



Community Levelling Up Fund

Final Report – Portreath Parish Council Office and Community Hub

1. Project/Applicant Details

Name of your Project: **Portreath Parish Council Office & Community Hub**

Your company / Organisation: **Portreath Parish Council**

Ref: **CLUP CAP12-003**

3. Project Impact

Summary of Outputs:

E1 - Public Realm Created: The removal of the former public toilets allowed the replacement building (Office & Community Hub) to be sited back from the road creating additional public realm. This in turn has improved safety for pedestrians especially those who use mobility aids and those with pushchairs as there is now more than adequate space for two people to pass without having to go on the road. Following the completion of the office and community hub it is estimated that an additional 13.5m^{sq} of public realm have been created on top of the target of 16.5m^{sq} resulting in an increase of public realm of 30m^{sq}. This was due to being able to reposition the building back slightly further from the road than we had anticipated.

E1 - Improved Perception of Facility or Amenity: A derelict disused eyesore which was the former public toilets in Portreath, which stood in a prominent area near to the beach have been removed and replaced with an attractive, functional, community building, which has a solar array which not only supports the new building but also supplements the parish council public toilets. Prior to the commencement of the project 40 of the people surveyed rated the building (former public toilets) as good or very good. Following the completion of the project (Parish Office & Community Hub) 287¹ of the people surveyed rated the building to be good or very good.

E2 - Neighbourhood Improvements Undertaken: A derelict disused eyesore which was the former public toilets in Portreath, which stood in a prominent heavy footfall area near to the beach have been removed and replaced with an attractive, functional, community building.

Just wanted to drop a line to say how pleased we are with the look of the new parish building. We see it as we walk out our front door so it is a much nicer sight than the old toilet blocks. It's also really great to see it being used by various community groups, I hope this continues to be used in this way, it's a really lovely space and an asset to the village.

Many thanks,

Close Neighbour of the Community Hub and Parish Office (personal data held but redacted for this report)

¹ Final Survey Figures updated from the submission of the E12 Improved Engagement Numbers – Evidence of the final survey figures attached: **Final Survey Results Portreath Parish Office & Community Hub 20250326**

and it is a lot easier on the eye than the dilapidated toilet block that had stood for a great many years. A great improvement and, hopefully, a facility that can be used by residents of the village with various events that can be held throughout the year as well as a meeting space with a potential income stream for non-residents too!

Close Neighbour of the Community Hub and Parish Office (personal data held but redacted for this report)

E2 - Improved perception of facility/infrastructure project: Prior to the commencement of the project 40 of the people surveyed



rated the building (former public toilets) as good or very good. Following the completion of the project (Parish Office & Community Hub) 287² of the people surveyed rated the building to be good or very good.



E12 - Improved engagement Numbers: The Parish Office and Community Hub has seen an increase on usage since its soft opening in December 2024.

The Office is regularly being used by 2 members of staff.

An unexpected outcome of having the office space has meant that Clerks from neighbouring parish councils have been making use of the desk space when available. Which in turn provides support to those Clerks who work alone and to the Parish Clerk working with others experiencing the same hurdles as they are.

'I have been hot desking at the new office space in Portreath since it opened, and I wanted to send feedback on how it is benefitting my wellbeing.

Previous to this my work situation as sole officer to my Parish Council, was working from home 5 days a week. It can be lonely and challenging as the only employee, and leaving the house to go to work, changes up the week. Apart from occasional meetings and Parish visits and checks, all my time working was at home.

Having the opportunity to work at an office 2 days a week, with a person doing the same role has really improved my wellbeing and benefited us both.

Alongside leaving the house to go to work and sharing space with another person, I have also been able to bounce ideas around about challenges and opportunities which are work related and the increased social interactive and leaving the house has added focus to my work.

The office has improved my wellbeing relating and given two Clerks the chance to leave their own home environment.

I would recommend this to any Clerk home working'

Mary Gosling PSLCC

Clerk and Responsible Financial Officer

Ponsanooth Parish Council

² Final Survey Figures updated from the submission of the E12 Improved Engagement Numbers – Evidence of the final survey figures attached: **Final Survey Results Portreath Parish Office & Community Hub 20250326**

The Community Hub is a thriving space used regularly by the community.

- **Community Catch up Coffee Morning:** A weekly coffee morning run by councillors and members of the community (**5 Volunteers, 5-10 attendees**).
- **Portreath Harbour Association:** The volunteer group who manage Portreath Harbour meet here once a month (**8 Volunteers**)
- **WAAF Site Working Group:** Meet regularly to bring together a plan for the future of the former WAAF Site at Cambrose. (**5 Councillors, 5 Volunteers**)
- **Parish Council Meetings:** To date there have been one meeting of the council held in the Community Hub (**7 councillors, 1 Members of Staff**)
- **Facilities Working Group:** The first meeting of the newly formed Facilities Working Group was held in the community hub. Further meetings of the working group will be held at regular intervals (likely monthly) (**1 Member of Staff, 5 Councillors**)
- **Embroidery Group:** A regular booking form for a community group. (**1 Coordinator, 5 Attendees**)
- **Community Emergency Plan Group:** The group meet to keep the plan up to date, provide training to the volunteers, and use as a meeting point in case of the plan being activated. (**15 Volunteers**)
- **Environment Agency:** Held a 2-day public consultation with members of the community relaying detail of their plan for a flood alleviation project for the parish of Portreath. The environment Agency will be working with the community to produce a design for the flood alleviation works which will be a prominent feature in the village of Portreath. It is likely that there will be similar events every couple of months to involve the community with the decision-making process which will have an impact on almost all residents of the parish. (**Attended by over 60 parishioners**)

Local Events or Activities Supported: The parish council hosted a grand opening event of the Parish Office and Community Hub. Attended by:

- 2 Members of Staff**
- 6 Councillors**
- 21 Invited Guests**
- 30 Members of the Public**

The parish council intends on hosting the weekly coffee morning on a long-term basis. Staff are in the process of organising a string of events with both the Fire Brigade promoting community fire safety and first aid as well as Devon & Cornwall Police to host anti Cyber Crime initiatives.

Amount of low or zero carbon energy infrastructure

installed: The building hosts an impressive solar array with Givenergy hybrid inverter and a 9.5 kw storage battery. The building is heated with air source heating.

An unexpected outcome of the solar array is that the energy generated also supplements the running of the parish toilets, therefore reducing the cost of electricity to the parish council.³



³ A detailed breakdown of the savings will be available when the billing for March is made available.

Number of low or zero carbon energy infrastructure installed:

- 7 x Trina Vertex S+ 440W Black framed N Type Mono solar panels and a G3 GivEnergy 3.6kW hybrid inverter
- 9.5kw battery storage
- Daikin air source heating system



Improved perceived/experienced accessibility: Prior to the commencement of the project 23 of the people surveyed thought the level of accessibility for users of the footpath passing each other, especially wheelchair or pushchair users was good or very good. Following the completion of the project 285⁴ of the people surveyed thought the level of accessibility for users of the footpath passing each other, especially wheelchair or pushchair users was good or very good.

Improved perception of safety: Prior to the commencement of the project 25 of the people



surveyed thought the level of safety for users of the footpath passing each other, especially wheelchair or pushchair users was good or very good.

Following the completion of the project 285⁵ of the people surveyed thought the level of safety for users of the footpath passing each other, especially wheelchair or pushchair users was good or very good.



Jobs created: A 0.25 fte⁶ position has been created with the completion of the project. The role of Assistant to the Clerk has been filled by a local person since the 7th January 2025. The role is a flexible position that reflects the need of the council. Filling this role will allow the council in time to unitise the skills of the Clerk to drive future projects and continue to build on the professionalism of the Council.

The Clerk now has a dedicated workspace, eliminating the need to use their personal living space for official duties. This change has had a positive impact on both the Clerk's efficiency and their family's well-being. Additionally, the dedicated office has improved accessibility for members of the public seeking council services.

With the project's completion, the council now has the physical capacity to employ an assistant to the Clerk, addressing a long-standing need for additional staff to manage the council's increasing workload.

The community hub is already being actively used by various local groups and has attracted interest from passersby drawn to the heritage display. The council has identified areas of the community not yet represented and is collaborating with local residents to create

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⁶ FTE - Full Time Equivalent

additional heritage boards. Building on the existing tourist information displayed outside the building, the council aims to enhance visitor resources by providing leaflets and other informational materials.

Looking ahead, the community hub will serve as a focal point for greater community engagement, offering improved access to council officers and councillors.

4. Good Growth principles

- **BE4: Upskilling the workforce.** Staff have attended training in website management, Procurement, Prevention of Sexual Harassment In the Workplace, Election Practice.
- **C1 Reduction in CO2:** By installing Solar PV system and air source heat pump it is intended to use renewable energy as much as practical. EPC, completion certificates and details of renewable energy installations to be provided upon completion. Signposting parishioners and visitors to local businesses and services will help reduce CO2 emissions.
- **C2 Circularity - reduction in use of virgin raw materials. Recycle reuse principles:** A copy of the Council Climate Action Plan has been provided.
- **BE1 Increase % of workforce earning RLW:** The council has been able to employ an additional staff member, working 0.25 fte.
- **BE3 Contribute positively to CloS economy, environment and equality through purchasing/procurement:** A copy of the council's financial regulations and standing orders have been provided as evidence of this outcome. The Council has used local suppliers as far as it was possible to bring this project to fruition.
- **EQ6 Support for the ageing population to remain economically active:** The councils Equality & Diversity policy has been supplied as evidence. This policy was followed during the recruitment process for the role of assistant to the clerk. The council are hosting weekly Community Catch up Warm welcome sessions to support older members of the community as part of the delivery of the Devon & Cornwall Police Cyber Crime prevention sessions.
- **EQ8 - Levelling up of Towns and Neighbourhoods through CloS:** The creating of council offices and community meeting space which did not previously exist.
- **EQ9 Increased capacity and place-based leadership in communities:** The project has provided a working office for 2 people. A community hub and meeting space which has a capacity of 35 along with kitchenette and accessible toilet facilities. A copy of the record of usage of the building since its soft opening has been supplied.
- **EQ10 Advance equality of opportunity between people who share a protected characteristic and those who do not (Equality Act 2010):** The councils Equality & Diversity policy has been supplied as evidence. This policy was followed during the recruitment process for the role of assistant to the clerk.

7. The CLUP Programme

What is your view of the CLUP Programme?

Although we received exceptional support throughout the process, it still felt incredibly demanding. The Clerk dedicated a remarkable amount of time to the project, incurring a significant cost to the council—approximately 100 hours during the project's delivery and a similar amount during the application phase. This does not even account for the countless hours volunteered by councillors, which collectively add up to several hundred more.

The application process and project delivery have enhanced the skills of both staff and councillors, and the outcome has of course been outstanding.

The application process should be simplified, as it is currently too burdensome for small or voluntary organizations to manage. The timeframe for completion was too short for a parish council, requiring many significant decisions to be made under delegated authority and ratified later—an approach that does not align with best practice for parish councils. This process may have discouraged some councils from applying for funding and likely posed a barrier for charities, which also rely on formal voting at meetings to make decisions.

8. Conclusions and Recommendations

Conclusions

The project has successfully established a functional office space for two individuals, along with a community hub and meeting area that can accommodate up to 35 people. Additionally, it includes a kitchenette and accessible toilet facilities, all of which were previously unavailable.

The Clerk now has a dedicated workspace, eliminating the need to use their personal living area for official duties. This change has positively impacted both the Clerk's efficiency and their family's well-being. The designated office space has also improved accessibility for councillors and members of the public.

With the completion of this project, the council now has the physical capacity to employ an assistant to the Clerk—an essential step in managing the council's increasing workload.

Overall, the council has become more accessible, professional, and efficient.

Recommendations

The council will strive to ensure that planned projects are fully prepared for implementation before funding becomes available. This goal is now much more attainable, as staff can work efficiently and maximize their capabilities. We strongly recommend that other applicants engage an experienced project manager from the outset to enhance the success of their projects.

Any other Comments?

Portreath Parish Council sincerely thanks Cath Collier for her invaluable support throughout the entire process. We also extend our gratitude to Graham Woodworth for his guidance during the tendering process. Their contributions were instrumental in the success of this project.