Redruth.
2.3.1	Statistics (As of 23/01/2026)	Facebook Redruth Town Council - 1,685 Followers Discover Redruth – 7251 Followers Instagram Discover Redruth – 2696 Followers LinkedIn Redruth Town Council – 355 Followers
2.4	Events Coordinator Update	The Events Coordinator has been focused on scoping and planning upcoming events, particularly the St Piran's Festival. This has included meeting multiple stakeholders and business owners throughout the town to support the programming of activities for the event. In addition to this, working with Redruth Revival's Markets Coordinator to curate the St Piran's Market and attending the Rise Up Redruth event to promote volunteering opportunities with the Community Liaison Manager, Town Clerk and Senior Library Officer.
2.5	Previous Events – Redruth in Lights	<p>At the Redruth in Lights Festival, the team trialled the use of two marquees, one for traders and one containing a stage and seating. The trial was to firstly weatherproof the event, but was also, in part, because Market Hall was out of use due to works.</p> <p>Due to the Marquees taking up parking spaces, free parking was provided in Flowerpot Chapel Car Park. On this occasion, some of the festival budget was used to provide this for residents and visitors; however, Cornwall Council have historically provided free parking on the first Saturday of December. By moving the Redruth in Lights Festival to the first weekend in December, we hope to promote free parking initiatives, enabling more people to attend the event next year.</p> <p>The Redruth in Lights parade was attended by a mixture of schools and community groups, and of course, the Redruth Wassail. The team will continue to collaborate with the Redruth Wassail on this event.</p>
2.5.1	Previous Events – Redruth's Free Charity Christmas Grotto	<p>In addition to the Redruth in Lights Festival, the team also planned and delivered two days of Free Charity Christmas Grotto experiences for families. Donations were collected in aid of Penhaligon's Friends, and between Redruth in Lights, the Wassail and the grotto, over £300 was raised.</p> <p>This year, the team piloted ticketing the grotto events, using the platform Ticket Tailor. This was due to the grotto being housed in an empty unit in Market Hall, rather than the Community Centre. The ticketing was communicated to residents using several different channels, and the library staff were on hand to support those facing issues such as digital poverty or being unable to navigate the platform. Overall, the grotto in Market Way, and the ticketing system proved successful. The team will look to use a ticketing system for next year's grotto. The team will also look to explore the possibility of having the grotto either in Market Way or at the Civic Centre. The support of the volunteer elves and Santa was much appreciated.</p>

2.6	St Piran's Festival Update	<p>The team are keen to ensure that all programming of the St Piran's Festival is completed by the end of January, so our work on the associated Festival Guide can begin in early February. The team are working on finalising plans and would like to ask if Councillors would be able to support the running of the Festival Information Stand between 11 am and 5 pm.</p> <p>For Decision: Nominations are sought for Councillors to support the running of the St Piran's Festival Information Stand.</p>
2.7	Murdoch Day Update	<p>Following the announcement from Cornwall Pride that they were unable to support Redruth Pride, I met with Ashley Sweet of the Bond Street Collective, who is keen to ensure Redruth Pride takes place in June, as part of the Murdoch Day Festival. One of the areas we discussed was funding, with Ashley saying the Bond Street Collective are looking to purchase equipment to run Redruth Pride and other events. In order to support the delivery of the Pride event, it is proposed that the unallocated grant funding of £1400 is invested in the Bond Street collective to support the organisation of Redruth Pride.</p> <p>For Decision: Councillors to allocate the £1400 underspend from the Grants programme to the Bond Street Collective to support Redruth Pride.</p> <p>With Pride in mind, we would like the Committee to consider the Murdoch Day theme of 'Pride in our Community,' which aims to celebrate the people of our community, including of course Murdoch.</p> <p>For Decision: Murdoch Day 2026 theme 'Pride in our Community.'</p>

3.0 RECOMMENDATION

It is recommended that a decisions be made under 2.6 and 2.7.
It is recommended that this report be noted.

Rebecca Pearce, Communications Manager