

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 16 JANUARY 2024 at 7.00pm in the Town Hall

PRESENT Cllrs Bailey (Mayor), Gilbert (Deputy Mayor), Bullen, Conway, Gordon, Green, Harris, Heaton, Hogan, Nancarrow, O'Brien, Penhale, Soanes Tremain and Young
In attendance: Christopher Drake (Town Clerk)
Cornwall Cllr Paynter
1 x public
1 x press

Prayers were read by Reverend Clancy

Council received a presentation from Dr Rebecca Magill, Lead Chartered GP Clinical Psychologist, Launceston Medical Centre, regarding the Launceston Medical Hub

2401/21 Apologies for absence
Apologies for absence were received from Councillor Lankston

2401/22 Declarations of Interest
There were no declarations of interest

2401/23 Public Representation Session
There were no public questions

2401/24 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 Full Council held on Tuesday 19 December 2023 at 7.00pm

2401/25 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:
(i) Planning and Economic Development held on Thursday 14 December 2023 at 7.00pm

2401/26 Reports from Cornwall Councillors
Cornwall Councillor Paynter spoke about the issues caused by the late running of local bus services and also advised that the issues regarding civility in public life were discussed at the most recent meeting of Cornwall Council

Cllr Heaton said that she wanted to congratulate Cornwall Council regarding the works that had been considered at the Full Council meeting earlier that day

Cllr Bailey stated that the issue of dog fouling was being raised again at a local level and asked if enforcement was available. Cllr Conway advised that dog wardens were available and issues could be reported

Cllr Soanes asked if there were details of what the longest school journey is for a pupil.
Cllr Conway stated that he would seek the details

2401/27

Reports and Questions from Town Councillors

Cllr Harris provided an update regarding the town CCTV and advised that the equipment was now ten years old and would need to be updated and that there is a need for more CCTV operators

Cllr Heaton advised that a new Police Inspector was now in post and they were keen to attend Community Area Partnership meetings as well as Full Council meetings. Cllr Heaton also advised that Okehampton police station enquiry office was now open

Cllr Young advised that she had represented the Town Council at the funeral of former Town Councillor Jim Edwards

Cllr O'Brien provided an update regarding the role out of Emergency Plan support to surrounding towns and sought agreement from the Council that this be extended to local parishes. This was **agreed**

2401/28

Report from the Town Mayor and Deputy Mayor

The Mayor provided an update on the Mayoral and Deputy Mayor's activities

2401/29

Report from the Town Clerk

Members considered Report 02/24 concerning the above (previously circulated)

It was **resolved** that;

- i) the decision of the Library, Arts, Business and Information Committee for the Council's continued support of the Safer Greener Streets project be ratified
- ii) the update regarding the work and events provided by the library be noted
- iii) the update regarding the Library Hub Design tenders be noted and site visits be agreed for all councillors
- iv) it be agreed that officers investigate the benefits and potential costs of using HR Software
- v) it be noted that the Grounds Maintenance Team vacancy will be advertised from week commencing 15 January
- vi) the short term use of temporary agency staff to assist with the Council's stewarding requirements be noted
- vii) the monthly RAG report be noted

2401/30

Council Policies Update

It was **resolved** that the Operational and Financial Risk Assessment be approved

2401/31

Correspondence and Matters to Note

It was **resolved** to note the venue usage

2401/32

Urgent Items

- i) It was agreed that a letter of support be sent regarding the Launceston Medical Hub

Date of the next meeting of the Council

The next Full Council meeting will be and Extraordinary Meeting to be held on Tuesday 30 January 2024

The meeting ended at 8.23pm

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 30 JANUARY 2024 at 7.00pm in the Town Hall

- PRESENT** Cllrs Bailey (Mayor), Gilbert (Deputy Mayor), Bullen, Conway, Green, Gordon, Harris, Heaton, Hogan, Lankston, Nancarrow, O'Brien, Penhale, Soanes, Tremain and Young
In attendance: Helen Gribble (Deputy Town Clerk)
Christopher Drake (Town Clerk)
1 x public
- 2401/44 Apologies for absence**
There were no apologies for absence
- 2401/45 Declarations of Interest**
There were no declarations of interest
- 2401/46 Budget and Precept 2024/2025**
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.

It was **resolved** ;
i) to adopt the budget for 2024-25
ii) that the precept for 2024-25 be £1,049,424
- 2401/47 Urgent Items**
Cllr Conway advised Members that the concept designs for the Safer Greener Streets project were being considered at the Estates and Properties committee meeting on Monday 5 February

The meeting ended at 7.13pm

Signed Date

Town Clerk C 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 Library, Arts, Business and Information Services Committee meeting held on
Tuesday 9 January 2024 at 7.00 pm in the OP Rooms**

- Present:** Cllrs: Bailey (Mayor), Gordon, Nancarrow, Tremain, Lankston
In attendance: Cllrs Heaton, Soanes
Ewan Murray (VIC Manager – non-voting)
- 2401/01 Apologies for Absence**
Cllr Gilbert (received)
- 2401/02 Chairmanship**
In Cllr Gilbert's absence, Cllr Gordon, as Vice Chairman of the committee, undertook the role of chairman
- 2401/03 Declarations of Interest**
There were no declarations of interest
- 2401/04 Public Representation Session**
There were no members of the public present
- 2401/05 Minutes of Previous Meetings**
The minutes of the meeting held on Tuesday 7 November 2023 were agreed and signed as a correct record
- 2401/06 Financial Report**
It was **noted** that:
i. The VIC is on budget for the current financial year
ii. VIC budget information is promulgated to councillors via F&GP Committee paperwork
- 2401/07 Report from VIC Manager**
It was **noted** that:
i. Meetings have taken place between councillors and representatives from Okerail and Connect Bude, and Cllr Gordon gave an update of progress to the committee
ii. Cllr Bailey expressed the view that the formation of a Community Infrastructure Group (CIC) may be beneficial to move the project forward. This development should be forwarded to full council for further consideration
- 2401/08 Update of Broader LABI Activities**
It was **noted** that:
The committee wished to express its thanks to all connected staff for their diligence and the excellent service they provide to the community

2401/09 Safer Greener Streets

It was **resolved** that:

The committee supports the next phase of the Safer Greener Streets Project and recommends this is adopted by full council at its next meeting

Proposed Cllr Gordon

Seconded Cllr Bailey

Carried

2401/10 Connect Launceston

It was **resolved** that:

- I. The committee continues to support the decision of minute "**2201/09 Railway Proposal**" and recommends that full council reiterates its support at its next meeting
- II. Progress of the project is presented to this committee for scrutiny, prior to it being promulgated to full council for adoption
Proposed Cllr Gordon
Seconded Cllr Bailey
Carried

2401/11 Items to Note and any Urgent Matters

It was **noted** that:

Because of a clash of dates, the next meeting of the LABI Committee will be held on Tuesday 12 March 2024

2401/12 Date of Next Meeting

The next meeting will be held on Tuesday 12 March 2024 at 7:00pm

The meeting closed at 7.38pm

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 11 January 2024 at 7.00pm
The Otho Peter Suites, Launceston Town Hall

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

2401/13 Apologies

Apologies for absence were received from Cllr Gilbert (Deputy Mayor) and Cllr Green who was substituted by Cllr Soanes

2401/14 Declarations of Interest

Cllr Bailey declared an interest in planning application PA23/07919 – Hay Common Development off Cornfield Drive and left the meeting and took no part in the debate or voting on this item

2401/15 Public Representation

There were no representations made

2401/16 Minutes of the last meetings

The minutes of the meeting held on 14 December 2023 were signed as a correct record

2401/17 Current Planning Applications for comment

Application PA23/07919

Proposal Non-material amendment to decision notice PA17/02564 dated 12.04.18 - to change the key materials used on the elevations on various plots, as well as removing the Juliet balconies on plots 162, 165 and 166.

Location Hay Common Development Off Cornfield Drive, Launceston, PL15 9GT

Decision Support

Cllr Bailey declared an interest in the above application and left the meeting and took no part in the debate or voting on this item

Application PA23/07910

Proposal Listed building consent for the repair / reinstatement of rear brick boundary wall and removal of introduced concrete and hardcore surfacing materials to rear courtyard car park area of property.

Location 5 - 7 Southgate Street Launceston Cornwall PL15 9DP

Decision Support

Application PA23/09571

Proposal Construction of new garage for two cars on existing hardstanding with associated landscaping to garden.

Location 1 Windmill Park Launceston Cornwall PL15 9GZ

Decision Support

Application PA23/10103

Proposal Application for Non-Material Amendment to PA23/08076 for Construction of

A handwritten signature in black ink, located at the bottom right of the page.

Primary Academy, Sports Pitch, Multi Use Games Area (MUGA), car parking and associated infrastructure without compliance of condition 2 in relation to decision notice PA20/02822 dated 17/07/2020, namely 1) Change to car park layout and associated landscaping to accommodate the gas pipeline offset. 2) Omission of louvers to the west elevation. 3) A change of single width window to a double width window on the north elevation. 4) Slight increase on louvre size to the ground floor level.

Location Hay Common Launceston
Decision Support

2401/18

Planning Decisions to Note

It was resolved to note the applications

Application PA23/07820
Location Pannier Market Car Park Southgate Street Launceston Cornwall PL15 9BA
Proposal Rebuilding of the North and West parapet walls of Pannier Market Car Park. New metal traffic barriers to be installed along the inside of the parapets. Small structural repairs including stitch the structural crack and leaning masonry to the west wall return
Decision APPROVED
Town Council SUPPORT

Application PA23/07821
Location Pannier Market Car Park Southgate Street Launceston Cornwall PL15 9BA
Proposal Listed Building Consent for the rebuilding of the North and West parapet walls of Pannier Market Car Park. New metal traffic barriers to be installed along the inside of the parapets. Small structural repairs including stitch the structural crack and leaning masonry to the west wall return
Decision APPROVED
Town Council SUPPORT

Application PA22/09900 APPROVED
Location Land Adjoining Link Road Launceston PL15 9HH
Proposal Construction of 1no. retail unit (Class E) along with access and servicing arrangements, car parking, landscaping and associated works
Decision APPROVED
Town Council The Town Council support the application but request that solar panels and air source heat pumps be considered as part of any building works. The applicant advised that Home Bargains already use air source heat pumps to heat and cool their stores so happy to provide this. Solar panels are indicated in the submitted Energy Statement and shown on the submitted roof plan. A Condition is applied to secure provision

Application PA23/06656
Location 1 Penn Kernow Launceston Cornwall PL15 9TN
Proposal Works to a tree subject to a Tree Preservation Order for Sycamore (T6) - reduction of 2-3 metres of the crown, to include the removal of any split or broken branches identified during the works.
Decision REFUSED - It is the opinion of the Local Planning Authority that the tree is of significant public amenity value in the local landscape and contributes to the character of the local area. There is insufficient justification for the proposed works and clear and convincing arboricultural evidence to justify the proposed works has not been submitted. The proposed reduction of the crown would therefore result in a detrimental impact upon the public amenity of the local landscape, contrary to Policy 23 of the Cornwall Local Plan Strategic Policies 2010-2030, paragraph 174 (b) of the National Planning Policy Framework 2023 and Paragraph: 091

Reference ID: 36-091-20140306 of the Tree Preservation Order and trees in a conservation areas section of the Planning Practice Guidance

Town Council SUPPORT The town council were contacted in accordance with the Local Council Protocol, and agreed to disagree.

Application PA23/04849
Location 10A Tavistock Road Launceston Cornwall PL15 9EZ
Proposal Outline planning application with all matters reserved for two number dwellings
Decision APPROVED
Town Council The Town Council object to this application due to over development. The town council were contacted in accordance with the Local Council Protocol, and agreed to disagree

Application PA23/09708
Location Land South Of Tavistock Road Launceston PL15 9JY
Proposal Non material amendment in relation to decision notice PA19/05884 dated 19/12/2022 to omit footway along the site frontage to west of the access as this is a duplication of the onside footway/cycleway
Decision Not acceptable as amendment
Town Council SUPPORT

Application PA23/08603 WITHDRAWN
Location 9 The Beeches Launceston Cornwall PL15 9DL
Proposal Application for tree works in a Tree Preservation Order (TPO): Removal of a tree
Decision WITHDRAWN
Town Council Support, subject to a replacement native species tree being planted

2401/19

Planning Fees and Consultation Responses

The details regarding planning fees and consultation responses were noted

2401/20

Correspondence and Items to Note

- 1) The damage to the street bollards at High Street and Westgate Street was noted
- 2) It was noted that no response had been received from Cornwall Highways regarding the works unit on the Link Road
- 3) It was noted that no formal information had been received regarding planning proposals at Kensey Valley
- 4) It was agreed that a further request be made in regards to any planning information for a potential cemetery site
- 5) The details of the changes to the Launceston Waste Recycling Centre were noted

Next Meeting

The next meeting of the committee will be held on Thursday 1 February 2024

The meeting closed at 7.40pm

Signed.....*Al Steiner*..... Date.....*1.2.24*.....

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 MONDAY 22 JANUARY 2024 at 7.00pm in The Otho Peter Suites, Launceston Town Hall

- PRESENT** Cllrs Bailey (Town Mayor), Gilbert (Deputy Mayor), Bullen (Chair), Conway, Heaton, Hogan, O'Brien, Soanes and Young
In attendance: Cllrs Lankston, Penhale, Gordon and Tremain
Helen Gribble – RFO
Christopher Drake – Town Clerk
1 x Press
- 2401/33 Apologies for absence**
There were no apologies for absence
- 2401/34 Declarations of Interest**
There were no declarations of interest
- 2401/35 Public Representation Session**
There were no members of the public present
- 2401/36 Budget 2024/25**
It was **resolved** to;
i) agree the budget for 2024/25 of £2,440,394 with a Precept of £1,049,424. This equates to a Band D of £324.37 an increase of £50.27
ii) minute the Council's thanks to the Responsible Finance Officer
- 2401/37 Urgent Items**
There were no items raised

The meeting closed at 7.39pm.

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 1 February 2024 at 7.00pm
The Otho Peter Suites, Launceston Town Hall

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

2402/01 Apologies
Apologies for absence were received from Cllr Green who was substituted by Cllr Soanes

2402/02 Declarations of Interest
There were no declarations of interest

2402/03 Public Representation
There were no representations made

2402/04 Minutes of the last meetings
The minutes of the meeting held on 11 January 2024 were signed as a correct record

2402/05 Current Planning Applications for comment

Application PA23/07708
Proposal Listed building consent for external repairs and wall render, 2 rear windows. rear door and paving. Internal thermal, security and fire safety improvements, excluding loft.
Location 7 St Stephens Hill St Stephens Launceston Cornwall
Decision Support

Application PA23/09964
Proposal Erection of two houses with ground floor parking and the conversion of existing workshop into one dwelling with off street parking without compliance with condition 2 of decision 2008/00365 dated 02.07.2008.
Location Land At Shooting Park Windmill Hill Launceston PL15 8BN
Decision Support

Application PA23/10385
Proposal Construction of 3 No Dwellings with variation of condition 5 of decision PA20/01284 dated 17/07/2020.
Location Craigmere The Beeches Launceston PL15 9DL
Decision Support

Application PA24/00497
Proposal Outline application with all matters reserved for a proposed dwelling.
Location Land North Of 10 Roydon Road Roydon Lane Launceston PL15 8DP
Decision Support

2402/06

Planning Decisions to Note

It was resolved to note the applications

Application	PA23/06443
Location	Riverford House St Stephens Hill St Stephens Launceston Cornwall PL15 8HN
Proposal	8.61kW ground mounted solar array for domestic use
Decision	APPROVED
Town Council	SUPPORT
Application	PA23/10103
Location	Hay Common Launceston
Proposal	Application for Non-Material Amendment to PA23/08076 for Construction of Primary Academy, Sports Pitch, Multi Use Games Area (MUGA), car parking and associated infrastructure without compliance of condition 2 in relation to decision notice PA20/02822 dated 17/07/2020, namely 1) Change to car park layout and associated landscaping to accommodate the gas pipeline offset. 2) Omission of louvers to the west elevation. 3) A change of single width window to a double width window on the north elevation. 4) Slight increase on louvre size to the ground floor level.
Decision	APPROVED
Town Council	SUPPORT
Application	PA23/07919
Location	Hay Common Development Off Cornfield Drive, Launceston, PL15 9GT
Proposal	Non-material amendment to decision notice PA17/02564 dated 12.04.18 - to change the key materials used on the elevations on various plots, as well as removing the Juliet balconies on plots 162, 165 and 166.
Decision	APPROVED
Town Council	SUPPORT

2402/07

Correspondence and Items to Note

- 1) The details regarding the land identified for a new cemetery were noted and it was agreed that the Council does not investigate the site any further as it is outside of the town and any land for a cemetery must fall within the parish boundary

Next Meeting

The next meeting of the committee will be held on Thursday 22 February 2024

The meeting closed at 7.23pm

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 5 February 2024
at 10.00am in The Guildhall.

PRESENT: Cllrs Bailey (Mayor), Cllr Gilbert (Deputy Mayor) Gordon, Harris, Heaton, Penhale and Young

In attendance: Cllrs Tremain and Soanes
Gemma Loving – Senior Architect
Chris Sims – Community Link Officer
Martin Cornish (Estates & Properties Manager),
Christopher Drake (Town Clerk)
Ewan Murray (VIC Manager)
Isabel Grundy (Venues Manager)

The Committee received a presentation on the proposals for a Planning Performance Agreement from Gemma Loving, Senior Architect at Place Architects

- 2402/08 Apologies for Absence**
Apologies were received from Cllr Bullen who was substituted by Cllr Tremain
- 2402/09 Declarations of Interest**
There were no declarations of interest
- 2402/10 Public Representation Session**
There were no representations made
- 2402/11 Minutes of the last meeting**
The minutes of the meeting held on Monday 4 December were signed as a correct record.
- 2402/12 Change of Order of Business**
It was **resolved** to take Agenda Item 6 – Safer Greener Streets, as the next item of business
- 2402/13 Safer, Greener Streets**
It was **resolved** that the committee support the proposals for a Planning Performance Agreement (PPA) to provide signage, public realm access, railings,

town entrance scheme, pedestrian connectivity, lighting and highways improvements

2402/14

Estates & Properties Manager's Report – January 2024

It was resolved to;

- i) note the updates regarding works to Lawrence House Museum and the relocation of artefacts to an offsite storage facility
- ii) note the update regarding the multi storey car park
- iii) note the update regarding quotations for works to the Dockarce Cemetery railings
- iv) note the works at Southgate Arch
- v) note the update regarding the roof repairs in the Ambulance Hall.
- vi) note the update on ongoing works at the Town Hall and consider if a new industrial dishwasher can be purchased in the current financial year
- vii) note the update regarding the public toilets
- viii) note the update regarding tree works adjacent to the Cemetery
- ix) note the update regarding the next stage of works for the new Grounds Compound
- x) note the defibrillator at Stourscombe has now been installed and check that the location details have been logged
- xi) note the update regarding improvement works at the Coach Park
- xii) note that work for additional grant funding at Priory Park is still ongoing
- xiii) note the training update
- xiv) note the recruitment of agency staff covering the long term absence in the Stewards team

Date of the next meeting

The next meeting date will be held on Monday 2 April 2024

The meeting closed at 11.25am

Signed.....

Date.....

MAYOR & DEPUTY MAYORS CALENDAR OF EVENTS

JAN/FEB

DATE	EVENT	ATTENDING
20.01.24	TOWN BANDS AWARDS	MAYOR & DEPUTY MAYOR
24.01.24	TONY HOWE FUNERAL	MAYOR
04.02.24	LAUNCESTON CIVIC SERVICE	MAYOR, MAYORS CONSORT & DEPUTY MAYOR

Agenda item: 9

Committee: Full Council

Date: Tuesday 20 February 2024

Subject: Town Clerk Report

Summary: To consider and agree various items of updates works

Recommendations.

The Council is recommended to;

- 1) Note the update regarding the work and events provided by the library
 - 2) Note the update regarding the Library Hub Design tenders
 - 3) Note that the interviews for the Grounds Maintenance Team vacancy will be held on 20 February
-

1 Library Update

- 1.1 The Library team continue the ongoing partnership work with other providers within the town. Details of the events, groups, support outlets and further provision as of January 2024 are:

Orchard Centre

- Cancer Cafe 10-12 First Saturday of the month
- National Autistic Society first Monday of the month 4.30-6.30
- Memory Cafe Carers group Tuesday's 10-12
- ManDown alternate Wednesday's 7-9pm Community Kitchen - cooking from scratch, alternate Wednesdays to ManDown 6-9pm
- NEW - Women's support group "Don't Be Afraid" 22nd January 7pm and 27th January 11-1

Gateway Centre and Café Avodah:

- NEW: Chatty Café Scheme and new crafting group.
- Money Advice: Free advice for all financial matters including PIP, universal credit, debts, bankruptcy, money management.
- Gardening Club: inclusive free community club for all abilities and ages over 16. Learn how to grow and maintain vegetables, herbs & fruit. Free tea/coffee mid morning. Led by Sheila.
- Writing for wellbeing: Run by Delia every Friday from 10am drop in. From poetry to fiction writing.
- With You (previously known as We Are With You): Providing free, confidential support to people experiencing issues with drugs, alcohol or mental health Appointment required.
- Pool Club: Every Friday 1pm to 2.30pm drop in. All age and ability. Free to join/play.
- Dementia Support: Turning the Cogs: Every Friday morning between 11am to 12.30pm. Therapeutic support group providing sessions designed to keep their minds active.
- Launceston Strollers: Every Monday & Wednesday 10am. A friendly, inclusive, all ability group that go for various gentle short walks and finish up at Cafe Avodah for a drink and chat.
- Knit n Natter: Every Thursday 10am to 12pm drop in session. Friendly all ability inclusive group.
- Gateway Church: Every Sunday at 10.30am.

Launceston Library:

- Tuesday Cuppa companions -Pop in Tuesday mornings from a free Cuppa between 10 and 12.
- Baby group/ Bounce and Rhyme -Tuesday morning 10am followed by 10.30AM Duplo stay and play.
- Every Friday(10-4pm) and Saturday (10-12) Lego activity days2
- Games Club (Boardgames, Cards, Chess etc) every Wednesday - 1-3pm
- Mental Health Art sessions -with artist Karen and Lydia-20th February and 5th March 10-1PM.
- Emma Jaynes- psychologist offering support sessions-(Closed group)
- Weds 7th February will be how understanding and managing stress will improve your health.
- The 21st February will be sleep: a vital key to your mental, emotional, and physical health.
- 6th March will be understanding and handling anxiety and low mood
- NEW monthly Book Group-meet upstairs in the library last Wednesday of the month 10.30-12.30
- NEW monthly Writing Group-Starting up 5th March. Volunteer run group, with an emphasis on creative writing focusing on wellbeing.
- Wellbeing sessions held between February and April:
- Mindful music workshop-only 2 sessions- 4th and 11th March
- Fit Minds: with Gemma Kempthorne- gentle exercises for body and mind to help improve mental agility and mood. Held upstairs in the library. Fridays in March -1st,8th, 15th and 22nd. Arriving at 9.30, group to settle and start by 9.45. Ends 10.30
- Clay Club- Tactile creative sessions -3 sessions booked-Feb 23,23 March and 13th April

Community Larder and Central Methodist Church:

Love Your Neighbour Larder : Friday and Saturday morning: Community initiative to provide food for families in need. Wednesday morning, Fridays 3-4pm and Saturdays 10-11.

Wednesday Parent 'Chatta Box' session -Wednesday mornings.

Launceston Community Church - Growbaby-Mondays 9.30-11am- Free Preloved items for your baby.

Community Open Space-Warm Space: Free hot drink and light refreshment -every Thursday 1pm – 4pm

Launceston Surgery-Social Prescriber- Swim and Gym with learning to swim Health sessions.

1.2 The table below highlights what services may have been affected if the hub facility was not available

Please tick any that apply	Yes	No	Maybe	Don't know
999	2	8	9	1
NHS 111	18	2		
Mental Health Services	10	5	4	
GP	15	4	1	
Local hospital	8	5	4	2
Council	10	6	1	3
Adult Social Care	3	8	2	
Pharmacy	16	2	1	
Friends/ family	13	1	5	
Other NHS community services – eg nurse	15	4		
Other Community organisation or charity	17	2	1	

2 Library Hub Tender Process

- 2.1 Further to the tender process for the design element of the new library hub being published on ContractFinder on 20 December 2023, the Council has received enquiries and/or questions from 34 companies to date. A number of interested parties have also visited the site. The closing date for clarification questions is Friday 16 February and the closing date for tenders to be received is Wednesday 28 February.

3 Grounds Maintenance Team Interviews

- 3.1 The Grounds Maintenance Team interviews will be held on Tuesday 20 February and three candidates have made it through to the interview stage. The interview panel consists of the Estates and Properties Chair, Estates Manager and Grounds Maintenance Team Manager

Contact officer: Christopher Drake – Town Clerk
Tuesday 13 February 2024

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
First Aid organisation relocated from Ambulance Hall garage area	Town Clerk		Space for LVFS trailer agreed	RESOLVED PRIORITY PROJECTS
Green Room garage cleared	Estates Mgr			WORK TBC
Green Room building future use	Council			
Library team relocate to new Hub	Library Mgr /Town Clerk		Tender for design works ongoing - closing date of 28 Feb 2024. To date 33 companies have expressed an interest in the project	
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 repair works are being investigated and it may be that any other works at the site are delayed until invetigatory works are complete	

Car park refurbished and new signage erected	Estates Mgr		PCA report received and considered by June Estates and Properties committee. Agreed that consultants be assigned to undertake investigation works. Survey works undertaken on 10 July. Survey results reported to October Estates Committee and investigatory works now agreed
Lawrence House repairs and future maintenance programme	Town Clerk/ Council		Grant bid successful and works ongoing. Completion estimated as Autumn/Winter 2023. Museum artefacts temporarily stored at rented units in Pennygillam
Priory Park play equipment installation project	Town Clerk/ RFO/ Estates Mgr		Football goals installed, following works at site by National Grid. Officers working on additional grant funding streams but large level consultation required which will not be undertaken until early 2024
New cemetery land acquisition			No land currently seen as available for purchase
Conversion of new land at St Thomas as rest garden	Town Clerk		TC working with Barrett Homes regarding flooding issues. Solicitors approached to complete necessary legal documents. TC met with Barrett Homes 9/1/24 regarding ongoing flooding issues. On site meeting scheduled for 16 February 2024

Installation of live streaming equipment at Town Hall	Town Clerk/RFO		
Adoption of new nature are at Ridgegrove	Town Clerk/ Estates Mgr		Solicitors appointed to undertake legal agreement works and awaiting responses from CC
Adoption of new nature are at Windmill Hill	Town Clerk/ Estates Mgr		Solicitors appointed to undertake legal agreement works and awaiting responses from CC
Design and build of new grounds compound	Estates Mgr		Site visits have been held and a quotation and design works received. Ecology Assessment undertaken. Planning permission granted 6 November
Welcome Back Fund works	RFO/VIC Mgr/ Town Clerk		
Town Vitality Fund works	RFO/VIC Mgr		Meetings ongoing to agree projects and new funding streams. Latest meeting held 12/02/24
Quality Gold Accreditation	Town Clerk		Gold statements agreed Dec 23 and TC completing final policy updates. Proposed resolution that Council meets requirements at March Council
Tree planting scheme at Coronation Park and Town Council sites	Town Clerk/ Estates team		Sakura blossom trees planted and tree planting for Passmore Edwards Centenary at current library site
Employment evaluation	Town Clerk/ Council		
Site clearance at Stourscombe	Estates Mgr		

New town bypass to be investigated	Town Clerk		West Devon Bourough Council and Cornwall Council have been contacted about the project and meeting dates TBA. VIC manager liasing with Scott Mann MP
Rail link with Okehampton and/or Tavistock	VIC Manager		OkeRail team giving presentation to December 23 meeting. Connect Launceston meeting held 10/01/24
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 vists. 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		Works commenced w/c 5 February 2024
New skatepark installation at Coronation Park	Town Clerk		Awaiting planning agreement from CC



Launceston Town Council

Vexatious Complaints Policy

2023

Adopted at Full Council on:
Minute Reference:

Policy Review Date:

Prepared By:

Christopher Drake
Town Clerk

VEXATIOUS COMPLAINTS PROCEDURE

1 Introduction

This policy identifies situations where a complainant, either individually or as part of a group, or a group of complainants, might be considered to be habitual or vexatious. The following clauses form the Town Council's policy for ways of responding to these situations.

- 1.1 In this policy the term habitual means 'done repeatedly or as a habit'. The term vexatious is recognised in law and means 'denoting an action or the bringer of an action that is brought without sufficient grounds for winning, purely to cause annoyance to the defendant'.
- 1.2 This policy intends to assist in identifying and managing persons who seek to be disruptive to the Council through pursuing an unreasonable course of conduct.
- 1.3 The term complaint in this policy includes requests made under the Freedom of Information Act 2000 and the Data Protection Act 2018 and reference to the Complaints Procedure is, where relevant, to be interpreted as meaning a request under those Acts.
- 1.4 Habitual or vexatious complaints can be a problem for Council staff and members. The difficulty in handling such complainants is that they are time consuming and wasteful of resources in terms of Officer and Member time.

While the Council endeavours to respond with patience and sympathy to the needs of all complainants there are times when there is nothing further which can reasonably be done to assist or to rectify a real or perceived problem.

- 1.5 Raising of legitimate queries or criticisms of a complaints procedure as it progresses, for example if agreed timescales are not met, should not in itself lead to someone being regarded as a vexatious or an unreasonably persistent complainant. Similarly, the fact that a complainant is unhappy with the outcome of a complaint and seeks to challenge it once, or more than once, should not necessarily cause him or her to be labelled vexatious or unreasonably persistent.
- 1.6 The aim of this policy is to contribute to the overall aim of dealing with all complainants in ways which are demonstrably consistent, fair and reasonable.

2 Habitual or Vexatious Complainants

- 2.1 For the purpose of this policy the following definitions of habitual or vexatious

complainants will be used;

The repeated and/or obsessive pursuit of:

- a. unreasonable complaints and/or unrealistic outcomes; and/or
- b. reasonable complaints in an unreasonable manner.

- 2.2 Prior to considering its implementation the Council will send a summary of this policy to the complainant to give them prior notification of its possible implementation.
- 2.3 Where complaints continue and have been identified as habitual or vexatious in accordance with the criteria set out in Section 3, the Complaints Committee will seek agreement to treat the complainant as a habitual or vexatious complainant for the appropriate course of action to be taken. Section 4 details the options available for dealing with habitual or vexatious complaints.
- 2.4 The Clerk on behalf of the Town Council will notify complainants, in writing, of the reasons why their complaint has been treated as habitual or vexatious and the action that will be taken. The relevant Cornwall Councillors for Launceston will also be informed that a constituent has been designated as an habitual or vexatious complainant.
- 2.5 The status of the complainant will be kept under review. If a complainant subsequently demonstrates a more reasonable approach, then their status will be reviewed.

3 Definitions

- 3.1 Launceston Town Council defines unreasonably persistent and vexatious complainants as those complainants who, because of the frequency or nature of their contacts with the Council, hinder the Council's consideration of their or other people's complaints. The description 'unreasonably persistent' and 'vexatious' may apply separately or jointly to a particular complainant.
- 3.2 Examples include the way in which, or frequency with which, complainants raise their complaints with staff or how complainants respond when informed of the Council's decision about the complaint.
- 3.3 Features of an unreasonably persistent and/or vexatious complainant include the following (the list is not exhaustive, nor does one single feature on its own necessarily imply that the person will be considered as being in this category):
An unreasonably persistent and/or vexatious complainant may;
 - have insufficient or no grounds for their complaint and be making the complaint only to annoy (or for reasons that he or she does not admit or make obvious).
 - refuse to specify the grounds of a complaint despite offers of assistance

- refuse to co-operate with the complaints investigation process while still wishing their complaint to be resolved.
- refuse to accept that issues are not within the remit of the complaints policy and procedure despite having been provided with information about the scope of the policy and procedure.
- refuse to accept that issues are not within the power of the Council to investigate, change or influence.
- insist on the complaint being dealt with in ways which are incompatible with the complaints procedure or with good practice (e.g. insisting that there must not be any written record of the complaint).
- make what appear to be groundless complaints about the staff dealing with the complaints, and seek to have them dismissed or replaced
- make an unreasonable number of contacts with the Council, by any means in relation to a specific complaint or complaints.
- make persistent and unreasonable demands or expectations of staff and/or the complaints process after the unreasonableness has been explained to the complainant (an example of this could be a complainant who insists on immediate responses to questions, frequent and/or complex letters, faxes telephone calls or e-mails).
- harass or verbally abuse or otherwise seek to intimidate staff dealing with their complaint, in relation to their complaint by use of foul or inappropriate language or by the use of offensive and racist language or publish their complaints in other forms of media.
- raise subsidiary or new issues whilst a complaint is being addressed that were not part of the complaint at the start of the complaint process.
- introduce trivial or irrelevant new information whilst the complaint is being investigated and expect this to be taken into account and commented on.
- change the substance or basis of the complaint without reasonable justification whilst the complaint is being addressed.
- deny statements he or she made at an earlier stage in the complaint process.
- are known to have electronically recorded meetings and conversations without the prior knowledge and consent of the other person(s) involved.
- refuse to accept the outcome of the complaint process after its conclusion, repeatedly arguing the point, complaining about the outcome, and/or denying that an adequate response has been given.
- make the same complaint repeatedly, perhaps with minor differences, after the complaints procedure has been concluded and insist that the minor differences make these 'new' complaints which should be put through the full complaints procedure.
- persistently approach the Council through different routes or other persons about the same issue.
- persist in seeking an outcome which Council has explained is unrealistic for legal or policy (or other valid) reasons.
- refuse to accept documented evidence as factual.
- complain about or challenge an issue based on an historic and/or an irreversible decision or incident.

- combine some or all of these features.

4. Imposing Restrictions

- 4.1 The Town Council will ensure that the complaint is being, or has been, investigated properly according to the adopted complaints procedure.
- 4.2 In the first instance the Clerk will consult with the Mayor of the Council prior to issuing a warning to the complainant. The Clerk will contact the complainant in writing, or by e-mail, to explain why this behaviour is causing concern and ask them to change this behaviour and outline the actions that the Council may take if they do not comply.
- 4.3 If the disruptive behaviour continues, the Clerk will issue a reminder letter to the complainant advising them that the way in which they will be allowed to contact the Town Council in future will be restricted. The Clerk will make this decision in consultation with the Mayor of the Council and inform the complainant in writing of what procedures have been put in place and for what period.
- 4.4 Any restriction that is imposed on the complainant's contact with the Council will be appropriate and proportionate and the complainant will be advised of the period of time over which that the restriction will be in place. In most cases restrictions will apply for between three to six months, but in exceptional cases this may be extended. In such cases the restrictions would be reviewed on a quarterly basis, or at the next Full Council Meeting.
- 4.5 Restrictions will be tailored to deal with the individual circumstances of the complainant and may include:
 - banning the complainant from making contact by telephone except through a third party e.g. a solicitor, a Councillor or a friend acting on their behalf.
 - banning the complainant from sending emails to individuals and/or all Council Officers and insisting they only correspond by postal letter.
 - requiring contact to take place with one named member of staff only.
 - restricting telephone calls to specified days and/or times and/or duration requiring any personal contact to take place in the presence of an appropriate witness.
 - letting the complainant know that the Town Council will not respond to or acknowledge any further contact from them on the specific topic of that complaint (in this case, a designated member of staff will be identified who will read future correspondence).
- 4.6 When the decision has been taken to apply this policy to a complainant, the Clerk will contact the complainant in writing to explain:
 - why the decision has been taken.

- what action has been taken.
- the duration of that action.

- 4.7 The Clerk will enclose a copy of this policy in the letter to the complainant.
- 4.8 Where a complainant continues to behave in a way that is unacceptable, the Clerk, in consultation with the Chairman of the Council may decide to refuse all contact with the complainant and stop any investigation into his or her complaint.
- 4.9 Where the behaviour is so extreme or it threatens the immediate safety and welfare of staff, other options will be considered, e.g. the reporting of the matter to the police or taking legal action. In such cases, the complainant may not be given prior warning of that action.

5 New complaints from complainants who are treated as abusive, vexatious or persistent

- 5.1 New complaints from people who have come under this policy will be treated on their merits. The Clerk, the Mayor of the Town Council will decide whether any restrictions that have been applied before are still appropriate and necessary in relation to the new complaint. A blanket policy is not supported, nor ignoring genuine service requests or complaints where they are founded.
- 5.2 The fact that a complainant is judged to be unreasonably persistent or vexatious, and any restrictions imposed on Council's contact with him or her, will be recorded and notified to those who need to know within the Council.

6 Review

- 6.1 The status of a complainant judged to be unreasonably persistent or vexatious will be reviewed by the Clerk, the Mayor of the Town Council after three months and at the end of every subsequent three months within the period during which the policy is to apply, or by the next Full Council Meeting.
- 6.2 The complainant will be informed of the result of this review if the decision to apply this policy has been changed or extended.

7 Record Keeping

- 7.1 The Clerk will retain adequate records of the details of the case and the action that has been taken. Records will be kept of:
- the name and address of each member of the public who is treated as abusive, vexatious or persistent, or any other person who so aids the complainant.
 - when the restrictions came into force and ends
 - what the restrictions are
 - when the person and Council were advised.

- 7.2 Full Council will be provided with a regular report giving information about members of the public who have been treated as vexatious/persistent as per this policy.



Launceston Town Council

Subject Access

Request Policy

2023

Adopted at Full Council on:
Minute Reference:

Policy Review Date:

Prepared By:

Christopher Drake
Town Clerk

Subject Access Request Form

Under the Data Protection Act you have a statutory right to request confirmation that the council is processing your data and to request to see information held on you by that organisation.

You also have the right to be told:

- the purposes of and legal basis for the processing;
- the legitimate interests for the processing (if applicable).
- the categories of personal data obtained (if the personal data is not obtained from the individual it relates to).
- the recipients or categories of recipients of the personal data.
- the details of transfers of the personal data to any third countries or international organisations (if applicable).
- the retention periods for the personal data.
- the rights available to individuals in respect of the processing.
- the right to withdraw consent (if applicable).
- the right to lodge a complaint with a supervisory authority.
- the source of the personal data (if the personal data is not obtained from the individual it relates to).
- the details of whether individuals are under a statutory or contractual obligation to provide the personal data (if applicable, and if the personal data is collected from the individual it relates to).
- the details of the existence of automated decision-making, including profiling (if applicable).

This information is likely to be available in general terms within our privacy notices, however you can request it in addition to any request to see your records.

To request to see your records, please complete this form, read and sign the declaration and then send the completed form to;

Launceston Town Council
Town Hall
Western Road
Launceston
PL15 7AR

To ensure proper security, the Town Council must be sure of your identity before complying with a subject access request. To confirm your identity, we need to see an official document with a photograph, such as a driving licence or a passport.

If you are making the request on behalf of another individual to access their information, we will need written consent from the individual to whom the data relates as well as your proof of identity.

If you have legal authorisation to act on behalf of an individual, such as if you act with power of attorney or as a litigation friend, you will need to provide a copy of that authorisation to evidence it.

We can refuse your request if it is manifestly unfounded or excessive, such as if it is repetitive. We will explain why we consider your request to be manifestly unfounded or excessive if we do refuse it.

1. Details of the person making the request

Title	
First name (s)	
Surname	
Date of birth	
Address	
Daytime telephone no	
Email address	

2. Are you requesting information about yourself?

If Yes	Please go to section 4
If No	If you are making the request on behalf of another person you must enclose with the request a signed authority from them to do so. If you are making the application because the data subject lacks capacity to make the application in their own right please outline your authority to make the application in their stead (for example, Power of Attorney).

	You should enclose a copy of any evidence that you may have of that authority. The Council will contact you if further evidence is required. (please complete section 3)
--	--

3. Details of the Data Subject (if requesting information on behalf of someone else)

Title	
First name (s)	
Surname	
Date of birth	
Address	
Daytime telephone no	
Email address	
Relationship to Data Subject	

4. Describe the information you are requesting

If you are only seeking certain records, it would be helpful for us to know which types of record you are seeking, any time period to cover, and if you would like to see only specific document(s). Please describe these below with as much detail as you can.

Declaration:

I certify that the information given on this form is true and correct.

Signed:

Date:

Return Address

Launceston Town Council, Town Hall. Western Road, Launceston, PL15 7AR

If as a result of the response to your request you are dissatisfied with the way we are using your personal information you should raise the matter with the Data Protection Officer who can be contacted via the address above. We will do everything we can to put the matter right if the council has not processed your data correctly. You also have a right to make a complaint about our handling of your personal data to the Information Commissioner's Office, whose web site is <https://ico.org.uk/>

We only use the information that you provide for us to process your request. We may need to share that you have made a request with other organisations if we hold information about you that they have supplied and we need to consult with those organisations regarding release of the information to you. Records of requests will be kept for 6 years after the closure of the request for operational, statistical and audit purposes.



Launceston Town Council

Lone Working

Policy

2023

Adopted at Full Council on:
Minute Reference:

Policy Review Date:

Prepared By:

Christopher Drake
Town Clerk

LONE WORKING PROCEDURE

Within Launceston Town Council, there are a number of situations where it is possible that an employee may be called upon to work on their own. An employee working alone should never be at greater risk than any other employee at any other time. Working alone can result in risks and hazards that would otherwise be non-hazardous and not subject to a formal risk assessment.

Although instances may differ, the following guidelines are to be followed in the case of employees called upon to work alone.

Management Controls

- Tasks in any lone worker situations are assessed, taking into account the following; Is the work a one-person job? Is the location of the work remote or isolated? Is there likely to be any problems with communication? Is there any security risk, or the possibility of violence towards the lone worker? Are emergency exit routes available (consideration given to those that may be routinely locked out of hours)?
- Safe working practices and arrangements are implemented with a view to eliminating or minimising any risk;
- Staff working alone are given instructions on what to do in the event of an accident or emergency;
- Appropriate first aid resources are made available to any lone workers.

Employee Responsibilities

- To ensure that whilst working alone, their whereabouts and the work they are doing is known to others;
- To ensure that the guidelines for working alone are followed.
- To message the agreed contact number at an agreed time/times schedule

Limitations

No member of staff will be required to work alone on behalf of the Town Council in circumstances where:

- His or her location is unknown;
- He or she does not feel confident in carrying out lone work;
- He or she has no means of summoning assistance or indicating their location in an emergency (including being taken ill);
- He or she has received no training or at least a briefing as to the potential hazards of working alone, and the measures to be taken when working alone.

Emergency Contact

In an emergency, always dial 999.

Launceston Town Council Staff Contact

Any employee likely to be in a lone working situation must ensure that they are provided with a contact telephone number of a work colleague and that the number is immediately to hand (e.g. stored in the employees' mobile phone memory).

Venue Usage – January to February 2024

Launceston Town Hall	Bookings Count	Hours Booked
Entire Town Hall	2	15
External Hires	15	31
Guildhall	11	42
Kitchen Bar and Reception Area	6	40
Main Hall	26	103.25
Otho Peter Suite 01	19	146
Otho Peter Suite 02	15	33.25
Otho Peter Suite Both Rooms	1	8
Town Square	4	12
Total	99	

Ambulance Hall	Bookings Count	Hours Booked
Ambulance Hall (Main Hall)	14	54
Ambulance Hall (Meeting Room)	0	0
Total	14	