

## **Bundle Community and Tourism Committee 23 January 2025**

### Agenda attachments

#### Summons - C&T Committee - 23 January 2025

- 1 Apologies  
*To receive and accept apologies for absence*
- 2 Interests  
*To receive Declarations of Interest and Dispensations awarded in respect of items on the agenda*
- 3 Minutes  
*To take as read and confirm as accurate the minutes of the meeting held on:*  
CT Minutes - 21 November 2024
- 4 Matters Arising  
*To discuss or note any matters arising from the minutes under item 3 (for information only)*
- 5 Open Session for Electors of Newquay – Verbal/Written Questions (15 minutes)  
*To receive previously notified public questions, followed by verbal questions (if technologically possible) from attending electors of Newquay.*  
*In line with Standing Order 3(e), members of the public may make representations, answer questions and give evidence at a meeting which they are entitled to attend in respect of the business on the agenda of the meeting.*  
*In line with Standing Order 3(f), the time allowed under this item is 15 minutes unless directed by the Chair.*  
*In line with Standing Order 3(g), members of the public shall not speak for more than 3 minutes.*
- 6 CCTV Manager Report  
*To receive, note and consider any recommendations contained within the report.*  
C&T Report January 25 CCTV
- 7 Visit Newquay TIC Managers Report  
*To receive, note and consider any recommendations contained within the report.*  
C&T Report 23rd January 2025 (TIC)
- 8 Library and Information Service Managers Report  
*To receive, note and consider any recommendations contained within the report.*  
CT Report Jan25 (1)
- 9 Corporate Service Reports
- 9.A Events  
*To receive, note and consider any recommendations contained within the report.*
- 9.A.i Events Budget 25-26  
*To discuss and make any decisions around the Events Budget 2025-26 and utilising it to develop greater partnership with community organisations and support external events by greater working in partnerships and offering financial support when appropriate.*  
C&T Report January 2025 (Events)
- 10 BID Managers Report  
*To receive and note the report.*  
C&T Report Newquay BID Jan 25
- 11 Terms of Reference  
*To discuss and make any recommendations on the Terms of Reference.*  
TOR Community and Tourism Committee 2025 v.0.6
- 12 Correspondence  
*To receive, consider and make any decisions in relation to correspondence to the committee which has not been otherwise dealt with outside of the meetings.*
- 13 Retrospective Inquorate Decisions  
*To discuss and decide on any retrospective decisions undertaken through the Scheme of Delegation by Email.*
- 14 Any other business (for information only)  
*Items for information and discussion only.*  
*Any questions asked under this item by members are likely to be responded to at the next meeting.*
- 15 Date of the next meeting  
*The next Community & Tourism Committee meeting is to take place on Thursday 20 February 2025 at 7pm in the Council Chamber, Municipal Offices, Marcus Hill, Newquay, TR7 1AF.*



Newquay Town Council  
Municipal Offices  
Marcus Hill  
Newquay  
TR7 1AF

NewquayCouncil

CorporateService

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Town Clerk of Newquay: Andrew Curtis

Wednesday 15 January 2025

To: C&T Committee Members  
CC: All Members and Officers

**Meeting:** Community and Tourism (C&T) Committee  
**Date of Meeting:** Thursday 23 January 2025  
**Subject:** Formal Meeting Agenda and Summons

You are hereby summoned to Community and Tourism (C&T) Committee meeting of Newquay Town Council, which is to be held on **Thursday 23 January 2025 at 7pm** in the **Council Chamber, Municipal Offices, Marcus Hill, Newquay** to transact the business contained in the attached agenda and associated papers.

**Members of the Public can attend the meeting, subject to venue capacity limitations and COVID measures.** We plan to live stream the meeting using Microsoft Teams. A link to the meeting will be accessible on the Newquay Town Council Facebook Page: [www.facebook.com/newquaycouncil](http://www.facebook.com/newquaycouncil) provided the equipment and internet works at the venue. If you have a question to raise about an item on the agenda, please see the below.

**Public Questions** from **Registered Electors of Newquay Town Council** must be submitted regarding **items on the agenda only**. Questions must be sent to [pa@newquay.town](mailto:pa@newquay.town) **by 9am on 20 January 2025** in order for them to be taken to the meeting. If you wish to speak at the meeting, you will need to attend in person to do so and provide your question in line with the above and by the deadline in order to be called. If you are not a registered elector, you may be allowed to ask your question at the complete discretion of the chair, but it must be on an agenda item.

Government mandated COVID secure measures have been implemented and there will be room capacity limitations for the public. Please ensure with any personal IT used, that your anti-virus software and computer has been updated fully as no liability will be accepted by the Council for any malicious acts/viruses etc. when using this third-party system. If you are attending in person, we ask you to voluntarily undertake a Lateral Flow Test before attending, as some in attendance have yet to receive their vaccination. The tests are freely available through [gov.uk](http://gov.uk) or local pharmacies and **councillors are able to obtain a pack through the Town Clerk.**

Yours sincerely,

Andrew Curtis BA (Hons) FIAB FCMI FSLCC FInstLM FMAAT  
**Town Clerk and Chief Executive**



**NEWQUAY TOWN COUNCIL**

<b>MINUTE REF:</b>	Minutes of the Community & Tourism (C&T) Committee Meeting held on 21 November 2024 at 7:00pm, in the Council Chamber, Marcus Hill, Newquay.	<b>ACTIONS:</b>
	<p><b><u>Present</u></b></p> <p>Cllrs L Wright, D Souray, M Motto and A Goudge</p> <p><b><u>Also Attending</u></b></p> <p>Mr J Piwecki (Deputy Chief Executive), Mrs J Carter (LIS Manager), Mrs S Deakin (Visit Newquay Manager), Mrs C Horton (CCTV Manager) and Cllr D Creek</p>	
<b>CT065/24</b>	<p><b><u>Apologies</u></b></p> <p>Cllrs N Morris and D Cheney. No apologies from Cllr S Hick.</p>	
<b>CT066/24</b>	<p><b><u>Declarations of Interest and Dispensations</u></b></p> <p>None</p>	
<b>CT067/24</b>	<p><b><u>Minutes</u></b></p> <p>It was proposed by Cllr L Wright, seconded by Cllr A Goudge and</p> <p style="text-align: center;"><b>RESOLVED unanimously to confirm the accuracy of the minutes of the meeting held on 17 October 2024.</b></p>	
<b>CT068/24</b>	<p><b><u>Matters Arising</u></b></p> <p>None.</p>	
<b>CT069/24</b>	<p><b><u>Open Session for Electors – Public Question Time</u></b></p> <p>No members of the public in attendance.</p>	
<b>CT070/24</b>	<p><b><u>Applications and Grant Awards</u></b></p> <p><b><u>Newquay Foodbank</u></b></p> <p><b><u>4Motion CIC</u></b></p> <p><b><u>St Piran's Festival</u></b></p> <p><b><u>Newquay Band</u></b></p> <p>Members discussed the applications and were supportive of the various projects. Members discussed alternative budget lines which could be used in addition to the Tourism Grants Budget, highlighting the currently uncommitted Youth Initiative Budget as another line to put towards the grant applications, specifically relevant for 4Motion CIC's grant application. Members felt that whilst they were supportive of Newquay Band, they could</p>	

	<p>not fund the full request. Cllr Souray suggested an alternative arrangement of a slightly reduced funding level.</p> <p>It was proposed by Cllr L Wright, seconded by Cllr D Souray and</p> <p><b>RESOLVED unanimously to award:</b></p> <ul style="list-style-type: none"> <li>• <b>£1000 to Newquay Foodbank</b></li> <li>• <b>£2000 to 4Motion CIC which will be taken from the Youth Initiatives Community Projects Budget</b></li> <li>• <b>£1000 to St Pirans Festival</b></li> <li>• <b>£500 to Newquay Band</b></li> </ul>	<p><b>Note to RFO/ Corporate Service</b></p>
<b>CT071/24</b>	<p><b><u>CCTV Manager Report</u></b></p> <p>The CCTV Manager provided a recent development with one of the cameras at the Heron Centre. The management of the Centre requested for the camera to be taken down, as the flood light the camera is attached to was due to be removed. The CCTV Manager highlighted that since the original request the Centre wished for the camera to remain however this has prompted the Manager to review the general need for the camera in that area. The Manager felt the camera would be better served in an area where anti-social behaviour and crime was more prevalent. Members discussed and supported the Manager with her suggestion that, should she wish to move cameras to more prominent locations, she will have the support of the Committee.</p>	
<b>CT072/24</b>	<p><b><u>Visit Newquay Managers Report</u></b></p> <p>The Visit Newquay Manager provided an update to members around the printing quotes for the Visit Newquay guide as well as a proposal for reduced hours over the Christmas period. Members were supportive of both recommendations as outlined.</p> <p>It was proposed by Cllr L Wright, seconded by Cllr A Goudge and</p> <p><b>RESOLVED unanimously to approve the quote of £3,182.78 for the printing of 10,000 copies of the 2024 Visit Newquay Guide</b></p>	<p><b>Note to RFO/ Visit Newquay</b></p>
<b>CT073/24</b>	<p><b><u>Library and Information Managers Report</u></b></p> <p>The Library Information Manager provided a general update to members. Members discussed items in the report in regards to the promotion of the Library as a warm space following a recent influx of visitors as well as the Forest For Cornwall tree giveaway event. The Manager was still looking to proceed with the event, even with the anticipated adverse weather, given the work that had been invested by the staff, Forest For Cornwall and Social Media</p>	

<b>CT074/24</b>	<b><u>Corporate Service Reports</u></b>	
	No update.	
<b>CT074/24 (A)</b>	<b><u>Communications Officer Report</u></b>	
	The Communication Officer provided a written report for Members. The Communications Officer would like to recommend utilising underspend and uncommitted budget lines to put towards a rebranding exercise for the Council. Members agreed that often it's difficult for the general public to distinguish between Newquay Town Council and Cornwall Council and therefore would support this request.	
	It was proposed by Cllr L Wright, seconded by Cllr A Goudge and	
	<b>RESOLVED unanimously to approve up to £3000 of uncommitted budget from Communications budget towards a rebranding exercise for Newquay Town Council</b>	<b>Corporate Service</b>
<b>CT074/24 (B)</b>	<b><u>Events Co-ordinator Report</u></b>	
	The Deputy Town Clerk and Events Working Party gave a general update on upcoming events.	
<b>CT075/24</b>	<b><u>BID Manager Report</u></b>	
	Members noted the report. Cllr Goudge wished to provide feedback for future Halloween parades that they are more spaced out to allow spectators a better view of the costumes on display in the parade.	
<b>CT076/24</b>	<b><u>Correspondence</u></b>	
<b>CT076/24 (A)</b>	<b><u>Watergate Bay Hill Climb</u></b>	<b>Corporate Service</b>
	The Deputy Town Clerk provided a verbal update on the correspondence given by the organisers of the Watergate Bay Hill Climb. Whilst members noted the concerns of the local member, they felt the event added value and diversity to the events calendar and would continue to offer broad support for the event.	
<b>CT076/24 (B)</b>	<b><u>Telephony Outage Consultation</u></b>	
<b>CT077/24</b>	The Deputy Town Clerk provided a verbal update on Cornwall Council's presentation on the current risks to the counties telephone network, during power outages. Members felt that emergency planning of this scale was better suited to Cornwall Council as the district authority and would not be undertaking any local plans at this time.	<b>Corporate Service</b>
<b>CT078/24</b>	<b><u>Retrospective Inquorate Decisions</u></b>	
	Not discussed.	
<b>CT079/24</b>	<b><u>Any Other Business</u></b>	

<p><b>CT080/24</b></p>	<p>Cllr Motta requested more scrutiny over the Committee calendar schedule and availability of the Committee members after May.</p> <p><b><u>Date, venue, and time for the next meeting</u></b></p> <p>The next meeting will be on Thursday 23 January 2025 at 7pm, Council Chamber, Municipal Offices, Newquay.</p> <p>The Chair thanked all members for their attendance and closed the meeting at 20:06.</p> <p><b>Signed..... Chairman</b></p> <p>Cllr L Wright</p> <p><b>Date.....</b></p>	
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NewquayCouncil

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**CCTV Service**

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**To:** Community & Tourism

**CC:**

**Date of Meeting:** 23<sup>rd</sup> January 2025

**Time of Meeting:** 7pm

**Location:** Council Chamber

1	<b>Any recommendations to committee to be agreed at the meeting</b>
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The CCTV camera to the rear of the Heron Centre has been taken down and is being held in storage. Following emails from the Heron Centre requesting for it to be reinstalled once building works are complete, I would like to seek a formal decision as to if Committee wish for it to be reinstalled back at the Heron Centre or to be moved to Island Crescent in April.

I recommend the camera is installed on Island Crescent in place of the mobile camera, Island Crescent as the Killacourt is an area where crime and ASB take place on a regular basis, aside from this it would be useful for welfare incidents especially due to the close proximity to the cliff, the same cannot be said for the rear of the Tennis Courts. Freeing up the mobile camera on Island Crescent I feel is required so that the camera can be used for its intended purpose (to be moved to hotspot areas) – see also Section 3 of this report regarding the mobile camera.

**Recommendation: To make a final decision on the placement of the camera from the Heron Centre.**

The CCTV camera on the corner of Central Sq/Chapel Hill/Fore Streets radio has failed causing the camera to go offline, the plexo box is also damaged and has been for some time. Enerveo have fitted a spare radio link. I recommend the below spend to replace damaged equipment on this camera.

**Recommendation: To release £1,385.33 excluding VAT from the Capital Purchases Budget to replace Camera 4's radio links and plexo box.**

## 2 General update on any activities since last meeting

### General Service Update/Statistics

The CCTV Service are now working to their winter level of monitoring hours.

#### November 2024 CCTV Statistics

- Total hours monitored during month of November = 488.75
- Newquay Incidents (monitored live) = 270
- Newquay Arrests (monitored live) = 7
- St Austell Incidents (monitored live) = 175
- St Austell Arrests (monitored live) = 6
- Newquay ATV (CCTV footage) requests = 11
- St Austell ATV (CCTV footage) requests = 10

## 3 Any key issues the Manager/Working Party/Lead Member wishes to draw to the committee's attention

I have been informed that over the New Year that the mobile camera on Island Crescent failed. I am yet to discover the extent of the failure and whether or not a complete replacement camera is required. Unfortunately, this camera is out of warranty. The camera is four years old and whilst we would expect a cameras life expectancy to be between five and seven years, the camera has spent almost all of its life in direct exposure to the sea. I would like the Committee to consider if they would wish to purchase a new mobile camera should the camera be beyond repair.

### Report written by:

Charity Horton

**CCTV Manager**

15<sup>th</sup> January 2025

Report Sign Off	Signature/Name	Date
Working Party (when required)		
Chair of Committee (when required)		
Deputy Chief Executive (always required)	<i>J. Pivacki</i>	15.01.25
Finance & Procurement Manager (always required)	A Banks	22.01.2025
Chief Executive & Town Clerk (always required)	A Curtis	15/01/2025



**NewquayCouncil**

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**Visit Newquay Information Centre**

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**To:** Community & Tourism**CC:****Date of Meeting:** 23<sup>rd</sup> January 2025**Time of Meeting:** 7pm**Location:** Council Chambers

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**1 Any recommendations to committee to be agreed at the meeting**

Visit Newquay town Mapprinting quotes:

Company	Quantity	Price (plus VAT)
<b>(A) Deltor</b> DeLong Acre Saltash Parkway. Saltash. Cornwall. PL12 6LZ	30,000	£2,409.00
<b>(B) St Austell Print Company</b> St Austell Business Park, Cornwall, PL25 4FD	30,000	£2,487.00
<b>(C) Walstead</b> Victoria Business Park Roche Cornwall PL26 8LX	30,000	£3,255.00

The map is a visitors map it's free to pick up from the information centre and many businesses around the town request it for them to give to their customers. The map is always well received by customers.

**RECOMMENDATION:**

**To approve Quote A, from Deltor at a cost of £2,409.00 plus VAT, as we have used this company in the past to print the map. The quality has been very good. The money is within the budget.**

**2 General update on any activities since last meeting**

Visit Newquay Tourist Information Centre (TIC ) Current opening times are Monday to Friday 9 am – 5 pm  
Saturday and Sunday 10 am – 3 pm.

There has been a steady flow of footfall through the TIC for this time of year.

## **Visitnewquay.org**

Visitnewquay.org website contract will be up for renewal in July 2025 this has prompted the review below.

### **Website review.**

I have attached the full website review by the chosen company called The Developer.

Below in short his review and recommendations.

### **Developers Review**

**Executive Summary** This report is for Newquay Town Council (NTC), and evaluates the Visit Newquay website, focusing on its structure, usability, functionality, and potential enhancements. The evaluation finds the website's performance satisfactory, with the internal team proficient in using the existing system. Key recommendations include:

- Continuing with the current provider, SimpleView, whose upcoming system enhancements are expected to address current limitations.
- Implementing a chatbot to enhance user engagement and reduce the workload on the internal team.
- Addressing mobile performance issues identified through Google Lighthouse analysis.

The estimated cost for a new website build is in line with a proposed new offering from SimpleView that is purported to address many of the current concerns, and so maintaining the current provider is deemed the most cost-effective solution. Overall, the recommended improvements below aim to enhance the website's effectiveness in promoting tourism in Newquay while maintaining operational efficiency in a cost-effective manner, whilst also aligning with NTC's strategic goals.

### **Developers Recommendation**

**2a. Recommended Future Development Regarding the Website** After a thorough evaluation of the current website and considering the options for future development, it is evident that the existing system, while dated, performs well overall.

The internal team has a strong understanding and proficiency in using the current system, which adds significant operational value.

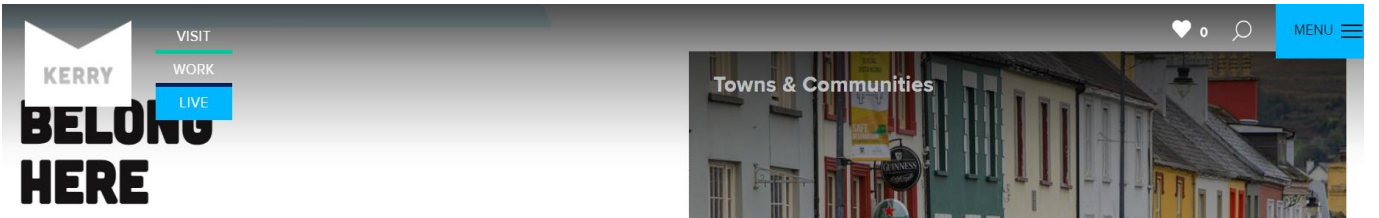
However, the current platform lacks flexibility and incurs higher costs for minor changes—issues the SimpleView assures will be addressed in their new version. While developing a new bespoke WordPress site could offer marginal improvements in performance, flexibility, and cost, these enhancements are largely considered nice-to-haves rather than solutions to any critical problems.

Given the satisfactory 13 performance of the current offering and the team's familiarity with it, the most operationally sound decision would be to continue with the existing provider. The anticipated updates from SimpleView are expected to resolve the main concerns while maintaining ease of use for the internal team.

Therefore, it is recommended to maintain the relationship with the current provider, SimpleView, as their upcoming system enhancements will likely address present limitations without disrupting the efficient operational workflow established by the team.

Below is an example of a Micro website that could work for Visit Newquay Town Council and a Community website, which I believe Shirley Williams is looking to create. Would members have any objection to having a microsite on a new visitnewquay.org website?

This site was created by Simpleview.

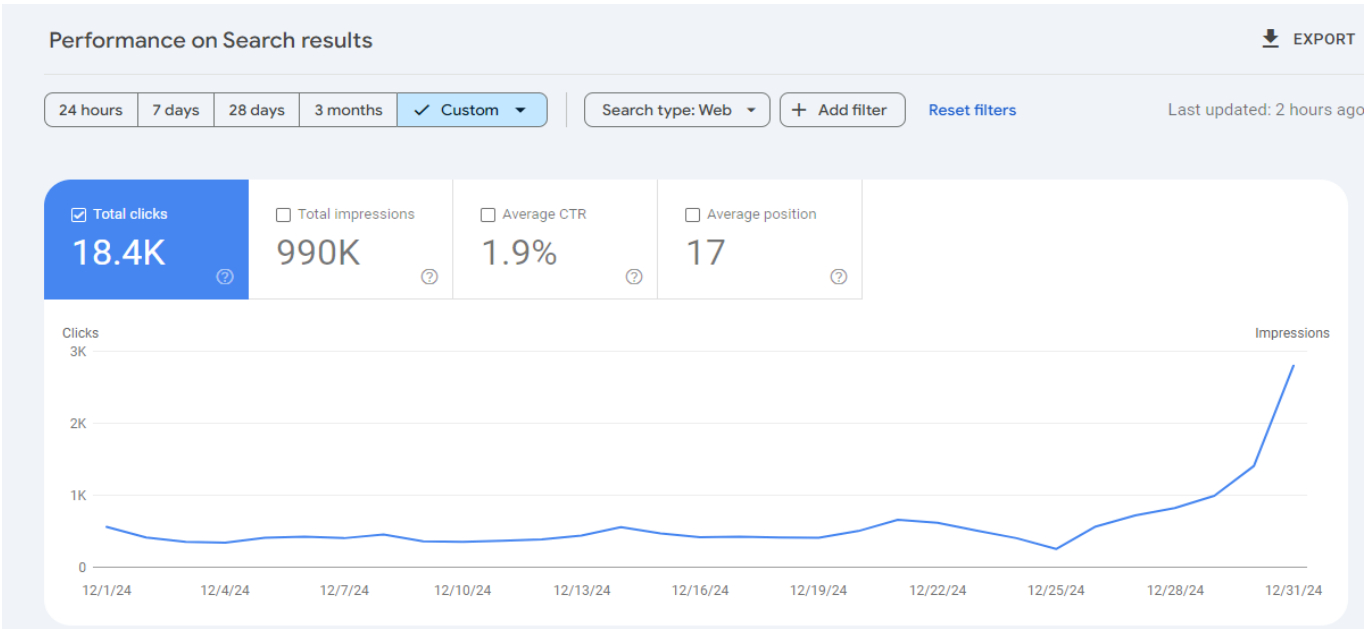


**Stats from Visit Newquay Footfall counter**

October	4745
November	2861
December	1998

All staff are currently working on the Visit Newquay Map:

Visit Newquay.org Website stats for December.



**Digital Guide Downloads since going live on 14<sup>th</sup> December stand at 335**

Download the [Visit Newquay Guide 2025](#)

**What's On**

Click the links below to see what's happening in Newquay over the coming months.

[Events - Newquay \(visitnewquay.org\)](#)

Report Sign Off	Signature/Name	Date
Working Party (when required)		
Chair of Committee (when required)		
Deputy Chief Executive (always required)	<i>J. Pivecki</i>	16.01.25
Finance & Procurement Manager (always required)		
Chief Executive & Tow Clerk (always required)		

## COMMUNITY & TOURISM



**NewquayCouncil**

### Library & Information Service

**To:** Community & Tourism

**CC:**

**Date of Meeting:** 23<sup>rd</sup> January

**Time of Meeting:** 7pm

**Location:** Council Chamber

#### 1 General update on any activities since last meeting

December Data			
<b>Number of new borrowers:</b>	55		
	<b>2023</b>	<b>2024</b>	<b>% difference</b>
<b>Library footfall</b>	5975	5622	-5.9%
<b>Public computer use</b>	518	543	+4.83%
<b>Group attendance</b>	308	577	+60.7%

#### Community Activities

We were very lucky to have another visit from our Police Community Support Officer the week before Christmas who read a story with our story time families and even brought the police car with him for children to play in – much fun was had by all!

Our regular Community Pharmacy drop in was replaced this month by a Healthy Hearts quiz session for our Home Ed group – this proved very informative for children and staff alike!

Children from Newquay Primary enjoyed the theatre production: Nadelik, based on the story A Christmas in Cornwall by local author Craig Green while our older customers enjoyed a couple of wreath making workshops in the lead up to the big day.

#### Displays

Displays this month have included:

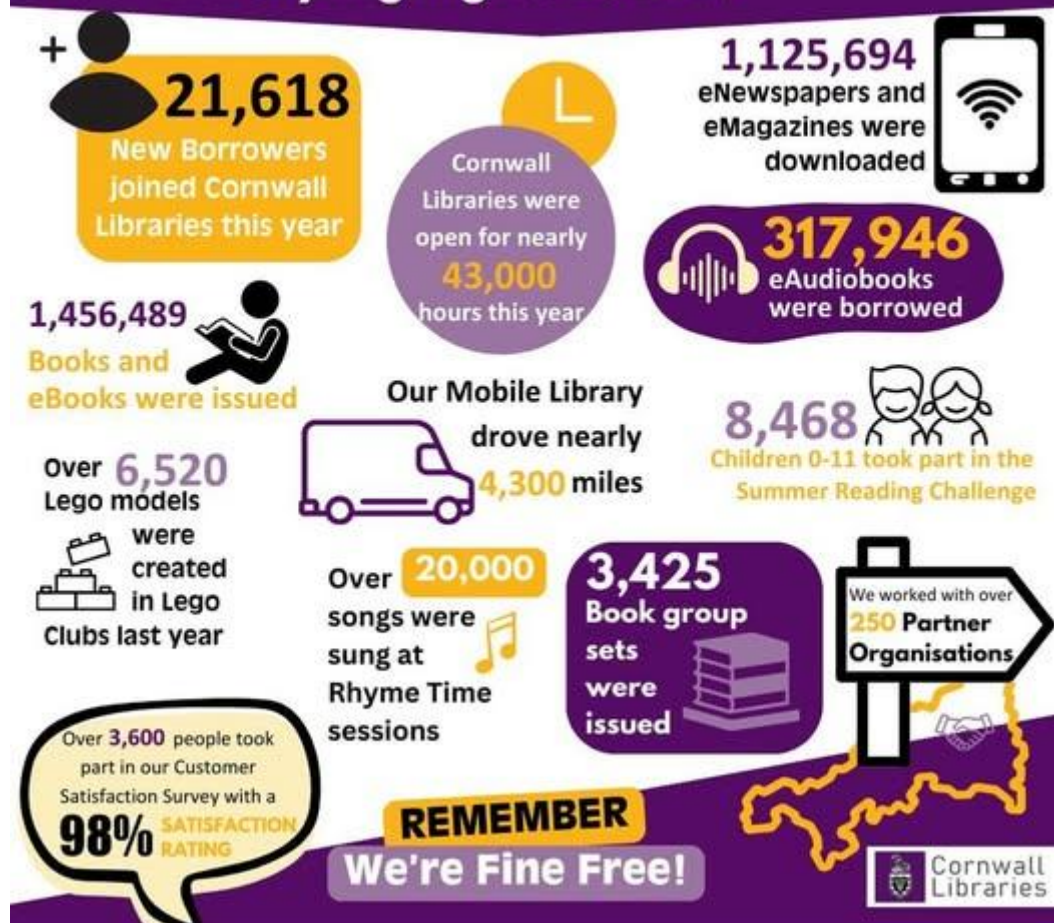
Awareness raising displays focused on National Grief Awareness week, National Illustration day, International Migrants day and the Winter mini challenge for our younger readers.

**Cornwall Libraries in numbers:** some data for the year that may be of interest:

# Cornwall Libraries in Numbers

## Your Library highlights 2024...

Information Classification: CONTROLLED



Joanne Carter, LIS Manager. 07.01.2025

Report Sign Off	Signature/Name	Date
Working Party (when required)		
Chair of Committee (when required)		
Deputy Chief Executive (always required)	<i>J. Piwecki</i>	09.01.24
Finance & Procurement Manager (always required)	Anne Banks	08.01.2025
Chief Executive & Town Clerk (always required)	Andy Curtis	15/01/2025

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## COMMUNITY & TOURISM

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### EVENTS

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**Newquay**Council

**To:** Community & Tourism

**CC:**

**Date of Meeting:** 23<sup>rd</sup> January 2025

**Time of Meeting:** 7:00pm

**Location:** Council Chambers

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1	<b>Any recommendations to committee to be agreed at the meeting</b>
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Please see attached breakdown of Events and costs for 2024 and Events Calander with budget allocated for each event for 2025.

2	<b>General update on any activities since last meeting</b>
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The working Party met on Friday 10<sup>th</sup> January to discuss the current 2025 Events Calendar and updates can be seen in the attached version.

There will be a Christmas Wash Up meeting taking place on Friday 24<sup>th</sup> January to include partners Newquay BID and Radio Newquay.

The next big NTC event is The Easter Egg Hunt. The Working Party feel it would be better to take place on Saturday 19<sup>th</sup> Aprill rather than the Easter Sunday so not to clash with other Newquay Egg Hunts. The plan is to collaborate with other organisers planning Easter events over the Easter period to create a Newquay at Easter campaign. We would try to incorporate our Easter Trail which could link the events, creating a community togetherness and sense of connection. Similar to what we did during the Queens Jubilee weekend.

3	<b>Specific update on any actions allocated in previous meeting</b>
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None

4	<b>Any key issues the Manager/Working Party/Lead Member wishes to draw to the committee's attention</b>
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None

5	<b>Any suggestions for improvements</b>
None	

6	<b>A look forward to make committee aware of any up and coming issues to be planned for</b>
Currently working with the organisers for the Newquay Food Festival which will be a large event held on the Killacourt in July.	

7	<b>Any decisions taken under delegated authority by Officers or WP</b>
None	

8	<b>Any new decisions requiring committee resolution including options and costs where possible</b>
None	

Report Sign Off	Signature/Name	Date
Working Party (when required)		
Chair of Committee (when required)		
Deputy Chief Executive (always required)	<i>J. Piwecki</i>	20.01.25
Finance & Procurement Manager (always required)		
Chief Executive & Tow Clerk (always required)		



## C & T BID Report January 25

### TOP HEADLINES

- Event Plans Spring/Summer/ Autumn/Winter
- Business Listings Project ongoing
- Boardmasters Collab update Bunting /Banners /Fistral
- PR 25 Plan Press trips x 8 including American market

Below is a breakdown by theme of much of our past and present activity ...

### Theme 1 Marketing

- **Events listings**, High level of new events being shared to Love Newquay
- **LOYALTY CARD** re focus on gaining more businesses with increased footfall
- **Business Listings** Abigail started on listing businesses with opt out option
- **New businesses** contacted and supported with opening PR support

### Theme 2 Events

- BIG Newquay Markets starting April 25
- Newquay Food Festival July
- Newquay Week under consideration with Quick Panda support pulling a week of events July
- Newquay Carnival working on committee
- Freedom of the town RAF
- Harbour Festival September
- Harbour Lights working party
- Spooky Newquay Bigger including Night time economy
- Newquay at Christmas working on further growth with weekend events through December

### Theme 3 Cleaner/Greener/Safer

- **Newquay Rangers funding , working with agencies to secure funding for 25/26 year**
- **Disc Crime app** reporting of ASB and low-level crime 300 current users ( Fraddon Funded ), work being done to increase usage by night time economy. Now attending Pubwatch regularly
- **Radio Loan scheme**, this has been very popular, currently both radios are out on loan
- **Shopwatch**, Monthly meetings run by BID pulling all partners together to share intel
- **Monthly BIFFA/CC walkabouts**
- **Newquay Clean Calls monthly**
- **Newquay Safe calls Monthly**

## **Theme 4 Business Support and Representation**

- **Gover Lane closure Wales and West utilities Jan-March**
- **Cliff Road MCM Phase 1 works Jan-April**
- **Cliff Road business impact survey requested**
- **CC Privatisation of 5 Newquay Carparks**
- **Airport Privatisation update**



**Newquay**Council

**Corporate**Service

<b>Document:</b>	<b>Terms of Reference</b>
<b>Committee :</b>	<b>Community and Tourism</b>
<b>Date of Inception:</b>	<b>02 May 2024</b>



visit  
**newquay**  
official resort marketing



This is a Policy or Procedure document of Newquay Town Council and as such must be fully adhered to by both councillors and employees.

Policy/Procedure File Status

Version	0.5	Approving Body	Full Council
Date	06/07/2022	Date of Approval	01/05/2024
Responsible Officer	Chief Executive & Town Clerk (CE&TC)	Minute Reference	
Oversight	Full Council	Review Date	May 2025

Version History

Date	Version	Author/Editor	Comments
03/02/2021	0.2	Town Clerk	Update to name and membership numbers following adoption
19/05/2021	0.3	CE&TC	Updated dates for Full Council
20/05/2021	0.4	CE&TC	Addition of Town Team work
06/07/2022	0.5	CE&TC	Amendment to objective 3.16 following Full Council decision
11/04/2024	0.5	Deputy CE	To be readopted unchanged with review in 2024-25
<u>16/01/2025</u>	<u>0.6</u>	<u>Deputy CE</u>	<u>Addition of substitute and change of meeting day</u>

Review Record

Date	Type of Review Conducted	Stage Completed	Summary of Actions Taken or Decisions Made	Completed By
19/05/2021	Full	Yes	N/A	CE&TC
20/05/2021	Update		Addition of Town Team under item 7.6.2	CE&TC
11/04/2024	Full	Yes	No amendments	Deputy CE

## 1.0 Membership

1.1 Membership of this committee is to be appointed annually at the Annual Meeting of the Town Council.

1.2 The Community and Tourism Committee to consist of seven members of the Council (each Committee should be as diverse and representative to the Council and Newquay as possible).

1.3 The Community & Tourism Committee may also have up to an additional member of the Council as appointed substitute, who can stand in place of committee members who have given notice of their unavailability to attend a meeting.

1.21.4

1.31.5 The Committee Chair and Vice Chair are to be elected annually by the Committee at the first meeting after the Annual Council Meeting of Newquay.

## 2.0 Aims

2.1 To encourage and promote economic, commercial, volunteer, resident and tourist involvement in the town through proactive community engagement, event management and delivery of library and information services to meet the needs of a diverse community from the cradle to grave. In developing community engagement the council will improve two way information, seek opinion, inform decision making and celebrate Newquay's efforts and successes.

## 3.0 Objectives

3.1 Develop effective community engagement and strengthen partnerships and relationships with voluntary and community groups, local businesses, transport operators and BID through a range of effective two way communication channels to maximise resources, minimise duplication of effort and where possible agree a joined up and coordinated approach to improving the appearance of Newquay.

3.2 Manage and seek to continuously improve community information and engagement through a wide range of media (written, verbal and digital) and the implementation of an effective communication strategy.

3.3 Manage, maintain and enhance provision of library and information service.

3.4 Manage, maintain and enhance provision of the tourist information centre to encourage visitors to Newquay.

3.5 Organise, promote and manage Newquay Town Council events to provide residents and visitors with a wide range of year round activities.

- 3.6 Coordinate and liaise with external event providers and provide grant opportunities to groups seeking to stage events that enhance the customer experience of Newquay.
- 3.7 Undertake marketing of Council space for rent or hire including negotiation and liaison with potential and existing tenants and users to maximise customer satisfaction and revenue streams to the council whilst minimising vacant space.
- 3.8 Manage, maintain and enhance provision of CCTV service across Newquay and partner sites.
- 3.9 Manage and implement initiatives associated with public safety.
- 3.10 Assist partners in the effective management, maintenance and enhancement of two-way radio connectivity in the form of Shopwatch, Pubwatch and Council networks, all of which assist in the protection of the town, businesses, residents and visitors.
- 3.11 The Council's Chief Officer is responsible for the Police Airwave radios utilised by the CCTV Control Room, with delegated Radio Terminal Custodian responsibilities undertaken by the CCTV Manager. The committee shall ensure adequate resources, procedures and safeguards are in place to protect the systems and support the responsible officers in their required duties.
- 3.12 Identify and implement economic development opportunities
- 3.13 Manage and promote the Town Council Citizen Award Scheme and seek to maximise positive opportunities to celebrate success.
- 3.14 Develop & Implement a Newquay specific Volunteer scheme, to encourage individuals and organisations to work with the council to improve the overall appearance of Newquay.
- 3.15 Identify initiatives to provide support and services for Homelessness in Newquay and liaison with external partners to facilitate consultation and implementation of any agreed projects.
- 3.16 Identify issues and liaise with CC regarding implementation of PSPOS and other local schemes.
- 3.17 Identify and implement Youth Initiatives that will benefit Newquay, its young visitors and residents.
- 3.18 Responsible for twinning opportunities including coordination with Dinard.

#### **4.0 Meetings**

- 4.1 The committee shall meet a minimum of 4 times in a Municipal year, on- the ~~second Tuesday~~third Thursday in the month, with Special meetings being called as required by the Town Clerk, through normal procedures defined in Standing Orders.

- 4.2 Members will be summoned to attend meeting which will normally be held in the Council Chamber, Municipal Offices and a Public Notice of the meeting shall be given in accordance with Schedule 12, Para 10(2) of the Local Government Act 1972.
- 4.3 The Town Clerk may attend any meeting to offer advice, guidance and support.
- 4.4 The committee may cancel a meeting by way of a majority decision at a meeting of the committee, or via email should this be appropriate. A notice confirming the cancellation of a meeting shall at the very least be circulated to all members of the Council, on the Council's website and on the Council's social media channels.
- 4.5 The meeting location may be varied from time to time but shall be contained within the Public Notice of the Meeting and associated summons.
- 4.6 The Public Notice will be posted on the Town Council's website. Subject to restrictions, at least one notice will also be published in a Town Council public notice board.

## **5.0 Documentation**

- 5.1 The minutes of all meetings shall be recorded by an officer of Newquay Town Council, scheduled by the Town Clerk, circulated at Full Council meetings of Newquay Town Council and uploaded to the Town Council website within 4 weeks of the meeting.
- 5.2 All
  - 5.2.1 resolutions of the committee
  - 5.2.2 recommendations to Full Council
  - 5.2.3 recommendations to other committees
  - 5.2.4 matters referred to other committees/Full Council

shall be recorded in the minutes of the meetings.

- 5.3 The committee shall draw up and agree written Terms of Reference for working parties and sub-committees that fall under this committee's control. Such Terms of Reference will not bestow powers or a remit that is wider or falls outside the committee's own Terms of Reference. Such documents will be owned by this committee and any variation requests from the working party/sub-committee shall be referred to this committee for consideration and decision.

## **6.0 Accountability**

- 6.1 The Committee has delegated powers to act on behalf of the Full Council in relation to the defined terms of reference only; any recommendations outside the Committee's terms of reference

shall be made to Full Council and may require another committee's input before a decision is made by Full Council or another responsible committee.

- 6.2 In some circumstances, officers have delegated powers to act on behalf of the committee and/or Full Council under a separate Scheme of Delegation or as outlined in committee terms of reference or minutes.
- 6.3 At all times the committee must adhere to all Standing Orders, Financial Regulations, policies, procedures and member code of conduct which may all change from time to time.

## **7.0 Scope and Specific Delegations**

- 7.1 The Committee has the delegated powers from Full Council to undertake activities and make relevant decisions to achieve the objectives as set out in section 3.
- 7.2 The Committee has the delegated powers from Full Council to establish an Annual Committee Budget for recommendation to the Governance and Resources Committee no later than November each year in-line with Financial Regulation 3.1.
- 7.3 The Committee has the delegated powers from Full Council to spend up to its annual budget, without the requirement to go back to Full Council for approval; subject to such spends falling within the objectives of the committee and are budgeted for in-line with Financial Regulation 3.1.
- 7.4 The Committee has the delegated powers to consider and make relevant decisions on any matter referred to it by Full Council.
- 7.5 To appoint Sub-Committees and Working Parties that shall report to it in accordance with Standing Orders.
- 7.6 The Committee shall have the following specific delegations:
  - 7.6.1 The Committee has responsibility for representing the town councils involvement in the following events
    - 7.6.1.1 Killacourt Events (All Year)
    - 7.6.1.2 Christmas ~~Fayre~~Lights Switch On and Market
    - ~~7.6.1.3 Christmas Parade~~
    - ~~7.6.1.4 Fish Festival~~
    - ~~7.6.1.5 Carnival~~
    - ~~7.6.1.6~~7.6.1.3 New Year's Eve
    - ~~7.6.1.7 Lowender Peran~~
    - ~~7.6.1.8~~7.6.1.4 Any events that the town crier attends on behalf of Newquay Town.
  - 7.6.2 To liaise with the Town Team and be the primary decision making body in any associated work or requests within



the scope of Economic Development work and in particular Town Vitality and High Street Funding projects/applications.

## **8.0 Review**

- 8.1** The Committee's terms of reference are to be reviewed at-least annually. Any changes must be recommended to Full Council for approval.