

## **Age Uk – Annual Report**

As you can imagine, our team are working around the clock to assist with COVID recovery, patient transport and vaccination rollouts.

Please find x2 Infographics and a link to our community stories - which highlights some of the impact we have made throughout Cornwall.

- Infographic 'COVID response - the first 5 months'
- Infographic 'Our Impact in 2020'

[Community Stories link](#)

Lee Davies – Marketing and Communities Advisor Age UK Cornwall and Isles of Scilly

End of Report.

## Developing Partnerships

- ◇ [Macmillan Cancer Support](#)
- ◇ [Inclusion Matters](#)
- ◇ [Inclusivity Project](#)
- ◇ [Healthwatch Cornwall](#)
- ◇ [Settled](#)
- ◇ [Memory Matters South West](#)
- ◇ [The SAM Project](#)
- ◇ [Cornwall Council](#)
- ◇ [NHS](#)



## People

- ◇ 32,880 Calls & Enquiries
- ◇ 3,789 Helpline referrals
- ◇ 8,521 Welfare Calls
- ◇ Helped over 2,000 people with Benefit Support
- ◇ 97% of people calling our Helpline were satisfied with our service
- ◇ 190 people affected by cancer contacted our Macmillan Navigators



## Our Team

- ◇ 367 Volunteers & staff deployed to support people
- ◇ Regular weekly briefings
- ◇ Wellbeing support for teams
- ◇ H&S protocols & PPE guidance for all services
- ◇ Achieved Silver Healthy Workplace Award
- ◇ +80 new staff & volunteers recruited
- ◇ Established in-house Mental Health First Aiders



## Our Community Impact

- ◇ 9,834 Supported Transport referrals
- ◇ People received 4,105 medication deliveries
- ◇ 10,000+ medical appointments
- ◇ Over 500 people completed our Diabetic Prevention Programme



- ◇ 5,000+ Welfare visits
- ◇ Our Electric Vehicles have completed 6,000+ health & wellbeing drops
- ◇ Over 4,000 Meals prepared
- ◇ 10,000+ hours of Active Living Support



- ◇ 200+ Gardens restored
- ◇ We provided help at home for 529 people
- ◇ 75,352 page views on Cornwall Link
- ◇ 17 Social 'bubbles' caring for over 170 people
- ◇ 4,574 people accessed our 'Veterans Should Not Be Forgotten' campaign

**Over 50,000 people supported**

Click me to find out more about [Cornwall Link](#)

## People



- ◆ 12,807 Calls & enquiries
- ◆ 9,442 Welfare check calls
- ◆ 1,667 Benefit support checks
- ◆ 97% of people calling the Helpline were satisfied with our service

## Developing Partnerships

Please click to find out more



- ◆ [Macmillan Cancer Support](#)
- ◆ [Inclusion Matters](#)
- ◆ [Inclusivity Project](#)
- ◆ [Cornwall Link C-19 Support](#)
- ◆ [Settled](#)
- ◆ [Memory Matters South West](#)

## Our Teams



- ◆ 293 Volunteers & staff deployed to support people
- ◆ Appointed C-19 lead
- ◆ Regular weekly briefings
- ◆ Wellbeing support for teams
- ◆ H&S protocols & PPE guidance for all our services

## Our Community Impact



- ◆ Helped 5323 people home from hospital



- ◆ People received 3306 medication deliveries

- ◆ 10,000+ medical appointments across Cornwall & Devon



- ◆ 4036 welfare visits

- ◆ Over 2953 meals prepared

- ◆ £20,000+ food shopping & essentials received

- ◆ Our Electric Vehicles have completed 4,000+ health & wellbeing drops



- ◆ 110 Gardens cleared & restored

- ◆ We provided help at home for 168 people



- ◆ Over 40,000 page views on our C-19 support space



**Make a Donation** →

### Community Stories

You can view real experiences and stories from our team here

# Macmillan Report 2020



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Age UK Cornwall & the Isles of Scilly & Macmillan  
Helping those affected by cancer

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Community Helpline: 01872 266383

Transport Helpline: 01872 223388



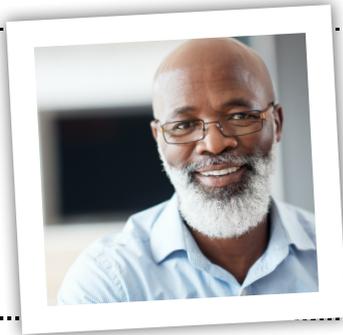
[www.cornwall-link.co.uk](http://www.cornwall-link.co.uk)



[/AgeUKCornwall](https://www.facebook.com/AgeUKCornwall)



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*“Everyone knows someone who has Cancer, yet few of us know what to say and how to help Cancer sufferers and their families.”*

## WHAT WE KNOW

**In Cornwall around 3,200 people are diagnosed with cancer each year, with over 11,000 people on the cancer register at any time. The number of family, friends and carers then impacted by this is indeterminable, but almost everyone will know of someone living with, or affected by cancer.**

It is known those with cancer are likely to be more susceptible to other health conditions with a number who will have other health challenges in addition to cancer. For many, their families, and carers, it can often be a challenge to access information and support that can ease some of the worry and anxieties that surround them, such as access to welfare entitlements and services that can support wellbeing. Age UK Cornwall and Isles of Scilly (AUK CIOS) has experience from their first phase project working with Macmillan that people affected by cancer need information in the right format at the right time, and guidance to support and encourage them through their individual journey. The apparent complexity of statutory and other services can be challenging.

## Why we do it

People affected by cancer tell us they struggle to secure solutions without someone providing a navigation role to show the way and help find effective solutions .

AUK CIOS and Macmillan developed their partnership working to enable the Macmillan Locality Team and professionals, community groups and service users to converge their support around those affected by cancer.

The driving ambition is the creation of a strong foundation, for people affected by cancer, to access support through bespoke and person-centred on-line navigation. This offers a connector for all groups, communities, teams, and individuals.

**We provide a guided conversation approach, that is safe, softer and more encompassing - helping to provide a golden thread that connects people to volunteer navigators, online portals and/or telephone support.**

This has proved effective as it complements clinical and specialist cancer support - creating an opportunity for people to experience wrap-around accessible and consistent care.

**This partnership has;**

- 1) Created community pathways for those affected by cancer, linking existing provision via a single information point The Cornwall Link**
- 2) Employed a Community Navigator and Volunteer Officer working strategically across communities to raise awareness and support skills in Cancer Support and Navigation**
- 3) Up-skilled the AUK CIOS Helpline team and information services, improving bespoke personal support for people affected by cancer**
- 4) Developed a cohort of community volunteer champions who contribute to the raising of awareness around cancer, creating navigators able to identify existing resources and support for those in their community affected by cancer**

## Our Model

The following diagram is a simple representation of the delivery model and how various aspects of support are intended to converge on those affected by cancer.



This programme model enabled our trained community navigators to reach **1284 people** affected by cancer.

The following outputs and outcomes for the programme were achieved:

- 1) **6 Macmillan Volunteer Navigators recruited and trained in the Community Hub areas; Newquay, St Austell, Bude and Truro.**
- 2) Increased number of agencies and networks providing support and services in the portal by **624 listings, with 41,254 page views.**
- 3) **Coached 32 volunteers and staff through Macmillan Community Navigation Training to effectively support 365 people in cancer care navigation.**

This led to a positive impact on individual's experiences of finding the right information or support, at the right time in the right place.

Community Helpline: 01872 266383

## Programme Insights

- Those participating often fed back anecdotally success stories and the difference we made

**“Dear Emily, Thank you so much for visiting our group of people & their carers living with a variety of stomas & other related conditions. Your talk was so informative & very much needed & welcomed. It’s surprising how much is out there for people to access who need it but also sad that so many people are not aware of what’s available - Thank you once again for performing such a vital service & doing such a good job.”**

**Mandy Rowe  
Coordinator & ostomist  
Lanhydrock Ostomist Group**

- A network of trained volunteer navigators supporting local activity were engaged and trained to provide support in their communities. They were all very keen and willing to develop their knowledge and skills

- Our Macmillan Cancer Information and Support Community Hubs were made possible through our highly-valued and well-established partnership with Macmillan - enabling us to build on shared learning approaches and the experience that Macmillan gained in their wider work and partnerships.

- Working with communities is a key aspect of the hubs’ potential, providing; support and information to anyone who needs it; a safe space to access 1-1 help, volunteering opportunities, help, offering a central point where individuals and groups come together.

- Our [Cornwall Link website](#) is an established platform of community-based support and information - it has been expanded to include a mini-Macmillan ‘library’ and access to Macmillan’s online resources- this has proved invaluable as we move towards more frequent digital connections.

## Dropping in at Newquay

**Our work with Newquay, began at the ‘Cornwell’ Festival of Wellbeing; a day attended by community groups and health professionals keen to develop levels of support in the local area. The event included a combination of workshops, exhibitions, demonstrations, live music, and networking events.**

This event led to the Community Navigator becoming a regular representative at networking groups such as Healthy Minds, where community and health professionals met together to encourage improvement of the information and support offer; for example the development of the Cancer Information and Support Drop-in from Newquay Library.

**The library provided inclusive support to the community - creating an opportunity to reach families and individuals. The library staff engaged positively, welcoming everyone, and ensuring people accessed the service and help they needed.**

Community navigator conversations were wide and varied, not only helping those affected by cancer. With comments such as **“Macmillan do such good work”** people felt able to approach and talk about a range of topics such as a homeless person enquiring about how to find a foodbank and get a meal. We were able to help. This open approach helps enhance the reputation of Macmillan and AUK CIOS

## Dropping in at St Austell

The community navigator worked side-by-side with our volunteer at St Austell Library Drop-in. Our sessions included interest from families, who attended for many reasons, such as: the Lego Club; individuals collecting library books; work, and other health professionals.

Our Inclusion Matters Community Coach, Tamsin, joined us at one of the Drop-ins engaging with

people who stopped to chat about our services and learn more about how the information and signposting supports people affected by cancer. **Working together, we shared the space with The Royal British legion and often directed clients to them and them to us.**

**“The library staff were so welcoming and the relationship we built created a centre of trust for those attending the Drop-in service.”**

**Maria,  
Community Navigator**

**“It was great to talk to such a wide representation of people and inspiring to hear their dedication to making a positive change for Newquay”**

**Newquay attendee**

**“I wanted to understand their journey, the clinical language they hear and psychological barriers that hinder cancer sufferers and their loved ones, so that I can do more in my role at Age UK C&IOS and in other situations”**

**Volunteer**





**We work closely with other partners and our internal teams, such as our Social Prescribers, offering client-centred support that brings a wrap-around service of professionals to help provide a pathway of options for those affected by cancer.**

This approach has enabled us to reach many people affected by cancer, each with their own unique story and set of circumstances, yet all united in a need for information and support as shown in the case studies below.

## **Skin discomfort following cancer treatment**

A lady was referred to a Drop-In session by a Social Prescriber, as she was experiencing some discomfort around skin conditions and creams following her cancer treatment. A confidential conversation took place, and she was shown how to access information about coping with associated side effects and symptoms, and how the online Macmillan community site works.

The lady was informed of events at The Cove and was interested in finding out which creams are favoured by The Cove and would be available locally. Contact was made with the local Boots pharmacy who confirmed both a Macmillan trained Pharmacist and Beautician were available. The lady was pleased to have been able to resolve her difficulties so quickly and effectively. **It meant she was able to enjoy a better quality of life**

## **Maintaining wellbeing and maintaining your Garden**

A lady affected by cancer used to find pleasure working in her garden but was finding it increasingly hard to continue. **She had seen details of the Community Hub on our website as well as [information about our gardening service](#).** Being so fond of her garden she was keen to secure a reliable and trustworthy gardening service from a reliable source; such as Age UK C&IOS.

We were able to assure her that our gardeners all have satisfactory DBS checks and shared that they encourage the person whose garden it is to be as involved as they can. **She stated this is what she was looking for and we were able to link her with the gardening service.**

## **Establishing trust leads to a fuller understanding**

**The same lady was comfortable with our approach and started to open up and talk about her health.** Respecting confidentiality, she was happy to share that she'd had an operation for a benign brain tumour and was experiencing fatigue and lack of energy as a result of treatment. This was why she needed help with her garden.

*Continue overleaf*

*"Thank you for your contact and for your support when we met earlier today. I am going to contact the cinnamon trust as you suggested I'm really grateful for the support and listening ears.*

*Thanks again! Keep up the good work!" Megan (attendee)*



## **Establishing trust leads to a fuller understanding**

Due to a bereavement, she was also struggling with house maintenance, **so we linked her to our helpline for information about Home Support.** She mentioned she was having to attend Treliske Hospital for a hearing test and it was discussed as a possible opportunity to attend The Cove - finding the right support for fatigue and tiredness. We also mentioned that she could get a nice lunch or cake which appealed to her. Travel and parking were discussed, and the best option identified.

## **Learning from those we support**

She shared information about one of the Macmillan Support Groups she attended and told us how positive her experience was. We thanked her as this would help us point other people to that particular group. [www.cornwall-link.co.uk](http://www.cornwall-link.co.uk)

## **Support those throughout the many stages of their journey**

**One individual we supported had been bereaved many years ago, but questions still lingered.** They hadn't realised that both the Macmillan Support line and The Cove services could help, even though she herself did not have cancer. This individual had experienced a series of life challenges, including a significant bereavement, resulting in poor mental and emotional health.

Our navigators find bereavement can create emotional conflict and difficulties moving on. People can feel unsupported and alone, even feeling life is no longer worth living.

**Through our partnership we are able to build an effective rapport for people who experience this unresolved grief and make successful referrals to Macmillan Professionals and The Cove.**

## **A Snapshot into our activities**

### **The Eden Christmas Fair**

Our Community Navigator attended The Eden Project to join local businesses, Macmillan volunteers and Macmillan professionals to raise the profile of Macmillan, the partnership, and the support available to those affected by cancer.

It also acted as a pop-up drop-in with individuals seeking help and being supported.

**We were able to promote The Cornwall Link platform both for potential support groups and organisations to register their offer and for individuals and community leads to access as a directory of support.**

## **Holsworthy and the community**

**We attended their sprint networking event which enabled us to;**

- Explore our commonalities and differences
- Gain a shared understanding of the needs of the community
- Build community capacity, reduce social isolation of our population and practitioners
- Hear people's stories

**Interestingly, an activity revealed that between all the Health and Public Service professionals and local community representatives in attendance we brought 778 years of experience to the event!**

## **Liskeard - Methodist Church and the Junk Food Cafe**

**Our Community Navigator and Cancer Information and Support volunteers worked with the church and café to reach out to people - providing a day where they could get a free lunch.**

Combining these local community assets drew people from all parts of the community, including rural areas, those with housing issues, isolated and lonely individuals, families on low incomes and the staff and volunteers of the church. We were able to provide information and signposting, but what we found was most needed was that all important listening ear. At a subsequent drop-in we arranged for other service representatives to attend; **introducing them to Sam Hudspith, Macmillan's Volunteer Services Manager Southwest. Helen Gardner, the Liskeard Methodist Church Family Worker was keen to take up the offer of Cancer Awareness training for the staff and volunteers. Working alongside our Community Navigator, our Age UK C&IOS volunteer also played a key role, improving the support available to those affected by cancer.**

There were many who were linked with support, this ranged from dog walking to accessing Information Technology. One simple situation with a profound beneficial impact - **an elderly**

**lady just wanted someone to talk to as her grandson was in remission, she was still feeling the impact of losing her late son who suffered from schizophrenia. We were able to link her up with professional and peer support.**

## **Truro - The Cove**

We developed an effective partnership approach - working with Kathryn Radcliffe, Manager of The Cove Macmillan Support Centre and her teams of physiotherapists, Macmillan Clinical Psychologists, Macmillan Citizens Advice professionals and The Cove's Macmillan volunteers. **Our work with The Cove has improved our understanding of the support available and the challenges many affected by cancer face. We were able to come together and implement some collaborative solutions.**

The Cove explained how difficult it was for some people to access their support, even taking days or weeks to enter the building. We felt that if there was a broader offer of support, such as from AUK CIOs, some may feel less nervous approaching and appreciating the alternative advice as an incentive to take those first steps.

## **Bude - Parkhouse Centre**

**This was the first Health and Wellbeing event run outside Devon by North Devon Hospital in Barnstaple.** It provided an opportunity to bring cancer patients together to find out about information and support available across the wider community. We attended with members of Macmillan and were able to add value to the event as well as legacy information and routeways to support;  
**- information and advice relating to health and wellbeing,**  
**- access to local resources and services**  
**- how to connect with local and national charities, both clinical and non-clinical,**

We also worked with several individuals who are now able to facilitate interaction between people affected by cancer and networks of support.

**We worked with Macmillan to develop and provide training as part of our partnership strategy. The intent is to improve access to support for people affected by cancer across the county.**

## Navigation Training

*A typical Cancer Navigation Training Day includes:*

**An introduction to Cancer:** Covering some of the basic clinical elements of cancer, improving understanding of key medical terms and providing an overview example of a cancer journey.

**Psychological Impacts of Cancer:** Exploring the many thoughts and feelings that can be provoked by cancer both for the person affected and those around them. Thinking about ways to manage these.

**Difficult Conversations and Boundaries:** This element of the training is designed to reduce fear and improve confidence to be able to talk about cancer, including: **helpful phrases, listening techniques and strategies for those affected by cancer to look after themselves and others when difficult topics arise.**

**Information and Signposting:** To learn about sharing and finding information to support people affected by cancer.

**An opportunity to promote resources, such as:** our community website, [Cornwall Link](#); [Be.Macmillan \(online\)](#); [Macmillan Cancer Support \(online\)](#); The Cove; our Macmillan library and details of our Drop-In sessions, where we provide tools for people to draw upon.

Trainers come from both organisations and create a strong team ethos, adding shared values to the offer. **This approach enables us to gather feedback, share learning and implement changes that will ultimately, improve our Navigator training package.**



*Our Community Navigation Training - 17 Staff and 17 Volunteers attended.*

## Even better if

- ✓ **Reflective downtime** – making sure candidates had better breaks.
- ✓ **Speeding up on practical concerns** – re-focused the navigation section.
- ✓ **More time on communicating** with family who are afraid for those they care about – we gave more time for attendees' individual stories.
- ✓ **Allowing more time to cover all the areas** – we intend to run peer group workshops to share more information and hear your stories and needs.

## Ideas for the future

- ✓ **Follow up sessions** to develop and reflect on skills and practice of using Macmillan Learn Zone, sharing experiences.
- ✓ **Embed Macmillan awareness** into Age UK volunteer journey
- ✓ **More focus** on family members and younger people with cancer.
- ✓ **Discussion topics:** future/upcoming developments in cancer support. Further discussion with attendees and how they can assist Macmillan.
- ✓ **Helpful tips** 'e.g. What to say' in a support pack

## What we have learnt

**Training has increased confidence to support and talk to people affected by cancer** - but would benefit from future Macmillan updates to increase knowledge and development.

The information supported both staff and volunteer roles equally.

It provided an opportunity to **learn about other's roles** and the intentions to support people affected by cancer.

**A safe space is essential** and we created this to share cancer stories and feedback.

A knowledge of clinical terms was increased, as did **understandings of the journey a person affected by cancer takes**, which helps to break down barriers.

**Giving people a platform to be listened to was key.** Making sure each person was made to feel welcome and that equality and diversity was respected.

## Highlights from our Q&A

**Q.** Have you been able to make use of the training in your role?

**A.** 100% said 'Yes'

**Q.** How have you used the training?

**A.** Both in my personal life and professional work.

**A.** Sign-posting to the COVF

**A.** Offering the 'Cancer at work' resources

**A.** Volunteer support to the Community Navigator at the Liskeard Hub

**A.** I have been able to use my knowledge in talking to Inclusion Matters clients affected by cancer and signpost them appropriately when required.

**Q.** Have you felt more confident when having conversations about cancer

**A.** 100% said 'Yes'

**Q.** Which areas of training have you found most useful in your role?

**A.** Awareness of the range of support that Macmillan offers to everyone with cancer

**A.** I found the discussion about boundaries interesting, and as a result we now include this on our induction training, albeit in a general sense regarding our involvement with people who use our services.

**A.** The knowledge about helping to understand what those affected by cancer may be experiencing and how this affects their lives.



***“Thank you for an excellent, informative session. I would be open to any further training, information sharing and results from the Q&A”***

This table shows the anticipated and requisite outcomes along with how we would know.

Outcomes	Evidence
Trained volunteers	Volunteer for each locality - good spread
Supporting individuals	Training, 1-1 reviews, calls, follow-up's
Local engagement	Reinforcing where to find support & how
Signposting	Volunteer role description
'Listening ear' - friendly	Case studies & vignettes
Facilitate support for wellbeing	Case studies & vignettes
Simple, respectful, comfortable – reliable, dedicated	Case studies & vignettes
Understanding what's available – how to access services	Case studies & vignettes, Cornwall Link listings & stories

**Working co-productively with all involved we were able to continually evaluate the volunteer training offer and revise it - by the end of phase 1 we had made significant steps in generating awareness and enriching our provision, some of these steps are summarised below:**

**Overhauled the on-boarding process** to better suit the changing needs of the organisations and services involved.

**Staff and volunteer Induction Days** were revised to identify who would appreciate Macmillan Training.

**Created new 'Volunteer with Us'** marketing materials with Age UK Cornwall and Macmillan logos.

**Co-designed a Volunteer Satisfaction Survey - 2019**

**Volunteer engagement events** were held to help us gain a deeper understanding of some of the themes behind the statistics and comments in the Volunteer Satisfaction Survey. These events were held in the evenings, at locations across Cornwall to maximise profile, reach and engagement.

**Purchased new promotional items** with joint logos to display the literature and act as a visual reminder of our partnership.

**Volunteers were keen to know more about and sign up to Macmillan Navigation training** – especially our TAP (Transport Access People) drivers who take clients to and from their oncology appointments.

**Creation of a Volunteer Review form** - providing an informal 1:1 discussion between service managers and/or Volunteer Officer and their volunteers. Both parties are encouraged to explore the volunteer's experience, training and future plans.

**The availability of Macmillan training** is listed as a future option for the volunteers should they wish to pursue any personal and/or professional development

**Introduced a Newsletter** that included a 'Macmillan Update' which gave more details about the training and support available. The newsletter provided a medium to highlight our partnership and the work undertaken for those unable to access digital sources.

**Established South West Network Group Meetings**, where we shared knowledge and experience with other Age UK's in the South West region.



## An overview from our Volunteer Officer

Our Macmillan Volunteer Officer wrote a report that provides insight into their role, contribution, and an indication of the impact of the project overall. It would be impossible to include the fullness of activities and the anecdotal evidence of just how significant the domino effect of this work has been.

**“Volunteers are at the heart of this project and essential to its success”**

**Sam Hudspith,  
Macmillan**

### **We are Macmillan**

As a newly appointed Volunteer Officer, my involvement with Macmillan started part-way through the contract term in June 2019. **My task was to improve the volunteer on-boarding process, journey and exit procedures whilst integrating our partnership with Macmillan.**

I received the initial ‘We are Macmillan’ and Macmillan Community Navigator training. These gave me a better understanding of not only the organisation but also what and how support for people could be accessed, and when speaking to people affected by cancer, how to approach those all-important but difficult conversations. Macmillan also supported me to access relevant training in ‘Volunteers and the Law’ and a ‘Volunteer Management Conference’ in London. These events have shaped my ongoing work with volunteers & staff, as I have exemplified here.



## **Supporting volunteers**

### **Volunteer 1**

- **Following a serious accident, recognition that this volunteer’s confinement to home was the biggest threat to his recovery.**
- **Instigated wraparound support for his mental and physical wellbeing involving a number of our service leads and managers.**
- **Resulted in his full recovery and return to volunteering with even more enthusiasm, including adding Macmillan Drop-ins to his volunteering roles.**
- **Having understanding of his needs, ensured that at the start of the lockdown in March, this volunteer was immediately highlighted as being a volunteer who would need additional support.**

### **Volunteer 2**

- **As a way to improve her health and wellbeing, a volunteer who had cared for her husband on his cancer journey was referred to volunteering by one of our Social Prescribers.**
- **This volunteer applicant became emotional when Macmillan was discussed at her Induction day - however, with gentle encouragement, time and space she was able to say how grateful she was to Macmillan in being there to support not only her husband but herself, during their most difficult times.**

### **Volunteer 3 - TAP Driver**

- **On hearing about our partnership at a Volunteer Engagement Event, a TAP driver discussed that his daughter was on her cancer journey with the best possible outcome.**
- **He said that he was humbled by the work of Macmillan and was proud to be a part of an organisation that had decided to work with them for the greater good.**



## An overview from our Volunteer Officer

### Supporting volunteers Volunteer 4

- **This volunteer had been supporting a client over many years and throughout the client's cancer journey.**

- When the client passed, the volunteer was bereft and in need of emotional support.

- **Working across the organisation, we were able to support her in her time of need through visits and phone support.**

- Answers were found to her most compelling questions regarding some of the care that the client had received, and, why certain decisions were made.

- **Our partnership enabled a clear route for the manager to access general information which informed her responses and reassured the volunteer.**

### Volunteer 5

- Service managers are encouraged to inform the Volunteer Officer of any significant health and wellbeing concerns that arise with our volunteers.

- **This volunteer was on her cancer journey. Following a support call an appropriate card with contact information was sent.**

- Further telephone support calls encouraged her to attend a social event at Newquay Day Centre, but she was worried about how she now looked 'unrecognisable'. Arranged a follow-up call from the Day Centre Manager to gently encourage.

- **Ensured the volunteer had family and external support - reminding her of our Macmillan partnership should she feel either organisation could do more.**

### Steps we have taken for Deceased Volunteers

- Encouraged notification from service managers.

- **Sent sympathy cards with a personal message of regret and thanks for their loved one's service to our clients.**

- Where appropriate, attended funerals of deceased volunteers or arranged for senior management to stand in.

- **Support offered to bereaved partners/families**

### What I have learnt

Whenever and wherever I have mentioned the name Macmillan, I have been invited to have an insight into a person's cancer journey, either their own or a loved-one's. **I always feel humbled that they feel safe and confident to talk with me and share their experience.**

I am proud to wear the two lanyards (Age UK Cornwall and Macmillan). I feel it is a visual reminder to myself and a visual prompt for staff, volunteers and the wider public, that I am approachable, professional, listen and if needed, have some knowledge of where to signpost for further support.

The methods and measures put in place have allowed us to embed our partnership in all processes that involve staff and volunteers. **Today we say, 'it's just what we do', having Macmillan by our side.**

**"Your partnership with Macmillan was highlighted and contributed to your Bronze Award 2019"**

**Healthy Workplace Cornwall**



## Programme Summary

This first phase of our work with Macmillan has been positive and it set in place firm foundations for the next phase, which includes the appointment of a Programme Coordinator and two Community Navigators.

Our ambition is to continue the development of the partnership and progress of the Navigator training. Our training programme will be embedded throughout our organisation, increasing confidence and skills of our staff, volunteers, and our IM partners. **We will embed the core messages, supported by appropriate training, making it an integrated part of everything we do.** To help create more resilient communities, this training offer will be made available to community groups, thus increasing the support for people affected by cancer. Our Community Navigators will build bridges between clinical, community and individual needs, to develop a more joined-up approach.

## Our Strategy

Our aim is to be more responsive to the community's needs, engaging and supporting localities to change their culture, and create empowered and compassionate communities.

Based on our testing to date, there are a potential 6 interested hubs across Cornwall, where we intend to train, mentor, support, and shape a cohesive network of navigators. **We will wrap support around these hubs by connecting learning and support, offering digital tools and shared learning opportunities.**

We will increase our reach by diversifying engagement and learning opportunities through our digital strategy and e-learning package. This, in turn, will increase accessibility and cater to different learning styles, **supporting people in remote and rural areas and those with other long-term conditions.**



However, at the time of writing this report, the county, and the whole world beyond has been impacted by the Coronavirus (Covid-19) pandemic has meant that we are reviewing the way we deliver our service. **It is increasingly clear that services and organisations will need to reshape for the future, with honest and practical solutions to be found and implemented.**

Whilst we had to make the difficult decision to temporarily close the Macmillan Information and Support Drop-in sessions, we have implemented an offer of a call-in for anyone affected by cancer who needs information or signposting, or that all important listening ear.

**With the excellent strong and established partnership we have with Macmillan we are confident we will establish a revised delivery model that not only responds to the needs of those affected by cancer but, reflects the spirit of the partnership and honours the outcomes.**



.....  
*With thanks to our supporting partners, fundraisers & volunteers, who all add so much to improving the wellbeing of older people in later life*  
.....

## **Community Enterprises PL12 Report to Saltash Town Council, Year to February 2021.**

We entered the first Lockdown on 18 March 2020, and suddenly our normal activities – Hopper buses, Dementia Voice groups, Community Shop, Community Hub – all ceased. Since then, our team of volunteers has worked tirelessly to help the residents of Saltash and PL12. Some of the highlights are outlined below;

### **Christmas Cheer Boxes**

Our volunteers put together 68 fabulous boxes, which were delivered by our Hoppers during the festive period. The lucky recipients were all been nominated by Saltash residents, so we know they all went to people who deserved a little bit of Christmas Cheer.

We also gave out Christmas Cheer boxes from our Hub, which were well received.

Thank You to everyone who donated gifts and goodies for the boxes, and to Western Power for their generous funding.

### **Co op Local Community Fund**

We've been chosen as one of the 3 local causes supported by the Co op Local Community Fund, to fund our Digital Inclusion project.

Every time Co-op members buy Co-op branded products or services, they will give local causes a helping hand; for every purchase, the Co-op pay into a Community Fund to benefit local causes. If you're a Co-op member, you can help us by nominating Community Enterprises PL12 as your chosen cause; simply follow this link <https://www.coop.co.uk/local-causes>.

The more Co-op members choose our cause, the more funding we receive to help Saltash residents benefit fully from the opportunities that the internet and technology can provide. This could range from learning how to do an online shop, learning about security online, online banking, ordering a prescription, or joining in a Zoom call with family or friends.

Please spread the word, & tell your family & friends to choose us!

### **Shopping & Prescription Service**

This began during the first lockdown. We are continuing the services we started in L1, supporting those who are shielding, isolating, or are unable to shop. Shopping is done on Tuesdays and Fridays each week.

### **Jigsaws**

These were very popular throughout 2020, and we are continuing our jigsaw lending service during lockdown 3 and will continue once we go back to some form of normality. Jigsaws can be collected from the Community Hub during Community Fridge opening hours. We regret we are unable to accept any jigsaws or returns until restrictions are lifted.

## **Community Fridge & Larder**

Saltash Community Fridge and Larder shares surplus food, free of charge, to avoid it going to waste. Available to everyone who will use the foods and prevent them going to landfill.

Community Fridges are popping up everywhere; They're a simple way of enabling communities and businesses to share good food that would otherwise go to waste. But a Community Fridge does so much more than that; it helps to bring people together, promotes a sense of community, and gives people the opportunity to access healthy food, try something new, and save money.

Although we only opened in November, we're getting busier every week, and word is spreading fast! We never know what's coming in, but a typical week will see breads & baked goods, eggs, fresh fruit and veg, dried pasta, rice & noodles, tinned foods, cakes, cereal, filled rolls and UHT milk. It may not be perfect food, the apples might have blemishes- but it's all perfectly edible. To date, we have shared over 5 tonnes of food, to over 3,000 Fridge visitors.

During this Lockdown, the Community Fridge is open during the following times;

Tuesday 2.30 – 4.30 pm

Wednesday 10.30 am – 12.30

Friday 2.30 – 4.30 pm

Saturday 10.30 am – 12.30

After Lockdown, the opening times will change; see our facebook page or contact the Hub for amended opening times.

We follow strict Covid guidelines, to keep our volunteers & users safe, so you will be expected to follow Hands-Face-Space guidelines.

We are part of the Saltash Food Alliance, working in partnership with other local organisations, churches and schools, to try and ensure everyone in Saltash has access to food.

We are also operating a Mobile Community Fridge on Tuesdays and Fridays; see our facebook page for routes and times, or contact us on 01752 848348 for details.

## **Volunteers**

Our team of volunteers have been amazing this year, working tirelessly to help those who need it. They stood in queues for hours to shop for people who were self-isolating. They delivered & collected jigsaws and books to help keep people occupied (we now have a collection of over 300 jigsaws which have all been donated!) They hand-delivered 5,000 letters, giving details of the help & support available in and around Saltash. They put together a really useful list of all the shops & businesses open during lockdown. They've collected, sorted & distributed food through the Community Fridge & Larder. They've made over 1,000 facemasks, with all the sale proceeds going towards our community projects. They've done so many other things besides, with no remuneration except a Thank You, and the knowledge that they're helping their community.

As we move into 2021, we will have more opportunities for Volunteering, in a variety of roles. If you can spare a few hours a month, and would like to help your community,

then we would love to hear from you; simply email [hub@cepl12.co.uk](mailto:hub@cepl12.co.uk) for a volunteer application form.

### **Transport**

Although our Hopper trips are not able to run at present, we are using the buses in other ways, to help the PL12 community. During Lockdown 3, we used the Hopper buses in collaboration with schools and other organisations to get food and essentials to residents who need it. We are currently offering a transport service to vaccination centres, and running a Mobile Community Fridge twice a week, accessing people who may find it hard to get to Fore St.

### **Dementia Voice**

Sadly, all our Dementia Voice activities – the Café, walking group, singing group and Veteran’s group - remain on hold. We are looking forward to resuming services once it is safe to do so, welcoming friends old and new, who are living with dementia.

### **Community Hub**

The Community Hub remains central to everything we do! From here, we run our enterprises. We also operate recycling schemes, have a library of information on local organisations, and support small local businesses through the Community Shop; over 20 local crafters now sell their quality gifts & goods, and hold a twice-monthly produce market. The Community Shop was short-listed in the Good Retail Awards, recognised as one of the top 5 community shops in the country. As we emerge from the Covid crisis, “shop local” is more important than ever; please support the local businesses that have supported you during the last year.

### **Digital Inclusion**

We have recently set up a Digital Inclusion project, which extends the support our Volunteers provided during the lockdowns. It will give valuable support & skills to PL12 residents; particularly the over-60s, the clinically vulnerable and disabled, and those living alone or living with debilitating conditions. It will reduce loneliness and isolation, increase confidence and self-esteem, & encourage skill swaps and inter-generational interaction.

To achieve all of this we need volunteers who will be Trainers, and IT equipment. We would welcome donations of IT equipment, particularly PCs, laptops, tablets and smartphones (They do need to be in working order).

### **Citizen Advice**

Thanks to funding from the Saltash Town Council, we were able to renovate and adapt the Citizen Advice offices, to create a smart, covid-safe environment which will prove invaluable to Saltash residents over the coming months and years.

### **Community Life PL12**

## **Support us!**

During this year, our volunteers have been really active, supporting their community in whatever way they can. We have managed to actively help a large number of people. However, running all these projects takes time (freely given by our amazing volunteers) and money. Next year, more than ever, we need to apply for funding to keep these projects going, and it would really help us with our applications if we could show evidence of support. **You can support us in a number of ways;**

## **Survey**

We would be grateful if you could show your support by completing our short survey, which can be found on the back pages of our Community Life PL12 booklet, or you can get an electronic version by emailing us [hub@cepl12.co.uk](mailto:hub@cepl12.co.uk) , or pick a copy up from the Community Hub. Every survey completed gives us a better chance of winning future funding, to help our community.

## **Membership**

By becoming a member of Community Enterprises PL12, you will be part of our organisation, supporting our projects. Pick up a membership application form from the Hub, or email [hub@cepl12.co.uk](mailto:hub@cepl12.co.uk).

## **Co-op Community Fund**

We are delighted to have been chosen as one of the local causes supported by the Co-Op, and we receive funding for every £ spent on Co-op products and services, whether in a store or through Co-op Funeralcare. If you're a Co-op member, please choose us as your local cause; and remember to use your Co-op membership card every time you shop! Follow the link <https://membership.coop.co.uk/causes/54005>.

## **The Future...**

The pandemic has been the catalyst for change and expansion for CEPL12. We are investigating the possibility of taking on the empty Barclays Bank building, and transforming it into our new Hub, giving us the space to continue all our projects. We're determined to get something positive from the pandemic!

## **Thank You!**

We couldn't have achieved anything without our Volunteers, but equally, we need to thank some partners & organisations. Waitrose & Partners, Saltash Town Council for their generous support, our Funders; including Western Power, Cornwall Communities Foundation, Co-Op Local Community Fund, the Emergency Food Assistance Fund, SASF, and Cornwall Council.

**Jo Baskott, Chair, Community Enterprises PL12**

**23/02/2021**

End of Report.

## **Annual Report for JYSP/JY Youth 2020/2021:-**

JY Youth is an indoor youth facility that has open access sessions delivering youth work in a safe and friendly environment, which also has within its building a Skatepark which is a unique Niche to encourage Youth people of our community to come and hangout within our space and been able to keep them safe and give advice and guidance where needed, JY has a great team (be it small) that support the young people who attend JY and we also have a JNC qualified Youth worker who is able to give out any advice and guidance that is needed.

As well as running JY Youth, we, with the support from Saltash Town council funding are able to deliver outreach/detached youth work. We have had a presence predominately down at Saltmill Skatepark, keeping in contact with our young people and connecting with young people who don't attend JY, over the last 6 months we have focused on giving information on Covid19 and generally making sure there doing okay and giving out any information that is needed, from these visits we have established how important JY is going to be to support young people when they can come back to the building once it is safe to do so and we come out of Lockdown.

Whilst we were able to open last Year we have delivered numerous conversations and informal education particularly regarding drug use/impact/exploitation and the rules of COVID.

During lockdown Lewis one of our youth workers/coaches has supported 1 young person with their emotional health and wellbeing in terms of support and conversation with a trusted adult down at Saltmill Skatepark, We also have 2 more of our more vulnerable young people having 1-1 support with our JNC youth worker on Wednesdays at JY to give guidance to gain successful employment support.

Also during lockdown we have maintained a presence online giving information on our social media pages regarding covid19 safety, health and wellbeing for our young people to access. On our social media pages we have organized and run Competitions to get the community involved with ( one been design your own Skatepark) and the ones we got sent through were amazing and the feed back was how great it was to do a project together as a family etc.... We are looking to continue with these as it gives our young people a focus and activity to do whilst keeping safe.

Last year over the Christmas Period we did food packages for our Local Schools which was offered to all Schools ( supported also by Waitrose) and we had positive feed back from this, our Young People helped support with this whilst we were able to be open, which gave them an understanding of how a lot of families are struggling and need support, our young people loved getting involved with this and were coming out with other ideas that could help, so we'll try coming back to this and push with supporting more with the Local Schools for later in 2021.

The funding we secured from Saltash town council and other Grants will enable us to continue with JY Youth Nights/Outreach once we get back to some sort of normality and we will focus heavily on getting young people's minds back to a positive outlook, they have been confide to a closed space for a long time and this may have become the norm for them and there confidence to socialised and there motivation may have

been damaged and we will look to support this as best we can moving forward through 2021.

We have secured a small budget of funding from Sport England to deep Clean JY and put Covid19 measures in place for our return.

We have started to attend Safer Saltash meetings and will continue to do so and support were ever we can, We will also look to communicate with the Local Schools once we come out of lockdown ,We will look to communicate with Saltash.net and see where we can work together and give support and we will contact the primary schools offering youth Coaching sessions. We will continue to keep in touch with GW South regarding Saltmill Skatepark and look to secure some funding to support bringing Saltmill Skatepark back to life and to a safe standard.

## **Livewire youth project annual report February 2020 to February 2021**

What a year this has been! At Livewire one year ago things were going along as usual really busy with so much happening but perhaps most importantly lots of fun. That was until March 16<sup>th</sup> when we closed our doors following the evening session and were not sure when they would re-open.

We immediately moved our support online and set up online sessions to cover our Monday Wednesday and Thursday open access sessions and our Tuesday evening well being support sessions we also moved our counselling and youth work support sessions to either telephone, zoom or similar so that we could continue to support local young people.

We continued to offer support services throughout the first lockdown from March 2020 online then in July 2020 we returned to Livewire for some daytime provision and rearranged the building to make the rooms safe to offer support. Our one to one counselling room became a store cupboard due to its size as we moved music making equipment out of other rooms we also got some clear screens and undertook rigorous covid-19 risk assessments of the building so that we could use spaces safely, we even redesigned the venue as we would have no use for the stage for some time. We drew up spaces on the floor where the audience once stood for vocals, drums, keyboard, guitar X 2 and bass so that we could safely have band rehearsals in there.

Throughout July and August we held one to one support sessions at Livewire and in the evenings we started having young people in to rehearse with their peers, which is so good for their general well being. In August we also started to run recording sessions although very differently to ensure they are safe.

September when schools returned we started to support students again running daytime sessions which became very busy in the run up to Christmas and we also started having after school support sessions three days a week. When the second lockdown in November was announced it didn't affect the work we were doing at all because of the vulnerability of the young people who were accessing our support sessions.

We started to run single gender support sessions on Tuesday evenings in person in December which proved to be very successful. Then In January this year we had another lockdown which meant most of our services including these support sessions went online.

The school support continued throughout with the most vulnerable young people apart from that a new walk and talk service has been started whereby counsellors and youth workers have travelled to young people's homes and as the service suggests walk and talk with them outside. These services have continued in person everything else has been back online.

In January we started to run a Friday evening support session on zoom for young people, this is also proving to be very successful as the young people really do feel the need for the support.

This really has been quite a year for everyone and Livewire's members and staff are no different, we have managed to continue to offer services and support for local young people and have needed to be quite inventive at times on how to achieve it. Whilst we are coming to the end of this pandemic we fear there will be a lot of hard work for us and many others in moving forward.

End of Report.

## **Report of the Saltash Area Road Safety Committee for the AGM Saltash Town Council March 2021**

No meetings were held in the period from March to December 2020. Issues as they arose have been dealt with by the chairman and secretary in consultation with Saltash Town Councillors from the ward concerned or with parish councillors as appropriate.

In Saltash the issues were chiefly about Gilston Road. The chairman has continued to put pressure upon Cornwall Council highways to produce a plan to alleviate the queueing problems. A site meeting was held with Councillor Lennox-Boyd, the police and traffic wardens because of the growing concern for the sustainability of businesses on the road. This information including the fact that four businesses were extremely concerned and one had decided to move to Plymouth and another was considering it was relayed to Cornwall Council.

The chairman visited Belle View Road on three occasions because residents were very concerned about the state of the tarmac surface of the road. The chairman on each occasion contacted the highways department seeking insurance that the road would be resurfaced. The works are scheduled to be completed very shortly.

The Chairman has also been pressing for Fore Street resurfacing to be completed on time and he thanks the town council ward members for their support. This also is likely to be soon.

The dangerous situation on Broad Walk continued until schools closed in March but the Covid situation lessened the impact for much of the year. For a while the road will be closed during the school exiting period. Fortunately, there now may be new funding for more permanent improvements.

Continuing gas works throughout the town continue to pose a road safety hazard chiefly because most works include the junctions of roads. The Chairman has visited works and has been in contact with Wales and West Utilities on one occasion when works had stalled. This will be ongoing for about one more year.

The highways scheme which is being carried out through the CNA is on track. One part of it which the road safety committee and Saltash Town Council were keen on was not included and that is the pedestrian crossing of some sort of Church Road at the bottom of the hill from the fire station. It is hoped that the town council will also pursue this next year.

The chairman visited Landrake to look at speeding problems within the village. A Zoom meeting was held on February 2nd and the above issues were discussed. Also raised by Botus Fleming Parish Council was the issue of a safe cycle route between Hatt and Saltash.

The committee would like it put on record their appreciation and thanks for the long service by Mr Adrian Foss as Speedwatch coordinator. Mr Foss sadly died recently and will be greatly missed.

The sector police inspector has halted Speedwatch until Covid-19 restrictions are lifted.

Derek Holley, Chair.



## Saltash and District Chamber of Commerce and Industry



Who would ever have envisaged how 2020 would pan out. Twelve months down the line and we are pleased to be invited to report back the work undertaken by the Chamber in a year framed by Coronavirus to this STC Parishioner's Meeting.

### *Change at Head of Chamber*

Sarah Martin became the elected Chair of Saltash Chamber of Commerce in October 2020. She has been an active member of the Chamber committee involved in its town events and succeeded Peter Ryland who continues to take an active role on Chamber as Vice-Chair for the year.

### *Chamber Events*

Saltash Chamber organises two major events in the town, namely the Christmas Festival and May Fair. Understandably, both were cancelled last year but our committee was able to set up an alternative Christmas event that reflected the government guidance around avoidance of large groups gathering. The Window Wanderland became the main Christmas attraction in the town during the festive period and was a massive success. Over 300 windows were decorated with shops and schools taking part in the festival - STC decorated the windows of the Guildhall too. It became a focal point for the Christmas period and attracted visits from the Lord Mayor of Plymouth and Mayors of Penzance and Redruth, with Chair of Redruth Chamber and the High Sheriff of Cornwall. We would like to thank all dignitaries for taking the time out of their busy schedules to visit. With school artwork on display in town centre shops, we were able to boost footfall in to the town's retail centre. I'm pleased to say that the Chamber has secured the rights to host Window Wanderland again in 2021, building on the success of the 2020 event. We will work to ensure it becomes an integral part of Christmas festivities in Saltash.

### *Town Teams*

One positive outcome from the pandemic is the cross-organisational working enabled by Cornwall Council via Saltash Town Team. Various bodies are represented on the team including Saltash Town Councillors, Cornwall Councillors, Saltash Chamber and Community Enterprises PL12. Chamber is represented on the group by two of our members, and their input has helped generate ideas for the improvement of the retail

centre of Saltash. We very much welcome this partnership working, and remain committed to helping shape the town for future years.

### *Saltash Food Alliance*

During the Autumn half term Chamber businesses became aware of the issues around food being provided for schoolchildren during the holiday period. Two Chamber members offered free lunches to children in the community, alongside a host of Saltash businesses doing the same. Saltash Food Alliance, an informal group of town organisations, was formed to look at a coordinated effort to ensure equality of access to shared food throughout the town. The Chamber of Commerce is playing an active role within the Food Alliance, looking at how local businesses can help tackle food poverty and minimise food waste.

### *Online Business Advice and Help*

Chamber is investing in building its online presence and business support. Our website is being relaunched, and we continue to regularly post business advice to the Chamber Facebook page @SaltashChamber as well as having a regular column in the Saltash Observer. We would encourage Saltash businesses to follow our page and share the posts. Despite offering to host the Kickstart campaign which was open to encourage apprenticeships there was little uptake from the town. The Kickstart campaign which has now been extended, and has been a huge success for Cornwall Chamber of Commerce so any businesses needing advice, please get in touch - we have a Saltash company which is happy to offer help and advice.

### *Shopping Directory*

Chamber members Saltash-based web design and marketing company Carbon Pixel has produced a Shopping Directory for Saltash. [www.shop-saltash.co.uk](http://www.shop-saltash.co.uk) is available for all Saltash-based businesses to sign up and profile their products and services. An entry on the site is free of charge by accessing the 'Submit my Business' page, and we are encouraging businesses and residents alike to use and adopt this great resource.

### *Car Parking*

Car parking continues to be an area where Chamber can negotiate fee reductions to encourage visitors to park in the car parks and leave town centre side roads empty for residential parking. The last BOGOF before the first lockdown was a success with the initiative showing an increase in cars using the 4 sites in Saltash. During lockdowns Cornwall Council has made the car parks free of charge, and plans to restart a car parking campaign in Saltash have been put on hold until restrictions are once again eased allowing shops to reopen.

### *Condolences*

2020 was a very sad year as the Chamber lost former members and important Saltash business figures. Honorary President of Chamber Bill Cotton sadly lost his both mother and wife in a very short period of time. Both of these ladies were well known in the town for their work at Cotton's Taxis, and their funerals were marked by town people who lined the route of the processions to show their respect. The Chamber would like to remember the legacy of both ladies in the town - they are both sorely missed. 2020 also saw the passing of former Saltash Chamber member and community volunteer Steve Whiteway. Steve passed peacefully a few days after he was able to visit the GWR train that was named in his honour. His legacy of philanthropic work in Saltash and Plymouth will continue on..

### *Free membership for 2021*

After a difficult 12 months in 2020 and in order to help businesses and retailers in Saltash recover from the impact of the pandemic, Chamber is offering free membership for this year. As affiliate members of Cornwall Chamber of Commerce, Saltash members can access business information and support via Cornwall Chamber and participate in their events without paying a single penny. Contact [secretary@saltashbusinesses.co.uk](mailto:secretary@saltashbusinesses.co.uk) for more information.



A Shop Local campaign is in preparation to help celebrate our local independent shops and businesses in the town as we open up after lockdown.

## **SEA Annual report 2020-2021**

*'Making Saltash greener, caring for the planet'*

### **Overview**

This year's activities have been severely restricted by lockdown, but the following projects have continued within the limits permitted by the regulations: Litter Rangers, Allotment, Wildlife meadows and Christmas Tree

The first lockdown led to the cancellation of a meeting on Growing Locally, of 'Thank you' party for Litterpickers, and of the 2020 AGM and planned update of the Constitution for the internet era.

### **The committee**

Officers: Adrian White (Chairman) Maureen Kemp (Treasurer) Georgina Caro (Secretary)  
Members: Jo Baskott, Sue Chalkley, Sho Frank, Rebecca Pearce, Dave Pemberton, Sarah Martin (non-voting member).

The committee has held 8 meetings during the year.

Marianne Beale left the committee to give more time to Extinction Rebellion. She has already been greatly missed, though she remains an active member. She was a founder-member of SEA, became well known for campaigning around Saltash, and was closely involved in many initiatives over the years. She was Saltash's Environmental Citizen of the Year in 2019.

Georgina Caro has been Saltash's Environmental Citizen of the Year for 2020.

### **SEA Membership**

SEA has 169 members who are circulated with the Newsletter and Notices.

With the advent of SEA's online record-keeping, people have only been able to join by email. To widen access to those without email, SEA has set up a *poste restante* letter-box at The Hub 4 Fore St to receive paper membership forms, as well as any other post. In addition, SEA paperwork (membership forms, Newsletters) will be available for collection at The Hub, and SEA is grateful to CEPL12 for this collaboration.

SEA have maintained an active Website and Facebook page, and circulated 6 Newsletters to members.

## Activity Reports

### Community Allotment/Garden

SEA obtained the contract to run the double allotment in Grenfell Avenue which had been abandoned for several years. Rebecca Pearce is in charge, and is developing it into a plastic-free, wildlife friendly, no-dig resource for the community. The principles are being sensitive to nature (no dig, no chemicals, space for wildflowers) so that vegetables grow healthily and insects are kept in balance by natural predators; and community involvement with regular opening times and supportive guidance for all particularly including those with little previous experience of gardening or nurturing wildlife. It will benefit the mental health of all. In just its first year, it has been well received by participants and neighbours alike. SEA is grateful to Saltash Town Council for help in setting up and maintenance.

### Litter Rangers

Litter Rangers was launched on 11th September 2020 as part of the 'Don't Trash Saltash' campaign, coinciding with the annual national clean-up by Keep Britain Tidy. In a media and Fore St launch, volunteers were invited to adopt their street and regularly pick up litter. SEA offers tools and hi-viz jackets for children on long-term loan, as well as online tips on safety and a risk assessment. A Litter Rangers Facebook group was set up and Update newsletters circulated. We currently have 75 registered members (plus in many cases their families) who have adopted 142 Saltash roads.

We have been approached by other groups for advice on setting up, and have written an Adopt Your Street Toolkit

Tools (grabbers and hoops) have been funded by a (historic) Saltash Town Council 'Reduce Rubbish' grant, a grant from Scrapstore, and funds from the 'Bin the Butt' grant. Hi viz jackets for children were funded equally by all 3 county councillors from their Community Chests.

### Saltash Wildlife

This campaign aims to increase the amount of green space in Saltash that is managed as wildlife habitat, with reduced mowing and wildflower nurture.

**Pillmere Meadow** was managed for wildlife, with reduced mowing, raking off of grass, seeding and planting of wildflowers and sowing of seed - mostly obtained locally from other meadows in Saltash. The type of grass growing there seems to be a major obstacle to growing a meadow.

**Latchbrook Valley** was tackled afresh by Cormac and volunteers from SEA and elsewhere helped remove saplings, plant bulbs and wildflower plugs. A coppicing course will lead to better management of the overgrown, unmanaged woods on the hill.

Many **road verges** in Saltash fell under Cornwall Council's new 'Making space for Nature' policy of reduced mowing regime to encourage wildflowers and improve habitat for wildlife. SEA held a liaison meeting with Cornwall councillors and Cormac staff, on specific local arrangements. It was agreed to jointly manage the grassed area between Church Rd and Alamein Rd as a meadow area, probably to be known as **Postman's Meadow**. About 1000 potted wildflowers have been planted there by SEA in Spring 2021, leaving about 1000 to go. Mowing will be at reduced frequency in the wildflower areas, but continue normally in the play areas.

**St Stephens Churchyard** is potentially Saltash's most valuable site for wildflowers, because the turf has been largely undisturbed for many years, and has had neither weedkiller nor fertiliser applied. SEA has campaigned to reduce the frequency of mowing in at least certain areas, while maintaining mowing in other areas for access and safety. This is an ongoing campaign, awaiting the new incumbent.

**Tincombe Park** has come to prominence locally since the formation of Friends of Tincombe by . The Park offers a range of habitats in one location, and includes a recognised Nature Reserve. A formal committee will manage the Park in collaboration with Cormac, with the aims of balancing interests of users both human and wildlife.

**The Core** SEA is collaborating in some aspects of the garden development: a beech hedge kindly donated by a local resident was planted to provide privacy; and permission to plant some small, native trees around the garden, to add height, is being sought from the Council.

**Ash die-back disease** is striking ash trees in Saltash, like everywhere else. Cornwall Forestry is currently surveying the ash trees in the parks to identify those with brittle branches that need felling to prevent injury.

**Continuing environmental action** by members of the Committee includes:

*Christmas tree* presented at St Nicholas Church Festival

*ReFill* campaign to reduce need to buy water bottles

The wildflower bed in **Victoria Park** was maintained.

**Other environmental projects** have been 'on hold' during this year

'Bin the Butt'

Litterpicks

Plastic Free Saltash

Saltash Apple Project (SAP)

SEA Stall at public meetings and fetes

## **Finances**

SEA remains in credit from accumulated funds and Bin the Butt grants. In addition to the Litter Rangers purchases above, we have bought a windproof 'flag' banner with SEA logo and straplines *Making Saltash greener, Caring for the planet*, and leg-weights for gazebo.

## **Looking forward**

SEA is looking forward to increasing its local environmental work when the lockdown ends, and to renew the evening meetings to discuss local and global issues.

## **Annual Saltash Gateway Community Network Area Report**

The CNA continues to meet quarterly and subgroups meet at different intervals these including the economic development subgroup and the Tamar water transport subgroup. The meeting is advertised and is fully open to the public who are also invited to comment where appropriate.

At each meeting are present representatives from the nine parish councils and the two town councils in the area. Present also are the eight Cornwall councillors from the CNA and four Cornwall Council officers - Catherine Thomson , the liaison officer , secretary Lisa Grigg , Planning and Development Service Director Louise Wood and the Cormac area highways manager . The latter has been Paul Allen but is from April, Will Glassup. Paul has been a very helpful officer organising the practical side of the highways scheme and answering highways questions at meetings, Paul is now retiring and thanks go to him for the contribution he has made for many years.

At the start of each meeting a slot is always given for the police inspector to give a report on crime statistics and personnel. Following that are two or three slots for presentations from various information and Cornwall Council departments. This year that has included amongst others the National Census people, Loan Sharks experts, future Tamar Crossings councillors, South West peninsula road safety partnership and Grow not Mow (highways verges) .

The CNA is responsible for delivering the county local highways scheme and this is a standing item on the agenda. This is usually followed by a report from each parish on relevant issues and a report from the two groups, economics and water transport.

A recent addition is the formation of a group to coordinate climate change initiatives among the parishes and towns.

The next meetings are on the 16th of June, the 8th of September and the 8th of December.

Derek Holley, Chair, 2020-2021.

End of Report.

Saltash Heritage  
Museum & Local History Centre  
17 Lower Fore Street  
Saltash  
Cornwall PL12 6JQ  
[www.saltash-heritage.org.uk](http://www.saltash-heritage.org.uk)  
e mail [info@saltash-heritage.org.uk](mailto:info@saltash-heritage.org.uk)

### Annual report from Saltash Heritage 2020/2021

Due to the unforeseen circumstances of the pandemic, Saltash Heritage, who are always ready to deal with unusual situations, prepared itself for a lockdown procedure. As from March 2020 our museum was shut to the general public, notices placed on our websites, social media and in our museum window, explaining the situation. The Management team quickly set about working from home with only one person at a time working in our building taking all recommended safety advice, sanitising everything, wearing masks, social distancing etc. For insurance purposes weekly checks were done on the whole of the building, and this continues. Various members of the team have been continuing to respond to requests for research and advice which come in via the phone and the internet. Work has progressed with our outreach workers continuing to transcribe material, the Archivist and Web master have continued to enter data onto our computers and the Treasurer, secretary and Chair continue with their work and along with all the team are kept up to date with all that is happening. A regular monthly blog is sent out to all our membership and volunteers, with reassurance of our ability to maintain our status both financially and keep ourselves in the public eye.

We succeeded in October 2020 to win one of the prestigious seven awards which were presented to museums in Cornwall for work done in the museum in 2019 and to be highly recommended with a second award in a different category.

Our current exhibition is ready to meet all social distancing and we are all prepared as soon as Government guidelines permit, to open to the general public, whether it will be during this year or next, honouring those conditions set at the time.

We have all managed to keep ourselves busy and positive during these hard times and if we can cope with this as a large volunteer group, we feel we can cope with anything.

Lizzy Sharpe-Asprey  
Hon Secretary  
19<sup>th</sup> February 2021

## **Neighbourhood Plan Report to 2021 Annual Parish meeting**

Work continues on the Saltash Neighbourhood Development Plan (SNDP) although the progress is being delayed by the restrictions placed on us as a result of COVID. Fortunately we had just completed the most “meeting intensive” part of the process when lockdown started and the document has now completed a very successful “Reg 14” consultation and subsequent amendment.

The SNDP addresses Saltash’s future economic, community, non-strategic housing, environmental, connectivity, climate change policies and much more. It does not, however, allocate the land for strategic housing at Broadmoor or Pill, although it takes this into account. The Strategic allocation was carried out in Cornwall Council’s Local Plan Site Allocations Development Plan Document, in a separate process that concluded in 2019.

The Cornwall Council Regulation 16 Public Consultation on the SNDP has now started and will be running until midnight 1st April 2021. This is consulting residents and other interested stakeholders to learn what they think about the SNDP strategies and policies. The consultation period has been extended to take into account current and likely future COVID restrictions.

The SNDP and its supporting documents can be viewed by typing the Neighbourhood Planning application number: PA21/00004/NDP into the Cornwall Council online planning register at :

[www.planning.cornwall.gov.uk/onlineapplications](http://www.planning.cornwall.gov.uk/onlineapplications)

Notices giving details of the consultation have been placed in the Saltash Observer and on Saltash notice boards and hard copies of the plan itself have been put in the Saltash Library and are available for borrowing on a “click and collect” basis.

The next stage after the current consultation is for the Neighbourhood Plan team to consider any changes needed to the plan (as has been done after previous consultations) and for the plan to be reviewed by a statutory examiner for legal compliance.

The last activity is to submit the completed plan to a public referendum. This will now be in the early summer because of the COVID related delays, a large number of plans in Cornwall reaching this stage simultaneously and the need to avoid confusion by conducting this activity at the same time as local elections using revised ward boundaries. If the referendum approves the plan (by a simple majority) it will be put into force.

Cllr David Yates

End of Report.

## **Annual Report Saltash Regatta**

Due to the current global pandemic the Saltash Regatta Committee were not able to hold their annual event in 2020. The decision to postpone to 2021 was made with a provisional date of the 19th June 2021 made prior to the recent Government roadmap being announced.

The Committee are looking at all options and assessing the ever changing circumstances with the hope to hold an event this summer, dependent on further developments and Government guidance in the coming months as to what the restrictions and possible relaxation of measures may be.

End of Report.

**The Core Youth Project**  
**Interim report to Saltash Town Council**  
**Oct – Dec 2020**

Since receiving our first payment in October of last year it has been a challenge to run our usual youth programme. The pandemic has affected so much this year and has yet again prevented us from delivering our face-to-face work and our support work in the school. However during the autumn we were able to open and managed to provide 3 youth sessions per week with reduced sessions times, a booking system (the guidelines stated a maximum of 15), temperature checks and strict hygiene measures and the young people were clearly delighted to be back. We ran several sessions outside to reduce the risk and delivered sessions on fire making and bush craft. We then had to close due to the second lockdown but continued our sessions online and the young people enjoyed playing quizzes and games on Zoom!

We have risen to the many challenges and learnt to adapt our work and respond to the need. We have been working with Saltash Foodbank by running a community food table each week at The Core, offering families free food. This has been extremely well received and a way in which we can keep in touch with many of our families and also provide a service for the community.

We have also been working hard to develop our community garden in our outside space with the vision that we can run more bush craft sessions, teach young people to grow plants and vegetables and provide a space for them to come and unwind and get closer to nature to help improve their mental health. We currently have the probation services' community payback team working on the garden so that we will have a fantastic and welcoming space ready for the young people and the community when restrictions are lifted.

**What the money has been spent on and what has been delivered.**

The money that Saltash Town Council awarded The Core Youth Project continues to employ our Youth Work Coordinator who manages and develops the youth provision both at the centre and through outreach work in the town. This has enabled the team to continue to offer the following youth work sessions, whilst also developing our work within the community. The following projects are funded by STC and the match funding we have secured from other grants.

- Open access youth work = 3 sessions per week;  
**Junior club** for 11-13 year olds every Thursday evening 7-8pm.  
**Senior club** for 13-18 year olds every Monday evening 7-8pm.  
**'Just be you'** - LGBT+ group offered weekly where young people are able to meet and share experiences. Every Monday 3.15-4.15pm.
- When required we have moved our youth sessions to Zoom and continued to offer support to all our members

- Support young people most in need with 1:1 support and guidance and referrals

### **Match funding**

Cornwall Community Foundation, Emergency Fund = £4793

Cornwall Community Foundation, Multi Year Funding = £10,000 per year for 3 years

I Will Fund = £5000

Total = 19,793

### **Outcomes and outputs achieved**

Due to the autumn term being extremely different to what we normally provide we cannot report in the way we usually do as we have not been able to offer the range of services on offer in a 'normal term'. We have not been able to offer our 1:1 sessions in Saltash School and have had to cap our groups at 15 to follow the guidance.

**Youth Sessions delivered (Oct-Dec) in person = 23**

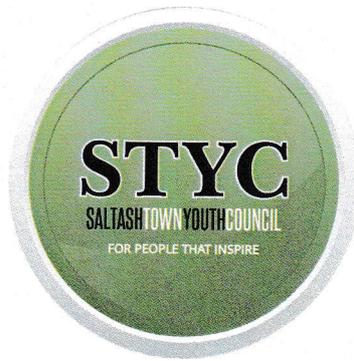
**Via Zoom = 4**

**1:1 Support offered via telephone = 4 young people**

We are a small team and both of our part time youth support workers have been furloughed for periods during the last year, therefore our capacity is extremely limited by only having 1 full time member of staff who is a qualified youth worker and therefore able to offer 1:1 support and sexual health advice. However we have kept in constant contact with our members to ensure their well being and offering a chance to meet once a week online if we were not able to be in the centre.

We have also started a new "Craft Club" which we were able to run 3 times before Christmas and proved to be a safe space for a small group of young people to come and have some time away from busy households and enjoy making crafts and having some 'time out'. We hope to restart this group as soon as restrictions are lifted.

We look forward to when we are able to restart our full youth programme and providing young people with some much-needed fun, support and social time!



Saltash Town Youth Council like all of the other youth organisations, have been very limited in their activities.

We held our AGM in January 2020. Planned to hold Mission Youth at May Fair and the Awards Night at the Core.

But the first lock down put everything on hold.

Grants were given to the Scouts and the Sailing Club, but so far due to various restrictions imposed not much more has taken place.

In conjunction with the Core we have assisted with the erection of the perimeter fence and the construction of a large covered fire pit, pagoda.

The Maritime Cadets are donating a redundant boat to be used as a planter. Work on all other projects have ceased until the present restrictions are lifted.

Don Berrey

Chairman



**SAFER  
CORNWALL**

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## Safer Saltash Year to Date Summary 2020/21

Safer Saltash facilitates and supports a coordinated multi-agency approach to community safety issues to improve feelings of safety and public reassurance, reduce the risk of harm to the community and protect vulnerable groups.

Safer Saltash involves community members in the work of the partnership and encourages social inclusion and community participation through being part of the problem-solving process and having a sense of pride in Saltash.

This group is now in its third year and has developed a comprehensive work plan<sup>1</sup> based on the evidence presented in the previous Saltash Town Profile and feedback from the Residents Survey. Safer Saltash has identified the following community safety priorities for the Town:

- a) Drug related harm and recovery;
- b) Domestic Abuse;
- c) Suicide attempts off the Tamar Bridge;
- d) Anti-social behaviour and public disorder on the Waterfront and Tamar Bridge;
- e) Crime prevention and improved feelings of safety;
- f) Communications, community engagement and building community resilience

### Reported Crime

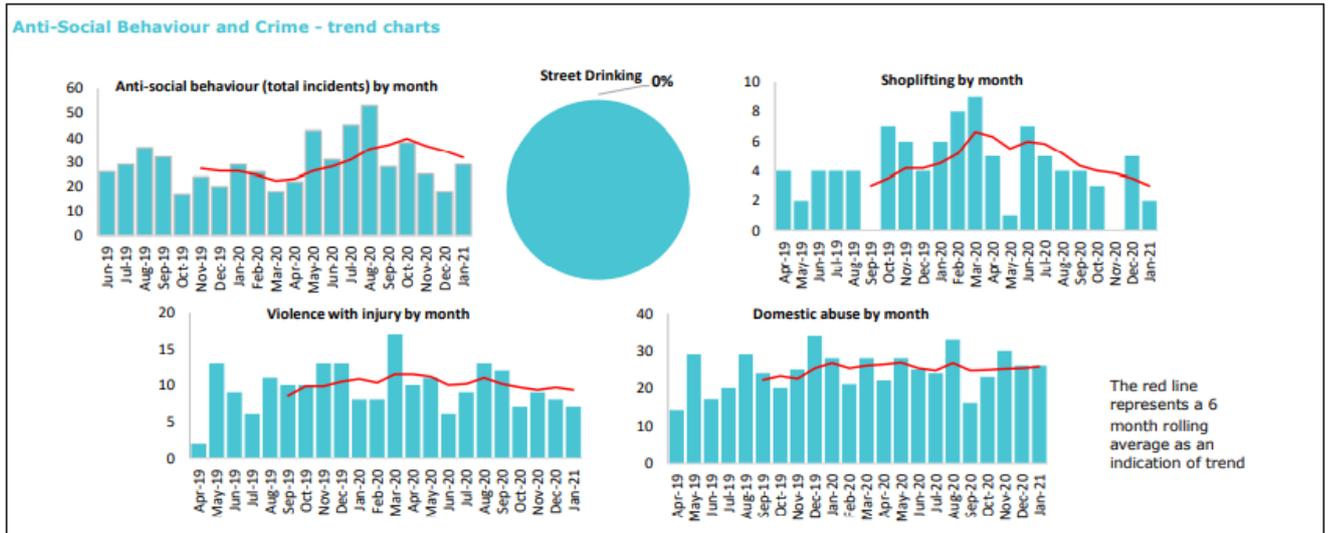
As of January 2021, the number of crimes reported in Saltash has seen a small 2% reduction when compared with the previous year. There have been notable reductions in violence without injury, non-dwelling burglary and criminal damage. There has been a significant increase in the number of possession of drugs offences, which is likely linked to proactive police operations. The number of drug trafficking (more serious) offences is low and is consistent with the previous year.

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<sup>1</sup> March 2020 saw the **start of the COVID-19 pandemic** and the nationwide move into lockdown conditions, testing the Partnership's agility to respond under unprecedented circumstances. **All partners prioritised their resources into providing the emergency response**, supporting communities, reducing risks and developing new ways of working to support the most vulnerable in our community.

Inevitably this has had an **effect on what all ten Safer Towns could deliver in 2020/21** and the impact of COVID-19, the lockdown restrictions and socio-economic implications have **also introduced new risks and themes** which we must consider. In light of this, Delivery Plans across all Safer Towns have been put on hold whilst the Safer Town partnerships respond to community safety impacts of Covid 19.

## Saltash Community Safety Data Snapshot



### Anti-Social Behaviour

Saltash has experienced a year on year increase of 12% or 38 incidents of reported ASB (compared with a 23% increase across Cornwall) when compared with the previous 12-month period ending January 2020. This can mainly be attributed to the increase in incidents reported just after the initial lockdown ended during the Summer of 2020. Since October 2020 the trend has begun to reduce. Nearly a third of ASB incidents reported in January 2021 are Covid related, which will account for the increase seen between December and January.

### Safer Saltash Delivery 2020/21

In light of the changes brought about by Covid 19 restrictions, Safer Saltash have adapted and met virtually every 2-3 weeks since March 2020 to ensure that regular dynamic intelligence and updates about the rapidly changing nature of crime and risk across the town is fed in and acted upon. The new model has been praised by members of the partnership who are still fully engaged and appreciate the speed of actions and the frequency of the communications. Local issues have been predominantly related to the impact of COVID restrictions and more recently anti-social behaviour in specific areas of Saltash. Partners have worked closely together to address these issues.

During quarter 1, the focus was very much on supporting vulnerable families during lock down and supporting access to services and provisions; partnership activity took place with Young People Cornwall and Livewire providing additional supplies in the care packages provided and delivered to families by Saltash Community School. Safer Saltash supported Volunteer Cornwall with their work with individuals in the town and promoted the services provided by PL12 throughout the lockdown period. Safer Saltash have worked with key partners to promote new Neighbourhood Watch schemes to increase community resilience and crime prevention. A multi-agency approach was put in place to address issues with large groups of young people beginning to congregate in key areas and specific ASB problems have been addressed. There was a multi-agency plan delivered in advance of the licenced premises reopening. No community tensions in relation to second homeowners emerged in Saltash but there were reports from nearby Kingsands and Cawsands during this period. There has also been

significant promotion of Domestic Abuse and Sexual Violence services and 'We Are With You' and how to access during lockdown along with awareness raising of scams and financial exploitation in particular with vulnerable groups.

During the Summer months in quarter 2, there was an increase in ASB on the Waterfront; Safer Saltash worked closely with the Plymouth ASB team to identify specific young people and promote safety messaging about tombstoning on the waterfront in line with the wider 'Don't Jump into the Unknown' campaign. Collectively, Safer Saltash partners increased efforts to promote the work done to tackle community safety issues in order to alleviate some concerns raised on social media platforms. Across the Town partners increased their visibility and numerous joint patrols were undertaken to provide public reassurance.

In the third quarter of the year, concerns were raised regarding close proximity of Saltash to Plymouth/Devon and different tier 1/2 restrictions, specifically around people from tier 2 areas travelling to Saltash to drink in licenced premises without purchasing a substantive meal. Joint comms with Plymouth City Council and Cornwall Council were promoted by the partnership and close monitoring of the situation was managed at the multi-agency meetings. Low level ASB involving young people reduced during this period, following the partnership actions taken. Young People Cornwall provided additional outreach in Saltash for a 3-week period, this has now come to an end however they are considering funding options to enable them to continue this valuable work.

Currently, Safer Saltash continue to meet virtually every 3 weeks to ensure a dynamic, timely and proportionate response to any community safety issues that arise during this lockdown period. As we look to the future, the group are considering the community safety risks likely to emerge as we slowly move out of lockdown, and preventative measures that can be put in place.

We would like to thank all the partners who have been involved with Safer Saltash and continue to support the work of the partnership. If you would like to find out more about Safer Saltash please visit <https://safercornwall.co.uk/safer-towns/safer-Saltash/> or email [communitysafety@cornwall.gov.uk](mailto:communitysafety@cornwall.gov.uk). Please follow East Cornwall Community Safety Officer

on Twitter here  [https://twitter.com/LucyAllison\\_CS0](https://twitter.com/LucyAllison_CS0)



## **Annual Saltash Town Team Report**

2020 has seen the formation of a new coordinating group, the Town Team, initially to oversee and organise the improvement and development of Fore Street but with a wider remit if necessary.

The group is comprised of the four Cornwall Councillors, four Saltash town councillors, two members of the Chamber of Commerce and two members of the Community Enterprise CIC. The group is advised as necessary by the Community Liaison Officer, Catherine Thomson and funding applications are put through the town council.

The group decided to concentrate on two projects: the first is improving public facilities in Fore Street to enhance the shopping experience, such as more and better seating and possibly shelter, information visual and audible, tree planting and water refreshment facilities; the second is the development of a town square for public events and markets. Both are ongoing.

The group has worked with the Saltash 1941 Blitz committee over the provision and design of special public seating commemorating the event.

The group has come together very well indeed and is working well with the Saltash Town Centre Vision Sub Committee. Thanks go to Catherine Thomson for her help and to the town clerk and his team for their support.

Derek Holley, on behalf of the committee.

End of Report.

### **Plastic Free Updated Annual Report:**

Plastic Free Allies are happy to announce that since the previous report received in December 2020 Saltash Town Council Members agreed on 4th February 2021 to pledge to remove single use plastic items wherever this is possible and not detrimental to the services offered by the Council.

# PLASTIC FREE SALTASH REPORT

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2020





# OUR AIM

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We're creating a Plastic Free Community network in Saltash to free where we live from single-use. Together we're tackling avoidable single-use plastic, from beaches, rivers, and green spaces all the way back to the brands and businesses who create it.

It's not about removing all plastic from our lives. It's about kicking our addiction to avoidable single-use plastic, and changing the system that produces it.

# THE 5 OBJECTIVES

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OBJECTIVE 1: Business Champions

OBJECTIVE 2: Community Allies

OBJECTIVE 3: Council Motion

OBJECTIVE 4: Community Events & Action

OBJECTIVE 5: Steering Group

# PROGRESS IN 2020

Plastic Free Saltash are 74% of the way to achieving official plastic free status for Saltash.

## SALTASH

Your progress 74%



Progress

### Plastic Free Champions

Approved



Progress

### Community Allies

Underway



Progress

### Council Motion

Action required



Progress

### Community Events & Action

Underway



Progress

### Steering Group

Underway





# BUSINESS CHAMPIONS

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To complete objective 1, Plastic Free Champions, Plastic Free Saltash needed to sign up at least 6 businesses. This **objective has been met**. There are currently 14 businesses signed up.

# COMMUNITY ALLIES

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To complete objective 2, Community Allies, Plastic Free Saltash need to sign up at least 20 allies. **8 more allies are needed** to complete this objective.

Allies include:

- Schools, Colleges and Universities
- Community Spaces (such as libraries, leisure centres, venues and halls)
- Community Organisations
- Community Events
- Community Communications

This objective will be achieved in 2021.



# COUNCIL MOTION

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The Plastic Free Communities Council Motion needs to state these three things to meet the objective...

1. Saltash council agrees to put a member on the local Plastic Free Saltash steering group
2. Saltash council agrees to support all Plastic Free Communities initiatives in its area
3. Saltash council pledges to act by example and remove single-use plastic items from its premises and operations





# COMMUNITY EVENTS & ACTION

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To achieve objective 4 Plastic Free Saltash must arrange at least **two community events** and be made open for all in one calendar year.

The community litterpicks count as one event. In 2021 another event will need to be held. Ideas include plastic free picnic or quiz night.

This objective will be achieved in 2021.

## STEERING GROUP

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Local group of stakeholders to **meet at least twice per calendar year** to discuss the progress of Plastic Free Saltash locally; agreeing and setting direction, meeting objectives, and completing the application for Plastic Free Communities Approved status.

The group **must contain a local council representative.**

This objective will be achieved after the first 2 steering group meetings of 2021.

# PLASTIC FREE COMMUNITIES IN CORNWALL

A map showing the other Plastic Free Communities in Cornwall. The nearest communities to Saltash are Looe and Liskeard both of which are already approved.

Plastic Free Saltash hopes to be approved by Spring 2021.

