

TRURO CITY COUNCIL



CITY OF TRURO

Town Clerk's Department
Municipal Buildings
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November 2023

To: The Mayor (Councillor Mrs C Swain)
Deputy Mayor (Councillor S Rabey)
Chairman and members of the
FINANCE & GENERAL PURPOSES COMMITTEE
and all other Members of **TRURO CITY COUNCIL** *for information*

Dear Councillor

AGENDA

NOTICE IS HEREBY GIVEN that the meeting of the **FINANCE & GENERAL PURPOSES COMMITTEE** will be held at **TRURO COMMUNITY LIBRARY IN THE LARGE COMMUNITY ROOM (TOP FLOOR), UNION PLACE** on **MONDAY 13 NOVEMBER 2023** at **7.00 pm** for the transaction of the under mentioned business: -

- 1 **APOLOGIES**
- 2 **DISCLOSURES OR DECLARATIONS OF INTEREST**
- 3 **OPEN SESSION FOR ELECTORS OF TRURO RELATING TO ITEMS ON THIS AGENDA**
VERBAL QUESTIONS (5 minutes only)
- 4 **FINANCE AND GENERAL PURPOSES MINUTES** (Appendix A)
To consider the minutes of the Finance & General Purposes Committee held 16th October 2023 together with confidential minute.
- 5 **EXCLUSION OF THE PRESS AND PUBLIC**
In accordance with s1(2) of the Public Bodies (Admission to Meetings) Act 1960, the press and public will be excluded from the meeting during consideration of the following items by reason of its confidential or special nature.
- 6 **CAFE IN THE PARK** (Appendix B)
Members to consider the attached confidential update report.
- 7 **ANTISOCIAL BEHAVIOUR OFFICER FUNDING** (Appendix C)
Members to consider the attached confidential report.
- 8 **NEW LIFE FOR CITY BUILDINGS GRANT FUNDING AGREEMENT**
Members to note legal advice. (to follow)
- 9 **READMITTANCE OF THE PRESS AND PUBLIC**
Press and public will be permitted to rejoin the meeting following the conclusion of the confidential items.

- 10 **MANAGEMENT ACCOUNTS APRIL – OCTOBER 2023** (Appendix D)
To consider attached draft statement of accounts

- 11 **INTERNAL AUDIT REPORT AND RECOMMENDATIONS** (Appendix E)
 - (i) Members to note the attached report.
 - (ii) Proposed use of CIL money – verbal report.

- 12 **TRURO CITY COUNCIL WEBSITE**
Members to consider undertaking a review of the above.

- 13 **CLOCKTOWER AND EXTERNAL WORKS TO MUNICIPAL BUILDINGS**
Verbal report.

- 14 **COMMUNICATIONS**
Members to consider the following:
 - i) Press and Media Policy (Appendix F)
 - ii) Communications Strategy (Appendix G)
 - iii) Social Media Policy (Appendix H)

- 15 **GRANTS**
Chairman to report on meeting held prior to the Finance & General Purposes Committee.

- 16 **CALENDAR AND YEARBOOK** (Appendix I)
Members to submit any proposed changes on the attached by midday on 20th November.

- 17 **CORRESPONDENCE**

- 18 **DATE OF NEXT MEETING**
The agenda for the next Finance and General Purposes Committee to be held 15 January 2024 will be prepared on Tuesday 9 January 2024. In accordance with Minute 302 (03.12.12) should a member wish an item to be included on this agenda please inform the Town Clerk’s office by Monday 8 January 2024 as no items other than those on the agenda can be considered at the meeting.



Proper Officer

**MEETING OF THE FINANCE AND GENERAL PURPOSES COMMITTEE HELD ON
MONDAY 16 OCTOBER 2023 AT 7.00 PM**

PRESENT: Councillors Ambler, Biscoe, Mrs Carlyon, Mrs Eathorne-Gibbons, Rabey, Roden (Chairman), Mrs Swain (Mayor), Unwin, Webb (Vice-Chairman), Wells

Also in attendance: Councillors Wetherill and La Borde
Mr Richard Budge, Proper Officer
Mrs Joanne Trevelyan, Financial Officer
Mr Glenn Caplin-Grey, Service Director for Economy and Skills, Cornwall Council
Mr Matthew Pitt, Project Manager for the Town Deals, Cornwall Council

APOLOGIES: Apologies of absence were received from Councillors Rich and Stokes

197 DISCLOSURES AND DECLARATIONS OF INTEREST

Councillor Eathorne-Gibbons declared an interest in Grants (item 11) due to her relationship with Truro in Bloom and Councillor Biscoe also declared an interest in Grants (item 11) due to his relationship with Truro Old Cornwall Society. Both advised that they would leave the room during the relevant discussion and debate.

198 OPEN SESSION FOR THE ELECTORS OF TRURO

There were no electors of Truro present.

199 EXCLUSION OF THE PRESS AND PUBLIC

It was proposed by Councillor Roden, seconded by Councillor Mrs Swain (Mayor), and

RESOLVED that in accordance with s1(2) of the Public Bodies (Admission to Meetings) Act 1960 the press and public be excluded from the meeting during consideration of the following item by reason of its confidential or special nature

200 NEW LIFE FOR CITY BUILDINGS

The Committee considered a confidential report.

201 POTENTIAL PROPERTY PURCHASE

The Committee considered a confidential report.

202 READMITTANCE OF THE PRESS AND PUBLIC

It was proposed by Councillor Roden, Seconded by Councillor Swain (Mayor), and

RESOLVED that the press and public be invited back to the meeting.

203 FINANCE AND GENERAL PURPOSES MINUTES

Accuracy Minutes

Councillor Webb advised that he had tendered his apologies for the meeting and asked that this be noted.

It was proposed by Councillor Roden, seconded by Councillor Mrs Swain (Mayor), and

RESOLVED that the minutes of the Finance and General Purposes Committee Meeting held on 11th September 2023 together with separate confidential minute are signed as a correct record.

204 MANAGEMENT ACCOUNTS APRIL – SEPTEMBER 2023

The Financial Officer advised that under Parks and Open Spaces the 2023-24 actual costs for wages should read £326k not £334k which meant that the variance was not as great as stated in the management accounts. Members noted that the Café had made a profit in August of £295.

The Financial Officer outlined her concerns arising from a number of ongoing projects that could cause cashflow issues at the year end. She had been seeking external professional support to assist her in the production of the accounts and consideration of the Council's reserves during the absence of the RFO. She had also approached the Council's internal auditors to see if they could provide the necessary support and reassurance. She advised that it was proving difficult for her to predict the year end position.

The Committee wished to place on record their gratitude to the Financial Officer for stepping up in the absence of the Town Clerk and offered her their sincere thanks.

It was proposed by Councillor Roden, Seconded by Councillor Biscoe and

RECOMMENDED to note the Management Accounts April – September 2023

205 AUDIT

The Chair advised the Committee that the current external auditors had not been able to complete their review work in time to enable publishing of the required documentation in line with statutory requirements. He added that the auditors had recently changed and that the current provider was experiencing issues nationally and the issue of non-completion was in no way reflective on the quality of the Council's accounts.

It was proposed by Councillor Roden, seconded by Councillor Biscoe and

RECOMMENDED that the External Auditor Reports for 2022/23 and 21/22 be noted and the Internal Audit Proposal for 2023 be approved.

206 GRANTS

In response to a question from a Member the Chair advised if Councillor had any questions or concerns regarding the planting in Truro, they should raise this with the Chair of the Parks Committee.

As Councillor Eathorne-Gibbons had declared an interest in the above item she left the meeting. Following discussion Members agreed they were in full support of this application for Grant Funding.

It was proposed by Councillor Ambler, seconded by Councillor Unwin and

RECOMMENDED that the sum of £1,000 be granted to Truro in Bloom.

As Councillor Biscoe had declared an interest in the above item he left the meeting. Following discussion, Members agreed they were in full support of this application for grant funding. It was proposed by Councillor Mrs Swain (Mayor), seconded by Councillor Unwin, and

RECOMMENDED that the sum of £300 be granted to Truro Old Cornwall Society.

207 CORRESPONDENCE

The Chair advised that no correspondence had been received.

The meeting closed at 8.35pm.

CHAIRMAN

DRAFT

TRURO CITY COUNCIL

06-Nov-23

Management Accounts 2023-24 Period 1st April 2023-31st October 2023

Overall Summary of Net Revenue Expenditure

Ref	2023-24	2023-24	Variance	2023-24
	Actual to date	Budget to date		Total Estimate
	£	£	£	£
1 Administration & Democratic	385,500	365,877	19,623	657,644
2 Tourist Information Centre	95,724	112,155	-16,431	177,864
3 Community Work	99,960	99,646	314	158,360
4 Lemon Quay	33,831	44,087	-10,256	9,580
5 Library Service	119,104	119,782	-678	208,627
Total Finance & General Purposes	734,119	741,548	-7,429	1,212,075
6 Allotments	-624	-545	-79	3,937
7 Churchyard	8,119	8,572	-453	19,671
8 Public Cemetery	14,942	17,493	-2,551	30,747
9 Parks & Open Spaces	476,043	441,165	34,878	737,288
10 Public Conveniences	97,766	93,754	4,012	166,720
11 Coffee Bar: Boscawen park	27,473	-14,578	42,051	-20,774
12 Total Parks & Amenities	623,719	545,862	77,857	937,589
13 Net Base Expenditure	1,357,838	1,287,410	70,428	2,149,664
Fund Contributions				
14 Finance Committee Revenue Fund	0	0	0	13,800
15 Finance Committee Buildings Fund	0	0	0	17,000
16 Parks Committee Capital Fund	0	0	0	136,200
18 Net expenditure on Services add	1,357,838	1,287,410	70,428	2,316,664
19 Inflation Contingency less	0	0	0	66,000
21 Council Tax Support Grant	0	0	0	0
	1,357,838	1,287,410	70,428	2,382,665
22 Revenue Balance Movement				
Contribution from Balance	0	0	0	0
Contribution to Balance	0	0	0	0
23 Precept Amount	1,357,838	1,287,410	70,428	2,382,665

Cash Balances

At the end of Oct 2023 the Council held the following cash balances

	£
Money Market Account	222,294
Current Account	898,840
Investments	318,299
Total	1,439,432

Corporate/Democratic & Planning

D

Period 1st April 2023-31st October 2023

Vote No	Description	2023-24 Actual to date	2023-24 Budget to date	variance	2023-24 Estimate Total
		£	£	£	£
Employees					
5000/5001	Salary & Wage Costs	302,006	288,818	13,188	495,116
6000	Training/Conferences	4,087	13,099	-9,012	22,456
6001	Travelling	0	155	-155	265
6003	Payroll/Personnel Advice	27,291	34,299	-7,008	58,799
Property					
6100	Repair & Maintenance	0	0	0	0
6102	Municipal Buildings Rates	0	0	0	0
6103	Cleaning	0	0	0	-20
6104	Furniture & Equipment	0	0	0	-14
Supplies & Services					
6300	Gas & Electricity	264	0	264	-166
6301	Water	395	179	216	307
6306	Health & Safety	3,346	2,290	1,056	3,926
6307	Insurance Premiums	5,568	3,722	1,846	3,722
6701	Audit Fees	2,400	2,400	0	5,166
6703	Legal Fees	14,445	725	13,720	1,243
6709	Advertising	0	86	-86	148
6710	Planning Advice	512	400	112	686
	Loan costs (Municipal Buildings)	0	0	0	60,000
Office Costs					
6400	Stationery	1,111	1,039	72	1,781
6401	Printing	1,560	1,529	31	2,621
6403	Postages	1,040	938	102	1,608
6404	Telephones	870	624	246	1,069
6406	Publications	0	80	-80	137
6407	Computer Costs	16,141	10,032	6,109	17,197
6408	Planning Committee Recharge	0	0	0	43,100
6409	Bank Charges	1,786	1,932	-146	3,312
Democratic					
6600	Mayoral Allowance	407	145	262	8,707
6601	Town Crier & Macebearers Allowances	910	910	0	1,219
6602	Members Expenses	123	750	-627	1,286
6603	Civic Functions Allowance	4,211	3,625	586	3,625
6702	Subscriptions	4,369	4,400	-31	6,030
6799	Miscellaneous	394	117	277	200
Gross Expenditure		393,236	372,294	20,942	743,525
Income					
4203	Use of Rooms	0	0	0	0
	Contributions to Salary	0	0	0	0
4401	Interest	7,736	6,417	1,319	11,000
4900	Miscellaneous	0	0	0	0
4910	Recharges to operations	0	0	0	74,881
Gross Income		7,736	6,417	1,319	85,881
Net Expenditure		385,500	365,877	19,623	657,644

Tourist Information Centre

Period 1st April 2023-31st October 2023

Vote No	Description	2023-24 Actual to Date	2023-24 Budget to Date	Variance	2023-24 Estimate Approved
		£	£	£	£
Information Centre					
Employees					
5000/5001	Salary Costs	54,004	53,131	873	91,082
6000	Training	0	684	-684	1,173
6002	Clothing	0	255	-255	437
Premises Costs					
6100	Repairs & Maintenance	1,353	678	675	1,162
6101	Rent	27,203	27,250	-47	35,526
6102	Rates	9,735	10,238	-503	17,551
6103	Cleaning	2,359	3,193	-834	5,473
6104	Furniture & Equipment	4	141	-137	241
6300/6301	Power & Water	1,025	1,696	-671	2,907
Office Costs					
6307	Insurance	2,638	2,075	563	2,075
6400	Stationery	595	1,080	-485	1,852
6401	Printing	588	481	107	824
6403	Postages	4	31	-27	53
6404	Telephones	1,938	1,762	176	3,021
6407	Computer Costs	805	1,254	-449	2,150
6409	Card charges	1,396	2,231	-835	3,824
Purchase of Sale Items					
6802/6501	Tickets / Accom Reglster	806	10,210	-9,404	17,503
6502	All other sale Items	31,023	35,087	-4,064	60,149
Miscellaneous					
6799	Miscellaneous	4	727	-723	1,246
6408	Admin recharge	0	0	0	5,203
Gross Expenditure		135,480	152,203	-16,723	253,451
Income					
4003	Sales	44,242	50,000	-5,758	100,345
4001	Tickets	2,074	10,123	-8,049	17,353
4201	Rents	5,600	5,600	0	9,600
	Premises recharge	0	0	0	0
4007	Contract Work	7,375	7,375	0	11,500
4100/4107	Registration/Inspections	20	1,424	-1,404	2,441
Gross Income		59,311	74,522	-15,211	141,239
Info. Centre Net Expenditure		76,169	77,682	-1,513	112,212

Digital Communications

5000/5001	Salary Costs	15,144	31,974	-16,830	54,812
6000	Training	0	0	0	0
	Premises Recharge	0	0	0	0
6801	Truro Guide/Publicity	4,411	4,500	-89	14,840
6722	Events	0	0	0	0
6408	Admin recharge	0	0	0	0
6407	Computer Costs	0	0	0	0
		19,555	36,474	-16,919	69,652
Income					
4202	Income from Events	0	0	0	0
4105	Truro Guide	0	2,000	-2,000	4,000
Gross Income		0	2,000	-2,000	4,000
Digital Comms. Net Expenditure		19,555	34,474	-14,919	65,652

Community Work

Period 1st April 2023-31st October 2023

Vote No	Description	2023-24 Actual to date	2023-24 Budget to date	Variance	2023-24 Estimate Total
		£	£	£	£
Employees					
5000	Salary & Wage Costs	26738	26514	224	45452
6000	Training/Conferences	0	65	-65	112
6001	Travelling	0	39	-39	66
Supplies & Services					
6304	Grant Advice	0	0	0	1339
6305	Xmas Tree	0	0	0	72
6307	Insurance	616	704	-88	704
6308	Public Space CCTV	32,252	32000	252	37900
6407	Computer Costs	300	211	89	361
6408	Recharge for Administration Support	0	0	0	5521
6410	Culture Strategy	0	0	0	4792
Grants & Donation					
6712	Citizens Advice Bureau	5,477	5280	197	5280
6714	Twinning Associations	1,076	970	106	970
6716	Street Pastors	4,800	4800	0	4800
6717/6718	Cornwall Music Festival	1,000	1000	0	2120
6719	Young People Cornwall	12,500	12500	0	24000
6721	Community Grants	5,406	5500	-94	9596
6722	Social Prescribing	2,519	2683	-164	4600
6799	Miscellaneous	35	140	-105	240
6724	Contribution to ASB Officer	9,678	9678	0	14468
		102,397	102,083	314	162,394
Gross Expenditure					
Income					
4200/4201	Rents from buildings	2,437	2,437	0	4,034
	Gross Income	2,437	2,437	0	4,034
	Net Expenditure	99,960	99,646	314	158,360

Library

Period 1st April 2023-31st October 2023

Vote No	Description	2023-24 Actual to date	2023-24 Budget to date	Variance	2023-24 Estimate Total
		£	£	£	£
Employees					
5000	Salary & Wage Costs	101,206	98,250	2,956	168,429
6002	Protective Clothing	0	58	-58	100
Premises					
6100	Repair & Maintenance	1,679	1,855	-176	3,180
6102	Rates	13,627	13,990	-363	23,982
6103	Cleaning	13,612	12,938	674	22,180
6104	Waste Collection	1,754	1,126	628	1,930
Supplies & Services					
6300	Gas & Electricity	10,420	16,917	-6,497	29,000
6301	Water	927	1,750	-823	3,000
6303	Equipment & Materials	344	433	-89	742
6307	Insurance	2,275	2,612	-337	2,612
6404	Telephones	103	92	11	158
6407	Computer Costs	39	309	-270	530
6408	Admin. Recharge	0	0	0	5,152
6704	Community Events	0	583	-583	1,000
Gross Expenditure		145,986	150,913	-4,927	261,995
Income					
4201	Rent	20,528	21,623	-1,095	37,068
4200	Room Lettings	3,147	6,592	-3,445	11,300
4202	Fees & Charges	3,207	2,917	290	5,000
Gross Income		26,882	31,131	-4,249	53,368
Net Expenditure		119,104	119,782	-678	208,627

Lemon Quay

Period 1st April 2023-31st October 2023

Vote No	Description	2023-24 Actual to date	2023-24 Budget to date	Variance	2023-24 Estimate Total
		£	£	£	£
	Employees				
5000/5001	Salary & Wage Costs	18,403	33,823	-15,420	57,982
	Premises				
6100	Repair & Maintenance	0	643	-643	1,102
6103	Cleaning & Waste Management	22,700	19,184	3,516	19,184
	Supplies & Services				
6300	Gas & Electricity	1,236	387	849	664
6301	Water	78	210	-132	360
6307	Insurance	754	798	-44	798
6407	Computer Costs	1,000	1,855	-855	3,180
6408	Administration Recharge	0	0	0	4,162
6704	Event Costs	0	0	0	5,600
6720	Community Events	6,983	6,061	922	10,391
6722	Winter Gift Fayre	0	0	0	55,000
6799	Miscellaneous	170	126	44	216
	Gross Expenditure				
		51,324	63,087	-11,763	158,640
	Income				
4201	Rental from Leases	0	0	0	10,000
4200	Event Rentals	17,493	19,000	-1,507	64,060
6722	Winter Gift Fayre	0	0	0	75,000
	Gross Income				
		17,493	19,000	-1,507	149,060
	Net Expenditure				
		33,831	44,087	-10,256	9,580

Allotments

Period 1st April 2023-31st October 2023

Vote No	Description	2023-24 Actual to date	2023-24 Budget to date	Variance	2023-24 Estimate Total
		£	£	£	£
	Employees				
5000/5001	Wages Costs	2020	2283	-263	3913
	Premises				
6100	Repair & Maintenance	0	0	0	976
6110	Allotment Development	0	0	0	2954
6301	Water	522	339	183	581
	Gross Expenditure	2542	2622	-79	8425
	Income				
4201	Allotments	3166	3166	0	4488
	Gross Income	3166	3166	0	4488
	Net Expenditure	-624	-545	-79	3937

Kenwyn Churchyard

Period 1st April 2023-31st October 2023

Vote No	Description	2023-24 Actual to date	2023-24 Budget to date	Variance	2023-24 Estimate Total
		£	£	£	£
	Employees				
5000/5001	Wages Costs	8078	9130	-1052	15651
	Premises				
6100	Repair & Maintenance	41	41	0	2685
	Transport				
6200	Fuel & Oil	0	0	0	1424
	Supplies & Services				
6303	Equipment & Materials	0	0	0	938
	Gross Expenditure	8119	9171	-1052	20697
	Income				
4007	Contract Work	0	599	-599	1026
	Gross Income	0	599	-599	1026
	Net Expenditure	8119	8572	-453	19671

Period 1st April 2023-31st October 2023

Vote No	Description	2023-24 Actual to date	2023-24 Budget to date	Variance	2023-24 Estimate Total
		£	£	£	£
	Employees				
5000/5001	Wages Costs	20196	22824	-2628	39126
	Premises				
6100	Repair & Maintenance	427	450	-23	1953
6102	Rates	3581	3617	-36	6200
	Transport				
6200	Petrol & Oil	0	0	0	2848
6201	Repair & Maintenance	0	0	0	1144
	Supplies & Services				
6300	Gas & Electric	40	47	-7	80
6301	Water	168	117	51	200
6303	Equipment & materials	206	206	0	1102
	Establishment Expenses				
6404	Telephones	186	233	-47	400
6408	Admin recharge	0	0	0	5101
	Gross Expenditure	24804	27493	-2689	58154
	Income				
4104	Burial Fees & Charges	9862	10000	-138	27407
	Gross Income	9862	10000	-138	27407
	Net Expenditure	14942	17493	-2551	30747

Parks & Open Spaces

D

Period 1st April 2023-31st October 2023

Vote No	Description	2023-24 Actual to date	2023-24 Budget to date	Variance	2023-24 Estimate Total
		£	£	£	£
	Employees				
5000/5001	Wages Costs	377151	377581	-430	647282
6000	Training	4054	15890	-11836	27240
6001	Travelling	0	99	-99	169
6002	Protective Clothing	6358	5435	923	5435
	Premises				
6007	Contract Work	0	0	0	-80
6100	Repair & Maintenance	33136	25204	7933	43206
6101	Rent	1178	1395	-217	1395
6102	Local Authority Rates	758	700	58	847
6105	Play Equipment Repairs	0	1884	-1884	3230
6106	Seats, Gates ,Fencing	356	773	-417	1325
6107	Gritting	0	0	0	-42
6109	Idle Nursery	7583	7583	0	15166
	Transport				
6200	Petrol & Oil	15191	6738	8454	11550
6201	Repair & Maintenance	15339	7676	7663	13159
6202	Hired Plant & Equipment	2251	0	2251	-815
6203	Licences	1290	1300	-10	1985
	Supplies & Services				
6300	Gas & Electricity	9809	7839	1970	13438
6301	Water	2080	3307	-1227	5669
6302	Plants & Seeds	13590	14000	-410	16193
6303	Equipment & Materials	20031	12483	7548	21399
6306	Health & Safety	4949	5004	-55	8579
6307	Insurance	9404	10430	-1026	10430
6404	Telephones	324	888	-564	1523
6407	Computer Costs	1105	433	672	742
6408	Recharge for Administration	0	0	0	0
6409	Commission -Tennis	0	0	0	736
6708	Loan repayments Tennis	12720	13000	-280	26000
6705	Summer Activities	4971	6142	-1171	6142
6706	Gardens Competition	0	194	-194	333
6707	Britain in Bloom	6131	914	5217	914
6709	Advertising	0	291	-291	498
6799	Miscellaneous	268	63	205	108
	Gross Expenditure	550027	527245	22782	883754
	Income				
4005 / 4006	Floral Displays	18598	28000	-9402	33313
4007	Contract Work	17841	16767	1074	28743
4008	County Council Agency	7577	7577	0	7577
4101	Use of Pitches	3769	3676	93	6302
4102	Tennis	15433	17386	-1953	29804
4103	Trading Rights	7270	7590	-320	13012
4200	Site Rentals	2496	2305	191	3952
4008	Sponsorship	1000	2567	-1567	4400
4900	Miscellaneous	0	212	-212	363
4009	S106 Contribution	0	0	0	19000
	Gross Income	73984	86080	-12096	146466
	Net Expenditure	476043	441165	34878	737288

Coffee Bar : Boscawen park

Period 1st April 2023-31st October 2023

Vote No	Description	Oct Actual	Oct Budget	2023-24 Actual to date	2023-24 Budget to date	Variance	2023-24 Estimate Total
		£	£	£	£	£	£
Expenditure							
5000	Gross Pay Costs	8315	9595	75965	67165	8800	115140
6004	Purchases of Sale Items	3328	5558	45203	38904	6299	66692
6100	Repairs & Maintenance	0	155	2157	1084	1073	1859
6102	Local Authority Rates	272	565	1908	3953	-2045	6776
6103	Cleaning Materials	21	99	1154	692	462	1186
6300	Electricity	0	0	0	0	0	2830
6301	Water Charges	0	0	0	0	0	1267
6303	Equipment & Materials	12	22	655	155	500	265
6307	Insurance	0	0	1499	1403	96	1403
6404	Telephones	35	71	619	495	124	848
6407	Computer costs	32	4	215	31	184	53
6409	Card charges	96	99	777	694	83	1189
	Admin recharge	0	0	0	0	0	1122
	Gross Expenditure	12111	16167	130152	114574	15578	200630
Income							
4004	Sales	13836	18450	102679	129152	-26473	221404
	Gross Income	13836	18450	102679	129152	-26473	221404
	Net Expenditure	-1725	-2283	27473	-14578	42051	-20774

Public Conveniences

Period 1st April 2023-31st October 2023

Vote No	Description	2023-24 Actual to date	2023-24 Budget to date	Variance	2023-24 Estimate Total
		£	£	£	£
Employees					
5000/5001	Salary & Wage Costs	51,803	52,716	-913	90,371
6000	Training	0	144	-144	247
6002	Protective Clothing	0	341	-341	585
Premises					
6100	Repair & Maintenance	9,260	5,021	4,239	8,608
6103	Cleaning Materials	17,242	11,512	5,730	19,735
Transport					
6200	Fuel	0	0	0	704
6201	Repair & Maintenance	310	310	0	657
6203	Licences	323	326	-3	326
Supplies & Services					
6300	Gas & Electricity	3,369	2,375	994	4,072
6301	Water	11,232	11,754	-522	20,150
6306	Health & Safety	1,840	5,749	-3,909	9,855
6307	Insurance Premiums	1,258	1,381	-123	1,381
Office Costs					
6405	Telephones	75	144	-69	247
6408	Administration Recharge	0	0	0	5,521
Miscellaneous					
6708	Loan Charges	3,029	3,029	0	6,060
6799	Miscellaneous	0	64	-64	109
Gross Expenditure		99,741	94,867	4,874	168,628
Income					
4007	Contract Work	1,975	1,113	-862	1,908
Gross Income		1,975	1,113	-862	1,908
Net Expenditure		97,766	93,754	4,012	166,720

Statement of Funds

as at 1st April 2023

REVENUE BALANCE

Balance as at 1st April 2023

add

Contribution from Precept 2023-24

less

Code 3200

£

226,463.85

0.00

Balance

226,463.85

PARKS CAPITAL FUND

Parks Plant Renewals Fund

Balance as at 1st April 2023

add

Contribution from Precept 2023-24

Interest

Sales

Code 3000

34,271.43

35,000.00

0.00

69,271.43

Expenditure

WK64 WTG

Chainsaw

Scrubber

Blower

Strimmers

8995.00

722.80

1509.00

470.85

1440.00

Balance

13,137.65

56,133.78

Parks Capital Maintenance Funds

Balance as at 1st April 2023

add

Contribution from Precept 2023-24

Income

less

Expenditure

April

May

Aug

Sept

Code 3001

62,164.00

56,500.00

118,664.00

3976.00

1717.50

13827.73

825.00

Balance

20,346.23

98,317.77

Parks Play Equipment Fund

Code 3002

Balance as at 1st April 2023		4,133.29
add		
Contribution from Precept 2023-24		20,400.00
Income		0.00

24,533.29

Expenditure

Zip wire service	2028.00
Springer Whale	720.00

2,748.00

Balance

21,785.29

Victoria Gardens & Cemetery Lodges

Code 3003

Balance as at 1st April 2023		20,032.10
add		
Rent Receipts Victoria Gardens		1,842.33
Rent Receipts Cemetery		2,095.10
Interest		0.00
less		
Expenditure		23,969.53

Expenditure

ShowerVG	340.90
Boller CEM	85.00
Chimney	58.33
VG Lodge asbestos	350.00

834.23

23,135.30

Allotment Development Fund

Code 3004

Balance as at 1st April 2023		76,043.00
add		
Contribution from Precept 2023-24		0.00
less		
Expenditure		

76,043.00

Resurfacing

Code 3005

Balance as at 1st April 2023	7,071.75
add	
Contribution from Precept 2023-24	14,700.00
Income	0.00
Less	
Expenditure	
Boscawen Park - Awaiting Towns Fund Monies	89071.68
Comprigney Hill	7460.00

96,531.68
-74,759.93

Nursery Development Fund

Code 3006

Balance as at 1st April 2023	-4,189.52
add	
Contribution from Precept 2023-24	0.00
Transfer from Capital maintenance Fund 3001	0.00
less	

Expenditure

Idless Nursery	
April	1858.76
May	7978.71
June	51187.77
July	10276.56
Aug	
Sept	4160.79
Oct	13530.84
Nov	
Dec	
Jan	
Feb	
March	

88,993.43
-93,182.95

Public Conveniences Redevelopment

code 3017

Balance as at 1st April 2023	41,755.06
add	
Contribution from Precept 2023-24	0.00
less	

Expenditure

April	1800.00
May	2545.00
June	3700.00
July	450.00
Sept	900.00

9,395.00
32,360.06

Tennis Development Costs

3008

Balance as at 1st April 2023	-309,680.88
Contribution from Precept 2023-24	0.00
	0.00
	0.00
	0.00

Costs

April	3524.21
May	5099.91
June	4460.38
July	11799.15
Aug	37648.46
Sept	
Oct	150.00
Nov	
Dec	
Jan	

62682.11
-372362.99

Tennis Court Refurbishment

3015

Balance as at 1st April 2023	43,200.00
Contribution from Precept 2023-24	9,600.00

0.00
52,800.00

Parks Capital Fund Total

-179,730.67**FINANCE COMMITTEE BUILDINGS FUND**

Balance as at 1st April 2023	235,034.06
add	
Contribution from Precept 2023-24	17,000.00
Less	
Expenditure	20,159.13

Finance Capital Fund Total231,874.93**Project details**

	Available	Net		
	Budget	Expenditure	Balance	
	£	£	£	
Municipal Buildings External Repairs (code 3022)	Brought forward £138922.29	138,922.29	2535.23	136,387.06
Zechs Building - Provision for repairs (code 3012)	Brought forward £9450	9,450.00	0.00	9,450.00
Truro Library (code 3016)	Brought forward £149515.25	149,515.25	17623.90	131,891.35
TIC 30 Boscawen St (code 3011)	Brought forward -£71053.48 + £17000 In 2023-24	-54,053.48	0.00	-54,053.48
Carrick Sports Hall (code 3013)	Brought forward £8200	8,200.00	0.00	8,200.00
	252,034.06	20159.13		231,874.93

FINANCE COMMITTEE REVENUE FUNDS

Balance as at 1st April 2023	143,678.41
add	
Contribution from Precept 2023-24	13,800.00
Balance from revenue	0.00
Transfer from revenue	0.00
Interest	0.00
Less	
Expenditure	52,840.45

Finance Revenue Fund Total

104,637.96

Project Details

	Available Budget	Net Expenditure	Balance
	£	£	£
Community Work (code 3040)	Brought Forward £0.00	0.00	0.00
Municipal Buildings Internal Works (code 3060)	Brought forward £4910.29	4,910.29	4,910.29
Community Events (code 3062)	Brought Forward £-1291.92	-1,291.92	-1,291.92
Community Grants (code 3063)	Brought Forward £12104.88	12,104.88	12,104.88
Election Expenses (code 3064)	Brought forward £11433.46 + £2000 In 2023-24	13,433.46	10592.52
Culture Strategy (code 3065)	Brought forward £5923.33	5,923.33	5,923.33
Computers (code 3066)	Brought Forward £16469.15 + £11,800 In 2023-24	28,269.15	9166.40
Community Projects (code 3021)	Brought forward £38879.81	38,879.81	38,879.81
Bus shelters (code 3024)	Brought Forward £16666.51	16,666.51	15,046.51
CCTV (code 3014)	Brought forward £-4655.26	-4,655.26	-4,655.26
Website rewrite TIC (3025)	Brought forward £0.00	0.00	0.00
CIL Receipts (3026)	Brought forward £43238.16	43,238.16	31461.53
	<u>157,478.41</u>	<u>52,840.45</u>	<u>74,699.69</u>

Hendra Development

code 3080

Balance as at 1st April 2023	5,983.87
add	
Contribution from Precept 2023-24	0.00

Income

Rent
Rent

less Expenditure

Rates Apr	551.47
Rates May	550.00
Rates June	550.00
Rates July	550.00
Rates Aug	550.00
Rates Sept	550.00
Rates Oct	550.00
Rates Nov	550.00
Rates Dec	550.00
Rates Jan	550.00
HDA light	90.00

3,941.47

Balance **2,042.40**

Lemon Quay

Balance at 1st April 2023
Costs

3023

0.00

0.00

0.00

Library

Balance at 1st April 2023
Contribution from precept 2023-24

3016

149515.25

0.00

less expenditure

- April
- May
- June
- July
- Aug
- Sept
- Oct
- Nov
- Dec
- Jan
- Feb

1535.31

5985.07

326.00

3682.20

414.62

3406.70

1280.00

17623.90

131891.35

Towns Fund Project

Balance at 1st April 2023
Income

3019

0.00

Expenditure

- April
- May
- June
- July
- Aug
- Sept
- Oct
- Nov

2655.00

9260.00

933.50

0.00

12848.50

-12648.50

FINANCE CAPITAL FUND

Project details

Municipal Buildings External Repairs Expenditure

3022

£
Actual

Richard Lander Monument
Broken window TIC
Sundries

840.00
1,677.62
17.61

2535.23

Income

0.00

2535.23

Bus Shelters

code 3024

Income

1,620.00

Expenditure

1,620.00

s106 Monies

code 3314

C/FWD

309,997.35

Income

Refund fees Beechwood Park

424.23

424.23

less expenditure

0.00

Balance

310,421.58

CIL

3026

43238.16

CIL Income

May-23

Oct-23

31461.53

74699.69

FINANCE COMMITTEE REVENUE FUNDS

Project Details

Actual
£

Municipal Buildings Internal Works

3060

Income

Expenses

0.00

Community Events Expenditure

3062

0.00

Election Expenses Moresk

3064

10592.52

10,592.52

Community Project INCOME

3021/3040

Expenditure

0.00

Culture Strategy Income

3065

0.00

Expenditure

0.00

0.00

Computers Income

3066

Expenditure

Prepayments at y/e

8,450.00

June

477.00

July

6.65

Aug

232.75

9,166.40



HUDSON ACCOUNTING LTD.
INTERIM INTERNAL AUDIT REPORT:
TO THE MEMBERS OF TRURO CITY COUNCIL
YEAR ENDED 31ST MARCH 2024.

ISSUE DATE: 03/11/2023
ISSUED TO: CLERK

INTRODUCTION:

Internal auditing is an independent, objective assurance activity designed to improve an organisation's operations. It helps an organisation accomplish its objectives by bringing a systematic, disciplined approach to evaluate and improve the effectiveness of risk management, control, and governance processes.

Scope:

The scope of the audit covers, as a minimum, the areas included in the Internal Audit Report contained in the Annual Governance & Accountability Return.

Any areas not covered at this interim stage will be included later in the year or during the final audit activity.

Approach:

Audit work is carried out in line with the Chartered Institute of Public Finance and Accountancy's Internal Audit Standards and guidance issued by the National Association of Local Councils.

Where applicable we have included reference to 'proper practice' and the associated guidance as laid out in 'Governance & Accountability for Smaller Authorities in England' which is applicable to financial years from 1st April 2023.

Selective testing was carried out and the relevant policies, procedures and controls were reviewed.

GENERAL COMMENTS:

We would like to thank the staff for their assistance and co-operation during the audit.

The matters raised in this report are only those which came to our attention during our internal audit work and are not necessarily a comprehensive statement of all the weaknesses that exist, or of all the improvements that may be required.

It should be noted that assurance can never be absolute. The most that the internal audit service can provide is a reasonable assurance that there are no major weaknesses in risk management, governance, and control processes. The audit does not guarantee that the accounting records are free from fraud or error.

We have provided a table of audit recommendations, where required that allow for the Council's response, which can be used as an ongoing monitoring tool. We would be grateful if, in due course, it was completed and returned to us.

AUDIT COMMENTARY:**Previous Recommendations**

The current position in respect of previous recommendations is contained in the attached Internal Audit Response Record.

Accounting Records

The accounts are maintained on Sage accounting software they were up to date and appeared free from material errors.

Financial Regulations

Financial Regulations were last reviewed in 2020.

New Model documentation is being produced and once published a review should be undertaken.

Payments

A sample of payments was tested to establish whether the spending decision, procurement process, certification and approval for payment were in line with Financial Regulations as well as ensuring that payments were supported by invoices, VAT was correctly accounted for, and payment controls were applied.

Purchasing

Purchase orders are in use and there is a scheme of delegation.

Payments

Testing revealed that controls are applied, all payments were supported by invoices and were accurately input into the accounting system.

Financial Regulations require a list of all payments made to be included with the management accounts – currently this is done for all payments over £500.

Payment schedules should include all payments and the Minutes should separately reflect that the schedules have been considered.

Risk*Risk Assessment*

The Council reviewed its risk register in April 2023.

A review of the effectiveness of both internal controls and internal audit should be undertaken before the year-end to inform the 2023/24 Annual Governance Statement.

Insurance

Statutory insurances are in place and the Fidelity Guarantee is adequate at £5 million.

The insurance schedule was cross checked to the asset register and it appears that there may be some omissions on the asset register – they may however just be differing descriptions.

The asset register should be reviewed to ensure it is complete.

Investments

An Investment Strategy covering the current financial year was adopted in April 2023.

Budgets*Setting*

We reviewed the 2023/24 budget setting process as part of our final audit work last year and we will review the 2024/25 process later in the year once it has concluded.

However, in the absence of the RFO we were asked to review the current financial position particularly in respect of reserves prior to the budget being set.

Earmarked Reserves (EMR's)

The Council has numerous earmarked reserves covering a wide range of activities and projects. Some hold significant sums and others are very small.

Four of the EMR's are significantly 'overspent' at present; some await grant or s106 funding but there would seem to be a need to finance at least one by way of transfers from other EMR's or the General Reserve.

To bring EMR's into balance and to provide a much-needed boost the Council's cashflow it is recommended that:

Recommendation 1

- i. Grant and s106 Funding Agreements are expedited.
- ii. Where an EMR remains in deficit transfers between funds will be required.

To improve the management of the spending that it funded from EMR's it is recommended that:

Recommendation 2

- i. A review of all EMR's is undertaken to establish whether they are still required.
- ii. For those that remain a medium-term spending plan should be put in place with annual budgets for each reserve along with estimates of any contributions from the General Reserve.

General Reserve

The Council's policy has been to maintain the General Reserve at 10% of expenditure. As previously reported, this is below the levels suggested by best practice Guidance.

At the end of last year, the General Reserve stood at £193K. This leaves little scope for funding any overspend in the current year and review of the Minutes has indicated concern around the café operation amongst other budgets.

To ensure that sufficient funds are set aside in the General Reserve it is recommended that:

Recommendation 3

- i. The policy on the size of the general reserve relative to either Net Revenue Expenditure or gross expenditure is reviewed.
- ii. Current year spending is strictly managed to eradicate or minimize any potential overspend.
- iii. A plan to bring the General Reserve to the levels agreed following (i) above is built into the budget from 2024/25 onwards (taking into account the requirements to maintain EMR's as per Recommendation 2)

Income

Systems were tested to ensure that suitable controls are in place to ensure that all income is received in a timely manner, that charges are correctly applied and that any cash received is promptly receipted and banked.

Precept

The precept received is in accord with that set by the Council.

Allotments

The management of allotment income has improved now that the Finance team is maintaining a spreadsheet. Most rents have been collected.

VAT

VAT claims are up to date.

Payroll*New Starters*

New employees have been issued with contracts of employment and have been paid in accordance with the Terms therein.

Tax, NI & Pensions

PAYE and pension requirements have been met.

Pay Award

The national pay award has yet to be agreed.

Bank Reconciliation

Bank reconciliations are carried out frequently by the finance staff and are reviewed by the interim Proper Officer and also by Members.

Electors Rights

Full Council properly approved the 2022/23 AGAR.

The opportunity for electors to examine the accounts was properly advertised and the publication requirements in respect of the 2022/23 accounts have been met thus far.

The external auditor has yet to conclude their review; once they have reported an updated Notice of Conclusion of audit and their report will need to be published along with the accounting statements should any amendments be required.

INTERNAL AUDIT RESPONSE RECORD – TRURO CITY COUNCIL

No	Recommendation	Management Response	Timescale/Responsibility	Follow up (Auditor use)
INTERIM REPORT 2023/24				
1	<ul style="list-style-type: none"> i. Grant and s106 Funding Agreements are expedited. ii. Where an EMR remains in deficit transfers between funds will be required. 			
2	<ul style="list-style-type: none"> i. A review of all EMR's is undertaken to establish whether they are still required. ii. For those that remain a medium-term spending plan should be put in place with annual budgets for each reserve along with estimates of any contributions from the General Reserve. 			
3	<ul style="list-style-type: none"> i. The policy on the size of the general reserve relative to either Net Revenue Expenditure or gross expenditure is reviewed. ii. Current year spending is strictly managed to eradicate or minimize any potential overspend. iii. A plan to bring the General Reserve to the levels agreed following (i) above is built into the budget from 2024/25 onwards (taking into account the requirements to maintain EMR's as per Recommendation 2) 			
2022/23 FINAL REPORT				
1	Agreements should be put in place for all contracted works carried out by the Council.			

INTERNAL AUDIT RESPONSE RECORD – TRURO CITY COUNCIL

No	Recommendation	Management Response	Timescale/Responsibility	Follow up (Auditor use)
2020/21 FINAL REPORT				
2	Allotment Tenancy Agreements for all sites should be reviewed to ensure they all reflect the current charging arrangements.			Include in 2023/24 year-end testing



Press and Media policy

Introduction

Truro has three local newspapers (West Briton, Truro Voice and Western Morning News) and is covered by two regional TV companies, three radio stations (Radio Cornwall, Pirate FM and community radio station CHBN) as well as online news sites such as Cornwall Live, and community and social media sites and blogs.

A significant number of people in Truro do not have regular access to the internet or use social media so we will need to continue to use more traditional methods such as newspapers, radio and TV, newsletters and advertising to communicate with these groups.

The media is a valuable method of communicating information and messages to the public. We need to have an effective working relationship with the media to get our positive messages across and to protect our reputation.

The media is also an important audience in its own right, as well as being a key way of communicating with our wider audiences. Editors and journalists are influential commentators and can sway public opinion so it is important that they are well informed.

It is, therefore, vital that we handle all media enquiries and media-related issues promptly and professionally. This will ensure that we meet the media's needs as far as reasonably possible while at the same time communicating accurate information that enables journalists to present a balanced picture to our audiences.

We need to ensure that we let everyone know about the positive things TCC is doing to improve people's lives in Truro. We also need to inform the local community about decisions which have been taken by the council and its committees.

The media operates in a completely different way to any other business and we cannot dictate what they should or should not publish (and nor should we). A free press is an essential part of any democracy, even if it means they sometimes publish things we disagree with or would rather not see in print!

It is also important to recognise that local government communications are governed by a set of strict rules enshrined in the law. This means we cannot and will not publicise anything which is of a party political nature because, if we do, we would be acting illegally.

This protocol sets out how we will work with the media. It also clarifies the level of service the media can expect regarding access to members and officers, provision of information and responses to enquiries.

Key principles

- To build a relationship of trust and mutual understanding that will benefit both the council and the media which is based on the principles of honesty, transparency, balance and clarity
- Provide information on the positive things the council is doing to improve people's lives in Truro
- Provide information on the decision taken and activities carried out by the council.
- A "no comment" response will be avoided wherever possible
- Interviews will be carried out rather than written statements issued wherever possible and appropriate.
- Ensure broadcast interviews on corporate and strategic issues are carried out by the Mayor or Deputy Mayor
- Ensure that, wherever possible, councillors are informed about media queries relating to local issues in their areas
- Ensure written statements are attributed to a named individual unless relating to a specific individual / legal case
- No corporate statements will be issued without the formal approval of the Clerk and Mayor

Positive and proactive publicity

As well as responding effectively to requests for information from the media, it is important to let people know the many good things the council is doing and to communicate public information messages etc.

All departments will be expected to provide information each month to show what their service is doing to improve the lives of people in Truro.

This information will be used as part of a planned programme of proactive communication, which will include media releases and features, short films and social media posts.

As well as being sent to the media, this information will be published on the council's website and on social media channels, in the bi monthly community newsletter and other newsletters and local publications as appropriate.

Decisions on what proactive communication should be published on behalf of TCC and its services will be made by the Clerk in consultation with the Mayor.

Members and political groups are free to issue their own press releases **but** they must clearly state that the views expressed are their personal views.

However they are not authorised to request or direct staff to produce corporate communications or to produce and / or issue press releases /articles / statements / mini films on their behalf to the media.

Producing press releases

- Press releases must be objective, balanced, informative and accurate and concerned with facts or explanations or both.
- Press releases must not be used to affect public support for a political party or seek to persuade the public to hold a particular view on a question of policy
- Releases should normally include quotes from the Mayor (and the local Member if appropriate). Quotes from third party advocates can also be used if appropriate.
- Press statements must not be used to publicise the views of individual members of the council.
- All press releases to be issued to the media via email, with copies placed on the council's website.
- Copies of major press releases to be sent to all members
- Embargoes will only be used when considered essential: eg when news releases are linked to a launch event / when an issue of confidentiality requires it; or when it is required by a third party

Producing mini films

The expansion of digital communications has led to an increase in the use of film and video to provide information and engage audiences.

The council will use film and video to support corporate communications when appropriate. This may include interviews with key staff and councillors.

Press conferences / briefings

- Press conferences to be used sparingly and use restricted to major incidents or other highly significant news stories
- All press conferences will be organised and co-ordinated by the Clerk in consultation with the Mayor
- Press briefings to be used to:
 - explain a complex issue that will aid the media's understanding of the subject and produce more accurate reporting
 - provide the media with an opportunity to meet and question some of the council's senior representatives
 - communicate an important story (good and bad news) that will attract media attention
 - launch an initiative, service or event
- Individual briefings –
 - will normally precede / follow a news release
 - provide material for a feature or

- maintain dialogue and contact.
- All media briefings will be organised and co-ordinated by the Clerk in consultation with the Mayor

Responding to media queries

The first contact between the media and the council will usually be through the Town Clerk who will liaise with the Communications Officer and the Mayor and discuss the best method of response and provide detailed briefings if required.

Media queries to be responded to within 24 hours wherever possible.

A 'No comment' response should be avoided wherever possible – a holding statement should be provided if necessary while a more detailed response is prepared.

Controversial or high profile media statements must be signed off by the Clerk and Mayor. More routine or factual statements can be signed off by the relevant head of service or member of staff dealing with the issue.

Copies of all media statements will be sent to the Mayor and Deputy Mayor and shared with all members as appropriate.

Written statements and comments should be attributed to a named person (rather than to a "spokesperson") wherever possible, unless the query relates to a specific person or legal issue when a generic "Council spokesperson" can be used.

Carrying out media interviews

Normally the Mayor, Deputy Mayor, or the Town Clerk, if appropriate, will carry out media interviews on behalf of the council.

On occasions local members may be required to talk to the media on issues within their wards.

If individual councillors are contacted by the media about an issue in their area they are involved with or have specific knowledge about, they can deal with the journalist direct.

It is important that councillors make it clear to the media whether they are speaking:

- officially on behalf of the council – in which case the Clerk should be kept informed, or
- officially on behalf of their particular political group (stating the name of that political group) ; or
- personally as a local member

All members and staff who deal with the media will be given support, advice and training to enable them to play a proactive role in presenting issues to the media, explain their work and manage controversial issues covered by the media.

Responding to major incidents

In the event of a major incident, the council will ensure that information and advice is provided to members, members of the public and key stakeholders, council employees and the media using appropriate channels.

Use of embargoes

Embargoes will only be used when considered essential:

- when news releases are linked to a launch event
- when an issue of confidentiality requires it; or
- when it is required by a third party

Embargoes are not legally enforceable and are adhered to by general local agreement.

Photography and film consent

Anyone who is photographed or filmed by the council must give informed consent for their image to be used in the future. For children, a parent or legal guardian must provide written consent in advance of the photography or filming taking place.

It is the responsibility of the person organising the film or photo shoot to ensure that consent has been obtained. A copy of all signed consent forms must be sent to the communications team for keeping on record in case of disputes.

Correcting inaccuracies

Factual inaccuracies / misleading information and biased reporting in print, online, broadcast and social media should be rebutted as quickly as possible.

This will include seeking apologies and / or clarifications where appropriate or commenting directly on Facebook / Twitter and blogs.

Factual comments will be led by the Clerk in consultation with the Mayor. However, responses to political statements made by members and MPs will need to be led by Mayor.

If an issue remains unresolved, and subsequent reports are unfair or not based on fact, a complaint should be made to the appropriate authority, including the Independent Press Standards Organisation (IPSO), OFCOM or the Advertising Standards Authority.



Truro City Council

Draft Communications Strategy

September 2023

Truro City Council is committed to working with all sectors of the community to make the city a thriving place that meets the needs of residents, businesses and visitors in a sustainable way.

We want people to be proud of our city.

Good communication between the council, residents, businesses and partners is vital. By improving communications, we can increase public support and ensure a high quality service for local people.

We need to ensure our vision, priorities and outcomes are clearly understood by residents, our workforce, our partners, local businesses and other stakeholders. This means informing people about all the services we deliver for residents and businesses, being clear about our purpose and showing how we are making a difference.

Importantly, we need to ensure it's easy for key information to be found.

Everyone in the council – members and staff - has a role in helping to promote the authority, the services we deliver and to raise awareness of our work. The way we communicate with residents, partners, the media and other stakeholders creates a lasting impression of the organisation.

This strategy outlines how we will plan and manage our communications activities over the next ???? years. It sets out our approach to communicating with residents, partners, businesses, with staff and councillors.

All communications should be clear, concise, consistent and timely. In addition,

communication channels and messaging should be appropriate and relevant to the specific target groups - be it residents, businesses, local interest groups, voluntary organisations, local authorities, visitors or internal communications to our staff and council members. The council's aims and values should underpin all our messages.

Once approved the strategy will be updated on an ongoing basis and will be supported by individual communications plans for specific campaigns, key projects and initiatives.

About the City Council

Truro City Council is split into four geographic areas: Boscawen & Redannick Ward, Moresk & Trehaverne Ward, Tregolls Ward and Malabar Ward.

The council is made up of twenty four councillors, each serving a four year term. The current term will end in May 2035.

We also operate in a consultation role with regard to planning, highways, city centre development and environmental issues. We support Truro's twinning (with Morlaix in Brittany and Boppard on the Rhine) and organise Mayoral and other civic events. We represent local views in liaison with other partners in the city, such as Cornwall Council, Truro Chamber of Commerce, Truro BID, Truro Town Deal, Truro Cathedral, Royal Cornwall Museum, Totally Truro and Hall For Cornwall.

We also work with a wide range of community and residents' organisations through our Community Development service. This supports communities to deliver positive action in their neighbourhoods and bring communities together.

TCC conducts its main business through four committees: Finance & General Purposes Committee; Parks & Amenities Committee; Burials and Cemetery Committee and the Planning Committee which fulfils the council's role as a statutory consultee on all planning applications.

TCC is responsible for maintaining a number of parks, play areas and open spaces throughout the city. These include Victoria Gardens, Boscawen Park, Hendra play and skate park, Tremorvah and Redannick playing fields, and Daubuz Moor. Our award-winning parks department is also responsible for maintaining the grounds in Truro public cemetery and Kenwyn Churchyard, and for the floral planting displays and hanging baskets. It also manages the city's involvement in the annual South West in Bloom competition.

We also manage Lemon Quay, Truro Community Library, 70 allotment plots and a number of public toilets throughout the city.

Our communications principles

- Strengthen the reputation of the council as a community leader, promoting both the work of the council and celebrating everything that makes Truro a great place to live, work and visit

- Support elected members in their role as community leaders
- Work with public sector partners and others to ensure that all communications are consistent and co-ordinated across all channels
- Promote the image of the council as an effective, efficient and listening organisation that is focused on the public and their needs
- Make people feel better informed about the council's aims, values, services and achievements
- Promote respect and trust between the council and its stakeholders and encourage feedback to help shape future service delivery
- Ensure all employees understand the priorities of the council and feel valued – celebrating their success - and supporting them in their role as ambassadors for the organisation
- Promote high quality customer service and ensure that everyone in the council understands their role in delivering this
- Respond positively to criticism and apologise when we get things wrong
- Deliver two-way communication, both informing and listening, and ensure that we reach specific groups of people more effectively using multiple channels eg. media, social media, web, print
- Be cost effective
- Maintain a strong and consistent brand identity for the council
- Retain a committed and motivated workforce by implementing a programme of effective internal communications
- Promote Truro as a leading place to do business and a great place to live, work, visit and invest in

All communications issued by TCC will be:

- **Open and honest** – direct, truthful and factual.
- **Timely** – up to date information communicated regularly, consistently and quickly.
- **Clear and concise** – Plain English and jargon free – easily understood by all sectors of the community.
- **Accessible** – easy to access through appropriate media / channels and in mixed format.
- **Relevant** – targeted at the needs of the intended audience, appropriate information, informative and useful.
- **Inclusive** – face to face communications wherever possible, designed to encourage and value discussion and feedback, with information available in formats suitable for people with disabilities and minority groups, including the Cornish.

Our audiences

Our audiences are wide and varied but will typically include:

- Truro residents
- Those working in / visitors to the city
- Community groups, including charities and voluntary organisations
- Local businesses and potential investors, including Truro BID, Truro Town Deal Board
- Councillors
- Council staff
- MP
- Neighbouring town and parish councils

- Cornwall Council
- Partner organisations eg Devon and Cornwall Police, Cornwall Fire and Rescue Service, NHS services,
- Housing associations.
- Central Government departments
- Print, online and broadcast media
- Social media influencers

Challenges and opportunities

Research by the Local Government Association has previously found that public awareness of what local government does is at best 'patchy'.

It has also suggested that the most important drivers of council reputation among local residents are:

- perceived quality of services overall
- perceived value for money
- media coverage
- direct communications
- council performance
- a clean, green and safe environment
- positive experiences of contact with council employees

If we are to build a strong reputation, effectively inform residents, engage and improve customer satisfaction, then these drivers must form the basis of our proactive and reactive communications.

At the forefront of our strategy is being mindful that communication is a two-way process. We need to listen and have a system which enables others to easily engage with us.

It is important that we convey to residents that we are working in their best interests. To do so we need to communicate.

- What we are doing for local people?
- How can it help them and their families?

Where we are now:

Currently communications are achieved through:

- The council's website
- Traditional media notices and press releases
- Articles in the bi monthly community newsletter
- Social media channels - Facebook
- Council agenda papers / correspondence
- Annual Meeting
- Customer service – on the telephone, by email and in person
- Councillor interaction
- Issue specific consultation
- Publications
- Wider consultations

Our approach:

Communication is the responsibility of every officer and councillor of the council.

We need to tailor our communications and engagement to maximise impact and reach groups of people more effectively. We also need to constantly evaluate our approach to continue to increase effectiveness.

Understanding our audiences is at the heart of delivering our strategy and we need to regularly evaluate both our proactive and reactive communications.

Where possible, we need to include a summary / narrative of our responsibilities and at least one of our key messages. This will help maintain our profile and build support for our work.

While we want to frequently demonstrate how we are working for our community, we should try to ensure communications have a firm objective - looking at outcomes rather than output.

We need to look at both our proactive and reactive communications – ensuring we have good strategies in place for giving people information to influence and change attitudes, and also for giving residents' information they have requested.

We need to nurture and build relationships with the local media and partners and ensure we respond to requests from journalists in a timely way.

We need to tailor our communications, so they are a fit for our key audiences and reach as many people as possible.

Our Town Clerk and management team are responsible for developing and delivering the associated plans that underpin this strategy. This team manages our communications and provides procedures, guidance and advice to ensure that information is exchanged in an accurate, effective and consistent way.

When looking at key messages, as well as specific messages, we should aim to take the approach of considering:

- Our message
- How we convey that externally
- Evidence to support the message (for example, data to back this up)

Our messaging should:

- focus on what we would like the target audience to know and do
- be tailored and avoid contradiction leading to unrealistic expectations
- use statistics and case studies where possible
- gain third party endorsements
- and encourage target audiences to sit up and take notice.

The above basic test should be applied to all internal and external communications proposals to ensure a more effective and efficient output.

Campaigns

Our residents are made up of people of all ages and backgrounds. They may not seek to increase awareness of, or engage with the council, unless driven to do so by a specific need.

Therefore, an audience-led campaign approach will help us identify how we can best increase the reach of our communications. By agreeing our priorities, we can focus on key messages and forward planning – rather than being reactive and working on an ad hoc basis. This is not only more time efficient but can ensure we keep our narrative clear.

Building campaigns around audiences rather than services ensures a sharper focus on customers and increases the relevance of the information they receive.

A robust campaign is a series of communications activities with a common objective or theme, designed to influence the target audience's perceptions, or effect a behaviour change. This applies to campaigns targeted within the council and outside.

We need to ask:

- What are we trying to achieve – is it relevant?
- Who are we communicating with?
- How does it fit in with our priorities?
- What is the possible impact of this – positive or negative?
- What is the most cost-effective way to achieve this and by when?

All internal and external campaigns should:

- be championed by senior management and councillors
- support council priorities and improve reputation
- show measurable outcomes, and demonstrate value for money
- engage with the audience rather than just informing
- incorporate research, analysis and evaluation where possible
- use an appropriate variety of channels.
- employ the council's key communications channels and functions to support campaign activity
- be led by an overarching strategy that drives effective communications through clear objectives and proactive tactics, identified target audience groups, consistent messaging, and a full range of communications tools
- Be supported by sustained monitoring and evaluation.

Branding

Having a clear and consistently applied brand is essential for any organisation. Our logo and the way we present ourselves to the outside world is one of the most important methods for promoting our shared vision in a clear and cohesive way.

Having a clear and defined brand ensures our residents relate or connect to our services and understand what we deliver. It also helps to ensure that the council is visible and it gives our information credibility and authenticity.

We provide a huge range of services to people across Truro. As a publically funded and democratically accountable organisation it is essential that our residents know where and how we spend our precept and any other funding we receive. This means ensuring that all our departments and the services they provide are easily recognised as being part of Truro City Council.

A consistent and strong brand presence is one way to let people know who is providing these services. By promoting a unified and professional image of the authority we are also giving people a very positive message about how we work and what we are like as an employer.

To ensure the council maintains its strong branding presence we will:

- Ensure that the council logo and brand are applied consistently across all council services
- Review existing guidelines on the use of the corporate brand and logo and assess the quality of communications materials and service material provided to our external audiences.
- Review the branding arrangements with all departments to ensure that the services they provide are recognisable as being delivered / funded by the council.
- Develop a suite of branded templates/documents for use by staff and councillors.
- Require all communications to be clearly branded with the council logo
- Require partner organisations in receipt of council funding to use or align to the council brand following a supplied toolkit that includes guidance on using the logo, colours and fonts
- Explore opportunities for displaying our brand in various different ways, including buildings and sites or events managed by the council

Council website:

Digital communications channels, particularly the website, play an increasingly important role in how we communicate and engage with our audiences.

The website is a key source of information and provides an alternative to face and face and telephone contact.

Following the development of a new website we will be reviewing and refreshing the content on the site to ensure that it is informative, attractive and easily accessible to all sectors of the community.

A growing number of our residents are now using digital forms of communication to seek information and engage with us – both in terms of service requests and general communications.

We will ensure that our social media channels signpost people to the website where additional information and advice will be hosted, services can be accessed or requests raised.

Social Media:

Research shows that the growth of social media will continue and will form a central part of communicating with local residents.

Social media is now one of the main ways in which people find information about TCC and its services.

The council currently has a Facebook page which is mainly utilised as a 'noticeboard' using images and text. It is suggested that the 'comments' function is disabled – largely due to staffing limitations which do not allow for constant monitoring and delivering replies.

Facebook will be updated by the Communications Officer and postings will link back to the TCC website for more comprehensive information.

While social media networking sites such as Twitter, Instagram, YouTube, TikTok and , along with blogs and chat rooms, provide positive opportunities for the Council to engage directly with the public and gain quick customer feedback and input, they require a different approach from the normal channels of communication. It is advised that the Council does not adopt these channels at this stage.

At a future date, the Council may look at displaying short films and consider the possibility of live streaming of meetings - if this could be done in an efficient and cost effective manner.

A Social Media Policy is being developed to support the use of digital communications. This will provide guidance and advice on acceptable practice for both staff and councillors.

PR activity/press releases:

Cornwall has one of the largest number of local media outlets in the country, with a number of local newspapers, two regional TV companies, five radio stations and news agencies, websites and blogs.

Our local and regional media are a trusted and well-used source of information. Positive, honest relationships between the council and journalists are paramount and can often help avert misinformed and /or negative press coverage.

The council also provides articles for the bi monthly community newsletter.

We plan to increase our PR activity and be more proactive in our communications. This will include producing positive and proactive articles on the work of departments and services as well as communicating the decisions and activities of the council and its committees.

This information will be published on the TCC website and promoted via our social media channels as well as in the community newsletter and other publications.

The council will also work alongside partner organisations, such as the BID and Cornwall Council - ensuring press releases accurately reflect the contributions of all parties.

All press releases will be signed off by the Mayor and the Clerk.

A Press and Media policy will be produced for use by all partners. This will set out the process for producing press releases and articles, as well as for responding to media queries and carrying out media interviews, press conferences and photo calls.

Media training will be provided for any staff or councillors who may be required to carry out media interviews.

Internal communications

Providing a regular flow of information between the council and its members and staff is key to maintaining a positive workplace culture. Keeping people informed about events, important policy developments, and the work and ambitions of the council helps create a sense of transparency and respect.

It also helps to improve wider understanding of the organisation as people are given regular insights into the work of other teams and services.

Members - elected members have a key role to play in giving information about the council and its services to their local communities and providing feedback to the council on issues and concerns in their local areas.

To fulfil this role we need to ensure that they have access to relevant and timely information about council actions, decisions and emerging issues. We will provide information to members on issues relating to their local areas as well as briefings on key issues and decisions.

Employees - engaging with our workforce and securing their trust, loyalty and commitment is crucial to maintaining positive employee relations and improving public understanding and perception of the council.

All staff need to understand how their actions contribute towards the overall achievement of priorities and how their behaviour affects the way the organisation is perceived internally and externally. Staff can only fulfil this ambassadorial role if they have a clear understanding of the council's objectives and believe that their views are both heard and, crucially, valued.

Partner organisations –we will develop communication protocols to ensure that partners receive corporate messages so they can understand the council's Strategy and priorities.

We will :

- Place communications with our employees at the heart of the organisation and factored into everything we do.
- Promote staff recognition schemes that celebrate achievement.
- Ensure all communications are real, honest and timely, with information relayed to staff at the same time, or preferably, before it is made public.
- Provide briefings and updates to staff via messages from the Clerk and service heads.
- Work with partners to ensure the council's corporate messages are delivered to all their employees.
- Provide elected members with information and briefings as required
- Carry out annual reviews of all existing communications channels to ensure that they meet the needs of staff and members

Annual Report: ?????

Noticeboards: ??????

Evaluation

The Communications Strategy is expected to help enable the following outcomes:

- Well informed and engaged residents who feel listened to and respected
- Recognition and improved perception of TCC and its services among residents and other key audiences
- Pride in Truro as a place to live, work and visit

To help us focus on these outcomes, rather than simply look at output, we need to monitor and evaluate all communications and make sure are effectively targeting our messages appropriately.

This will include:

- Carrying out 'in house' press coverage / PR monitoring – looking at 'tone' of media coverage (positive, neutral, negative).
- Carrying out surveys
- Questionnaires / focus groups as appropriate
- Monitoring / log of calls / correspondence
- Monitoring of website traffic and Facebook
- Monitoring of public sessions and Q&As.

Communication Policies

The following policies will be updated and will work alongside the Communications Strategy to offer procedural guidance to staff and councillors:

- Press & Media
- Social Media

These policies should be adhered to at all times when carrying out duties on behalf of TCC.

Next steps

- Adopt the new Communications Strategy, Social Media and Press and Media policies
- Ensure all staff and members have clarity and understanding of the Communication Strategy , Social Media and Press and Media policies
- Develop key messages for use in communications
- Review and refresh content on the council website
- Review use of branding across TCC and its partners
- Research how residents currently get their news and information and use this to influence where we get our focus
- Develop a Communications Action Plan to monitor all the key action points from the new strategy, together with expected outcomes and time frames.
- Produce an activity planner to enable the council to track and plan communications, including campaigns and proactive media activities.



Social Media Policy

September 2023

Introduction

Truro City Council strives to be an open and honest organisation which actively engages with residents, businesses, visitors and partners. Our communication with stakeholders should be a two-way process, so everyone's views can help shape the services we provide.

The objective of this policy is to provide councillors and staff with an overview of Social Media and outline the council's position on various aspects of their use. In addition, it includes guidelines on officer and councillor responsibilities when using such channels of communication.

Definition of Social Media

Social media is a term for websites based on user participation and user-generated content. They include social networking sites and other sites that are centred on user interaction. Examples of popular social media tools include Twitter, Facebook, Instagram, Wikipedia, You Tube, TikTok, Pinterest, Snip.It, Linked In and Google Plus.

Social media:

- Covers a wide variety of formats, including text, video, photographs, audio
- Allows messages to flow between many different types of device; PCs, phones and tablets (eg iPad)
- Involves different levels of engagement by participants who can create, comment or just view information
- Speeds and broadens the flow of information
- Provides one-to-one, one-to-many and many-to-many communications
- Enables communication to take place in real time or intermittently

Social media activity isn't something that stands alone, to be effective it needs to integrate as part of the general communications mix.

Any planned campaigns, promotions and activities can be plugged in to social

media platforms to increase reach and exposure. Please refer to the council's Communications Strategy for more information.

Purpose of the Social Media Policy :

Social media provides the council with the opportunity to communicate to a wide audience instantaneously on a range of subjects relating to its activities, providing updates, news, information and sharing relevant information from other sources.

It also provides an opportunity to communicate with the younger age group, the business community and, hopefully, the harder to reach groups.

The council will make use of approved social media tools to quickly disseminate information but needs to carefully control its use in order to minimise the potential risks .

The aim of this Policy is to ensure:

- Engagement with individuals and communities and successful promotion of council-based services through the use of social media
- A consistent approach is adopted and maintained in the use of social media
- That council information remains secure and is not compromised through the use of social media
- That users operate within existing policies, guidelines and relevant legislation such as but not limited to, the Criminal Justice and Public Order Act 1994, Obscene Publications Act, The Copyright, Designs and Patents Act 1998, Computer Misuse Act 1990.
- That the council's reputation is upheld and improved rather than adversely affected
- That communication by use of social media is effective, timely, appropriate, useful ,engages with a wider audience and utilises cross-promotion of other council communication tools (eg website, community newsletter etc

Understanding the risks of using social media

Whilst social media tools such as Facebook and Twitter are very useful to share information quickly with other people, there are some issues to be aware of:

- The information in most cases is shared in the public domain and can be viewed by anyone in the world. Even where sites allow users to set up privacy settings and to block unwanted contacts, the content published may be broadcast beyond a controlled audience. You do not even need to register in many cases to view the content. Registering is only required should you wish to participate and post to the site.
- Groups on specific themes can set up easily and posts are then edited by the owners of that group to reflect their single interest, ensuring theirs is the only voice heard. There is no guarantee of truth and ill-informed comment and gossip is as likely to be found there as useful information.
- The nature of these tools is that information is shared immediately and it is all too easy to respond instantaneously which can result in unintentionally inflaming a situation. Information can then be shared with other sites and be spread far beyond the intended audience. Friends of friends may not be our Friends.
- It is also very easy to spend a lot of time viewing and responding to messages

that would outweigh the value gained in the first place.

- The misuse of social media can result in both civil and criminal action. Users of digital communication channels need to have due regard for such consequences which can include significant fines and, in some cases, imprisonment
- The Data Protection Act applies to the use of digital communications. Therefore, whether using social media for work or personal purposes, you are advised to follow the principles of this act when referring to any other living individual.

Policy statement

There is considerable potential for using social media which can provide significant advantages. The responsible, corporate use of social media is actively encouraged.

This policy provides a structured approach to using social media and will ensure that it is effective, lawful and does not compromise council information or computer systems/networks.

Users must ensure that they use social media sensibly and responsibly, and ensure that its use will not adversely affect the council or its business, nor be damaging to the council's reputation and credibility or otherwise violate any council policies.

Any activity using social media, which could be deemed a breach of the code of conduct, will be subject to investigation in the same way that similar action would be in other circumstances, for example, verbally in the work-place, on the phone or in public.

We do not monitor the use of electronic communications or social media set up by individuals and not in the name of Truro City Council. However, where items are published electronically referring to the council, our business, activities or services, or to named employees in their council role, we may respond where it is brought to our attention.

No data about individuals or organisations collected for the council's business use should be published or distributed via social media because:

- We cannot control or secure the potential audience
- We cannot ensure ownership of this data remains with the council
- We must comply with UK and European laws which state all data must be held on servers in 'approved locations' (we cannot do so for social media providers)
- We must comply with relevant laws before sharing data with partners
- We have a duty of care to the data 'subject'.

The following guidelines apply to online participation and set out the standards of behaviour expected as a representative of Truro City Council.

They apply equally to staff and councillors. This includes agency, temporary or contract member of staff working for us or on our behalf, staff of third-party suppliers contracted to and/or providing services to the council, volunteers working with us on our projects and students on work placements with us.

- Be aware of and recognise your responsibilities identified in the Social Media

Policy.

- Remember that you are personally responsible for the content you publish on any form of social media.
- Never give out personal details of others such as home address and telephone numbers.
- Ensure that you handle any personal or sensitive information in line with the Data Protection Act.
- Use a disclaimer. When using social media for personal purposes, you must not imply you are speaking for the council. Avoid use of the council e-mail address, logos or other council identification. Make it clear that what you say is representative of your personal views only. Where possible, you should include a standard disclaimer, such as: "Statements and opinions here are my own and don't necessarily represent the council's policies or opinions".
- Know your obligations: you must comply with other council policies when using social media. For example, you should be careful not to breach council confidentiality and proprietary information policies.
- Show respect to all. You should be respectful of the authority and employees. Derogatory comments are always wrong.
- Use of the City Council's Facebook account must always reflect the council's position/decisions on a matter and in no circumstances must it be used to express personal opinion, particularly when used by a councillor. If unsure, say nothing.

Councillors are at liberty to set up accounts using any of the tools available but should ensure they are clearly identified as personal and do not in any way imply that they reflect the council's view.

Councillors should at all times present a professional image and not disclose anything of a confidential nature. Comments of a derogatory, proprietary or libellous nature should not be made and care should be taken to avoid guesswork, exaggeration and colourful language.

No content published or distributed as an internal communication or as a communication with or between trusted partner(s), may be copied or republished via a digital or social media channel without prior authorisation.

Responsibilities

The Clerk is the designated 'council' owner of social media channels agreed by the council. Only the Clerk or a member of staff nominated by the Clerk may disseminate information on the council's social media channels.

No account details may be changed without the permission of the Clerk.

Social media accounts should make it clear in the description that they are provided by Truro City Council. Our logo must be used as the profile image for service-led accounts unless agreed otherwise with the Clerk.

Staff should not use a separate social media site for content that could (and should) be published on our corporate Facebook sites or the council website.

Individual councillors are at liberty to set up their own accounts but they should ensure they comply with this policy and ensure the 'personal view' disclaimer is used.

Guidance for staff

Personal use of social media

The council does not want to prevent or restrict your use of social media in your own time and for your own purposes.

However, we need to make you aware that if your personal use of social media conflicts with your duties for the council, or your obligations as an employee, as a contracted supplier, a volunteer, then we may take action.

No private information you have as a representative of the council should be copied, published or commented upon when using social media for personal use.

Council employees must not promote personal financial interests, commercial ventures or personal campaigns through corporate social media accounts.

Our standards and codes of behaviour extend beyond the workplace in respect of your actions or communication(s) that could bring the council into disrepute.

Use of social media at work

We do not block access to social media sites at work but will restrict access to sites whose purpose or content are not consistent with our values and policies.

Personal use of social media sites is only permitted in your own time.

If you are suspected of using social media for personal use during working time, just as carrying out other personal activities in work time, you may be subject to investigation and potential disciplinary action.

Your use of social media and other electronic communications, whether for work or personal use, must be consistent with the standards of behaviour expected by the council at all times,

Guidance for Councillors

The council encourages councillors to keep residents informed of local issues and the use of social media can help with this, especially during official council meetings.

Social media channels such as Twitter and Facebook are a quick and direct way of feeding concise updates about a meeting.

The principles below are aimed at the use of Twitter but are equally applicable to other forms of social media.

- Handheld devices and laptops are permitted for use during meetings to allow environmentally friendly and effective communication. The use of such devices is intended to improve communication during meetings - not to interrupt or

distract anyone taking part. Ensure the volume on all electronic devices is turned to 'mute'.

- Councillors' tweets/blogs during council meetings should refer to the discussions which are taking place at the meeting - tweeting/blogging about other subjects will show the public and other attendees at the meeting that you are not engaging properly in the meeting.
- Councillors have a responsibility to take council business seriously and it is not appropriate for members to use social media to tease or insult other members. Truro residents expect debate and to be informed about council business, not witness petty arguments.
- Remember that if you break the law using social media (for example by posting something defamatory), you will be personally responsible.

Guidance on the use of social media is also available on the [LGA website](#)

Facebook strategy

Social networks are rapidly growing in popularity and are used by all ages in society. The most popular social networks are web-based, commercial, and not purposely designed for council use. They include sites like Facebook and TikTok

For individuals, social networking sites provide tremendous opportunities for staying in touch with friends and family. For TCC the sites provide a modern alternative means to communicate with residents of the city.

Facebook offers a rich platform allowing the sharing of unlimited content, including images and videos.

Example activity:

- Share articles / blog posts / expertise
- Start discussions and ask questions to encourage interaction
- Create surveys to encourage participation from visitors
- Upload images and videos
- Generic news – what's happening in the area

One of the hallmarks of online networks is the ability to "friend" others – creating a group of others that share interests and personal news. Care should be exercised when accepting invitations to friend others within personal social networking sites. Friends will gain access to the council's network of contacts on the site.

Good practice guidelines for the use of Facebook by the council as a body or councillors as individuals are:

- As a City Council, we have a professional image to uphold and how we conduct ourselves online impacts this image.
- Remember that people classified as "friends" have the ability to download and share your information with others.
- Post only what you want the world to see. It is not like posting something to your web site or blog and then realising that a story or photo should be taken down. On a social networking site, basically once you post something it may continue to be available, even after it is removed from the site.
- Do not disclose confidential matters or criticise council policies or personnel.

- Set your profile's security and privacy settings carefully. At a minimum, all privacy settings should be set to "only friends". "Friends of friends" and "Networks and Friends" open the content to a large group of unknown people.
- All activity on the council facebook page must follow the council's agreed statement of purpose and outcomes for the use of the networking tool.
- Do not post images that include young people without parental permission.
- Pay close attention to the site's security settings and allow only approved personnel full access to the site.
- Only add statements approved by either Full Council, a committee, the Mayor or the Clerk.
- Do not use commentary deemed to be defamatory, obscene, proprietary, or libellous. Exercise caution with regards to exaggeration, colourful language, guesswork, obscenity, copyrighted materials, legal conclusions, and derogatory remarks or characterizations.
- Weigh whether a particular posting puts your effectiveness at TCC at risk.
- To reduce security risks, do not install any external applications that work with the social networking site. Examples of these sites are calendar programs and games.
- Maintain updated anti-virus and malware protection to avoid infections of spyware and adware that social networking sites might place on your computer.
- Be careful not to fall for phishing scams that arrive via email or on your wall, providing a link for you to click, leading to a fake login page.
- If you find information on the social networking site that falls under the mandatory reporting guidelines then you must report it as required by law.
- Please stay informed and cautious in the use of all new networking technologies.

Other social media

At this stage it is not intended to have any other forms of social media for official use by Truro City Council. However this could be open to review in the future.

Councillors are entitled to use any form of social media they wish to but must abide by this policy at all times when so doing.

Although Truro City Council does not currently have a corporate Twitter account, we are aware that members of staff and councillors use Twitter.

Twitter is a 'microblogging' platform which allows users to post short messages and converse with other users. Unlike email or text messaging, these conversations take place in the open and engage audiences in discussions about services, products and issues– connecting a vast amount of likeminded people in an often targeted and purposeful way.

Example activity:

- Share relevant articles / blog posts / expertise
- Start discussions and ask questions to encourage interaction
- Link to Facebook content / surveys / pictures / videos
- Follow and participate in discussions with other related tweeters
- Comment on tweets and re-tweet other posts to build community

- Offer relevant Q&A sessions
- Provide information and news updates on council activities
- Disseminate information in emergency situations

Councillors are at liberty to set up their own accounts subject to following the guidelines :

Key questions when tweeting are:

- What do the followers really want to know?
 - When do they need to know it?
 - Why is the information you're sharing relevant?
- Am I the most appropriate person to be responding to queries/commenting on tweets if it is a council-related matter?

The acceptable use of social media by customers and residents

We recognise that social media has an important role to play in how we communicate with, engage and promote dialogue with our residents. For some people social media channels are their preferred method of interacting with the council.

We are pleased to be able to offer this method for people to get in touch, to ask us questions, reporting issues and to seek our help or support.

We have an existing process for dealing with complaints – visit our website for more information.

We acknowledge that everyone has a right to free speech. This is enshrined in law. But, a right to free speech must be balanced with UK laws covering matters such as libel and defamation, contempt of court, harassment, the Communications Act, Computer Misuse Act and what is generally acceptable.

As a council, we also have a duty of care towards our staff and councillors.

What is and isn't acceptable

We know that there will be times when people will be unhappy with what the council does (or doesn't do) or the decisions it takes.

Criticism is a fact of life and we know organisations like ours are in the public spotlight. We encourage public debate and it's good that people are free to share their views about the city and the council.

However we draw the line at posts or messages, on whatever channel or social media site, that cross the line in terms of acceptability. This includes targeting named members of staff or members with direct, unacceptable, criticism.

We will reserve the right to take action in relation to social media posts or messages which:

- Are abusive
- Are harassing

- Are threatening
- Use sexist, racist or other unacceptable language/swear words which are intended to cause concern/harm
- Are defamatory or libellous.
- May be in contempt of court
- Break any other law (such as hate crime)
- Are spam
- Contain inappropriate material (photographs or video)
- Incite someone/people to break the law.

How we will deal with unacceptable behaviour

In the first instance, the Clerk will issue a written warning to the author in private via a direct message, or email if appropriate and any inappropriate material will be immediately removed from the council's social media feeds.

The council will make all efforts to identify the person responsible, but where they cannot, or, in the case unacceptable content continues to be published, it will remove posts, messages or content considered to be unacceptable, from the council's social media feeds.

If unacceptable behaviour continues the council will consider blocking users from interacting with the council's social media channels.

A decision to block a user will be made by the Clerk in consultation with the Mayor.

If a block is imposed, the Clerk will write to the person concerned, explaining the reasons and setting out the terms of when the council will review the block. The Clerk will use their discretion and a decision whether to continue blocking a user will be made on a regular basis.

Unacceptable behaviour may also be addressed by restricting the way someone can communicate with the council, or their participation / attendance at meetings.

We may also report the matter to the police where behaviour amounts to abuse or harassment or a criminal offence is suspected. All decisions on these matters will be made by the Clerk in consultation with the Mayor.

And, the council reserves the right to take whatever legal action that may be necessary in the case of libellous or defamatory posts/messages.



CITY OF TRURO

COUNCIL CALENDAR

AND

YEARBOOK

MAY 2023 To APRIL 2024

ROGER GAZZARD

Town Clerk

Enquiries: 01872 274766

www.truro.gov.uk

email: info@truro.gov.uk

**CITY OF TRURO
MEMBERSHIP OF THE COUNCIL**

(As of July 2023)

Name	Address	Telephone No.
THE RIGHT WORSHIPFUL THE MAYOR OF TRURO		
SWAIN C	23 Tinney Drive TR1 1AT	240139/07540 794063
THE DEPUTY MAYOR		
RABEY S J R	17 Kenwyn Heights, Shortlanesend TR4 9FQ	07980 400006
COUNCILLORS		
AMBLER R A	Treconnek, 44 Tregolls Road TR1 1LA	07788 413084
BISCOE B M M	3 Lower Rosewin Row TR1 1EN	242293
CARLYON Mrs A J	3 Strangways Villas TR1 2PA	274491
EATHORNE-GIBBONS, Mrs L	27 Lemon Street TR1 2LS	275007
GREEN M	3 John Street TR1 3JF	07766 585868
HALL R	2 Richards Crescent, Malabar, TR1 3QZ	07443 854360
LA BORDE K	Trenance, Newbridge TR3 6BN	07734 055306
NOLAN Mrs M	12 Bosnoweth, Probus, TR2 4HE	07969 207085
NOLAN R	12 Bosnoweth, Probus, TR2 4HE	07813 755210
PASCOE R	158 Moresk Road TR1 1BL	07966 187627
RICH L	29 Beechwood Park TR1 1FA	276630/07967 433047
ROBY M	3 Penwethers Close TR1 3FS	271714/07919 536809
RODEN S V	7 Lychgate Drive, Kenwyn TR1 3UE	241079
SEALY C	20 Comprigney Close TR1 3DT	07904 903849
SOUTHCOMBE L D	Baynards Villa, St Clement Street TR1 1EH	07880 745961
STOKES Mrs K G	32 Tinney Drive TR1 1AQ	273874/07782 391808
SUNDERHAUF D	17 Richmond Hill TR1 3HS	07765 827861
TAMBLYN C J	1 Daniell Road TR1 2BZ	07968 868840
UNWIN N	11 Chy Rentoul TR1 2GJ	07834 609958
WEBB S M	8 Nancemere Road TR1 1BU	07500 059373
WELLS C H	1 Enys Road, Hendra TR1 3TE	274626
WETHERILL S J	9 Richmond Terrace, Truro, TR1 3HT	07891 524293

TRURO CITY COUNCIL

CALENDAR OF MEETINGS AND NOTABLE DATES 2023-2024

(All meetings to commence at 7:00pm unless otherwise stated)

N.B. The Mayor (Councillor C Swain) and Deputy Mayor (Councillor S J R Rabey) are members of all Committees, Sub-Committees and Working Parties of the City Council

Calendar of Meetings 2024

JANUARY	
4 th	Planning
8 th	Parks and Amenities
15 th	Finance and General Purposes
29 th	Council (Precept)
FEBRUARY	
1 st	Planning
5 th	Parks and Amenities
12 th	Finance and General Purposes
26 th	Council
MARCH	
4 th	Parks and Amenities
7 th	Planning
11 th	Finance and General Purposes
25 th	Council
APRIL	
4 th	Planning
8 th	Parks and Amenities
15 th	Finance and General Purposes
18 th	Annual Town meeting
29 th	Council
MAY	
2 nd	Planning
13 th	Annual Council & Mayor Making
16 th	Committee Selection Committee (6:30pm)
20 th	Adjourned Annual Meeting
JUNE	
3 rd	Parks and Amenities
6 th	Planning
10 th	Finance and General Purposes
24 th	Council

Calendar of Meetings 2024 (continued)

JULY	
1 st	Parks Tour & Inspection (6:30pm)
4 th	Planning
8 th	Parks and Amenities
15 th	Finance and General Purposes
29 th	Council
AUGUST	
1 st	Planning
SEPTEMBER	
5 th	Planning
9 th	Parks and Amenities
16 th	Finance and General Purposes
30 th	Council
OCTOBER	
3 rd	Planning
7 th	Parks and Amenities
14 th	Finance and General Purposes
28 th	Council
NOVEMBER	
4 th	Parks and Amenities
7 th	Planning
11 th	Finance and General Purposes
25 th	Council
DECEMBER	
5 th	Planning

TRURO CITY COUNCIL**MEMBERSHIP OF COMMITTEES 2023-24**

(All meetings to commence at 7.00pm unless otherwise stated)

N.B. The Mayor (Councillor C Swain) and Deputy Mayor (Councillor S J R Rabey) are members of all Committees, Sub-Committees and Working Parties of the City Council

FINANCE AND GENERAL PURPOSES COMMITTEE

Chairman of Parks, Councillor Roden (Chairman), Councillor Webb (Vice-Chairman), Councillor Ambler, Councillor Biscoe, Councillor Carlyon, Councillor Rich, Councillor Stokes, Councillor Unwin, Councillor Wells.

PARKS AND AMENITIES COMMITTEE

Chairman of Finance, Councillor Eathorne-Gibbons (Chairman), Councillor Sealy (Vice-Chairman), Councillor Green, Councillor La Borde, Councillor Mrs Nolan, Councillor Nolan, Councillor Roby, Councillor Southcombe, Councillor Tamblyn.

PLANNING COMMITTEE

Councillor Pascoe (Chairman), Councillor Ambler (Vice Chairman), Councillor Carlyon, Councillor Hall, Councillor Sealy, Councillor Sunderhauf, Councillor Webb, Councillor Wells, Vacancy.

All Councillors are welcome to attend all meetings and can speak at the discretion of the meeting.

GRANTS COMMITTEE

The Mayor & Deputy Mayor, the Chair & ViceChair of F&GP and Chair of Parks & Amenities (ex-officio), Councillors Ambler, Mrs Carlyon and Mrs Stokes

CITY EMERGENCY COMMITTEE

The Mayor and Deputy Mayor, Councillors Eathorne-Gibbons, Pascoe, Southcombe, Tamblyn, Webb, Wells, Pascoe, Roby & Sealy

TRURO CONSERVATION AREA ADVISORY COMMITTEE

Robert Moore (Chairman), the Mayor, the Chairman & Vice Chairman of Planning Committee, Mrs Carlyon. Representatives from outside bodies: Mike Bradbury, Paddy McCready, Andrew (Joe) Robertson & Maurice Vella

Other Committee Membership

Accommodation Working Group

The Mayor & Deputy Mayor, the Chairman & Vice-Chairman of the Finance & General Purposes Committee, Councillors Mrs Carlyon, Mrs Eathorne-Gibbons and Unwin

New Life for City Buildings Working Group

The Mayor & The Deputy Mayor, Councillors Ambler, Eathorne-Gibbons, Pascoe, Nolan,
Shareholder representative on the Company Board: Councillor Mrs Stokes,

Langarth Stewardship Steering Group

The Mayor & Deputy Mayor along with the Chairmen of Finance Committee and Planning Committee and Councillor Webb

Pydar Street Development Design Group

The Mayor & Deputy Mayor, the Chairman of the Planning Committee (ex-officio), Councillors Ambler, La Borde and Webb

TKNDP (Truro & Kenwyn Neighbourhood Development Plan) Steering Group (Dormant)

Councillors Biscoe, Carlyon, Roden, Webb, & The Mayor

Truro Transport Strategy Working Group

Mayor & Deputy Mayor, the Chairman & Vice Chairman of the Planning Committee, Councillors Biscoe, Mrs Eathorne-Gibbons, Rabey, Roden, Southcombe and Webb

REPRESENTATIVES OF THE COUNCIL ON OTHER BODIES

	Term
1) Cockin Charity The Mayor	1 Year Expiring May 2024
2) Community Area Partnership Councillor Roden	1 Year Expiring May 2024
3) Cornwall Association of Local Councils Councillors Mrs Carlyon & the Mayor	1 Year Expiring May 2024
4) Devon & Cornwall Rail Partnership Councillor Rich and Councillor Rabey (Deputy)	1 Year Expiring May 2024
5) Elliott Exhibition Foundation (Formerly known as Truro Grammar School Elliott Exhibition Foundation) The Mayor & Deputy Mayor, Councillors; Biscoe and Rich	3 Years Expiring May 2024

- | | | |
|--|--|---------------------------|
| 6) Furniss Coal Charity | The Mayor, Councillors, Mrs Eathorne-Gibbons, Green, Rich, Sealy, Ms Southcombe & Unwin, vacancy | 1 Year Expiring May 2024 |
| 7) Trelander Youth and Community Association | Councillors Green and Mrs Swain | 6 years expiring May 2028 |
| 8) Truro Civic Society | The Mayor and Councillor Mrs Carlyon | 1 Year Expiring May 2024 |
| 9) Truro-Boppard Twinning Association | The Mayor & Deputy Mayor, Councillors Green and Roden | 1 Year Expiring May 2024 |
| 10) Truro-Morlaix Twinning Association | The Mayor, Deputy Mayor, Councillors Ambler, Biscoe, Roby and Webb | 1 Year Expiring May 2024 |
| 11) Truro Municipal Charities | The Mayor and Deputy Mayor, and Councillors Mrs Eathorne-Gibbons, La Borde, Rich and Wells | 4 years expiring May 2026 |
| 12) William Yeoman Bennett Charity for the Poor, Incorporating the John White Charity | The Mayor and Councillors Biscoe, Mrs Carlyon, Webb, Green and Tamblyn | 3 years expiring May 2024 |

TRURO CITY COUNCIL YOUTH COUNCIL

Youth Council Liaison - Councillor Martha Green

<https://www.truroyouthcouncil.org.uk>

Tyc@truro.gov.uk

Towns Fund Board

Mrs Stokes, Councillor Biscoe and the Town Clerk

TRURO CITY COUNCIL
WARD MEMBERS (as of July 2023)

BOSCAWEN & REDANNICK WARD

CARLYON Armorel Jean
 EATHORNE-GIBBONS Lorrie Patricia
 NOLAN Robert Anthony
 PASCOE Rodney Terence
 ROBY Mark Andrew
 TAMBLYN Cedric John
 UNWIN Nigel Christopher

TREGOLLS WARD

AMBLER Richard Guy
 GREEN Martha Ajan
 NOLAN Moyra Roseanna
 RICH Loic Joachim
 STOKES Karlene Grace
 SUNDERHAUF David
 SWAIN Carol

MORESK & TREHAVERNE WARD

BISCOE Bert Martin Montague
 RABEY Samuel James
 RODEN Stuart Victor
 SEALY Clinton
 SOUTHCOMBE Lindsay Diane
 WEBB Steven Mark
 WELLS Christopher Hugh
 WETHERILL Sarah Jane

MALABAR WARD

HALL Richard
 LA BORDE Karen

CORNWALL COUNCILLORS

Boscawen & Redannick Ward	Tregolls Ward	Moresk & Trehaverne Ward	Malabar Ward
Cllr R Nolan	Cllr L Rich	Cllr C Wells	Cllr D Harris
12 Bosnoweth	29 Beechwood Parc	1 Enys Road	
Probus	Truro	Truro	
TR2 4HE	TR1 1FA	TR1 3TE	

ROLL OF HONOUR**Honorary Freeman of Truro:**

Christopher H Wells (Conferred 29th September 2015)

Honoured Citizens:

Mr Robert Mallett (Conferred 28th February 2007)

Honorary Recorder:

HHJ Robert Linford

ADOPTED AND AFFILIATED SERVICES

The Rifles (antecedent regiment, The Duke of Cornwall's Light Infantry – 7th October 1979)

No. 236 O.C.U RAF St Mawgan – (13th March 1988)

HMS Tamar (Commissioned 6 June 2010)

CHAPLAIN TO THE MAYOR (2023-2024)

Reverend Simon Clarke

CITY OF TRURO**STATISTICS AND GENERAL INFORMATION 2023-24**

Area (Estimated)	3643 Km2
Population (Estimated 2019)	22623
Precept Levied on Cornwall Council	£2,382,655
Tax base used to calculate levels of Council Tax	7,437.06
Council Tax City of Truro Band 'D' equivalent	£320.38

Electorate

Boscawen and Redannick	4,498
Moresk and Trehaverne	5,061
Tregolls	4,341
Malabar	1,489
	15,389

TELEPHONE NUMBERS & EMAIL

Main Number

01872 274766

Email: info@truro.gov.uk**Parks and Amenities**

Office: 01872 274766

Option 1

Parks Email

parks@truro.gov.uk

Richard Budge (Parks, Amenities & Facilities Manager)

richard@truro.gov.uk

Sarah-Jayne Jeffs (Parks Administrator)

sarah@truro.gov.uk

Cheryl Simpson (Parks Administrator)

cheryl@truro.gov.uk**Finance Department**

Office: 01872 274766

Option 2

Finance Email

finance@truro.gov.uk

Jo Trevelyan (Finance Officer)

joanne@truro.gov.uk

Liz Ayres (Finance Assistant)

liz@truro.gov.uk

Jo Whieldon (Finance Assistant)

whieldonjo@truro.gov.uk**Burials/Cemetery**

Office: 01872 274766

Option 3

Burials Email

burials@truro.gov.uk

Jo Wheildon (Burial Officer)

wheildonjo@truro.gov.uk**Mayor's Office & Planning**

Office: 01872 274766

Option 4

Rachael Dartnell (Planning Clerk, Mayor's Secretary & Clerk to Council)

rachael@truro.gov.uk

Rachel Hooper (Planning Assistant/F&GP Committee Clerk)

rachelH@truro.gov.uk

Katarzyna Randhawa (Mayor's Secretary)

katrina@truro.gov.uk

Events & Lemon Quay Booking

Abbie Williams (Events Assistant)

Office: 01872 274766

Option 5

abbie@truro.gov.uk**Zero Carbon and Sustainability**

(Zero Carbon Officer)

Vacancy

Town Clerk's Office

Roger Gazzard (Town Clerk)

Office: 01872 274766

Option 6

Mica Anderson (Administrator)

roger@truro.gov.ukmica@truro.gov.uk**Community Development**

Damien Richards (Community Development Officer)

damien@truro.gov.uk

Catherine Williams (Community Development Assistant)

catherine@truro.gov.uk**Building Facilitator (Library)**

Adrian Card (Building and Facilities Supervisor)

adrian@truro.gov.uk**Truro Community Library**

Crea Brooks (Library Manager)

crea@truro.gov.uk**Town Crier**

Lionel and Carol Knight (Town Crier and Consort)

[01872 260041/079599 725543](tel:01872 260041/079599 725543)**Tourist Information Centre/Visit Truro**

Kathryn Follett (Retail Manager)

Shop: 01872 274555

Kathryn@truro.gov.uk

Abi Steel (Digital Communications)

Abi@truro.gov.uk**Café in the Park**[01872 273914](tel:01872 273914)**Boscawen Park**[01872 272596](tel:01872 272596)**Victoria Gardens**[01872 279204](tel:01872 279204)