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APPENDICES

APPENDIX I

I.1: THE REMIT OF THE POLICY ACTION TEAMS

Theme	Policy Action Team	Lead Dept.
GETTING PEOPLE TO WORK	1: Jobs	DfEE
	2: Skills	DfEE
	3: Business	HMT
GETTING THE PLACE TO WORK	4: Neighbourhood Management	SEU
	5: Housing Management	DETR
	6: Neighbourhood Wardens	HO
	7: Unpopular Housing	SEU
	8: Anti-social Behaviour	HO
	9: Community Self-help	HO
	10: Arts and Sports	DCMS
A FUTURE FOR YOUNG PEOPLE	11: Schools Plus	DfEE
	12: Young People	SEU
ACCESS TO SERVICES	13: Shops	DH
	14: Financial Services	HMT
	15: Information Technology	DTI
MAKING GOVERNMENT WORK BETTER	16: Learning Lessons	SEU
	17: Joining It Up Locally	DETR
	18: Better Information	SEU

Source: SEU, 1998: 58-59

I.2: PUBLIC SERVICE AGREEMENT TARGETS

Issue	Govt. lead	Local lead	Target
JOBS	DfEE/DSS	Employment Service, New Deal Partnership, Action Teams for jobs	Increase the employment rates of disabled people, lone parents, ethnic minorities and over-55s, and narrow the gap between these rates and the overall rate
	DTI	Small Business Service	More sustainable enterprise in disadvantaged communities
	DfEE/DSS	Employment Service, New Deal Partnership, Action Teams for jobs	Increase the employment rates of disabled people, lone parents, ethnic minorities and over-55s, and narrow the gap between these rates and the overall rate
	DTI/DETR	Regional Development Agencies	Improve the economic performance of all regions, measured by the trend growth in each region's GDP per capita
CRIME	Home Office	Crime and Disorder Reduction Partnerships	Reduce domestic burglary by 25 per cent, with no Local Authority district having a rate more than three times the national average (by 2005)
EDUCATION	DfEE	Schools and Local Education Authorities (LEAs)	Reduce to zero the number of LEAs where fewer than x per cent of pupils achieve the expected standards of literacy and numeracy (x to be set in 2001)
	DfEE	Schools and Local Education Authorities	Increase the percentage of pupils obtaining five or more GCSEs at A*-C, with at least 38 per cent to achieve this standard in every LEA, and at least 25 per cent in every school
HEALTH	DH	Health Authorities, Primary Care Trusts, Primary Care Groups	To develop targets in 2001 to narrow the health gap in childhood and throughout life between socio-economic groups and between the most deprived areas and the rest of the country. Targets will be developed in consultation with external stakeholders and experts early in 2001
HOUSING	DETR	Local Authorities and Registered Social Landlords	Reduce by 33% the number of households living in non-decent social housing, with most improvement in the most deprived local authority areas, as part of a comprehensive regeneration strategy, by 2004
ENVIRONMENT	DETR	Local Authorities	Improve air quality in the most deprived areas so that it meets the objectives and targets prescribed in the Government's Air Quality Strategy in line with the dates set out in the Strategy
	DETR	Local Authorities	Increase by 2003 the recycling and composting of household waste as set out in the Government's Waste Strategy

Source: SEU, 2001a: 30

APPENDIX II

II.1: PRIORITY AREAS

Priority Area	Pov	Cpov	Unemp	Ed	Ltil	Ch	Car	Pop	Hse
				No					
				(%)					
Madron	33.2	63.3	15.1	97.2	17.8	48.4	47.8	460	186
Marazion east	33.0	70.9	13.6	97.5	16.9	46.2	48.4	516	221
St Keverne south	29.1	60.7	6.9	90.9	14.1	60.0	27.6	284	105
Newlyn	29.1	46.8	6.0	92.7	14.6	64.8	46.8	1580	647
Helston south area	28.7	30.9	3.7	91.8	16.5	38.6	41.2	1421	609
Penzance area	28.6	39.5	6.6	92.7	18.0	52.7	51.1	9152	4082
St Ives area	28.1	44.5	7.5	92.6	17.2	53.5	46.2	3616	1517
Troon area	26.8	76.7	8.3	94.0	13.6	27.6	35.7	1056	304
Porthleven area	26.3	40.2	7.3	92.7	19.2	33.3	30.8	1178	501
Camborne/Redruth	25.9	39.9	4.4	92.5	17.9	42.4	41.4	17361	7334
Eastern Green	24.5	40.4	22.3	90.0	20.6	56.2	51.3	442	226
St Just area	24.3	46.3	4.4	92.3	16.7	32.8	45.4	1368	613
Mullion north	24.3	33.5	14.7	88.5	14.2	37.0	33.3	365	162
Land's End	23.7	24.4	12.8	91.7	17.1	39.3	34.0	346	150
Pendeen area	23.1	55.9	5.8	93.1	15.7	44.9	29.8	1023	403
Hayle area	22.3	54.4	7.4	92.6	12.9	37.3	32.2	3621	1426
Phillack & Towans	21.8	52.3	7.3	92.7	19.2	33.3	30.8	1175	504
St Buryan, rural	21.6	68.0	14.4	83.3	15.7	58.2	17.3	248	98
Nancegollan	20.9	24.9	13.4	100.0	13.1	39.7	18.1	327	116
Ruan Minor	18.6	39.1	22.3	85.2	17.4	35.1	22.7	334	154
Gwithian	17.2	56.0	14.6	100.0	14.1	46.4	13.4	205	97

Pov - Poverty rate (*Income*)

Cpov - Child poverty rate (*Supplementary*)

Unemp - Unemployment rate (*Employment*)

Ed - Percent of people 18 and over with no post school qualifications (*Education*)

Ltil - Limiting Long Term Illness/Disability rate (*Health*)

Ch - Percent of households with no central heating (*Housing*)

Car - Percent of households with no car (*Access to services*)

Pop - Population resident in households

Hse - Number of households

	Pov	Cpov	Unemp	Ed	Ltil	Ch	Car
Camborne, Pool, Redruth area	1901	758	1309	1284	3099	3108	3035
Penzance area	1166	461	600	667	1648	2150	2087
St Ives area	427	190	273	266	622	812	701
Hayle area	318	173	269	269	466	532	459
Newlyn area	188	88	95	115	231	419	303
Helston area	175	54	53	117	243	235	251
St Just area	149	69	60	106	228	201	278
Porthleven area	132	53	62	93	225	243	190
Hayle & Towans	110	58	86	89	226	168	155
Troon area	103	79	88	64	144	106	137
Pendeen area	93	52	71	72	161	181	120

II.2: ILD INDICATORS

2000 ILD INDICATORS	
INCOME	Adults in Income Support households (DSS) for 1998
	Children in Income Support households (DSS) for 1998
	Adults in Income Based Job Seekers Allowance households (DSS) for 1998
	Children in Income Based Job Seekers Allowance households (DSS) for 1998
	Adults in Family Credit households (DSS) for 1999
	Children in Family Credit households (DSS) for 1999
EMPLOYMENT	Adults in Disability Working Allowance households (DSS) for 1999
	Children in Disability Working Allowance households (DSS) for 1999
	Non-earning, non-IS pensioner and disabled Council Tax Benefit recipients (DSS) for 1998 apportioned to wards
	Average unemployment claimant counts (JUVOS, ONS) May 1998 to February 1999
	People out of work but in TEC delivered Government supported training (DfEE)
	People aged 18-24 on New Deal options (ES)
HEALTH DEPRIVATION AND DISABILITY	Incapacity Benefit recipients aged 16-59 (DSS) for 1998
	Severe Disablement Allowance claimants aged 16-59 (DSS) for 1999
	Comparative Mortality Ratios for men and women at ages under 65. District level figures for 1997 and 1998 applied to constituent wards (ONS)
	People receiving Attendance Allowance or Disability Living Allowance (DSS) in 1998 as a proportion of all people
	Proportion of people of working age (16-59) receiving Incapacity Benefit or Severe Disablement Allowance (DSS) for 1998 and 1999 respectively
	Age and sex standardized ratio of limiting long-term illness (1991 Census)
EDUCATION, SKILLS AND TRAINING	Proportion of births of low birth weight (<2,500g) for 1993-97 (ONS)
	Working age adults with no qualifications (3 years aggregated LFS data at district level, modelled to ward level) for 1995-1998
	Children aged 16+ not in full-time education (Child Benefit data – DSS) for 1999
	Proportions of 17-19 year old population who have not successfully applied for HE (UCAS data) for 1997 and 1998
	KS2 primary school performance data (ward level estimates) for 1998
	Primary school children with English as an additional language (DfEE) for 1998
HOUSING	Absenteeism at primary level (all absences, not just unauthorised) (DfEE) for 1998
	Homeless households in temporary accommodation (Local Authority HIP Returns) for 1997-
	Household overcrowding (1991 Census)
	Poor private sector housing (modelled from 1996 EHCS and RESIDATA)
GEOGRAPHICAL ACCESS TO SERVICES	Post Office (General Post Office Counters) for April 1998
	Food shops (Data Consultancy) 1998
	GP (NHS, BMA, Scottish Health Service) for October 1997
	Primary School (DfEE) for 1999

II.3: 2000 ILD DEPRIVED WARDS IN CORNWALL, BY DOMAIN

Percentage of wards within most deprived 10% and 20% of English Ranking

		Caradon	Carrick	Kerrier	N. Cornwall	Penwith	Restormel	England
INCOME	<i>Most deprived 10%</i>	0	5	18	0	19	0	10
	<i>Most deprived 20%</i>	3	20	27	15	75	17	20
EMPLOYMENT	<i>Most deprived 10%</i>	0	5	14	0	50	0	10
	<i>Most deprived 20%</i>	7	40	46	19	81	11	20
HOUSING	<i>Most deprived 10%</i>	0	0	5	0	6	0	10
	<i>Most deprived 20%</i>	0	10	14	0	19	22	20
HEALTH	<i>Most deprived 10%</i>	0	5	14	0	25	0	10
	<i>Most deprived 20%</i>	3	15	27	15	81	6	20
EDUCATION	<i>Most deprived 10%</i>	0	0	23	0	6	0	10
	<i>Most deprived 20%</i>	0	0	32	7	13	17	20
ACCESS TO SERVICES	<i>Most deprived 10%</i>	33	5	14	52	6	6	10
	<i>Most deprived 20%</i>	57	35	41	63	25	22	20
CHILD POVERTY	<i>Most deprived 10%</i>	0	5	9	0	38	0	10
	<i>Most deprived 20%</i>	0	10	23	11	75	11	20
IMD	<i>Most deprived 10%</i>	0	5	18	0	19	0	10
	<i>Most deprived 20%</i>	3	10	32	11	75	17	20

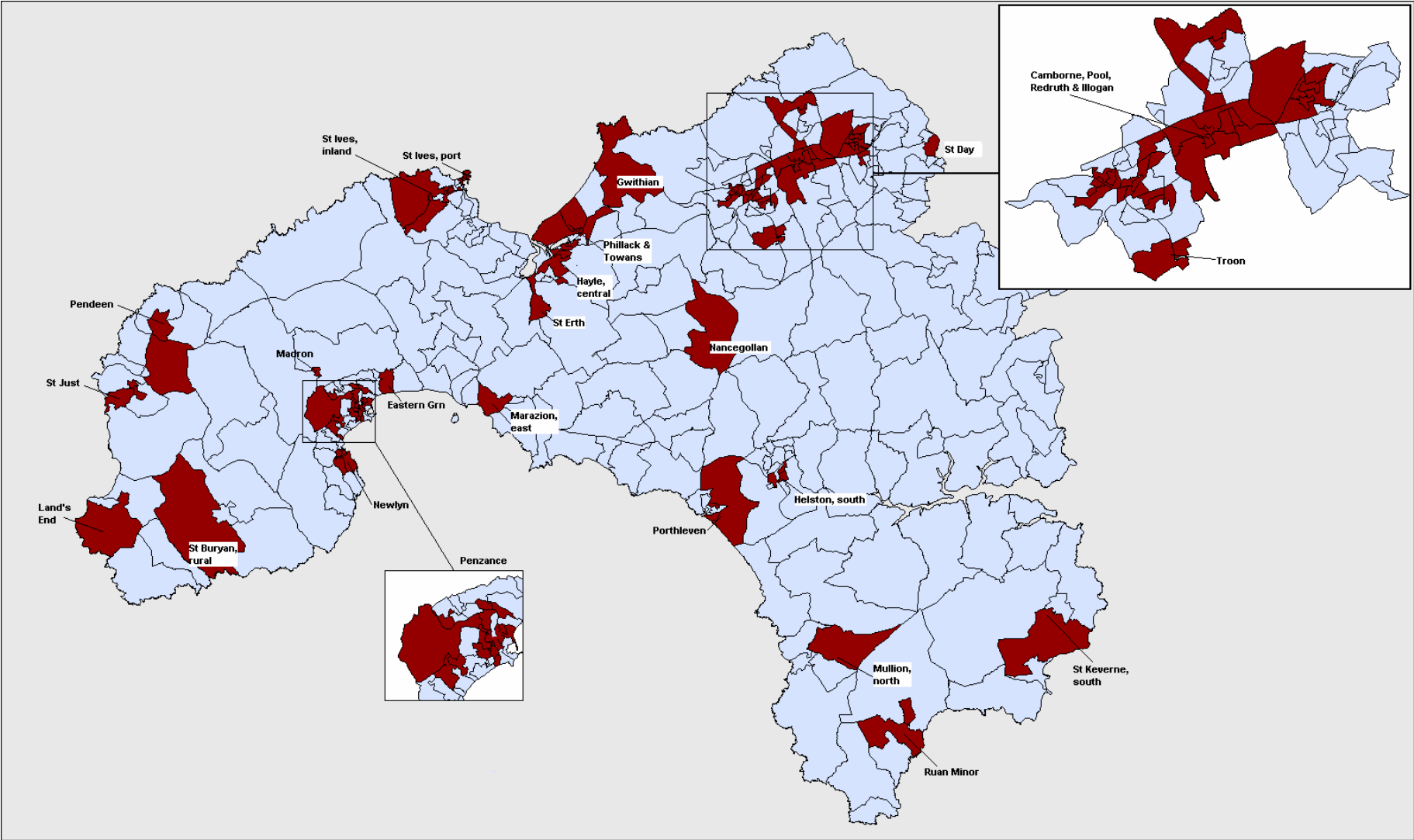
II.4: WARDS IN KERRIER AND PENWITH WITHIN ILD 2000 MOST DEPRIVED 20% OF ENGLISH WARDS, BY DOMAIN

Income	Employment	Housing	Health	Education	Access to services
Camborne North	Camborne North	Camborne South	Camborne North	Breage and Germoe	Breage and Germoe
Camborne South	Camborne South	Illogan South	Camborne South	Camborne North	Constantine and Gweek
Camborne West	Camborne West	Penzance East	Camborne West	Camborne South	Crowan
Hayle-Gwinear	Hayle-Gwinear	Redruth North	Hayle-Gwinear	Hayle-Gwinear	Grade-Ruan and Landewednack
Hayle-Gwithian	Hayle-Gwithian	St Ives North	Hayle-Gwithian	Hayle-Gwithian	Ludgvan
Illogan South	Helston South	St Ives South	Illogan South	Illogan South	Meneage
Ludgvan	Illogan South		Ludgvan	Mullion	Mullion
Marazion	Ludgvan		Marazion	Porthleven	Perranuthnoe
Penzance Central	Marazion		Penzance Central	St Day and Lanner	St Buryan
Penzance East	Penzance Central		Penzance East		St Erth and St Hilary
Penzance North	Penzance East		Penzance North		St Keverne
Penzance South	Penzance North		Penzance South		Stithians
Penzance West	Penzance South		Penzance West		Wendron and Sithney
Porthleven	Penzance West		Redruth North		
Redruth North	Porthleven		Redruth South		
St Ives North	Redruth North		St Erth and St Hilary		
St Ives South	Redruth South		St Ives North		
St Just	St Erth and St Hilary		St Ives South		
	St Ives North		St Just		
	St Ives South				
	St Just				
	St Keverne				
	Stithians				

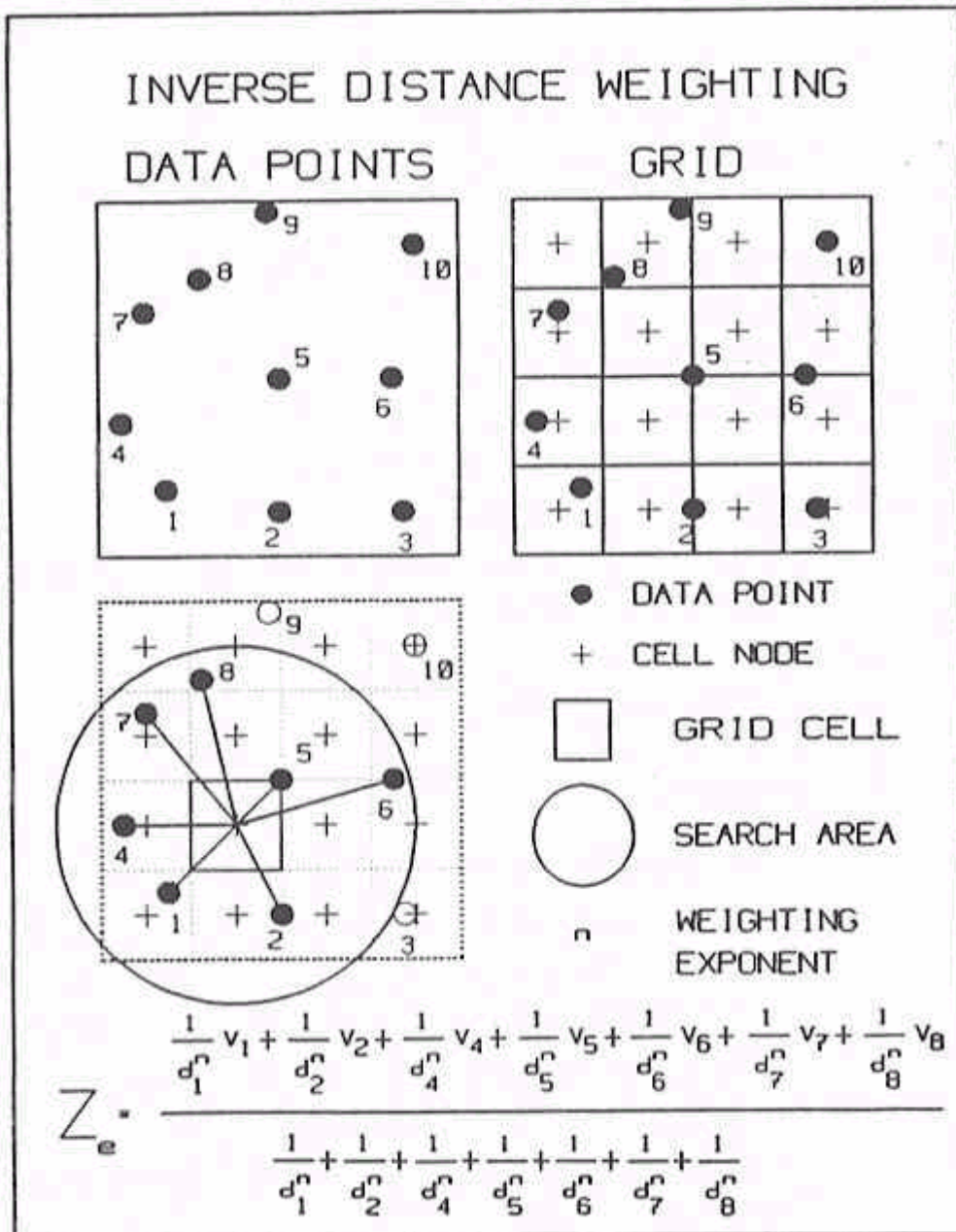
II.5: WARDS IN KERRIER AND PENWITH WITHIN ILD 2000 MOST DEPRIVED 10% OF ENGLISH WARDS, BY DOMAIN

Income	Employment	Housing	Health	Education	Access to service
Camborne North	Camborne North	Camborne South	Camborne North	Breage and Germoe	Breage and Germoe
Camborne West	Camborne West	Illogan South	Camborne West	Camborne North	Meneage
Illogan South	Hayle-Gwithian	Penzance East	Marazion	Camborne South	St Buryan
Marazion	Illogan South		Penzance Central	Hayle-Gwithian	Wendron and Sithney
Penzance East	Marazion		Penzance East	Illogan South	
Penzance West	Penzance Central		Penzance West	Porthleven	
Redruth North	Penzance East		Redruth North		
St Ives North	Penzance West				
St Just	St Erth and St Hilary				
	St Ives South				
	St Just				

Figure A1: Priority Neighbourhoods at 33% Population Threshold, 1991 Census



II.6: INVERSE DISTANCE WEIGHTING (IDW)



II.7: GB MOSAIC: NEIGHBOURHOOD CLASSIFICATIONS

Methodology

The cluster algorithm used to build GB MOSAIC is known as 'iterative relocation' and is based on 'minimum sum of squares' as a similarity measure. Prior to clustering, the variables used to build GB MOSAIC are standardised based on (population-weighted) means and standard deviations. Based on random start points (proportional to population), the algorithm assigns each household to the best-fit cluster. It recalculates the average score of each cluster on each input variable and reassigns postcodes to new clusters whenever better fit could, consequently, be achieved. When complete, the solution produces a set of clusters which are as different from each other as possible across the input variables and, within each cluster, sets of households which are as similar as possible across the input variables.

This class of cluster analysis techniques are known as K-means clustering. Academic research has shown that they can produce robust results however, it has also shown that sub-optimal results can occur with K-means clustering if random start points are used (as was done with GB MOSAIC). Better results are often achieved if start points are first generated using a hierarchical clustering algorithm, such as Ward's method (Everitt, 1980)

The characteristics of the area types used in this analyses are listed below:

Type A1 - Clever Capitalists

Clever Capitalists describes neighbourhoods of extremely expensive housing where people in the upper ranks of business and government live and media celebrities can be found. Many of the people in this type are involved in high finance, particularly in the setting up and financial management of companies, in broking and commercial trading.

Type A4 - Ageing Professionals

Ageing Professionals is a type of area with large inter-war and early post-war houses, typically with large mature gardens in the more desirable suburbs of the larger regional centres. Hospital Consultants, senior academics, top civil servants and senior managers in local government have now paid off their mortgages on houses, which were absurdly cheap - by today's prices - when they were first bought.

Type A5 - Small Town Business

Small Town Business are neighbourhoods of well built detached houses, often with extensive gardens, forming the better residential areas of small country towns. People who choose to live in these areas include local business proprietors and professional people, shop owners, bank managers, estate agents, accountants and solicitors. By contrast with upmarket areas in bigger cities, here you will find many more residents who have achieved success without the benefit of higher education, formal professional qualifications or company directorships. Many more people are self-employed and many fewer will be working for large corporations.

Small Town Business tend to place more emphasis on local and provincial loyalties than national or an international outlook. This is a world of relatively self-reliant, practical and financially astute small-town-business people, often approaching retirement, operating in a conservative but community-oriented culture.

Type H36 - Chattering Classes

Chattering Classes is conspicuous for its outstandingly high proportion of graduates, most of whom work in highly paid service jobs associated with the media, the arts, politics or education. These are neighbourhoods of highly articulate but sceptical influencers and opinion formers who direct the cultural and political agenda of the nation.

Type I38 - High Spending Greys

High Spending Greys are the neighbourhoods to which senior civil servants, successful business people and the upper echelons of the armed forces typically retire. By contrast to the 1960s and 1970s, when large south coast resorts were the typical destinations for the still active and continuingly high income retired, the 1980s saw retired people switch to less urbanised and often more environmentally attractive coastal areas.

Type D15 - Low Rise Pensioners

Low Rise Pensioners neighbourhoods are characterised by public housing for the elderly, typically taking the form of bungalows, sheltered accommodation and small terraced houses often provided by both Local Authorities and Housing Associations. Low Rise Pensioners occurs throughout Great Britain mostly in small pockets rather than in the form of large scale developments of similar housing.

Type D16 - Low Rise Subsistence

Low Rise Subsistence consists of council estates of low rise semi-detached and terraced housing suffering very high levels of sickness and unemployment. Typically built during the 1930s and 1950s, these estates are often located in towns with limited employment opportunities and low wage rates. These neighbourhoods are characterised by a quiet apathy; they lack the aggressive vitality of the inner city melting pot, the economic optimism of better off council housing and the naked aggression of the inner and outer city ghettos. Low incomes and opportunities of Low Rise Subsistence have created a passive lifestyle of low expectations and limited ambitions, significantly dependent on the welfare state for income support, social services and public transport.

Type D17 - Peripheral Poverty

Peripheral Poverty neighbourhoods comprise low density, mostly two-storey council housing where low incomes, unemployment, sickness and the difficulties of bringing up children within one parent families are common social problems. Whereas other deprived areas occur in older inner areas of large cities, where there are now comparatively few children, Peripheral Poverty is typically located on the outskirts of larger towns. The families, many of whom were homeless, have been re-housed in large, modern estates, often with poor access to shops, jobs and social facilities.

Unless carefully managed, these can become 'sink' estates where people live out of necessity rather than choice and where they no longer feel in control of their destinies. Debt and petty crime are persistent problems, many local shops lie vacant and, where they are in use, they are boarded up at night. With low car ownership and high reliance on limited public transport, residents feel isolated from the benefits of the consumer society they witness on the television for so many hours a day.

Type K48 - Rural Disadvantage

Rural Disadvantage, by contrast with our idyllic picture of *Merrie England*, is not an area of large estates, of wealthy landowners or of pretty cottages set in attractive gardens. It is a rural existence found beyond the commuting distance of large cities where poverty, isolation and hardship persist.

In Wales and the South West in particular, wage levels in such villages are especially low, there are few jobs for women and the small upland farmers can seldom afford to hire paid labour. The low incomes of Rural Disadvantage are further compounded by the deteriorating provision of local services. Buses no longer provide access to local market towns, further increasing the necessity to buy and run a car. Village Post Offices, butchers and bakers are no longer economically viable and the quality, range and value for money associated with urban supermarkets contrasts with the high prices and limited variety of the remaining local shops.

APPENDIX III

III.1 INTERVIEW SAMPLE

III.1a Face to face interviews

- The social inclusion officer and lead officer for Neighbourhood Renewal for Penwith
- The lead officer for Neighbourhood Renewal and housing manager for Kerrier
- The community economic development manager for North Kerrier
- The Integrated Area Plan coordinator for South Kerrier
- 3 members of the North Kerrier regeneration team
- The research officer for the North Kerrier regeneration team
- Clerks of three town councils, one in North Kerrier (Camborne), one in South Kerrier (Helston) and one in Penwith (Penzance)
- The chairperson of one parish council in South Kerrier (St Keverne)
- The director of Penwith Community Development Trust
- The development officer of Kerrier Healthy Towns Project
- The development officer of the Cornwall Voluntary Sector Forum
- The coordinator of Pendeen Community Project
- The coordinator of Cornwall Community Volunteer Service
- Two development workers at Cornwall Neighbourhoods for Change
- The chairperson of Cornwall Neighbourhoods for Change, chairperson of Penwith Tenants Association, and founder member of Treneere Residents Association
- The chairperson of the Cornwall Forum Network and deputy chairperson of Crofty Town Forum
- The facilitator of Engage West Cornwall
- Social Services General Manager for Adult Care in Kerrier
- A member of the Employment Service Action Team in South Kerrier
- The director of the North Kerrier Education Action Zone
- The chairperson of Lescudjack Sure Start and founder member of Treneere Residents Association
- The director of Trevu Sure Start
- Two police crime prevention officers in Camborne
- The coordinator of CHILD in South Kerrier
- A development worker for the Guinness Trust and former housing officer for the Guinness Trust and senior housing needs officer for Kerrier
- The chairperson of Helping Hands, a residents association in the Close Hill estate, Redruth
- The coordinator of Kerrier Youth Service
- The director and two other workers from Galowan, a community arts and development organisation in West Cornwall, working primarily in Penzance and Newlyn
- The coordinator of the Drug and Alcohol Reference Group based in Truro and working across Penwith and Kerrier

III.1b Telephone interviews

- Community Development Adviser, Department of Health
- The projects and partnerships Manager for Employment Service in Cornwall
- A support teacher at Cornwall Traveler Education Service
- The project leader of West Cornwall Children's Project, Children's Society
- The manager of Penzance Women's Aid
- The chairperson of PANIC –Proper Access Now in Cornwall
- The minister of religion, Elim Pentecostal Church, Pengegon and chair of Crossover Community Project Evaluation Committee
- The community worker, Crossover Community Project, Pengegon
- The Methodist minister on the Gwavas Estate in Newlyn
- The chairperson of St Ives Town Regeneration Forum and vice-chair of St Ives District Community Association
- A resident of Hayle, involved in various voluntary and community projects
- The secretary of Wheal Rose and Matela Close Residents Association, Porthleven and member of Planning for Porthleven
- A worker with Cumpas, an organisation promoting Cornish cultural activities and events
- Representatives of the South West Trades Union Congress and of TUC Learning Services in Cornwall

III.2 SEMI-STRUCTURED INTERVIEW TOPIC GUIDE

The topic guides were discussed at the Research Steering Group meeting on 10th October, and are reproduced below

III.2a Interview topic guide for umbrella organisations

1. What is your organisation's main focus of work?
2. Which neighbourhoods do you think are the most deprived?
3. What do you see as their similarities and differences?
4. What role does your organisation have in the identified neighbourhood(s)?
5. What do you see as the main resources and strengths of this neighbourhood?
6. *If not already covered, and as relevant to each organisation:*
What do you see as the main resources in terms of:
 - i. People
 - ii. Groups
 - iii. Networks
 - iv. Culture/way of life
 - v. Agencies and organisations
 - vi. Political processes
 - vii. Services
 - viii. Environment
7. What do you see as the main problems of this neighbourhood?
8. *If not already covered:* What do you see as the problems in terms of:
 - i. Income
 - ii. Employment
 - iii. Education
 - iv. Health
 - v. Housing
 - vi. Physical Environment
 - vii. Play and leisure facilities
 - viii. Childcare
 - ix. Transport
 - x. Crime
 - xi. Community involvement
 - xii. Conflicts of interest
9. What general improvements do you think are most needed in the neighbourhood(s)?
10. *If not already covered:* What do you think might most improve the situation for poorer people in the neighbourhood(s)?
11. Do you think there are other people/ groups whose needs might be overlooked?

12. *If not already covered by the answers to previous questions:* How do you think the problems you have discussed can best be addressed?

(Consider the problem areas holistically or in turn as appropriate)

13. What support/resources could assist the neighbourhood to address these problems?

14. How do you think local involvement in neighbourhood renewal can best be encouraged?

15. What needs to change outside the neighbourhood to assist neighbourhood renewal?

16. What do you see as the role of your organisation in bringing about change at neighbourhood level?

17. What other organisations do you think should be involved?

18. What do you see as the benefits of existing liaison/networking/partnership mechanisms?

19. How do you think these should be developed to facilitate change and promote local involvement?

20. Do you have suggestions as to contacts it would be useful to interview?

21. Are there any other ideas or issues you would like to share?

III.2b Interview Topic Guide for neighbourhood residents only

1. What area do you see as your/the group's/agency's neighbourhood?
2. *If not already covered:* What helps you to define this neighbourhood?
3. What do you like most about this neighbourhood? What do you see as its main resources and strengths?
4. *If not already covered:* What do you see as the main resources in terms of:
 - i. People
 - ii. Groups
 - iii. Networks
 - iv. Culture/way of life
 - v. Agencies and organisations
 - vi. Political processes
 - vii. Services
 - viii. Environment
5. What do you see as the main problems of this neighbourhood?
6. *If not already covered:* What do you see as the problems in terms of:
 - i. Income
 - ii. Employment
 - iii. Education
 - iv. Health
 - v. Housing
 - vi. Physical Environment
 - vii. Play and leisure facilities
 - viii. Childcare
 - ix. Transport
 - x. Crime
 - xi. Community involvement
 - xii. Conflicts of interest
7. What improvements would you like to see in the neighbourhood?
8. What do you think might most improve the situation for poorer people in the neighbourhood?
9. Do you think there are other people/ groups whose needs might be overlooked?
10. *If not already covered by the answer to the previous question:* How do you think the problems you have discussed can best be addressed?
(Consider the problem areas holistically or in turn as appropriate)
11. What support/resources could assist the neighbourhood to address these problems?
12. What needs to change outside the neighbourhood to assist this process?

13. What involvement would you like to have in a renewal strategy for this neighbourhood?
14. Who else/ which other organisations do you think could be involved?
15. What training or other support could assist you or others to be more actively involved?
16. Is there anyone else whose views you think we should seek?
17. Are there any other ideas or issues you would like to share?

APPENDIX IV

AUDIT OF LOCAL SERVICES

LANDS END PENINSULA

Bus	Regular daily services to Penzance & St Ives. Community Bus (Lands End)
Rail	Penzance Station, main line (6 miles)
Jobs	PTT (Training), Unit 5b, Old Dairy Business Park, Sancreed, Newbridge
Benefits	Branwell House, Clarence St., Penzance, TR18 2NP (6 miles)
Hospitals	Royal Cornwall Hospitals Trust, Treリスケ Hospital, Truro (30 miles) West Cornwall Hospital, St. Clare St., Penzance (6 miles)
GPs/Clinics	The Health Centre, St Just
Dentists	J D Hargreaves, 4 Bank Square, St Just
Social Services	Penzance Social Services, Roscadgill Parc, Heamoor, Penzance (6 miles)
Post Offices	Pendeen P O, 11 The Square, Pendeen St Buryan Sub P O, St Buryan St Ives Sub P O, Market St, St Just Sennen P O, Sennen
Banks	
/Building Societies	Lloyds TSB Bank PLC, 1 Bank Square, St Just
Credit Union	Penwith Credit Union Ltd., St. Johns Hall, Alverton St., Penzance, TR18 2QR (6 miles)
Library	St Just Library, Market Street, St Just. Mobile facilities

PENZANCE

Bus	Regular daily services to St Ives, Hayle, Helston & West Penwith. Voluntary Car Scheme
Rail	Penzance Station, main line
Jobs	Grafters employment agency, 28 Polweath Rd., Penzance Breadline Employment Training, Breadline Centre, Bread St., Penzance Rose English Consultancy (Training), Ayr Cottage, Ayr, Penzance Ultra Training Ltd., Champions Yard, Causewayhead, Penzance
Benefits	Branwell House, Clarence St., Penzance, TR18 2NP
Hospitals	Bolitho House, Laregan Hill, Penzance Poltair Hospital, Madron, Penzance Royal Cornwall Hospitals Trust, Treリスケ Hospital, Truro (25 miles) West Cornwall Hospital, St. Clare St., Penzance
GPs/Clinics	Sunnyside Surgery, Hawkins Road, Penzance TR18 4LT The Surgery, The Old Bridge, Newlyn, Penzance Morrab Surgery, 2 Morrab Road, Penzance TR18 4EL The Surgery, 7 Alverton Terrace, Penzance The Surgery, 9 Fore St, Penzance Penalverne Surgery, Bosowan, Penalverne Drive, Penzance
Dentist	M G Harper, 5 Alverton Terrace, Penzance Hobson & Hirst Dental Surgery, 45 Morrab Rd., Penzance Julian A Keen, 60 Morrab Rd., Penzance Dr L B Lewis, 12 Alverton Terrace, Penzance M Nellist, 3 Morrab Rd., Penzance R Thomas, 18 Morrab Rd., Penzance W G Upton, 11 Chapel St., Penzance C P G Ziar & Associates, 67 Chapel St., Penzance
Social Services	John Daniel Centre, Penzance

	Richmond House Day Centre, Penzance
	St Mary's Day Centre, Penzance
	Penwith Respite Care Hostel, Penzance
	Penzance Social Services, Roscadgill Parc, Heamoor, Penzance
Post Offices	Alverton P.O. 5 Lansdowne Place, Alverton
	Godolphin P O & Stores, Godolphin Cross, Penzance
	Gulval P O, 4 Trevarrack Noweth, Gulval, Penzance
	Heamoor P O, Heamoor, Penzance
	Long Rock P O, 4a Godolphin Rd., Long Rock, Penzance
	The Madron P O Stores, Church Rd., Madron
	Newlyn P O, The Strand, Newlyn
	St Clare St P O, St Clare St., Penzance
Banks/ Building Societies	Abbey National PLC, 37 Market Place, Penzance, TR18
	Alliance & Leicester PLC, 111 Market Jew St., Penzance
	Barclays Bank PLC, 8-9 Market Jew St., Penzance
	Bristol & West PLC, 30 Market Place, Penzance
	Halifax PLC, 13 Market Jew St., Penzance, TR18
	HSBC Bank PLC, 1 Green Market, Penzance
	Lloyds TSB Bank PLC, Market House, Market Place, Penzance
	Lloyds TSB Bank PLC, 23-24 Market Place, Penzance
	NatWest Bank, Penzance
Credit Union	Penwith Credit Union Ltd., St. Johns Hall, Alverton St., Penzance, TR18 2QR
Library	Morrab Library, Morrab Gardens, Penzance Penzance Public Library, 62 Morrab Rd., Penzance

MARAZION

Bus	Regular daily services to Penzance & Helston
Rail	Penzance Station, main line
Jobs	<i>See Penzance (3 miles)</i>
Benefits	Branwell House, Clarence St., Penzance, TR18 2NP (3 miles)
Hospitals	Royal Cornwall Hospitals Trust, Treリスケ Hospital, Truro (23 miles) West Cornwall Hospital, St. Clare St., Penzance (3 miles)
GPs/Clinics	Marazion Health Centre, Gwallon Lane, Marazion TR17 0HW
Dentist	<i>See Penzance (3 miles)</i>
Social Services	Penzance Social Services, Roscadgill Parc, Heamoor, Penzance (3 miles)
Post Offices	Goldsmithney P O, 1 Primrose Hill, Goldsmithney Marazion P O, Market Place, Marazion
Banks/Building Societies	<i>See Penzance (3 miles)</i>
Credit Union	Penwith Credit Union Ltd., St. Johns Hall, Alverton St., Penzance, TR18 2QR (3 miles)
Library	Mobile facilities

ST IVES

Bus	Regular daily services to Hayle, Penzance & West Penwith
Rail	Carbis Bay and St Ives Stations, branch line from St Erth (main line)
Jobs	<i>See Hayle (3 miles)</i>
Benefits	Branwell House, Clarence St., Penzance, TR18 2NP (7 miles)
Hospitals	Royal Cornwall Hospitals Trust, Treリスケ Hospital, Truro (20 miles) West Cornwall Hospital, St. Clare St., Penzance (7 miles)

GPs/Clinics Stennack Surgery, Stennack, St Ives, TR26 1RU
Dentist Burgess, Adams & Priest, St Ives Rd., Carbis Bay
 Poznansky & Franklin, Tregenna Hill Surgery, St Ives
Social Services Penzance Social Services, Roscadgill Parc, Heamoor, Penzance (7 miles)
Post Offices Carbis Bay P O, St Ives Rd., Carbis Bay
 Halsetown P O, Halsetown, St Ives
 St Ives P O, Tregenna Place, St Ives
 Wharf P O, 4 Chy An Chy, St Ives

**Banks/
 Building Societies** HSBC Bank PLC, 5 High St., St Ives
 HSBC Bank PLC, Longstone Cross, Carbis Bay, St Ives
 Lloyds TSB Bank PLC, 13 High St., St. Ives
 NatWest Bank, St Ives

Credit Union Penwith Credit Union Ltd., St Johns Hall, Alverton St., Penzance,
 TR18 2QR (7 miles)

Library St Ives Library, Gabriel Street, St Ives

HAYLE

Bus Regular daily services to St Ives, Penzance & Camborne,
 Voluntary Car Scheme

Rail Hayle Station, main line, St Erth Station, main line

Jobs Workmates, construction labour specialist, 12d Chappel Terrace, Foundry
 Hill, Hayle, Cornwall, TR27 4H

Benefits Branwell House, Clarence St., Penzance, TR18 2NP (8 miles)

Hospitals Royal Cornwall Hospitals Trust, Treliske Hospital, Truro (18 miles)

St Michaels Hospital, Trelissick Rd., Hayle

West Cornwall Hospital, St Clare St, Penzance (8 miles)

GPs/Clinics Bodriggy Health Centre, Bodriggy, Hayle TR27 4NB

Dentist Budden & Geffrey, 66 Hayle Terrace, Hayle

Copperhouse Dental Surgery, 29 Fore St., Copperhouse, Hayle

Social Services Frank Johns Care Centre, Hayle

Post Offices Copperhouse P O, 45 Fore St., Hayle

Hayle Sub P O, 13 Penpol Terrace, Hayle

St Erth P O, 1 School Lane, St Erth

**Banks/Building
 Societies**

Barclays Bank PLC, 23 Foundry Square, Hayle

Lloyds TSB Bank PLC, 3 Foundry Square, Hayle

Credit Union Penwith Credit Union Ltd., St. Johns Hall, Alverton St., Penzance,
 TR18 2QR (8 miles)

Library Hayle Library, Commercial Rd., Hayle

HELSTON

Bus Regular daily services to Redruth, Camborne, Falmouth, Truro &
 Lizard Peninsula

Rail Redruth & Camborne Station, main line (8 miles)

Jobs Cornwall & Devon Careers Service, Helston School, Church Hill
 Helston Jobclub, Coinagehall St., Helston

Benefits Branwell House, Clarence St., Penzance, TR18 2NP (12 miles)

Hospitals Royal Cornwall Hospitals Trust, Treliske Hospital, Truro (13 miles)

GPs/Clinics Meneage Street Surgery, 100 Meneage St., Helston, TR13 8RF

Helston Medical Centre, Trengrouse Way, Helston TR13 8AE

Dentist Anderson, Cope & Holloway, 2 Meneage St, Helston

	Bradburn Carrie, also Dr P Hodgkinson, 41A Meneage St, Helston, TR13 8RB
Social Services	Camborne Social Services, The White House, 24 Bassett Rd., Camborne (7 miles)
Post Offices	Helston P O, 28 Coinagehall St., Helston Nancegollan P O, Nancegollan
Banks/Building Societies	Abbey National PLC, 11 Meneage St., Helston, TR13 Bristol & West PLC, 5 Meneage St, Helston HSBC Bank PLC, 2 Coinagehall St., Helston Lloyds TSB Bank PLC, 1 Market Place, Helston Lloyds TSB Bank PLC, 28 Meneage St., Helston NatWest Bank, Helston
Credit Union	Kerrier/Fal Credit Union (proposed) c/o Link into Learning, 23 Broad Street, Penryn TR10 8JL
Library	Helston Library, Trengrouse Way, Helston

LIZARD PENINSULA

Bus	A choice of 4-6 buses daily to Helston or Falmouth depending on school term, etc. Community Buses & Voluntary Car Schemes
Rail	Redruth or Camborne Stations, main line (15 miles)
Jobs	<i>See Helston (8 miles)</i>
Benefits	Branwell House, Clarence St., Penzance, TR18 2NP (18 miles)
Hospitals	Royal Cornwall Hospitals Trust, Treリスケ Hospital, Truro (18 miles)
GPs/Clinics	The Health Centre, St Keverne, Helston TR12 (8 miles) Mullion Health Centre, Nansmellyon Rd., Mullion
Dentists	<i>See Helston (8 miles)</i>
Post Offices	Mullion PO, Nansmellyon Rd., Mullion Ruan Minor PO, Ruan Minor St Keverne PO, The Square, St Keverne
Banks/Building Societies	<i>See Helston (8 miles)</i>
Credit Union	Kerrier/Falmouth Credit Union (proposed) c/o Link into Learning, 23 Broad Street, Penryn TR10 8JL
Library	Mobile Facilities

CAMBORNE & TROON

Bus	Regular daily services to Hayle, Redruth & Helston. Voluntary Car Schemes
Rail	Camborne Station, main line
Jobs	DMT Business Services Ltd., 28 Commercial St., Camborne The Camborne Centre, 1 Wesley St., Camborne
Benefits	Lemon Quay House, Lemon Quay, Truro, TR1 2PU (10 miles)
Hospitals	Camborne Redruth Community Hospital, Barncoose, Redruth (3 miles) Royal Cornwall Hospitals Trust, Treリスケ Hospital, Truro (10 miles)
GPs/Clinics	Veor Surgery, South Terrace, Camborne TR14 8SS Andrew House Surgery, 2 South Terrace, Camborne, TR14 8ST Trevithick Surgery, Basset Road, Camborne TR14 8SG
Dentists	C Ettling, 22 Chapel St., Camborne TR14 8ED Green & Plaice, 5 Chapel St., Camborne Killivose Dental Practice, The Barns, Killivose, Camborne S D Smith, 15 Commercial St., Camborne

Social Services	Boundervean Day Centre, Camborne Kehelland Day Centre, Camborne Camborne Resource Centre Penelvan Residential Centre, 22 Roskear, Camborne Camborne Social Services, The White House, 24 Bassett Rd., Camborne
Post Offices	Beacon P O, 2 Pendarves St., Beacon Tehidy Road P O, Tehidy Rd., Camborne Troon P O, 3 New Rd., Troon, Camborne Tuckingmill P O, 44 Pendarves St., Tuckingmill, Camborne
Banks/Building Societies	Abbey National PLC, 6 Trelowarren St., Camborne, TR14 Barclays Bank PLC, 28 Chapel St., Camborne Halifax PLC, 31 Trelowarren St., Camborne, TR14 HSBC Bank PLC, 45 Commercial St., Camborne Lloyds TSB Bank PLC, Commercial St., Camborne Woolwich PLC, 42-44 Commercial St, Camborne
Credit Union	Kerrier/Fal Credit Union (proposed) c/o Link into Learning, 23 Broad Street, Penryn TR10 8JL
Library	Camborne Library, The Cross, Camborne

POOL & ILLOGAN

Bus	Regular daily services to Redruth & Camborne. Services to and from Cornwall College in termtime. Voluntary Car Schemes
Rail	Redruth or Camborne Stations, main line (2 miles)
Jobs	Cornwall & Devon Careers Ltd., Wilson Way Pool College Training, Cornwall College, Trevenson Rd., Pool, TR15 3 RD Joblink Training, Trevenson Rd., Pool
Benefits	Lemon Quay House, Lemon Quay, Truro, TR1 2PU (10 miles)
Hospitals	Camborne Redruth Community Hospital, Barncoose, Redruth (2 miles) Royal Cornwall Hospitals Trust, Treliske Hospital, Truro (10 miles)
GPs/Clinics	Harris Memorial Surgery, Illogan, Redruth, TR16 4RX Homecroft Surgery, Voguebeloth, Illogan Pool Health Centre, Station Rd., Pool
Dentists	Dr G L Parle, Mayfield Dental Practice, 117 Agar Rd., Illogan Highway, Redruth
Social Services	Camborne Social Services, The White House, 24 Bassett Rd., Camborne (2 miles)
Post Offices	Illogan Highway P O, Chariot Way, Illogan Highway, Redruth Paynters Lane End P O, Robartes Terrace, Illogan Pool P O, 42 Fore St., Pool
Banks/Building Societies	Barclays Bank PLC, Agar Rd., Illogan Highway Lloyds TSB Bank PLC, 126-128 Agar Rd., Illogan Highway Lloyds TSB Bank PLC, 5 Fore St., Pool
Credit Union	Kerrier/Fal Credit Union (proposed) c/o Link into Learning, 23 Broad Street, Penryn TR10 8JL
Library	Camborne Library, The Cross, Camborne (2 miles)

REDRUTH

Bus	Regular daily services to Camborne & Truro
Rail	Redruth Station, main line
Jobs	Cornwall & Devon Careers Ltd., 2 Alverton St., Redruth

Royal Navy & Royal Marines Career Office, Oak House, Chapel St, Redruth
 Ultra Recruitment Agency, 57a Fore St., Redruth
 Access Training (South West) Ltd, Trevenner House, Nettles Hill, Redruth
 Cornwall Training Centres, 15-16 Cardrew Way, Cardrew Ind. Estate, Redruth
 Media Action for Training and Employment, Unit 12a, West Cornwall Enterprise Centre, Cardrew Ind Est, Redruth
 Rite Associates (Training), Highburrow, Wilson Way, Redruth
 DGSA/TFTL/ADR – Training for Transport, Redruth

Benefits
 Lemon Quay House, Lemon Quay, Truro, TR1 2PU (8 miles)

Hospitals
 Camborne Redruth Community Hospital, Barncoose, Redruth
 Cornwall Healthcare Trust, Charles Andrew Clinic, West End, Redruth
 Lower Cardrew House, North St, Redruth
 Royal Cornwall Hospitals Trust, Treliske Hospital, Truro (8 miles)
 Trenqweath, Penryn St, Redruth

GPs/Clinics
 Lanner Moor Surgery, Lanner Moor, Redruth, TR16 6HZ
 Manor Surgery, Forthnoweth, Chapel St., Redruth, TR15 2BY
 The Surgery, 19 Clinton Rd., Redruth

Dentists
 Bateson & French, 28 Green Lane, Redruth
 J.C. Duncan, 1 Trewirgie Rd, Redruth
 Dr J Pearson, 24 Clinton Rd., Redruth
 M G Sheppard., 24 Clinton Rd., Redruth

Social Services
 Murdoch & Trevithick Centre, Redruth
 St Christopher's Hostel, Redruth
 Thornton House Residential Centre, Redruth

Post Offices
 Carnkie P O, Carnkie
 Close Hill P O, Close Hill, Redruth
 Mount Ambrose P O, 101 Mount Ambrose, Redruth

Banks/Building Societies
 Barclays Bank PLC, Penryn St, Redruth
 Halifax PLC, 20 Fore St., Redruth, TR15
 HSBC Bank PLC, 81 Fore St., Redruth
 Lloyds TSB Bank PLC, 27 Fore St., Redruth
 Lloyds TSB Bank PLC, Market Square, Redruth
 NatWest Bank, Redruth

Credit Union
 Kerrier/Fal Credit Union (proposed) c/o Link into Learning, 23 Broad Street, Penryn TR10 8JL

Library
 Cornish Studies Library, Clinton Rd., Redruth
 Redruth Library, Clinton Rd., Redruth

PORTHLEVEN

Bus Regular daily services to Helston and Penzance
Rail Redruth or Camborne Stations, main line (8 miles)
Jobs *See Helston (2 miles)*
Benefits Branwell House, Clarence St., Penzance, TR18 2NP (9 miles)
Hospitals Royal Cornwall Hospitals Trust, Treliske Hospital, Truro (15 miles)
GPs/Clinics The Surgery, Sunset Gardens, Porthleven, Helston TR13 9BT
Dentist *See Helston (2 miles)*
Social Services Camborne Social Services, The White House, 24 Bassett Rd., Camborne (8 miles)

Post Office	Porthleven Post Office & Stores, Chapel View, Fore St., Porthleven, TR13 9HQ
Banks/ Building Societies Credit Union	Lloyds Bank PLC, Commercial Rd, Inner Harbour, Porthleven Kerrier/Fal Credit Union (proposed) c/o Link into Learning, 23 Broad Street, Penryn TR10 8JL
Library	Mobile facilities