

IT'S LIVE ...

One Cornwall now has its own website which can be found at

www.onecornwall.cornwall.gov.uk

An area of the website has been dedicated to parish and town councils which will up-date you on matters of interest as they develop. The website will grow as One Cornwall progresses through transition. The Parish Liaison Team would welcome any comments on how we can improve communications with you. Please view the website and pass any ideas or improvements to the team by phone on 01872 322137 or by email onecornwall@cornwall.gov.uk.

Engagement Meetings

Four of the five events took place, unfortunately due to severe gales, the Bude event on the 10th March was cancelled. All councils will be contacted in due course with a revised date for the Bude event.

On the whole around 94 parish and town councils were represented at these events. A feedback report will be compiled based on all the events and sent to each parish and town councils for information.

Officers from Cornwall County Council undertaking the work in respect of the electoral review attended each event to give a presentation outlining the process and timeframe. As was mentioned at these meetings the timeframe is short with the cut off date being the **21 April 2009** for any representations to be considered by the Boundary Committee. Should any Parish and Town Council wish to make their own representations you must write to the **Boundary Committee for England, Trevelyan House, Great Peter Street, London, SW1P 2HW**. It is also suggested that you copy your letter to Malcolm Brown, Senior Research and Information Officer, Chief Executive's Department, Cornwall County Council, Room 203, New County Hall, Truro, TR1 3AY, your District Council and, if you are a Member, to CALC.

The Electoral Review Team has arranged public consultation meetings solely to address the

Ask about ...

Q: If my council hasn't decided by the 1 April 2009 if they wish to take on additional assets or services will it miss out?

A: Your Council won't miss out. The 1 April 2009 is an important date when the new authority officially comes into being however, work will still continue on various aspects which include devolution of services and assets.

electoral review, which you are welcome to attend. These events will all commence at 7.00 pm on the following dates: -

- 3 April – Restormel Borough Council, St Austell
- 4 April – Kerrier District Council, Camborne
- 7 April – Carrick District Council, Truro
- 10 April – North Cornwall District Council, Camelford
- 14 April – Caradon District Council, Liskeard
- 15 April – Penwith District Council, Penzance

Customer First

is one of many strands of work under One Cornwall. Originally it began as a Cornwall County Council initiative to produce a Customer Access Strategy. This was achieved through joint working with representatives from the County and District Councils. The Customer First project led by Morwenn Evans now sits under the umbrella of One Cornwall. The Customer First Team is eager to engage with all stakeholders to ensure that the development of access to services for the new Council takes into account the needs of its customer.

An Advisory Network has been set up to ensure that consultation and engagement takes place. There is an open invitation to participate and you are more than welcome to be involved. Cllr Sue Swift (Chair of CALC) regularly attends these meetings; she says *"I have found the Customer First Advisory Network a real opportunity to be involved in the development of customer access to services for the new Unitary Authority."*

If you are interested in being involved please contact Julia Donohue 01872 323256 or customer.first@cornwall.gov.uk

Q: What's the latest position with regards to parish elections?

A: During the parliamentary debate on the Implementation Order the Minister, John Healey gave an undertaking that the Implementation Executive (IE) would be consulted on parish elections. To date the IE has received no communication from Mr Healey. Consultation will take place if, and when we hear from the Minister.

One Cornwall Implementation Executive (IE) Meeting Update

The IE debated a number of issues at its meeting on the 12 March. Particular areas of interest for Parish and Town Councils are:-

The IE agreed that developmental work in each of the emerging community network areas begin. This ensures that some elements are up and running in each community network area by the 1 April 2009 and encourage community engagement. Three officers within the One Cornwall Team have been identified to commence this engagement process:- Rob Andrew (Community Network Lead), Martin Eddy (Town and Parish Council Lead) and Sophie Hosking (Partnerships and Stakeholders Lead).

These officers will assist in the identification of potential sites for 1-stop-shops, the place where face to face services will be delivered, and also commence the process of community engagement.

The Town and Parish Team are working to identify ways of piloting services delivery by Town and Parish Councils, from simple to complex, such as open space maintenance, rural street scene, rural service delivery (a rural one-stop-shop) to name a few.

Other areas of interest connected to Town and Parishes will be the identification of training and developmental needs of Parish and Town councillors and how as an authority we can better encourage participation through the work of the community network areas. This work will

involve both Exeter and Plymouth Universities. Parish and Town Councils and Clerks will be contacted on this matter in due course.

Principles relating to "Customer First" were agreed as a basis for further design. These principles included how customers are able to access information and council services through a number of different channels i.e. telephone, council contact points (one-stop-shops), digital TV, through Councillors, improving the customer experience and council opening hours, to name a few. The responsible officer with regards to this strand of work is Morwenn Evans (Customer First Programme Lead).

Three service delivery areas for the management of local service delivery were agreed in principal and will be based on an amalgamation of existing district council areas i.e. West (Penwith and Kerrier), Central (Carrick and Restormel) and East (North Cornwall and Caradon). This proposition will be tested and assessed through more detailed design and development of the One Cornwall programme before final decisions are made on organisation design. The area delivery of services is the essential link between the strategic centre and the community networks. This is where many staff will be located and management structures will have to be redesigned to deliver high performing services and fulfil the aspirations of the localism agenda. The responsible officer with regards to this strand of work is Neil Pendleton (Organisation Design Lead).

The next meeting of the Implementation Executive is due to take place at **10 am on Friday 4 April 2008** in the **Council Chamber, North Cornwall District Council Offices, Camelford**. These meetings are open to the public with agenda, reports and minutes being made available on the County Council's website at <http://www.cornwall.gov.uk/index.cfm?articleid=40375>

One Cornwall Joint Scrutiny Committee

The Cornwall (Structural Change) Order 2008 enables the establishment of a Joint Scrutiny Committee for the review or scrutiny of decisions or other action taken by the IE. This Committee has been established drawn from both County (12) and District Councillors (12), 24 Councillors in total.

The Chairman of this Committee is Mr Keeling (Kerrier DC) and Vice-Chairman is Mr Biscoe (Cornwall CC).

The next meeting of the One Cornwall Joint Scrutiny Committee is due to take place at **2.00 pm on Tuesday 6 May 2008** (venue to be confirmed).

These meetings are open to the public. If you require any information with regards to this Committee please contact Bob Teague, Cornwall CC – Committee Services, 01872 322107

At the IE's recent meeting it referred the report on Cornwall Council Branding to this Committee. This was dealt with on the 27 March with the Committee recommending to the IE that the Cornwall Council adhere to the Cornwall County Council logo, etc, including the fisherman and miner, and leave any decisions about new branding to the new council.

Please contact us ...

We want to hear from you. If you have any queries to raise or questions to ask please contact the Parish Liaison Team (01872 322137/Room 225, New County Hall, Truro, TR1 3AY) or submit a question by email to onecornwall@cornwall.gov.uk