

## PADSTOW TOWN COUNCIL

Minutes of the Annual Parish Meeting held on Tuesday 18 April 2017  
commencing at 7.30pm at Padstow School, Grenville Road, Padstow

**Present:** Padstow Town Council (PTC): Councillor A Rickard (Chair of the Council and Town Mayor) Councillors F J Bealing, A Flide, K Freeman, R Higman, M Saunders, Mrs A E Symons, D N Vivian and C Watson-Smyth

**In Attendance:** 13 members of the Public  
PC Helen Lentern Devon & Cornwall Police  
Ian Gibson Practice Manager, Petroc Group Practice  
Mrs K Pemberton: Town Clerk, Padstow Town Council  
Mrs S Daly: Support Officer, Padstow Town Council

**1** **Apologies:** were received from Councillors R Buscombe and Mrs T Walter

**2** **The minutes of the last Annual Parish meeting** held on 10 May 2016 were agreed as a true record of the meeting and signed by the Chair.

**3** **Mayors report:** The Mayor welcomed all to the Annual Parish Meeting and updated on matters of interest which had taken place over the past year (copy attached). Cllr Rickard confirmed that the nominations for Councillors for the new term in May had been returned and were uncontested. There would however be one change with Cllr Murt not standing and a new Councillor, Richard Clark, joining. He expressed his thanks to his fellow Councillors and to Council Staff for their hard work. He also thanked PC Lentern and Ian Gibson, Practice Manger Petroc Group Practice, for their attendance and participation.

**4** **Police report:** PC Lentern gave apologies for Police Sergeant Andy Stewart who was unable to attend on this occasion but had provided a Police report (copy attached) to update the meeting.

PC Lentern introduced herself as the Neighbourhood Beat Manager for Padstow. Previously her role was based in Wadebridge but now covers Padstow, Wadebridge and several other towns, areas previously covered by 3 Beat Managers.

She advised that crime figures were not available this year as year-end figures are no longer being published. The decision is due to a shift in the type of crime Police are now dealing with e.g terrorism, people trafficking and cyber-crime, therefore statistics may be misleading to the wider picture. She was however able to confirm that last year had not seen any increases or crime spikes in Padstow.

PC Lentern commented that the area can be vulnerable in the summer with its influx of people e.g. increased chance for opportunistic thefts and increased chance of people in the area who

may not respect the surroundings. She added that winter also brings a vulnerability and sees an increase in burglaries particularly of empty houses in the reduced population. She urged residents to ensure properties are secure and thieves are deterred as much as possible.

It was reported that whilst Padstow is not considered to have a drug problem, drugs are nationally on the increase. Devon & Cornwall Police have introduced the "County Lines" initiative to focus on the "franchise approach" of drug dealers from big inner cities who are infiltrating rural areas. PC Lentern urged the public to pass on any information regarding drugs or the suspicion of drugs in the area or arriving by boat.

It was announced that Police Community Support Officers (PCSOs) for Devon and Cornwall Police will be reduced from 359 to 150 in line with the Police and Crime Commissioners Plan over the next few years. The force will look to Police demand i.e where crime figures are higher in an area, the more staff it will have. Currently in the Wadebridge and Padstow area there are 3 PCSOs and the team hope this level will be maintained.

PC Lentern advised that Police response is changing to become more streamlined. They are now only attending Police matters and are instead redirecting people where appropriate to other agencies.

She concluded that Padstow remains one of the safest places in the whole of the Country with some of the lowest crime rates.

Some questions were raised after the presentation as follows:-

- The question was raised if crime figures are not published but personnel is to be based on demand, how would residents know if their areas Police presence was fair? PC Lentern thought it a valid question but was only aware of the policy today, she suggested information may still be obtained on the Devon and Cornwall Police website.
- A query was raised whether Police still provide talks to schools and groups in light of cuts and reduced attendance of non-Police matters. PC Lentern advised that there are still some Youth Liaison Officers and that she personally visits Wadebridge Secondary School on a regular basis. She advised that they would always attend where there was a police matter but that this is now on a more reactive than proactive basis. Personally, she tries to accommodate community requests where possible.
- Comment was made about the level of Police presence on Mayday this year and PC Lentern confirmed that this would be at the same level and follow the same plan as last year.

Thanks were expressed to PC Lentern for her attendance.

**Petroc Group Practice:** Ian Gibson, Practice Manager of Petroc Group Practice provided an update on the personnel changes across

the practice and on its strategy to deal with the areas unique pressures and latest NHS re-structure.

He advised that the Practice employed 70 staff and covered 100,000 appointments a year. There were challenges in supporting the Padstow Surgery. One of which was the influx of visitors during the peak periods. Generally our population was ageing with associated health problems. The Health Service was expected to do more for less.

He commented on GP shortages. Petroc Group Practice was trying to "grow their own" and best they could avoid staff shortages, particularly around July/August time.

The Health Service was going through another re-organisation. The impact of which was yet to be realised. General practice was challenging, with focus shifting to reducing out-patients and impact on A & E and less on what we once saw our general practice as - our family doctor.

Petroc Group Practice covers St Columb Major, Padstow, St Merryn and St Columb Road and supports 16,000 patients. Government were shifting more to "clustering" of practices which in some cases sees the patients they cover to 50,000. At the moment he was unsure how this would work, it was around working more together which Petroc Group Practice did do anyway particularly with Newquay.

Some questions were raised after the presentation as follows:-

- In response to a query, he advised the dealing with the influx of patients during the busier times financially falls on the practice. They used to be funded for temporary residents but this stopped around 7 years ago. Do get a small percentage of funds for any medicines dispensed.
- A member of the public offered his thanks to the Practice for the excellent support his family had received. However, it was difficult to pre-book an appointment with the same doctor with these appointments often gone by 8.30 am. The difficulty in meeting with a different doctor each time was having to go over the same information as before. Mr Gibson acknowledged that this was an issue. They were looking at ways to address this such as anyone with an ongoing medical condition to be able to see the same doctor or some sort of buddy system. He considered a one off or acute illness could be dealt with by a doctor that was available.

He added that it was a balance between putting in the right number of pre-bookable appointments but making sure there was availability for urgent appointments. In St Columb Major they have tried open appointments from 11 am. Patients arrive at the surgery and the GPs pitch in and take appointments from the list.

- Concern was raised with the difficulty in trying to get through to the Surgery on the telephone. Often it was engaged. Could this be improved? Mr Gibson advised that Padstow has 10 lines in with often 4 lines being taken at any one time. They are looking how to improve, have thought about message advising you are X number in the queue.
- In further response on issues with appointments, Mr Gibson advised that the Surgery could do all pre-bookable appointments however, around 25% of pre-bookable appointments were missed, with people not turning up. Test reminders would be trialled.

Thanks were expressed to Ian Gibson for his attendance.

- 6**                    **Padstow Town Council: Community Grants:** A presentation was given by Councillor Higman (copy attached) discussing details of the Council's annual community grant scheme.

**Padstow Town Council: Station House:** A presentation was given by Town Clerk, Kathy Pemberton (copy attached) providing an update on the works at Station House which began in November 2016. It was hoped that the main build would be completed by end of the summer 2017 with the office being occupied by winter 2017. The Town Clerk confirmed that the additional space had been offered to Padstow Museum this was subject to contract with the detail having yet to be agreed.

- 7**                    **Open Forum:** There were no questions from members of the public
- Councillor Watson-Smyth conveyed his thanks to the Chairman for his work over the past year.

Meeting closed at 8.20pm