



Annual Activity Report 2024

We are: *“A partnership of organisations, each with core principles of equality and social justice, who, by working collectively, have greater influence on the behaviours, actions and change needed to achieve greater equality of opportunity, outcomes and social justice in Cornwall”*

Chair – Mike Thomas

To fulfil the functions of Inclusion Cornwall (contained within our Constitution¹):

We want (*Our Vision*): A thriving Cornwall with equality of opportunity.

We will (*Our Mission*): Challenge inequality, join-up services, celebrate difference and assist residents, communities and services achieve better outcomes.

By focussing on our Long-Term Objectives for our Customers and Partners:

- Increased aspirations
- Improved independence and involvement
- Sustained security and stability
- Better well-being (health and economic)
- Enhanced environments - personal and natural



...and maintaining our tried and tested Methodology:

1. *Remain a **Cross Sector Partnership** – hosted by Cornwall Council.*
2. ***Listen to the County** actively to identify gaps.*
3. *Capture and **routinely review** emerging issues.*
4. ***Decide carefully** where and when to intervene and with whom.*
5. ***Challenge with diplomacy**, where services do not help people.*
6. ***Be pro-active and re-active** to inclusion issues, but **never duplicate**.*
7. ***Encourage Links** across health, work and inclusion.*
8. ***Challenge and advise** on key initiatives and strategy developments.*
9. ***Work with Customers and Partners** when they do not know where to turn.*
10. *Continue to deliver **agile advice and audacious solutions**.*

We will continue to deliver activities:

Key Initiatives

Inclusion Cornwall Hub

The **Core activity of The Hub** remains the provision of support to partners and residents across Cornwall:

- Some 10 years ago our approach evolved into a phone model for essential support and advice. This format has continued and is now widely acknowledged as a primary source for assistance for individuals in need.
- Complementing the original focus towards employment and work, we continue to manage an ever-widening range of health and social issues. We recently updated the range of categories recorded in our Hub Forms to reflect emerging trends.
- During this reporting period we have supported up to 900 referrals and general enquires.
- We strategically manage a network of now over 800 members, who receive 3 mail outs a week with essential information to our Partners and Individual Residents.
- All Residents in Cornwall are by default members of Inclusion Cornwall.
- We provide Cost of Living support through our [resource sheets](#), mail outs and partnership links, and are currently providing critical household items through the management of the Household Support Grant, for which we are awaiting guidance on allocations for the rest of 2024.
- We are in the process of reviewing and refreshing the contents of our [Library](#) with a series of “Special Edition” Mail-Outs that cover each revised document.

Discretionary Referrals – Conversations: The knowledge base and capacity of Cornwall Council's Discretionary Team continues to build, and a close working relationship continues. This increase in capacity is reflected in the complexity of support and advice they now provide to an increasing number of Customers, much to their credit. We continue to see some fluctuation in the number of referrals received following Crisis and Care applications, and presume that referrals to other services, now better able to accept the challenge, absorb the rest.

It still holds that team members from Crisis and Care contact us for advice or guidance on an issue, where some additional, immediate information is required.

While the Crisis and Care Team have demonstrated that they are able to manage an increasing number of applicants, without the need for a referral, those who are referred to us are usually the most challenging cases. These residual referrals, to Inclusion Cornwall, now consist of the most complex and/or most vulnerable Customers, who may need greater intensity of short-term support and advice, those that might need a longer-term intervention, or those that are most reluctant/unable to engage with other support services.

We have found, from experience, that our prolonged and regular contact with the Customer is fundamental in helping them to gain the confidence to begin to improve their situation and prospects. This protracted support is essential in assisting these Customers to gain momentum, in helping themselves, and in navigating the web of systems of support and advice now available. It certainly too, helps us better understand the ever-changing support environment that these Customers encounter.

Hub Referrals and Enquiries

We continue to receive an increasing number of general referrals from across the County and from an ever-widening range of organisations and individuals, including, but not limited to Job-Centre Plus, Cornwall Council and various housing providers.

By phone, email and online contact forms, we have received nearly 900 enquiries for support since our AGM in September 2023. Approximately 80% of these requests are managed reactively, immediately and on an informal basis. Most often requiring simple signposting or advice.

The remaining 20% that require greater attention, with prolonged individual support and these interactions are formally recorded on Hub Forms. Since July this year, we have received 69 requests for referrals for more prolonged support, which means that since the AGM, in October 2023, there have been 174 new hub forms raised, for customers warranting this more resource intensive support.

Household Support Fund: We are pleased to have now received further allocation under Household Support Fund 6, running until 31 March 2025.

We continue to receive many enquiries from both referral partners and customers directly in need of assistance and this often emphasises that this grant funding can support where others cannot. We are able to deliver support including thermal

curtains, mattresses and other items to keep warm as well as white goods and other household essentials.

Many of those we support require assistance in completing and submitting their applications and we continue to work with them to provide this.

Whilst the range of our purchases were informed by our customers' needs, our focus continues to complement other grant provision and to avoid duplication. As ever, we continue to consider novel, or unusual requests, depending on each situation and we will continue to be prepared to do so going forward, to meet the need.

Example: Mrs C is the sole carer of 3 children who had undergone significant health issues which affected her ability to work. The family did not have a working washing machine to clean their clothes, nor a fridge freezer to store food. Working in co-ordination with her housing provider Mrs C was provided with emergency support, and we were able to provide a washing machine and fridge freezer to improve the situation for the family moving forward.

In summary, Inclusion Cornwall delivers support that others cannot provide by understanding the most complex needs. Other partners and providers would not be able to consider some of the requests through the grant as they often appear outside of their usual remit. Inclusion Cornwall can provide time with the customer to identify the most critical need. There are no set criteria for awards and this tailored help can include things others would not consider. This includes such items as a battery for a boat or a small solar panel to make a caravan habitable. Inclusion Cornwall will consider almost anything, though will use our extensive knowledge and network to provide, identify and source support before using HSF grant funding.

Digital Inclusion: We continue to work closely with the Digital Inclusion Team at Cornwall Council and have been pleased by the increasing number of organisations (including St Petroc's, Age UK and various Housing Associations) helping their customers get online, especially those now making use of the Loan IT Equipment Scheme, now managed by Cornwall Council. Another initiative originally trialled through the Village Works Project.

Cornwall Equality and Diversity Network (CEDN): CEDN remains Cornwall's Cross Sector Diversity Network and meets on a quarterly basis. Inclusion Cornwall remains the secretariat for the group and over the past twelve months has provided training relating to our protected characteristics campaigns for Equality, Diversity and Inclusion Training. Our aim is to encourage other key partners to take an active role in the group's development. Although the training and the campaigns have demonstrated some excellent work that partners are undertaking, it has so far failed to fully develop the group. Inclusion Cornwall will re-consider its role as secretariat in the coming months. For more details link to our web-site [Cornwall Equality and Diversity Network \(inclusioncornwall.co.uk\)](http://inclusioncornwall.co.uk)

Cornwall Migration and Resettlement Steering Group: We have been invited to participate in this latest initiative and await direction from the Steering Group. We look forward to building on our previous experience in this area.

Cornwall Homeless Hospital Discharge Service: In Partnership with Cornwall Council (*Public Health, Social Care, Housing*), Cornwall Housing, NHS

(RCHT and CFT), and Harbour Housing, Inclusion Cornwall manages the Homeless Hospital Discharge Enabling Fund to facilitate (*where agencies are unable*) safe discharges from Hospital, to improve outcomes for homeless patients.

This service reduces the number of repeat hospital admissions, as well as delays to discharge from hospital, for single homeless people who are medically fit to leave hospital but have no home to go to. The service remains fully funded by Cornwall Council and local NHS, and now consists of a team of three, which includes two homeless patient advisors.

The number of referrals continues to increase over time. Patients involved are discharged with a support plan, many are assisted into alternative, suitable accommodation. This intervention continues to deliver material cost savings across the Royal Cornwall Hospitals NHS Trusts (RCHT).

The Service caters, as standard, for:

- *Adult patients who were homeless, or living in temporary accommodation, prior to admission.*
- *Adult patients who had settled accommodation prior to admission, but will be unable to return to it, either due to a change of circumstances that render the housing unsuitable or inaccessible, or it is of such poor quality it has contributed to their health problems.*

Suicide Prevention: Inclusion Cornwall has supported the Multi-agency Suicide Prevention Group (MSPG) for many years and we will, once again, be attending the Annual Conference later in November. MSPG holds multi-agency suicide prevention meetings that develop and monitor strategies with lived experience input, and outline actions and initiatives that include: identifying clusters to mitigate contagion risks, production of audit reports, participation in public mental health meetings and learning sets, engaging in national safety inquiries, implementing service level improvements, collaborating in self-harm prevention networks, and ensuring ongoing access to learning sessions and updates within the National Real Time Suicide Surveillance system to strengthen suicide prevention efforts. All Inclusion Cornwall Team members are trained and Suicide Aware.

Directorate Equality Action Group (DEAG)

- **Together For Families (TFF)** is a collaborative initiative in Cornwall focused on enhancing educational support for deaf and hard-of-hearing children and young people. This group brings together professionals, parents, and stakeholders to discuss and develop strategies that address the unique educational needs of the deaf community. We have attended this group for some time and will continue to do so.
- **Sustainable Growth and Development (DEAG):** Another strategic body within Cornwall Council, on which we have a seat at the table. This group focuses on promoting sustainable economic growth and development across Cornwall. Collaborating with various stakeholders to implement policies and initiatives that balance economic advancement with environmental sustainability and social well-being. Our efforts aim to ensure that Cornwall's

growth aligns with long-term sustainability goals, benefiting both current and future generations.

Cost-of-Living issues: While inflation in 2024 may have decreased compared to previous years, this does not mean that the cost of essential goods and services, like food and energy, has fallen back to pre-crisis levels. Inflation measures the rate of increase, so even with a reduced inflation rate, prices remain higher than they were in previous years, which continues to strain household budgets, especially for those on benefits, as these are not linked to any consumer index. More households, from the already vulnerable groups that form the bulk of our Customers are struggling even more to feed their families and keep their homes warm, and are falling deeper into fuel poverty.

What is the energy price cap? The energy price cap is a set limit on the cost of each unit of gas and electricity used by consumers. Additionally, it sets a maximum standing charge amount. It applies to the standard or default tariffs charged by energy companies. And is based on typical domestic consumption per year, for a dual-fuel customer paying by direct debit. The amount charged will vary based on how much energy is used.

What is the price cap now? Between 1 October to 31 December 2024 the energy price cap is set at £1,717 per year for a typical household who use electricity and gas and pay by Direct Debit. This is scheduled to increase by 1.2% for the next 3 month period (January to 31 March 2025) to £1,738 per year. This is 10% lower than last Winter.

Energy and Heating Costs: Household Support Fund (HSF) was extended to 31 March 2025, with an allocation of £400,000 to Community Energy Plus. Government have also announced that HSF has been extended until March 2026. The allocation is reduced to fund support to up to 17,000 older residents with an £80 payment, following the loss of their Winter Fuel Payment. 235 households have been helped so far on the latest round with help with energy payments and heating repairs for other customers are in progress.

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HUG2 has ended and it is forecast that 282 homes will have been helped by the end of the delivery programme. It has been replaced by Warm Homes Local Grant and HUG2 team have submitted an expression of interest. .

The 2021 Census figures confirmed that 3.5% of Cornish households were without any central heating (*a reduction from 7% in the 2011 Census*) and that 3.3% of Cornwall's households were heated by renewable sources.

In 2024, Government published the latest data on households in fuel poverty (2022 data) and this had increased from 36,274 households to 40,000 households in Cornwall.

Inclusion Cornwall working with CEP, Council of Isles of Scilly and Public Health is implementing the latest £200,000 Warm Home Discount Industry Initiative (WHDii) from OVO to upgrade homes and minor repairs. . Work is underway on a further 82 homes, up from 8 in the previous quarter.

Damp and Mould: We are developing an approach to tackle damp and mould in all homes. From April, all social housing providers have to respond to damp and mould issues within a specific timescale and this is backed by <https://www.housing-ombudsman.org.uk>. Inclusion Cornwall is working with Cornwall Council private sector housing and public health to expand this approach to the private rented sector, which makes up 20% of all homes in Cornwall.

Winter Wellbeing: County-wide activity, addressing Fuel poverty, is overseen by the Winter Wellbeing Partnership of over 30 Partners working together to reduce fuel poverty, improve health and encourage progress towards work. This effort continues to provide help and advice on reducing energy bills during a challenging time for most households and reflects 13 years working together on these schemes.

ECO4 (Energy Company Obligation) LA Flex continues. IC and Public Health working with the Local Medical Committee (LMC) have implemented a consistent approach across Cornwall and Isles of Scilly for NHS professionals to support their patients to receive heating and insulation upgrades. With ECO4 settling down, Q2 has seen an increase with 121 approvals issued in Quarter 2

Winter Wellbeing Guides: Inclusion Cornwall has updated the [Guides](#) in 2024/25 with 25,000 printed copies arriving and distributed from November 2024, in partnership with NHS, Cornwall Council and Council of Isles of Scilly and funded by Public Health. Amongst many aspects, we worked with Integrated Care Board, Community Link Officers and Volunteer Cornwall and Cornwall Arthritis Trust to update and insert new text/information for patients e.g. musculoskeletal health - especially in the colder months.

Winter Wellbeing was **award winning again**, securing Local Authority of the Year at the South-West Energy Efficiency Awards. The judges stated:

"the entry was comprehensive and engaging showing a commitment to the local community as well as the technical challenges of addressing energy efficiency installations across a range of property types. The use of a wide range of government funding to deliver impressive results tackling fuel poverty in the region made this entry stand out".

Environmental: We continue to link with Cornwall's Climate Commission. The Commission has released a press release will develop over the next few months and will report to the Leadership Board [Cornwall & Isles of Scilly Climate Commission](#).

Climate Commissions are area-wide partnerships bringing together people and organisations from the public, private and civic sectors who work collaboratively to help drive, guide, support and track climate action. Commissions are independent bodies that complement the activities of local government and regional partnerships, and that extend their reach and build an area's capacities to deliver climate resilience and low carbon transitions.

The Climate Commission model has been designed to create:

- *A visible and widely representative mechanism.*

- *Proactive, engaged, neutral, knowledgeable networks with collective 'climate clout'.*
- *A platform for broader engagement and democratic deliberation.*

Our work continues with National Landscapes (AONB) in Cornwall. And we attended the recent steering group.

We were introduced to the Bench that will travel around the 12 National Landscapes Areas of Cornwall uniting the areas. Here is Martyn enjoying the new bench.



We also enabled Cornwall Council Social Services and MIND to have their own dedicated walk and the feedback was outstanding. This was a closed walk on the request of our partner.

Social Media News A new addition to this Report, highlighting recent activity online.

Facebook - Inclusion Cornwall's Business Facebook page:

- Now has **459** likes, with **597** followers overall. Followers are increasing daily.
- **5** new page likes, in the last **28** days.
- **11** new page followers, in the last **28** days.
- In the last **28** days, posts have actively engaged **59** people (*they have been reached by others and/or interacted with a post*).
- With other users (**2**) sharing our posts and (**11 users**) viewing our photos on posts.
- **9** users have clicked on links within our posts.
- **3** of our followers are commenting on our posts.
- With **12** reactions to our posts.
- Direct messages are common - **6** to date, since **Aug 2024**.

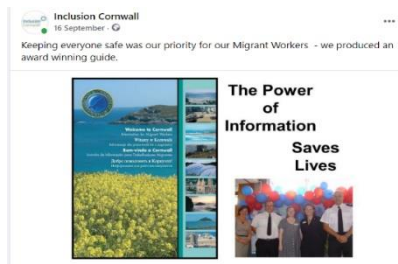
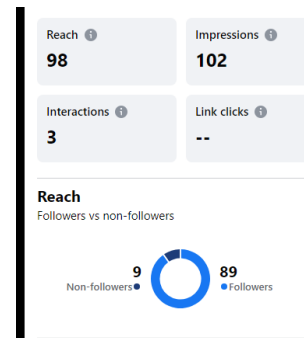
Maria Hocking will tag us in posts (Lisa has to review/accept tag). Which will then show on our timeline and Maria's. #

Post interactions (more statistics)

This post/picture received the most interactions, with **12** engagements. It reached **128** users, with **134** impressions, (*number of times that this image/post was on screen for other users e.g., as a post, story or reel*). It received **1** comment, with **21** being non-followers and **107** being followers of our Business Facebook page.

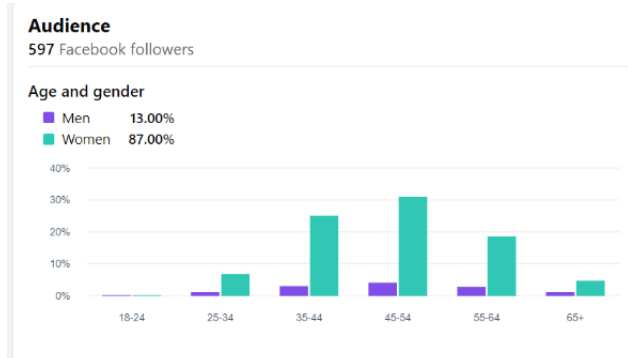


Second to the above post, was the post to the left – posted on **16/10/24**. This post received the most engagements (**16**).



This post received the least interactions. Only **39** reaches with **16** being non-followers and **23** being followers. No conclusion to why though?

Current statistics, for the Inclusion Cornwall Business page –



As of **24/10/24**.

Facebook - Inclusion Cornwall's Main Facebook page ;

- Friends on Facebook - currently sits at **1,221** as of **24/10/24**.
- Recently accepted friend requests included a lot of our partners, and some of those in senior positions.

Social Media Trends Since the our 20 year awards event, we were tagged in a lot of other partners/organisations posts (no data available). The event has opened up our reach to others.

Posts with images seem to do well, as opposed to a post with just plain text, with more interactions either as shares or likes. Posts that resonate with others, including those we follow, include mental health, work, training or cost-of-living support.

For example, the image to the right received **19** comment on the main Facebook page. With **59** impressions, reaching **37** and engaged **2** users, posted on the Business Facebook page.



likes and **1** post when

X (Previously Twitter) – No overall direct statistics available.

- **1,520** followers as of **24/10/24**
- We follow **294** people/organisations.
- **3,156** posts overall since page started.
- We do receive likes, and a lot of posts do get reshared by others.



Example of analytics for a post on our X page on **22/10/24**.

Strategy development: We have taken part in the Strategic Conventions sessions led by the Cornwall and Isles of Scilly Leadership Board, which will deliver change as laid out in the Cornwall Plan 2020-2050.

We have attended a number of sessions of the **Autism Strategy Development Group**, initiated by the Commissioning Team at Cornwall Council, and look forward to providing input as it progresses. We are also involved in the **Park Home Working Group** and development of the **Local Area Energy Plan - Homes Sector Priority Action Group**.

The **Fairness Commission** has now appointed a Chair and we look forward to confirmation that we will be involved. (Tanuvi Ethunandan appointed as first Chair of the Cornwall and Isles of Scilly Fairness Commission - Cornwall Council). This will complement our now established role in the Cornwall Climate Commission.

We are also looking forward to providing our input into:

- Housing Strategy
- Gypsy and Roma Traveller Strategy
- Mental Health Partnership Board
- Decarbonisation Strategy

Achievements: Since the AGM in October 2023 our small team have attended some 120 events, including discussions with over 600 Staff of a wide variety of Support and Partner organisations across the County.

A representative mix of events have been attended, including:

- A Band of Brothers Celebration Event at Heartlands
- A Band of Brothers Open Evening in Penryn
- Adult Risk Management Meetings (2) in Helston
- AONB Sensory Pilot Walks at Ladock and Trelissick
- Autism Strategy Working Group Meetings (x2)
- Breaking Barriers to Entrepreneurship: Shaping Policy in Cornwall
- CEDN Meeting
- Citizens Advice Money Forum
- Community Super Clinic for Back Pain
- Cornwall National Landscape Partnership Meeting
- Cost of Living Fayre at Launceston and Redruth Job Centre Plus
- Dracaena Centre Falmouth Network Meeting
- Expo-Engage Citizen Air Quality Panel Workshop
- Funeral – Steve Ellis Memorial Service
- Gypsy and Traveller Forum
- Inclusion Cornwall 20-Year Celebration Awards Event
- Inclusion Cornwall Team Away Day
- Intro to Donut Economics by Exeter University at Penryn Campus
- Introduction with Marie Curie
- Isles of Scilly Visit
- Job Fayre in Helston with Job Centre Plus
- Kernow Recovery Community Launch at Pydar House
- Local Area Energy Plan
- Multi-Agency Suicide Prevention Meeting
- New Discretionary Referrals Received (10)
- New Hub Forms Initiated (32)
- Newquay Orchard Visit
- Newquay Orchard Visit and Drop-In
- Older Workers Event at Newquay Job Centre Plus
- Penzance Family Hub Opening
- Penzance Wellbeing Fayre
- People Hub Celebration Event
- PRIDE Inclusion Event
- Public Drop-In Events (18) – resulting in in-person interactions (85+), with Customers (40+), of which 13 were new hub referrals
- Real Living Wage Event at Newquay
- Rebranding of CRCC at Scorrier House
- Refugee and Asylum Seeker Outreach Meeting
- Royal National Institute for the Blind Online Meeting
- SROI Workshop (x2) at Tremough
- Suicide Awareness Training in New County Hall

- The VCSE and ICS: The Journey So Far
- Unlocking Potential Training at Trispen
- Veterans' Regroup Hub in Bodmin and Redruth
- Voices of Cornwall Shaping Research
- Voluntary Sector Support for IHCW
- Vulnerable Customer Meeting at JCP Newquay
- Well-Being and Inclusion Fayre in Penryn Job Centre Plus
- Well-Being and Inclusion Fair at Penryn Campus
- Whole Society Resilience Event at Dracaena Centre, Falmouth
- World Men's Day Webinar



Bev and David at "The Awards"

Emerging Themes

Inactive Customer Support: Existing support structures in Cornwall, including local employers, education providers, and community initiatives, offer promising avenues to help inactive individuals overcome the barriers to employment; however, these efforts require greater coordination, funding, and customization to fully address local needs. While flexible work arrangements, targeted training programs, subsidized childcare, stretched mental health support (now under scrutiny by MHPB), and transport solutions are critical for foundational support, they all often operate in silos or face resource constraints, limiting their impact. A more integrated approach, leveraging partnerships between businesses, health services, and local government, could create a sustainable framework, stabilizing individuals' situations and empowering them to re-engage in meaningful employment. A helpful recent development from JCPs across Cornwall is to offer to scan and send Health-Related Benefit Application Forms by email in recognition of the prevalence of Forms getting lost in the post or the DWP System.

Cost-of-Living: Cornwall's residents are acutely impacted by the cost-of-living and energy crises, largely due to high energy prices, limited affordable housing, and economic instability from seasonal employment. Meeting these challenges requires a multifaceted approach: expanding access to affordable housing, improving energy efficiency in homes, and enhancing support for low-income residents. Investment in

job training and year-round employment can address underlying financial instability. Prioritizing these efforts could improve financial resilience for Cornwall's residents while reducing the broader impact of the energy crisis on vulnerable households.

Digital Isolation: Digital isolation in Cornwall poses significant challenges, including access limitations, social isolation, and restricted economic opportunities. Addressing these issues requires investment in broadband infrastructure, affordable access programs, and tailored digital literacy initiatives, especially for the elderly and low-income residents. Prioritizing these efforts can help close the digital divide, foster community cohesion, and provide residents with essential tools for modern life, improving their well-being and access to services.

Access to Cash: The closure of high street banks and limited cash access in Cornwall have disproportionately impacted rural and elderly residents, presenting challenges in financial accessibility and economic stability. Meeting these needs requires a coordinated effort among local councils, financial institutions, and community organizations to establish alternative banking options, enhance digital literacy, and provide dependable cash access, supporting residents' financial independence and fostering local economic resilience.

Net Zero Policy: Cornwall's path to Net Zero introduces a range of challenges for residents and farmers, from balancing biodiversity goals with traditional farming practices to managing subsidy cuts and tax implications. If Cornwall is to achieve these ambitious sustainability targets without harming its agricultural heritage, policymakers need to prioritize genuine, ongoing consultation with local communities, expand financial and technical support for sustainable transitions, and ensure that food security is not compromised. By addressing these needs, Cornwall can foster an agricultural sector that upholds its environmental goals, maintains local food production, and sustains rural livelihoods.

Social Impact: Cornwall's VCSE sector faces significant challenges in obtaining accurate funding due to the reliance on national proxies, which often fail to capture the true social impact of their work within the local context. To address this, a locally-informed proxy system and comprehensive data support for VCSE organisations would be beneficial, alongside Cornwall Council's strategic alignment to recognize the unique needs and contributions of these organisations. By creating a more representative funding framework, Cornwall can ensure that social value reflects local realities, supporting more impactful inclusion work across the county.

Accessing the Countryside: We know that many individuals and groups do not find it easy to access the Countryside. This might be through a variety of issues such as mobility, financial, mental health or lack of awareness of what might be on offer. Throughout this quarter IC has again been meeting with partners to identify how we ensure all who want to be included are included. We have linked this work with asking how all communities can be sustainable and whether they are currently taking part in the zero carbon priorities for Cornwall?

Planning: The Net Zero Policy's impact on Cornwall's residents is marked by opportunities and risks linked greener planning policies, as well as notably to lithium

mining. Key risks include environmental degradation, housing pressures, and community disruption. Addressing these requires prioritizing community engagement, equitable infrastructure development, and robust environmental safeguards. Emphasizing local economic benefits, fair housing access, and ongoing environmental monitoring could help align Cornwall's Net Zero ambitions with residents' needs and well-being.

Resilience: Cornwall's resilience is challenged by rising migration, economic disparities, and pressures from Net Zero initiatives, particularly regarding housing affordability, healthcare demands, and environmental sustainability. Meeting these demands requires policies that prioritize affordable housing, sustainable employment, healthcare infrastructure, and community engagement. Expanding localized support programs and environmental protections can help Cornwall's communities remain resilient, ensuring residents benefit from growth while preserving local culture and ecological health.

Community Consent: We need to ensure that consultation is inclusive and does not alienate Cornwall's residents, particularly on policies with profound social and environmental impacts. Without inclusive and responsive engagement, communities may face increased polarization, reduced social cohesion, and mistrust in public policy. Meeting these needs requires transparent, accessible, and culturally sensitive consultation processes that empower all residents, including those with dissenting voices, to provide informed consent. By prioritizing localized, diverse engagement strategies, Cornwall can foster policies that truly resonate with and reflect its communities' needs and values.

Going Forward

Given the wide scope of emerging themes identified above, Inclusion Cornwall will continue to be audacious and agile in our activity.

We Will:

We will: Be part of ongoing conversations with Cornwall Council and local environmental stakeholders to address barriers to participation, sustainable economic opportunities, and the impact of Net Zero policies on residents' quality of life.

We will: Focus on building accessible employment pathways with training providers and employers to support low-income residents and address employment barriers unique to Cornwall.

We will: Prioritize support for residents facing high energy costs, particularly the elderly and low-income households, to build financial resilience and enhance access to energy-saving programs.

We will: Refresh the DEI framework, in partnership with community leaders, that reflects Cornwall's values and promotes social cohesion, ensuring respect for diverse perspectives.

We will: Strengthen efforts to support community resilience by exploring solutions for affordable housing and accessible healthcare, addressing the social and economic challenges brought by migration and economic pressures.

We will: Partner with technology providers and local libraries to reduce digital isolation, ensuring elderly and economically disadvantaged residents gain access to essential online services and digital literacy programs.

We will: Continue to advocate for alternative banking solutions in rural areas, such as mobile banking services and community ATMs, to enhance financial access and support local economies.

We will: Collaborate, where possible, with funders and policy makers to establish a Cornwall-specific data framework, enabling local VCSE organizations to demonstrate their social impact accurately and secure equitable funding.

