

LOOE TOWN COUNCIL

Minutes of the Annual Meeting of the Looe Town Council
held in the Council Chamber, The Guildhall, Fore Street, East Looe
on Monday 15th April 2013 at 7.00pm

PRESENT

The Mayor – Cllr D J Bryan

COUNCILLORS

T Crane	Mrs E Hannaford
P Crossley	W Martin
J R B Dingle	Mrs M Powell
E B Galipeau	C Rose
Mrs E Graham-Jones	T Stacey
M Gregory	A Toms (Deputy Mayor)
	D Welch

OFFICERS

The Clerk – Mrs Anne Frith
The Assistant Clerk – Mrs Annette Keen

IN ATTENDANCE

The Mayor' Chaplain – Rev P Sharp
Looe Community Officer – Mr S Townly
Devon & Cornwall Constabulary – Sgt R Hall
Looe Community Representative – Miss E Gregory

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Prayer's were given by the Mayor's Chaplain, Reverend Sharp.

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214. APOLOGIES

Apologies for late arrival were given by Councillor W Martin and for early departure by Councillor Mrs Hannaford.

215. THE MAYOR'S ANNUAL REPORT

Councillor Bryan gave his report as per attached Appendix 'A'.

216. TO RECEIVE AN ANNUAL REPORT FROM THE CHAIRMAN OF THE TOWN TOURISM COMMITTEE

Councillor Mrs Hannaford gave her report as attached Appendix 'B'.

217. TO RECEIVE AN ANNUAL REPORT FROM THE CHAIRMAN OF THE FINANCE AND WORKS COMMITTEE

Councillor Gregory gave his report as attached Appendix 'C'.

Councillor Martin arrived at 7.15pm.

218. TO RECEIVE AN ANNUAL REPORT FROM THE CHAIRMAN OF THE PROCEDURES COMMITTEE

Councillor Rose gave his report as attached Appendix 'D'.

219. TO RECEIVE AN ANNUAL REPORT FROM THE CHAIRMAN OF THE ENVIRONMENT AND PUBLIC PROTECTION COMMITTEE

Councillor Gregory gave his report as attached Appendix 'E'.

Councillor Mrs Hannaford left the meeting at 7.25pm.

220. TO RECEIVE AN ANNUAL REPORT FROM THE CHAIRMAN OF THE PLANNING COMMITTEE

Councillor Bryan gave his report as attached Appendix 'F'.

221. TO RECEIVE AN ANNUAL REPORT FROM THE LOOE COMMUNITY OFFICER

As circulated, attached Appendix 'G'.

222. TO ADJOURN THE ANNUAL MEETING

Councillor Bryan proposed that the Annual Meeting be adjourned and, as there were no members of the public present and no questions had been received, that the Town Meeting be abandoned and the Full Council now commence, seconded by Councillor Gregory it was:

RESOLVED

Unanimously to accept the above proposal.

The Annual Meeting was adjourned at 7.30pm.

Appendix 'A'

MAYOR'S ANNUAL REPORT **Councillor David Bryan**

It has been a very busy eventful year and I have enjoyed meeting lots of people as I went to different engagements with my wife.

We started I suppose with the Jubilee celebrations, the events were a huge success and we had the launch of the bikes from the sea front. The beach games were really enjoyed, so was the children's party. I even managed to get my Annette in a boat for a trip. The Beacon and party up on the Wooldown was a huge success and I am sure East Looe Town Trust will get many more requests for events up there.

We thank East Looe Town Trust and all their staff for their co-operation and help.

We held a curry night, raffle and auction at Hannafore Point Hotel to raise money for the fireworks. Councillor Toms and his team pulled it all together well and I am sure it will probably happen again to raise more funds.

Unfortunately the weather again defeated us with the torchlight procession which had to be cancelled. We are looking ahead to next year and the new Council will review the event, dates etc.

Father Christmas arrived in Looe, grateful thanks go to the Lions and the Guildhall Market for the success that night.

New Year and the very first but I hope not the last for the two events. First the earlier children's fireworks display and then the display at midnight, thanks to Councillor Toms and his team.

It was followed on New Year's day by the first swim on the beach, well done to the organisers and all the brave people that took part.

We have welcomed a new member of staff in Simon Townly, Looe Community Officer, who has been making himself busy around the town.

We have taken over the toilets in Looe from County and the new Council will have to make decisions on how they will be managed and improved.

We are in the final throws of taking over the putting greens at Hannafore and working with the Bowling Club.

There will in the life of the next Council be other things to tackle, the allotments for one. Without a doubt County will also be passing more down to us.

The financial situation and cuts are affecting all of us.

Other events from the past year.

The passage of the Olympic Torch through Cornwall and Devon
Carnival week

Looe 10 Miler
Darby and Joan 50th Anniversary
Edwina Hannaford and Sheila Brock did another fashion show at the Community Academy
The Mayoral Annual Charity Dinner at Looe Bay was really enjoyed
Quiz night at the West Looe Social Club

Thanks to all who took part in any of these events.

Looe is a vibrant active town and this year there has been a good growth in the number of passengers on the Looe Valley line.

Then Looe was hit by the tragedy of the landslips and the tragic death of Susan Norman who was an active member of this community. I do not intend to say any more as this is still an ongoing situation except to send out support to the family and close friends of Susan Norman.

I thank all the members of this Council for their support and contribution over the past year. There has been a lot of meetings and a lot of work to get through, thank you for giving your time.

Thanks to all this Council staff especially Anne our Town and Clerk and Annette her Assistant, they have worked hard in trying circumstances.

There has been controversy over the Town Council's plans to move, as one who visits the office regularly, I can tell you the present offices are unsuitable, we need more office and storage space.

We are in the process of negotiating with East Looe Town Trust and looking at the Mariners Garden, the new Council will consult with the public before any decision is made I am sure.

Thanks and best wishes to Councillors Rose, Welch and Galipeau who are not standing for re-election to Looe Town Council, we will miss you and wish you all the best for the future.

Good luck to all the Councillors including myself who are standing for re-election.

TOURISM REPORT 2012

Chairman – Councillor Mrs Edwina Hannaford

Firstly I would like to thank members and partners of the panel for their hard work and help over the last year. We have been joined by Polperro Promotional Group last year.

Secondly, I would like to pay tribute to Mark Camp the Tourist Information Centre manager and his staff. They are a real asset to the town and work tirelessly on behalf of the town.

Last year I highlighted my aim to increase revenue and reduce costs.

I am pleased to announce that this is the second year that the Tourist Information Centre broke even. This is good news so the TIC does not become a burden to the tax payer and reflects the hard work of staff in expanding the commercial activity of the centre.

Looe TIC has become the bench mark for other TIC's especially those that have ceased to be run by Cornwall Council.

Last year saw a huge increase in commission from selling Eden tickets, profits from the map guide, accommodation guide and Wedding guide to come.

Just by the manager making his own fridge magnets rather than buying it in we have increased the profit margin.

The TIC footfall is now accurately measures with 73k people passing through the Overd porch. This compares with 60k in 2005

The website traffic has increased significantly, 117% in the last year with over 42k unique visitors. Interestingly access from mobile devices has risen by 600%. We are advertising Looe on the I Love Looe app, and have significantly developed our social media presence on Facebook and Twitter. Making the most of mobile devices and technology may well shape our promotional strategy in the coming year.

2012 saw membership of the TIC drop. The number of Bed and Breakfasts establishments dropped as the number of self catering establishments has risen. This has an impact on TIC income, as self-catering bookings through the TIC. However because there was generally a drop in visitor numbers, establishments had vacancies which the TIC was able to fill and gain the commission.

The main event of 2012 was the Jubilee, closely followed by Looe Music Festival. The TIC staff played a huge part in organising and promoting the long bank holiday and selling music festival tickets.

TIC staff also helped with our Giant Pasty on tour promotions in Bristol Temple Meads and Plymouth City Centre.

The Events and Festivals Committee is also an effective way to encourage cross organisation collaboration and promotion. Many thanks to Michelle Sadler the current chair.

In the back end of 2012 and early 2013 the TIC staff have also played a huge part in informing residents and visitors about road closures.

The challenges for the next year are;

- Maintaining the financial sustainability of the TIC
- Further engagement with the industry
- A louder voice for business in the town
- Formulating a promotional strategy for the town, not just the road closure recovery plan, but formulating a plan to ensure that Looe (and Polperro) are the first choice for a holiday in Cornwall.

Finance and Works Committee 2012/13

Cllr M Gregory

It has been a busy year for the committee and I would like to thank those councillors that have helped on the committee. Plus particular thanks for our Clerk, as without her help we would not be able to function.

The following summarises some of the work the committee has been undertaking;

1. Budgeting

We have worked extremely hard this year to ensure we had adequate resources for undertaking our priority projects, whilst at the same time not increasing our burden on the local tax payers. We are unfortunate in Looe in since the town council does not own any assets like other towns. This means that all finance has to be raised from the local tax payers, which is further compounded as we are a relatively small town with a greater than average number of houses in the A to C council tax brackets. This is also further exasperated as we also have to pay rent for our accommodation and meetings.

We have scrutinised our budgets and reduced approximately a third of our budget lines, which has enabled us to keep our precept at the same level as last year, whilst ensuring the priority projects can continue and we have the minimum required reserves.

Although our budgets have always been passed by the auditors, we have done considerable work to ensure that the budget is simplified, made it easier to understand and made more transparent.

As can be seen Cornwall Council will be providing less and less services and if we wish for the services to continue and/or be improved for our town then we are going to have to take on a number of these services, which will be financially challenging, but we have to look to the future to ensure we can progress and it was with this in mind that the Council has agreed to produce a five year financial plan.

2. Public Conveniences

As was noted in the Environment Committee report we have now taken on the Public conveniences. This has been very challenging to budget for, as right up to the last minute before we took control, there were still a number of unknowns that we were unable to get the details from Cornwall Council. Also due to Cornwall Council leaving it to the last minute before informing us that unless we took over the toilets in April this year for every month they continued to run them would be lose a considerable amount of the budget they are giving us. This meant that as Cornwall Council claim we can run the toilets for 50% less than them, within a few months our entire budget from Cornwall Council would be spent. We therefore had to move fast to ensure we were in a position to take on the contract in April.

3. West Looe Shelter

LTC agreed to part finance the new shelter from its match funded community chest as it was felt that this was of great benefit to the community

4. Donations/Community Chest

This year we have given £1,031 in donations to groups that provide benefits to the town and/or to the residents out of our budgeted £1,500.

We have also assisted West Looe Playgroup, East Looe Town Trust and the Looe Music Festival from our £6,500 Community Chest fund which totalled £4,300.

We will also be holding a fund raising event to raise addition funds for the Christmas lights.

Appendix 'D'

Procedures Committee Report

The remit of the Procedures Committee is to ensure the Town Council meets and complies with all the current and future legislation surrounding it together with the maintenance and adherence of The Code of Conduct and Standing Orders.

This year has seen a dramatic increase in legislation affecting Town and Parish Councils together with devolvement of services from Cornwall Council.

This committee has been extremely pro-active in preparing the way and completing outstanding requirements.

Those completed include the introduction of Draft Minutes on the Town Council website. The review and introduction of the new Code of Conduct. The amendment of the remit of the Procedures Committee to reflect new legislation requirements. The simplification, update and redraft of the Outside Body Nomination Policy. The redraft of the Council's Standing Orders which are now in place for presentation, discussion and acceptance by the new Council. The update of Part 2 procedures involving public attendance. The review and update for New Councillor Training. Preparation to introduce staff pensions. The introduction of a new RISK assessment policy to cover finance, staff welfare and health and safety legislation. To name but a few.

As well as the above, we have also been drafting new lease agreements encompassing the Bowling Club, Allotments and the devolvement of the toilets from Cornwall Council. All of which are ongoing.

All of the above would not have been possible without the hard work and dedication of the Town Clerk and Assistant Town Clerk, Anne Frith and Annette Keen. On many occasions they have worked well beyond their hours including late night meetings while continuing the smooth running of the office and Council. To them I give my heartfelt thanks.

I also wish to thank the Mayor and Mayoress together with the Deputy Mayor and Mayoress for all the work they have done in not only representing Looe but also in their selfless dedication in putting Looe first.

As for the future, I will be taking this opportunity to retire. Having been a Councillor since 2007, albeit with a shortish break in 2011, it is time to move on to pursue, as they say, other interests. Being a Councillor is not easy and involves a lot of hard work. But it is the most worthwhile and rewarding thing I have ever done and I will take with me a pride in being part of what this outgoing Council has achieved for the residents of Looe.

Cllr Chris Rose - Chairman of the Procedures Committee

Appendix 'E'

Environment and Public Protection Committee 2012/13 Cllr M Gregory

It has once again been a busy year for the committee and I would like to thank those councillors and non councillors that have helped on the committee.

The following summarises some of the work the committee has been undertaking;

1. Traffic Regulation Order

Cornwall Council finally finished the design of the TRO and the public consultation commenced in September 2012. The works are now virtually complete. The traffic regulation order was submitted to Cornwall Council following an extensive public consultation including a number of consultation days, which were very successful. The proposed changes resulted from the comments from the consultation.

2. Public Conveniences

We have continued to have ongoing discussions about the provision of public conveniences in Looe with Cornwall Council. Due to the threat of closure of at least 2 sets of toilets, we have worked very hard to ensure we achieved the best possible outcome for the town. Our primary aim has been to enable toilet provision to remain as it is, at no extra cost to our tax-payers. However it became clear that due to a number of factors, including that Cornwall Council were not initially willing to put in any resources to bring the toilets ear marked for closure up to standards, that we would have to look at alternative ways for toilet provision as well as continually lobbying Cornwall Council. The final deal that has been reached is to keep the sea front, Millpool and Hannafore Toilets as they are and turn the Guildhall gents and West Looe Square gents into unisex toilets freeing up resources that will go into maintain the remaining toilets. The alterations are being paid for by Cornwall Council.

We have now signed the contract for public toilet provision in Looe.

3. Looe Community Officer

Our new Looe Community Officer started in May 2012 and has had a very busy year and his reports are on our website. Of particular note are the successes of removing the fly posting

that was proliferating in the town and working with the businesses to identify other forms of advertising and some of these will be in place very shortly and the dog fouling campaigns.

Simon has been very visible in the town and has helped with many situations including the recent floods etc.

Follow him on the social media.

4. Public Seats/Benches

Due to the deterioration of a number of the seats in the town and the fact Cornwall Council will no longer be replacing the seats owned by them we have started on a replacement and repair program. The new seats are in the LTC corporate colours and made out of hard wearing recycled tyres. We will also be replacing seats that were provided by Cornwall Council.

5. Bathing water Quality

Due to the very wet year we had last year, it is likely East Looe Beach will fail the more stringent bathing water quality standards that come into force in 2015. We have just resolved to take the lead in ensuring that all the organisations are working together and to ensure that funding is forthcoming from the Environment Agency to continue and improve on the works that are already underway such as preventing farm runoff into the rivers and a new larger sewage holding tank which will help prevent raw sewage discharge during wet weather.

6. Flooding/land instability

We have resolved to ensure that Cornwall Council provide engineering reports on the safety of a number roads that have shown that they may be at risk of land slip.

7. Torch Light Procession/Carol Service

Despite a huge amount of effort to organise this year's event the weather won and the event had unfortunately had to be cancelled. Our aim this year is for the processions to converge on West Looe and hold the service in the square or under the new shelter.

8. CCTV

Our successful CCTV system has been expanded to include Bridgend and the patients car park.

9. Devolution/Active Partnering

We are talking to Cornwall Council with a view to developing an active partnership for Civil Enforcement. Meetings have been held with Cornwall Council in order to make it easier for us to direct enforcement to problem areas. An agreement was signed between LTC and Looe Town Council.

10. New Years Eve

Contrary to popular belief New Years Eve happens all by itself each year. However, although the Council does not directly organise any specific events we do ensure that all those involved, including the emergency services, Cornwall Council etc, come together to ensure the night is enjoyed by everyone and goes off without incident. This year was particularly difficult as at one stage there were going to be no fireworks, however thanks to many people, in particular Armand Toms there were in fact 2 very successful fire work displays.

11. Patients Car Park

The lease for this car park ended this year and Cornwall Council did not want to renew it with LTC, but wanted to expand the pay and display car park into it. Fortunately with help from our Cornwall Councillor Armand Toms, we have negotiated a new lease, although unfortunately at considerable more than we were paying.

12. New Tourist information centre and Council Offices

Due to the unsuitable and overcrowded offices currently occupied by LTC and together with and the need for a larger and more prominent TIC, a sub committee was formed to investigate the need and possible options for new premises. Currently LTC do not own any premises and therefore have to rent, which is paid for by the local tax payers. Through a mixture of grants and resources budgeted for, LTC could buy or build new accommodation, which in a relatively short space of time saves the tax payer money as we will not be paying rent, and will have additional income from for example increased sales from the TIC etc.

Appendix 'F'

ANNUAL REPORT FROM THE PLANNING CHAIRMAN **Councillor David Bryan**

It has been a busy year with several matters that raised public interest. Consultation meetings were held at the Academy, enabling us to consult with the public over Barratt Homes, Millendreath Development and of course the supermarket.

I must say that this year we seem to be getting an even higher number of applications when County see things differently to us and go against our recommendations.

We have stressed to County the importance of local knowledge and local feeling. County, we know are under pressure from the Government to achieve decision figures within a set time and to go in favour of development as the Cornwall Local Plan shows.

The Cornwall Draft Local Plan is out for consultation now, a copy is held in the office. Looe is pressing ahead to try and get its own local plan off the ground and started through the long process it faces and we will come out for public consultation in due course.

We did have the Conservation Officer, David Moore and the Planning Friendly Link Officer to one of our meetings and they did leave with several observations and points of concern from us.

We have asked for a moratorium on developments in Looe until we are all assured of the safety of the whole town. I thank Councillor Toms and Mrs Hannaford for their support.

We have also suggested that possible ground subsidence and flooding become a more important factor in any development plans submitted and waste water drainage.

We have also been looking at Planning Training for any new Councillors and any previous Councillors as well. I am always learning new things and would willingly go on training courses.

I thank all of the members of the Planning Committee for giving up their time to attend meetings, and to Councillor Stacey for being an able Vice Chairman.

Special thanks to Anne and Annette for all their hard work.

Appendix 'G'

Report to: Looe Town Councillors

Date: 15th April 2013

Reporting Officer: Simon Townly

Subject: Annual Report

1. PURPOSE OF THE REPORT

1.1 To note the annual report of the Looe Community Officer

1.2 To allow the public to have access to information regarding the role

Looe Town Council some years ago had the vision to address environmental issues at a localised level with this the role of community officer was founded.

The purpose of the Community Officer will be to contribute effectively to the achievement of the Town's environment and public health objective and the wider vision of the council. Key elements of this include:

- **Improving the local environment.**
- **Reduce anti-social behaviour, litter and criminal damage.**
- **Promote community safety by enhancing the liveability of the town centre and surrounding areas.**
- **Identifying effective and efficient ways to improve the environment.**

I have been in post for one year and during this time I have established myself a front line communication link between the general public, Town council and other agencies.

The important factor and main aim of the role is to improve the environment in which we live, this I believe has been achieved having a dramatic effect on somewhat previously overlooked environmental issues in Looe.

The role is successful in being able to highlight environmental issues that would otherwise have been either over looked and not reported, with the majority of the general public expecting it already addressed.

The role works well both independently, with the assistance of the general public.

With public assistance certain issues that may not be seen can be reported directly to the relevant department who will subsequently act on the information received. This system is instrumental in resolving complaints for the residents of Looe.

The role acts as "the eyes and ears" of the community and I am able to give informed advice where required and generally able to respond to the numerous questions asked. If unable to do so the individual will be directed to the correct service.

The job description in place for the role was extensive and, coupled with the type of work I conducted for Colchester Borough Council, I was able to add and enhance to the role to cover a majority of fields, this I have continued to develop and below shows a vast range of activities that I deal with on a day to day basis.

The role has continued to develop over the first year and listed below are just some of the issues that are responded to which affect the quality of life:

- Reducing crime and the fear of crime

- Challenging anti-social behaviour
- Reporting suspicious behaviour
- Discouraging drug dealing
- Resolving neighbourhood disputes

Addressing environmental problems such as:

- Fly tipping
- Fly Posting
- Graffiti
- Dog fouling
- Animal welfare
- Waste and recycling
- Dead animals
- Littering
- Public Conveniences
- Noise

Reporting maintenance problems such as:

- Street lamps not working
- Blocked drains
- Blocked gullies
- Loose paving slabs
- Damaged drain covers
- Flooding
- Weeds
- Debris on footpaths and roads
- Potholes
- Signage on Highways

- Tree issues
- Footpath issues
- Littering
- Dog and litter bin issues
- Street furniture

Addressing vehicle related issues:

- Abandoned vehicles
- Untaxed Vehicles
- Inconsiderately parked vehicles
- Vulnerable vehicles

Reporting further neighbourhood nuisance such as:

- Noise
- Dog control
- ASB in both private and social housing

Whilst this list is not inclusive it will give a strong indication of the type of work completed on a day to day basis.

In conjunction with having delegated authority with Cornwall Council to issue Fixed Penalty notices, I am also an Accredited Community Safety Officer, transferred from Essex Police to Devon and Cornwall police, this now allows me to:

- To have access to and share information and intelligence with Devon and Cornwall Constabulary
- Power to require giving of a name and address for a relevant offence
- Power to require name and address for anti social behaviour
- Power to issue fixed penalty notice for riding a bicycle on a footpath.
- Power to stop cyclists if they are suspected of having committed an offence of riding on a footpath.
- Confiscate alcohol from young persons
- Confiscate cigarettes and tobacco products from a young persons
- Power to enforce surrender of alcohol or not to consume alcohol in a designated public place.

On arrival to post it was, as you would expect, under certain scrutiny and aspirations were high in regards to what could be done and how quickly. Without any real plan I used my previous training and job expertise to help Looe deliver a safer and cleaner environment.

Below is a summary of the work completed for the period between

May 16th 2012-November 23rd 2012:

Fly Tips	78 reported and resolved
Fly Postings	195 removed and advise given to organizations
Vehicle Checks	23 reported to DVLA for no Road Tax or abandoned vehicle
Signposting	Over 300
Meetings	120 multi agency meetings
Graffiti	18 reported in multiple locations
Dog Watch	Over 133 in Multiple locations including both Trusts and Harbour
Litter Picks	Over 150 In multiple locations including Trusts and Harbour
Truancy Checks	4
Public Events	5
Maintenance	Over 60 Maintenance issues
Problem Solving	Over 100 residential issues addressed and resolved
Words of Advice	Over 90 environmental and behavioural issues addressed
Community Engagement	Over 340 acts of community engagement
General Reporting	Over 280 reports made identifying environmental concerns
Toilet Checks	Over 220 checks made
Animal Welfare	8
Customer Complaints	Over 260 complaints received from MOP and visitors 80% resolved
Day Burners	5
Trading Standards	1
Patrols	Over 20 hrs a week
Public Correspondence	Over 250 cases
School Watch	Over 20
Project Work	Over 20 projects worked on

The above list is again not inclusive with some work or actions not being collated at the time. You will see that during the first six months of employment a minimum 2670 proactive activities were completed.

The first six months of post resulted in a large scale re-education of both businesses and residents within Looe in regards to environmental protocols and actions. This initially was met with a considerable amount of resistance, but after explanations were

given and correspondence sent out, the majority of businesses and residents soon understood the way forward and that these actions were for the benefit of the town. The initial tools for the post were sufficient to start with, however I managed to gain further delegated powers from highways that allowed me to conduct certain actions for the benefit of the environment at a local level.

Within the first six months I have been able to build some good working relationships with some of the following external organizations:

- Cormac
- Cory
- Cornwall Housing
- Devon and Cornwall Police
- Probation Service
- Public Health and Protection Cornwall Council
- Philip Browning Enviro-Crime Enforcement Officer

Over the following six months a lot of progress was made in regards to solving the initial issues in Looe, you will see by the report below a drop in some of the key fields.

This report runs from 24th November 2012-16th March 2013

Fly Tips	12
Fly Postings	23 80% CC
Vehicle Checks	6 reported for no road tax
Signposting	Over 60 with MOP
Meetings	Over 35 with multi agency groups
Graffiti	5 reported and resolved in multiple locations 2 Harbour
Dog Watch	Over 40 in multiple locations including Trust land and harbour
Litter Picks	Over 30 multiple locations including Trusts and Harbours
Truancy Checks	3 checks on individuals out of school
Public Events	0
Maintenance	Over 30 maintenance issues completed (probation service)
Problem Solving	Over 40 MOP assisted in problems
Words of Advice	Over 100 with MOP and businesses
Community Engagement	Over 300 acts of community engagement
General Reporting	Over 140 addressing environmental impacts
Toilet Checks	Over 50 checks of open toilets checking on condition of use

Animal Welfare	2
Customer Complaints	25 complaints from MOP
Day Burners	1
Trading Standards	2
Patrols	Over 20 hrs a week
Public Correspondence	Multiple correspondence including leaflet drops in Looe regarding road works, flooding, landslipes
School Watch	Over 10 at both junior and secondary school
Project Work	Over 5 ongoing projects

You may have identified a slow down of some trends in Looe, some of which I have identified in comparing my first six months to the second six months, incorporated in these figures is the slow down in visitor numbers and activity and also annual leave etc.

Listed below shows the success of continued challenging and re-education

- **Fly tipping down by= 85%**
- **Fly Posting down by=89%**
- **Vehicle Checks down by=72%**
- **Graffiti down by= 88%**
- **Litter picks down by=80%**
- **Truancy down by= 25%**

This shows that real progress is being made in Looe with hopefully the trend continuing over the coming twelve months.

The year was a very challenging one with some key projects and areas of concern dealt with for the benefit of the residents:

The Back Street Clean Up East Looe



This initial operation was the result of some very nasty slips and trips in the area, and the inability for Cory Environmental to clean the area up to the required standard. Although this was met with some hostility it proved to be a great success for both visitors and residents of Looe.

Work with Probation Service



Work with the Probation Service commenced in early September with the allocation of a number of community payback workers. These workers, under my supervision have worked extremely hard in Looe to assist in the business and residential community . Some of the work carried out is as follows:

- Weeding and cleaning Shutta Road
- Weeding and cleaning the Lucy Lane
- Mariners Garden clean up

- Shutta Hill weeding and Cleaning
- Multiple Litter picks both East and West Looe
- Back Streets East Looe
- East Cliff
- Multiple painting for shop fronts
- Painting and treating War memorial
- Patients Car Park
- Hannafore Beach
- Viewing Station
- Weeding and cleaning doctors surgery
- Hannafore Lane clean up
- Leaflet distributions

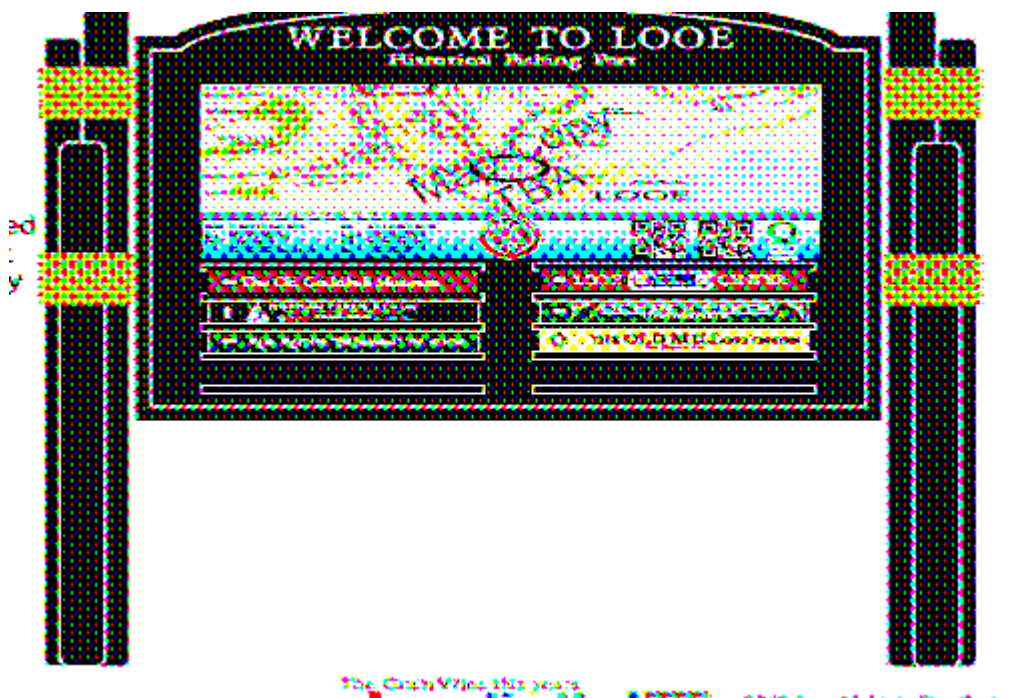
This work continues and is of benefit to both the individual and the town of Looe and the relationship with the probation service will hopefully continue over the next 12 months.

Bench Replacement Project



With services and expenditure stretched for all agencies and with the failings of crucial street scene furnishings, it was established that one of the key areas that needed addressing was a requirement for a corporate image for the Town. The first changes coming are some new environmentally friendly benches that will be rolled out in key locations around Town over the next few months. This will provide a really modern but historic feel to Looe.

Advertising Signage



Within the first 6 months in post it was clear that many businesses felt the need to advertise in ways that were detrimental to the Environment ie Fly posting, A boards on the highway and signage placed on street furniture. With a view that businesses wanted to advertise elsewhere in the Town, in conjunction with the Grain, a new corporate but historic sign has been produced. This will give the businesses of Looe a chance to advertise in a professional manner and to give the right impression to visitors to Looe.

The Bowling Club and Putting Green

On arrival to Looe it was apparent that to any visitor we may lack in recreational facilities. The Bowling and Putting club is one such area that was overlooked and underused. The area itself lacked good promotional signage and visibility from the main road by foot or by car. With a team of volunteers and extremely hard work, the hedges surrounding the the Club were cut down and cut back. And a new sign unveiled to ensure positive visibility from the roadside.



Dog Fouling Strategy



In January 2013 I launched a dog fouling campaign which highlighted to irresponsible dog owners the need to clear up after their dogs. The campaign was the first of its kind in Cornwall and created quite a media storm and some really good press to highlight a rather sensitive subject. This will remain an ongoing project within Looe and with public support will hopefully slow down this inevitable issue.

Public information Awareness

Towards the end of last year I also updated the web site with some key advice for the residents of Looe regarding adverse weather.

- Flooding
- Snow and Ice
- High Winds
- Bonfires

In summary:

Everyone wants a welcoming and safe town and when considering the aspirations of the community safety must be a primary issue. I consider myself the eyes and ears of the community in regards to environmental issues and town safety, It must be acknowledged that this post is in its infancy and there are lessons to learn and progress to make in regards to re-educating the public to have pride in the town. With the decrease of front line services the message is that Looe must begin to help itself, Pride begins at home....