

# SALTASH TOWN COUNCIL TOWN MESSENGER



lssue 34 June 2014

### Message from the Outgoing Mayor

Dear All

It is extraordinary to realise that a year has gone by and that as a result this will be my last "front page" article for the Messenger.

Stephanie and I look back on our year in office as a tremendous experience which will live with us for a very long time. The welcome we have received during our official functions has been overwhelming. Wearing the Mayor and Mayoress's chains certainly gives an instant topic of conversation with anyone we meet! I would particularly like to thank the families who invited us to take part in their celebration of birthdays and anniversaries.

We would also like to thank both everyone involved in giving us that opportunity and those who have supported us throughout the year. Any list I might put together could not possibly do justice to the individuals and organisations that have made this such an enjoyable year for us, so I won't try.

It is tempting to look at being Mayor as a relay race where you get the baton for a year, do your own thing, and then pass on the baton to next year's Mayor. In truth it is more like Formula 1 where the driver is totally dependent on the team behind the scenes and, if we want to stretch the analogy a bit further, benefits from the advice of previous drivers in the team. So I would like to give an especial thanks to the Town Councillors who elected me, previous Mayors who have given me such valuable advice and my Deputy Mayor, Councillor Jean Dent who has acted as a much-appreciated sounding board and helped clarify some of the knottier problems I have had to face.

We all know that Saltash is a fantastic place to live but what contributes to the success of Saltash? Well, in a nutshell, it's you the people of Saltash and the organisations you belong to and run.

We are told that one of the reasons for the results of the recent EU elections is that people throughout Europe have rejected big government, remote and unresponsive, out of touch with our needs and aspirations. We are even now told that the NHS is considering more local hospitals to improve its care particularly of the elderly (don't say we didn't tell them)!

But if we want "small government" who will do it, what will it look like and how will it run things? Who will do the work? Well Saltash is a pattern that is well worth following.

We are all tremendously fortunate in having councillors who really care about Saltash. They are supported by a highly competent and hard-working "back office" staff. The council, however, is only one layer. The many volunteer organisations within Saltash's flourishing community carry out work such as supporting the young and the disadvantaged, improving the town, and protecting our heritage which would be impossible for any publicly funded body to accomplish in these days of financial constraint.

That is the Saltash I am so proud to be Mayor of.

May I finish by wishing the new Mayor and Consort, Councillor Jean and Bill Dent best wishes for the future and promise them our support during their time in office.

David Yates Mayor of Saltash 2013/2014

#### Planning matters

Saltash Town Councillors are often asked by members of the public to support or oppose planning applications within the town.

In addition developers, particularly when putting forward major developments, frequently seek to arrange meetings with councillors or the whole Town Council.

The use of "Town Council" is deliberate. Cornwall Councillors frequently take part in meetings with developers as part of their Cornwall Council responsibilities. The arrangements for the Town Council described below are rather different.

It is worth understanding that while a councillor can "welcome in principle" or "express concerns", offering support to one side or another (if we look at it in those terms) will be regarded as "predetermining their position" and prevent the individual from taking part in discussions on any planning application when it comes before the council.

The arrangements for major developments add another layer of issues. Saltash Town Council is acutely aware of the importance of public perception when dealing with planning issues, particularly with major developments. We regard it as vitally important that there can be no accusations of conducting secret negotiations or colluding with developers.

For this reason, although the Town Council is willing to meet with developers, this is provisional on two main conditions:

Full public consultation is already scheduled or firmly planned. The meeting is open to the public to attend and has been reasonably advertised.

Public consultation is a key part of the process to enable any potential issues to be identified so that the Town Council can carry out an informed debate when any planning application comes before us.

It is worth adding that all planning applications are available online through the Town Council website or can be viewed at the Guildhall during working hours (or Saltash Library on Saturdays). Members of the public are welcome to attend Town Council meetings. Calling notices for meetings are posted on the town notice boards and the Saltash Town Council website.

# Introducing the new Mayor and Consort 2014-15

On Thursday May 8th 2014 Councillor Jean Dent was installed as the Mayor of Saltash for 2014-15. Her Consort is her husband, Bill. Her charity this year is The Saltash Children's Appeal.

Jean has lived in Saltash for more than 30 years . She was a primary school teacher for many years until taking early retirement in 2005. Since retiring she has spent a considerable amount of time working in the voluntary charity sector for the Serving and Ex-Service communities, The Royal British Legion, The Royal Naval Association and the Veterans Advice and Pensions Committee.

She is looking forward to meeting the people of Saltash over the coming year.

#### **Community Toilet Scheme**

Calling all traders! Do you provide toilet facilities for your customers? The Town Council runs a Community Toilet Scheme to provide facilities for the public to use in the town. If you join the scheme there is a payment made as a contribution towards the costs.

Contact the Guildhall for further details.

# Waste & Recycling

Did you know that if everyone used the kerbside recycling service it would save almost £2,700, 000 a year?

All households should have a black recycling box and three reusable sacks. You can check the day that your recycling is collected on the Cornwall Council website.

### Black recycling box

- **Glass bottles and jars**. To avoid injuring yourself or the collection crews, please only ever put glass into the box.
- **Textiles** Clean dry clothing, shoes, towels, sheets, (no duvets or pillows) please put them into a plastic bag to keep dry and put them on top of your box.

### Sack for paper (Blue)

- **Paper includes** Newspapers, magazines, BT and Thompson phone directories, Yellow Pages catalogues and brochures, junk mail, white office paper, white envelopes (including those with windows).
- Shredded paper- put in a tied plastic bag.

### Sack for cardboard (Orange)

• **Cardboard includes** - Brown, white and grey cardboard, brown paper, coloured paper, wrapping paper (non shiny) and greetings cards.

Please remove all staples, sticky tape and plastic bags.

#### Sack for cans and plastic bottles (Pink)

- **Plastic bottles.** (All plastic bottles, but only plastic bottles no other plastics can be accepted e.g. yoghurt pots, margarine tubs, food trays).
- **Household metal packaging includes -** Drinks cans, food tins, aerosols, clean aluminium foil, metal bottle and jar lids.

#### Why are there restrictions on the plastics that can be recycled?

Why can I only recycle my plastic bottles?

What about all the other plastics, they all have the recycling logo?

Plastic bottles are made from one of only three polymer types and are very easily identified.

The three Polymer types used are:

PET Used in fizzy drink and squash bottles

HDPE Used in milk bottles and detergent bottles

PVC Used in large squash bottles (its use in bottles is in decline)

Items such as margarine tubs and rigid food containers are made from a very wide range of polymers, many of which are blends. These are much more difficult to identify and separate efficiently. It is also more difficult to find an outlet for it because mixed plastic is not in high demand.

Yoghurt pots are not generally accepted in plastic recycling schemes as they are in fact made from polystyrene. This has an entirely different make up to the polymers used in bottles and there are currently limited outlets for the material.

Why can't I include plastic bottle tops with my plastic bottles for recycling?

Plastic bottle tops are often made from a different plastic to the bottle it was with. These plastics are not currently accepted for recycling in Cornwall. Additionally, bottle tops can cause problems when the plastic bottles are baled for storing and transporting. If a bottle has its top on it may not squash down and can create damaging air pockets in bales.

### New push for Community Enterprise in Saltash

A new website has been launched to encourage local people to get involved in planning and driving forward improvements to facilities and services in the Saltash area.

The fresh, modern website – <u>www.communityenterprisespl12.co.uk</u> - along with a colourful new logo is part of a major drive to increase membership in a growing local voluntary group, the Saltash Gateway Community Interest Company (CIC). The not-for-profit company was formed in 2006 and currently runs the SALTASHCARD local loyalty card, the Hopper Bus, a Volunteer Service and the Community Market and Hub at the bottom of Fore Street.

'If we want good things to happen in Saltash we must take responsibility as a community, and be business-like in our approach,' said current Chair, Peter Thistlethwaite. 'The more members we have the more authority we can apply in seeking new initiatives. We want people to have a say about important local issues through our website and come to our events and meetings if possible. You can join for free online, get information and news and give us your thoughts. A more active, growing membership will make a difference to what can be achieved in the future.'

The CIC is run by 10 volunteer Directors who live or work locally, and is actively seeking to recruit two more (details are on the website). Mr Thistlethwaite believes that social enterprises like the CIC have a big role to play thanks to the ongoing economic and social climate. He added: 'For many years councils and government agencies have not been able to respond to local needs by setting up new services funded by the tax-payer. Despite public services being stretched and the increasing sense of unfairness felt by many, the situation isn't going to change quickly. Local organisations like ours may be more able to respond imaginatively to local need, including bidding for grants from various bodies. In addition, we may find new supporters through online "crowd funding", or inspire wealthier local people who are willing to invest financially in specific enterprises.'

If you are interested in becoming a member, Director or investor, please get in touch, either through the website: <u>www.communityenterprisespl12.co.uk</u>, by phone on 01752 848348 or drop in to 4 Fore Street.



The operating name of Saltash Gateway Community Interest Company



# Volunteer Service PL12

Do you have a few hours to spare each week, or an occasional hour of your time to give? Would you like to share some of your

expertise and get involved locally? Then Volunteer Service PL12 would love to hear from you.

The Volunteer Service liaises closely with local organisations and charities so it can put you in touch with people needing your help. It works closely with Volunteer Cornwall so it has access to plenty of information and advice. Go along and talk to them about opportunities available in the PL12 area.

Volunteer Service PL12 is based in the Community Hub at 4 Fore Street and staffed on Thursday mornings from 10am till 1pm. On Thursday mornings you can drop in for a coffee and a chat. Outside these hours, please telephone 01752 848348 or send an e-mail to volunteering@communityenterprisespl12.co.uk.



SALTASH TOWN COUNCIL

# Annual Report 2013/14



June 2014

# REPORT FROM THE MAYOR SALTASH 2013/14 -COUNCILLOR DAVID YATES

The revised Saltash Town Council structure has given the new elected Council a good foundation to build on. The responsibilities and activities of the individual committees can be seen elsewhere in this report.

Praise for the management of the staff during yet another period of high staff turn over must, once again, go to the Town Clerk, Mr Ray Lane.

Saltash Town Council has set the budget for next year using the results of the consultation process we continued last year to establish what the town considered our priorities should be. The total increase in the annual precept is just under 5% to £395,328 giving an increase for a Band D property of just over 4% (from £55.21 to £57.46). Planned expenditure reflects the findings of the priority setting consultation document.

For example: Funding of £10,000 has been allocated to continue production of the Saltash Neighbourhood Plan which will assist in local management of any future development.

Saltash Town Council will continue to provide local community groups with financial assistance from the Community Chest for specific projects of benefit to the Town.

More details on this year's budget can be found on the Saltash Town Council website.

The Council has supported the usual town events – the Mayfair, Regatta and the Christmas Festival including the Christmas market, Civic Carol Service & Lantern Parade.

The toilets at the Waterfront have finally been adopted by the town, after having been upgraded by Cornwall Council, although there continue to be problems. Meanwhile, the Longstone Park toilets have been refurbished, the Belle Vue "upper" toilets have been closed, and a renovation scheme to upgrade the Belle Vue disabled toilet and provide a second toilet at that location has been proposed by Cornwall Council.

In order to improve the public's access to information on upcoming planning applications Saltash Town Council has set up a dedicated planning web page with a link to the Cornwall Council planning website. Planning applications continue to be available at the Saltash Guildhall (and the One Stop Shop in Saltash Library on Saturdays).

Although the number of vacant shops in Saltash continues to be low when compared to other similar towns, efforts continue to maintain footfall and hence the financial viability of the retail heart of Saltash. As part of this a "Town App " for smartphones has been developed on behalf of the Town Council which provides information on local businesses, places of interest and events within Saltash. Another initiative, the market in No 4 Fore Street, has gone from strength to strength and has generated significant footfall in that part of Fore Street.

It has been another busy, but productive, year for the Town Council.

David Yates Mayor of Saltash 2013/14

# **BURIAL BOARD**

The Burial Board has had a very busy year working with Rev Alan Butler as a Co Chairman the Church Wardens, Funeral directors and Grounds Person to make the cemetery a place of beauty and solace.

### St Stephens Cemetery

- 1. There has been no plan to raise the Burial fees this year 2014/2015 due to the economic climate and a considerable decline in the amount of burial bookings.
- 2. During the year several of the overgrown trees have now been taken down or pollarded to the county tree officers instructions.
- 3. The wall on the western edge of the cemetery has now been repaired along with a new gate post which was rotten.
- 4. A compost heap is still to be made for caretaker's cuttings and dead flowers.
- 5. An action to place the whole cemetery under a TPO is yet to be done.
- 6. We are constantly having problems with the Harrison tomb which is in desperate need of repair. This is Cornwall Council responsibility but money is short and unfortunately does not seem to be one of their top priorities. Endless numbers of emails have gone to the Environmental Department at Cornwall Council, but to date it has been to no avail. We will keep persevering.

#### Churchtown Cemetery

- 1. It is now possible that the cemetery will come into use in 2015 with 23 plots left as at March 2014 and only 30 cremated remain plots left. This will mean the administration of the cemetery will now have to start looking at the new software to manage the cemetery within these timescales.
- 2. The main gates of the cemetery will require an overhaul within 12 months as they are deteriorating with daily use with the Allotmenteers.
- 3. The allotments are progressing well phase one is nearly complete with just the last stages of the water supply to be installed which will be done at the same time as the phase 2 water supply.
- 4. Phase 2 allotments are now laid out with an extra 23 plots been achieved, 87% of these plots have now been taken up with the other 13% being allocated in the next few weeks. This will give the Town Council a total of 40 plots at Churchtown which will be a great help in reducing our waiting list. The list has gone from 70 in March 2013 to 17 in June 2014. To satisfy the demand on allotments is a mandatory obligation for the Town Council and reducing this down to only 17 is a great achievement.

# POLICY & RESOURCES COMMITTEE

The Policy and Resources Committee of the Town Council, working closely with the expertise of the Town Clerk, Finance Officer and assistant is responsible for the finances of the councils budget via the precept.

2013-14 has been a good year financially, our ongoing works as part of the upgrade of the Guildhall facilities has been mainly completed with ongoing problems with heating and ventilation being dealt with.

The Community Chest and Festival Funds have seen the usual amount of applications and awards.

# SERVICES COMMITTEE

Since the last Annual Report the ICTT Committee and the Civic Amenity Committee have been merged into one committee to be known as the Services Committee. Some of the former areas covered by the old committees have been devolved to other committees, e.g. the Festival Fund and Community Chest Fund have moved to the Policy and Resources Committee, and we have taken over the responsibility for allotments.

#### **Grounds Maintenance**

Ongoing work has kept Saltash looking a well-kept and an interesting place to visit and work in. In fact we won 2 Cornwall in Bloom trophies last year and hope to do so again this coming year. The contract for the next 3 years grounds maintenance has been put out to tender.

#### Allotments

The new allotments at Churchtown are up and running, bringing a further 23 allotments. There are 2 allotments available at the Fairmead Road site, and the new site at Grenville Avenue is being prepared for use later in the year. The other allotments at Grenville Avenue are on-going.

#### Footpaths

There remain many problems with footpaths in Saltash, and these are being addressed by a working group of the committee.

#### Celebrations

Saltash Town Council continues to support town festivals and events, such as the May Fair, Regatta, and the Christmas Event. The committee has taken over responsibility for the provision and erection of the Christmas lights on Fore Street.

#### Street Furniture and assets.

Some new bus shelters have been provided on Callington Road. Benches around the town have been refurbished. The refurbishment of the Maurice Huggins room has been completed and will be ready for use imminently. We are looking into replacing the mosaics on the bridge over the entrance to the road tunnel at the bottom of Fore Street. Replacement notice boards were erected at St Stephens Church and beside the Ashtorre Rock Centre on the Waterside.

#### Communications

Four editions of the Town Messenger have been produced and distributed to all households.

# **STAFFING COMMITTEE**

The Staffing Committee has continued the work of ensuring that we are looking after our staff properly and meeting all legal requirements. We continue to meet bi-monthly and focus on approving/reviewing staffing policies, responding to issues raised by staff and reviewing staff training and health and safety issues.

#### Where your money goes

	2011/12	2012/13	2013/14
Policy & Resources (Office)	8600	10009	9720
Policy & Resources ( General)	58566	55503	60137
Policy & Resources (Guildhall – now renamed Property including 15/17 Lower Fore Street)	30840	31320	35901
15/17 Lower Fore Street	0	0	-
Civic Amenities	49800	49600	-
Industry, Commerce, Transportation & Tourism	17090	15390	-
Services (combining Civic Amenities & ICTT)	_	-	77570
Burial Board	28535	27620	29285
Staffing	145573	152907	153271
Proposed spending	339004	342349	321084
Precept	255197	267957	281355

#### Membership of Saltash Town Council 2013/14

North	South
BRADY John	DONOVAN Gina
*ELLISON Joe	*FRANK Hilary
PHILLIPS Bill	HOOPER Sue
RUSSELL Lee	KILLEYA Adam
East	West
BICKFORD Richard	*AUSTIN Bob
GEE Martin	CHALLEN Gloria
*HOLLEY Derek	DENT Jean
SHEPHERD James	YATES David

\* Indicates Cornwall Councillor

#### **Administration**

The Town Clerk is Ray Lane. The Council Office is situated at the Guildhall, 12 Lower Fore Street, Saltash PL12 6JX Opening hours are 9.30am to 4.30pm, Monday to Friday and at other times by appointment. Telephone: 01752 844846

Email: enquiries@saltash.gov.uk Website: www.saltash.gov.uk

#### **Meetings of the Council**

The Town Council meet on the first Thursday of each month at 7.00pm at the Guildhall. There is a fifteen minute period at the start of each meeting during which members of the public may ask questions of the Council. By giving notification at the start of the meeting, the public may also speak about items on the agenda at the appropriate time at the invitation of the Chairman. In addition, meetings of the Council are held on the third Tuesday of the month to discuss planning applications.

Saltash Town Council has adopted the Code of Conduct in accordance with the Localism Act 2011.

# New Ways To Keep in Touch With Your Council!

Saltash Town Council has recently moved into the world of social media with the aims of reaching a wider audience, and making it easier to access information of interest.

The Facebook Page 'Saltash Town Council' includes more detailed updates about events, meetings and news of interest, and allows you to post your own comments and photos of Saltash.

Our Twitter account @SaltashTC gives brief and snappy updates, and we are expanding it to follow other organisations that give public information likely to be of interest to Saltash residents.

For the future we are looking to possibly expand into GooglePlus, and may even experiment with podcasting – other suggestions are welcome. In the meantime though please join us on Facebook and follow us on Twitter, and promote us to your friends. 'Live' links to the Town Council Facebook and Twitter accounts can be found on the front page of the website www.saltash.gov.uk or on the front page of the Town Messenger if you are reading it online!

#### Did you know .....

- that all meetings of the Town Council are open to the public?
- that there is a period allocated at each meeting for questions from members of the public?
- if you want to speak about an item on an agenda you need to let the Town Clerk know in advance of the meeting.
- All meetings are held in the Guildhall starting at 7.00pm except the monthly planning meeting and Burial Board Annual Inspection of the Cemetery in June which is held at St Stephens Cemetery.

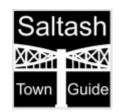
Town Council	First Thursday of the month
Town Council - Planning Only	Third Tuesday of the month at 5.30pm
Burial Board	Quarterly on the third Monday of the month
Policy & Resources Committee	Bi-monthly on the third Tuesday of the month
Services Committee	Bi-monthly on the second Wednesday of the month
Staffing Committee	Bi-monthly on the third Tuesday of the month

Your Town Council:			
Saltash North	Saltash South	Saltash East	Saltash West
John Brady	Mrs Hilary Frank*	Richard Bickford	Bob Austin*
t.07792 941743	t.845114	t.841119	t.844666
Joe Ellison*	Mrs Sue Hooper	Martin Gee	Mrs Gloria Challen
t.849340	MBE t.843073	t.513306	t.840620
Dill Dhilling		Dorok Hollov*	Mrs Jean Dent
Bill Phillips	Adam Killeya	Derek Holley*	Wis Jean Dent
t.518176	t.848691	t.845418	t.303008
Lee Russell		James Shepherd	David Yates
t.07966089366		t.847144	t.843260
Town Clerk: Mr Ray La	ane t. 01752 844846	) ,	* also Cornwall Councillor

# Roles of Saltash Town Council and Cornwall Council

Although Saltash Town Council (STC) and Cornwall Council (CC) work together on many things, they are two different councils with very different budget, powers and responsibilities. This is a Plain English summary of the main differences, not a complete guide or a legal document.

Saltash Town Council	Cornwall Council	
Covers only Saltash (including Notter, Trematon & Forder etc.)	Covers the whole of Cornwall	
Based in the Guildhall, Lower Fore St, Saltash	Based in Truro (with other offices, including a 'One Stop Shop' in Saltash Library)	
Holds 'Meet the People' in Fore Street each month (the Saturday after the 1 <sup>st</sup> Thursday)	Holds advice surgeries at the Library every Saturday morning	
Staff of about 10, budget of about £300,000	Staff of about 20,000, budget of about £1billion	
Takes about 3% of your council tax	Takes about 85% of your council tax	
16 councillors, all from Saltash	123 councillors, 4 from Saltash	
Most of what it does is <i>discretionary</i> (legally does not have to be done)	Most of what it does is <i>statutory</i> (legally has to be done)	
Advises on planning applications	Decides on planning applications	
Advises on planning policy – e.g. where large numbers of houses should go.	Sets most planning policy (some is set by the government)	
Represents the needs and wishes of Saltash on any of the areas that Cornwall Council deals with, but cannot make Cornwall take action.	Runs schools (except academies)	
Gives grants to Saltash community groups and festivals	Runs Social Services	
Provides allotments in Saltash	Responsible for waste and recycling	
Pays for/runs salt bins in Saltash	Responsible for gritting	
Runs the Christmas Event	Runs the Fire and Rescue Service	
Maintains footpaths in Saltash	Provides some funding for footpaths	
Owns Guildhall, Saltash Heritage building, Trematon Pound, new cemetery, and some sites let to Residents Associations etc.	Owns/operates leisure centre, library and various buildings used by CAB, Bowls Club etc.	
Funds Community Toilet Scheme	Responsible for litter and dog mess bins	
Organises bus shelters in Saltash	Responsible for Licensing	
Responsible for notice-boards and benches	Responsible for grass cutting, overhanging branches and weeding	
Leads on town-centre improvements	Provides some support to town-centre	
Makes suggestions about roads & parking	Decides on and runs roads and parking	
Funds most flowers beds and planters	Responsible for parks and playing fields	
Funds Saltash leaflets and some signage	Generally responsible for tourism and signage	
	Responsible for Public Toilets	



The Saltash Town Guide App has launched! It is available free of charge for both iOS and Android devices and can be found in the appropriate 'app' stores. The app provides you with everything you need to know about the town and includes details of all retailers and businesses within the Saltash area along with an annotated map and A-Z guide.

Participating retailers can also use the app to advertise special offers so it's worth downloading!



# Saltash Guildhall

Fully equipped, fully serviced, fully accessible. Perfect for clubs and classes, business meetings, surgeries, training sessions, conferences, exhibitions and family celebrations.



Saltash Guildhall combines historic elegance with all the convenience of a modern building. Accessible to all, it is located at the heart of Saltash, with ample parking close by and

easy access to the town centre and Waterside. The various rooms available for hire can accommodate everything from private meetings to major conferences in comfort. On site staffing provides security and convenience.

Light refreshments can be supplied.

Call Saltash Town Council on 01752 844846 or



# Moonlight Memory Walk returns to Saltash this October!

Children's Hospice South West (CHSW) is delighted to announce their 2014 Saltash Moonlight Memory Walk will be taking place on Saturday 11<sup>th</sup> October. Last year's inaugural event saw over 350 local ladies come together to enjoy a 4 mile night-time circular walk of the town and raise in the region of £30,000! This year, the charity plans to make the event even bigger and better and will be inviting women of all ages to take to the moonlit streets to walk in memory of someone they have loved and lost. Together, walkers will raise vital funds to support the families who use your local children's hospice and help them create precious memories that will last a lifetime. Registration for the 2014 event will be opening early July, with entry fees remaining at just £10pp. CHSW will also be recruiting volunteers to help with marshalling again. For further details, please visit www.chsw.org.uk/moonlight, email sarah.stott@chsw.org.uk or call Little Harbour on 01726 871800.

# Visit Little Harbour on Monday 7<sup>th</sup> July!

Saltash Town Council is organising a visit to Little Harbour on Monday 7<sup>th</sup> July. Participants will be asked for a donation of £5 to cover petrol costs. Please contact the Guildhall to register your interest.





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Do you need help for yourself or a loved one?

United Care Concepts is a provider of experienced nursing, care and support workers and we offer the following services:

Supported living and enabling, Respite care at home, Holiday care or support, Housekeepers/personal assistants and Emergency short term care or support.

We tailor make our support to suit your needs and can provide staff of all ages and abilities. Contact us on 0844 692 3826.