



CORNWALL
COUNCIL
one and all • onen hag oll

cornwall.gov.uk

Annual Report 2023 - 2024

Together for a carbon neutral Cornwall where everyone can start well, live well and age well



Welcome to our Annual Report

We continue to live through a period of significant financial and economic challenges that are felt by the majority of residents and businesses in Cornwall, including the Council itself. Which makes it all the more important for us to work together **for a carbon neutral Cornwall where everyone can start well, live well and age well.**

I am pleased to report that, despite the challenges, we have had another year of making a positive difference for people in Cornwall. Our Annual Report provides a selection of the wide variety of activity and outcomes that the Council has delivered over the past year under each of our four priority outcomes.

At the heart of our plans to make Cornwall **a brilliant place to be a child and grow up** is our adoption of a children's rights approach. We take very seriously our commitment to listen to, and act on, the voices of our children and young people. This year, we had over 10,000 young people cast their ballots to elect members of Cornwall's Youth Council – a fantastic boost for Cornish democracy.

Providing secure homes is a key theme under **a thriving sustainable Cornwall**. This Annual Report sets out a flavour of the innovative work we're doing in this area, including our first purpose-designed 'Somewhere Safe to Stay Hub', which opened in August to provide short-term accommodation for those who are sleeping rough or are at risk of doing so.

We continue to protect the most vulnerable members of our **vibrant, safe, supportive communities**. So I was pleased to see the first Safe and Well Hubs launching in Cornwall. These bring together staff across

community safety, health, social care, housing, police, probation and the voluntary and community sector to support people in need who use two or more of these services.

One of my proudest moments of 2023 was attending the official national Armed Forces Celebration, held in Falmouth in June. The event was visited by over 100,000 people, with many commenting that it was a 'jaw-dropping' tribute to the Armed Forces and their vital role in the life of the country, with an economic impact for Cornwall estimated at £6m from a budget of £500,000. It was a fantastic and memorable way for us to show our support for our serving and retired Armed Forces personnel.

Working together as one **empowering and enterprising Council**, we continue to weather the adverse financial climate better than most and our financial planning arrangements have been praised by the external auditor. By ensuring that every part of the organisation is focused on our mission and priority outcomes, we have been able to deliver tangible improvements, tackling the things that matter most to people in Cornwall throughout the year.

Pleasingly, our efforts are being recognised by our residents. The results of our annual residents' survey

show that we've bucked the national trend which has seen declining levels of public confidence in local authorities. The number of residents expressing 'trust in the Council' is 12% higher than the national figure recorded by the Local Government Association. Likewise, satisfaction levels with services such as street cleaning, road maintenance and library services increased, as did 'overall satisfaction with the Council'.

But there is more to do. As we look forward to 2024/25, our focus is firmly on adhering to our five values, delivering our four outcomes, focusing on our triple bottom line of People, Planet and Pounds and our two core aims to achieve our sole mission **to work with communities for a carbon neutral Cornwall where everyone can start well, live well and age well.**



Linda Taylor,
Leader of Cornwall Council

Dynnargh dh'agan Derivas Bledhynnyek

Ni a bes bewa dres termyn a jalenjys arghansek hag erbysek a vri hag a dav an brassa rann a drigoryon ha negysyow yn Kernow, y'ga mysk an Konsel y honan. Hemm a styr bos posekka hwath ragon ni dhe gesoberi war-barth **rag Kernow garbon diduel le may hallo pubonan dalleth yn ta, bewa yn ta ha kotthe yn ta.**

Pes da ov dhe dherivas re'gan beu bledhen aral a wul dyffrans posedhek dhe'n dus yn Kernow, yn despit dhe'n chalenys. Agan Derivas Bledhynnyek a brovi dewis a'n lies eghen a wriansow ha sewyansow delivrys gans an Konsel dres an diwettha bledhen yn-dann gettep onan a'gan peswar sewyans ragwir.

Orth kolon agan towlow dhe wul Kernow **Tyller Splann dhe vos Flogh ha Tevi** yw agan degemeryans a wiryow an flogh y'gan fordh a oberi. Pur sad on a-dro dh'agan omrians dhe woslowes orth, ha gorthebi orth, levow agan fleghes ha tus yowynk. Hevleni, moy ages 10,000 yonker a raglewas dhe etholi eseli Konsel Yowynketh Kernow – kenerthas marthys rag gwerinieth kernewek.

Provia trevow diogel yw thema posek yn-dann **Kernow Sewen ha Sostenadow.** An Derivas Bledhynnyek ma a dhiskwedh blas a'n ober ragresek gwrys genen y'n lown ma, ow komprehendya agan kynsa 'Both Neb Le Salow dhe Driga' desyns a-borpos, hag a veu ygerys mis Est dhe brovia ostyans berrdermyn dhe'n re usi ow koska yn harow po yn peryl anodho.

Ni a bes difres eseli an moyha goliadow a'gan **Kemenethow Bewek, Salow ha Skodhus.** Ytho pes da en vy dhe weles an kynsa Bothow Salow ha Yagh lonchys yn Kernow. An re ma a dhre war-barth mayni a-dreus sawder kemeneth, yeghes, skoodhyans

socyal, anedhyans, kreslu, prov ha'n rannhylgh bodhek ha kemeneth dhe skoodhya tus edhommek neb a dhevnydh dew po moy a'n gonisyow ma.

Unn pols an moyha gothus ragov yn 2023 o attendya Solempnyans Luyow Ervys kenedhlek soghogel, synsys yn Aberfala mis Metheven. Moy ages 100,000 person a vysytyas an darvos, gans lies anedha ow meneges y vos trubyt gorvarthys dhe'n Luyow Ervys ha'ga rann vewek yn bewnans an vro, gans effeyth erbysiethek rag Kernow a £6m dell yw estemys, dhyworth bojet a £500,000. Fordh splann ha hegov o ragon dhe dhiskwedhes skoodhyans dh'agan mayni Luyow Ervys usi ow servya po omdennys.

Ow kesoberi war-barth avel unn **Konsel Gallosegus hag Aventurus**, ni a bes treusvewa an hin arghansek kontrarius gwell ages an brassa rann a'n re erel, ha'gan restri towlennans arghansek re beu gormelys gans an penngomptyer a-ves. Dre surhe bos pub rann an kowethyans fogellys war agan medras ha sewyansow ragwir, possybyl re beu ragon dhe dhelivra gwellheansow tavadow, owth attamya traow an moyha a vern dhe'n dus a Gernow dres an vledhen.

Yn plegadow, yma agan assays aswonys gans agan trigoryon. Sewyansow agan arhwithrans trigoryon bledhynnyek a dhiskwedh may hwrussyn gorthebeba

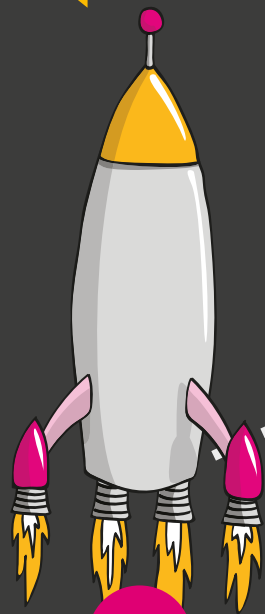
an tuedh kenedhlek neb re welas nivelyow a fydyhyans poblek yn awtoritys leel ow teklynha. An niver a drigoryon a lever bos dhedha 'fydhyans y'n Konsel' yw 12% ughella ages an niver kenedhlek rekordys gans an Kowethas Governans Leel. Keffrys, nivelyow satysfians gans gonisyow kepar ha glanheans stretys, mentons fordhow ha gonisyow lyverva a ynkressyas, kepar dell wrug 'satysfians dre vras gans an Konsel'.

Mes yma moy dhe wul. Ha ni ow mires war-rag dhe 2024/25, yma agan fog yn fyrv war agan pypm talvosogeth, ow telivra agan peswar sewyans, ow fogella war agan tri thra selvenel a Bobel, Planet ha Peuns ha'gan dew amkan kresel dhe gollenwel agan medras unnik dhe **oberi gans kemenethow rag Kernow karbon diduel may hyll pubonan dalleth yn ta, bewa yn ta ha kotthe yn ta.**



Linda Taylor,
Leader of Cornwall Council

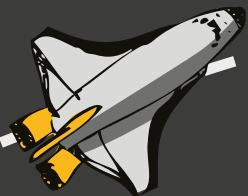
Countdown to delivering our mission!



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VALUES

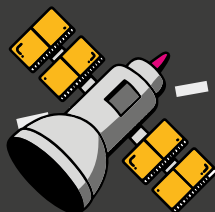
- ★ We are kind and compassionate
- ★ We trust each other and we are trustworthy
- ★ We are honest and we act with integrity
- ★ We are collaborative and work openly
- ★ We treat everyone fairly and with respect



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OUTCOMES

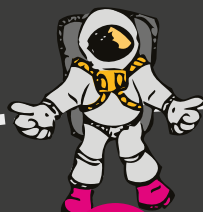
- ★ A brilliant place to be a child and grow up
- ★ A thriving, sustainable Cornwall
- ★ Vibrant, safe supportive communities
- ★ An empowering and enterprising Council



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TRIPLE BOTTOM LINE

- ★ **People** – positive equality, diversity and inclusion impacts
- ★ **Planet** – positive environmental impacts
- ★ **Pounds** - financial sustainability



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CORE AIMS

- ★ Carbon Neutral Cornwall by 2030
- ★ Levelling up life chances across our diverse communities



1

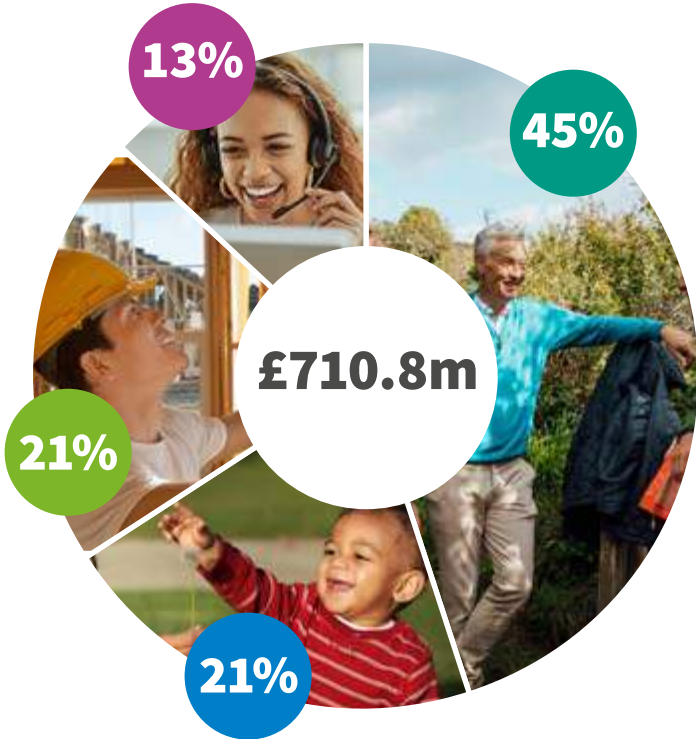
OUR MISSION

Working with communities for a carbon neutral Cornwall where everyone can start well, live well and age well

Five, four, three, two, one...

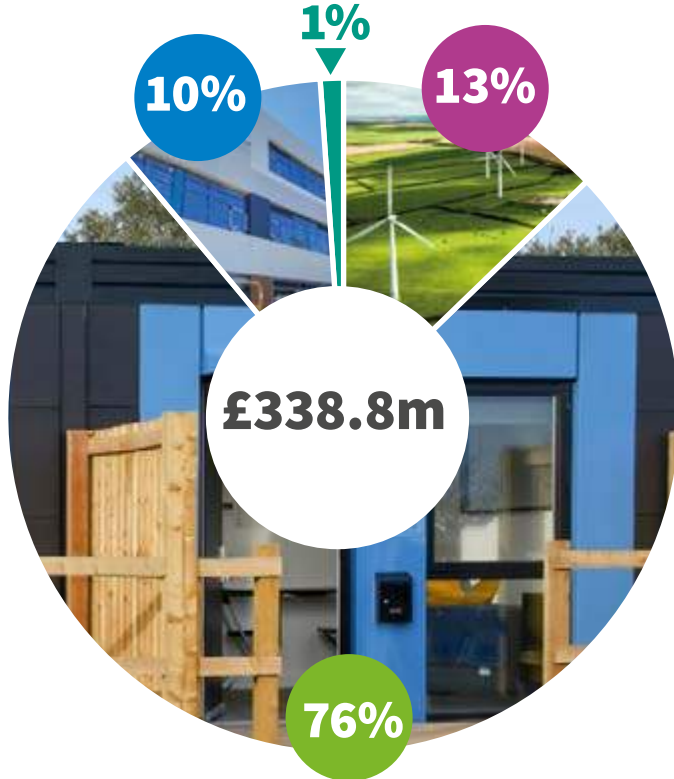
Budget and Carbon Outturn Position 2023-24

2023-24 revenue outturn by outcome (%)



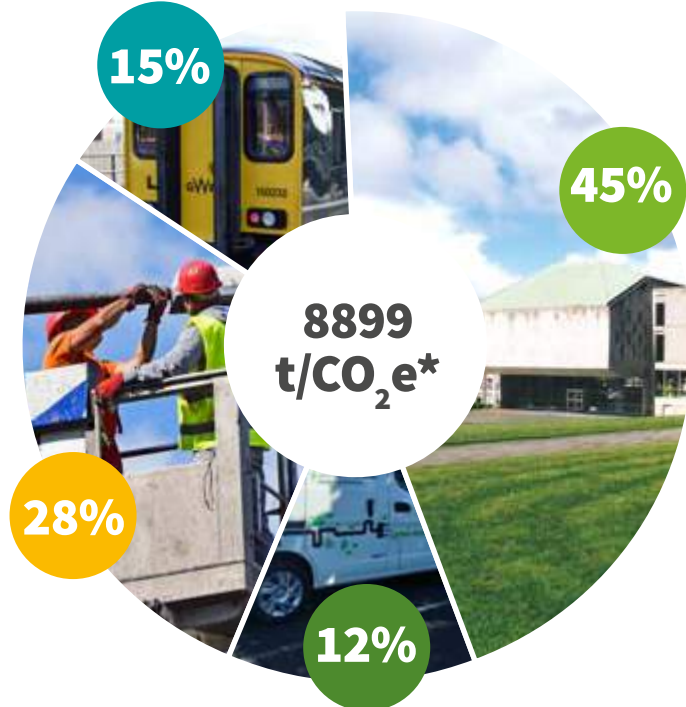
- Vibrant, safe, supportive communities
- A thriving, sustainable Cornwall

2023-24 Capital outturn by outcome (%)



- A brilliant place to be a child and grow up
- An empowering and enterprising Council

Provisional 2023-24 emissions outturn by metric tonne of carbon dioxide equivalent (t/CO₂e)



*compared to 9331 t/CO₂e in 2022-23

- Estates
- Street lighting
- Business Travel
- Vehicles

A year in the life...

Journey month by month through a few headlines and milestones from an eventful year in Cornwall. As one of the country's largest councils, serving a diverse rural area, we are never short of stories or successes.

Saints Trail

A new 4.2km section of the Saints Trail opens between Perranporth and Goonhavern, offering opportunities for walkers, cyclists and horse riders.



APRIL 2023

Fertility Friendly accreditation

The Council is the first local authority in the UK to be awarded Fertility Friendly accreditation after developing extensive fertility support for employers.

MAY 2023



Pedal power

Over 8,000 e-bike journeys are made in April, the first full month of Beryl e-bikes being available in Newquay, Truro and St Austell.

Blue Flags

Nine of Cornwall's stunning beaches are awarded the coveted 'Blue Flag' status, with eight managed by the Council.



Forest for Cornwall

The Forest for Cornwall programme reaches the milestone of a tree for every resident with more than 600,000 trees planted since it was launched in 2019.



National Armed Forces Day

Falmouth hosts the National Armed Forces three day celebration, where communities come together to thank members of the Armed Forces for the vital role they play in keeping us safe.

JULY 2023

JUNE 2023

Violence Against Women and Girls Strategy

The launch of the Violence Against Women and Girls Strategy brings together organisations with responsibility for community safety and safeguarding adults and children with a shared vision.

Cornwall Pride

The last of the 11 Pride 2023 events is held in Truro, a fantastic opportunity to show support for our LGBTQ+ communities.



Cornwall's World Refugee Day Conference

Cornwall holds its first conference focusing on the resettlement of refugees, bringing together leaders from public services and local support networks.

Experience of Care

Cornwall Council's Cabinet votes in favour of treating experience of care as a 'protected characteristic'.

Somewhere Safe to Stay Hub

The first residents move into new short term accommodation for people who have been sleeping rough as work is completed on transforming a former Cornwall Council office building in Truro.

AUGUST 2023

SEPTEMBER 2023

Celtic Forum

Council leader signs the 'Declaration of Rennes' at the inaugural Celtic Forum, laying foundations for a new stage of cooperation between Celtic partners in Brittany, Wales, Scotland, Ireland, Asturias and Galicia.

Armed Forces Careers Fair

Cornwall Council and partners hold the third Cornwall Armed Forces Careers Fair aimed at service leavers, veterans and family members with over 200 in attendance.



Attendance at the British Irish Council

Council Leader attends her first meeting of the British Irish Council. The meeting reviews the work being undertaken to support the nine indigenous, minority and lesser-used languages, including Cornish.



Youth Work Conference

Over 140 youth workers gather to shine a light on the range of work taking place across our communities to help young people aged 8-25. The Cornwall Youth Work Collective is launched, an organisation looking to ensure children and young people in Cornwall are safe, happy, supported, and have access to opportunities.



OCTOBER 2023

Emergency contraception

Cornwall Council funding ensures emergency hormonal contraception is now free to all from pharmacies across Cornwall.

NOVEMBER 2023

Devolution Deal agreed

Cornwall Council's Cabinet secures a Level 2 Cornwall Devolution Deal which means more decisions can be made in Cornwall over areas such as adult education.

'Towards Zero'

Organised by Public Health Cornwall with a theme of 'Creating Hope Through Action', this event brings together a community of people who are working to reduce suicides in Cornwall.

Refreshed 2050 Cornwall Plan

Cornwall and Isles of Scilly Leadership Board adopts a revised plan, reaffirming commitment to a cleaner, greener and fairer, more inclusive Cornwall.



Decent homes

£79m is committed to improving energy efficiency in Cornwall's oldest housing stock.



JANUARY 2024

Cornwall Youth Council Elections

Almost 10,000 young people across Cornwall take part in elections for a new set of Cornwall Youth Councillors to provide a voice on the issues that matter most to them.

DECEMBER 2023

Mid Cornwall Metro

Cabinet gives the £50m go-ahead for investment in a north to south coast corridor which will deliver an hourly direct train service on the existing railway line.

Council budget

Council approves the 2024-25 budget, including an extra £30m for adult social care and £7m for temporary accommodation, despite significant challenges faced across local government.

Cornwall Opportunities

Cornwall Council launches a new one-stop job-finding website to support jobseekers and local employers.



Recognition

The Council is shortlisted for the Municipal Journal 2024 'Local Authority of the Year' award.

FEBRUARY 2024

Placement Sufficiency Strategy

Cabinet endorses a new strategy to increase the supply of better value and more flexible residential and independent fostering provision for children and young people.

MARCH 2024

Lego League

Nearly 600 schoolchildren from across Cornwall spend the day coding and testing Lego robots as part of an international challenge, hosted by the Royal Navy, to promote science, technology, engineering and mathematics.



A brilliant place to be a child and grow up

We want every child to have the best start in life and an equal chance of a bright future here in Cornwall. The voices and views of children and young people are at the heart of our plans. We will support our young people to get the most out of growing up in Cornwall and gain the skills to access new jobs in our changing economy.

Our achievements



Healthy and safer lives

Launch of 'ChatHealth' / A new text messaging service has been launched in Cornwall and the Isles of Scilly to link young people and families with health visitors and school nurses. Called 'ChatHealth', it aims to provide a quick and easy way to access health advice and support. It covers everything from potty training and breastfeeding to accessing drug/alcohol support.

Health Visitors commended for 'very high standard of care' / Cornwall Council's health visitors have been commended for providing new mums and pregnant women with 'a very high standard of care' by UNICEF UK Baby Friendly Initiative. It marks the 12th consecutive year of high standards since the first assessment in 2012.

Skilled Family Domestic Abuse Workers / New roles have been introduced to support families impacted by domestic abuse, to provide a better understanding of the issues they face and to improve referral pathways to domestic abuse services for children and their families/carers. The workers will also support Together for Families staff in the early identification of those who may need specialist support and provide emotional and practical support.



Enjoying, learning and achieving

My Brilliant Place to be Me! / The Council has launched a pioneering new 'My Brilliant Place to be Me' online journal. It is aimed at helping children aged 8-11 to better understand their emotions and nurture their wellbeing. It was created with help from primary school children across Cornwall, and contains a range of activities and information that young people can work through at their own pace.

SEND Transformation / This year has seen the launch of the Neurodiversity Hub, hosted on the Parent Carer Cornwall website. It provides families, young people and practitioners with access to a range of resources and tools. It also has interactive functions which offer support. The hub forms part of the early help offer of support for children, young people and their families. The Special Educational Needs and Disabilities (SEND) Employment Forum has launched its first supported internship for individuals with SEND with the NHS at Bodmin Hospital. The forum is a collaboration between the Council, education providers, Department for Work



and Pensions, young people and parents. They work to increase the number of supported internships across Cornwall.



Vibrant and empowering communities

Hearing the Voice of Children and Young People / A number of projects have ensured the voices of children and young people are heard and taken seriously, as stated in Article 12 of the UN Convention on the Rights of the Child. More than 8,000 children and young people were invited to let us know their thoughts on a range of issues as part of the Right On Survey. The results will be used by the Council, education settings and partner organisations to inform work. In addition, almost 10,000 young people took part in the Cornwall Youth Elections and Make Your Mark vote. 10 new Cornwall Youth Council members have been elected, and the national Make Your Mark results will inform the UK Youth Parliament Campaign.

Our numbers of children in care remains significantly lower than the South West and England averages



Family Hub improvements

Improvements have been made to Family Hubs across Cornwall as part of the Start for Life programme, including a new hub in Penzance. The hubs act as 'one stop shops' for families. They offer everything from general parenting advice and mental health support to advice on getting into work, relationship building, and quitting smoking.



Active Kids Clubs

Since their launch in summer 2023, over 250 children have taken part in Active Kids Clubs, provided by Healthy Cornwall at targeted venues across Cornwall. The sessions are aimed at getting young people of primary school age more active by taking part in fun activities.

£4.7m

worth of Family Hubs and Start for Life grant funding has been awarded to improve and develop Family Hubs across Cornwall



Foundations for Life

Over the past 12 months Foundations for Life have supported a large number of families with attachment and bonding through various methods of support including targeted 1-1 support and universal group work. Working closely with the health visiting service, targeted interventions are offered in the home or community, with group work available in local family hubs. The work supports families' relationships through play and guidance and enables them to connect to each other.

Over 95%

of applicants in Cornwall have been offered a place at their first preference secondary school.



'Breastfeeding Welcome' Scheme

The scheme aims to help women feel more comfortable breastfeeding out and about in communities. It is funded through the Government's Start for Life programme. The Council is also supporting breastfeeding mums through recruiting a new team of Infant Feeding Support Workers in the community.



68%

of all Early Years pupils in Cornwall achieved a 'Good Level of Development' - above the national average.

Almost 10,000

young people from across Cornwall took part in the Cornwall Council Youth Elections and Make Your Mark vote.



Supporting the childcare expansion

Providers from the early years sector met at a business event in February. They considered how best to meet the expansion of funded childcare places for babies and two year olds from April 2024. Partners from DWP, Job Centres, Nursery Funding, Family Information Service, colleges and other training providers supported the event.



School streets in Saltash and Falmouth

School streets have been created in Saltash and Falmouth. Roads are closed to traffic at drop-off and pick-up times and improvements have been made to paths and crossings. There are plans to introduce more school streets soon to make travelling to and from school safer for children.

A thriving, sustainable Cornwall

A secure home, a decent income and a great environment are the essentials for living well and the cornerstone of our plans to create a thriving, sustainable Cornwall. Our plans to make Cornwall carbon neutral will grow nature and boost our green economy.

Our achievements



A secure home

Affordable Housing / Housing remains a top priority and we are improving the availability of affordable homes across Cornwall. 462 affordable homes were completed in the first 9 months of the year. Over 250 homes have been delivered for social rent, affordable rent or shared ownership and another 250 homes are being built. We are working with 52 of our local councils to find suitable sites for houses and have identified 32 sites in parishes with prioritised housing needs.

Tackling Homelessness / Our successful programme of providing accommodation for people who would otherwise be homeless has continued apace this year. Brownfield sites across Cornwall have been re-purposed to accommodate modern units, with high quality landscaping and facilities. Works carried out across Cornwall have given people with housing needs an alternative to the current emergency provision of hotel, B&B and camp sites.

This has been life-changing for people in Cornwall, who now have space, quiet and their own front door to give them a real chance to stabilise, recover and thrive.



A decent income

Good Growth Fund / Cornwall and Isles of Scilly were allocated £132m for local investment through the UK Shared Prosperity Fund, and £5.6m from the Rural England Prosperity Fund. These make up the Good Growth Fund. In the first year, an impressive 134 projects were approved for more than £130m of investment, signalling our commitment to boosting our communities, enhancing businesses, and fostering skills development. 20 of the projects span all of Cornwall, with an additional 37 covering both Cornwall and the Isles of Scilly.

Adult Education / In September 2023 Adult Education was inspected by Ofsted and received a clean sweep of 'Good' grades. This includes the Quality of Education as Good, Leadership and Management as

Good, and Provision for Learners with High Needs as Good. Moreover, in response to resettlement of Ukrainians in Cornwall, Adult Education has partnered with the Council resettlement team to support integration by doubling its English as a Speakers of Other Languages (ESOL) provision.

Spaceport / In June 2023, Cornwall saw a significant boost in investment, with approximately £200 million annually attributed to the development of a spaceport. This initiative has generated around 150 jobs directly linked to the spaceport operations. Notably, Cornwall's spaceport is positioned as the first of its kind in both the UK and Europe.



A great environment

Bus Travel / Cornwall's bus passenger numbers and satisfaction continue to grow since the launch of the Bus Fares Pilot. The scheme has seen low fares running alongside the national bus fare cap of £2 for a single fare journey (now extended until October 2023

with a cap of £2.50 until November 2024). That has been matched with high satisfaction scores; a survey by Transport Focus published in March showed 85% satisfaction with bus services in Cornwall – higher than the England score of 80%.

Streetlight Success / The Council is making streetlights greener by turning them off or dimming them at night to cut carbon emissions, save money, and reduce light pollution. We're also upgrading lights to energy-efficient LEDs, which will slash emissions by half by 2025. Safety is a big concern, so lights will stay on or be dimmed where needed.

Cornwall Active Travel Challenge / In collaboration with Sustrans, the Cornwall Active Challenge returned in July 2023. It aims to help people in Cornwall adopt healthier and eco-friendly habits by walking, cycling, or using public transport instead of driving. The challenge led to a 34% shift towards sustainable travel and saved 9210kg of CO2 emissions.

Over £2.1m of Community Infrastructure Levy receipts and £3.5m of Section 106 developer contributions were spent on community projects relating to transport, public open space, affordable housing and education.



Food Waste

A new food waste collection service is being introduced gradually over two years to make Cornwall greener. The first phase launched with 56,000 homes in the Mid Cornwall area in January. Residents had to adjust to separating food waste and new collection days. Despite the changes, they supported the service and in six weeks, over 500 tonnes of food waste has been collected for recycling.



Flooding mitigation

After the flooding in Coverack that damaged the sea defences, the Council worked with the Environment Agency to deliver new sea defences and a wall to support the road. The £3.25 million plan to shield the B3294 road and three houses entering Coverack village, mainly funded by the Council, is now complete. This scheme will ensure protection of the road, adjacent footpath and houses for years to come.

Mid Cornwall Metro (MCM)

The Mid Cornwall Metro (MCM) project got the green light in December 2023 and work has commenced on delivering this transformative project. The CM will link north to south coast by providing an hourly direct train service on the existing railway line connecting four of Cornwall's largest urban areas: Newquay, St Austell, Truro, and Falmouth/Penryn. Additional measures will improve options for active travel and accessibility.



89%

of residents are satisfied with recycling services.

76%



of residents are satisfied with street cleaning, a significant increase from last year and above the national figure.

226

electric vehicle charging points have been installed, well above our target of 150.

Growth Hub

The Council's experienced and award-winning business support service has gone from strength to strength helping businesses in Cornwall to grow. In the last year, they received 51 applications which resulted in 34 contracted live projects. Of those, 27 projects have now been completed. Feedback from customers has been positive, including this one who told us: "The help we've had from the Growth Hub has been very positive. And it's ongoing. Not only is it the advice they've given us in trying to develop our business but it's also the contacts they've put us in touch with."

Trees planted in five Cornish towns

Residents helped plant trees to increase green spaces and bring more nature into their communities. Together with our Forest for Cornwall team and Cormac, the volunteers have recently planted trees in urban areas in Falmouth, Newquay, Callington, Torpoint, and Saltash.



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Community-led Housing projects are being supported, including Coastguard Flats at Looe and Ambos Cohousing in Penryn



Coastguard Flats

In Looe, the Council and community collaborated to save 11 affordable homes from sale. These Grade II listed flats were in poor condition, earmarked for disposal due to high repair costs. Instead, they were transferred to a Community Land Trust, to be renovated to eco standards and rented out at affordable rates.

Vibrant, safe, supportive communities

We want everyone to feel safe and a part of their local community. We will work with our communities to help them achieve their local priorities and to help each other live well and thrive.

Our achievements

Healthy and safer lives

The ACTing with Children service / Safer Cornwall, using funding from the Serious Violence Prevention Partnership, has launched a pilot service to support children affected by a parent in prison. The **ACTing With Children** service is provided by Argyle Community Trust, supported by specialist charity Children Heard and Seen. Referrals have been received from professionals and directly from families. Initial impact includes one young person increasing school attendance by over 10% after just 6 weeks.

Tackling health inequalities / The Council has been awarded nearly £5m from the National Institute of Health and Care Research to form a Health Determinant Research Collaboration that will help improve people's health and wellbeing in Cornwall.

Supported to live well

Adult Social Care Digital Development and Transformation / The Council has launched a new online financial self-assessment tool to provide an option for people to carry out their financial assessment at a time that suits them. This makes it easier for family or representatives to support them in providing their information and documents. It also makes the process quicker and easier, and ensures we are providing services that suit the changing needs of our service users.

Personalisation and Prevention / We have developed a personalisation programme to ensure people can access support to enable them to stay out of services for as long as possible, with support provided in the right place, at the right time. The programme will streamline processes and support staff to access Direct Payments, Individual Service Funds and resources to meet needs in communities. We are working to ensure that

the views of residents, their carers, families and communities are central to everything we do, 'Nothing about you, without you'.

Supported and Specialist Housing Strategy / A new long-term Supported and Specialist Housing Strategy has been agreed to overcome the shortage of high-quality accommodation, including supervision and care, to help people with specific needs to live as independently as possible in the community.

Vibrant and empowered communities

Community Area Partnerships / This year we have launched 12 Community Area Partnerships to tackle the issues that matter to communities, so everyone can start well, live well and age well. The partnerships have brought together Cornwall Councillors and town and parish councils alongside the Police, health services and voluntary and community sector organisations.

The community areas are crucial to our work on Decentralisation, ensuring local representatives are properly involved in leadership and delivery of priorities for their communities.

Supporting refugees and asylum seekers / We have established a new Refugee and Asylum Seeker Outreach Team to help refugees and asylum seekers integrate into and strengthen our communities. This year also saw Cornwall's first ever refugee conference, Compassion into Action, alongside a vibrant week of events for Refugee Week. A newly established Refugee and Asylum Seeker Thematic Alliance is also bringing voluntary sector groups together to collaborate and take their work forward.



The Care and Wellbeing Peer Challenge has provided a wealth of intelligence to continuously improve the service and also confirmed many areas of good practice to be celebrated.



Largest ever devolution package underway in St Ives

Our first transfers have been successfully completed and include The Guildhall, which will ensure the Town Council can maximise the £3.1m investment coming from Town Deal funding for their redevelopment project, along with other sites of local importance, moving us towards a truly “place-based approach” to local asset management.

Young People Cornwall, Redruth

This 6-month daily programme of activities, outreach and support for young people, funded by Cornwall’s Serious Violence Prevention Programme. The project helped 165 young people in the town. The project ended in December with an art show “Inside my Mind” designed by young people in Redruth to tell their stories.



82%



residents were satisfied with fire, rescue and community safety services.

4%



Violent assaults resulting in injury have reduced by 4% over the last year – now lower than similar areas nationally.



98%



of users were satisfied with library services – a rise of 2% from last year.

88%



of residents were satisfied with their local area as a place to live.

Safe and Well Hubs

The first hubs have launched in Truro, Bodmin and Penzance, bringing together staff across community safety, health, social care, housing, police, probation and the voluntary and community sector to improve delivery for people experiencing multiple vulnerabilities, who use two or more of these services.

Community-based Support Programme

We have launched an ambitious programme that will support people to remain in their own home and increase choice, control and flexibility of care options. The project will align closely with work to support the transition from childhood to adulthood as part of the Preparing for Adulthood Programme.

Liskeard Library

Real Ideas Organisation, an award-winning social enterprise, has taken on the service contract for Liskeard Library. The renovation of the historic building includes a new café, courtyard and rooftop terrace alongside workspace and studio space available for events. This brings to an end the Library Transformation Project that began in 2017. The Project has been a huge success and has seen library opening hours increase by one third, book loans increasing, and new library joiners increase by 60%.



Changing Places

We have been working with local councils to deliver accessible toilets across Cornwall, supported by Government funding. The first two toilets have opened at Porthminster and Seaton Countryside Park with four to follow in 2024, providing truly accessible facilities.



69%

reduction in residents waiting for care assessment.

An empowering and enterprising Council

Our focus first and foremost is on securing great value for our local taxpayers' money with really good services delivered on budget. We want you to be able to trust that we will always do what we say we will do - and that what we do is always for the benefit of Cornwall's residents.

Our achievements



Excellent customer experience

Acting on feedback / We are committed to asking our residents for feedback and acting upon it to offer the best possible customer experience. Our website's new MyCornwall portal continues to evolve, with residents able to log on to access relevant information and services. Our website is ranked in the top 7 of 391 local authorities, receiving over 40 million page views. Our chat bot has handled over 50,000 chats in the last year, providing access to information 24/7. We remain committed to providing services that are accessible to all and, on average, continue to answer phone calls faster than our 5 minute target.



Empowered staff, partners and communities

Cornwall Devolution Deal / On 28 November 2023, Cabinet agreed a Level 2 Devolution Deal to deliver greater autonomy to Cornwall. It includes positive steps across three key areas:

- **Skills:** the adult education budget will be devolved from the academic year 2025/26, giving the Council control over how best to support adult learners.
- **Green energy:** creating a Cornwall Floating Offshore Wind (FLOW) Commission to bring clean energy to the shores of Cornwall and elsewhere quicker.
- **Cornish culture:** the deal includes £500,000 to support Cornish distinctiveness projects and the Cornish language.

Advancing equality across Cornwall

/ The Local Government Association published their findings of the 2023 Equality Peer Challenge. They recognised that the Council had “a stronger commitment and structural foundations than many other local authorities”.



Great value for money

Improving economy, efficiency and effectiveness / The Council received assurance from external auditors of its strong

track record of prudent and robust financial management. A 2024 report showed the council has effective arrangements in place in respect of 'governance' and 'improving economy, efficiency and effectiveness'. It noted that: “Although it has continued to be an extraordinary year for Local Government finances, the Council has continued to perform well in terms of its financial planning and management.”



Inclusive digital council

Help with digital skills / Working with partners and community digital champions, we have supported over 4,000 residents with digital skills training. Through our innovative lending library, we have loaned 800 laptops, tablets and other devices to people who need them.

Transforming food safety in Cornwall

/ Our Commercial Food, Safety and Port Health team won a bronze award for the Best Use of Digital, Technology and Data in the iESE Public Sector Transformation Awards.

The changes mean our food safety officers now have more time to help and support local businesses in face to face interactions.



A carbon neutral council

Reducing our Carbon Footprint / With a 4% reduction recorded in the last year and a 39% reduction since 2019, the council continues to work towards its interim 2026 goal of halving its emissions from 2018/19 levels, and its end goal of a 70% reduction by 2030. We continue to move towards digital and decentralised ways of working which underpin a carbon neutral organisation and support our workforce to be carbon conscious in all of their activities, alongside delivering:

- The continued roll-out of energy efficient LED lighting for Cornwall's streetlights.
- A further 330Kw of renewable energy generation to at key sites including County Hall and Kresen Kernow.

In 2023, the Council supported 181 apprentices (67 hired as apprentices, 105 existing employees upskilling and 9 hired by LA maintained schools).



Armed Forces celebration

The MoD's official national Armed Forces celebration took place in Falmouth over three days in June. The event was visited by over 100,000 people, with many commenting that it was a 'jaw-dropping' tribute to the Armed Forces and their vital role in the life of the country. Events took place throughout the week including a community conference to explore ways to support the health and wellbeing of our armed forces community. The economic impact for Cornwall was estimated at £6m.

Historic agreement to strengthen ties between Cornwall and Wales

The Cornwall-Wales Celtic agreement, known as the "Celtic Heritage – Cornwall-Wales Collaboration Agreement," was signed on July 13th, 2023. This historic agreement aims to strengthen ties between Cornwall and Wales, with both parties meeting at least four times a year to share best practices and develop solutions to mutual challenges. The key areas of cooperation include sustainable housing provision, achieving net zero, thriving rural economies, and celebrating culture and language.

67%



of residents have trust in the Council – higher than this time last year, and 12% higher than the national figure.

45%



of residents agree that the Council provides 'value for money', higher than last year and the national figure of 40%.

60%



of residents are satisfied with the way Cornwall Council 'run things' compared with the Local Government Association national figure of 56%.



61%



of residents think the Council keeps them well informed about its services and benefits – a slight increase from last year and well above the national figure.



Experience of care

In September, Cabinet agreed to treat care experience as if it were a protected characteristic. Care experience is defined to include people of any age with experience of being in children's social care in the UK and at any point. This will mean more support for those with experience of care. Practical steps already put in place include an Experience of Care section within the Council's decision-making tool. And in honour of all the people in Cornwall who have lived in care, St Michael's Mount was lit up as part of National Care Leavers Week.

Over £9m

was paid to residents in need through the government's Household Support Fund and other financial support schemes.

Climate literacy training

Sessions have been delivered for businesses, community groups, local councils and residents with over 240 people attending. 170 schools, comprising over 20,000 children, are now taking part in the Eco Schools programme, putting Cornwall fourth in the country in terms of participation in the scheme.

Looking forward to 2024-25

As evidenced in this Annual Report, we continue to deliver our Council Business Plan 2022-26, ensuring the organisation remains focused on the right outcomes to deliver the overarching mission of working with communities for a carbon neutral Cornwall, where everyone can start well, live well and age well.

And whilst the national financial landscape remains challenging, our Medium-Term Financial Plan (MTFP) 2024-28 sets out how our ambitions will be paid for, including additional funding from the Government, for example, the Levelling Up Funds.

Our four Outcome Delivery Plans, which explain what we are doing, why and how, have been refreshed for 2024-25. They outline the Council's commitments to residents, partners and businesses ...and a flavour of those key areas of focus for 2024-25 are set out over the next couple of pages.



A brilliant place to be a child and grow up

- **Healthy, Safer Lives:** We want all of our children and young people to grow up in safety and stability, with good mental and physical health. We will offer services and support to allow them to do so including access to physical activities, mental health support and provide secure, affordable and quality housing which is secure for families.
- **Enjoying, learning and achieving:** Our new Neurodiversity Strategy will provide screening and resources for children and young people with neurodiverse needs so that they can fulfil their potential, be included in education, community and family life and enabled to live as independently as possible.
- **Vibrant and empowered communities:** We know it can sometimes be difficult for children and young people to have their voices heard on matters that affect them, so we continue to create and improve ways for them to participate in decision-making.



A thriving, sustainable Cornwall

- **A secure home:** We will continue to tackle the housing crisis in Cornwall by increasing the provision of affordable housing for local people to buy or rent and reduce the number of people sleeping rough.
- **A decent income:** We remain focused on creating more sustainable and better paid job opportunities by boosting green growth and increasing investment in Cornwall, thereby reducing the number of individuals and families having to rely on benefits.

The Cornwall Executive Group has commissioned a cross-organisation working group, led by the Department for Work and Pensions, to hold a Work and Health Summit for businesses in the Duchy. Cornwall has economic challenges such as a shrinking workforce and high labour demand. To maximise the benefits from national government welfare reforms, the Summit will help organisations and businesses access information and share best practice on childcare, health and good working practices – aiming to get more people into work.

- **A great environment:** We will work in partnership with communities, landowners and others to deliver and support projects and programmes that will protect and enhance nature in response to Cornwall's ecological emergency declaration.



Vibrant, safe, supportive communities

- **Vibrant and empowered communities:** We will transform the way that people and organisations come together to tackle the issues that matter to communities and work in partnership with the Voluntary, Community and Social Enterprise (VCSE) sector to develop local capability, leadership, and resilience.

To create a fairer, more inclusive Cornwall – one of the Cornwall Plan’s core ambitions – a Development Group will consider whether and how a Fairer Cornwall Commission could operate. If established, the Commission would be an independent body bringing together people and organisations from the public, private and civic sectors. These commissioners would work collaboratively to help drive, guide, support and track ‘fairer and inclusive’ actions across Cornwall – enabling residents and businesses to become directly involved.

- **Healthy and safer lives:** We will support people to lead healthy and safer lives through delivery of a new Leisure Strategy to support and sustain our leisure centres and playing pitches across Cornwall, and by expanding the delivery of smoking cessation services and tobacco control measures.
- **Supported to live well:** We will improve the quality of care and support through more personalised care and support, including direct payments, advocacy, information advice and guidance and an improved carers offer in line with our Carers Strategy.



An empowering and enterprising Council

- **Excellent customer experience:** We will continue to implement the council’s Customer Philosophy which outlines the way that we want to interact with our customers, ensuring they are able to access our services quickly, easily and successfully.
- **Empowered staff, partners and communities:** Having secured a Level 2 Deal, we will take steps to secure further devolved funding and powers that empower the organisation, partners and communities to achieve our outcomes by pursuing a Cornwall White Paper.
- **Great Value for Money:** We will introduce a new operating model which ensures that staff and councillors have easy and appropriate access to the Council’s support services.



The Council’s Business Plan and Outcome Delivery Plans can be found here: www.cornwall.gov.uk/the-council-and-democracy/your-council/council-strategy-and-business-plan

The Medium Term Financial Plan can be found here: www.cornwall.gov.uk/the-council-and-democracy/council-spending-and-finance/financial-publications

If you would like this information in another format or language please contact us:

Cornwall Council, County Hall,
Treyew Road, Truro TR1 3AY

Email: customerservices@cornwall.gov.uk

www.cornwall.gov.uk

Telephone: 0300 1234 100

