

## EMAIL FROM CORNWALL COUNCIL ... SENIOR TEAM

**From:** Rachel Lofthouse <[Rachel.Lofthouse@cornwall.gov.uk](mailto:Rachel.Lofthouse@cornwall.gov.uk)> on behalf of Phil Mason <[Phil.Mason@cornwall.gov.uk](mailto:Phil.Mason@cornwall.gov.uk)>  
**Sent:** 10 November 2023 11:20  
**To:** Seven Concerned Citizens <[cornwall@sevenconcernedcitizens.co.uk](mailto:cornwall@sevenconcernedcitizens.co.uk)>  
**Cc:** Kate Kennally <[kate.kennally@cornwall.gov.uk](mailto:kate.kennally@cornwall.gov.uk)>  
**Subject:** RE: Formal Notice to rectify major organisational defects

Dear Sirs and / or Madams,

Thank you for your notice.

We are satisfied that:

- Our organisational controls, policy context and processes are fit for purpose.
- The organisation is sufficiently well-informed and resourced to be able to understand and manage this issue, and there is no bias or predetermination.
- The organisation, its Members and officers are perfectly aware of their obligations.
- There is no need for the Council to seek any validation of your report, or to action the suggestions made within it or your correspondence.

We note that you suggest:

- There is a need to respond as requested to avoid further escalation measures from you. However, you do not articulate what those measures will be.
- More worryingly, that absent the Council doing what you have asked there may be *'the unfortunate need for additional escalation measures, by us and the wider public, to hold the council, its executives and officers personally to account'*. Please be assured that the Council does not take kindly to threats of that nature and it will do what is reasonably required to protect the safety of its officers and Members, and to protect its assets, operation and reputation. If necessary, we will engage with the police on this.

We also note that you are effectively operating anonymously behind the banner of Seven Concerned Citizens.

We do not consider there to be any need for Cornwall Council to enter into further dialogue with you or your organisation on this issue.

Yours faithfully

Phil Mason  
Strategic Director Sustainable Growth and Development  
Lewydh Stratejek rag Tevyans ha Displegyans Erbysek  
Cornwall Council | Konsel Kernow

Email: [phil.mason@cornwall.gov.uk](mailto:phil.mason@cornwall.gov.uk)

3<sup>rd</sup> Floor North, Zone B, Pydar House, Pydar Street , Truro, TR1 1XU

**RESPONSE FROM 7 CONCERNED CITIZENS CORNWALL**

**From:** Seven Concerned Citizens <[cornwall@sevenconcernedcitizens.co.uk](mailto:cornwall@sevenconcernedcitizens.co.uk)>

**Sent:** 16 November 2023 08:11

**To:** Phil Mason <[Phil.Mason@cornwall.gov.uk](mailto:Phil.Mason@cornwall.gov.uk)>

**Cc:** Kate Kennally

<[kate.kennally@cornwall.gov.uk](mailto:kate.kennally@cornwall.gov.uk)>; [Rachel.Lofthouse@cornwall.gov.uk](mailto:Rachel.Lofthouse@cornwall.gov.uk) <[Rachel.Lofthouse@cornwall.gov.uk](mailto:Rachel.Lofthouse@cornwall.gov.uk)>

**Subject:** Re: Formal Notice to rectify major organisational defects

Dear Phil,

Firstly, thank you for acknowledging and responding to our letter of notice

## **1/ Is this an official response on behalf of your Senior Management Team & Chief Executive Officer?**

If so, then it indicates very serious issues regarding:

a) hubris within the senior management / leadership culture.

b) a lack of **organisational culture with 'process maturity'** to deal openly and effectively with strategic risk warnings, strategic re-appraisal and dynamic 'critical' feedback which would be a necessary characteristic of **'process developed or mature'** emergency planning and execution type organisations.

c) a lack of awareness of how to engage appropriately with the gravity and nature of the issues being notified.

The nature of your response presents **a heightened indicator that the current organisation is not fit for complex systemic emergency planning and management.**

This reinforces our previous message to you and **greatly enhances the level and likelihood of threat on the people and the region posed by the inadequate organisation and management practices of the council** relating to emergencies.

In addition to the suggestions contained within our report we **strongly suggest that your Senior Management Team urgently seek independent specialist advice and organisation developmental support** to help you address the issues that have been notified to you through this email, our letter and report. For the avoidance of doubt, we will formalise this with a further letter of notice.

## **2/ Escalation due to cancelling of 'critical voices'**

As you state an intention of **NOT engaging in dialogue and dismissing our findings**, we are consequently forced to initiate a peaceful campaign to bring these very serious issues and concerns to the public's attention across Cornwall.

## **3/ Anonymity**

To address the matter, you raise, about us operating anonymously through Seven Concerned Citizens. This is a necessary precaution to protect citizens in expressing their 'critical voices' from the values heresy/shaming and the toxic cancel culture prevalent and displayed across many local authority organisations.

## **4/ Duty of care**

The gravity of the issues notified to you and the potential for catastrophic harm from your organisation and management practice is significant.

We remind you that as public servants; you have **a responsibility first and foremost to cause no harm**, to act objectively using the best evidence without discrimination, bias or pre-determination solely for the public interest and the needs of the people of Cornwall. There is a duty of care on public authorities and their officers to consider or think about how their policies, organisation systems and decisions affect the people and the wellbeing of this region.

We suggest that you consider discharging this duty of care, with due diligence, in light of the information now presented to you.

To avoid organisation inertia, it is in the public interest to have transparency regarding the rectification measures being adopted. We have previously suggested that Cornwall Council urgently requests from your auditors (a) a formal **'Advisory Notice'** and (b) a **'Public Interest Report'** pertaining to the issues raised in our notice letter and accompanying 56 page report. Furthermore, in context of your response there is a heightened need to demonstrate assurance to the public.

## **5/ Our objective**

We reiterate that our objective as Seven Concerned Citizens is to avert a major regional planning related catastrophe by informing and assisting both the public and the council to become aware of issues surrounding emergency planning and execution. As concerned citizens we are seeking assurances that the councils' organisation system is 'fit for the purpose' of emergency planning without inflicting considerable and unnecessary harms onto the people from misguided and non-rigorous strategy and policy.

Cornwall Council have now been notified of very serious organisational issues and we urge you to reflect openly upon the findings of the report, the explanatory videos and accompanying information on our website.

Yours faithfully

Seven Concerned Citizens

[www.sevenconcernedcitizens.co.uk](http://www.sevenconcernedcitizens.co.uk)