

Cornwall Councillor's Report to Saltash Town Council

Submitted by: Cllr Keith Johnson

Division: Saltash Tamar

Reporting period: September 2026

Report: Tamar Bridge HGV Breakdown and Resulting Saltash Traffic Disruption

Incident date: Monday 7 September 2026

Report submitted by: Cllr Keith Johnson, Cornwall Councillor for Saltash Tamar

Report purpose: To inform Saltash Town Council of the circumstances surrounding the major traffic disruption and propose measures to improve resilience, recovery and communication.

1. Purpose of the report

This report:

- summarises the disruption caused by an HGV breakdown on the Tamar Bridge;
- records the concerns raised on behalf of Saltash residents;
- presents the subsequent explanation provided by the Tamar Bridge Manager;
- identifies issues requiring further consideration; and
- recommends actions that Saltash Town Council may take to support greater resilience and accountability.

Saltash Town Council does not operate the Tamar Bridge and cannot direct the Tamar Bridge and Torpoint Ferry Joint Committee. It can, however, represent the interests of residents and formally request that the responsible authorities review their arrangements.

2. Background

At approximately 7.50am on Monday 7 September 2026, a heavy goods vehicle broke down around halfway along the north cantilever of the Tamar Bridge.

The breakdown occurred during the morning peak and caused substantial congestion in both directions. Parts of Saltash were brought to a virtual standstill, affecting residents, businesses and essential services.

For many people in Saltash and South East Cornwall, crossing the Tamar is not optional. The bridge provides essential access to:

- Derriford Hospital and other healthcare services;
- employment and education;
- emergency and community services;
- commercial and freight routes; and
- businesses and services in Plymouth.

The incident therefore had consequences beyond inconvenience, including missed or delayed appointments, lost working time, disruption to education, additional business costs and reduced local productivity.

3. Concerns originally raised

Following the incident, the following information and requests were submitted to the Joint Committee co-chairs and the Chief Officer of Tamar Crossings:

- a complete incident timeline;
- an explanation for the time taken for specialist recovery to arrive;
- publication or clarification of the major-disruption and traffic-recovery protocol;
- clear criteria governing any temporary suspension of toll collection;
- improved coordination between Tamar Crossings, Devon and Cornwall Police, National Highways and other relevant agencies;
- consideration of the human and economic consequences of repeated disruption; and
- a formal report to the next Joint Committee meeting.

It was acknowledged that opening the toll barriers could not remove a vehicle physically obstructing the bridge. However, a question was raised about whether suspending toll collection could assist the dispersal of accumulated traffic after an obstruction has been removed.

4. Confirmed incident chronology

The Bridge Manager subsequently provided the following account:

Time	Event
7.50am	The HGV broke down approximately halfway across the north cantilever.
7.52am	The incident was identified through CCTV and reported to the South West Regional Operations Centre. Internal communications and website updates commenced.
Shortly afterwards	It was established that the HGV was too heavy for the on-site recovery team. Specialist recovery was requested.

Time	Event
Approximately 8.30am	Tamar Bridge staff and Devon and Cornwall Police were on site implementing traffic-management arrangements.
By 9.05am	Vehicles trapped behind the HGV had been removed and traffic began moving from Saltash onto the main bridge deck.
9.48am	The specialist heavy-recovery vehicle arrived.
11.06am	The broken-down HGV was removed from the cantilever.
11.09am	Removal of the temporary traffic-management arrangements began.
Approximately 11.30am	Normal traffic conditions were restored.

The incident therefore lasted approximately three hours and forty minutes from the initial breakdown to the restoration of normal traffic conditions.

The specialist recovery vehicle arrived approximately one hour and fifty-eight minutes after the breakdown was detected. Removal of the HGV then took a further one hour and eighteen minutes.

5. Explanation provided by the Bridge Manager

The Bridge Manager advised that:

- the incident was detected immediately through the bridge CCTV system;
- the South West Regional Operations Centre was notified within two minutes;
- the HGV was substantially heavier than vehicles that the bridge's on-site team could recover;
- specialist recovery was arranged through Morris Leslie, the company responsible for the vehicle;
- police assistance was required to remove vehicles trapped behind the HGV safely;
- the bridge's established incident-management procedures were followed;
- website updates were issued throughout the incident;
- congestion was significant within Saltash, but congestion at the toll plaza itself was described as limited;
- because the toll plaza was not considered to be contributing materially to the congestion, suspension of toll collection was not considered;
- maintaining permanent specialist heavy-recovery equipment on site would involve a significant continuing cost;
- serious HGV breakdowns on the bridge are considered relatively infrequent; and HGV operators and insurers may require recovery to be undertaken by their own appointed specialist provider.

The response also confirmed that the Joint Committee has commissioned a study into the economic importance of the Tamar Bridge and Torpoint Ferry crossings. Its findings are expected to be published shortly.

6. Assessment

The response confirms that the incident was detected promptly and that the relevant control centre was notified without delay. Bridge staff and the police also had to manage the additional safety problem of vehicles trapped behind the HGV.

However, the incident highlights several matters requiring further consideration.

6.1 Specialist recovery response

The main cause of the prolonged closure was the need to await a specialist heavy-recovery vehicle capable of removing the HGV.

The explanation that permanent heavy-recovery equipment may not represent value for money is understandable. However, the available alternatives are not limited to either maintaining a full-time heavy-recovery vehicle on site or relying entirely upon arrangements made after an incident occurs.

The Joint Committee could examine:

- a regional emergency-recovery framework;
- contracted response-time expectations;
- pre-identified heavy-recovery providers on both sides of the Tamar;
- escalation arrangements where an operator's chosen provider cannot attend promptly; and
- recovery exercises or contingency planning for HGV incidents.

6.2 Dependence on the vehicle operator

The specialist recovery request was referred to the company responsible for the HGV. This raises a legitimate question about whether the resilience of a strategically important crossing should depend primarily upon the response arrangements of an individual vehicle operator or its insurer.

Vehicle ownership, insurance and liability are relevant, but public-safety and network-recovery requirements must remain central to the response.

6.3 Wider congestion beyond the toll plaza

The Bridge Manager reported limited congestion at the toll plaza and therefore concluded that suspending toll collection was unnecessary.

The most severe congestion was reportedly within Saltash and on the approaches to the bridge. Any future assessment of toll suspension should therefore consider the wider network and anticipated queue dispersal, not solely conditions immediately at the toll booths.

Suspending tolls would not resolve a physical obstruction. Nevertheless, following the removal or partial clearance of an obstruction, there may be circumstances in which uninterrupted vehicle movement could assist recovery.

Clear and published criteria would improve public understanding and confidence.

6.4 Communication with Saltash

Website updates were issued, but further consideration should be given to whether information reached residents, businesses, schools, healthcare providers and motorists quickly and widely enough.

A coordinated communication protocol could include:

- local authority highways channels;
- social-media updates;
- variable-message signs;
- local radio and travel services;
- direct notification to Saltash Town Council;
- communication with Derriford Hospital and other essential services; and
- estimated recovery times where these can reasonably be provided.

6.5 Economic and human consequences

The disruption affected access to work, education, healthcare and essential services. It is important that the forthcoming economic study considers not only the normal economic contribution of the crossings, but also the cost and consequences of extended closures or restrictions.

This should include impacts upon:

- patients and healthcare staff;
- schools, colleges and pupils;
- carers and essential workers;
- emergency and community services;
- tradespeople and self-employed residents;
- haulage, freight and deliveries; and
- businesses in Saltash and the wider South East Cornwall area.

7. Recommended actions

It is recommended that Saltash Town Council:

1. Notes the Bridge Manager's response and acknowledges the prompt detection of the incident and the work undertaken by bridge staff and Devon and Cornwall Police.
2. Records its concern about the serious effect that the incident had upon Saltash residents, businesses, essential workers and access to healthcare and education.
3. Writes to the Tamar Bridge and Torpoint Ferry Joint Committee requesting that a formal incident-review report be presented at its next available public meeting.
4. Requests that the incident review includes:
 - the complete operational chronology;
 - the time at which specialist recovery was requested and accepted;
 - the location from which the recovery vehicle travelled;
 - whether any contractual or target response time applied;
 - whether alternative recovery providers were considered;
 - lessons identified from the incident; and
 - actions proposed to reduce recovery times.
5. Requests an options appraisal for heavy-vehicle recovery, examining alternatives to maintaining permanent equipment on site, including a standby framework or contracted emergency call-out arrangement.

6. Requests published criteria for temporary toll suspension, covering both immediate toll-plaza congestion and the dispersal of wider network congestion after an incident.
 7. Requests clarification of the authority responsible for deciding whether tolls should be suspended, together with how that decision and its supporting evidence are recorded.
 8. Requests a joint major-disruption protocol involving Tamar Crossings, Devon and Cornwall Police, National Highways, Cornwall Council and Plymouth City Council.
 9. Requests that Saltash Town Council be added to the incident-notification arrangements for major bridge closures or restrictions, enabling it to communicate verified information to residents.
 10. Requests that the forthcoming economic study explicitly considers the cost of disruption, including the consequences for healthcare, education, employment, freight and businesses.
 11. Invites the Bridge Manager or Chief Officer of Tamar Crossings to attend a future Saltash Town Council meeting to explain the incident-management arrangements and answer members' questions.
 12. Requests a written progress update within three months, including any agreed improvements to recovery, communication and traffic-management arrangements.
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8. Proposed resolution

Saltash Town Council resolves to:

1. note the report and the explanation provided by the Tamar Bridge Manager;
 2. acknowledge the actions of bridge staff and Devon and Cornwall Police while recording the serious impact of the prolonged disruption upon Saltash;
 3. write to the Tamar Bridge and Torpoint Ferry Joint Committee requesting a formal review of the incident and the actions set out in section 7 of this report;
 4. invite a senior representative of Tamar Crossings to attend a future meeting of Saltash Town Council; and
 5. request that the Joint Committee provide Saltash Town Council with a written response and progress update within three months.
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Chapel Field: Proposed Lease, Shared Use and Site Management Arrangements

Submitted by: Cllr Keith Johnson

Cornwall Councillor for Saltash Tamar

For consideration by: Saltash Town Council

1. Purpose of the report

This report updates Saltash Town Council on Cornwall Council's proposals for the future management and use of Chapel Field.

It brings together:

- the discussions with the Cricket Club, Rugby Club and Youth Football Club;
- Cornwall Council's proposed lease arrangements;
- the proposed creation of a Site Management Committee;
- the potential role of Saltash Town Council;
- the safeguards that should be secured before the Town Council accepts a formal role; and
- recommendations for consideration by members.

2. Executive summary

Saltash Cricket Club has expressed an interest in taking a lease of Chapel Field from Cornwall Council.

Cornwall Council proposes that any lease should protect:

- continued use by Saltash Cricket Club;
- continued use by the Rugby Club;
- continued use by the Youth Football Club;
- existing public access and recreational use when the field is not required for organised sport; and
- cooperative management of the site through a shared-use agreement and Site Management Committee.

The Cricket Club would become the principal leaseholder and would assume responsibility for maintaining the field and changing rooms, subject to the final lease provisions.

Cornwall Council would remain the freehold owner and landlord. It would retain an oversight role and act as the final arbiter if a dispute could not be resolved locally.

Saltash Town Council has been invited to participate in the proposed Site Management Committee. This could provide valuable local democratic oversight and support cooperation between the clubs.

Participation should, however, be agreed only in principle at this stage. The Town Council should not accept any financial, maintenance, operational or legal liability until it has reviewed the proposed Heads of Terms, shared-use agreement and committee governance arrangements.

3. Background

Discussions took place last year between Cornwall Council and the principal organisations using Chapel Field:

- Saltash Cricket Club;
- the Rugby Club; and
- the Youth Football Club.

The Cricket Club subsequently expressed an interest in taking a formal lease of the site.

Because several organisations use Chapel Field, Cornwall Council sought legal advice on how their different rights, responsibilities and practical requirements could be incorporated into a workable agreement.

Cornwall Council's Legal Services team advised that the most appropriate structure would be:

1. a lease of Chapel Field to the Cricket Club;
2. a covenant requiring the Cricket Club to continue sharing the site with the Rugby Club and Youth Football Club;
3. protection for existing public access and recreational use outside the periods when the site is required by the sports clubs;
4. a formal shared-use agreement between the clubs; and
5. the creation of a Site Management Committee to support the practical operation of the arrangements.

4. Proposed lease arrangements

Under the current proposal, Cornwall Council would grant a lease of Chapel Field to Saltash Cricket Club.

The lease would be expected to include:

- continued access and use for the Rugby Club;
- continued access and use for the Youth Football Club;
- an obligation to comply with a shared-use agreement;
- arrangements protecting public recreational use;
- responsibility for routine maintenance of the field and changing rooms; and
- participation in the proposed Site Management Committee.

Cornwall Council would remain the freeholder and landlord.

As landlord, Cornwall Council would continue to have responsibility for enforcing the lease and could intervene where a serious issue could not be resolved through the Site Management Committee.

The final division of responsibilities would need to be clearly defined in the lease and accompanying schedules.

5. Proposed shared-use agreement

A formal shared-use agreement would be required to regulate how the clubs use Chapel Field.

It should provide a fair and transparent process for:

- allocating fixtures and training sessions;
- managing seasonal sporting requirements;
- resolving competing requests;
- coordinating tournaments and special events;
- dealing with cancellations caused by weather or ground conditions;
- protecting pitches from inappropriate use;
- coordinating access to the changing rooms and other facilities;
- managing parking, waste and security;
- reporting defects or safety concerns; and

- resolving disagreements between the clubs.

The agreement should ensure that no single club can unreasonably prevent another participating club from exercising its agreed rights.

It should also include a formal review process so that the arrangements can be amended as sporting and community needs change.

6. Proposed Site Management Committee

Cornwall Council has suggested that the Site Management Committee could include:

- representatives of Saltash Cricket Club;
- representatives of the Rugby Club;
- representatives of the Youth Football Club;
- a small number of Saltash Town Councillors;
- the Town Clerk or another appropriate Town Council officer;
- the Cornwall Council ward member; and
- other representatives where appropriate and agreed.

The committee could provide a forum for:

- coordinating the shared use of the site;
- identifying operational issues at an early stage;
- monitoring compliance with the shared-use agreement;
- supporting communication between the clubs and councils;
- considering concerns raised by residents or site users;
- encouraging cooperation between the sporting organisations;
- overseeing an annual review of the arrangements; and
- attempting to resolve disputes before referring them to Cornwall Council.

If Saltash Town Council agrees to participate, Cornwall Council intends to reflect that role within the lease Heads of Terms.

7. Potential benefits to Saltash

The proposal could deliver several benefits:

- greater security for the continued sporting use of Chapel Field;
- a formal basis for cooperation between the three clubs;
- local democratic involvement through Saltash Town Council;
- clearer arrangements for maintenance and site management;
- continued public recreational access;
- improved communication between the clubs and Cornwall Council;
- earlier identification and resolution of problems;
- support for grassroots sport and youth participation; and
- a more sustainable long-term future for the field and changing facilities.

The proposed structure could enable decisions to be made closer to the community while preserving Cornwall Council's role as landlord.

8. Matters requiring clarification

Before Saltash Town Council confirms its participation, the following matters should be addressed.

8.1 Legal status of the committee

The committee's terms of reference should state whether it is advisory or has delegated authority to make operational decisions.

It must not be able to commit Saltash Town Council to expenditure, liability or contractual obligations without a separate resolution of the Town Council.

8.2 Town Council liability

Written confirmation should be obtained that participation will not make Saltash Town Council responsible for:

- rent or lease payments;
- maintenance or repair costs;
- utility charges;
- staffing;
- insurance;
- health and safety management;
- debts or liabilities incurred by a sports club;
- compensation arising from activities at the site; or
- expenditure that has not been separately approved by the Town Council.

8.3 Condition of the property

A documented condition survey should be undertaken before the lease is completed.

This should record the condition of:

- the playing field;
- changing rooms;
- drainage;
- paths and access points;
- boundaries and fencing;
- trees and vegetation;
- utility systems;
- fixtures and equipment; and
- any other structures included within the lease.

This would help distinguish existing defects from future maintenance obligations.

8.4 Maintenance and major repairs

The documents should clearly distinguish between:

- routine maintenance;
- planned replacement;
- structural repairs;
- major capital works;
- emergency repairs; and
- improvements requested by the clubs.

Responsibility for drainage failures, structural defects, major building works, trees, boundaries and exceptional costs should be expressly stated.

8.5 Financial sustainability

Before responsibility for maintenance is transferred, Cornwall Council should be satisfied that the Cricket Club has:

- a realistic maintenance plan;
- appropriate insurance;
- sufficient financial capacity;
- access to professional advice where required; and
- contingency arrangements for unexpected costs.

This would protect both the club and the long-term condition of the site.

8.6 Public recreational access

The lease should clearly describe:

- the existing legal status of public access;
- the recreational use that will continue;
- when public access may reasonably be restricted;
- who has authority to impose restrictions; and
- how any restriction will be communicated.

Restrictions should be limited to circumstances such as organised sport, essential maintenance, ground protection, safety or emergencies.

8.7 Safeguarding and safety

Each participating organisation should remain responsible for its own:

- safeguarding policies;
- coaching and volunteer checks;
- public liability insurance;
- risk assessments;
- first-aid arrangements;
- accident reporting;
- equipment inspections; and
- compliance with its sporting governing body.

The Site Management Committee may coordinate these matters but should not displace the legal responsibilities of the leaseholder, individual clubs or Cornwall Council.

8.8 Governance and transparency

The Site Management Committee should have written terms of reference covering:

- membership;
- appointment and replacement of representatives;
- voting rights;
- quorum;
- frequency of meetings;
- chairing arrangements;
- declarations of interest;
- publication of agendas and minutes;
- financial authority;
- complaints;
- dispute resolution; and
- escalation to Cornwall Council.

8.9 Dispute resolution

The clubs should first attempt to resolve issues through the Site Management Committee.

If agreement cannot be reached, the matter should be referred to Cornwall Council in its capacity as landlord and final arbiter.

The process and timescales for escalation should be included within the legal documents.

9. Overall assessment

The proposal represents a positive opportunity to protect Chapel Field as a sporting and community asset.

A formal lease and shared-use agreement could provide greater certainty than the current informal arrangements. A Site Management Committee could improve cooperation and give Saltash Town Council a constructive role in supporting the field's future.

However, the Town Council should not accept an undefined role.

Support should therefore be conditional upon:

- receipt of the relevant draft documents;
- confirmation of the Town Council's legal and financial position;
- proper protection for all participating clubs;
- protection of public recreational access;
- evidence of a sustainable maintenance plan; and
- clear governance and dispute-resolution arrangements.

10. Recommendations

It is recommended that Saltash Town Council:

1. Notes the update from Cornwall Council regarding the proposed lease of Chapel Field.

2. Welcomes in principle an arrangement that protects the continued community and sporting use of Chapel Field.
3. Supports in principle the proposal for Saltash Cricket Club to become the principal leaseholder, subject to satisfactory legal, financial and operational safeguards.
4. Requires the lease to protect expressly the continued and equitable use of the field by the Cricket Club, Rugby Club and Youth Football Club.
5. Requires reasonable public recreational access to be protected, subject only to proportionate restrictions necessary for organised sport, maintenance, safety or exceptional circumstances.
6. Supports in principle the creation of a Site Management Committee involving the sports clubs, Cornwall Council, Saltash Town Council and the Cornwall Council ward member.
7. Agrees in principle to participate in the Site Management Committee, subject to receiving and approving:
 - the proposed lease Heads of Terms;
 - the draft shared-use agreement;
 - the committee's terms of reference;
 - a schedule of maintenance responsibilities;
 - the property condition survey; and
 - written confirmation of the responsibilities and liabilities of each participating organisation.
8. Requires written assurance that Town Council participation will not make it responsible for:
 - rent or lease obligations;
 - maintenance or repair costs;
 - utilities or staffing;
 - insurance;
 - health and safety management;
 - the liabilities of the sports clubs; or
 - expenditure not separately authorised by the Town Council.
9. Requests evidence of the Cricket Club's maintenance plan and financial capacity before responsibility for the field and changing rooms is transferred.
10. Requests that responsibility for routine maintenance, structural repairs, major capital works and emergency expenditure is clearly allocated within the final documents.
11. Requests a clear and transparent booking system covering fixtures, training, seasonal priorities, events, cancellations and competing requests.
12. Requires the Site Management Committee to operate under written terms of reference, including appropriate provisions for voting, declarations of interest, minutes, complaints and dispute resolution.
13. Requests that Cornwall Council remain the final arbiter where a dispute cannot be resolved through the Site Management Committee.
14. Requests confirmation that all participating clubs maintain appropriate insurance, safeguarding arrangements, risk assessments and governing-body compliance.

15. Requests an annual review of the lease-management and shared-use arrangements, with the findings reported to the participating organisations.
16. Reserves the Town Council's right to withdraw from the Site Management Committee if participation creates unapproved liabilities or no longer serves the interests of the community.
17. Authorises the Town Clerk, in consultation with the Mayor and Cornwall Council ward member, to continue discussions with Cornwall Council and the sports clubs.
18. Requires all final documents to return to the appropriate Town Council committee before any binding commitment is made.
19. Defers the appointment of Town Council representatives until the committee's terms of reference and the Town Council's responsibilities have been approved.

11. Proposed resolution

Saltash Town Council resolves to:

1. note the Cornwall Councillor's report and the update provided by Cornwall Council;
2. support in principle the proposed lease and shared-use arrangements for Chapel Field;
3. support in principle the establishment of a Site Management Committee;
4. agree in principle to participate in that committee, subject to satisfactory legal, financial, governance and liability safeguards;
5. request the documents, information and assurances identified in Section 10 before making a binding commitment;
6. require continued use by all three sports clubs and reasonable public recreational access to be expressly protected;
7. authorise the Town Clerk to continue discussions and report the final proposals back to members;
8. defer the nomination of Town Council representatives until the governance arrangements have been approved; and
9. confirm that no financial commitment, maintenance obligation or legal liability is accepted by Saltash Town Council at this stage.

Let's Talk About Cornwall Survey 2026

Submitted by: Cllr Keith Johnson
Cornwall Councillor for Saltash Tamar
Consultation closing date: 1 November 2026

Official survey: [Complete the Let's Talk About Cornwall Survey](#)

1. Purpose of the report

This report informs Saltash Town Council of Cornwall Council's **Let's Talk About Cornwall Survey 2026** and recommends action to encourage strong participation from Saltash residents, businesses and community organisations.

The survey gives people an opportunity to influence:

- Cornwall Council's draft budget;
- the Council Priorities Delivery Plan;
- future policies and strategies;
- Council services and activities; and
- decisions about how limited resources should be prioritised.

The consultation closes on **1 November 2026**.

2. Background

Cornwall Council has stated that it is developing its budget proposals for the next financial year while facing continuing financial pressures and difficult choices about services and expenditure.

The survey seeks residents' views about:

- Cornwall as a place to live;
- the main issues affecting local communities;
- the effect of the increased cost of living;
- the experiences of individuals and families; and
- the services and activities on which Cornwall Council should concentrate.

The responses may be used to inform the Council's draft budget, priorities, policies, strategies, plans, services and other activities.

3. Importance to Saltash

Decisions made through Cornwall Council's budget and delivery planning process can directly affect Saltash residents.

Local priorities that residents may wish to consider include:

- protection of essential public services;
- infrastructure accompanying major housing development;
- the Tamar Bridge and the cost and reliability of crossing;
- highways, footways, drainage and road maintenance;
- faded road markings and parking enforcement;
- public transport and access to Plymouth;

- access to healthcare and adult social care;
- services for children, families and young people;
- affordable and locally accessible housing;
- maintenance of parks, playing fields and public spaces;
- support for Saltash town centre and local businesses; and
- fair distribution of Cornwall Council resources.

Strong local participation will help ensure that Saltash's circumstances are understood when Cornwall-wide priorities are considered.

4. Individual and organisational responses

The survey is open to individual residents.

Saltash Town Council should also consider submitting a formal organisational response reflecting its previously agreed policies and the priorities of the town.

A Town Council response would not replace individual submissions. Residents, businesses, community organisations and local clubs should still be encouraged to complete the survey independently.

Any formal Town Council response should be:

- evidence-based;
 - politically neutral;
 - consistent with existing Town Council decisions;
 - approved through the proper democratic process; and
 - submitted before the closing date.
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5. Suggested priorities for the Town Council's response

Subject to members' agreement, a corporate response could emphasise:

1. Infrastructure before or alongside housing growth, including roads, healthcare, schools, drainage, public transport and community facilities.
2. Reliable and affordable Tamar crossings, recognising their importance for healthcare, employment, education, freight and essential services.
3. Greater investment in highways and public-realm maintenance, including footways, potholes, drainage, road markings, vegetation and parking enforcement.
4. Protection of services for vulnerable adults, including safe and timely social-care provision.
5. Support for children, families and young people, including education, SEND provision, youth services and safe school transport.
6. Improved public transport, both within Saltash and between South East Cornwall and Plymouth.
7. Protection and maintenance of parks, playing fields, green spaces and community facilities.
8. Support for Saltash town centre, local employment, independent businesses and economic regeneration.

9. Fair allocation of Cornwall Council funding, ensuring that South East Cornwall receives appropriate investment.
10. Meaningful consultation with town and parish councils before significant budget or service changes are implemented.
11. Transparent reporting, showing how consultation responses influence final decisions.

These themes should be amended where necessary to reflect the Town Council's formally adopted policies.

6. Public engagement

Strong local participation, the official survey link should be promoted through:

- the Town Council website;
- Town Council social-media channels;
- councillor newsletters and community pages;
- the library and Guildhall;
- public noticeboards;
- local community organisations;
- residents' associations;
- sports and youth clubs;
- local businesses; and
- schools and parent networks where appropriate.

All promotion should remain politically neutral and direct residents to the official Cornwall Council consultation:

https://letstalk.cornwall.gov.uk/cornwall?tool=survey_tool

Where available, accessible or non-digital options should also be publicised for residents who cannot complete the survey online.

7. Privacy and publication warning

Cornwall Council is the data controller for information provided through the survey.

The Council states that:

- information may be used to inform its draft budget, priorities, policies, strategies, plans, services and activities;
- personal data will be accessible only to authorised members of staff who require it for the stated purposes;
- survey data will be retained within Cornwall Council's secure systems and premises for up to two years; and
- responses to open questions may be published in full.

Residents should therefore avoid including:

- confidential medical information;
- personal information about another person;
- information identifying children or vulnerable adults;
- active casework details;
- unverified allegations against identifiable individuals; or
- anything they would not wish to appear in a published consultation report.

Sensitive individual concerns should instead be raised through the appropriate complaint, safeguarding or councillor casework process.

8. Transparency and reporting

Consultation is most valuable when residents can see how their views have affected final decisions.

Cornwall Council should be asked to publish:

- the total number of responses;
- an appropriate geographical breakdown;
- the main themes raised;
- equality and accessibility information where appropriate;
- the effect of the findings on the draft budget and Council Priorities Delivery Plan; and
- reasons where widely supported priorities are not adopted.

Subject to data-protection requirements and minimum response thresholds, results should be provided for Saltash or South East Cornwall.

9. Recommendations

It is recommended that Saltash Town Council:

1. Notes the Let's Talk About Cornwall Survey and its closing date of 1 November 2026.
2. Encourages Saltash residents, businesses and community organisations to complete the survey before the deadline.
3. Promotes the official survey link through the Town Council's website, newsletters, noticeboards and social-media channels in a politically neutral manner:

[Complete the Let's Talk About Cornwall Survey](#)

4. Highlights the privacy warning that responses to open questions may be published in full.
5. Encourages residents not to include confidential, sensitive or identifiable casework information in open-text responses.
6. Considers submitting a formal Town Council response setting out Saltash's agreed priorities.
7. Invites relevant Town Council committees to identify priorities for inclusion in the corporate response.
8. Authorises the Town Clerk to collate those priorities and prepare a draft response for approval before the consultation deadline.
9. Requests information from Cornwall Council about accessible and non-digital methods of participation and publicises those options locally.

10. Asks Cornwall Council to publish a transparent consultation report explaining how the results influenced the final budget and Council Priorities Delivery Plan.
 11. Requests an appropriate geographical breakdown of responses, including information for Saltash or South East Cornwall where disclosure controls permit.
 12. Requests that the consultation findings and resulting budget implications return to a future Town Council meeting for consideration.
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10. Proposed resolution

Saltash Town Council resolves to:

1. note the Let's Talk About Cornwall Survey and its closing date of 1 November 2026;
2. encourage residents, businesses and community organisations to complete the survey;
3. promote the official survey link through the Town Council's communication channels;
4. prepare a formal Town Council response based upon previously agreed priorities and input from the relevant committees;
5. authorise the Town Clerk to coordinate and submit the approved response before the deadline;
6. remind residents that open-text responses may be published and should not contain confidential or sensitive casework information; and
7. request that Cornwall Council publish the consultation findings; an appropriate geographical analysis and an explanation of how the responses influenced its final decisions.

End of Report – CC Keith Johnson