

SB8 - Camborne Business Improvement District

Camborne Town Council Statement of Service Baseline September 2021

Responsible authority: Camborne Town Council

Responsible Officer: Samantha Hughes, Town Clerk

Service provided	<p>CCTV monitoring Provides round the clock CCTV surveillance using seven cameras located in the town centre; these are monitored 44 hours a week through a partnership agreement with other local councils. Monitoring hours are agreed with the local police force to reflect periods of highest risk of crime.</p> <p>The CCTV monitoring service is provided through a contract with Cornwall Fire & Rescue Service.</p> <p>Community Toilet (Restroom) Scheme</p> <p>Following the closure of the public conveniences in the town centre by Cornwall Council, the Town Council, with support from the local business community, created, funds and administers the Rest Room Community Toilet scheme whereby the general public is able to use the bathroom facilities of 4 town centre businesses without the need to make a purchase.</p> <p>In addition, the Town Council has assumed responsibility for the upkeep of the public toilets at Camborne Recreation Ground, the building itself remains the property of Cornwall Council. In 2021 work has commenced to add an additional two toilets at Camborne Recreation Ground.</p> <p>In Summer 2021, the Town Council acquired Rosewarne Carpark Toilets from Cornwall Council. The toilets have been unopen for some time and will require significant refurbishment due in Autumn 2021. It is anticipated the toilets will open before the end of 2021. Part of the refurbishment will involve a street art mural to welcome people into the town and improvement of the planting & paving in the pedestrian area near the toilet block.</p> <p>Camborne Library</p> <p>Camborne Town Council now houses Camborne Library. The books and borrowing system remains a Cornwall Council asset, but the staff and service is provided by Camborne Town Council. There are now five members of staff in Camborne Library and it is open between 9-5pm</p>
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on Mondays, Tuesdays, Wednesdays, Fridays and half a day on Saturday.

The library runs regular craft sessions and workshops. There are now two sessions of Rhyme Time a week and a regular knitting group meets once a week.

The team are working hard with local schools and organisations such as Veor Surgery to encourage reading and accessing the service.

Camborne in Bloom

Provides heavily subsidised hanging baskets and containers in the town during the summer with the Amenities team devoting the majority of their time to maintain the displays from June to September (inclusive).

All the hanging baskets, containers, fixtures and fittings are cleaned, maintained and stored.

Perennial Flower Beds and Pots

The flower bed at the junction of Basset Street and South Terrace along with the fixed planters outside Trevithick Surgery and the barrel planters surrounding the fountain are maintained by the Amenities team as part of their programmed responsibilities.

The planters are often featured and themed as part of community events ie. Christmas and Richard Trevithick's Birthday.

Parks & Green Spaces

Camborne Town Council now manages five of Camborne Parish's large green spaces. Camborne Rec, Park Gerry, Meneth Road, Beacon, Treslothan Road Troon. Camborne Recreation Ground has recently undergone refurbishment worth over £220,000. The space is now attractive and well used.

Park Gerry, situated to the north of the BID Boundary is due to received over £1 million investment thanks to the Town Deal. The Town Council intends to install nationally recognised wheeled sports facilities, and outdoor gym, multiuse games area etc. pending further consultation.

It's highly likely in the coming years that the Town Council will own and manage more green spaces as part of devolution from Cornwall Council.

The Town Council also owns and leases two sports facilities: Beacon Cricket Club and Camborne Rugby Club.

Allotments

The allotments at Enys Road and Pengegon are leased to two separate allotment associations to manage.

Public realm (Street Cleansing Specifications are described in more detail in SB1)

Commercial Square is pressure cleaned as required across the year.

The fountain is owned by the Town Council, cleaned as required and maintained in good working order. We are currently seeking quotes to have the fountain repaired.

Street furniture in the town is cleaned, repaired, and maintained as necessary. (Street furniture is listed in Appendix B)

The Richard Trevithick Statue is cleaned as required.

Town Clock

The clock mechanism is owned by the Town Council and is maintained in good working order; access to the mechanism is provided through the assistance of the management team of the Wetherspoons Hotel.

Events

The Town Council is heavily involved in supporting and delivering local events including Trevithick Day, Cornish Language projects, Remembrance Day, St Pirans Day, sporting events such as Tour of Britain, Royal Events (Queens Jubilee), season events such as spring festivals and Halloween, public consultations, park based events and activities, Green Week.

Christmas

The Town Council organises, funds and promotes the Children's Lantern Parade including obtaining the necessary road closure orders and ensuring comprehensive safety provision for the event. This event now forms part of 'Christmas in Camborne' which is a collaborative event between BID Camborne, the Church & CTC.

The Library hosts Camborne's free Christmas Grotto and facilitates a booking system and gifts for each child. In addition to this the library runs a series of free or heavily subsidised workshops for the community during December.

Previously CTC has hosted a small 'elf trail' in town for children and families to enjoy when shopping.

Grass cutting - Verges

Cuts the grass verges at Treswithian fortnightly during the summer months (May to October inc.).

Cut the grass verge at Newton Road, Troon once a month 1st April and 31st October.

Cuts the grass verges at Pendarves Road, Roseworthy Hill, Croft Mitchell and Treswithian Downs four times between 1st April and 31st October.

Footpaths

The parish has nearly twenty four miles of public footpaths and the Council is contracted by Cornwall Council to cut and maintain "gold" footpaths twice a year and "silver" footpaths once a year to allow good public access. (Refer to SB3)

War Memorials

The Town Council cleans the war memorials at Camborne Church, All Saints Church and Treslothan Church three times a year; cuts and tidies the vegetation at the Roscroggan memorial as requested by the Royal British Legion. In addition, the 2 commemorative benches situated at Killivose Cemetery and Camborne Parish Church are regularly inspected and cleaned.

Notice boards

There are eight notice boards owned by the Town Council in the parish; three of these are located in the town centre. The notice boards are used to notify the public of Council meetings as well as an information service for residents, community groups and visitors.

Website

The Town Council has a website www.camborne-tc.gov.uk which is used to communicate with the public all Council information and as a tool for them to communicate with us. A link to www.cambornetown.com is sited on the homepage. The website is also used to advertise any Council contracts coming up for tender.

Social Media

The Town Council now has social media sites including: Facebook, Twitter, Instagram.

Camborne Library has sites including: Facebook, Twitter, Instagram and TikTok.

Newsletter

	<p>The Town Council produces a quarterly newsletter which is soon moving to e-newsletter format. Print is available from the Town Council Offices & Library.</p> <p>The Library provide a news update once a month online.</p> <p>Grant awards The Town Council encourages community groups and charities to apply for grant funding. Historically grants have been awarded to help fund large events such as BID Camborne Christmas Lights, Trevithick Day, the Man Engine, Camborne Show and Camborne Music Festival and organisations such as the Donald Thomas Centre, Citizens' Advice, Camborne Youth Band and the King Edward Mine Preservation Group.</p> <p>Planning The Town Council is a statutory consultee in the Planning process; meetings are open to the public and are held on a three-weekly cycle.</p> <p>Meeting & Forum Representation The Town Council has a representative on the Camborne Regeneration Forum, CPIR Place Shaping Board, CPIR Climate Emergency Group, Safer Camborne & Redruth, CPIR Community Network, Camborne Town Deal and BID Camborne Board.</p> <p>Office The Town Council office is open from 0900 to 1500 from Monday to Friday when our staff deal with a large number of queries from the public. These typically include information on all local services and visitor information. The Town Clerk is often asked to officially validate identity documents for people dealing with agencies abroad e.g. pensions.</p>
<p>Staffing</p>	<p>The Town Council directly employs the following staff:</p> <ul style="list-style-type: none"> Town Clerk (Full time) Administrative Support Officer (Full Time) Office Services Manager (Full Time) Administration Assistant (Part Time) Committee Support Officer (Part Time) Engagement Officer (Full Time) Engagement Assistant (Full Time) Senior Library Officer (Part Time) 4 x Library and Council Assistants (Part Time) Amenities & Projects Officer (Full Time) 1 x Health & Safety Manager 1 x Amenities Supervisor 4 x Amenities Technician (Full time)

<p>Performance Measures</p>	<p>Camborne Town Council is yet to establish an annual 'Stakeholder Survey' to establish a baseline in which to compare it's performance year on year. We anticipate this could happen in the coming 12 months.</p> <p>Regular consultations take place relating to the Town. Most recently the town council has invested in a consultation platform called 'Commonplace' which allows community members to drop 'pins' and feedback on a virtual map.</p> <p>An Annual Report and Annual Assembly takes place once a year in May.</p> <p>The Town Council has a 'Corporate Plan' that is due for renewal in late 2021.</p> <p>All Town Council staff have their performance reviewed annually as well as an informal six-month review.</p>
<p>Boundary Area</p>	<p>BID area is included in the wider parish of Camborne.</p>