

St Ives Town Council

**REQUEST TO BE ADDED TO THE WAITING LIST
FOR A MEMORIAL BENCH**



St Ives Town Council

DETAILS	
Date	
Your Name	
Address/Postcode	
Telephone Number	
Email Address	
Area of Preference	

The first person on the waiting list will be offered a bench, if this is not accepted the next person on the list will be offered the bench.

Once accepted there will be an agreement set up between both parties.

You will be kept on the list until a memorial bench is available, please note we cannot give a timescale of how long it will be until a bench becomes available.

We ask you to notify us of any changes to your contact details.

SIGNATURE	
Signed	

FOR OFFICE USE	
Date Received & Added to Database	

MEMORIAL BENCHES POLICY

1.0 Introduction

- 1.1 People have a strong emotional connection to St Ives and dedicated benches, displaying a commemorative plaque, have been installed across the parish for many years. The parish now has over 200 benches, placed at various locations, typically celebrating the life of a loved one. Some popular spots, such as the Island have 36. The Council supports the wishes of families to commemorate their loved ones in this way, but is mindful that these areas are enjoyed by a wide variety of people and they remain, first and foremost, open spaces.
- 1.2 There is no statutory or legal obligation for the Council to offer the commemoration of benches as a service. But it can be a way in which the wishes of families can be met, whilst providing a wider community benefit, helping to fund the provision of public benches across the parish.
- 1.3 This policy sets out the principles and process for managing and administering benches with dedications (and sponsored benches). The aim is to achieve a balance between the demand for commemorative benches and ensuring open spaces are welcoming and managed for the benefit of all.
- 1.4 The term dedicated bench covers all benches with plaques including sponsored, memorial and commemorative benches.

2.0 Objectives of the Policy

- 2.1 The Council aims to adopt a clear, measurable and sympathetic approach to the management of all public benches in open spaces, which will take account of the competing demands of service users.
- 2.2 The Council is not seeking to increase the number of dedicated benches, given the existing number in management, and will only consider requests for benches in new locations in exceptional circumstances.
- 2.3 The focus is on maintaining existing sites, repairing and replacing benches and offering re-dedications.
- 2.4 The policy seeks to ensure that dedicated benches, which are replaced and / or are erected, have a common appearance, style and size.
- 2.5 The policy sets out who is responsible for maintenance, repair and replacement. This aim, wherever possible will be to minimise the impact on public funds.
- 2.6 The Council is committed to ensuring that assets are as sustainable as possible and to minimising their impact on the environment. This shall be a key consideration in the choice of products and materials used to install, repair and maintain benches.
- 2.7 The Council will endeavour to provide the highest standard of service and customer care.

3.0 Service Standards

- 3.1 St Ives Town Council offers a sponsorship service for benches on public land to display a commemorative plaque (or in some cases bench sponsorship).
- 3.2 The majority of benches are sited on land owned by Cornwall Council but it has devolved the ownership, repair, maintenance, and management of all public benches in the St Ives parish to the Town Council. Any enquiries, complaints or questions should, therefore, be directed to the Town Council.
- 3.3 All dedications are subject to a number of policy conditions, which are set out below.
- 3.4 The majority of dedicated benches are historic, with plaques installed by previous Council administrations – Penwith District Council or Cornwall Council. Where these are subject to an active agreement, which has been entered into within the last 10 years, The Town Council shall honour all the terms of the agreement. Historic agreements or more than 10 years cannot be honoured although the Council will use reasonable endeavours to make contact with relatives or sponsors and offer a re-dedication or return of the plaque.

4.0 Policy Conditions

- 4.1 All applications for sponsorship of benches must be made on an application form, which can be downloaded from the Council's website or collected from reception and be signed by the applicant.
<https://stivestowncouncil-cornwall.gov.uk/info-page/public-benches/>

- 4.2 For new or replacement benches, the council has commissioned a marine blue, fully recycled bench in coastal locations, and a forest green, fully recycled bench in park locations. Only these bench designs of the type and colour specified by the Council will be approved at any specific location.
- 4.3 Currently, the Council maintains a waiting list for dedication benches. Applicants are free to request a particular location but will be advised of any current waiting time for popular locations. Specifying only one location may result in a longer wait. Applicants will be offered an alternative, wherever possible. Applicants cannot "reserve" a bench prior to the death of a loved one. As such, no-one can remain on the waiting list longer than two years if they have been offered a bench at a parish location and declined it.
- 4.4 The exact location, in which the bench will be placed, is determined by the Council, and dependent on need and availability. Whilst the Council will try to locate a bench at a requested site, due to the popularity of some locations, this cannot be guaranteed.
- 4.5 The Council will limit the number of commemorative benches in particular areas so that they do not detract from the primary purpose of the open space. Therefore, the size and location of the space shall limit the number permitted. In most locations, no new bench sites are available. Only the replacement of existing benches in poor condition or re-dedications of benches on existing sites are available.
- 4.6 The applicant will be required to pay the full amount once a bench dedication has been agreed. It is expected that any commemorative bench will have a serviceable life of 10 years. This 10 year period is calculated from the date of installation. There are two options and these are dependent upon the location and circumstances:
- **Option A:** re-dedication – payment for the production, engraving and installation of a plaque on an existing bench in reasonable condition, together with an administration and maintenance fee. The duration of the dedication is limited to the current 10 year maintenance period for the bench, so that all plaques and maintenance arrangements will end on the same date (but are capable of being extended).
 - **Option B:** replacement - payment for the production, engraving and installation of a plaque on a new replacement bench at an existing site, together with an administration and maintenance fee for 10 years.
 - In a limited number of circumstances for a specific bench design, the Council may be able to offer a refurbished wooden bench. But this is wholly at the Council's discretion.
- 4.7 The current schedule of fees is appended to the application form. Fees are reviewed annually and the relevant fee in the year of installation will be the fee payable.

5.0 Terms of the Agreement

- 5.1 Benches shall remain at all times the property of the Council.
- 5.2 Benches shall remain in place for the 10 year agreement period. Within the 10 year period, the Council reserves the right to remove the bench or plaque at any time if it becomes unsafe, damaged beyond economic repair or unacceptable from an aesthetic or procedure perspective. If the Council chooses to remove a bench on the grounds of aesthetic appearance alone, an alternative location will be sought in consultation with the sponsor. If an alternative location can not be agreed, the Council will compensate the sponsor with a sum equivalent to 1 tenth of the total donation cost, multiplied by the number of years remaining of the agreement period.
- 5.3 Should a bench or plinth become damaged or unsafe through general wear and tear during the 10 year period, the Council will consider arranging for repair or replacement, as appropriate. However, the Council is under no obligation to replace the bench and will do so at its discretion.
- 5.4 Under no circumstances will any installation of a bench by a third party be permitted. If it is found that a bench has been installed by anyone other than the Council, the bench will be removed without notice and without guarantee of safe return.
- 5.5 Commemorative plaques fitted to benches are 6" x 2". This allows space for approximately 4 lines with 22 letters, to include spaces, on each line. The plaque will generally be fitted to the centre of the upper most lath of the back of the bench. Any inscription that is deemed to be inappropriate, offensive, or likely to bring the Council into disrepute shall be refused.
- 5.6 Applications for commemorative benches for pets will not be granted.
- 5.7 No additional mementoes e.g. vases, statues, flowers, wreaths, balloons or other ornamentation etc or additional unauthorised plaques shall be permitted on or around the bench. If found, these will be removed without prior notice. The bench should be accessible at all times.
- 5.8 Nothing in the dedicated bench scheme confers special rights to the sponsor - It should be noted and accepted that any person may sit on any public bench at any time.

6.0 Sponsorship

6.1 In addition to dedicated benches, the Council operates a sponsorship scheme through which local businesses can sponsor a public bench, in order to assist with its repair and maintenance. Sponsorship opportunities shall only be available for existing benches, which are not subject to an existing dedication agreement. In order to sponsor a bench, businesses must be local to the parish and the following terms shall apply in addition to 5.1, 5.2, 5.3 and 5.7 above: - The agreement will be for a period of 3 years, extendable up to 10. The fee shall be paid at the beginning of the sponsorship agreement. The size, location and wording of the sponsorship plaque shall be agreed by the Council, and will be in keeping, proportionate in scale and respect the location and setting of the bench. No corporate branding will be permitted.

7.0 The End of the Dedication Period

7.1 After a period of 10 years, the Council will make reasonable endeavours to contact the sponsor to ascertain whether they require the removal and the return of any plaque. The bench, if still in good repair, can then be made available for rededication by another sponsor.

7.2 Up to 1 year, prior to the end of the agreement, the sponsor is encouraged to make contact the Council to confirm their wishes, either to extend the dedication period or request that the plaque be removed.

7.3 The sponsor can also opt for a re-dedication of a plaque with a new bench in the same location, or may wish to pay for a further period of sponsorship for the plaque only, if the bench is still in an acceptable condition.

7.4 It is essential that sponsors ensure that the Council holds up to date records of their contact details. These will be kept in accordance with data protection legislation in force at the time. Should contact details not be available, or the Council be unable to make contact, after having made reasonable attempts, the Council will remove the plaque. The bench will either then be replaced or rededicated with a new memorial plaque.

7.5 Any plaque from removed benches will be retained by the Council for a year, for the sponsor to collect. After this time, the Council will relocate it to a suitable location.

8.0 Historic Agreements

8.1 For those benches that have been sponsored prior to September 2021 and without an active agreement in place, the Council reserves the right to replace benches or plaques that have been in situ for more than 10 years. The sponsor, should the Council be in possession of current contact details, will be contacted and offered first refusal to enter into a further 10 years sponsorship. A customer must be able to provide written evidence of an existing bench maintenance agreement, should they wish to challenge to the Council's decision.

9.0 Review

9.1 The policy, approved bench designs and fees and charges shall be reviewed annually.

10.0 Fees and Charges for 2026-2027

Option	Charge for the Installation of a new or additional plaque on an existing bench (price per plaque)	Charge for the purchase and installation of a new St Ives Bespoke recycled bench in marine blue, including a single plaque.	Charge for a refurbished wooden bench including a single new plaque
Net	£110.00	£1,995.00	£1095.00
VAT	£22.00	£399.00	£219.00
Total payable upon application	£132.00	£2,394.00	£1,314.00

Your personal data – what is it?

“Personal data” is any information about a living individual which allows them to be identified from that data (for example a name, photographs, videos, email address, or address). Identification can be directly using the data itself or by combining it with other information which helps to identify a living individual (e.g. a list of staff may contain personnel ID numbers rather than names but if you use a separate list of the ID numbers which give the corresponding names to identify the staff in the first list then the first list will also be treated as personal data). The processing of personal data is governed by legislation relating to personal data which applies in the United Kingdom including the General Data Protection Regulation (the “GDPR”) and other legislation relating to personal data and rights such as the Human Rights Act.

Who are we?

This Privacy Notice is provided to you by St Ives Town Council which is the data controller for your data.

Other data controllers the council works with:

- Cornwall Council
- Cornwall Association of Local Councils
- National Association of Local Councils
- Devon & Cornwall Police

We may need to share your personal data we hold with them so that they can carry out their responsibilities to the council. If we and the other data controllers listed above are processing your data jointly for the same purposes, then the council and the other data controllers may be “joint data controllers” which mean we are all collectively responsible to you for your data. Where each of the parties listed above are processing your data for their own independent purposes then each of us will be independently responsible to you and if you have any questions, wish to exercise any of your rights (see below) or wish to raise a complaint, you should do so directly to the relevant data controller.

A description of what personal data the council processes and for what purposes is set out in this Privacy Notice. The council will process some or all of the following personal data where necessary to perform its tasks:

- Names, titles, and aliases, photographs;
- Contact details such as telephone numbers, addresses, and email addresses;

Where they are relevant to the services provided by a council, or where you provide them to us, we may process information such as gender, age, marital status, nationality, education/work history, academic/professional qualifications, hobbies, family composition, and dependants;

Where you pay for activities such as use of a council hall, financial identifiers such as bank account numbers, payment card numbers, payment/transaction identifiers, policy numbers, and claim numbers;

The personal data we process may include sensitive or other special categories of personal data such as criminal convictions, racial or ethnic origin, mental and physical health, details of injuries, medication/treatment received, political beliefs, trade union affiliation, genetic data, biometric data, data concerning sexual life or orientation.

How we use sensitive personal data

We may process sensitive personal data including, as appropriate:

- information about your physical or mental health or condition in order to monitor sick leave and take decisions on your fitness for work;
- your racial or ethnic origin or religious or similar information in order to monitor compliance with equal opportunities legislation;

in order to comply with legal requirements and obligations to third parties.

These types of data are described in the GDPR as “Special categories of data” and require higher levels of protection. We need to have further justification for collecting, storing and using this type of personal data. We may process special categories of personal data in the following circumstances:

- In limited circumstances, with your explicit written consent.
- Where we need to carry out our legal obligations.
- Where it is needed in the public interest.

Less commonly, we may process this type of personal data where it is needed in relation to legal claims or where it is needed to protect your interests (or someone else’s interests) and you are not capable of giving your consent, or where you have already made the information public.

Do we need your consent to process your sensitive personal data?

In limited circumstances, we may approach you for your written consent to allow us to process certain sensitive personal data. If we do so, we will provide you with full details of the personal data that we would like and the reason we need it, so that you can carefully consider whether you wish to consent. The council will comply with data protection law. This says that the personal data we hold about you must be:

- Used lawfully, fairly, and in a transparent way.
- Collected only for valid purposes that we have clearly explained to you and not used in any way that is incompatible with those purposes.
- Relevant to the purposes we have told you about and limited only to those purposes.
- Accurate and kept up to date.
- Kept only as long as necessary for the purposes we have told you about.

- Kept and destroyed securely including ensuring that appropriate technical and security measures are in place to protect your personal data to protect personal data from loss, misuse, unauthorised access, and disclosure.

We use your personal data for some or all of the following purposes:

- To deliver public services including to understand your needs to provide the services that you request and to understand what we can do for you and inform you of other relevant services
- To confirm your identity to provide some services
- To contact you by post, email, telephone or using social media (e.g., Facebook, WhatsApp);
- To help us to build up a picture of how we are performing
- To prevent and detect fraud and corruption in the use of public funds and where necessary for the law enforcement functions
- To enable us to meet all legal and statutory obligations and powers including any delegated functions
- To carry out comprehensive safeguarding procedures (including due diligence and complaints handling) in accordance with best safeguarding practice from time to time with the aim of ensuring that all children and adults-at-risk are provided with safe environments and generally as necessary to protect individuals from harm or injury
- To promote the interests of the council
- To maintain our own accounts and records
- To seek your views, opinions or comments
- To notify you of changes to our facilities, services, events and staff, councillors and other role holders
- To send you communications which you have requested and that may be of interest to you. These may include information about campaigns, appeals, other new projects or initiatives;
- To process relevant financial transactions including grants and payments for goods and services supplied to the council
- To allow the statistical analysis of data so we can plan the provision of services.

Our processing may also include the use of CCTV systems for the prevention and prosecution of crime.

What is the legal basis for processing your personal data?

The council is a public authority and has certain powers and obligations. Most of your personal data is processed for compliance with a legal obligation which includes the discharge of the council's statutory functions and powers. Sometimes when exercising these powers or duties it is necessary to process personal data of residents or people using the council's services. We will always take into account your interests and rights. This Privacy Notice sets out your rights and the council's obligations to you.

We may process personal data if it is necessary for the performance of a contract with you, or to take steps to enter into a contract. An example of this would be processing your data in connection with the use of sports facilities, or the acceptance of an allotment garden tenancy.

Sometimes the use of your personal data requires your consent. We will first obtain your consent to that use.

Sharing your personal data.

This section provides information about the third parties with whom the council may share your personal data. These third parties have an obligation to put in place appropriate security measures and will be responsible to you directly for the manner in which they process and protect your personal data. It is likely that we will need to share your data with some or all of the following (but only where necessary):

- The data controllers listed above under the heading "Other data controllers the council works with";
- Our agents, suppliers and contractors. For example, we may ask a commercial provider to publish or distribute newsletters on our behalf, or to maintain our database software;
- On occasion, other local authorities or not for profit bodies with which we are carrying out joint ventures e.g. in relation to facilities or events for the community.

How long do we keep your personal data?

We will keep some records permanently if we are legally required to do so. We may keep some other records for an extended period of time. For example, it is currently best practice to keep financial records for a minimum period of 8 years to support HMRC audits or provide tax information. We may have legal obligations to retain some data in connection with our statutory obligations as a public authority. The council is permitted to retain data in order to defend or pursue claims. In some cases, the law imposes a time limit for such claims (for example 3 years for personal injury claims or 6 years for contract claims). We will retain some personal data for this purpose as long as we believe it is necessary to be able to defend or pursue a claim. In general, we will endeavour to keep data only for as long as we need it. This means that we will delete it when it is no longer needed.

Your rights and your personal data

You have the following rights with respect to your personal data:

When exercising any of the rights listed below, in order to process your request, we may need to verify your identity for your security. In such cases we will need you to respond with proof of your identity before you can exercise these rights.

- The right to access personal data we hold on you.** At any point you can contact us to request the personal data we hold on you as well as why we have that personal data, who has access to the personal data and where we obtained the personal data from. Once we have received your request we will respond within one month. There are no fees or charges for the first request but additional requests for the same personal data or requests which are manifestly unfounded or excessive may be subject to an administrative fee.
- The right to correct and update the personal data we hold on you.** If the data we hold on you is out of date, incomplete or incorrect, you can inform us and your data will be updated.

- **The right to have your personal data erased.** If you feel that we should no longer be using your personal data or that we are unlawfully using your personal data, you can request that we erase the personal data we hold. When we receive your request, we will confirm whether the personal data has been deleted or the reason why it cannot be deleted (for example because we need it for to comply with a legal obligation).
- **The right to object to processing of your personal data or to restrict it to certain purposes only.** You have the right to request that we stop processing your personal data or ask us to restrict processing. Upon receiving the request, we will contact you and let you know if we are able to comply or if we have a legal obligation to continue to process your data.
- **The right to data portability.** You have the right to request that we transfer some of your data to another controller. We will comply with your request, where it is feasible to do so, within one month of receiving your request.
- **The right to withdraw your consent to the processing at any time for any processing of data to which consent was obtained.** You can withdraw your consent easily by telephone, email, or by post (see Contact Details below).
- **The right to lodge a complaint with the Information Commissioner's Office.** You can contact the Information Commissioner's Office on 0303 123 1113 or via email <https://ico.org.uk/global/contact-us/email/> or at the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.

Transfer of Data Abroad

Any personal data transferred to countries or territories outside the European Economic Area ("EEA") will only be placed on systems complying with measures giving equivalent protection of personal rights either through international agreements or contracts approved by the European Union. Our website is also accessible from overseas so on occasion some personal data (for example in a newsletter) may be accessed from overseas.

Further processing

If we wish to use your personal data for a new purpose, not covered by this Privacy Notice, then we will provide you with a new notice explaining this new use prior to commencing the processing and setting out the relevant purposes and processing conditions. Where and whenever necessary, we will seek your prior consent to the new processing.

Changes to this notice

We keep this Privacy Notice under regular review and we will place any updates on stivestowncouncil-cornwall.gov.uk. This Notice was last updated in March 2020.

Contact Details

Please contact us if you have any questions about this Privacy Notice or the personal data we hold about you or to exercise all relevant rights, queries or complaints at: The Data Controller, St Ives Town Council, The Guildhall, Street an Pol, St Ives, Cornwall TR262DS or email enquiries@stives-tc.gov.uk