Your say on the Council’s business plan and budget
Cornwall Council plays a huge part in many people’s lives – ensuring children and young people have the best start in life, protecting vulnerable people, maintaining a safe road system and helping to create a thriving economy.
Thank you to everyone who took the time to have your say on how Cornwall Council funds local services. Our consultation on Cornwall Council’s business plan and 2019-20 budget reached well over 80,000 people and we listened carefully to everyone’s views.

Most you that we spoke to on the street, at events and in small groups, were not aware that due to the significant Government funding reductions the Council will need to be self-sufficient from 2022, being mainly funded through Council Tax and Business Rates.

Our stakeholders appreciated that budget reductions make it increasingly hard for the Council to provide services and were keen to work with the Council, through more efficient and effective integrated working across all sectors, to bring about more benefits and deliver greater impacts together.

Council tax

When we asked in our online survey what Council tax increase you would be prepared to pay to fund Council services, nearly three quarters (72%) of you said you would increase Council tax by 1%, 2%, 3% or above 3%.

What we are doing: Although we could have increased the basic Council tax by up to 2.99% limit set by the Government, we chose to increase it by 1.99% because many of you told us that you are worried about how rising costs will hit lowest earners hardest.

What you would spend more money on

When we asked ‘If you were able to choose how to allocate the Council’s budget, how would you spend it?’ you told us you would spend more money on some services.

You told us you would spend more money on...

...running libraries, registration services and maintaining trading standards.

✅ We are keeping library services open by doing things differently and working in partnership with local councils and community groups.
...fire and rescue services, fighting and preventing fires and keeping our communities safer.

- We are investing in new kit and equipment for our fire and rescue services.

...helping people keep well and stay healthy.

- As part of our commitment to protect vulnerable children, adults and families, we have increased our funding to adult social services by over 10% and children and family services by over 11%.

...fixing and maintaining roads, on street lights, and on public transport helping people to get where they need to be

- We are investing an additional £30m in road maintenance to tackle potholes and improve the quality of Cornwall’s highways, helping to keep our roads in good repair and in the top 25% of the country. We are protecting evening and weekend bus services for our residents and creating one of the best integrated rural transport systems in the country with smart ticketing.

...collecting rubbish and recycling, and looking after our countryside, parks and beaches.

- We are going to tender on a new waste contract next year that will help to reduce waste, increase recycling, create jobs and support the development of renewable energy and environmental growth. We are investing £29m in coast protection, flood defence works and making green space for nature in our towns and a further £6m on Household Waste and Recycling Centres.

What you would spend less money on

When we asked ‘If you were able to choose how to allocate the Council’s budget, how would you spend it?’ you told us you would spend less money on some services.

You told us you would spend less money on...

... housing benefit for people on low incomes, helping to prevent homelessness

- We don’t have any control over Housing Benefit, which is funded by the Government and called ring
...fenced funding. We receive money to pass onto people who receive housing benefit.

...running the Council and holding elections

✅ We are always trying to be more efficient and our back office spend is lower than many other councils. We are saving £12 million through managing our workforce better and reducing the number of people we employ. We are rationalising the properties we own to reduce running costs. We use small amounts of our budget to attract large grants and more funding for Cornwall.

...helping children and young people get the best start in life they can

✅ Providing services for children and young people is one of the Council’s core statutory duties and increasing the aspirations for our young people is one of our Council priorities. We are working with health partners to join up services and provide cost efficient services.

...caring for adults who need our help

✅ Adult Social Care is one of the Council’s statutory duties and caring for adults who need our help is important. We are transforming our adult social care services to make them more efficient and save £37 million.

...planning, building new homes, investing in Cornwall’s economic growth, major road schemes, schools and buildings

✅ Our Planning budget is covered by planning charges so is cost neutral. Ensuring there are enough homes for people to live in Cornwall is important and extra homes and businesses contribute to the cost of public services through local taxation. The Council’s funding for major schemes is a minor part of the costs involved, with most of the funds coming from Government and other grants, e.g. the Council funded £2m towards the cost of the Special Free School for Social, Emotional and Mental Health (SEMH) Needs in Bodmin with a Government grant of around £10m.
How would you raise additional money?

When we asked ‘If you opted to spend more than your available budget - how would you raise the additional money?’ you told us how you would raise additional money.

You would raise the additional money through changing how the Council provides services.

✔️ We are working much more with local councils and by the end of 2019 most of our libraries will be run by city, town and parish councils. We are transforming the Adult Social Care System making it more efficient, helping people who use the services to only have to tell their story once and identifying the right care package from the start. We are bringing Council and NHS children’s services together within the Council as part of a new integrated service called Together for Families. We are also working in partnership with communities, volunteers and young people to provide community based support and services.

You would raise Council tax

✔️ We increased Council tax by 1.99% with an additional 2% levy specifically for Adult Social Care services.

You would increase charges

✔️ With the cost of living increasing and increased demand for our services, our budget has to work harder for you. We are increasing the costs of some services that people pay for, like planning, licensing, parking and garden waste collections, by the cost of inflation.

You would stop providing services

✔️ We have worked hard to find innovative ways to ensure that services continue to be provided in Cornwall. With continuing reductions in Government funding we have had to reduce or change how some services are provided to balance the budget for 2019/20 and make £70m of savings over the next four years. We are: making more services and payments available online, reducing our overhead costs through digital improvement; transforming our adult social care and Children, young people and families services; rationalising our portfolio property to reduce our running costs; and maximising the return on our investments by attracting match funding from the Government and the business sector.
Thank you to everyone who took the time to have your say on how Cornwall Council funds local services. Our consultation on Cornwall Council’s business plan and 2019-20 budget reached well over 80,000 residents. We have listened carefully to your views.

We work for you every day - whether you are visiting Cornwall’s beautiful beaches where we support the lifeguards, beach cleaning, and coastal paths; using your local library, health visitors, schools and early help to give your children the best start in life; using the small and mighty Cornish businesses which we have helped start up and grow on while meeting public protection standards; or relying on our care for your frail and vulnerable loved ones.

We are publishing this report to let you know how your say has shaped our decisions on how we spend over a billion pounds providing the public services that you, your family and friends use every day.

Most of the people we heard from appreciate that reducing budgets are a result of national austerity measures, and encouraged us to lobby Government to reduce the impact on Cornwall. Cornwall Council is taking a strong stand on fairer funding. At a time when surveys show eight in ten councils believe the current funding system is “unsustainable”, this is a campaign we hope everyone can get behind.

We asked people in Cornwall whether you would be prepared to pay more Council tax to maintain local services as the Government grant is phased out, one of the options to close our budget gap. 29% of residents who responded to our survey would be prepared to pay an increase of 3% or more, on top of the 2% adult social care precept. However, many more were concerned about the impacts of rising costs, particularly on the lowest earners and vulnerable people.

We share your concerns about the impact of rising costs on people in Cornwall. That is why our final decisions have kept the Council tax increase below 2%, before the 2% adult social care precept. Surveys show that three quarters of councils are set to increase Council tax by more than 2.5%, and Northamptonshire has set an increase of 4.99%.
While we have kept our Council tax increase as low as we can, we know that it is still a lot to pay, particularly as the impact of austerity and welfare reform bites harder on people’s personal budgets. We are committed to supporting the most vulnerable, with budget measures to exempt care leavers from paying Council tax; and to continue funding Citizens Advice Cornwall’s debt and welfare advice, which helps to put money into the pockets of our poorest residents each year.

Some people who took part in our consultation proposed that we set a lower Council tax increase for the lowest earners. Others proposed that we set a tourist tax instead of increasing Council tax. These are good ideas, but the Government does not currently give councils the legal powers to implement them.

While Cornwall Council does face difficult budget challenges, the work we have done over our first ten years as a unitary authority to make £350 million of savings means that we are financially sustainable and able to invest in the services that matter most to residents.

For instance:

- you told us you want to see more investment to keep our roads in good condition and free of potholes. We are investing an extra £10 million each year to maintain over 4,500 miles of local roads.
- many consultees raised concerns about the sustainability of adult social care in an aging population. In recent surveys almost a third of councils were planning to cut spending on adult social care.

We are investing an extra 10% of funding for adult social care services in Cornwall.
Over the next four years, as the Government grant is phased out completely, we need to make a further £65 million of savings to cope with the growing cost and demand for local services. We are doing this as far as possible by improving our efficiency and changing the way we deliver services. Throughout this report you will find examples of how your Council is using resources wisely to secure good value for local taxpayers.

Thank you to everyone who took part in our consultation. We are committed to listening and working with the people of Cornwall, to get the best outcomes for our residents. We trust this report shows how your say has shaped our decisions on funding local services for you and your families. We work for you.

Adam Paynter, Leader of the Council
Julian German, Deputy Leader of the Council
Our priorities for Cornwall
We will work **with the people of Cornwall** and use our resources wisely to protect and enhance our unique environment, create more homes and jobs for our residents, and ensure everyone can live well and safely together.

**Our aims**
- **Ensure** everyone can live well and safely together
- **Create** more homes and jobs for residents
- **Protect** and enhance the environment

**Our values**
- **We listen:** we will work with the people of Cornwall
- **We are responsible:** we will use resources wisely
- **We act in the best interests of Cornwall:** putting people first
Our priorities for Cornwall

Healthy Cornwall
- Better health for everyone
- Protect and improve the lives of vulnerable adults
- Provide care for hospital leavers (less time in hospital)
- Increase the aspirations for our young people
- Children are healthy, safe and protected from harm
- Fewer children living in poverty

Homes for Cornwall
- Provide 1,000 homes through the Council
- Raise standards of privately rented homes
- Bring empty properties back into use
- Support Land Trusts and other providers to deliver homes
- Lobby to protect residents impacted by welfare reform
- Fewer people living in fuel poverty

Connecting Cornwall
- Improve sea, road, rail, air and bus networks
- Link bus and rail timetables, ferries and the airport
- Give communities more influence to improve roads
- Enhance broadband and mobile connectivity

Green and prosperous Cornwall
- Use Council land to create jobs
- Invest in skills required by current and future employers
- More apprenticeships
- Pay the Living Wage Foundation living wage
- Reduce waste by increasing reuse and recycling
- Support the development of renewable energy and environmental growth
- Aspiring to a clean Cornwall that residents and visitors are proud of

Democratic Cornwall
- Communicate better with our communities
- Lobby for fair funding
- To seek further devolution from Whitehall to Cornwall and within the Duchy
- Make Cornwall Brexit ready
- Strengthen local democracy, local decision making and local service delivery
Using our resources wisely

We have an annual budget of £1 billion which we use to deliver services to more than half a million residents and over five million visitors a year.

We manage 10,000 hectares of land, employ more than 5,500 staff and support many more local jobs through our contracts with local businesses. Using our resources wisely to deliver value for Cornwall is one of our core values.

Where the budget comes from

- **18%** comes from Council tax
- **29%** comes from the Government but the majority of this can only be used for specific services like schools, housing benefit and public health
- **43%** comes from the services we charge for, like planning, licensing and parking
- **9%** comes from other sources including investment income
- **1%** comes from other sources including investment income
- **1%** comes from other sources including investment income

Your say on the Council’s business plan and budget
In 2019, for every £100 we receive to fund services, we will spend:

- **£25** caring for adults who need our help
- **£23** helping children and young people get the best start in life they can
- **£16** on housing benefit for people on low incomes, helping to prevent homelessness
- **£10** planning and building new affordable homes for local people, investing in Cornwall’s economic growth, major road schemes, schools and buildings
- **£7** collecting rubbish and recycling, and looking after our countryside, parks and beaches
- **£6** fixing and maintaining roads, street lighting, and on public transport
- **£5** running the Council and holding elections
- **£3** on fire and rescue services, fighting and preventing fires and keeping our communities safer
- **£2** helping people keep well and stay healthy
- **£2** on online services to improve customer access and offer different ways for residents to contact us
- **£1** to run libraries, registration services and maintaining trading standards
What we asked you

Our budget consultation set out how we planned to tackle the challenges facing the Council and where we proposed to focus the budget we have in order to continue to make a positive difference.

We asked for your views on:

• which services are important to you
• your views on next year’s rate of Council Tax.
• how you would spend the budget
• how much you would increase Council tax by
• how you would raise additional money

Our engagement included:

• Talking with over 800 people in 19 town centres
• 560 responses to our budget survey
• Over 300 people attended 15 public Community Network Panel meetings
• 83 local council representatives and local Cornwall Councillors attended three Localism Summits
• 44 residents took part in four themed budget discussion groups
• 26 representatives of businesses, local councils and voluntary, community and social enterprise (VCSE) organisations attended two stakeholder events.

Social media reach was significant with more than 17,300 people reached on Facebook and over 65,700 people reached on Twitter, and over 2,600 visits to the Council’s website www.cornwall.gov.uk/budget2018
Why did we consult on the budget?

- We previously listened to what you told us was important and developed a clear long term vision and priorities based on this.
- We wanted to hear your views about how we spend your money in 2019/20 to meet the needs of Cornwall.
- There are clear challenges for Cornwall.
- We have a clear long term strategy in place to support the economic growth of Cornwall, but we will have less money in the future.
- The 2019/20 budget consultation was one of your opportunities to influence decision making about Cornwall.
What you told us...

Most you that we spoke to on the street, at events and in small groups, were not aware that the Council will not receive the Government Revenue Grant after 2022 and will need to be self-funding.

Our stakeholders appreciated that budget reductions make it increasingly hard for the Council to provide services and were keen to work with the Council, through more efficient and effective integrated working across all sectors, to bring about more benefits and deliver greater impacts together.

Nearly three quarters (72%) of you who responded to our online survey said you would increase Council tax by 1%, 2%, 3% or above 3%.

Although we could have increased the basic Council tax by up to 2.99% limit set by the Government, we chose to increase it by 1.99% because many of you told us that you are worried about how rising costs will hit lowest earners hardest.

‘If you were able to choose how to allocate the Council’s budget, how would you spend it?’

You told us you would spend more on...

1. Running libraries, registration services and maintaining trading standards

   We are keeping library services open by doing things differently and working in partnership with local councils and community groups.
2. Fire and rescue services, fighting and preventing fires and keeping our communities safer
   We are investing in new kit and equipment for our fire and rescue services.

3. Helping people keep well and stay healthy
   As part of our commitment to protect vulnerable children, adults and families, we have increased our funding to adult social services by over 10% and children and family services by over 11%.

4. Fixing and maintaining roads, on street lights, and on public transport helping people to get where they need to be
   We are investing an additional £30m in road maintenance to tackle potholes and improve the quality of Cornwall’s highways, helping to keep our roads in good repair and in the top 25% of the country. We are protecting bus services for our residents and creating one of the best integrated rural transport systems in the country with smart ticketing.

5. Collecting rubbish and recycling, and looking after our countryside, parks and beaches
   We are going to tender on a new waste contract next year that will help to reduce waste, increase recycling, create jobs and support the development of renewable energy and environmental growth. We are investing £29m in coast protection, flood defence works and making green space for nature in our towns and a further £6m on Household Waste and Recycling Centres.

6. Online services, improving customer access and offering different ways for our residents to contact us
   We don’t have any control over Housing Benefit, which is funded by the Government and called ring fenced funding. We receive the exact amount of money to pass onto people who receive housing benefit.
You told us you would spend less on:

1. Housing benefit for people on low incomes, helping to prevent homelessness
   We don’t have any control over Housing Benefit, which is funded by the Government and called ring fenced funding. We receive the exact amount of money to pass onto people who receive housing benefit.

2. Running the Council and holding elections
   We are always trying to be more efficient and our back office spend is lower than many other councils. We are saving £12 million through managing our workforce better and reducing the number of people we employ. We are rationalising the properties we own to reduce running costs. We use small amounts of our budget to attract large grants and more funding for Cornwall.

3. Helping children and young people get the best start in life they can
   Providing services for children and young people is one of the Council’s core statutory duties and increasing the aspirations for our young people is one of our Council priorities. We are working with health partners to join up services and provide cost efficient services.

4. Caring for adults who need our help
   Adult Social Care is one of the Council’s statutory duties and caring for adults who need our help is important. We are transforming our adult social care services to make them more efficient and save £37 million.

5. Planning, building new homes, investing in Cornwall’s economic growth, major road schemes, schools and buildings.
   Our Planning budget is covered by planning charges so is cost neutral. Ensuring there are enough homes for people to live in Cornwall is important and extra homes and businesses contribute to the cost of public services through local taxation. The Council’s funding for major schemes is a minor part of the costs involved, with most of the funds coming from Government and other grants, e.g. the Council funded £2m towards the cost of the Special Free School for Social, Emotional and Mental Health (SEMH) Needs in Bodmin with a Government grant of around £10m.
Key themes and what we’re doing
Impact on residents

Many residents were concerned that the changes in funding from central government have led to the Council having to raise taxes, causing the burden of taxation to fall disproportionally on local residents and businesses. Many of you felt that visitors and second home owners also make use of our infrastructure and services – and should contribute fairly to sustaining those services. Suggestions put forward include doubling Council tax on second homes and introducing a tourist tax such as is common in some European countries.

What we’re doing

While central Government funding continues to reduce, the Council is still responsible for around £1bn of public spending to deliver services in Cornwall. We deliver more than 800 services, manage more than 10,000 hectares of land, employ more than 5,500 staff and support many more jobs through the contracts we award.

We continue to lobby Government for Fairer Funding for Cornwall as a rural Unitary Authority.

We continue to lobby the Government on the issues of the loophole under which holiday lets are exempt from Council Tax and receive Business rate relief.

We have used the Government’s new Council Tax legislation to introduce a 100% Council Tax premium for properties that have been empty for more than two years.

When we asked ‘If you opted to spend more than your available budget - how would you raise the additional money?’ you told us how you would raise additional money.
You told us
You would raise the additional money through changing how the Council provides services.

What are we doing
We are working much more with local councils and by the end of 2019 most of our libraries will be run by city, town and parish councils.

We are transforming the Adult Social Care System making it more efficient, helping people who use the services to only have to tell their story once and identifying the right care package from the start. We are bringing Council and NHS children’s services together within the Council as part of a new integrated service called Together for Families. We are also working in partnership with communities, volunteers and young people to provide community based support and services.

You told us
You would raise Council tax.

What are we doing
We increased Council tax by 1.99% with an additional 2% levy specifically for Adult Social Care services.

You told us
You would increase charges.

What are we doing
With the cost of living increasing and increased demand for our services, our budget has to work harder for you. We are increasing the costs of some services that people pay for, like planning, licensing, parking and garden waste collections, by the cost of inflation.

You told us
You would stop providing services.

What are we doing
We have worked to find innovative ways to ensure that services continue to be provided in Cornwall. With continuing reductions in Government funding we have had to reduce or change how some services are provided to balance the budget for 2019/20 and make £70m of savings over the next four years. We are: making more services and payments available online, reducing our overhead costs through digital improvement; transforming our adult social care and Children, young people and families services; rationalising our portfolio property to reduce our running costs; and maximising the return on our investments by attracting match funding from the Government and the business sector.
The business plan and supporting budget proposes to use resources to support more jobs, higher wages and affordable homes for people in Cornwall, and would see Cornwall Council:

- **pay 55% of its contractual spend directly into Cornish businesses**, supporting jobs and businesses across Cornwall

- **directly invest in the homes and jobs** that people in Cornwall need through an £800 million capital programme

- **remain amongst the top three in the country for providing affordable homes**, with an ambition to become the best and build 1,000 homes for people across Cornwall by 2021.

With ever-reducing Government grants and increasing costs, **we are always looking for innovative ways to increase revenue** and to become more self-sufficient. A tourist tax is an issue which has been raised by residents during our budget consultations and Cornwall Council is watching with interest the work that the Local Government Association is carrying out on this issue.
Impact on the lowest earners

You were concerned the budget proposals will lead to council tax going up at a time that wages are not. Many of you felt that the rising costs will hit lowest earners hardest and that the council should look at other ways to raise income or cut costs.

Suggestions put forward include wealthier people contributing more, the council being more efficient or cutting services instead of raising council tax, or levying a tourist tax.

What we’re doing

To ensure low income earners are supported, the Council proposes to increase the proportion of its overall budget that is spent on people on low incomes by 2% over this Business Plan period. This includes:

- Continued support for those in need with paying their Council tax bills or who need emergency help through the Exceptional Relief and Crisis and Care funds
- Funding Citizen’s Advice Cornwall to provide continued support and advice to residents
- Our commitment to the Foundation Living Wage will put an extra £10 million into the pay packets of people working across Cornwall, helping low income households to manage the rising costs of living.
Connecting Cornwall and supporting local economies

We received widespread feedback against further increases in car parking charges. Some respondents considered such charges to be a stealth tax, whilst many also see increased car parking charges as undermining the vitality of town centres.

People we spoke to in Town Centres would like us to do more to improve public transport links, reduce the cost of parking and support local businesses and traders (for example by offering lower business rates).

What we’re doing

We receive about £9.7 million net income from parking each year. This income is used to help maintain car parks, as well as contribute towards the £45 million spent each year on maintaining the condition and safety of 7,500km Cornwall’s roads and 2,700 bridges and retaining walls.

Without the income from car parking charges, the Council would need to increase council tax to generate the same amount of funding. Our roads are some of the best in the country with the Council rated as amongst the top 25% in the country for keeping our main roads in good repair.

At the same time, we want to support local economies to thrive and flourish. **We are seeking central government funding to improve high streets**, and have sought advice from experts in the field such as Jackie Sadek, the CEO of UK Regeneration and co-author of The Grimsey
Review 2 on the future of the high street. The Council’s Economic Growth and Development Committee has also started an enquiry into the vitality of Cornish towns. This will keep Cornwall at the forefront of the thinking about the future of the high street.

We will continue free evening parking in most Cornwall Council car parks. We’ll also be continuing with flexible pay and park options during the day time, such as being able to buy batches of reduced rate parking sessions via the JustPark telephone payment and offering seasonal permits at a reduced rate.

£9.7m income from carparks helps maintain 7,500 km Cornwall’s roads and 2,700 bridges and retaining walls

“…it is a big step forward to work constructively with Cornwall Council in developing a more balanced tariff structure for (car parks).”

Richard Gates, Falmouth Town Manager and Richard Wilcox, Falmouth BID Manager

We’re talking to groups like the Chamber of Commerce and Business Improvement Districts (BIDs) about how the pricing structure of car parks can help reduce congestion, how we take into account local concerns and priorities and how our car parks continues to support the local economy.

In early 2019, Pay On Exit technology will replace Pay & Display machines in 12 car parks in eight towns, encouraging people to stay longer in town centres without the worry of their parking session running out. This will free up Civil Enforcement Officers to patrol illegal parking through better use of technology in car parks,
ensuring that traffic congestion through illegal parking is reduced. Other changes we are working on to improve parking include, contactless payment, discounts for residents and businesses, raising awareness of season tickets and other payment options, and mobile camera technology, including targeted enforcement around schools and colleges, to reduce traffic congestion.

6% increase in passenger numbers using public transportation (up from 4%)

Your feedback also highlighted public transport as a priority. The Growth Deal funded One Public Transport System for Cornwall project is building on Cornwall’s Devolution Deal with Government to make significant improvements to public transport to benefit residents and visitors alike. Improvements are being made to rail services with two trains per hour expected to up and running on the mainline by the end of the year.

The roll out of a new fleet of intercity express trains began in August 2018 with further upgrades to the existing fleet of high speed trains currently underway. These will then be run on regional services. Night Riviera Sleeper services have been upgraded and sleeper lounges have been provided in Penzance, Truro and Paddington, improving facilities available to passengers. This investment in rail services has been underpinned by the delivery of a heavy maintenance depot in Long Rock.

“We’ve seen some powerful insights into what works in terms of regenerating seaside towns and villages. Cornwall has a lot to teach the rest of the country.”

Lords Committee Chairman Lord Bassam of Brighton on a visit to Cornwall
700,000 more passenger journeys on public transport as a result of improvements

17% of Cornish households have no car

Seventy-eight new buses have been introduced over the last two years with a further 14 currently on order. These are equipped with WiFi and USB charging and Euro VI engines. All buses in Cornwall have been equipped with new electronic ticket machines with contactless technology enabling passengers to pay swiftly using credit and debit cards.

Future improvements will move towards ‘capped’ fares for passengers using contactless technology across all forms of transport, which means passengers will be charged retrospectively for the best value ticket. Other improvements include upgraded waiting facilities on key routes through Cornwall. This includes refurbishment works at Truro, Newquay and Penzance bus stations, new bus shelters, signs and timetable cases. We’re also installing digital information screens showing in real time, when the next buses will arrive at the stop. Digital information will be further improved later this year with the introduction of a Travel Companion App which will make journey planning for bus, rail, ferry much easier and will also offer information on driving and parking.

We will be making a number of offers to give non-bus and non-train users across Cornwall the opportunity to try these improvements for themselves with special offer and use them as viable alternatives to taking the car. This in turn reduces congestion on the roads, and will help improve air quality.

460,000 passengers passed through Cornwall Newquay Airport last year
Feedback suggests that providing more affordable and good quality homes remains important to people – with ongoing concerns that young people cannot afford to live in Cornwall.

There are however also concerns that new housing developments mainly benefit people settling in Cornwall from outside of the area or that housing developments are being given planning permission without additional capacity being created in schools, hospitals, infrastructure and other key services.

What we’re doing

Cornwall needs well planned growth. We are working with housing associations, community-led housing groups and developers to support them to build more homes that Cornwall needs in terms of affordability, quality and accessibility.

With 19,000 households on the Homechoice register, there is a desperate need for new homes in Cornwall, which is why we are investing in more homes so your families and children can stay in Cornwall.

There is a long-term development plan to ensure new homes are built in the right locations with the right infrastructure – stopping unsustainable development.

19,000 households on the Homechoice register

248 statutory notices served on rogue landlords to help improve the quality of private rentals
Delivered over **900 new affordable homes** (2017/18)

We need **12,000 new homes** over the next four years to meet growing local demand for housing. We are working with housing associations and other developers to support them to build more homes, and the council will also directly provide 1,000 homes.

**Increasing the number of homes for rent** is also important, so we will help bring empty properties back into use. We will also work with private landlords to improve private rented homes and prosecute landlords who don’t meet their responsibilities. Too many existing homes are in poor condition or hard to heat, which impacts on people’s health and increases costs to the NHS.

We are funding work to **make vulnerable residents’ homes cheaper to heat and have made improvements** to more than 1,100 homes to date.

We are also the landlord for 10,000 social homes and we will reinvest their rents to improve quality.

In Cornwall as a whole, **3400 new homes were built in 2017 and just over 3000 the year before.** We plan to keep delivering about 3000 homes per year over the next few years to ensure we meet the local plan targets of 52,500 homes by 2030.

Of those 3,400 new homes, around 900 were affordable and we have plans to increase this to about 1,200 to 1,300 per year through investment and partnership.

**We proactively deliver affordable housing** through exception sites which are small plots on the edge of an existing village, for building affordable housing solely for local people. In 2016/17 of all the affordable homes in England that were built on exception sites, 37% of them were built in Cornwall on around 40 sites in rural areas.

**New homes do go to local people** – less than 3% don’t have a local connection. These are generally armed forces or domestic violence victims (and their placement is determined by government).
22% drop in homelessness in last national count

Every £1 of Council money we spend through our housing association partners brings in an extra £6 of funding

Brought back into use through Council intervention including our Empty Homes Loan Scheme

We’re delighted that we’ve been able to stay in the village. We need four bedrooms and this house is ideal. We’re all really excited. We’ve made it our home and we’re really happy with it.

Naomi Bailey, who recently moved into a four bedroom home for affordable rent on a new development in St Breward
Looking after vulnerable adults

Many consultees raised concerns about the future sustainability of adult social care in an aging population and they would like to better understand what Cornwall Council is doing about this. Some people also wanted to know how the social care precept is being used to improve services.

What we’re doing

Cornwall faces a number of challenges arising from a ‘super-ageing’ population - which means that the proportion of people aged over 65 is increasing at a rate that is higher compared to the rest of the and more people are living longer and with multiple health challenges.

This means our services need to prepare for increasing levels of frailty and need at a time where numbers in the working age population are already insufficient to meet existing requirements for care workers: Cornwall has lower numbers of working age people (18-64), and generally more older people are moving into Cornwall than are leaving. This is combined with the potential impact of Brexit on workforce availability.

We are working to meet these challenges over the next 12 years (to 2030) by re-designing services which we will co-design with service users, carers and localities who will use the services now and in the future.
Older and disabled people tell us that they want to stay in their own homes and in their communities. We are responding to this by investing in reablement and rehabilitation services so that people are able to be independent for longer, and we are increasing the money we spend on homecare by funding the Foundation Living Wage. This will enable more people can be helped to stay in their own homes rather than move into nursing or residential care.

**Investment in social care freed up over**

1,000 bed days in our hospitals, reducing delayed transfers of care

**Confirmed plans to create**

3,500 ‘Extra Care’ housing units across the country

**We are also focusing on the prevention**, reducing the amount spent on preventable problems that subsequently impact upon both health and care providers; however, the prevention budget in Cornwall (along with the Public Health budget) has been reduced in recent years.

The recently published Commissioning Intentions document* considers how we will work with partners and local communities to improve the quality of life and opportunities available for people with low level support needs in Cornwall.

**We will also working with local health services**, including GPs, pharmasicts and our local hospitals to introduce wider preventative measures. The strategy considers how we can all work better together to ensure that people get the support they need to live safe and well in the community.

*www.cornwall.gov.uk/media/34323479/commissioning-intentions-for-asc-prevention-easy-read.pdf*
There is a strong focus in the 2019/20 budget on protecting services for and supporting vulnerable people. This includes proposing to invest an extra £17 million in adult social services – an increase of over 10% over the next 4 years - and make our services more efficient so that the people we help only have to tell their story once, and the 8,550 adults who rely on our care get the right package of support first time.

We were the first Council in the South West to sign Unison’s Ethical Care Charter, with a commitment to pay care workers the foundation living wage.

Many people raised concerns about the future sustainability of adult social care in an aging population and we will be applying the adult social care levy of 2% again next year. This money is used to help us meet demand for services and can only be spent on adult social care.

Our Devolution Deal brought in an extra £8m to target energy efficiency improvements at vulnerable people who are at risk of ill health.

With a growing number of adults relying on some form of social care in Cornwall, we are already looking at how we can make changes to the way that people receive care and support in Cornwall. We need to take action now to make sure that we all receive the care and support that we might need in the future.

Rob Rotchell, Cabinet Member for Adults
Future investment

Another area where many people indicated they would welcome more information is around Cornwall Council’s plans for investing in Cornwall.

Many argue that investment in local economy, road and rail infrastructure is needed, and what to know what Cornwall Council is doing. Some express concerns that money is used on schemes that do not bring sufficient benefits.

What we’re doing

Greater local control in a post-Brexit Britain should gain increasing importance according to a new devolution plan for Cornwall. As the UK prepares to leave the European Union, the Cornwall and Isles of Scilly Leadership Board has created the New Frontiers plan to support a local economy that works for everyone by building global industries, growing skills and wages and protecting our heritage and environment.

New Frontiers has the potential to increase the region’s contribution into the UK economy by £2 billion and to support the delivery of at least 20,000 additional jobs by 2030. If supported by central government, this ambitious plan will make Cornwall and the Isles of Scilly the world’s first ‘net extractor’ of marine plastics, making sure less plastic enters the sea and that more is extracted. It will also boost our renewable energy, creative and digital technologies, space technology and lithium mining industries. Lithium is the raw material used in, amongst other things Tesla car batteries.
Over 50% of the 2015 Cornwall Devolution Deal has been delivered, including:

- Bus and rail patronage increased by 1.4 million journeys
- 78 new buses with plans to introduce a Cornish equivalent of the Oyster card for public transport
- Secured £11.5m investment over three years for the Warm and Well programme, making over 1,000 vulnerable households cheaper to heat every year
- Delivering investment in new energy technologies such as deep geothermal, potentially providing electricity for thousands of homes in the future
- Acquired land for 255 new homes in Cornwall
- Supported 11,392 businesses and start-ups
- Created 5,280 new apprenticeship starts.

We also secured Intermediate Body Status from Government giving us more local control over how £184m of European funding is spent to grow our economy, and we retained 100% of rates paid by local businesses in Cornwall so businesses growth benefits the community, delivering an extra £8 million for essential public services in Cornwall.

We improved employment and skills with the Department for Education choosing Cornwall and the Isles of Scilly to be one of only a handful of local authorities to pilot new ways of understanding skills demands and skills barriers in our local market.

We have a clear ambition to accelerate the development and capacity of the region’s economy. The Council has planned a comprehensive programme of regeneration, residential, commercial and infrastructure development schemes.

Existing businesses are increasingly export-driven and new high-value businesses are making the region home, with the ability to access and retain top talent alongside an unparalleled level of digital connectivity that connects
Cornwall to global markets. Existing aerospace assets such as Goonhilly Earth Station and Cornwall Airport Newquay are levers for unlocking investment potential of international significance.

Our £600 million Cornwall Investment Fund has signalled a broad portfolio of investment opportunities, and a commitment to work alongside investors to deliver commercial returns in an economy and a region that is taking control of its own destiny. This £600 million fund will help deliver the development and infrastructure Cornwall needs, as well as create investments that will give the Council a revenue return to support delivery of vital services.
Making better use of assets

We received a range of suggestions that Cornwall Council could save money by making better use of its buildings and other assets. Examples include reducing the number of offices and buildings, introducing energy saving measures and investing in green energy (for example by installing solar panels).

£350m – savings delivered by the Council since 2009 to help maintain services following reductions in central government funding

What we’re doing

We have started a programme of work to look at how we can improve management of our assets.

We are using our budget and resources wisely by continuing to reduce the number of offices and properties we own and maintain and installing alternative energy supplies to reduce our running costs.

- 750 grants made to not for profit community projects
- 223 public toilets and 12 libraries transferred to local ownership
- We have allocated local communities a combined budget of £1 million every year, £50,000 for each of our 19 Community Network Areas, to spend on small local road schemes.

32% our annual electricity consumption is generated from Cornwall’s renewable electricity capacity
Your say on the Council’s business plan
Our ground breaking street lighting programme, has to date **saved over £26 million in energy costs** being passed on to residents and reducing CO2 emissions. 53,000 street lights were upgraded across Cornwall, saving massive energy costs, with these savings continuing to be delivered year on year as energy prices across the UK fluctuate. We’re now in the process of transitioning to LED lights.
Local issues

There were also a number of issues that were raised through the budget consultation which were specific to your local community.

Many of you told us your concerns about the impact of new housing developments on local schools and health services.

The new Community Infrastructure Levy (CIL) allows local authorities to raise funds from new building projects undertaken in their area. The CIL is charged as a fixed rate per square metre of new floor space created, and the money raised can be used to help fund a wide range of infrastructure that is needed to support development.

We heard from people in Bodmin about their concerns over the safety of the highway improvements made in 2017. The Council has invested £27 million in Bodmin over the last five years. Work has been undertaken to improve walking and cycling links and connect Bodmin to major local tourist attractions. Improvements to roads and traffic flows have made the town centre safer and improved air quality, while investment in public transport includes new lower emission buses.

In Perranporth, we heard about the lack of a secondary school in the Perranporth and St Agnes Network Area and, whilst there isn’t a quick or easy solution, there is work underway to provide secondary education for those children within their own network area.

In Camelford we heard about the impact of heavy traffic causing air quality issues. The Camelford Community Network Panel allocated some of its Local Highway Scheme fund to develop a business case for a Camelford Bypass, which is being submitted to Government in July.
Have your say any day, any time

Cornwall Council welcomes your views and feedback.

How to have your say
There are a range of ways you can have your say on local issues and provide feedback. This includes:

● Contacting your local councillor
● Having you say at Council meetings
● Attending a Local Community Network Panel meeting
● Contacting us online

Current consultations
Our latest consultations can be found on our website, and you can also view previous consultations.

Stay in touch
You can follow us on social media:

● Facebook: www.facebook.com/forCornwall
● Twitter: www.twitter.com/CornwallCouncil

The Council also has a monthly e-newsletter called Stay in Touch – you can subscribe to receive this to get all the latest news and information.

Visit us at www.cornwall.gov.uk/council-and-democracy/have-your-say/
Contact us

For feedback or guidance please email us at
haveyoursay@cornwall.gov.uk

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