

*Falmouth & Penryn* COMMUNITY PLAN 2009



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Unknown artist: cafe at Gyllingdune Garden, Princess Pavilion. Published as a postcard by E.A.Bragg. Courtesy of Falmouth Art Gallery.

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# Welcome

## Welcome to the Falmouth and Penryn Community Plan

*'This is a plan based entirely on public consultation, describing the actions and priorities for Falmouth and Penryn over the next 5-10 years. Behind the scenes, a lot of people have been hard at work looking at all the issues that they feel need to be addressed; reading relevant reports and studies, consulting with professionals and experts in the respective fields, and holding consultation meetings with them, in order to put together this exciting plan for all our futures.'*

The Community Plan, through consultation with the community, prioritises the actions most urgently needed, over a maximum 5-year period, and points out where, and by whom, we would expect action to be taken- including action by members of the community.

The Community Plan will play a vital role in guiding and shaping the work of both Falmouth and Penryn Town Councils, and it is evidence of their commitment to collaboration over the future of the area.

The Plan will be used to inform local and regional authorities and government bodies about the wishes and expectations of the community; and input into the new Falmouth and Penryn Community Network alongside neighbouring parish plans, to make sure the local action plan that will emerge from that Network is based on community consultation.

The Community Plan will also inform newly-elected Cornwall Council members of the aspirations and expectations of the community, identify local priorities for action, provide a platform for community-led projects, and function as an evidence base for grant applications to help deliver the objectives the Plan describes. Finally, we hope that the Plan will encourage dynamic and engaged communities in both towns.

The Plan is community-led, supported financially or in kind by Falmouth Town Council, Penryn Town Council, Falmouth Harbour Commissioners, the former Carrick District Council, the former Cornwall County Council, the Combined Universities in Cornwall (CUC), Falmouth Town Forum, and Penryn Vision Forum.

My sincere thanks to all those who have made this Community Plan a reality.

**Chris Smith**

Chairman,  
Community Plan Management Group,  
October 2009



Maritime Topic Group Multiplier event at the National Maritime Museum, Falmouth



Health and Well-being Topic Group Multiplier event at Falmouth Town Council Chambers

# Background

## The events and stages that led to the production of this Plan

### How we got here

Strangely enough the whole project was instigated by the local authorities (Falmouth and Penryn Town Councils and Carrick District Council); even though they could not have any part in deciding the contents of the Plan. In fact this was a good thing because it gave community bodies and individuals confidence that it could be a document valued by these local authorities and consequently taken into account in their future planning and policies.

The Mayor of Falmouth took the lead initially, strongly supported by the Mayor of Penryn. They turned to the two town community Forums and to Carrick District Council to help start the process. Carrick District Council agreed to provide a public consultation expert on a part-time basis, who approached a number of individuals and local organisations to form a Community Plan Management Group (CPMG). In spite of the difference in size of the communities of the two towns, an important decision was taken that they would participate equally as far as possible. At this stage some funding pledges and other offers in kind were made by the three Councils and local interested bodies. The CPMG then began exploring the requirements for an organisational structure to undertake the work.

The CPMG decided that there would need to be ten individual Topic Groups to identify the issues of concern to the community as a whole. Individuals willing to bring together such groups and take a lead in their work came forward but it became clear that a Project Co-ordinator with knowledge and experience of such a project would be required. In order for such a co-ordinator to be employed some legal entity had to be established and the relatively new concept of a Community Interest Company (CIC) was explored. In discussion with the national CIC regulator, it became clear that such a company could be easily and cheaply established, meet the requirements of the CPMG, allow the funding bodies to be represented in financial decisions and fulfil an executive management role.

The CIC was set up with Memorandum and Articles agreed by CPMG and conforming to the regulator's requirements – all the work to this end being carried out on a voluntary basis so the total cost was the £35 registration fee. The members of the company were to be the individual directors plus the funding bodies as corporate members. The six directors were selected from CPMG members – one each from the community, the community organisations and the funding bodies of each town. It was also decided at this time that all the Topic Group leaders would be members of the CPMG and that the Chairman and Vice-Chairman of the CIC Board of Directors would have the same role in the CPMG. The CIC has been responsible to the CPMG to manage the Community Plan preparation project, while the content of the Plan and any consultation involved was subject to the approval of CPMG.

The CIC's first actions were (a) to prepare a project programme and budget forecast, which were approved by CPMG, and (b) to advertise for a part-time Project Co-ordinator who would be able to assist the Topic Groups and bring their work together into the final plan document. The Project Co-ordinator reports to the CIC board and to its Chairman and Vice-Chairman on a day to day basis. The administration work of the CIC has been carried out by the staff of Falmouth Town Council as an invaluable contribution in kind. Both Town Councils, along with the National Maritime Museum Cornwall, CUC, University College Falmouth and Falmouth Marine School, have made premises available for various requirements of the project. Since the local government reorganisation in Cornwall, we have been assured by Cornwall Council that they would provide the same support to the project as Carrick District Council had previously.

*John Slaughter*  
Vice-Chairman,  
Community Plan Management Group,  
October 2009

*Membership of the Community Plan Management Group includes representatives from:*

*Falmouth Town Council  
Penryn Town Council  
Neighbouring Parish Councils  
University College Falmouth  
and the University of Exeter  
in Cornwall  
Penryn Chamber of  
Commerce  
Falmouth Marine School  
National Maritime Museum  
Cornwall  
Falmouth Town Forum  
NHS Cornwall and Isles of  
Scilly (Primary Care Trust)  
Penryn Vision Forum  
Devon & Cornwall Police  
Falmouth Harbour  
Commissioners  
Beacon Partnership  
Older Peoples' Forum  
West Cornwall Rural  
Transport Partnership  
Transition Falmouth*

# Perspectives

## Perspectives on the role and value of the Falmouth and Penryn Community Plan

Falmouth Town Council  
Penryn Town Council  
Falmouth Harbour Commissioners  
Cornwall Council  
Falmouth Town Forum

### Falmouth Town Council Geoffrey Evans, Mayor of Falmouth

*'Falmouth Town Council have long recognised the need for a plan for the community to direct the Council in its decision making, to shape the future of our towns. As a result it was decided to initiate and underwrite the process that has created this document. It has been a true example of local partnership working to identify the issues that are of concern to the community and to propose long-term sustainable solutions to regenerate Falmouth and Penryn, and so create a better quality of life for us all.'*

*Falmouth has long been subjected to policies and direction created from afar and it is about time we decided what goals we should be working towards: setting clear intentions with realistic timescales that are capable of being delivered. A local plan will also inform Cornwall Council when it comes to consider what land use plans and directives will supersede the old Carrick District Plan, ensuring that there is a strong local voice.*

*I am proud that we have had the foresight and wherewithal to prepare this Plan. Thank you to all who have contributed'.*

### Penryn Town Council Mary May, Mayor of Penryn

*'Penryn Town Council was one of the first to draw up a Town Plan back in 2003. Much has changed in the few short years since, with the ongoing development of the CUC campus, several housing schemes, the new Penryn College, the branch line passing loop and, across Cornwall, the change from County and District Councils to one Unitary Council.'*

*The need for a Community Plan, created by the community for the community, emerged from discussions around the new Cornwall Council's Community Network Areas, the Strategic Investment Framework (to tap into the European 'Convergence' Fund) and Penryn Town Council's wish to update elements of the Town Plan.*

*Penryn Councillors hope that the process leads to a set of proposals and aspirations which the Town Council can use to see changes and improvements delivered which are actually requested by the community'.*



Lower and Upper Market Street, Penryn



# Perspectives

## Perspectives on the role and value of the Falmouth and Penryn Community Plan

Falmouth Town Council  
Penryn Town Council  
Falmouth Harbour Commissioners  
Cornwall Council  
Falmouth Town Forum

### Falmouth Harbour Commissioners

*'Falmouth Harbour Commissioners (FHC) are delighted to be given the opportunity to support the Falmouth and Penryn Community Plan, helping to develop long term aspirations for the maritime sector. FHC constantly strive to engage with the community, and actively participate in the formulation of local and regional plans and strategies. As a Harbour Authority and Trust Port, FHC consider stakeholder consultation to be one of their top priorities and felt the Plan provided the ideal opportunity to strengthen ties with local residents and harbour users.'*

*Both Falmouth and Penryn have substantial water frontage and the activities undertaken in the harbour are an integral part of the culture and economies of both towns. The Commissioners therefore believe that the Community Plan will contribute lasting value to the area by allowing the members of the community a chance to influence how it will develop in the future. The initial ideas that arose from the consultation were exciting and dynamic, and FHC look forward to working with other agencies to see these aspirations become a reality.'*

*As well as feeding into the Plan itself, FHC have also used the consultation undertaken as part of the Community Plan project to focus their own development plans, which will tie into the port's long-term strategy'.*



### Cornwall Council

Lance Kennedy CC  
Stronger Communities Portfolio holder

*'Our communities are at the heart of what makes Cornwall such a diverse and special place to live and work. Ensuring they have as many opportunities as possible to influence how services are delivered at a local level is key to their long term vibrancy and sustainability.'*

*One way to understand better what local people wish to see happen in an area is to undertake the preparation of a plan such as this. As the Stronger Communities Portfolio holder within Cornwall Council I am delighted to be asked to support the work that seeks the views of local people in the Falmouth and Penryn areas. It reaffirms that people care passionately about the things that shape their area and lives. Inevitably there will be a multitude of topics that are covered in such a plan and it will only be through working together that the parishes and towns, public and private service providers, together with the voluntary and community sector can move forward some of the ideas and aspirations that have been highlighted here.'*

*Cornwall Council will continue to offer all the support it can to assist the local community as we move into the future. Over the coming months and years together we can strengthen relationships to find solutions to the challenges that will lay ahead'.*



Church Street, Falmouth

# Perspectives

## Perspectives on the role and value of the Falmouth and Penryn Community Plan

Falmouth Town Council  
Penryn Town Council  
Falmouth Harbour Commissioners  
Cornwall Council  
Falmouth Town Forum

### Falmouth Town Forum

Jonathan Griffin, Chair of Falmouth Town Forum;  
Director of the National Maritime Museum  
Cornwall

Falmouth and Penryn have a proud history as cosmopolitan, successful ports and communities providing employment for thousands, much of it in marine related or service industries. Like all towns, the late 20<sup>th</sup> century brought new challenges as the towns adapted to a new way of working. As the level of dock work declined, so employment in heavy manufacturing fell away, to be replaced by new service industries.

By the end of the 20<sup>th</sup> century, the docks had been slimmed down and many marine industries had re-orientated themselves to support the burgeoning leisure sector. Falmouth College of Art was developing into University College Falmouth and work was starting on the development of the Combined Universities in Cornwall (CUC) at Tremough. Tourism had changed too with more and more people travelling overseas and Falmouth was having to find new ways to attract and retain tourists. The retail environment in Falmouth, once a hub, was increasingly concentrating on speciality shops and eating establishments as Truro grew as a regional centre. Industrial estates had grown on the edge of both towns serving a new style of service or specialised industry.

The communities of the two towns and surrounding villages had changed too. Unemployment remained high in some pockets, despite investment from European Union Objective One funds, and a large community of retired people brought increasing demands on health and welfare services. An increasing proportion of the housing stock had been taken up by, or adapted for, the student population, predicted to make up 20% of the population before 2020.

### The challenges and opportunities

Looking ahead, there are many challenges. Central to the consultation has been the idea that the towns need to retain the best of the past and build on their strengths for the future.

We have approached the Plan with the community in mind. They have told us that they want a home to live in that they can afford and which meets their aspirations. They want to be able to buy the food and goods that they want without travelling large distances; they want jobs they can reach with ease and things to do with their spare time within easy reach. They want to be in good health and to do these things in safety and, above all, to be connected to each other and to the services that are available to them as taxpayers.

These are the main themes of this Community Plan. But what of the culture and opportunities for the two towns? The character and much of the employment will come from the unique set of circumstances that define the two towns:

*The unique demands of Falmouth and Penryn as home to a new and growing university, its students and staff, and the employment benefits that do and might flow from this.*

*The towns' close proximity to the sea and access to deep water: the docks and the leisure maritime activity.*

*The particular style of entertainment and tourism offered by the beaches, attractions and character of the towns which bring in wealth and provide many jobs in service industries.*

One challenge that we cannot avoid is that of protecting our environment and providing for the less mobile, fit, able or anyone disadvantaged. Throughout the Plan, therefore, we have taken into account our view of future needs. We have recommended a filtering process on future developments to health-check them against their ability to meet these needs.

We believe that this Community Plan is key to meeting the challenges of the next decade.

*What follows has been derived by a process .... It is not the only answer: it is the community's reaction and declaration of what it desires and aspires to. Other plans and proposals will come forward from other bodies. We hope that they will be tested against these aspirations to ensure that they contribute to, rather than frustrate, what is contained in this document.*

# 10 Topics

## The consultation process: establishing 10 Topic Groups

*A core group for each Topic who undertook initial research and determined the themes and basic proposals to address.*

The Community Plan Management Group set up 10 Topic Groups, each dealing with a particular aspect of community life. The members of these core Topic Groups were drawn from professionals in the field, from those with a particular interest in and knowledge of the subject, and from relevant organisations and groups in both towns. The membership is detailed on pages 56-59.

Their task was to prepare an initial set of proposals for the development and regeneration of their particular topic, by undertaking research - looking at plans, recent consultation results, and guidance documents - and by using the local and professional knowledge of people with a particular interest in the area, in order to establish proposals.

The original Topic Groups were as follows:

- Housing
- Tourism, Leisure and Culture
- Transport and Access
- Health and Well-being
- Students
- Maritime
- Young People
- Crime and Safety
- Business and Economics
- Over 50s



Transport and Access and Tourism, Leisure and Culture combined Topic Group Multiplier events, Penryn Temperance Hall

# 'Multipliers'

## The consultation process: the Topic Groups' 'Multiplier' events

The ten Topic Groups each hosted 'Multiplier' events to ensure maximum informed input prior to wider community consultation.

Over 400 people were involved in this key stage of the consultation process.

Members of Topic Groups were tasked to identify other specialists, professionals, and interested members of the community who could contribute to the debate at an informed level, and invite them to a 'Multiplier' event in order to appraise and refine their initial proposals.

The initial research and drafting involved a total of nearly 100 individual members of the 10 Topic Groups. The Multiplier groups varied in nature and each involved between 20 and 200 people including members of the associated Topic Group. In all, the Multiplier events together brought in the views of about 400 contributors. Based on these views, the Topic Groups then drafted their sections of the public consultation questionnaire.

Each Topic Group was able to approach the task differently; some used existing Forums as the Multiplier group; others used a network of professionals within their Topic, such as the *Crime and Safety* Group.

Detailed notes were taken at the Multiplier meetings, and distributed to the attendees, in preparation for the next stage: the wider public consultation to follow.

This process gave us the opportunity to then develop detailed, informed proposals to put to the communities of Falmouth and Penryn.



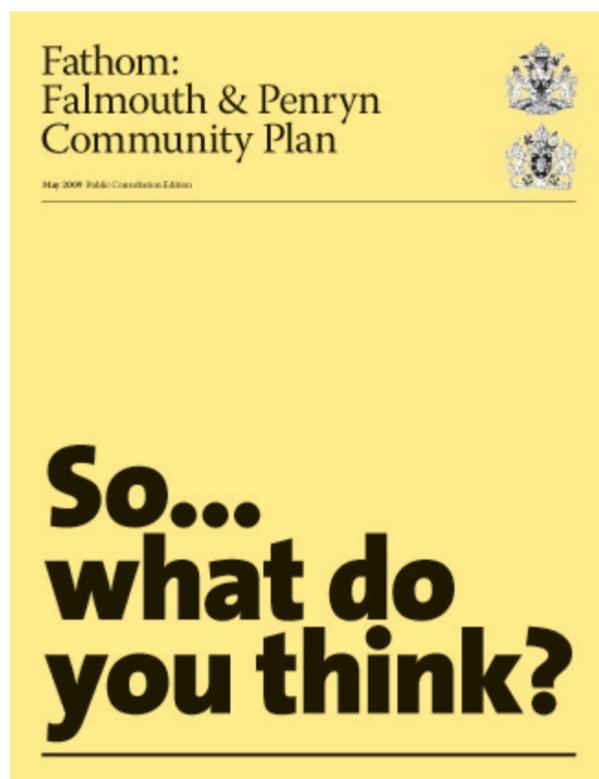
Maritime Topic Group Multiplier event at the National Maritime Museum, Falmouth

# Fathom: c. 16,500 copies

## The consultation process: public consultation

*Fathom* is the official community newsletter of Falmouth Town Council, first published in 2008.

With the support of Falmouth Town Council, we were able to use the third edition of *Fathom* as a means of widespread public consultation. Approximately 16,500 copies were hand-delivered to households in Falmouth and Penryn, to businesses and organisations in both towns, and to neighbouring parishes.



The Topic Groups' material, based on the outcome of their consultations and debates, and feedback from the Multiplier events, was brought together in April 2009 as a complete edition of *Fathom*. Each Topic enjoyed a full page in order to clearly identify the themes, and the objectives, being proposed by each Topic Group.

Enclosed within the 16 pages of *Fathom* was a separate A3 sheet designed to enable members of the public to react to every individual proposal, by identifying

whether that proposal should form part of a 5-year action plan, part of a longer-term, 15-year vision for the area, or should be discarded.

This public consultation questionnaire covered well over 220 proposals for inclusion in the Community Plan. These were divided into sections related to 10 different aspects of community life, each section prepared by one of the 10 Topic Groups. The idea was that members of the community, responding to the consultation, could complete only those sections of the questionnaire that were of particular interest to them. In fact most answered every section – a task that took at least an hour to complete. The questionnaire was hand-delivered as a special edition of Falmouth Town Council's *Fathom* newspaper to virtually every letter-box in Falmouth and Penryn and was made available at the Drop-in Centres (page 20-21).

Anecdotal information, followed by investigation, showed that several households in Penryn and some in Falmouth did not receive a copy of *Fathom* so a number of measures were put in place to ensure that everyone would be aware of the consultation and was able to obtain a copy if they wanted one.

There were three radio interviews on a popular 'call-in' programme on local radio, and four news reports in each of two local papers specific to the area. These informed the public of the availability of copies in local council offices and as a download on an internet website. In addition the deadline for responding to the questionnaire was extended twice to over six weeks and this was well publicised. It was clear that everyone who could be reached knew about the consultation exercise and had an opportunity to respond if they felt any inclination to do so in order to express agreement or disagreement with any of the proposals in the document. At the same time, we set up a series of collection points for completed returns, with clearly-marked 'So what did you think' boxes, in 17 locations in the two towns.

Collection boxes for the completed public consultation questionnaires were located in the following:

Falmouth library  
Penryn Town Council  
Asda Falmouth  
Co-op Pioneer Penryn  
Tesco Falmouth  
Rowes Bakers Falmouth  
Marks and Spencer Falmouth  
Cornwall Council One-Stop Shops, Falmouth and Penryn  
Tremough, Woodlane, Dartington campuses, University College Falmouth and the University of Exeter in Cornwall  
Falmouth Marine School  
Falmouth Community School  
Penryn College  
National Maritime Museum Cornwall  
Penryn Town Museum

# 'Drop-ins'

## The consultation process: face-to-face responses

*In addition to the distribution of the special edition of Fathom, the Community Plan Management Group set up two 'Drop-in Centres', one in Falmouth, and the other in Penryn.*

The idea of Drop-in Centres was to enable members of the community to drop in for a chat about any aspect of, or proposal within, the Community Plan that was of interest or concern to them. The two volunteer-manned Drop-in Centres were both open for more than one week during a major festival in Falmouth, and benefited from fine weather. They were also used as additional locations from which a copy of the questionnaire could be collected. In fact about 250 were picked up there, and over 400 people 'dropped in' to talk to the volunteers, and to leave comments.

At each Drop-in Centre there were large wall posters of the questionnaire sheets, reproducing the pages of *Fathom*, maps and other information. Visitors were encouraged to leave written 'post-it' comments on the posters and to participate in a 'planning for real' sticker exercise. Their comments were recorded as an Excel spread-sheet, and fed back to the Topic Groups along with the results of the *Fathom* questionnaire.

In all nearly 750 people contributed to the *Fathom* questionnaire returns – an extremely good response considering that it took at least an hour to complete and it coincided with the beginning of the hiatus about MP's expenses, which produced an adverse reaction to anything even remotely connected with government! Our thanks to all those who 'dropped in'.

The analysis of the response to the questionnaire is available to the public on the website and this has been publicised.

*400+ people visited the Drop-in Centres: so in the consultation overall, in excess of 1100 members of the Falmouth and Penryn community responded.*

*The Fathom community questionnaire contained 227 points for response; only 12 received less than 75% positive response. 163 of the proposals were supported by more than 90% of the responses, and the majority wanted action within 5 years. All the responses have been recorded in detail.*



*Drop-in Centre Falmouth*

# Structure

## The consultation process: identifying the structure for the Falmouth and Penryn Community Plan

Following the results of the community consultation, the proposals detailed by the 10 Topic Groups established for the consultation phase are re-organised into seven distinct Themes for the Community Plan structure.

The analysis of the questionnaire responses, and the comments from the Drop-in Centres, were then used by the individual Topic Groups to revise the draft Community Plan material. Of the 227 proposals in the questionnaire only 12 had less than 75% support and none less than 70%. The majority had over 90% support, demonstrating the thoroughness of the preliminary research and consultation work undertaken by the Topic Groups.

The comments at the Drop-in Centres and on the questionnaires emphasised a common view that the Plan should not focus on the requirements of separate sections of the community where these requirements were in fact common to many sectors. We were also aware that there was a degree of duplication amongst Topic Groups in the issues they wanted to address. For instance, aspects of transport and access around the towns were raised not only by that group, but also by *Students*, *Young People*, and *Over 50s* Topic Groups, from their various perspectives.

The objectives from all the Topic Groups were re-aligned into more logical and deliverable packages in order to create a coherent plan structure. This realignment was supported by community feedback that the proposals needed to relate to the community *as a whole*, rather than the specific sectors of the community considered by the respective Topic Groups. As a result, the new theme of *Connected Communities* takes over much of the work of *Young People*, *Students*, and *Over 50s*, whilst *Maritime* has contributed to both *Employment and Prosperity*, and *Leisure, Recreation and Culture*. Other objectives that might have caused duplication have been re-sited into the revised structure. The Plan is therefore now structured around the following seven Themes:

- Theme 1: **Connected Communities**
- Theme 2: **Employment and Prosperity**
- Theme 3: **Leisure, Recreation and Culture**
- Theme 4: **A Healthy Community**
- Theme 5: **Transport and the Community**
- Theme 6: **Accommodating Our Community**
- Theme 7: **Community Safety**



# Themes...

## The Themes, and their respective objectives

This is a summary of the Themes and Objectives described in detail on pages 26 - 47.

### Theme 1 Connected Communities

- Objective 1:* Ensure all sectors of our community have a voice.
- Objective 2:* Engage all sectors of our community in voluntary work.
- Objective 3:* Build a stronger community.
- Objective 4:* Work collaboratively with neighbouring Parishes.

### Theme 2 Employment and Prosperity

- Objective 1:* Invest in technology.
- Objective 2:* Support and retain young people and graduates.
- Objective 3:* Support our industries and maximise our assets.
- Objective 4:* Achieve a vibrant future for the docks as part of a healthy local business infrastructure.
- Objective 5:* Develop infrastructure initiatives that will help ensure a prosperous economy.
- Objective 6:* Promote Falmouth and Penryn as tourism destinations.
- Objective 7:* Retain the unique identities of Falmouth and Penryn as economic assets.

### Theme 3 Leisure, Recreation and Culture

- Objective 1:* Maximise the opportunities for leisure and recreation provided by our water-front environment.
- Objective 2:* Improve our leisure and sporting facilities.
- Objective 3:* Ensure a stronger and more varied cultural offering.

### Theme 4 A Healthy Community

- Objective 1:* Ensure access to healthcare provision for all.
- Objective 2:* Promote emotional health and well-being.
- Objective 3:* Promote physical health and well-being.
- Objective 4:* Ensure good access to public toilets in Falmouth and Penryn.

### Theme 5 Transport and the Community

- Objective 1:* Improve the general environment and make it more user friendly in the main shopping streets.
- Objective 2:* Improve safety for pedestrians and cyclists on the streets in the towns.
- Objective 3:* Reduce the number and size of vehicles in the centre of the towns - particularly the main shopping streets.
- Objective 4:* Improve car parking arrangements to encourage use of car parks on the periphery of town centres.
- Objective 5:* Ensure the elderly and less mobile are able to move about Falmouth and Penryn.
- Objective 6:* Encourage and enable more people to walk, cycle, and use public transport, particularly our young people and students.
- Objective 7:* Collaborate with our neighbouring parishes to address traffic and transport issues between the towns and the villages.

### Theme 6 Accommodating Our Community

- Objective 1:* Ensure that new housing development and planning policies properly serve the needs of our community.
- Objective 2:* Influence and guide housing design and construction in our community.
- Objective 3:* Address the unique demands for accommodation placed on Falmouth and Penryn as university towns.
- Objective 4:* Make our communities stronger and more connected.

### Theme 7 Community Safety

- Objective 1:* Reduce the levels of crime and disorder in Falmouth and Penryn over the time scale of the Plan.
- Objective 2:* Reduce the fear of crime and disorder, and increase the levels of satisfaction in the community about the services involved in reducing crime and disorder.
- Objective 3:* Ensure that the community of Falmouth and Penryn feel safe when going about their daily lives.

# Theme 1

## Connected Communities

*'Our aim is to engage with all sectors of the community and create ways in which they can involve themselves in the life of the community, making decisions about how we live, and participating in projects and voluntary work that connect and strengthen our society.'*

### Objective 1:

Ensure all sectors of our community have a voice.

#### How we will achieve our objective

- Involve all sectors of the community more in local decision-making, particularly groups such as older people, those with disabilities, those in residential homes unable to attend meetings, young people and students.
- Support the continuation of the Older People's Forum for our area, to help ensure the voices of older people are heard.
- Tell young people more about the work of the Youth Council, and encourage them to join in.
- Create a 'youth voice' for the local media- both press and radio.
- Set up a Youth Information Centre.
- Ensure that all sectors of our community are represented at Cornwall Council.
- Ensure all meeting venues are accessible for all members of the community, with resources for the hard of hearing and disabled.

### Objective 2:

Engage all sectors of our community in voluntary work.

#### How we will achieve our objective

- Provide greater opportunities for young people to be able to engage in voluntary projects designed to increase their involvement in the community.
- Consider extending the Town Council website to include part-time jobs, work experience and other community-led initiatives and activities so that all sectors of our community can increase their participation in local life.
- Create opportunities for young people to work with the student population on a variety of projects.
- Promote voluntary work schemes and increase volunteer involvement in our community.
- Undertake a community 'expertise audit' in order to help community groups.
- Set up a garden-sharing scheme so older people can share their gardens with others keen to learn new skills.

### Objective 3:

Build a stronger community.

#### How we will achieve our objective

- Address negative attitudes and perceptions through positive community-building initiatives.
- Promote community values through initiatives such as community newsletters, befriending schemes and local 'blogs'.
- Create opportunities for young people to meet with other age-groups to share experiences and knowledge.
- Support projects that specifically engage young and older people.
- Increase opportunities for young people to meet each other socially.
- Seek solutions to community integration that recognise that the transient nature of student tenure can create social problems.
- Develop a community facility in Penryn that meets the needs of all sectors of the community.
- Increase opportunities for access to education, history and culture.
- Support local community projects by ensuring continuity of funding, administration and shared resources.

### Objective 4:

Work collaboratively with neighbouring Parishes.

#### How we will achieve our objective

- Falmouth and Penryn Town Councils and the Parish Councils to establish an area forum in order to work collaboratively on matters of common interest. (The proposed Falmouth and Penryn Community Network may prove to be the appropriate forum).
- Establish a liaison group between the higher education providers and the Town and Parish Councils to address matters of common concern and interest, and identify emerging issues for joint action.

# Theme 2

## Employment and Prosperity

*'To ensure that Falmouth and Penryn will be well placed to meet the economic demands of the next 15 years or more, particularly through investment in those key elements that will ensure economic success: in new technologies; in our young people as they graduate from apprenticeships and other programmes of further and higher education; in our maritime assets; in our infrastructure; in our tourism industry; in our unique location; and in microbusinesses and traditional small businesses.'*

### Objective 1:

#### Invest in technology.

#### How we will achieve our objective

- Achieve new generation, higher-speed, symmetrical 'broadband' internet access by developing existing exchanges.
- Support the development of tele-working in order to reduce work miles travelled as well as to speed and streamline companies' workflows in order to ensure Cornwall remains viable.
- Statistical tools: ensure that businesses in Falmouth and Penryn have web access to statistics on local business success rates, failure rates and other measurables, information useful to promote the Falmouth and Penryn area as an entity to help to procure future funding.
- Provide some free 'wi-fi' access to local and shopping information via new technologies when available.
- Provide teleconferencing facilities.

### Objective 2:

#### Support and retain young people and graduates.

#### How we will achieve our objective

- Provide on-line access to information on opportunities for part-time jobs, work experience and other community-led initiatives so that students can increase their participation in local life.
- Ensure young people are clear about education and training available to them in the area.
- Encourage local employers to offer work experience schemes, 'taster' sessions, and holiday work to help young people make employment decisions.
- Prepare a directory of local employers willing to participate.
- Establish closer links between current college apprenticeship schemes and the needs of local businesses and employers now and in the long term.
- Develop incubator work/home units for graduates seeking jobs locally, to encourage young people to live and work in Cornwall.
- Link the development of the incubator units to that of low cost business units to support those with

entrepreneurial flair and aptitude in the fields of new technologies to live and work in Cornwall.

### Objective 3:

#### Support our industries and maximise our assets.

#### How we will achieve our objective

- Identify and develop land for environmentally appropriate light to heavy industry use, rather than office space.
- Develop Tregonigge Industrial Estate to realize its full potential.
- Restrict waterside development where possible to marine-related business use.
- Assist the Falmouth Marine School in its potential relocation to a waterside location.
- Develop business support processes to retain and enhance existing business and to promote expansion and diversification.

### Objective 4:

#### Achieve a vibrant future for the docks as part of a healthy local business infrastructure.

#### How we will achieve our objective

- Support the Falmouth Harbour Commissioners in order to help achieve their development and diversification plans.
- Support the plan for Falmouth Docks to include a new passenger terminal for cruise liners, and the dredging of the deep-water channel to accommodate large cruise liners.
- Support Falmouth Docks to diversify its operation into the marina sector, as the yachting and leisure market is a significant, and growing, employer.

### Objective 5:

#### Develop infrastructure initiatives that will help ensure a prosperous economy.

#### How we will achieve our objective

- Support completion of the A30 duelling scheme, to benefit businesses in the Falmouth and Penryn area.
- Improve local transport facilities to address the needs of workers travelling to and from work within the Falmouth and Penryn area.

# Theme 2

## Employment and Prosperity

*'To ensure that Falmouth and Penryn will be well placed to meet the economic demands of the next 15 years or more, particularly through investment in those key elements that will ensure economic success: in new technologies; in our young people as they graduate from apprenticeships and other programmes of further and higher education; in our maritime assets; in our infrastructure; in our tourism industry; in our unique location; and in microbusinesses and traditional small businesses.'*

### Objective 5 (cont):

- In order to make Commercial Road, Penryn into more of a community and business centre, include traffic management/calming schemes, making the area more pedestrian-friendly.
- Develop the arterial highway to the docks; including increasing the clearance at Bar Road railway bridge to facilitate high-sided vehicles.
- Reinstate a rail extension into Falmouth Docks, to facilitate use of the docks for short sea freight and other services, along with new branch line halts.
- Encourage pedestrian ferry use and short/medium distance freight transport by sea.
- Improve the direct link to the A30 from Treluswell and insist that the planned changes to A39/A393 junction facilitate this.
- Maximise use of rail facilities for sustainable transport of goods and passengers to and from the port, with increased train signage.
- Promote development of the port facilities to improve sustainable transport of goods and passengers, initially through channel realignment and dredging, and through the Port of Falmouth Development Initiative.
- Encourage and promote the development of a sustainable local commercial fishing industry.

### Objective 6:

#### Promote Falmouth and Penryn as tourism destinations.

- How we will achieve our objective
- Support the creation of a high quality visitor-welcoming atmosphere.
  - Encourage day visitors to both towns through a well-presented environment and a lively and varied retail and cultural offer.
  - Provide information and signage for visitors by retaining and enhancing the Tourist Information Centre.
  - Develop an accessible and up-to-date website.
  - Improve the marketing of the towns and the promotion of our environmental and cultural assets.
  - Ensure the public transport system and plans

for pedestrianisation help support the needs of the tourism industry.

- Emphasise and develop the maritime strengths of Falmouth and Penryn.
- Promote Falmouth as a venue for visiting liners, tall ships and super-yachts.

### Objective 7:

#### Retain the unique identities of Falmouth and Penryn as economic assets.

#### How we will achieve our objective

- Preserve the unique identities of Falmouth and Penryn, and seek a happy medium between the towns' quirky independent businesses and corporate chains.
- More emphasis on and support for shopping and sourcing locally, and more markets of greater variety.
- Introduce initiatives such as the banning of plastic carrier bags, more recycling facilities/schemes, more beach cleans in order to protect the beautiful natural surroundings.

# Theme 3

## Leisure, Recreation and Culture

*‘To celebrate our environment, culture and history for the benefit of all, and ensure that our cultural, leisure and recreational facilities support the aspirations of the community and bring real economic benefit.’*

### Objective 1:

Maximise the opportunities for leisure and recreation provided by our waterfront environment.

#### How we will achieve our objective

- Increase berth capacity for leisure vessels in Falmouth and Penryn whilst limiting developments to existing mooring areas.
- Increase the provision of good quality fully serviced public moorings and marina berths in the Plan area.
- Provide a promenade walkway between Prince of Wales Pier and Church Street car park.
- Promote high profile sailing events based in Falmouth.
- Increase facilities for youth training alongside improved slipway facilities for public launching. Ideally a further facility away from the town centre should be developed.
- Ensure facilities are suitable for use by disabled people wherever possible.
- Promote improved water quality for areas used for recreation, and enhance and protect areas of environmental value, sites of special scientific interest, and wildlife habitats.
- Promote dry stacking and racking facilities to increase the capacity for vessel storage ashore.
- Safeguard waterside sites for maritime use, and protect and enhance public access to the shoreline.

### Objective 2:

Improve our leisure and sporting facilities.

#### How we will achieve our objective

- Develop sports hubs which maximise the opportunities for joint working and sharing of facilities centred around Falmouth School, relocating the Football Club and possibly the Sports Club; and on Penryn College, Rugby Club and St Gluvias Cricket Club.
- Explore provision of better access to conventional swimming facilities close to the centres of population.
- Provide greater access to parks and open spaces with facilities designed for the needs of the elderly and less mobile.
- Create opportunities for all sectors of the community

to try different physical exercises, including cycling and swimming.

- Introduce concessions for senior citizens participating in leisure and recreational classes.
- Improve the facilities for water sports activities and the access to beaches and the waterfront.
- Introduce community events on the beaches for the benefit of all.
- Develop and add to our network of open spaces, playgrounds and gardens.
- Develop and enhance a network of signed walking trails and cycleways.
- Develop a walkway/cycleway along the waterfront in, and between, the two towns.
- Ensure the waterside walk from Swanpool to Prince of Wales Pier is attractive and accessible to all.

### Objective 3:

Ensure a stronger and more varied cultural offering.

#### How we will achieve our objective

- Celebrate the rich artistic and maritime heritage of the region.
- Develop trails exploring our historic and cultural environment and linking the two towns.
- Consider a new centrally-located open access community-university arts and performance space.
- Improve promotion and coordination between existing publicly-accessible centres offering diverse ranges of art and performance.
- Create and develop an active year-round programme of events growing out of the assets and history of the towns.
- Celebrate our marine environment by creating an aquarium.
- Support UCF’s expansion into performance as a cultural asset. Identify spaces suitable for public performance, and seek to minimise bureaucracy for those arranging public performance.
- Celebrate diversity in all its forms by promoting accessible multiculturalism and inclusion.

# Theme 4

## A Healthy Community

*'Our overall aim is to improve health for everyone within the community. We also want to reduce health inequalities between different wards in Falmouth and Penryn, so everybody has the same chance of getting and staying healthy.'*

### Objective 1:

**Ensure access to healthcare provision for all.**

#### How we will achieve our objective

- Ensure that people know how and where to access information and get help with physical, mental and sexual health problems.
- Make sure that people feel able to use those facilities in confidence.
- At a local level, find out if our young people know where to go for sexual health advice, support for drug and alcohol abuse, and support to stop smoking, and feel able to use it.
- Work to provide a dedicated young people's health centre.
- Encourage local accessibility to clinics and medical services at Falmouth Hospital and GP surgeries.
- Higher education establishments to continue to advise students to register with a local GP practice at the start of their studies.
- Ensure students are able to access NHS dental care whilst resident in the community.

### Objective 2:

**Promote emotional health and well-being.**

#### How we will achieve our objective

- Work with local employers to tackle stress in the workplace.
- Work with schools, children's centres and elderly people's groups to raise issues concerning mental health early.
- Reduce feelings of isolation felt by some members of the community.
- Ensure that support concerning worklessness, debt, accessing benefits and work advice is available, and well-publicised.
- Reduce the stigma of mental illness by ensuring inclusion in the community and through education.
- Improve footpaths and crossings between Station Road and the town centre in Penryn.

### Objective 3:

**Promote physical health and well-being.**

#### How we will achieve our objective

- Encourage wider use of cycling and walking by an increase in green, safe routes and improved facilities.
- Work with leisure and recreation providers to make sure their facilities meet the needs of all sectors of the community.
- Introduce a healthy-eating campaign and support local food-growing schemes such as increased provision of allotments and community gardens.
- Work with employers to promote healthy workplaces and healthy working practices.
- Work with local retailers and publicans to limit access to alcohol and cigarettes by young people.

### Objective 4:

**Ensure good access to public toilets in Falmouth and Penryn.**

#### How we will achieve our objective

- Identify whether the existing provision properly meets the needs of those with disabilities.
- Introduce attendants to provide help for those with limited mobility.
- Improve signposting to public toilets.
- Introduce a 'friendly shops' toilet access scheme.
- Establish disabled parking spaces outside public toilets.
- Ensure branch line railway stations have accessible toilets open to match train timetables.

# Theme 5

## Transport and the Community

*'Our primary aim within Transport and the Community is to make our towns and the surrounding area meet the imperative of climate change and diminishing fossil fuels, and become more pleasant places to live, shop, work, and move about in safely.'*

### Objective 1:

Improve the general environment and make it more user friendly in the main shopping streets.

#### How we will achieve our objective

- Progressively increase the level of pedestrian priority during the shopping day.
- Encourage use of buses to travel between residential and shopping areas by: improving reliability of bus services, day tickets/financial incentives, 'real time' information at bus stops and by SMS to mobile phones.
- Provide means of moving pedestrians (escalator, elevator or bus) on steep hills between the Quarry and the Moor in Falmouth and between Commercial Road and the town centre in Penryn.
- Develop new contour cycle and walking routes, with cycle parking, between main destinations in and around the towns, clearly signposted. Integrate with public transport ie cycles on trains and ferries.
- Promote greater use of the Truro - Falmouth branch railway line by key user groups (students, visitors, pensioners and commuters) to expand provision.
- Provide shopper- friendly car parking on the periphery of Falmouth town centre, linked by very cheap or free Hoppa buses through main shopping streets.
- Introduce financial incentives for local residents to use bus, rail and ferry services.

### Objective 2:

Improve safety for pedestrians and cyclists on the streets in the towns.

#### How we will achieve our objective

- No cycling in the main shopping streets during pedestrian priority periods providing there are improved cycle ways passing close to the shops.
- Maximise pedestrian priority in main shopping streets.
- Reduce Commercial Road (Penryn) shopping area speed limit to 20mph, to facilitate safe cycling; and provide a riverside walk, pavement/vehicle parking lay-bys, safe crossing points, a roundabout to slow traffic, and measures to reduce risk from climate change expected to cause rising sea water levels.
- Extend Dracaena Avenue (Falmouth) speed limit to 30mph as far as Ponsharden.

- Improve pedestrian and vehicular safety at the junction of Avenue Road and Melville Road.
- Improve pedestrian and vehicular safety at the junction of Trelawney Road and Killigrew Street.
- Provide safer crossing points at the top end of the Moor in Falmouth.
- Improve footpaths and crossings between Station Road and the town centre in Penryn.

### Objective 3:

Reduce the number and size of vehicles in the centre of the towns - particularly the main shopping streets.

#### How we will achieve our objective

- Optimise rising bollard operation and road signage to fully enforce traffic order during the day and minimise inconvenience to authorised vehicle drivers.
- Close Church Street car park as soon as alternative shopper- friendly car parking is available, and redevelop site with no car parking at all.
- Use very cheap or free DDA compliant Hoppa buses to and fro through Falmouth town centre during the day and reinstate 'through' town bus service.
- Discourage use of car parks in the centre of towns, by introducing further graduation of parking charges.
- Establish a transshipping facility with rail access outside Penryn to allow large lorries to unload onto smaller vehicles for local deliveries. Restrict size of lorries allowed into town centres and villages.
- Establish effective and coordinated transport hubs at both ends of Falmouth town centre (the Moor and Grove Place/Dell) with 'shopmobility' available.
- Ensure the integrated needs of pedestrians, cyclists and businesses are met by transferring ownership and management of car parks to the local council.
- Promote car-sharing to schools, university and business users.

# Theme 5

## Transport and the Community

*‘Our primary aim within Transport and the Community is to make our towns and the surrounding area meet the imperative of climate change and diminishing fossil fuels, and become more pleasant places to live, shop, work, and move about in safely.’*

### Objective 4:

Improve car parking arrangements to encourage use of car parks on the periphery of town centres.

#### How we will achieve our objective

- Modest increase of capacity of New Street car park.
- Build multi-storey car park/supermarket/affordable housing at Quarry with Hoppa bus link to town/Dell.
- Improve and enlarge Penryn car parks and provide better access from them to the centre of the town.
- Introduce resident parking permits where appropriate in residential areas around town centres.
- Provide a) very long-term low cost commuter parking facilities with secure cycle storage and b) commuter park and ride on bus or train routes to towns.
- Reduce private parking spaces accessed from pedestrian priority areas in Falmouth wherever legally possible.

### Objective 5:

Ensure the elderly and less mobile are able to move about Falmouth and Penryn.

#### How we will achieve our objective

- Improve pavements and pavement surfaces to help meet the needs of older people and the disabled.
- Ensure disabled parking bays either avoid having kerbs, or have dropped kerbs.
- Introduce more parking spaces for the disabled and ensure they are not abused by other drivers.
- Provide seating for the elderly at bus stops, ideally with a shelter.
- Introduce seating at regular intervals in shopping areas.
- Encourage private shops and supermarkets to provide a resting-place for the elderly.
- Introduce a shoppers’ bus service through the main streets of Falmouth and Penryn, to reduce the need to carry bags of shopping for long distances.
- Introduce points where shoppers can leave their shopping securely until ready to collect.
- Enable those with mobility difficulties to maintain

their independence by extending the bus pass to include the park-and-ride facility.

- Review the provision and siting of pedestrian crossings with the needs of older people in mind.
- Improve the accessibility of the ferries to meet the needs of those with limited mobility/wheelchair users.

### Objective 6:

Encourage and enable more people to walk, cycle, and use public transport, particularly our young people and students.

#### How we will achieve our objective

- Ensure young people are able to get around easily on public transport, by ensuring the services take their needs into account.
- Ensure young people have the information they need, when and where they need it, about the public transport services locally.
- Negotiate discounted travel packages for young people.
- Expand public transport routes with regular services between outlying parishes and the towns, and eco friendly buses that allow surfboards or bikes on board. This would help to reduce reliance on cars.
- Increase the number of safe cycle routes, to enable students to embrace green travel.
- Ensure well-lit footpaths and clearer pedestrian signage.
- Make train tickets available for purchase at stations.
- Make water transport more accessible, more frequent and more affordable.
- Make all public transport more affordable.

# Theme 5

## Transport and the Community

*'Our primary aim within Transport and the Community is to make our towns and the surrounding area meet the imperative of climate change and diminishing fossil fuels, and become more pleasant places to live, shop, work, and move about in safely.'*

### Objective 7:

Collaborate with our neighbouring parishes to address traffic and transport issues between the towns and the villages.

### How we will achieve our objective

- Seek longer-term solutions to address the impact on surrounding villages of traffic going to and from Falmouth and Penryn.
- Support the improvement of highway maintenance in the villages.
- Create a network of footpaths and cycle paths to link towns and parishes, and the Tremough campus.
- Increase the number of carriages on trains at peak times to meet the needs of commuters.
- Ensure that buses and ferries serving Mylor and Flushing meet the needs of workers and young people.
- Provide, and in some cases restore, an effective and frequent public transport service between Falmouth, Penryn, the neighbouring villages, and Truro (especially Treliske).
- Develop the public transport infrastructure to address the demands of the Tremough campus without inconvenience to passengers from other parts of the town.

# Theme 6

## Accommodating Our Community

*‘To successfully manage the demands of substantial new housing targets, measures to ensure affordability, the need to accommodate an ever-increasing population, the need to ensure maximum use of existing housing stock, and at the same time ensure that the character and integrity of our towns and villages are preserved’.*

### Objective 1:

Ensure that new housing development and planning policies properly serve the needs of our community.

### How we will achieve our objective

- Falmouth, Penryn, and the surrounding parishes to collaborate over a long-term housing growth plan, taking account of the opportunities created by the removal of the former District Council boundaries.
- Lobby for realistic new housing targets and seek innovative planning solutions.
- Seek a review of planning policy and processes to create a reliable framework of guidance for housing associations and developers.
- Undertake a detailed analysis of the needs of the community over the next 20 years as a minimum, to inform our planning proposals.
- Promote self-build, co-operative housing and community build projects.
- Address changes in work patterns by building live/work units.
- Consider opportunities to bring empty buildings, homes, and flats over shops into the useable stock.
- Provide new housing that meets the changing needs of our elderly population, in order to release existing stock that no longer meets their needs.
- Provide housing suitable for those with physical and mental health disabilities that help promote independent living as part of the community.
- Work with developers to ensure we build strong communities, with the amenities and facilities and open spaces fundamental to a proper sense of community.
- Develop brown field and redundant sites to provide affordable housing and community facilities eg the former Budock Hospital site.
- Limit the encroachment of new development on the shoreline.

### Objective 2:

Influence and guide housing design and construction in our community.

### How we will achieve our objective

- Ensure that any new development maximises opportunities to incorporate eco-initiatives, particularly in the areas of energy efficiency.
- Seek opportunities to create exemplar buildings with regard to sustainability, low life cost, and use of cheap construction materials from sustainable sources.
- Maximise opportunities to redevelop existing stock to meet new demands.
- Support and celebrate vernacular designed developments clothing high-tech, high-performance buildings.

### Objective 3:

Address the unique demands for accommodation placed on Falmouth and Penryn as university towns.

### How we will achieve our objective

- Develop unique solutions and a partnership approach to address the fact that student housing needs differ from those of the indigenous population.
- Develop community-owned student housing schemes.
- Work with higher education providers to ensure that any new accommodation development is designed to facilitate social integration with the local community and culture.
- Seek longer-term solutions to the desire to accommodate the growth of student numbers, whilst minimalising impact on surrounding villages.
- Introduce standards and controls for private rented accommodation that properly meets the needs of the landlords and the tenants.
- The standard of private sector accommodation should be subject to a more thorough accreditation scheme, one of which has been started by University College Falmouth and the University of Exeter in Cornwall, in consultation with the local council.
- The current scheme should be extended to improve quality across the board, particularly in relation to properties let by agents.
- Address the severe lack of accommodation for student couples and students with children, as well as

# Theme 6

## Accommodating Our Community

*'To successfully manage the demands of substantial new housing targets, measures to ensure affordability, the need to accommodate an ever-increasing population, the need to ensure maximum use of existing housing stock, and at the same time ensure that the character and integrity of our towns and villages are preserved'.*

### Objective 3: (cont)

lack of lodgings for younger and international students, who may prefer to live with families.

- Ensure young people are able to get clear, concise information when looking for accommodation in Penryn or Falmouth.

### Objective 4:

How we will achieve our objective

**Make our communities stronger and more connected.**

- Design-out the factors contributing to social isolation arising from large-scale impersonal developments.
- Promote the need for new developments to have safe walking and cycling routes to facilities.
- Build in green corridors and green spaces, such as allotments, on all developments.
- Promote the sharing and joint provision of facilities with higher education providers and the local communities.
- Work to achieve a mix of housing and tenure types and occupancy groups to ensure integration.

# Theme 7

## Community Safety

*'For many people in our community, the fear of crime far outweighs the actual incidence of crime. Our aim therefore is to reduce crime, and the fear of crime, so that every member of our community feels safe as they go about their daily lives, and to promote the fact that everyone has a role to play.'*

### Objective 1:

**Reduce the levels of crime and disorder in Falmouth and Penryn over the time scale of the Plan.**

### How we will achieve our objective

- Work with partner organisations to identify and address local issues, hot spots and target areas as highlighted by intelligence and research methods.
- Encourage the community of Falmouth and Penryn to have a voice and make it heard by the relevant agencies.
- Encourage the public to make regular reports to the appropriate authorities with regards to crime and anti-social behaviour.
- Ensure that the places where young people live and spend leisure time are safe, by working with the Police, the local authority, the community, and other partners.
- Ensure we maintain the current good attendance and engagement by the public in the PACT (Partners and Communities Together) process.
- Enable the public to stand up against the small minority of the population who seek to commit crime and cause nuisance to the vast majority, by improving the accessibility of the Police, by encouraging them to take responsibility for 'signposting' / redirecting calls to the relevant service organisation, and increasing neighbourhood interaction.
- Identify reasons for people committing crime and anti-social behaviour and strive to address issues raised whenever possible, for example provision of drop in centres and youth clubs, and access to sports, art and recreational facilities.
- Encourage work across generations, highlighting the differences and similarities which age groups can reflect.
- Increase safety on the streets by reducing anti-social driver behaviour.

### Objective 2:

**Reduce the fear of crime and disorder, and increase the levels of satisfaction in the community about the services involved in reducing crime and disorder.**

### How we will achieve our objective

- Positively publicise the outcomes of partnership work on a regular basis, whether that be prosecutions or other means, which in turn will reduce the fear of crime for the community, increase public satisfaction of public services and encourage a feeling of safety.

### Objective 3:

**Ensure that the community of Falmouth and Penryn feel safe when going about their daily lives.**

### How we will achieve our objective

- Work with relevant departments within the local authority on issues such as design of spaces and buildings including appropriate lighting which can be taken into account along with the provision of CCTV cameras where relevant.
- Seek to establish an awareness of the Out of Hours Patrol Service and whether there is a desire for its continuation.

# Partners

## Implementation

These are some of the organisations that we will ask to support the Community Plan Management Group in the implementation and delivery of the objectives described in this Plan.

### Theme 1: Connected Communities

- Falmouth Town Council
- Penryn Town Council
- Cornwall Council Community Network
- Older Peoples' Forum
- Cornwall Supporting People Partnership
- Youth Forum
- Cornwall Neighbourhoods for Change
- Interlink
- Beacon Centre
- Dracaena Centre
- University College Falmouth and the University of Exeter in Cornwall
- Falmouth Marine School/ Cornwall College
- Falmouth School and Penryn College

### Theme 2: Employment and Prosperity

- Falmouth Town Forum
- Falmouth Chamber of Commerce
- Penryn Chamber of Commerce
- Falmouth Town Council
- Penryn Town Council
- Cornwall Council Community Network
- Falmouth Harbour Commissioners
- Falmouth Docks
- Cornwall Council Highways
- Business Link
- Cornwall Business Partnership
- Connexions
- Cornwall Marine Network
- University College Falmouth and the University of Exeter in Cornwall

### Theme 3: Leisure, Recreation and Culture

- Falmouth and Penryn Chambers of Commerce
- Falmouth Town Council
- Penryn Town Council
- Cornwall Council Community Network
- Falmouth Harbour Commissioners
- Falmouth Docks
- Cornwall Council Highways
- Cornwall Sports Partnership
- SUSTRANS
- Youth Forum
- Cornwall Marine Network
- Sports and sailing clubs and the marinas
- The Falmouth and District Hotels Association
- The Watersports Centre
- Combined Universities in Cornwall
- University College Falmouth and the University of Exeter in Cornwall

### Theme 4: A Healthy Community

- Falmouth Town Council
- Penryn Town Council
- NHS Cornwall and Isles of Scilly
- University College Falmouth and the University of Exeter in Cornwall
- Cornwall Council Community Network
- Cornwall Neighbourhoods 4 Change
- Volunteer Cornwall
- BTCV
- Working Links
- Interlink
- Health and Well Being Board

### Theme 5: Transport and the Community

- Falmouth Town Council
- Penryn Town Council
- Falmouth Town Forum
- Cornwall Council Highways
- Cornwall Council Community Network
- Neighbouring parishes
- Combined Universities in Cornwall
- University College Falmouth and the University of Exeter in Cornwall
- Penryn Vision Forum
- Sustrans
- Falmouth Harbour Commissioners
- First Bus
- First Great Western

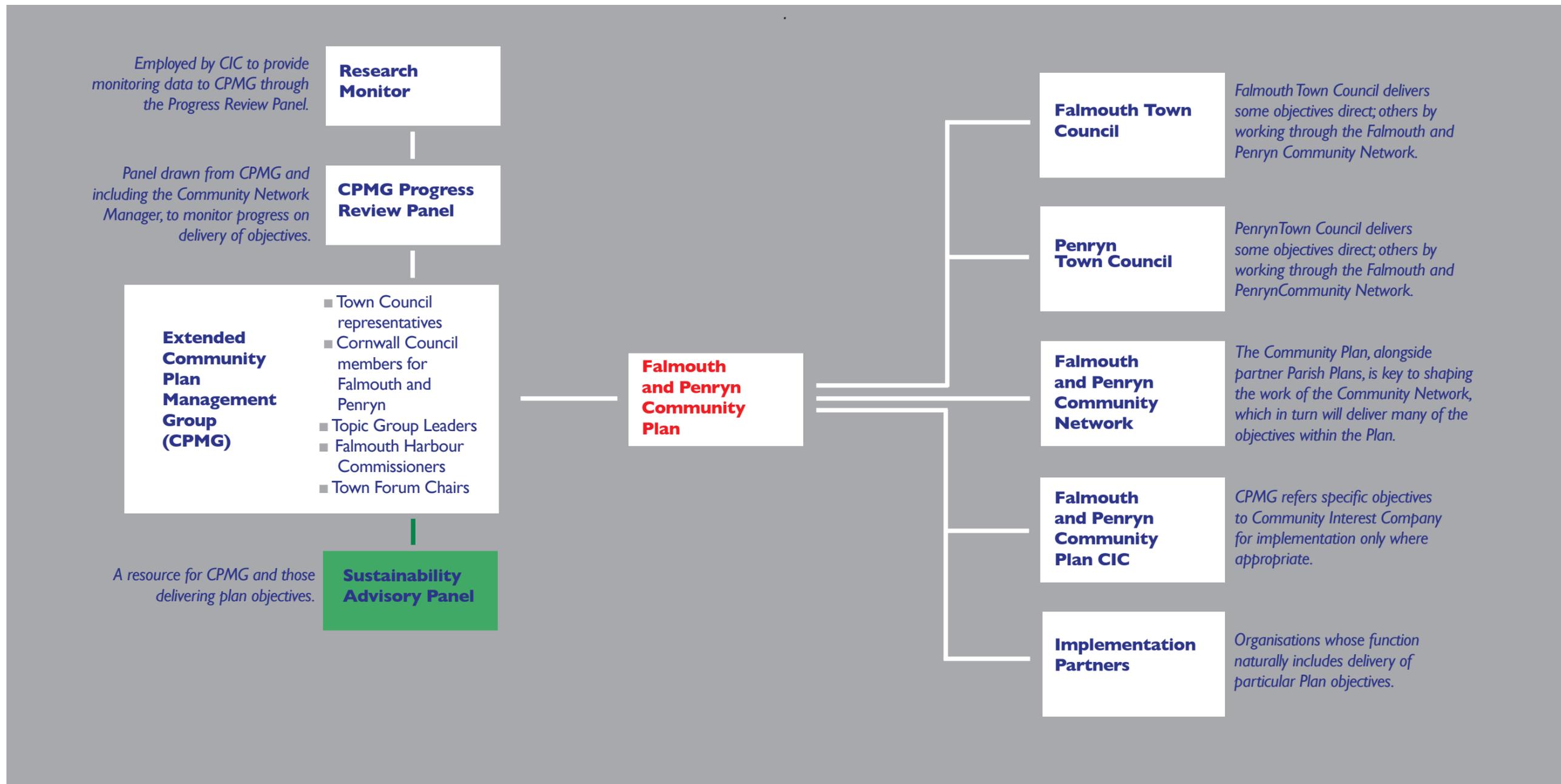
### Theme 6: Accommodating Our Community

- Falmouth Town Council
- Penryn Town Council
- Cornwall Housing Partnership
- Cornwall Sustainable Energies Partnership
- Cornwall Council Community Network
- Devon and Cornwall Housing Group
- Cornwall Rural Housing Association
- Chartered Institute of Architects
- Combined Universities in Cornwall
- University College Falmouth and the University of Exeter in Cornwall

### Theme 7: Community Safety

- Devon and Cornwall Police
- Falmouth Town Council
- Penryn Town Council
- Partners and Community Together (PACT) for Falmouth and for Penryn

# Delivery



# Delivery

## Implementation and monitoring

*The organisations and groups involved in both implementation and in monitoring.*

### Implementation: Partners

The implementation of the various aspects of the Plan will involve different groups of partners, with the lead responsibility varying from objective to objective.

In any given Theme, there will be objectives that properly belong to existing groups and organisations to deliver; some of whom have already actually started to deliver. One such example is Theme 7, *Community Safety*, where clearly Devon and Cornwall Police are the lead partner in the achievement of the objectives described within that Theme. Similarly, many of the Themes contain objectives referring to the needs of students, and it will be the Combined Universities in Cornwall, University College Falmouth, and the University of Exeter in Cornwall who will work with the two Town Councils to address matters of common concern.

### Implementation: Falmouth and Penryn Town Councils

The Community Plan is a very clear statement by the communities of both towns as to how they see their future, and it forms an agenda for both the Town Councils to address.

It is our aspiration that having initiated the plan process, they now formally adopt the Plan as their own, and set about the process of delivering those objectives that fall within their powers and remit.

Much of that delivery will take place in partnership with Cornwall Council, and the mechanism that Cornwall Council has determined as the most appropriate route for such interaction is via the Community Network process.

### Implementation: Falmouth and Penryn Community Network

The Falmouth and Penryn Community Network will play a significant role in implementation, particularly as it draws together community plans from all its' member councils and key partners, in order to manage the services of Cornwall Council more effectively year on year, and to bring about longer-term regeneration of the area. The role of the network is discussed in more detail on pages 54-55.

### Implementation: Falmouth and Penryn Community Plan CIC

The Community Interest Company's role evolves at implementation stage to become the vehicle by which the community can seek grant funding to deliver projects and objectives that fall outside the remit of either the two Town Councils, Cornwall Council via the Falmouth and Penryn Community Network, or other local public bodies. This will require the stated objectives of the company to be revised.

### Monitoring: Community Plan Management Group

In terms of implementation, the CPMG adopts a central monitoring role for the whole Plan. The membership of the group will also be extended to include elected members at both levels, (which was not feasible during the plan drafting phase), and representatives of the leading implementation partners. The CPMG will meet at least once every six months.

### Monitoring: Research Monitor

The CIC will appoint a Research Monitor on a part-time basis, who will work with a network of contacts in implementing organisations and agencies and in specialist community groups, to obtain base data on their work to compare with Community Plan objectives. The Research Monitor will provide a CPMG Progress Review Panel with information on a monthly basis, for use within their reviews of progress.

### Monitoring: CPMG Progress Review Panel

The CPMG Progress Review Panel will meet regularly, to receive reports from the Research Monitor and identify any need for action to other CPMG members, including those representing the two Town Councils, and those representing Cornwall Council, especially the Community Network Manager.

### Advising: Sustainability Advisory Panel

This panel of experts will comment on issues referred to them, where there are concerns about impact, and opportunities to make a positive contribution to matters of sustainability, particularly in the fields of energy production, food production, waste management, planning and building design and construction, community-building, and transport infrastructure.

# Delivery

## Implementation: the Community Network

The role that the Falmouth and Penryn Community Network can play will be key to the delivery of much of the Community Plan, as it connects Cornwall Council to and engages with Town and Parish Councils, partners, and the public. This Plan is a key driver of the work of the Falmouth and Penryn Community Network.

### An introduction to Community Networks

*'In April 2009, the new Cornwall Council took over the work of our previous County and District Councils. Cornwall Council recognised that we can't solve all the issues that communities face on our own and will work with our elected members, local councils and other key partners to coordinate our activities.'*

*We will do this through our Localism Service and our 19 Community Networks, which are based around groupings of parishes and electoral divisions. The Community Networks will join our aims for Cornwall with those of other public service providers and the community and voluntary sectors, to meet people's needs.'*

### The purpose of the Community Network

The Community Network can bring together, in a community forum, the organisations that deliver services into the community, both public and voluntary, such as - but not exclusively - Police and other emergency services, healthcare providers, Town and Parish Councillors, and Cornwall Councillors for the network area.

The purpose of the Community Network (as defined at the point of publication of this Community Plan) is to:

- Empower local Councillors and have a local decision making forum.
- Involve local people and engage all parts of the community.
- Provide a local base and presence for Cornwall Council.
- Provide an enhanced role for Town and Parish Councils.
- Recognise and support the changing role of the voluntary and community sector.
- Identify local needs and priorities.
- Provide a local focus for partnership working.
- Influence local service delivery.
- Provide a quality monitoring function for local service delivery.

The Community Network will bring together Cornwall Councillors and representatives from Town and Parish Councils, as well as officers from

Cornwall Council, depending on the matters under discussion. The Network, organised by a Community Network Manager, will be able to invite local and voluntary organisations, service providers like the Police and community groups, businesses, health authorities and others to join them on a regular and ongoing basis. The Network will be able to identify and agree common, realistic aims and targets that will meet combined strategic and local aspirations.

### What sort of things will Community Networks be involved with?

Some of the issues that Community Networks could be dealing with include anti-social behaviour, economic development, the environment, community planning, regeneration, conservation, community safety and transport and highway issues. Alongside this Town and Parish Councils will also be able to take on varying levels of responsibility for some local services, such as street cleaning, grass cutting, weed control or the maintenance of public conveniences.

### The value of Community Plans

Each Community Network will be able to develop a Community Network Programme for 3 – 5 years which sets out the needs and aspirations of the network.

One of the key tasks of the Community Network Managers will be to map the plans that already exist in each area, make links with existing local groups and partnerships and identify how these can all be brought together. The role that this Community Plan will therefore play will be key to the development of the Community Network Programme, in addition to giving the Network a clear brief from the community about their aspirations and expectations.

This Community Network Programme will also be informed by a Community Network Profile which sets out the key social, economic and environmental information for each area. The Programme will include an Annual Delivery Plan, which sets out how Cornwall Council and partners together will shape the delivery of services in each community network, to best meet local need.

*'Community Networks are fundamental in our aim to give communities a stronger voice and in helping them to deal with complex issues. Cornwall Council recognises that because every area is different we need support from local communities in order to deliver services effectively.'*

# People

## Falmouth & Penryn Community Plan CIC

### Community Interest Company Board of Directors

Christopher Smith (Chair): *Falmouth Town Forum*  
 John Slaughter, (Vice-Chair): *Falmouth Marine School; Falmouth Town Forum*  
 Michael Moore: *Penryn Vision Forum*  
 Mark Williams: *Falmouth Town Council*  
 Kevin Paul: *Penryn Town Council*  
 Simon Polglase (Company Secretary): *Falmouth Town Council*

## Community Plan Management Group (CPMG)

### Management Group members

Christopher Smith (Chair): *Housing Topic Group*  
 John Slaughter, (Vice-Chair): *Chair, Transport and Access Topic Group*  
 John Langan: *Chair, Maritime Topic Group*  
 Jonathan Griffin: *Chair, Leisure, Culture and Tourism Topic Group*  
 Diane Warren: *Chair, Health and Well-being Topic Group*  
 Lorely Lloyd: *Chair, Young People Topic Group*  
 Jilly Easterby: *Topic Group Lead, Students Topic Group*  
 Judith Whitely: *Chair, Over 50s Topic Group*  
 Grenville Chappel: *Chair\*, Housing and Environment Topic Group (\*latterly Christopher Smith)*  
 Simon Livingstone: *Chair, Crime and Safety Topic Group*  
 John Hick: *Chair, Business and Economics Topic Group*  
 Mark Williams: *Falmouth Town Council*  
 Kevin Paul: *Penryn Town Council*

## Topic Groups membership

### Transport and Access Topic Group

John Slaughter (Chair): *Falmouth Marine School; Falmouth Town Forum*  
 Sally Stiles: *Falmouth Residents Association*  
 Cait Hutchins: *Penryn community organisations*  
 John Bottomley: *Falmouth Town Forum*  
 Simon Murray: *SUSTRANS*  
 Maurice O'Connell: *Penryn community organisations*  
 Mark Williams: *Falmouth Town Council*  
 Kevin Paul: *Penryn Town Council*

### Health and Well-being Topic Group

Diane Warren (Chair): *Health Promotion Service, NHS Cornwall and Isles Of Scilly*  
 Lorely Lloyd: *Transition Falmouth*  
 Oonagh Glancy: *Health Visitor*  
 Kate Venner: *Cornwall Neighbourhoods for Change*  
 Mike Roberts: *Health and Well-being Strategy CIOSPCT*  
 Maurice O'Connell: *Penryn community organisations*  
 Al Green: *Gasy Mens Health Outreach Worker*

Kevin Paul: *Penryn Town Council*  
 Barbara Hewett-Silk: *Chair, Patients Forum*  
 Sara Robert: *Public Health CIOSPCT*  
 Julie Pikesley: *Family Services*  
 Alice Hosking: *Falmouth Hospital*  
 Helen Nicholson: *Cornwall Strategic Partnership*  
 Bill Haining: *CMHT*  
 Jill Stott: *Link*

## Leisure, Culture and Tourism Topic Group

Jonathan Griffin (Chair): *National Maritime Museum Cornwall*  
 Nigel Carpenter: *St Michael's Hotel*  
 Jackie George: *The Watersports Centre*  
 Sam Groom: *Visit Cornwall*  
 Tim Light: *King Harry Ferries*  
 David Pollard: *Falmouth Town Manager*  
 Rosemary Ridette-Gregory: *Falmouth and District Hotels Association*  
 Nicola Kneebone: *Tourist Information Centre*  
 Keven Ayres: *Falmouth Town Council*  
 John Hick: *Pendra Loweth*

*There have been other significant contributions from:*  
 The sports clubs of Falmouth and Penryn  
 The Royal Cornwall Polytechnic  
 The Falmouth Harbour Commissioners

## Young People Topic Group

Lorely Lloyd (Chair): *Transition Falmouth Youth Issues:*  
 Falmouth and Penryn Youth Forum: consisting of representatives of youth organisations active in the area (including schools). Gerald Chin-Quee. Mark Williams. Maurice O'Connell. Nigel Turner. Sandra Critchley. Peter Hughes. Dawn McColl. Chris Blair. Scott Laity. Jill Hocking. Russell Hill. Rachel Holland. Richard May. Tom Gall. Ashley Johnson.

*Environmental Issues:*  
 Philip Pearce: *Transition Falmouth*. John Marshal. Mike Lloyd: *Transition Constantine*. Rachel Lay. Rob Follett: *Transition Falmouth*. Sally Stiles. Dick Stiles. Mitty Stiles. Mark Williams. Mike Reynolds. Louis Lloy. Michael Moore. Betty Levene. Guy Doncaster. Luci Scholes. John Slaughter. Tim Light.

## Over 50s Topic Group

Judith Whitely (Chair): *Carrick Over-50s Forum\**  
 Members of the Carrick Over-50s Forum\*  
 \*(renamed the Older People's Forum).

# People

## Topic Groups membership (cont.)

### Maritime Topic Group

John Langan (Chair): *Falmouth Harbour Commissioners*  
 Roger Graffy: *Mylor*  
 Dave Randle: *Falmouth Oil Services*  
 Cliff Brown: *Falmouth Town Forum*  
 Alan Jordan: *Cornwall Marine Network*  
 John Hingston: *Penryn Vision*  
 Toby Allies: *Pendennis Shipyard*  
 Andy Brigden: *Truro Harbour Office*  
 Roger Radcliff: *Carrick District Council*  
 Mark Sansom: *Falmouth Harbour Commissioners*  
 Mike Reynolds: *A&P Falmouth (docks)*  
 Michael Moore: *Penryn Vision Forum*

### Business and Economics Topic Group

John Hick (Chair): *Maen Valley Caravan Park*  
 Christopher Smith: *Falmouth Town Forum*  
 Tony Batchelor: *Geoscience*  
 Richard Reed: *Fugro Seacore*  
 Mike Reynolds: *A & P Falmouth*  
 Jamie Smith: *Eight Wire Design and Media*  
 Roger Preston: *Penryn Chamber of Commerce*  
 Haydn Scholes: *Wardell Armstrong*  
 Nick Seaton-Burridge: *Scott Burridge Commercial*  
 Matt Borne: *Cornwall College Strategic Development*  
 Tim Light: *King Harry's Cornwall*

### Students Topic Group

Jilly Easterby (Topic Group Lead): *Head of Public Affairs, University College Falmouth*  
 Emma Dyer: *Student, University College Falmouth*  
 Pip Hayler: *Student Liaison Officer, Falmouth Marine School/Cornwall College*  
 John Slaughter: *Falmouth Marine School Council*  
 Catriona Bell: *Administrative Officer, University of Exeter (Cornwall Campus)*  
 John Clayton: *Cornwall College Students' Union*  
 Tim Fitter: *Cornwall College Students' Union*  
 Ema Weston: *Cornwall College Students' Union*  
 Sarah Gray: *Students' Union, University College Falmouth's Dartington Campus*  
 Sarah Toledo: *Students' Union, University College Falmouth/University of Exeter (Cornwall Campus)*  
 Sonya O'Hea: *Students' Union General Manager, University College Falmouth/University of Exeter (Cornwall Campus)*  
 Shaun Graham: *Students' Union, University College Falmouth/University of Exeter (Cornwall Campus)*  
 Karl Shaddick: *Students' Union, University College Falmouth/University of Exeter (Cornwall Campus)*  
 Esther Richmond: *Carrick District Council*

### Crime and Safety Topic Group

Simon Livingstone (Chair)\*: *Carrick District Council*  
 \*latterly John Trott: *Devon and Cornwall Police*

### PACT group (Partners And Community Together)

Mike Varney (Chair): *Falmouth Town Council*  
 Susan Lewis: *Neighbourhood Watch – Pendennis Rise*  
 Vicky Eva: *Falmouth Town Council*  
 Cherry Ager: *local resident*  
 Clive Scott Mathison: *Arwenack Ward resident*  
 Dick Stiles: *Civic Society*  
 David Yelland: *Boscawen Road Neighbourhood Watch*  
 Diana Merritt: *Arwenack Neighbourhood Watch /Falmouth Town Council*  
 Lynn Carter: *Carrick District Council*  
 Rachel Endean: *Carrick District Council*  
 Judy Warren: *local resident*  
 Michael Clements: *local resident*  
 Judith Kerridge: *West Cornwall Magistrates*  
 Sean Cubin: *FXU Student Union*  
 Sarah Toledo: *FXU Student Union*  
 Andy Filkins: *Devon & Cornwall Constabulary*  
 Cara Trott: *Devon & Cornwall Constabulary*  
 Simon Polglase: *Falmouth Town Council*  
 Mark Williams: *Falmouth Town Council*  
 Malcolm Leather: *local resident*  
 Richard Wilkins: *Tremough Campus Accommodation Officer*  
 Maureen Davies: *Falmouth Town Council*  
 Steve Eva: *Falmouth Town Council*  
 David Pollard: *Falmouth Town Centre Manager*  
 Pamela Yates: *local resident*  
 Diane Warren: *Health Promotion Service, NHS Cornwall and Isles Of Scilly*

### Housing Topic Group

Christopher Smith (Chair): *Falmouth Town Forum*  
 Grenville Chappel: *BRCP*  
 John Slaughter: *Falmouth Marine School/Town Forum*  
 Steve Eva: *Falmouth Town Council*  
 John Bottomley: *Forum working group*  
 Tricia Noble: *Falmouth Marine School*  
 Tim Fitter: *Falmouth Marine School*  
 Mark Williams: *Falmouth Town Council*  
 Maurice O'Connell: *Penryn community groups*  
 Sarah Wetherill: *Carrick District Council*  
 Jean Hunter: *Saracen Community Association*  
 Norman Hunter: *Saracen Community Association*  
 Pip Green: *Falmouth Marine School*  
 Mitty Stiles: *Cityscape3D-com*  
 Gerald Chin Quee: *Carrick Housing Ltd*  
 Stephen Tudgey: *KCM/Falmouth Churches Together*  
 Esther Richmond: *Carrick District Council*

# Progress...

## Action already taken prior to publication

### Transport and the Community Wheelchair access in town centres

During its early research, the *Transport and Access* Topic Group identified access problems in the town centres for wheelchair users as a matter of concern in the community as a whole. The need to use a wheelchair can become necessary for anyone as a result of an accident or a disabling health problem. In many cases the wheelchair user and his or her carers are elderly and/or frail but the same access problems can impact on young parents with heavy push-chairs.

The specific problem areas are not always obvious to the able-bodied members of society so one of the Topic Group members volunteered to carry out a survey with a colleague who is herself wheelchair bound. They visited both Falmouth and Penryn town centres and the routes into them from car parks and nearby residential areas. They looked at the pavements and road ways only, as problems with these could be pointed out to Cornwall Council for rectification. Most businesses were found to have provided access from the pavement although some still have problem areas within the premises.

When approached with the results of the initial survey, Cornwall Council enthusiastically took up the matter and arranged for a specialist engineer to accompany the survey team to revisit the problem areas and decide what remedial action would be required. Prior to that the results of the survey had been the subject of consultation with people having special interest in the subject and some other routes into Penryn were identified. These were added to the joint survey list. The practical design work was then refined and cost estimates prepared and approved. It is likely that the work will be split up into two packages and completed over the next 2 years as budgets allow.

As well as improving matters for resident wheelchair and push-chair users the completion of this work and the way it has come about could be included in visitor publicity to emphasise the enhanced access they will find in our town centres.

### Falmouth

#### Summary of improvements

- Junction of Albany Road and Killigrew Street (both sides) – drop/transition 3 no. existing granite kerbs (each side) and re-lay footway to suit new profile.
- Junction of Lister Hill and Killigrew Street (both sides) - drop/transition 3 no. existing granite kerbs (each side) and re-lay footway to suit new profile.
- Junction of Trelawney Road and Killigrew Street - drop/transition 4 no. existing granite kerbs and re-lay footway to suit new profile.
- Arwenack Street outside the bookshop (near Quay Street) - drop/transition 3 no. existing granite kerbs and re-lay footway to suit new profile.
- Arwenack Street outside Bodenens (near Quay Street) - drop/transition 3 no. existing granite kerbs and re-lay footway to suit new profile.
- Junction of Custom House Quay with Arwenack Street (Fish and Chip Shop side) - drop/transition 5 no. existing concrete kerbs and re-lay footway to suit new profile.

### Penryn

#### Summary of improvements

- Station Road (new section of footway outside train station) – drop/transition 5 no. existing concrete kerbs and re-lay footway to suit new profile.
- Station Road ( opposite above) – 4 no. concrete kerbs already transitioned and dropped but need dropping further to be flush with road surface. Re-lay footway to suit.
- Lower Market Street at Junction with Truro Lane - drop/transition 3 no. existing granite kerbs and re-lay footway to suit new profile.
- Lower Market Street at Junction with St Gluvias Street - drop/transition 3 no. existing granite kerbs and re-lay brick footway to suit new profile.
- Broad Street at Junction with New Street – Patch road surface to get rid of dip in road and make up difference between road surface and kerbs.

# Progress...

## Action already taken prior to publication (cont.)

### Pedestrianisation of the main shopping area in Falmouth

Since initial work on the Community Plan started, Cornwall County Council and, more recently, Cornwall Council have responded to the often-expressed community wish for a rising bollard to enforce the existing traffic order. This order bans all except authorised vehicles from driving through, during most of the shopping day. The bollard has been installed at the entrance to Church Street together with closed circuit television cameras to watch for any vehicles frequently operating the bollard illegally. The delay before the bollard operates has already been increased to discourage this illegal operation. Some motorists are now 'rat-running' through Church Street car park to by-pass the bollard. Cornwall Council officials are looking at changes to the layout and operation of the car park to discourage or prevent this practice, which is both dangerous and illegal. There has been a substantial reduction of traffic in the shopping streets during the period from 11.00 am to 4.00 pm when the bollard is raised, bringing real benefits for pedestrians and the shops.

Planning work continues on how other, shopper friendly car parking can be provided and the Church Street car park closed for redevelopment, as proposed in the Community Plan. The town shuttle-bus service is proving increasingly popular with shoppers and this could help the case for using a Hoppa-bus as part of the shopper friendly parking solution. Once the rat-running is stopped the bollard will have reduced the traffic during the day by about 80%. Replacement of the parking in Church Street car park will remove most of the remaining 20%!



Church Street, Falmouth, showing the rising bollard

