

Town Clerk C W Drake
Telephone 01566 773693
admin@launceston-tc.gov.uk
www.launceston-tc.gov.uk



Launceston Town Council
The Town Hall
Launceston
Cornwall PL15 7AR

MINUTES OF THE FULL COUNCIL MEETING
held on TUESDAY 17 JANUARY 2023 at 7.00pm in the Town Hall

- PRESENT** Cllrs Penhale (Mayor), Bailey (Deputy Mayor), Bullen, Conway, Gilbert, Gordon, Green, Harris, Heaton, Hogan, Nancarrow, O'Brien, Soanes, Tremain and Young
In attendance: Christopher Drake (Town Clerk)
Cornwall Cllr Paynter
8 x Public
1 x Press
Prayers were read by Reverend Miller
- 2301/21 Apologies for absence**
There were no apologies for absence
- 2301/22 Declarations of Interest**
There were no declarations of interest
- 2301/23 Co-option to Council**
Mr Tindle, Mr Beagley, Mr Ranson, Mrs Sleep and Mr Gardener gave presentations to the Council. Ballots were held;
Mrs Sleep was co-opted to North Ward

Councillor Sleep signed the Declaration of Acceptance of Office before taking her seat at the table.
- 2301/24 Public Representation Session**
There were no representations made
- 2301/25 To confirm and sign the Minutes of the last meeting, previously circulated**
It was **resolved** to confirm and sign the minutes previously circulated;
(i) Minutes of the Meeting of the Council held on Tuesday 20 December 2022 at 7.00pm
- 2301/26 To receive and adopt the minutes of committees and sub-committees, previously circulated**
It was **resolved** to receive and adopt the minutes of the following committees and sub-committees:
(ii) Planning and Economic Development held on Thursday 15 December 2022 at 6.00pm
- 2301/27 Reports from Cornwall Councillors**
Cornwall Councillor Paynter stated that Cornwall Council had voted to double Council Tax on second homes in Cornwall and that the devolution meetings were being held and advised of the forthcoming meeting in the Town Hall on Tuesday 7 February

Cllr D Green welcomed the proposal for double Council Tax to be charged on second homes and asked for a definition of what constituted a second home. **Cllr Conway** advised that a second home is one that is furnished but empty and is a second residence. To meet the requirement of being a business let, it must be let for 140 days per annum. **Cllr Conway** also stated that it had been agreed that a letter sent to the Secretary of State consider a 300% increase

Cllr Tremain asked if monies raised from the proposals would be allocated to affordable housing. **Cllr Paynter** advised that monies will be allocated to a general reserve as there were currently sufficient funds allocated for housing so it was not required to ring fence further funding

Cllr O'Brien asked if there was any feelings as to how the proposed devolution deal was being perceived by the public. **Cllr Conway** stated that he was not aware of anyone who wanted a Mayor for Cornwall

Cllr Conway explained that Cornwall Council had voted to remove current limits set on the amount of Hackney Carriages allowed and also advised of a forthcoming consultation regarding car park charges.

Cllr Green enquired when the parking consultation was due to take place. **Cllr Conway** advised that it was to be considered by Cabinet and the Full Council. **Cllr Soanes** asked if the consultation period was from 2 to 20 March. **Cllr Conway** advised he would confirm the detail

Cllr Tremain stated that to date a total of 80 town and parish councils had responded to the devolution proposals and also noted the proposed parking price increases with concern

2301/28

Reports and Questions from Town Councillors

Cllr Heaton provided an update on recent public engagement meetings, including with the police, who are seeking details of what residents require from the Police and that the new Chief Inspector was looking at improving accessibility to the police. **Cllr Heaton** also advised that NHS Cornwall was seeking more patients views on the service and that the Integrated Health Board had a statutory duty to listen to the public and will form part of future Community Network Panels. **Cllr O'Brien** thanked **Cllr Heaton** for the update and stated that many of the issues with the police are since the inception of the Police Commissioner role

2301/29

Report from the Town Mayor

The Mayor gave a verbal update on his engagements

2301/30

Report from the Town Clerk

Members considered Report 01/23 concerning the above (previously circulated)

It was **resolved** that;

- i) a working party be set up to formulate and agree Council policies and that a Committee for the same be agreed at the Annual Meeting of Council. The working party to be: **Cllrs Bailey, Hogan, Young and Bullen**
- ii) the RAG report be noted
- iii) the Council does not undertake further works on solar panels at Council buildings but consider other sites at the forthcoming Estates and Properties committee and officers write to Cornwall Council Planning expressing concerns at the prohibitive cost of the planning advice service

- iv) the decision of the Library, Arts, Business and Information committee that monthly markets no longer be held be agreed

2301/31

Mayor Elect 2023/24

It was **resolved** that Notices of Motion be used for nominations for Town Mayor and Deputy Mayor for the civic year commencing May 2023 and that nominations be received for consideration at February Council

2301/32

Correspondence and Matters to Note

It was **resolved** to;

- i) note the venue usage

2301/33

Urgent Items

It was **agreed** that a letter be sent to Launceston Railway Circle to confirm support for the donation of the Launceston Castle train name plate to be donated by Great Western Railway

Cllr Young reminded Members that the Afternoon Tea celebration was being held on Wednesday 25 January in the Town Hall and that volunteers were required from 1pm

2301/34

Exclusion of members of the press and public

It was **resolved** that under s1(2) of the Public Bodies (Admission to Meetings) Act 1960 that the public and press be excluded from the meeting for the following item as it involved the likely disclosure of confidential information

2301/35

Leisure Centre Update

It was **agreed** to amend Resolution 2210/35 i) that the Town Council would support the proposal to pay for the centre to be operated by the current leisure providers for a further 12 months and provide funding of £25,000, to;
Launceston Town Council support the proposal to pay for the centre to be operated by the new leisure provider and provide funding of £25,000

Date of the next meeting of the Council

The next Full Council meeting will be on Tuesday 21 February 2023 at 7pm

The meeting ended at 8.41pm

Signed Date

Town Clerk C W Drake
Telephone 01566 773693
admin@launceston-tc.gov.uk
www.launceston-tc.gov.uk



Launceston Town Council
The Town Hall
Launceston
Cornwall PL15 7AR

MINUTES OF THE EXTRAORDINARY FULL COUNCIL MEETING
held on TUESDAY 31 JANUARY 2023 at 7.00pm in the Town Hall

PRESENT Cllrs Penhale (Mayor), Bailey (Deputy Mayor), Bullen, Conway, Gilbert, Gordon, Harris, Heaton, Hogan, Nancarrow, O'Brien, Sleep, Soanes, Tremain and Young
In attendance: Helen Gribble (Deputy Town Clerk)
Christopher Drake (Town Clerk)

2301/42 Apologies for absence
Apologies for absence were received from Councillor Green and Cornwall Councillor Paynter

2301/43 Declarations of Interest
There were no declarations of interest

2301/44 Budget and Precept 2023/2024
The budget and precept request had been resolved by the Finance and General Purposes committee and had been circulated with the agenda for the Full Council.

Cllr Tremain proposed an amendment that monies not be vired from the cemetery ear marked reserves but taken from general reserves. **Cllr O'Brien** seconded the amendment

Cllr Conway called for a recorded vote on the amendment

<u>For</u>	<u>Against</u>	<u>Abstain</u>
Cllr Tremain	Cllr Heaton	
Cllr Soanes	Cllr Young	
Cllr O'Brien	Cllr Bullen	
Cllr Nancarrow	Cllr Hogan	
Cllr Gordon	Cllr Sleep	
	Cllr Harris	
	Cllr Conway	
	Cllr Gilbert	
	Cllr Bailey	
	Cllr Penhale	

The amendment fell

It was **resolved unanimously**;

- to adopt the budget for 2023-24
- that the precept for 2023-24 be £879,251

2301/45 Change of Date for February Finance and General Purposes Committee
It was **resolved unanimously** that the February meeting of the Finance and General Purposes committee be moved from Wednesday 1 February to Wednesday 8 February 2023

2301/46 Exclusion of members of the press and public

It was **resolved** that under s1(2) of the Public Bodies (Admission to Meetings) Act 1960 that the public and press be excluded from the meeting for the following item as it involved the likely disclosure of confidential information

2301/47

Update on Library Hub Project

It was **resolved** that the Council consider the options to be presented following the Launceston Area Members Meeting on Thursday 9 February and the Launceston Hub Partnership Board meeting (date to be confirmed in week commencing 13 February)

2301/48

Urgent Items

- i) Cllr Young thanked councillors for their support following the successful afternoon tea event
- ii) Cllr Penhale advised that the Police were aware of and dealing with the issues being caused within the town by a small group of adolescents

The meeting ended at 8.07pm

Signed Date



**Minutes of The Library, Arts, Business and Information Services Committee meeting held on
Tuesday 10 January 2023 at 7.00 pm in The Otho Peter Suite**

Present: Cllrs: Penhale (Mayor), Bailey (Deputy Mayor), Gilbert (Chair), Gordon and Nancarrow
In attendance: Cllrs Heaton, Soanes
Christopher Drake (Town Clerk)

2301/01 Apologies for Absence

There were no apologies for absence

2301/02 Declarations of Interest

There were no declarations of interest

2301/03 Public Representation Session

There were no representations made

2301/04 Minutes of Previous Meetings

The minutes of the meeting held on 1 November 2022 were agreed and signed as a correct record.

2301/05 Financial Report

It was **noted** that the VIC was on budget for the current financial year

2301/06 Report from VIC Manager

It was **resolved** to note the report

2301/07 Update of Broader LABI Activities

It was **resolved** to note the updates

2301/08 VIC Membership Rates 2023

It was **resolved** that the Chairman meet with the VIC Manager and RFO to agree rates for 2023 and for these to be taken to the next meeting of the F+GP Committee for ratification

2301/09 Exclusion of Members of the Press and Public

It was **resolved** that members of the press and public are excluded for items 10 and 11 on the agenda

2301/10 Safer Greener Streets and Experimental Traffic Regulation Order

It was **resolved** that;

- i) the Committee response to the Experimental Traffic Regulation Order be;
It is important for the town to have safe pedestrian areas and the constant illegal use of restricted streets endangered town users. The pavements in this historic town are narrow in a number of areas and the current ETRO has allowed for the safe use of the streets by allowing pedestrians and those with pushchairs, or wheelchairs/mobility scooters to safely use the wider street area when the closures have been in place. The Town Council has a duty of care to residents that this Order provides as the previous system was not enforced and as such endangered pedestrians and non-vehicle users.
- ii) The response be ratified at Full Council
- iii) The preferred options for works as per the Safer Greener Streets project be;
 - a) The Castle Entrance

- b) The Town Square
- c) The Parade Ground
- iv) the preferences be taken to Full Council for ratification

2301/11

Market and Event Provision 2023

It was **resolved** that;

- i) the monthly markets be discontinued as they are not financially viable but that officers explore the possibility of individual stall holders using the town square throughout the week and that a market form part of the Christmas light switch on event
- ii) due to the cessation of monthly markets, future councillor surgeries be held within the library building

2301/12

Items to Note and any Urgent Matters

- i) Cllr Bailey asked for an update regarding the VIC website launch. The Clerk advised that works were ongoing
- ii) the Clerk provided an update regarding the town brand

2301/13

Date of Next Meeting

The next meeting will be held on Tuesday 7 March 2023 at 7:00pm

The meeting closed at 7.57pm

Signed :

Date:

Town Clerk C W Drake
Telephone 01566 773693
admin@launceston-tc.gov.uk
www.launceston-tc.gov.uk



Launceston Town Council
The Town Hall
Launceston
Cornwall PL157AR

MINUTES OF THE MEETING OF THE PLANNING AND ECONOMIC DEVELOPMENT COMMITTEE
held on Thursday 12 January 2023 at 7.00pm
The Guildhall, Launceston Town Hall

Present Cllrs, Penhale (Mayor), Bailey (Deputy Mayor), Gilbert, Green, Gordon, Harris, Heaton, Nancarrow and Tremain
In attendance: Cllr Soanes
Christopher Drake (Town Clerk)

2301/14 Apologies
There were no apologies for absence

2301/15 Declarations of Interest
Cllr Bailey declared an interest in planning application PA22/10670 – Land South of The Ranch, Chapel, Launceston and left the meeting and took no part in the discussion or the voting on this item

2301/16 Public Representation
There were no representations made

2301/17 Minutes of the last meetings
The minutes of the meeting held on 15 December 2022 were signed as a correct record

2301/18 Current Planning Applications for comment

Application PA22/09900
Proposal Construction of 1no. retail unit (Class E) along with access and servicing arrangements, car parking, landscaping and associated works
Location Land Adjoining Link Road Launceston PL15 9HH
Decision The Town Council had previously resolved to support this application, requesting that the installation of solar panels and a ground or air source heat pump be a condition for approval

Application PA22/10670
Proposal Application for Outline Planning Permission with some matters reserved for the construction of three dwellings namely access only
Location Land South Of The Ranch Chapel Launceston Cornwall
Decision Support
Cllr Bailey declared an interest in the above application and left the room and took no part in the debate or voting

Application PA22/10873
Proposal Change existing conservatory to timber frame extension, remodelling and upgrading of period property.
Location 27 St Thomas Road Launceston Cornwall PL15 8BU
Decision Support

A handwritten signature in black ink, consisting of a large, stylized 'A' shape.

Planning Decisions to Note

It was resolved to note the applications

Application	PA22/09923
Applicant	Castle Veterinary Group
Location	The Castle Veterinary Centre Pennygillam Way Pennygillam Industrial Estate Launceston Cornwall PL15 7ED
Proposal	Change of use of storage to offices, with associated works
Decision	APPROVED
Town Council	Support
Application	PA22/08874
Location	Land North Of 70 Trecarrell Trecarrell Launceston Cornwall PL15 9DF
Proposal	Reserved matters in relation to Decision Notice PA20/10008: Single two storey detached dwelling (access, appearance, landscaping, layout and scale)
Decision	APPROVED
Town Council	The Town Council notes this application
Application	PA19/09583
Location	Land West Of Newton House Tavistock Road Launceston PL15 9LG
Proposal	Outline Planning Application for Proposed Residential Development Comprising 103 Dwellings, including access, scale and layout, with appearance and landscaping reserved. Land off A388, Adjacent to Newton House, Launceston. (Part of Allocation LAU-H1).
Decision	APPROVED
Town Council	The Town Council object to this application as there have been no assurances provided that the new development will allow for both foot and vehicular links to surrounding developments. There is no identification of interlinked developments allowing safe access to the proposed new school. There must be safe crossing points to & from the Stourscombe side of the A388, but not central islands. Launceston Town Council agreed to disagree with the Council's recommendation to approve the application, so a delegated decision was issued in line with the Local Council Protocol.
Application	PA19/05884
Applicant	Bovis Homes Limited
Location	Land South Of Tavistock Road Tavistock Road Launceston Cornwall PL15 9JY
Proposal	Outline application for residential development of up to 195 dwellings with associated access, roads, footways, drainage, landscaping, open space, parking areas and safeguarding land for southern link road with landscaping reserved for later consideration.
Decision	APPROVED
Town Council	The Town Council objects to this application due to the following issues: 1) Access and egress to the site is directly on to the A388 but should be designed to be a part of the proposed loop 2) The proposals should incorporate the vision of the Southern Growth Masterplan and should not be supported until such time as that document is adopted 3) Any play provision must be for the benefit of all age groups 4) There are concerns that the site may be at risk of flooding Launceston Town Council agreed to disagree with the Council's recommendation to approve the application, so a delegated decision was issued in line with the Local Council Protocol
Application	PA22/09814



Location 12 Newport Square Launceston Cornwall PL15 8EL
Proposal Listed Building Consent: Installation of two replacement windows
Decision APPROVED
Town Council The Town Council notes this application

Application PA22/09994
Location Copper Beech House Ridgeway Lane St Stephens Launceston Cornwall PL15 8EE
Proposal Works to trees subject to a tree preservation order (TPO) Copper beech tree and
sited adjacent (within 2-3 metre) to the rear of the property
Decision APPROVED
Town Council The Town Council supported this application following details being received of the
of the works to be undertaken and the arboricultural officers report

2301/20

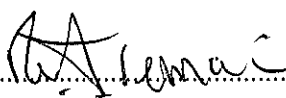
Correspondence and Items to Note

- i) it was agreed to move the start time of the meeting scheduled for Thursday 16 March to 6pm so as to allow Members to be able to attend the meeting of the Community Network Panel, scheduled for that date and commencing at 7pm
- ii) Members noted the response from Cornwall Council regarding the committee request for a felled tree to be replaced as part of planning application PA22/10585 Launceston Castle. Cornwall officers advised that under a Section 211 Notice, consents cannot be granted subject to conditions, so whilst a recommendation for a tree to be planted had been made, this could not be secured as a condition.

Next Meeting

The next meeting of the committee will be held on Thursday 2 February 2023

The meeting closed at 7.12pm

Signed.......... Date.....2.2.23.....

Town Clerk C W Drake
Telephone 01566 773693
admin@launceston-tc.gov.uk
www.launceston-tc.gov.uk



Launceston Town Council
The Town Hall
Launceston
Cornwall PL15 7AR

MINUTES OF THE EXTRAORDINARY FINANCE & GENERAL PURPOSES COMMITTEE
held on THURSDAY 26 JANUARY 2023 at 7.00pm in The Guildhall, Launceston Town Hall

- PRESENT** Cllrs, Cllr Penhale (Mayor), Bailey (Deputy Mayor), Bullen, Conway, Hogan, O'Brien, Soanes, and Young
In attendance: Cllrs Gilbert, Gordon, Harris, Heaton, Sleep, Tremain
Helen Gribble – RFO
Christopher Drake – Town Clerk
- 2301/36 Apologies for absence**
There were no apologies for absence
- 2301/37 Declarations of Interest**
There were no declarations of interest
- 2301/38 Public Representation Session**
There were no members of the public present
- 2301/39 Budget 2023/24**
It was resolved to agree the budget for 2023/24 of £1,104,271 with a Precept of £879,251.
This equates to a Band D of £274.09 an increase of £00.05
- 2301/40 Exclusion of members of the press and public**
It was resolved that under s1(2) of the Public Bodies (Admission to Meetings) Act 1960 that the public and press be excluded from the meeting for the following item as it involved the likely disclosure of confidential information
- 2301/41 Urgent Items**
Cllr Conway provided a verbal update in regards to the Launceston Library Hub

The meeting closed at 7.37 pm.

Signed Date

Town Clerk C W Drake
Telephone 01566 773693
admin@launceston-tc.gov.uk
www.launceston-tc.gov.uk



Launceston Town Council
The Town Hall
Launceston
Cornwall PL157AR

MINUTES OF THE MEETING OF THE PLANNING AND ECONOMIC DEVELOPMENT COMMITTEE
held on Thursday 2 February 2023 at 6.00pm
The Guildhall, Launceston Town Hall

Present Cllrs, Penhale (Mayor), Gilbert, Gordon, Harris, Heaton, and Tremain
In attendance: Cllr Soanes
Christopher Drake (Town Clerk)

2302/01 Apologies
Apologies for absence were received from cllrs Bailey (Deputy Mayor), Green and Nancarrow

2302/02 Declarations of Interest
Cllr Gordon declared an interest in planning application PA23/00625 – 58 St Johns Road, Launceston and left the meeting and took no part in the discussion or the voting on this item

2302/03 Public Representation
A representative spoke in regards to planning application PA23/00003 – Eagle House Hotel, 3 Castle Street, Launceston and advised that the tree works were required as the trees were close to St Thomas Road and were potentially a concern in regards to highways. It was noted that there was no available area within the application site to plant replacement trees

2302/04 Minutes of the last meetings
The minutes of the meeting held on 12 January 2023 were signed as a correct record

2302/05 Current Planning Applications for comment

Application	PA22/11146
Proposal	Listed Building Consent for proposed alterations to rear porch and existing rear outhouse to formalise utility room area.
Location	9 Duke Street St Stephens Launceston Cornwall
Decision	Support
Application	PA22/11183
Proposal	Reserved matters application for landscaping following outline approval PA19/05884 for residential development of 195 dwellings with associated access, roads, footways, drainage, landscaping, open space, parking areas and safeguarding land for southern link road with landscaping reserved for later consideration
Location	Land South Of Tavistock Road Tavistock Road Launceston PL15 9JY
Applicant	Vistry Homes
Decision	Support
Application	PA23/00003
Proposal	Application for tree works in a Tree Preservation Order including dismantling of a Sycamore, Ash and 2 Elm trees and crown reduce 2 Yew trees and a Lime tree
Location	Eagle House Hotel 3 Castle Street Launceston Cornwall
Decision	Support
Application	PA23/00088
Proposal	Reserved Matters application in respect of outline application PA15/05521

Location	(Proposed residential development to provide 8 dwellings) without compliance with Condition 1 in relation to Decision Notice PA19/03773 dated 08/08/2019 1 Shooting Park Cottages Race Hill Launceston PL15 9BH
Decision	The Town Council has no comment in regards to the details of the application but does wish to request that when works are undertaken they are done so within required working time restraints so as not to affect local residents and that highways issues are managed to decrease the detrimental effect on local highways users , particularly in relation to vehicle movements during peak times (school run etc) and mud/soil on highways surfaces
Application	PA23/00126
Proposal	Proposed Detached Garage
Location	6 Trevallyn Road Launceston Cornwall PL15 7HN
Decision	Support
Application	PA23/00305
Proposal	Listed Building Consent for new business signage to east elevation.
Location	8-10 Southgate Street Launceston Cornwall PL15 9DP
Decision	Support
Application	PA23/00408
Proposal	Replacement windows to front and rear of property. Replacement front door
Location	35 Westgate Street Launceston Cornwall PL15 7AD
Decision	Support
Application	PA23/00409
Proposal	Replacement windows to front and rear of property. Replacement front door
Location	35 Westgate Street Launceston Cornwall PL15 7AD
Decision	Support
Application	PA23/00625
Proposal	Non-material amendment in relation to decision notice PA22/09938 dated 09/01/2023 to rotate the roof lantern by 90 degrees
Location	58 St Johns Road Launceston Cornwall PL15 7DD
Decision	Support

Cllr Gordon declared an interest in the above application and left the room and took no part in the debate or voting

2302/06

Planning Decisions to Note

It was **resolved** to note the applications

Application	PA22/09938
Location	58 St Johns Road Launceston Cornwall PL15 7DD
Proposal	Demolition of rear addition and Replacement single storey extension
Decision	APPROVED
Town Council	The Town Council objects to this application as it will have an overbearing effect on the neighbouring property The Town Council agreed to disagree with the Cornwall officer recommendation in accordance with the Local Council protocol
Application	PA22/10427
Location	Plot Adjacent To Christmas House Ridgeway Hill Launceston Cornwall PL15 9QN
Proposal	Application for Non-Material Amendment to PA18/05304 for a proposed dwelling namely 1) change window positions.
Decision	The proposed amendments to approved application PA18/05304 to change the position of the windows are not considered to constitute non material amendments as set out within Section 196A of the Town and Country Planning

	Act1990 due to the proposed first floor window to the south westerly elevation (bedroom 3) now facing and potentially overlooking a neighbouring dwelling 'Kensey House' which requires further impact assessment. As such a new planning application is required
Town Council	Support The Town Council agreed with the Cornwall officer recommendation in accordance with the Local Council protocol
Application	PA22/09350
Location	Garages At Kensey Hill Kensey View Launceston Cornwall PL15 9LA
Proposal	Application for Outline Planning Permission with some matters reserved for the construction of one dwelling namely 'access' only.
Decision	APPROVED
Town Council	Support
Application	PA22/10585 Decided not to make a TPO (TCA apps)
Location	Launceston Castle Castle Street Launceston Cornwall PL15 8AZ
Proposal	Application for tree works in a Conservation Area: Crown reduce a Horse Chestnut and felling of a Juniper
Decision	Decided not to make a TPO (TCA apps)
Town Council	The Town Council support the proposal but request the felled tree is replaced with a suitable native species
Application	PA22/07549
Location	Tis What It Is 3 Exeter Street Launceston Cornwall PL15 9EQ
Proposal	Conversion of existing large shop unit into a smaller shop and a new residential flat
Decision	APPROVED
Town Council	The Town Council is not comfortable with the use of UPVC windows and doors within the conservation area, but if agreed with Cornwall Council Planning, is happy to support the application
Application	PA22/10396
Location	22 Meadowside Launceston Cornwall PL15 7DJ
Proposal	Works to a tree subject to a Tree Preservation Order for Oak (T1) - crown lift by 6ft and remove deadwood to prevent dead or low branches from falling in the future.
Decision	APPROVED
Town Council	Support
Application	PA22/10036
Location	26 Hendra Vale Launceston Cornwall PL15 7HE
Proposal	Proposed construction of an attached garage and store to existing dwelling.
Decision	APPROVED
Town Council	Support

2302/07

Correspondence and Items to Note

The Planning Inspectorate decision to allow the permission for planning application PA22/01069 - Firebrand Brewing Ltd, Unit 2 Southgate Technology Park, Quarry Crescent, Pennygillam Industrial Estate

Next Meeting

The next meeting of the committee will be held on Thursday 2 February 2023

The meeting closed at 7.12pm

Signed..... Date.....

Town Clerk CW Drake
Telephone 01566 773693
admin@launceston-tc.gov.uk
www.launceston-tc.gov.uk



Launceston Town Council
The Town Hall
Launceston
Cornwall PL15 7AR

MINUTES OF THE ESTATES & PROPERTIES COMMITTEE MEETING
Held on Monday 6 February 2023
at 10.00am in The Otho Peter Suites.

PRESENT: Cllrs Penhale (Mayor), Bailey (Deputy Mayor), Gordon (Chairman), Harris, Heaton, Hogan and Young

In attendance: Cllr Soanes

Martin Cornish (Estates & Properties Manager).

Helen Gribble (RFO)

2302/08

Apologies for Absence

Apologies for absence were received from Cllr Gilbert who was substituted by Cllr Heaton

2302/09

Declarations of Interest

There were no declarations of interest

2302/10

Public Representation Session

There were no representations made

2302/11

Minutes of the last meeting

The minutes of the meeting held on Monday 5 December 2022 were signed as a correct record.

2302/12

Estates & Properties Manager's Report – February 2023

It was resolved to;

- i) Note the updates regarding works to Lawrence House and that a letter of thanks be sent to the Curator and volunteers for their work in moving the artifacts during restoration. It was also agreed that the Properties Manager would find a mutually convenient date for the committee to have another visit prior to the next meeting to note work progress
- ii) Note the update about works undertaken at the Town Hall
- iii) Note the update regarding high level works undertaken at Southgate Arch
- iv) Note the update regarding potential costings of the tarmac area at Priory Park
- v) Note the ongoing discussions with National Grid in respect of getting an installation date for the defibrillator at Stourscombe Estate

- vi) Note that Mr Jeff Hughes and Mr Norman Pomeroy have successfully completed their LANTRA dumper driving qualifications. Also, to note, that Mr Jeff Hughes has successfully undertaken a RoSPA playground inspection course
- vii) Note that Chary are to come back to the Town Council once usage statistics have been reviewed
- viii) Note the current status regarding the closure of Newport and Race Hill toilets
- ix) Note the leaking roof has been fixed by an agreed contractor at the Ambulance Hall

2302/13 Installation of Play Equipment at Priory Park

It was **resolved** that:

- i) Goal posts be installed as a priority
- ii) Obtain costings for a swing and slide as part of the first phase approach and take back to committee to agree
- iii) The grounds team to undertake leveling off of low areas across the football pitch

2302/14 Car Park signage and findings of survey

It was **resolved** that the Properties Manager liaise with an industry professional in relation to taking the findings of the previous car park survey forward and that signage be put on hold until aforementioned works have been completed

2302/15 Coach Park

It was **resolved** to obtain costings for the clean down and re-painting of the Coach Park

Date of the next meeting

The next meeting is scheduled for Monday 3 April 2023 10.00am.

The meeting closed at 10.58am

Signed.....

Date.....

Town Clerk C W Drake
Telephone 01566 773693
admin@launceston-tc.gov.uk
www.launceston-tc.gov.uk



Launceston Town Council
The Town Hall
Launceston
Cornwall PL15 7AR

MINUTES OF THE FINANCE & GENERAL PURPOSES COMMITTEE
held on WEDNESDAY 8 FEBRUARY 2023 at 7.00pm in The Guildhall, Launceston Town Hall

- PRESENT** Bullen, Conway, Hogan, O'Brien, Penhale (Mayor), and Young
In attendance: Helen Gribble – RFO
- 2302/16 Apologies for absence**
Apologies were received from Cllr Bailey and Soanes
- 2302/17 Declarations of Interest**
Cllr Young declared an interest in Agenda Item 6 Grants in relation to the application from The NSPCC
Cllr Conway declared an interest in Agenda Item 6 Grants in relation to the applications from St Stephens by Launceston Parish Recreation grounds Charity and Launceston Football Club
- 2302/18 Public Representation Session**
There were no members of the public present
- 2302/19 Minutes of the last meeting**
The minutes of the meeting of 7 December 2022 and 26 January 2023 were signed as a correct record.
- 2302/20 Finance**
a) It was resolved to approve the payment listings for December 2022 and January 2023.
b) It was resolved to approve the balance sheet for December 2022
c) It was resolved to approve the income and expenditure account to December 2022.
d) Councillor Bullen will carry out the payment checks for the February
- 2302/21 Grants**
It was **resolved** that;
i) a cap of £250 be set for all successful applications
ii) a grant of £250 be awarded to the following organisations;
a) St Stephens by Launceston Parish Recreation Grounds Charity – Cllr Conway declared an interest in this item
b) Werrington Cricket Club
c) The Elford's
d) Launceston Male Voice Choir
e) Launceston Street Pastors
f) Launceston Choral Society
g) 1st Explorer Scouts
h) Launceston Football Club – Cllr Conway declared an interest in this item
iii) Hall hires to the value of £250 be given to NSPCC – Cllr Young declared an interest in this item
iv) Ten hall hires to the value of £250 be given to Access Theatre
v) That no grant be awarded to Launceston Youth Project or Launceston Community Hospital

Annual Automatic Grants

It was **resolved** that the following awards be made:

- i) St Mary Magdalene, St Thomas', St Stephen's and St Cuthbert Mayne churches for the maintenance of churchyards - £250 each
- ii) Charles Causley Festival - £2,000
- iii) Youth Council – spend up to £3,000
- iv) Launceston Carnival - £750
- v) Launceston in Bloom - £500
- vi) Town CCTV - £3,000
- vii) Friends of Launceston Priory – up to £1,000
- viii) Launceston Municipal Charities - £500
- ix) Launceston Community Transport Partnership - £500
- x) Launceston Foodbank - £500
- xi) Launceston Money Advice Centre - £500
- xii) The Council Tax payments for Cyprus Well - £1,710

2302/22

Awards of Appreciation

It was **resolved** to for Awards of Appreciation to be presented to the following at the Annual Meeting of Launceston Town Council:

Mrs Ruth Bawden
Mr Philip Honey
Mrs Pat Orridge
Launceston Foodbank Staff & Volunteers
Mr John Ellison

2302/23

Visitor Information Centre Membership

It was **resolved** to accept the conditions for Visitor Information Centre Membership 2023/24 and the charge be set at £20 (inc VAT)

It was requested that a completion date for the new Visitor Information Centre website be set as the 1 April 2023 to tie in with the start of the membership period

2302/24

Urgent Items

There were no urgent items.

The meeting closed at 8.02 pm.

Signed Date

Agenda item: 9

Committee: Full Council

Date: Tuesday 21 February 2023

Subject: Town Clerk Report

Summary: To consider various updates regarding the work of the Council

Recommendations.

The Council is recommended to:

- 1) Note the update regarding the skate park project
- 2) Note the January RAG report
- 3) Note the details of the presentation to Mr Mark Theisinger by the Mayor and Lord Lieutenant

1 Skate park project

- 1.1 The Town Council was successful in its Community Infrastructure Levy Fund application bid and has received £100,000 towards a skate park at Coronation Park. These funds along with the match funding of £50,000 from Coronation Park Trust and £50,000 from the Town Council, provide a total project fund of £200,000.
- 1.2 To conform with government procurement rules, the Council is required to publish tender details on the government website and officers are currently in the process of producing the required documentation for this.

2 RAG Report

- 2.1 Attached as an Appendix is the RAG Report for January 2023. As noted at January Council, further to the recommendations of the Estates and Properties committee, four projects have been agreed as priority works for the Council and those are highlighted in blue on the report. The other listed projects will continue to be worked upon, but the priority projects will by definition be those that are afforded the most officer time. The majority of the priority projects involve high level repair/maintenance or construction and the RAG reports will be used to highlight the ongoing works of the projects and updates on timescales, as these may be prolonged.

3 Mark Theisinger Presentation

- 3.1 Mark Theisinger, who was the Town Council's nominated photographer for the Royal visit in July 2022 has been awarded the prestigious title of Reportage & Photojournalism Photographer of the Year 2022 by the British Institute of Professional Photography. To win the title, Mark's image scored the highest points among the other 1200 entries. This award recognises the excellence in standards above all others.
- 3.2 Mr Theisinger was not able to attend the award ceremony in London so instead a presentation was made at his studio in Launceston by Colonel Edward Bolitho OBE, Lord Lieutenant of Cornwall and Launceston Town Mayor, Councillor Leighton Penhale.

Contact officer: Christopher Drake – Town Clerk

Date: 13 February 2023

PROJECTS	PERSON/S RESPONSIBLE		NOTES	STATUS
Town Hall changing room refurbishment	Estates Mgr		Architects have visited the site and quotations have been received	ONGOING
Town Hall stage accessibility	Estates Mgr		This work is being reviewed as part of the changing room refurbishment	COMPLETED
Ambulance Hall redesigned for new Council offices	Town Clerk		This project has been temporarily suspended whilst officers seek alternative options for future office accommodation	TBC
First Aid organisation relocated from Ambulance Hall garage area	Town Clerk		Letter sent to LGPS advising of need to re-locate	RESOLVED PRIORITY PROJECTS
Green Room garage cleared	Estates Mgr			
Green Room building future use	Council		In the short term the upper floor will be cleared and used as an office/welfare area for the stewards team, as well as providing proper storage space for tech equipment. The garage area will be used to stock Council gazebos	
Library team relocate to new Hub	Library Mgr /Town Clerk		Officers are working with Cornwall Council to agree suitable library accommodation facilities to ensure there is no loss of library book shelf space or service provision	
Car park machines updated	RFO/ F+GP committee			
Electric charging points installed	Estates Mgr		Works agreed and awaiting start date. Company has advised of an estimated 6 month lead time on project	

Car park refurbished and new signage erected	Estates Mgr		Companies contacted to submit quotes
Lawrence House repairs	Town Clerk/ Council		Grant bid successful and works started on site, with scaffolding currently being erected
Lawrence House maintenance programme	Estates Mgr		This forms part of the above project
Priory Park play equipment installation project	Town Clerk/ RFO/ Estates Mgr		Site now cleared and new equipment quotes being sourced
New cemetery land acquisition			
Conversion of new land at St Thomas as rest garden	Town Clerk		
Installation of live streaming equipment at Town Hall	Town Clerk/RFO		
Adoption of new nature area at Ridgegrove	Town Clerk/ Estates Mgr		Transfer tbc April 2023. HoT received from Cornwall Council in December and officers awaiting clarification of areas of responsibility
Adoption of new nature area at Windmill Hill	Town Clerk/ Estates Mgr		Transfer tbc April 2023. HoT received from Cornwall Council in December
Design and build of new grounds compound	Estates Mgr		Site visits have been held and a quotation for works requested
Welcome Back Fund works	RFO/VIC Mgr/ Town Clerk		

Town Vitality Fund works	RFO/VIC Mgr		Consultants for the Safer Greener Streets project have been commissioned and officers and members of the Town Plan Group have held initial introductory meetings. A draft report was prepared for September 2022. Presentation to LABI committee and Full Council in November
Quality Gold Accreditation	Town Clerk		Council policy documents being updated and agreed by Council as part of the process. First draft of policies at Feb 23 Council
Tree planting scheme at Coronation Park and Town Council sites	Town Clerk/ Estates team		
Employment evaluation	Town Clerk/ Council		
Site clearance at Stourscombe	Estates Mgr		
New town bypass to be in	Town Clerk		West Devon Bourough Council and Cornwall Council have been contacted about the project and meeting dates TBA
Rail link with Okehampton and/or Tavistock	Town Clerk		West Devon Bourough Council and Cornwall Council have been contacted about the project and meeting dates TBA. Officers have also requested meetings with OKERail

Solar panels to be explored on all Council owned buildings	Town Clerk		Email sent to CC planning dept. Response advises that cost implication for site visits. Council has resolved not to undertake any further works and written to complain about excessive costs of consultation process
Repairs to Town Hall/Clocktower due to water ingress	Town Clerk/ Estates Mgr		

NOTICE OF MOTION

I, Councillor.....*Margaret Young*....., propose that

Cllr.....*Helen Bailey*.....

Be elected as Mayor of Launceston Town Council for the Municipal year 2023/24

I, Councillor.....*Nicola Purburt*.....second the above proposal

Date: *24.1.23*.

NOTICE OF MOTION

I, Councillor.....*Leighton Penhale*....., propose that

Cllr.....*John Harris*.....

Be elected as Deputy Mayor of Launceston Town Council for the Municipal year
2023/24

I, Councillor.....*Rob Tremain*.....second the above proposal

Date: *27th January 2023*

NOTICE OF MOTION

I, Councillor.....Heidi Bailey....., propose that

CllrNicola Aubert.....

Be elected as Deputy Mayor of Launceston Town Council for the Municipal year
2023/24

I, Councillor.....DAVE GORDON.....second the above proposal

D. R. J.

Date: 31.01.2023

Agenda item: 11

Committee: Full Council

Date: Tuesday 21 February 2023

Subject: Town Council Policies

Summary: To agree the attached policies

Recommendations.

The Council is recommended to agree the attached policies for adoption

1 Background Information

- 1.1 It was resolved at January Council that as part of the Town Council's work for Gold accreditation under the Local Council Award Scheme, all policies be reviewed and/or updated.
- 1.2 In line with other accredited Council's, it was resolved that at the Annual Meeting of Council in May, a new Policy Committee be agreed that will be in place to regularly review policies on a rolling timetable and recommend them for approval by Full Council as required. To expedite some of this work, it was agreed that a working party be set up in the meantime so as work can be undertaken between now and the Annual Meeting in May. The first three policies for approval, Community Engagement Strategy, Complaints procedure, Customer Service are attached as an appendix to this report.

Contact officer: Christopher Drake – Town Clerk

Date: 13 February 2023

Community Engagement Strategy

INTRODUCTION

This strategy aims to set out what community engagement is, why we do it and the aims and actions which support it.

This strategy is about building on the good practice which already exists in the Town and making it better. It also acknowledges the genuine desire of all partners within our community to work more closely together for the benefit of local residents. It seeks to ensure that the many 'communities' in Launceston have a voice in the debate around improving the delivery of local services and thereby having a positive impact on life and work in the Town.

WHAT IS COMMUNITY ENGAGEMENT?

Community Engagement is a term covering many different activities carried out with people who make up our communities. It is about making sure that people can participate and engage in lots of different ways to make Launceston a better place. Community engagement can happen in many ways from Town Meetings, survey polls, questionnaires, big events, through to the arts, festivals and much more.

Community engagement can also take place at several different levels from low involvement activity to high involvement activity. For example, this can range from providing information to people, to consultation by asking for feedback on a particular service or policy, to participation when decision making is shared and through to empowerment which gives people ownership of the decisions and support to carry out their own activities.

WHAT IS A COMMUNITY?

Communities can be:

- Communities of Place – people within a defined geographical area like the town wards of Launceston.
- Communities of Interest – People who share a particular experience or characteristic, such as young people, faith groups, older people, disabled people, ethnic groups or LGBTQ+ groups.
- Communities may define themselves and definitions do change and people often belong to more than one community and communities themselves are often very diverse. The key point is that we always endeavour to engage with all residents.

WHY DO WE ENGAGE?

Community Engagement gives individuals, communities and partners a range of very important benefits:

- Developing a better understanding of relationship with communities through genuine dialogue
- Involving residents will help their understanding of the services delivered and using the experiences and priorities of residents to help shape those services so they are more responsive to need
- Encouraging more voluntary and community groups to become involved in planning and delivering local services
- Helping people to establish an improved sense of neighbourhood and more cohesive communities
- Engaging more people in local democracy

OUR PARTNERS

There are different partners involved in working together on community engagement:

- All residents of Launceston
- Councillors as elected representatives of their communities
- Voluntary and community groups both individually and through local organisations
- Private sector organisations, local businesses and social enterprises
- Public service providers

The approach to community engagement should be founded upon the principle that each agency; public, private or voluntary, is responsible for its own community engagement activity.

OUR PRINCIPLES WHICH SUPPORT ENGAGEMENT

Through this strategy and the engagement work we are all involved in across the town, we aim to:

- Have clear objectives for engagement and to communicate clearly and openly about decisions and actions and the reasons for them
- Seek to reach those communities and individuals not yet engaged
- Share information and expertise
- Engage in innovative and creative ways using modern media channels where appropriate
- Recognise and value existing channels and work to make these more responsive and effective
- Engage using a range of flexible methods to avoid relying on one source or route

OUR COMMITMENTS

Through this strategy we are committed to:

- Use the most appropriate level of involvement and participation for each activity
- Build on the existing skills of local people and communities so they are empowered to engage in decision making
- Develop the voluntary and community sector to play a key role in helping in delivering services
- Develop a culture where other peoples' views are valued and listened to and are part of the decision-making process and help build cohesion in Launceston

HOW WE WILL DO IT

To help us achieve effective community engagement we will make use of, noticeboards, website, polls and surveys, Facebook and Twitter, public meetings, town forums, the Launceston Life editorial and press releases.

HOW WILL WE MEASURE SUCCESS?

- Through attendance at meetings of the Council, committees and the Annual Town Meeting
- Responses received to questionnaires, surveys and polls
- Statistics from the website
- Statistics from Facebook and Twitter
- The activity of and interest in the town forums
- The Town Council's Annual Report will include a section on community engagement.

WANT TO GET INVOLVED?

For more information on this strategy, or to find out more about becoming involved in putting it into action, please contact the Town Clerk

By email – admin@launceston-tc.gov.uk

By telephone – 01566 773693

By post – Launceston Town Council, Town Hall, Western Road, Launceston PL15 7AR

Or visit our website - www.launceston-tc.gov.uk

Complaints Procedure

1. The Importance of Complaints

- 1.1 Complaints are valuable because they provide a chance to put things right if there has been an error, and to make sure that the same mistake is not repeated.
- 1.2 It is essential that complaints are dealt with positively. The Town Council is keen to hear people's comments and is committed to making full use of complaints information to contribute to continuous service improvement. Important information about areas for improvement can be obtained both from a single complaint and from patterns of complaints, highlighted by detailed monitoring.

2. Definition of A Complaint

- 2.1 A complaint is any expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the Town Council or its staff which affects an individual customer or group of customers.
- 2.2 What the complaints procedure will deal with: -
The complaints procedure will deal with matters of maladministration, which is if the Town Council does something the wrong way, fails to do something it should do or does something it should not do. Some examples include:
 - neglect or unjustified delay
 - malice, bias, or unfair discrimination
 - failure to tell people their rights
 - failure to provide advice or information when reasonably requested
 - providing misleading or inaccurate advice
 - inefficiency, ineffectiveness, bad and unprofessional practice or conduct.
- 2.3 What the complaints procedure will not deal with: -
 - complaints for which there is a legal remedy or where legal proceedings already exist.
 - complaints about employment matters - the Town Council operates alternative procedures to deal with grievances or disciplinary matters against staff.

3. Equal Opportunities

- 3.1 The Town Council is committed to equal opportunities. Complaints feedback will be used to highlight discriminatory practices, and to promote equality of opportunity.

- 3.2 Complaints by members of the public of discrimination and/or harassment against the Town Council will be dealt with through the complaints procedure unless it is a complaint that should be dealt with through a statutory procedure.

4. Complaints Officer

- 4.1 The Complaints Officer for the Town Council is the Town Clerk. Their main duties are;
- (i) The day-to-day operation and management of the procedure, including providing a reference point for staff queries on informal complaints.
 - (ii) To oversee, and undertake where necessary, the investigation of formal complaints at the first stage, within the relevant time scales.
 - (iii) To maintain a record of all complaints received including details of the nature of the complaint, action taken, outcome, and time taken to resolve.
 - (iv) To identify improvement points arising from any complaints.
 - (v) To identify staff training issues.

5. Stages of The Procedure

- 5.1 The stages of the procedure are designed to provide the complainant with a thorough and fair means of redress and to provide a framework for officers to work within. However, there may be occasions when a complainant makes an approach in a different manner and it is important that the procedure does not in itself become a barrier to effective communication.
- 5.2 Everyday problems, queries and comments
The Council receives queries, problems and comments as part of its day to day running, and they should not all be regarded as complaints. These are routine and expected and are generally resolved quickly to the customer's satisfaction.
If someone is dissatisfied with the original service or response they received and wishes to take the matter further then the issue should be recognised as a complaint.
- 5.3 Informal Complaint
During the course of daily business, minor complaints are made to officers about the services we provide. These will usually be dealt with by the relevant officer as appropriate. It is not appropriate for every comment to be treated as a formal complaint. Every effort should be made to deal with these problems immediately, either by providing information, instigating the appropriate action or explaining a decision.
- 5.4 Formal Complaint (First Stage)
A customer may wish to make a formal complaint directly, or may be unsatisfied with the outcome of an informal complaint and may wish to take

the matter further. This will be recorded as a complaint and passed to the Town Clerk to investigate.

If the complainant remains unsatisfied with the response, they should be informed of their right to take the matter further.

Timescales

Acknowledgement - by return of post
Investigation completed - 14 days
or Progress Reports Issued - 14 day intervals
Investigating Officer: Town Clerk

- 5.5 Review of Investigation and Complaint (Second Stage)
If the complainant is not satisfied with the Town Clerk's response, they should be advised of their right to have the complaint referred to the Councillors' Panel who will review the complaint.

Timescales

Response by the Town Clerk - 14 days
Panel (if thought necessary) - Convened within 14 days
Review completed - 14 days thereafter
Progress report provided to complaint if outcome delayed
Investigating Officer: Town Clerk

- 5.6 Councillors' Panel
If the issue still remains unresolved, the complainant should be notified of his or her right to have the matter referred to a panel consisting of the Mayor (or the Deputy Mayor if the complaint refers to the Mayor), and two other Councillors appointed by the Council who have not had previous involvement with the complaint or are referred to in the complaint. There will also be a note-taker, nominated by the panel, who will also not have had previous involvement in the complaint.
The outcome of all formal complaints dealt with by the panel will be advised to the Council.
- 5.7 Unreasonable and Vexatious Complaints
There will be circumstances when a complainant persists in wishing to pursue a complaint when it clearly has no reasonable basis, or when the Council has already taken reasonable action in response, or where some other process, whether through the courts or some other recognised procedure, should or has been taken.
These matters should be dealt with through the Town Council's Vexatious Complaints Policy

5.8 Anonymous Complaints

Anonymous complaints should be referred to the Town Clerk, and may be acted on at their discretion, according to the type and seriousness of the allegation.

6. Resolution and Remedies

The aim in dealing with all complaints is to reach a resolution or remedy that satisfies the complainant, whether it is the remedy they were originally seeking or not. Where a complaint is found to be at all justified, consideration may need to be given to the question of an appropriate remedy. An explanation or an apology will always be needed

Customer Service Policy

This policy consists of three parts:

Part 1 – Commitment to Customers

The first part of this policy is designed for customers. It advises customers what to expect when contacting Launceston Town Council and the standard of customer service they can expect to receive.

Part 2 – Guidance for our Workforce

The second part of this policy is designed for the workforce and describes how employees can contribute to delivering consistently excellent standards of customer service across all sections of our diverse community.

Part 3 – Customer Service Standards

The final part of this policy sets out Launceston Town Council's customer services standards which are promoted throughout the organisation e.g. at the Town Hall, Library, Visitor Information Centre

Customer Service Policy - Part One

Commitment to customers

Launceston Town Council is committed to ensuring that customer service excellence is an integral part of the planning, resourcing, and delivery of all services. When customers access Council services they will receive consistently excellent standards and this policy will ensure that all sections of our diverse community are able to access services. The policy recognises development in technology and the opportunities for customers to contact the Council digitally.

Whilst this policy is concerned with service standards the Council has a specific policy for dealing with compliments, concerns and complaints which is available via the website www.launceston-tc.gov.uk or from the Town Hall (contact details included in this document). The Compliments, Concerns and Complaints Policy guides customers through the processes for passing on a compliment about a service, expressing a concern or suggestion and when a customer is dissatisfied, the process to follow to make a complaint.

1.1 Guiding principles

When customers contact the Council, we will:

- Identify ourselves;
- Be helpful and courteous;
- Be professional and positive;
- Be well informed, so that we are able to help;

- Be effective in listening and responding;
- Be fair and support individual needs.

1.2 Why we need customer service standards

This policy outlines the Council's approach to customer service and related issues. The standards set out in this policy are the minimum that customers can expect from the Council as a starting point. Wherever possible the Council will respond to customer enquiries at the first point of contact.

Customer service standards set out the Council's expectations for its employees to ensure that the Council remains a modern and efficient customer-focussed organisation. These standards define a corporate framework for the achievement of excellent customer service which will:

- Ensure that all customers, whether they are residents or visitors receive the same consistent, high standards of customer service;
- Ensure that customer service is an integral part of the planning, resourcing, and delivery of all Council services;
- Enable the Council to achieve its corporate key priorities, as set out in the Council's Corporate Plan

1.3 Contacting Launceston Town Council

The Council supports customers contacting the Council through digital channels such as the website and social media. The Town Council recognises that some social media posts will not require a response, but there will be occasions when direct communication is made with the Town Council through social media channels.

These access channels continue to develop, and will make contact with the Council simple and efficient. The Council recognises that digital access does not suit everyone so customers can contact the Council through various channels.

Digital

- We will acknowledge correspondence (e.g. e-mails, website enquiries and Tweets) within 3 days (Monday – Friday);
- We will set up autoreply for non-personal email addresses
- We will respond to digital correspondence as quickly as possible;
- We will guarantee a response within 10 working days;
- We will respond to direct communication through social media channels in line with other digital correspondence targets, recognising that some social media posts will not require a response;
- We will respond in the language and format of the original communication.
- We will ensure the website is in line with The Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018.

Telephone

- We will answer telephone calls within 2 minutes;
- We will offer access to an alternative system (e.g. language translation services) if customers have additional requirements

Face to Face

- We will greet customers within 5 minutes of their arrival at a council building / event;
- We welcome customers to speak in the language of their choice and where there is a language barrier we will make alternative arrangements (e.g. google translate).
- We will offer an appointment where this may be more appropriate, responsive or efficient;
- We will make arrangements for customers who have specific requirements e.g. interpretation service, British Sign Language.

Letter

- We will respond to letters within 10 working days of receipt;
- We will meet the needs of customers with visual impairment, through the use of large print or other specialist services.

1.4 Measuring success

This policy is backed up by Customer Service Standards (Part Three). The Council, will develop ways of engaging with customers and encouraging customer feedback.

Performance will be monitored through self-assessment, comparison with other local councils, customer feedback and recommendations following external audit inspections. This customer insight will help to establish what the Council is doing well and what it can do to improve.

1.5 What we expect from our customers

In times of trouble or distress, some people may act out of character when accessing Council services. There may have been upsetting or distressing circumstances leading up to a customer contacting the Council. The Council believes that all customers have the right to be heard, understood and respected. However, the Council also believes that employees have the same rights. We, therefore, expect customers to be polite and courteous in all dealings with the Council. The Council will not tolerate aggressive or abusive behaviour, unreasonable demands or unreasonable persistence; this includes any threat, abuse or harassment towards employees on social media (e.g. Facebook, Twitter) which will be reported to the police. Any threat of physical violence will always be reported to the police

Customer Service Policy – Part Two

Guidance for our workforce

2. Development of the Customer Service policy

In developing the Customer Service policy the Council has sought to:

- Set standards which are user friendly, customer focused and measurable;
- Clearly state how employees should behave when dealing with customers;
- Give consideration to legislation, good practice and national standards;
- Ensure employees are equipped to deliver services taking into account equality and diversity so that all members of our community can access services in their preferred way

2.1 Customers

Our customers are all the people we come into contact with in connection with the Council's work; this includes people who live in, work in or visit the area, and people acting on behalf of people who live in the area. Customers could also be employees, local businesses and partner organisations.

2.2 What customers want

Customers access Council services through various channels including digital (e.g. website, e-mail, social media) telephone, face to face, letter, application forms, etc. Whatever the channel, customers want accessible, efficient and responsive services and the Council must strive to meet these demands. The Council, will respond to the needs of customers in terms of access and recognise that one method will not suit everyone. Customers want their dealings with the council to be efficient and that they receive their desired outcome. To meet this the Council must attempt to deal with customer enquiries at the first point of contact

2.3 Customer service and its importance

Improving customer service is a key priority for the Council and means:

- Providing quality services in a friendly, efficient and helpful way; we will continually strive to improve services by ensuring excellent communication and a positive attitude towards customers;
- Treating each person as an individual – respect for diversity and, in turn, having the flexibility to adapt behaviour and actions in a way that is appropriate for the individual;
- Treating people with dignity, respect and courtesy;
- Offering choices where possible;
- Giving information about what is available, and providing an explanation if a service is not available.

2.4 General principles when dealing with customers

When dealing with customers, whether using the telephone, digital services (e.g. e-mail, Twitter, Facebook), face to face or via letter:

- Identify and address any specific requirements with sensitivity, tact and diplomacy;
- Record customer contact details accurately;
- Ensure that the nature of the customer's enquiry is understood clearly;
- Resolve enquiries at first contact where possible;
- Keep the lines of communication open with customers and keep them informed.

2.5 Digital

- Acknowledge digital correspondence (e.g. e-mails, website enquiries and Tweets) within 3 days (Monday – Friday);
- Set up autoreply for non-personal email addresses.
- Respond to digital correspondence as soon as possible but no longer than 10 working days of receipt;
- Respond to direct communication through social media channels in line with other digital correspondence targets, recognising that some social media posts will not require a response;
- All outgoing council e-mails will include the standard signatory template giving contact details of the author;
- E-mail 'Out of Office' messages will be enabled at times of absence giving return dates and alternative contact details;
- Support customers to deal with the Council through the use of digital services.

2.6 Telephone

- Answer the telephone within 2 minutes;
- Greet the customer in a polite and courteous manner, giving your name;
- Where a customer has a hearing impairment offer access to an alternative system e.g. SMS text,
- Give your full attention to the customer;
- Take ownership of the call, resolving the customer's enquiry wherever possible;
- When taking a call for a colleague, use an effective message taking system and make sure the customer is called back;
- End the call with a thank you and confirm with the customer the outcome.

2.7 Use of Voicemail

- Only use voicemail to ensure that telephone calls do not go unanswered;
- Use voicemail only for short periods or specific purposes;
- Ensure recorded messages are audible, accurate, and appropriate and where possible, provide alternative contact details;

- Respond to all messages within 24 hours or the next working day if the message is left over a weekend or Bank Holiday (this includes messages referred to you from colleagues);
- Regularly check for messages and update your voicemail message;

2.8 Face to Face contact – this covers personal callers with or without appointments, contact with customers at events, meetings out and about and site visits.

- Give clear instructions about the location of the face to face contact;
- Greet customers within 5 minutes of their arrival at a council building / event;
- Greet the customer in a polite and courteous manner;
- Give your full attention to the customer;
- Keep the customer informed of the length of time they are likely to wait to see the person they need;
- Offer an appointment where this may be more appropriate, responsive or efficient;
- When a customer has specific requirements, find out what they need and aim to provide it;
- When a customer needs to communicate in a language other than English, make arrangements to provide an interpretation Service(e.g. google translate);
- When discussing personal information, always arrange to do so in a confidential environment.

2.9 Written communication

- Respond to all written communication within 10 working days of receipt;
- There may be occasions when a full response cannot be given within the timescale. This is unavoidable but there is still a requirement to keep the customer informed by making contact or sending a holding response. This can give an expected date for a full response or give the reason why a full response cannot be given;
- Ensure the presentation of all written correspondence is easy to understand (plain English), professional and accurate;
- Include a contact name and telephone number, together with any other information needed (e.g. reference number) to assist the customer;
- Meet the needs of people with visual impairment, through the use of large print or other specialist services.

2.11 Compliments, concerns and complaints

- Be open to receiving feedback from customers and where appropriate use this feedback to improve services;
- Pass comments and suggestions on to your manager, if they may improve the service;
- Ensure compliments are recorded and shared with colleagues;
- Be aware of the Council's procedure for dealing with compliments, concerns and complaints;
- Aim to resolve all concerns raised by customers immediately and informally

wherever possible;

- If informal resolution is not successful, tell the customer they can make a formal complaint, and help them to do so;
- In the case of a serious complaint, tell your manager.

2.12 Service Standards

This Customer Service Policy document provides the guiding principles for setting standards to assist in establishing a consistent approach to customer service across the organisation.

2.13 Performance Management

The delivery of excellent customer service and application of these standards rests with council employees and performance against these standards will be assessed through annual employee appraisals.

2.14 Further information

Launceston Town Council, Town Hall, Western Road, Launceston PL15 7AR
www.launceston-tc.gov.uk

Customer Service Policy – Part Three

Customer Service Standards; Our Commitment to You

We will:

- Identify ourselves, be helpful and courteous
- Be professional and positive
- Be well informed, so that we are able to help you
- Be effective in listening and responding to you
- Be fair and support your individual needs

We will set targets to ensure that we

- Acknowledge digital enquiries within 24 hours*
- Answer your telephone call within 2 minutes
- Answer your query at the first point of contact and if this is not possible arrange for someone who can help to contact you promptly
- Respond to your enquiry within 10 working days of receipt

We also

- Expect you to continue to treat our workforce with respect and consideration
- Welcome your feedback to help improve our services

*Monday – Friday

Agenda item: 12

Committee: Full Council

Date: Tuesday 21 February 2023

Subject: Council Response to Experimental Traffic Regulation Order

Summary: To agree the Council response to Experimental Traffic Regulation Order

Recommendations.

The Council is recommended to note the background regarding the Experimental Traffic Regulation Order and agree the Council response as recommended by the Library, Arts, Business and Information Committee

1 Background Information

- 1.1 Safer Greener Streets (SGS) and the Experimental Traffic Regulation Order (ETRO), whilst separate projects, are both based on investigating improvements to the town environment and infrastructure. Much of the operational aspects of the work on these projects has been undertaken by the Launceston Town Plan Group (LTPG) but it was deemed as imperative that there is regular feedback to the Library, Arts, Business and Information (LABI) committee to allow members to consider the ongoing work before forwarding support, or otherwise, for full council consideration. This is as per the committee Terms of Reference 'To coordinate and cooperate with businesses, the maintained and third sector organisations, to support town events and infrastructure developments'
- 1.2 Cornwall Council are the lead on the ETRO and currently holding a consultation on the project. The Town Council supported the Launceston Town Plan Group in implementing future agreed town developments (resolution 2211/46) however it was agreed that the LABI committee draft a written submission, to be agreed by full council (LABI committee resolution 2301/10 (ii)), and submitted to Cornwall Council as part of the ETRO consultation process. The latest date for submissions is Friday 24 February 2023.
- 1.3 The proposed statement, as per LABI committee resolution 2301/10 (i) is:
'It is important for the town to have safe pedestrian areas and the constant illegal use of restricted streets endangered town users. The pavements in this historic town are narrow in a number of areas and the current ETRO has allowed for the safe use of the streets by allowing pedestrians and those with pushchairs, or wheelchairs/mobility scooters to safely use the wider street area when the closures have been in place. The Town Council has a duty of care to residents that this Order provides as the previous system was not enforced and as such endangered pedestrians and non-vehicle users'

Contact officer: Christopher Drake – Town Clerk

Date: 14 February 2023

Agenda item: 13

Committee: Full Council

Date: Tuesday 21 February 2023

Subject: Progress and Information

Summary: To consider various items of Progress and Information

Recommendations.

The Council is recommended to:

- 1) nominate Cllr Sleep to the vacant post on the Library, Arts, Business and Information committee**
- 2) consider funding towards the building control requirements at the Band Room**
- 3) agree the operational hours of the Visitor Information Centre and Library for the King's Coronation on Saturday 6 May 2023**

1 Committee Membership

- 1.1 Newly co-opted Council Member, Cllr Sleep has advised that she would like to fill the current vacancy on the Library, Arts, Business and Information committee. The Council is recommended to agree this request so as the committee has full membership

2 Band Room Repairs

- 2.1 The town band have undertaken repairs and upgrading of the Band Room and are now close to completing the works. The band are currently using the Town Hall as a practice facility until such time as works are completed. As part of the required Building Regulations, a new fire door, fire proofing of flooring and fire alarm system updates are required, at a cost of approximately £5,000. To date the band has paid for all alterations and improvements at the site to a sum of £40,000. Members are recommended to consider supporting the band by paying in part or in full the final costs up to a total of £5,000, to allow the band to return to the Band Room on a permanent basis.
- 2.2 If Members are minded to allocate funds, whilst there is little money remaining in the grant budget, the Town Council does have an ear marked reserve for vandalism totalling £4,470. This reserve has not been used at any time during the past 7 years as smaller repairs are undertaken within existing maintenance budgets and larger repairs are covered by the Council's insurance policies.

3 Business Operations

- 3.1 Due to the King's Coronation, an additional Bank Holiday has been added to the calendar for 2023, to be held on Monday 8 May. This will be treated as per other Bank Holidays in terms of the Council's operations.
- 3.2 The Coronation is being held on Saturday 6 May and the Council is recommended to agree what the operation of the Council is on that day, so as consideration can be given that some Council colleagues may wish to watch/take part in Coronation events. The sites affected will be the Visitor Information Centre, Town Hall and Library. The Town Hall currently has two weddings and a tribute act booked in as hirers on the day and the opening and closing of public toilets as well as the operation of the town bollards will also require staff to be on site

Contact officer: Christopher Drake – Town Clerk

Date: 15 February 2023

Venue Bookings Usage Statistics from 18/01/2023 to 17/02/2023

Launceston Town Hall	Bookings Count	Hours Booked
Entire Town Hall	1	8
External Hires	2	2
Guildhall	12	45.75
Kitchen Bar and Reception Area	28	179.25
Main Hall	36	147
Otho Peter Suite 01	16	110.5
Otho Peter Suite 02	3	16
Otho Peter Suite Both Rooms	4	26.25
Town Square	5	15
Total	107	

Town Square	Bookings Count	Hours Booked
Town Square	5	15
Total	5	

Ambulance Hall	Bookings Count	Hours Booked
Ambulance Hall (Garage)	1	1
Ambulance Hall (Main Hall)	33	170.5
Ambulance Hall (Meeting Room)	0	0
Total	34	

Lieutenant Colonel (Retd) P J Oliver MBE MA



Launceston Branch
The Royal British Legion

e-mail: pauloliver151@live.co.uk
Mobile: 07713409535

The Mayor
Launceston Town Hall
Western Road
Launceston
PL15 7AR

29th January 2023

Dear Councillor Penhale,

On behalf of the Launceston Branch, and the wider Royal British Legion and veterans' communities, thank you for supporting the Poppy Appeal last year. We have finally completed the count and you would wish to know the town donated £15,990.95. This is an incredible amount of money, especially as we are all enduring a 'cost of living crisis'. It also demonstrates just how warm and generous our wonderful town can be, not that I need remind you of that.

I would also like to thank you for hosting the annual Remembrance Parade. I believe a few of our members forget that it is actually your parade but I assure you we are all grateful that you allow us to mark the day as you do. Long may that continue. On that note, I apologise wholeheartedly for the manner with which some of your cohort were 'manhandled' at last year's parade. I am mortified that such behaviour occurred but it will not happen again.

We will begin planning 'your' 2023 parade on Thursday 7th September. We will not be looking to change the format but we are considering how best to accommodate those veterans no longer able to march, and how best to manage the spectators during the 'march-on' and 'march-past' (personally, I love the fact that we have to wrestle with so many people. It's a great problem to have). We would be delighted if you would like send a representative to this, and subsequent, planning meetings?

Yours sincerely

RECEIVED
01 FEB 2023