

**AGENDA FOR THE PEOPLE COMMITTEE
WEDNESDAY 16TH NOVEMBER 2016 AT THE GUILDHALL OFFICES TOTNES**

You are hereby SUMMONED to attend the meeting of the People Committee, which is to be held in the Guildhall, Totnes on **Wednesday 16th November 2016 at 9.30am** for the purpose of transacting the following business:

No	Subject	Comments
1	To receive apologies and to confirm that any absence has the approval of the Committee.	
	<i>The Committee will adjourn for the following item:</i>	
	<i>Public Engagement: A period of 15 minutes will be allowed for members of the public to ask questions or make comment regarding the work of the Committee or other items that affect Totnes.</i>	
	<i>The Committee will convene to consider the following items:</i>	
2	To deal with any matters arising from 1 st November 2016.	Minutes attached.
3	To consider a proposal by Caring Town for the supporting of Local Information Services in the town.	Proposal from Caring Town attached as previously circulated.
4	To consider the Street Cleansing Reflection letter from South Hams District Council.	Letter attached
5	To receive the notes of the Council Venues Working Group on Wednesday 26th October and consider the actions.	Notes attached
6	To consider dates and locations for quarterly Councillor Surgeries	Verbal update from the Deputy Town Clerk
7	To note the Town Team Minutes and to consider the proposals there in.	Notes attached
8	To note the installation date of the two new defibrillators.	Verbal update from the Deputy Town Clerk
9	To diary the date of the next meeting – 9.30am Thursday 12 th January 2017	

Catherine Marlton

Deputy Town Clerk

**MINUTES OF THE PEOPLE COMMITTEE
TUESDAY 1ST NOVEMBER 2016 AT THE GUILDHALL OFFICES TOTNES**

Present: Cllr Elliott Smith, Cllr Vint, Cllr Whitty (Chair), Cllr Hendriksen, Cllr Sweett, Cllr Piper.

Apologies: Cllr Sermon

Not Present: Cllr Simms

In Attendance: Catherine Marlton (Deputy Town Clerk), 1 member of the public, 1 member of the Press, Cllr Hodgson

No	Subject	Comments
1	To receive apologies and to confirm that any absence has the approval of the Committee.	It was RECOMMENDED that the apologies be received.
	<i>The Committee will adjourn for the following item:</i>	
	<i>Public Engagement:</i>	No members of the public were in attendance.
	<i>The Committee will convene to consider the following items:</i>	
2	To agree the minutes of the meeting held on 19 th October 2016 and deal with any matters arising.	The minutes were agreed and there were no matters arising.
3	To consider a proposal by Caring Town for the supporting of Local Information Services in the town.	<p>It was agreed to suspend Standing Orders to allow a discussion involving a member of the public.</p> <p>The proposal from Caring Town is attached. It was not received in time for this meeting and therefore no recommendations were made at this stage and the proposal will be discussed again at the next People Committee meeting.</p> <p>The following points were made:</p> <p>Cllr Whitty explained that this is a partnership proposal following the restructure of information services agreed previously.</p> <p>Cllr Vint asked how this proposed local information service would interface with the tourism information points in the town. The Deputy Clerk explained that the proposed local information service will signpost visitors as needed to other services, including tourist information, but that the staff and service will be focused on local information and aiding vulnerable residents of the town.</p> <p>Cllr Hodgson asked about the budgets and how they compare to what was proposed in the TIC restructure discussions. The Deputy Clerk explained that £6,000 was earmarked for 2016/17 and £16,800 in 17/18 and going forward when the restructure proposal was completed. Phase 1 in the Caring Town proposal would be funded with £6000 from the current year budget and £4564 with 2017/18 budget.</p> <p>Phase 2 is costed for the 9 months remaining of the 17/18 financial year. There are 3 options that differ in cost that need to be considered and the first option would be deliverable under the previously discussed annual figure of £16,800.</p>

		<p>Cllr Hodgson asked that tourism information be co-located with this local information service. Cllr Whitty explained that the proposal from Caring Town is a focused, specialist service to support the most vulnerable sectors of the community in a much more comprehensive way than the previous Totnes Information Service which developed into providing help to this sector out of necessity rather than design.</p> <p>The Deputy Clerk explained that the Destination Manager will be giving an update about tourist information at the November Council meeting.</p> <p>Cllr Piper expressed his support for the Caring Town proposal which he felt was very comprehensive and targeted the health and wellbeing of local residents.</p> <p>Cllr Hodgson said she was concerned about the public perception of supporting a new service given the restructure. Cllr Whitty said he felt that as long as the purpose and objectives were clearly publicised and a consistent message given out then the local community would understand the distinction and the benefits.</p> <p>Cllr Vint asked whether the Citizens Advice Bureau based at Follaton House had been consulted. Fiona Ward, Caring Town Co-ordinator, explained that a dialogue is ongoing. The CAB is very supportive of the proposal and wants to look at providing advice in the form of surgeries on a number of issues to reach a wider range of the community.</p> <p>In summary the committee expressed support for the Caring Town proposal and wanted the Operations Committee to consider the financial implications.</p>
4	To consider the proposed service restructure by the CCG.	<p>Cllr Vint explained that he had attended two local consultation events and the main concerns being fed back from members of the public are that closures and cuts in the surrounding area will add pressure on Totnes Hospital, and that patients will be discharged from a hospital environment before they are ready.</p> <p>Cllr Hodgson said that people are feeling fearful of the proposals and that she had concerns that these proposed changes are significant and provided savings of £1.4 million, but that there is still in excess of £18 million in savings to find. She felt that the consultation process is misleading.</p> <p>Cllr Piper and Cllr Hendriksen also expressed similar concerns, that this is 'privatisation by stealth' and they welcomed the line being taken by Dr S Wollaston MP.</p> <p>It was RECOMMENDED to Full Council that we:</p> <ul style="list-style-type: none"> • write to the Secretary of State for Health and NHS England asking for the NHS Success Regime project for Devon to be cancelled due to the flawed and misleading consultation process • write to the CCG rejecting the proposals entirely • support local community services and voluntary groups who look after the health and wellbeing of Totnes residents.
5	To consider adopting the Draft NP Open Space Policy.	<p>Cllr Whitty presented the draft Open Space Policy which is available to view on the Town Council website.</p> <p>Cllr Hodgson asked if a list of unallocated S106 monies could be included to show the potential.</p>

		<p>Cllr Vint asked how the matter of how green spaces can be managed in the long term given SHDC will not take on any more, and also how we integrate community spaces into a network to increase and promote use.</p> <p>The Deputy Clerk asked about how any resource implications would be managed and planned for. Cllr Whitty explained that any sums needing budgeting for would not be until at least the 2018/19 financial year. In terms of reviewing the document he suggested perhaps adding a section of the policy to each People Committee meeting agenda for discussion over the course of the next year.</p> <p>It was RECOMMENDED to Full Council that the draft Neighbourhood Planning Open Space Sports and Recreation Strategy be adopted.</p> <p>It was RECOMMENDED to Full Council that we support the application for Leechwell Garden to be listed as a local green space.</p>
6	To consider the request for funding of the Family Christmas Events in the Civic Hall.	<p>The Deputy Clerk outlined the partnership proposal between Mane Events and the Chamber of Commerce to facilitate the family nights in the Civic Hall in December, as piloted last year.</p> <p>The proposal was for a total of £500 to support these events, £300 for hall hire and £200 for a large banner and leaflet printing.</p> <p>The committee were very supportive of the proposal and felt it was just the sort of event that should be held in the Civic Hall.</p> <p>It was RECOMMENDED to Full Council that we fund the Christmas Family Fun nights in the Civic Hall at a cost of £500.</p>
7	To consider the regularity of the People Committee meetings.	It was RECOMMENDED to Full Council that the People Committee move from bi-monthly meetings to monthly meetings, held at 9.30am on the second Thursday of each month, starting in January 2017.
8	To diary the date of the next meeting – 9.30am Wednesday 16 th November 2016	This was agreed and there will be no meeting in December.

END

MAYOR

TIC Working Group meeting – 18th October 2016

Attendees: Cllr Whitty, Cllr Westacott, Cllr Cohen, Cllr Piper

In Attendance: Deputy Town Clerk, Catherine Marlton

CM outlined that the transition to the new tourism structure was going well and the new Destination Manager, Samantha Branch, was working closely with Gillian with regards to advertisers for the 2017 Totnes Guide.

It was suggested that CM ask Samantha to update all Councillors at December Full Council. CM to action.

CM outlined the need to start looking at what local information services are needed and how this can be provided, ideally from The Mansion given its location and other services proposed for that site.

Councillors asked CM to ask Caring Town to put together a proposal for investigating what provision is needed and starting to structure a future service. CM explained that a proposal needs to be put forward as soon as possible to allow Caring Town to start any fact finding exercise in line with The Mansion opening. CM to action and bring back to People Committee.

It was agreed no further working groups were needed and that all Councillors should be updated directly with regards to Tourism provision.



Partnership Proposal for a Caring Town Centre

Between Caring Town and Totnes Town Council, 29th October 2016

This proposal lays out the aims, objectives, activities, timings, budgets and responsibilities for the joint provision of an information and signposting service for people living in Totnes and the surrounding parishes. It has been created based on discussions between Totnes Town Council (TTC) and the coordinators of Caring Town during October 2016.

This will be a new partnership that aims to ensure local people get the information and signposting they need to access local services, organisations and groups; especially those relating to health, welfare and wellbeing. This has been agreed as a top priority by the wider Caring Town network of over 70 local organisations and groups, as it will lead to better use of existing services and the related health outcomes for our local community, as well as connect people with opportunities to volunteer and contribute in other ways.

This is not a like for like replacement for the recently closed TTC Information Centre, though it will probably meet some of the same needs for some people.

Although between us we recognise the general need for such a service, and we have some shared insight around how it might best work, the actual information needs of our community and the optimum delivery model are not clear. We suggest the best way to understand these needs is to start to offer the service as described below, and monitor usage closely. We also need to understand who is not using the service but could benefit from it.

Therefore the partnership will begin with a 7 month set-up and learning stage to explore further what is needed. We propose that the service will operate from a high street venue (currently under negotiation) which will likely be called the Caring Town Centre, and the service will be called the Caring Town Information Service. Note that we are moving away from the term 'Hub' to avoid confusion with other local activities.

A joint review will be held towards the end of this period to reflect on learning. Together we will agree any changes and additional resources that may be required to ensure the best model is taken forward into full delivery from July 2017. This proposal assumes a TTC funding contribution is available for at least 3 years, and this is currently matched by financial and in kind contribution from the Caring Town project.



Aim & objectives

The main aim of the CT-Centre is to provide a friendly, central, physical space for local people that connects them with local services, groups, activities and training related to health, welfare and wellbeing; and provides information on other local services. It will also provide items such as timetables and sell recycling bags.

The set up and learning stage objectives are to:

- Provide useful and relevant information via a caring, friendly person and written information
- Capture information on needs and gaps, barriers to using this service and ideas for improvements
- Help point potential volunteers to appropriate opportunities (or where to find out more)
- Represent the face and ethos of Caring Town to the local community
- Possibly provide part-time shared space for selected organisations for some outreach activity e.g. Citizens Advice, South Hams CVS and other Caring Town organisations
- Learn more about what local people want from Caring Town and the CT-Centre

What the CT-Centre is not:

- It will not provide information or advice for tourists or about local tourist attractions (but will redirect people to where they can get this info)
- It will not give health/welfare advice to people, it is purely for provision of information and sign-posting
- It is not intended to be a social space for people to use as a regular hang out or gathering space (we will let people know where else they can go for this - this is not yet known)

Activities, timing and budget

Recruitment (Dec 16)

We will recruit 2 workers to job share delivery of the service, delivering a total of 20 hours per week over 5 days including Saturdays - this is a 58% FTE. Totnes Caring will employ and manage the workers on behalf of Caring Town.



Set up & learning (Jan 17 to Jun 17)

This stage begins with design, decoration, equipping and set-up of the CT-Centre during Jan 17, then it will be promoted and open to the public from Feb 17 - Jun 17 inclusive.

It also includes set up of processes and procedures including evaluation and monitoring, ongoing needs analysis, worker training and induction; as well as publicity related activity including identity, signage, posters/flyers and communications. Management time is included, plus a contribution to core costs for Totnes Caring.

This budget summary shows the contribution of TTC and Caring Town respectively, including both financial and in-kind aspects for CT for core costs, space rental, management and set-up time, and 2 volunteers adding at least 4 hours per week in total. It is £814 above the budget figure suggested by TTC, so that 20 hours per week opening can be provided.

Summary	TTC	CT
Staffing	£4,964	£960
Mgt time	£2,100	£2,100
Set up costs	£3,050	£2,880
Rent	£0	£2,100
Core costs	£450	£450
	£10,564	£8,490

Full service delivery (Jul 17 to Mar 18)

Assuming we agree to continue with the partnership following the review, we have developed 3 options that reflect different service levels and budgets for ongoing delivery to the end of the 2017/2018 financial year.

These include a relatively constant level of management and overheads which means adding more opening hours becomes increasingly cost effective.

The estimates also include a higher level of volunteer cover which may supplement busy times and/or add additional opening hours. All options include some Saturday opening hours.



Option 1 - CT-Centre is open 15 hours per week (a reduction of 5 hours per week from learning stage, but fits within proposed TTC budget of £11,250 for this period).

Summary	TTC	CT	Totals
Staffing	£6,777	£3,200	£9,977
Mgt time	£3,000	£3,000	£6,000
Set up & publicity	£900	£2,180	£3,080
Rent etc	£0	£3,300	£3,300
Core costs	£563	£563	£1,126
	£11,239	£12,243	£23,482

Option 2 - CT-Centre is open 20 hours per week (maintaining the service level of the learning stage - £2,253 required over the proposed budget).

Summary	TTC	CT	Totals
Staffing	£8,936	£3,200	£12,136
Mgt time	£3,000	£3,000	£6,000
Set up & publicity	£900	£2,180	£3,080
Rent etc	£0	£3,300	£3,300
Core costs	£667	£667	£1,334
	£13,503	£12,347	£25,850

Option 3 - CT-Centre is open 24 hours per week (increasing the service level of the learning stage by enabling 6 days per week opening - £4,075 required over the proposed budget).

Summary	TTC	CT	Totals
Staffing	£10,663	£3,200	£9,977
Mgt time	£3,000	£3,000	£6,900
Set up & publicity	£900	£2,180	£3,080
Rent etc	£0	£3,300	£3,300
Core costs	£762	£762	£1,313
	£15,325	£12,442	£27,768

Mid and year-end review stages would be built in to ensure continuous learning and improvement for the service, and for this partnership and to agree future funding contributions.



Note that none of these 3 budget options allow for additional spend on the CT-Centre infrastructure, materials or equipment. If the review at the conclusion of the learning stage indicates a need for additional resources, for example, new wall visuals or additional information resources, the partnership will need to work together to identify and secure the required financial or other resources.

Also note that this budget is provided for reference only - the review may indicate that a different approach is needed altogether or in part for this main delivery stage, and beyond.

For reference, and looking longer term, we estimate that to guarantee full time opening, i.e. 8 hours per day x 6 days per week, an additional £1,500 per month would be required on the current TTC budget (the staffing level would then be 134% FTE).

Responsibilities

Caring Town

1. Will hold management, contractual and financial responsibility for delivery of this proposal, with Totnes Caring as the recipient of TTC funds and employer of staff. The Caring Town management teams meets approximately monthly and holds wider responsibility for the Caring Town programme overall.
2. Will recruit and train a reasonable number of volunteers to work alongside paid staff, to either supplement busy times or cover additional opening hours.
3. Will set up and facilitate a working group to participate in the design, set-up and operation of the CT-Centre and service. TTC will be invited to participate fully.
4. Aims to provide a space for the Caring Town Centre in the center of Totnes - negotiations are currently underway and we hope to confirm the venue within the next few weeks, with access from January 2017. If this date slips then the project timings and budget would be adjusted accordingly. In the event of an unforeseen significant delay we would explore with TTC the option of a short term alternative venue on a similar 'in kind' rental basis.
5. Will design and implement processes to support evaluation of the service towards the end of the learning stage, and arrange a review session with TTC at the appropriate time (to ensure continuity of service), where results will be shared and the way forward discussed and agreed.



6. Will bring in other organisations, groups, people and resources to participate in the CT-Centre and its services according to need and opportunity. TTC and other project partners will be acknowledged on publicity materials and signage as relevant.
7. Will integrate the CT-Centre and its services with the wider Caring Town programme.
8. Will participate in discussions about the Totnes Information website to ensure information sources are joined up and integrated as needed.

Totnes Town Council

1. Will provide the budget as agreed.
2. Will participate in the review sessions, and ideally also the working group.
3. Will use the agreed project language and identity when talking about the CT-Centre and service.
4. Will provide a handout that can be given to people who are looking for tourist or other information not within the scope of this proposal, but which can be found elsewhere.
5. Will continue to develop and deliver the Totnes Information website, and ensure that it is integrated as necessary with the Caring Town service and information i.e. that we have a joined up strategy around location, structure and segregation of different types of information. Costs of delivery of the website and any changes remains with TTC.

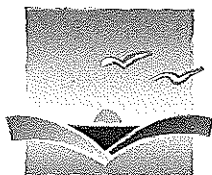
Termination

If either party wishes to end this agreement, they need to give at least 3 months' notice in writing and the withdrawal date must align with the end of an agreed funding period.

Next steps

We appreciate the opportunity to offer this proposal, and look forward to developing an effective and beneficial partnership project that will be of direct benefit to a large number of people in our local community.

We invite TTC to consider this proposal and confirm if they wish to proceed on this basis for the learning stage, and which option they would like to take forward from July 2017. Thank you.



**South Hams
District Council**

Follaton House, Plymouth Road, Totnes, Devon TQ9 5NE
Telephone: (01803) 861234 DX 300050 TOTNES 2
Fax: (01803) 866151

Please reply to: Emma Widdicombe
Service: Environment Services
Telephone: 01803 861234 Direct fax: 01803 866151
E-Mail: Emma.Widdicombe@swdevon.gov.uk

Sent by Email

Our ref: en/2nd November 2016

Dear All,

Street Cleansing Reflection

Following the recent Parish and Town Clerks meetings at Follaton House we would like to invite you to comment on two aspects of the street cleaning service in South Hams.

Litter Collection and Sweeping

As you were aware, in July 2016 the Council undertook a fundamental review of the street cleaning service as part of the T18 process to focus our resources better and be more flexible and efficient.

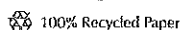
The service now divides the District into four distinct areas covering Totnes and surrounding area, Dartmouth and surrounding area, Ivybridge and surrounding area and Kingsbridge and surrounding area. Each area has access to a set of resources including a small mechanical sweepers, a Rapid Response Team (a vehicle plus two crew) and a barrow man with one member of staff. The service is also supplemented by a large mechanical sweeper and three litter bins crews.

The Council has now mapped all streets and paths identifying each with a 'zone'. These zones are linked to Defra Litter Code of Practice on Litter and Refuse and helps the Council direct resources to the areas of greatest need. There are three zones in which the villages and towns have been mapped. Zone 1 reflecting high usage areas and has a response time of 4 hours. Zone 2 is 24 hours and zone 3 is two weeks. The following link provides more detail about zoning and standards of cleanliness (or grades).
https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/221087/pb11577b-cop-litter.pdf.



www.southhams.gov.uk

Please be aware that telephone calls to and from the Council may be recorded for training and monitoring purposes



INVESTOR IN PEOPLE

The geographically based crews then cover their areas to ensure cleanliness is achieved to the standards recommended by the Code of Practice. Whilst there is a work pattern which crews follow, the service is output based so, we do not necessarily clean specific roads on specific dates, so whilst areas are scheduled we do not clean areas which do not require the service.

With the revised service now being operational for almost three months we feel your comments on the service to date would be beneficial to allow for minor changes to the way we are operating and improve efficiency. Whilst we want the service to remain flexible, there is little room for resource changes as these will inevitably have funding implications. Constructive comments are welcome on your experience of the service, the standards of cleanliness, issue preventing effective street cleansing, and ways to improve this and in particular the zones we have mapped across your area.

These zoning maps can be viewed at the following link
<http://gis.swdevon.gov.uk/CNET4914LIVE/CMFindIt/>

Please see the instructions attached with this email to navigate the maps.

Any suggestions for changes to zones should include reasons why you feel the change in zone is necessary and any supporting evidence you may have to demonstrate this.

Litter & Dog Bins

In conjunction with this reflection we are also reviewing the litter/dog bins located within the District. Our intention is to refresh the mapping of all our litter/dog bins located throughout the District and then review whether bins have been placed in the appropriate location for current need etc.

We would like you to also consider whether you feel there are any litter/dog bins that you feel are underutilised, could be moved to a more appropriate place, and could be replaced with a larger bin to reduce the frequency of collection or address the issue of overflowing bins.

We hope the outcome of this reflection will ensure we have the zoning within the District accurate and correct and we can identify any gaps in the service provision or areas of improvement.

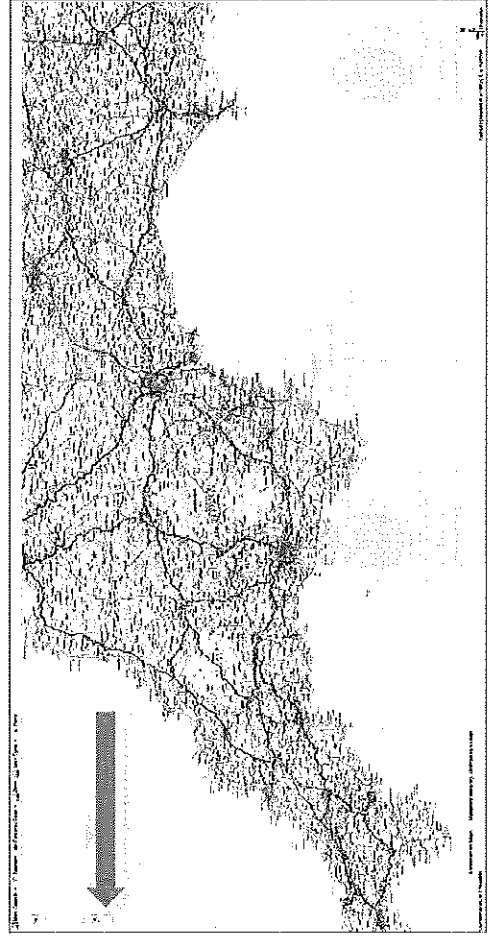
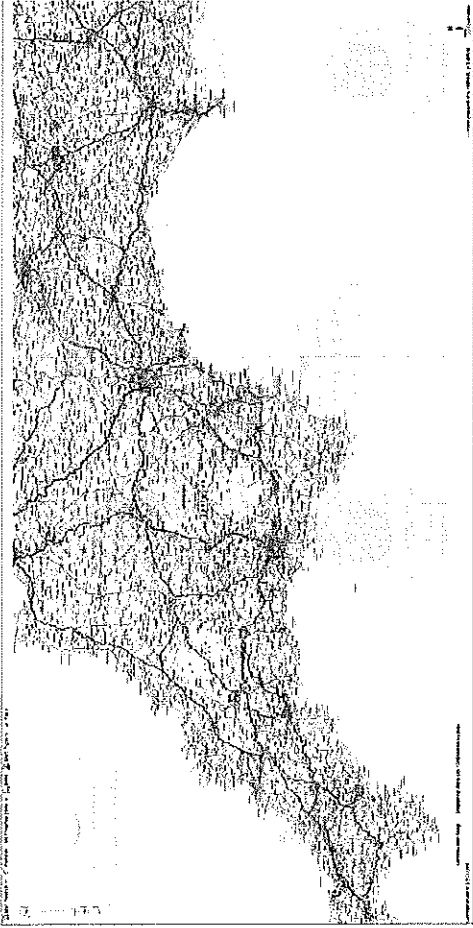
We would welcome your feedback to be returned to us by the 1st December or shortly after your appropriate meeting with your parish/towns. Please email your response to myself – Emma.Widdicombe@swdevon.gov.uk

I look forward to hearing your feedback shortly.

Yours sincerely

Emma Widdicombe
Senior Specialist
Environment Services

Initial Screen that you are presented with





Council Venues Working Group – 26th October 2016 at 2.00pm

Attendees: Eleanor Cohen and Ray Hendriksen

1. Consider a third tier hire charge for the Civic Hall – current rates attached
Suggested £10 an hour for special local community events at the discretion of the Council Venues Working Group. Other ancillary charges should still apply.
2. Civic Budget Review and what is needed next
 - CM to look into replacement curtains, second hand if possible, for the stage given the poor condition of the existing.
 - RH to let CM have quotes for suitable replacement radio mikes – existing broken beyond repair.
 - CM to check the utility bills as they are looking high for this point in the year.
 - CM to look at hire costs for air units to cool down the Civic hall when in full use as an event venue.
 - RH to speak to Rupert at Drift regarding the possibility of net casting future events.
 - CM to look at costing up second hand furniture for the refurbish old kitchen area for use as ancillary to the hall and stand-alone meeting space.
 - It was noted that the fire improvement works would use most of the allocated maintenance budget but were unavoidable. Further improvements would be needed in the 2017/18 budget.
 - It was noted that approx. £200 would need to be spent to repair the Civic Hall boiler following a recent failure
3. Staffing at weddings, paranormal events
 - It was suggested a one off fee of £90 to those covering out of hours and weekend events such as paranormal nights and weddings.
4. Hire of the Guildhall – how do we allow more people to use this whilst still preserving safety and security?
 - CM to ask current Civic Hall caretakers if they would be interested in covering events at the Guildhall.
5. Guildhall Budget Review
 - Increase on previous year's income was considered promising. Chimney stack on Guildhall to be capped while the British Gas scaffolding is in place.
 - CM and RH to cost up audio and lighting improvements to the Guildhall
 - Suggestion to revisit discussion regarding alternative locations for Council meetings during some parts of the year.
6. Ramparts Walk Market – how to we widen the use of this space and properly signpost it?
 - CM to contact Ray Reynolds and Maggie Cornhill regarding possibilities of extending existing and planned events to the Guildhall and outside area.
 - Signage to the Guildhall needs to be reviewed in time for 2017 opening.

- CM to contact SHDC to reiterate concerns about alley way area and littering coming off the high street.
7. Marketing the Guildhall for weddings – what do we do next to keep this current?
- CM asked to cost up marketing plan for 2017 and include new signage as well, to be considered as part of the 2017 budget discussions.
8. New website update
- Development of the new website continues, with a launch in January 2017. CM to ask the Destination Manager regarding the format and date of the launch event and feedback.
9. Christmas Family Fun Nights
- Councillors were very supportive of asking the Council to help fund the family nights in the Civic Hall during the late night shopping nights. CM explained the proposed contribution would be a total of £500 to cover £300 hall hire to Paige Adams, £150 for banners and £50 for poster/leaflet printing.

Minutes of the Town Team Meeting

Tuesday 9th August 2016

Present: Helen Nathanson; Councillors Ben Piper and Robert Vint (Totnes Town Council); Maggie Cornhill (Redhouse Events); Ray Reynolds (Good Food Market); Lindsay Garner, Andy Garner (Chamber of Commerce); Paul Chapman (Totnes Market Traders Association); Peter Rees, Mike Craddock, Bob Tildesley, Richard O'Connell, David Martin (residents); Frances Northrop (Totnes Community Development Society); Neil Greenhalgh, Sam Deeley and Cathy Aubertin (SHDC)

1. Street Cleaning

Neil Greenhalgh (SHDC Operations Manager) attended the meeting to answer questions about street cleaning and waste in the town.

Waste Collections

Neil explained that a waste rounds review is underway and the results expected in October. The Town Clerk had previously been assured by SHDC Executive Director Sophie Hosking that Totnes Town Council would be on the consultation list for this because waste collection is a recognised issue in the town. Neil was unsure that we could be included in the consultation at this late stage, having not been informed of our wish to be involved. He will investigate.

Andy Garner, Chamber of Commerce, explained some of the main issues around rubbish collection from a business perspective:

1. The collection of rubbish on a Friday. On the busiest day of the week, the town regularly looks messy, with rubbish bags and contents strewn around and the lorries add to an already busy High St.
2. The lack of seagull sacks used by residents and the impact this has on the businesses operating beneath. He asked if businesses could be supplied with sacks so that they have the option to clear up any mess whilst waiting for collection. Seagull sacks are provided to residents for free but businesses would have to pay so this is not an option.

Street cleaning

Neil explained that SHDC reviewed street cleaning last year to save £100k. 4 mechanical sweepers have been brought for the district and Totnes shares one with the surrounding villages. These sweepers wet clean rather than just dry and are more efficient. The town is zoned according to priority for cleaning and we should report any problems to SHDC so that the cleaning "Hit Squad" can respond in accordance with the priority of the area. For example, Fore St and High St are in Zone 1 for high priority and a response is required within 4 hours.

2. Town Centre Management

We looked at examples of job descriptions from other towns to guide our discussions. The following points were made:

- What is the need for this role and how would it work alongside other roles within the town such as the Destination Manager and the Locality Officer?
- Is it simply adding another layer: if we have a problem with car parking or waste can't we just phone SHDC direct to sort it out? In theory, yes, but in practice it is not always easy to get hold of the right person and situations would benefit from a central figure to build contacts and relationships.
- How will the role be managed?
- How do we ensure the role will add value?
- Is this a part time role?

It was agreed that there are many aspects of this to finesse before a proper proposal can be drawn up for discussion. A small Working Group will therefore look into this in more detail and come back to the October Town Team meeting with a proposal. The members of the WG will be: Councillor Ben Piper, Lindsay Garner, Frances Northrop, Mike Craddock, David Martin and Helen Nathanson.

3. Market Square

Discussion was had about the content of the Market Strategy and the following comments were made:

- Parts of this could be used as a response to the Joint Local Plan
- Representatives from SHDC were not happy with the comments about the management of the market. No personal criticism was intended here...
- We need to get on with the actions and make sure we use the report constructively
- We need to focus on the different elements of the report individually because this is potentially a very large project
- If we are to make the market sustainable and build on its success then we need to work in partnership with all those concerned including SHDC, market traders, local businesses etc.

It was decided to start by inviting John Baulch to the next meeting of the Town Team so that we can talk with him about finalising the design work and ensuring that any new design incorporates the recommendations in the Strategy. It was felt that a focus on the physical aspects of the Square was a positive first step and a pressing issue, because there are many aspects of street furniture in the Square which are obstructing both the present market set-up and any future plans.

5. The next meeting will be on Tuesday 13th September at 5.30pm in the Guildhall.

Minutes of the Town Team Meeting – 24th October 2016

Present: Lindsay Garner (Chamber of Commerce), Councillors Robert Vint and Ben Piper, Peter Rees (TTTF), Frances Northrop (TCDS), Ian Franklin (Totnes Trust), Mike Craddock, Wendy Reid, David Martin and Bob Tildesley.

We had a very productive meeting last night at which the proposal for a Town Centre Partnership and Town Centre Manager was discussed (see below). It was universally agreed to recommend this proposal to restructure the Town Team.

The proposal will go to the Town Council People Committee meeting on 16th November and to the Operations Committee on 21st November for discussion by councillors.

There will be one more Town Team meeting after that, to receive feedback and to go through the actions needed to make the changes, such as inviting new members: the next meeting will therefore be on **Tuesday 22nd November at 5.30pm** in the Guildhall.

Proposal to close the Town Team and create a Totnes Town Centre Partnership

Totnes Town Team has been in existence since September 2013 when it was set up by the Town Council to promote the town and encourage visitors. The focus has changed over time and there have since been other developments within the town, for example: the Town Council has now set up the Tourism Partnership and employed a Destination Manager to promote and market Totnes to visitors; the Neighbourhood Plan is being drafted; and there is a lot of strong feeling about the Market Square element of the South Hams Local Plan. It seems to be a good time to reflect on the work achieved by the Town Team and to establish the future requirements.

A popular model around the country is a Town Centre Partnership and, following discussion at a meeting of the Town Team, the group has voted to recommend restructuring and creating a Town Centre Partnership for Totnes.

What are the main reasons for change?

We will increase our ability to draw down funding and influence policy if we are a formally constituted body with a representative mix of people and organisations.

We will be more transparent in our workings and therefore more accountable and accessible.

We will have a clearer link both to the economic element of the Neighbourhood Plan and to the Town Council priorities for Economy.

How will it work?

Membership will include similar representation to the current Town Team but will be extended to ensure that we have a representative mix of businesses, residents, local government and local organisations. The aim of the Partnership will be to drive innovation and improvement in our retail area, including streetscene projects, support to businesses, liaising with landlords, building relationships with local authorities and attracting new investment.

It is hoped that the Partnership will be supported by a Town Centre Manager.

Totnes Town Centre Partnership Terms of Reference

1. Town Centre Partnership Vision

The aim of the Partnership is to drive innovation and improvement in our economic and business area and to secure our position as a thriving and independent market town and cultural centre. The focus of the Partnership will include streetscene projects, support to businesses, liaising with landlords, building relationships with local authorities and attracting new investment.

2. Town Centre Partnership Objectives

The Town Centre Partnership is a driver of positive change for our town centre, and will help provide direction and leadership to the wider community. This will involve:

- Establishing a shared set of principles, policies and operating standards
- Developing and delivering on our Town Centre Partnership Plan
- Everyone taking responsibility and upholding our Town Centre Partnership Plan
- Being inclusive of & transparent to stakeholders

3. Town Centre Partnership Membership

The Town Centre Partnership will welcome and invite general membership from any community or business organisation that wishes to help with its vision and objectives. Where possible membership from any single organisation will be restricted to one as additional representation may affect the balance of interests in the group. All businesses and community groups will be given the opportunity to join. In the first instance, the membership will include a representative from each of the following organisations:

Totnes Chamber of Commerce	Transition Town Totnes
Totnes Market Traders	Totnes Trust
Totnes Industrial Estate	Bridgetown Alive!
Totnes Town Council	Totnes Community Development Society

In addition, there will be two places for local residents: one for those who live in the centre of the town and one living on the outskirts, so that the different experience of each may be included. These places will be advertised annually and applications invited and considered by the other members.

The general membership of the Town Centre Partnership will be kept under review and representatives from other businesses and organisations will be invited to the meetings, as necessary and appropriate, to assist with the work of the Town Centre Partnership. These will include but not be limited to:

South Hams District Council – Totnes Ward Councillors

Devon County Council – Totnes Locality Officer

Totnes Traffic and Transport Forum

Totnes Gardens

Police

4. The Town Centre Partnership Area

The focus of the Partnership is on the economic and business activity occurring within approximately half a mile of the town centre. See attached map.

5. Town Centre Partnership Decision Making

Members of the Town Centre Partnership must have the authority to represent their organisation. Conflict of interests should be declared promptly. Any potential financial or pecuniary benefit to themselves, or their company / organisation arising from the recommendations of the Town Centre Partnership, should be declared immediately.

It is preferable that all Town Centre Partnership members have a clear and demonstrable interest in their local town centre.

All Town Centre Partnership members will nominate and elect a Chair; all members will have an equal vote. In the event of a tie on any vote, the Chair will have a casting vote. Decisions will be made by consensus where possible, although a decision can be carried if 75% of Town Centre Partnership members agree. For any decision to be made, at least 75% of Town Centre Partnership members need to be present at the time of voting.

6. Town Centre Partnership Task Groups

Where appropriate the Town Centre Partnership may wish to establish Task Groups to focus on key projects. Task Groups can be established with agreement of the Town Centre Partnership, and each Task Group can only make recommendations for the Town Centre Partnership to vote on, unless

specific permission has been given to carry out actions or incur expenses on behalf of the Town Centre Partnership.

7. Relationship of the Town Centre Partnership with Elected Bodies

Wherever possible the Town Centre Partnership will work to ensure that the relevant local authority is kept informed about proposals and opportunities for partnership work. The Town Centre Partnership also accepts they have a responsibility to engage with various local authority departments to ensure wider, regional strategic objectives are not undermined.

8. Town Centre Partnership Group Meetings

The Town Centre Partnership will meet at least once every two months in accordance with a meeting calendar approved by the group. Meetings will be minuted and these will be made available for viewing on the Town Council website within two weeks of the meeting taking place. Copies will be circulated to Town Centre Partnership members. Minutes may be edited to remove commercially sensitive information. With regards to conduct of discussions and business, the Chairperson's ruling is final. Chairperson responsibilities will include:

- Setting the agenda for each meeting
- Opening Town Centre Partnership Group meetings & clearly explaining the agenda
- Clarifying, summarising and where necessary assigning people to key roles throughout the meeting
- Keeping the meeting to time and wrapping it up within 90 minutes or less
- Encouraging broad participation from members in discussions
- Closing the meeting with a summary of decisions and actions

9. Communication

The Town Centre Partnership recognises the importance of communicating with the wider network of local businesses, residents, community groups and local authority interests within the Town Centre Partnership area. The Town Centre Partnership undertakes to provide this wider network with written updates of activity on a minimum of a bi-monthly basis.

All press and external enquiries will be handled by a nominated person on the Town Centre Partnership. Prior to any press release or similar statement, marketing material or other publication being made available to an external group, the Chairperson and two Town Centre Partnership signatories are required as a final sign-off.

10. Town Centre Partnership Finances

The Town Centre Partnership accounts will be looked after by the Town Council. The Town Centre Partnership will seek to gain funding from organisations wishing to support its aspirations. These could include financial contributions from statutory bodies, donations or grant funding. All funds raised will be deposited in that account. A specified member of the Town Centre Partnership will be asked to monitor the accounts and provide updates when required. A summary of all Town Centre Partnership financial transactions and funds will be made available to all Town Centre Partnership members and the general public on a basis to be determined by the Chairperson, although this will be at least annually.

11. Amendments to the Terms of Reference

All general members of the Town Centre Partnership will be asked to vote on any proposals to change these Terms of Reference. All members will be invited to an extraordinary meeting where the changes will be presented for approval by the Town Centre Partnership. All members will be notified at least two working weeks in advance of any proposals to change the Terms of Reference. General members will be provided with a copy of the amended draft Terms of Reference at least two working weeks in advance of the extraordinary meeting. The draft Terms of Reference will include a clear indication of where the proposed amendments are. The approved Terms of Reference will be made available to all Town Centre Partnership members and the general public. All Town Centre Partnership approved documentation will be securely stored by the Town Council.

Town Centre Manager Job Description

The post is 20 hpw on an initial 2 year contract at £15ph. The post holder will be expected to work within the town, based in the Town Council offices, and working hours will be flexible, as required by the activities of the Town Centre Partnership.

The Town Centre Manager's primary responsibilities and duties are:

To support the aims and objectives of the Town Centre Partnership.

To establish themselves as the main point of contact for activities and events which impact on the town centre.

To work proactively with organisations and external agencies as required to address challenging issues which may arise in the town centre.

To build trust and relationships with other local authorities and statutory bodies to improve the experience of living, working and visiting the town.

To identify ways to improve the business environment and enhance the shopper and visitor experience, such as signage, street furniture and accessibility

To work with the Totnes Destination Manager to co-ordinate an events listing for the town.

To liaise with local authorities over public amenities such as car parking and toilets.

To build relationships with tenants and landlords in the retail area and to carry out an audit of business types and work with landlords to create an economically sustainable mix.

To build relationships with town organisations and in particular those involved with open spaces and public buildings.

To work with the organisers of Late Night Shopping and other markets to enhance the year round offer.

To seek funding for the aims of the Town Centre Partnership.