

Milly Southworth

From: Isabelle Risner <Isabelle.Risner@cornwall.gov.uk> on behalf of CornwallALC Enquiries <enquiries@cornwallalc.org.uk>
Sent: 16 January 2024 13:02
To: Sarah Mason; CornwallALC Enquiries
Subject: CALC Strategic Review of Membership Services

Information Classification: CONTROLLED

Dear All

I hope that you all had a good break over Christmas and that the start of the year finds you well.

With the next round of elections due in May 2025, the CALC Executive has agreed that to undertake a strategic review of our member services for the future. Whilst hopefully the Covid pandemic is in the past, the impact it had on the CALC, the way we work with members, provide training and meetings was significant; the review will allow us to take a closer look at our current offer, gather your valuable feedback and identify opportunities for improvement and innovation. The Board has established a small working group to undertake a thorough evaluation of all aspects of our membership services and the benefits of membership and we are keen to hear your views on what you value and which parts of our work are less important.

Today we are launching an [on line survey for officers, councillors and member councils](#) to assist us in this review. To be meaningful it is important to us that as many as possible respond and share their views. Please share this survey widely amongst your council; all we ask is that you reflect on the way in which your council has engaged with the Association and take the opportunity to share your views on our services and the value of membership.

The survey is hosted on the CALC website here: [CALC Strategic Review membership survey | Cornwall Association of Local Councils \(cornwallalc.org.uk\)](#)

Please remember to press submit at the end for your views to be registered. The closing date for responses is **FRIDAY 2nd FEBRUARY 2024** and I thank you in advance for your feedback and comments.

If you have any questions about the review or the survey please do not hesitate to contact me.

Kind regards,

Sarah Mason
County Executive Officer
Cornwall Association of Local Councils
1/1a, 1 Riverside House
Heron Way
Newham
TRURO
Cornwall TR1 2XN
Direct Line : 01872 324129
Mobile Tel : 07837 229982
Email : enquiries@cornwallalc.org.uk
www.cornwallalc.org.uk