



**AGENDA FOR THE OPERATIONS COMMITTEE
MONDAY 16th JANUARY 2017 AT THE GUILDHALL TOTNES**

You are hereby summoned to attend the Operations Committee Meeting, which is to be held in the Guildhall, Totnes on **Monday 16th January 2017 at 3pm** 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 Council.	
	<i>The Committee will adjourn for the following item:</i>	
	Public Question Time: 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>The Committee will convene to consider the following items:</i>	
2	To discuss any matters arising from the minutes of the last meeting.	Enclosure
3	To discuss the issue of past mayoral expenses raised at the December Council meeting.	
4	To discuss a proposal for a St Mary's Partnership.	Enclosure
5	To receive the accounts and to: <ul style="list-style-type: none"> • Approve the Payment Orders for the period 04/07/2016 to 20/12/2016 • Note the Bank Reconciliations, Payments and Receipts for the period 01/07/2016 to 01/11/2016 from Cashbooks 1, 3, 4 and 5 • Note the Income and Expenditure Report to date 01/12/2016 	Enclosure
6	To receive an update about the Guildhall Cottage.	
7	To receive an update about the Town Mill and Totnes Image Bank.	
8	To note the statistics from the 2016 Guildhall season.	Enclosure
9	To note the minutes of the Tourism Partnership dated 8 th November 2016.	Enclosure
10	To receive an update about Visitor Information Services in the town.	
11	To discuss an item referred from the November Full Council meeting: "Totnes Town Council will support the designation of the Civic Square/market area and Heath's Garden as an Asset of Community Value and will investigate leasing or transferring the ownership of these areas together with the car parks within the T3 site from SHDC to Totnes Town Council subject to budget being made available. This item will also be placed on the next Operations Committee agenda to consider the financial implications of such a decision."	
12	To note the decision following the consultation about public telephone boxes: Westonfields, Totnes – no objections to removal Opp Cemetery Lodge, Plymouth – objections made to removal	
13	To note the date of the next meeting on Monday 20th February 2017 at 3pm.	

Helen Nathanson



Town Clerk

MINUTES OF THE OPERATIONS COMMITTEE
MONDAY 21st NOVEMBER 2016 AT THE GUILDHALL TOTNES

Present: Councillors M Adams (Chair), Cohen, Barker and Westacott MBE

Not Present: Councillors Paine and Hart-Williams

In Attendance: Helen Nathanson (Town Clerk) and 1 member of the press

No	Subject	Comments
1	To receive apologies and to confirm that any absence has the approval of the Council.	There were no apologies.
	<i>The Committee will adjourn for the following item:</i>	
	Public Question Time: 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.	No members of the public were in attendance.
	<i>The Committee will convene to consider the following items:</i>	
2	To discuss any matters arising from the minutes of the last meeting.	The following matters arose: Item 10 The Town Clerk explained that the new Police and Crime Commissioner for Devon and Cornwall wants to support the rollout of CCTV across the region and there may well be some financial and in-kind support for this. We are awaiting more information about this.
3	To note the minutes of the Cemetery Working Group and to consider any recommendations.	These were noted. It was RECOMMENDED that the changes are made to the maintenance contract subject to the new cost. It was RECOMMENDED that we accept the quotation for memorial safety testing.
4	To note the Town Team minutes and to consider the proposals therein.	These were noted and the proposals discussed. It was RECOMMENDED that the Town Team be closed and the Town Centre Partnership formed as proposed. The Town Team was thanked for all the work it has achieved. Discussion was had about the Town Centre Manager roll and the Committee considered that more information was needed. It was suggested that the new Town Centre Partnership should look at the role and provide SMART objectives and targets to show how the role would contribute to the town. The Committee would also like the TCP to consider how the role would be funded. In the meantime, it was RECOMMENDED that the Town Council should continue to provide support to the Town Centre Partnership by providing administrative/secretarial services.
5	To note the minutes of the Council Venues WG.	These were noted. A question was asked about Item 1 and the proposed rate for local community events. The Committee requested that this be re-submitted with a chart showing all the present hire charges for comparison. The Committee was supportive of Item 6.

6	To discuss the proposed amendments to the Mayoral Allowance and Civic Budget Policy.	This was discussed and further amendments were made (see highlighted notes on the Enclosure). It was RECOMMENDED that the new draft be approved.
7	To discuss a request from Totnes Gardens for funding in the 2017/18 budget.	This was discussed and the Committee agreed that Totnes Gardens provided a valuable service to the town. It was RECOMMENDED that this request be included in the budget considerations. Councillors M Adams and Westacott MBE declared a personal interest.
8	To discuss a proposal from Caring Town Totnes for working in partnership to provide local information services.	This was discussed and the Committee asked for clarification of the following before agreeing to the arrangement: On Page 5 under "Responsibilities" – paragraphs 1 and 3 do not make it clear how the Town Council will be involved in decision making. Paragraph 8 – The Committee did not consider that there is a need for Caring Town to be involved with discussions on the Visit Totnes website because its focus is on visitors. Subject to clarification of the above, it was RECOMMENDED that Option 1 be adopted.
		<i>It was RECOMMENDED to exclude the press and public "by reason of the confidential nature of the business" to be discussed and in accordance with the Public Bodies (Admission to Meetings) Act 1960.</i>
9	To discuss the correspondence regarding the Totnes Guide.	See confidential notes to the minutes
10	To note the date of the next meeting on Monday 19 th December at 3pm.	This was noted and Councillors Barker and Cohen gave their apologies.

END

MAYOR

DRAFT

PROPOSED ST. MARY'S PARTNERSHIP

Proposal that Totnes Town Council join a partnership aiming to realise the potential of the magnificent St Mary's Church and the historic spaces around it

In pursuing its charitable objectives of improving historic buildings and public spaces in the town, Totnes Trust has been considering the next phase of projects it might undertake. The most creative idea has been to build on the unique heritage around St Mary's Church, which is potentially an historic precinct of international quality and interest.

The broad intention would be to enhance the grand space in front of St Mary's, lined on one side with Elizabethan merchants' houses, and on the other side by the church forecourt and building.

From this space a more open and inviting access could be created to the churchyard and the ramparts. Subject to historic and religious status, the churchyard area could be improved to operate as beautiful green amenity space, which the town centre so badly needs. This concept has already been supported in the Neighbourhood Planning process.

Last but not least, a new route could be formed through the churchyard to improve access to the Guildhall, partially alleviating its current isolation from the High Street, supporting its democratic 'visibility' to citizens, and making it a more integrated part of this extraordinary 'Church & State' complex for visitors.

By coincidence, the Parochial Church Council has at the same time been initiating a major project to restore the 'At Risk' exterior of St Mary's, and reorder it's internal facilities to make them more accessible and usable for community purposes. The Trust and the PCC have therefore seen merit in coming together to make a powerful case for all aspects of both projects, and to jointly consult the public on their proposals.

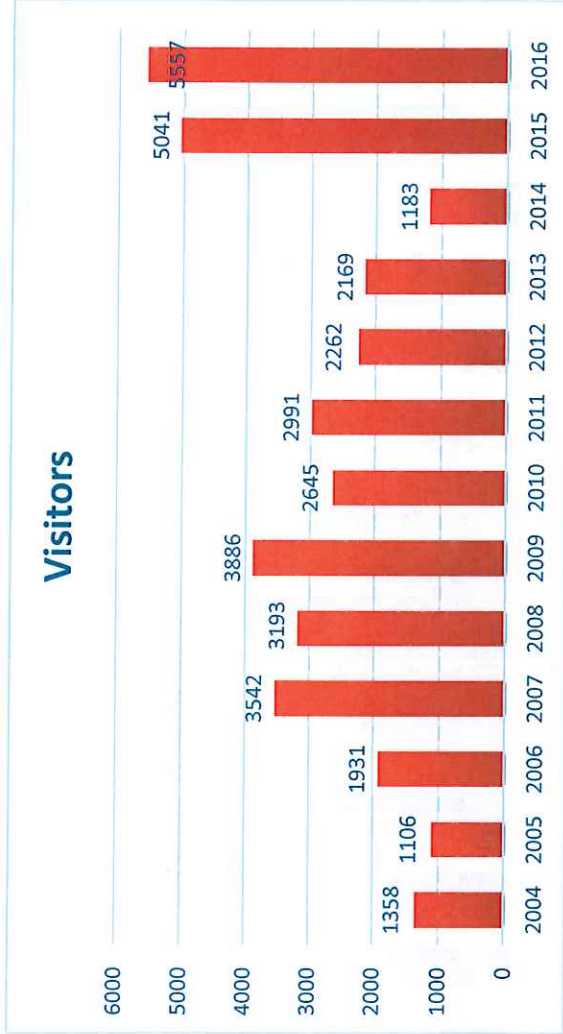
In recent initial discussions the two organisations have recognised the importance of the widest possible consultation, and in particular the importance of creating a partnership with the Town Council, which of course has responsibility for the maintenance of the churchyard area. Partly this is because similar partnerships with South Hams District Council (as site owners e.g. for Shady Garden) have proved very productive; partly because of the implications for the Guildhall; and partly because of the Council's strong interests in heritage and tourism in the town.

PROPOSAL: That Totnes Town Council approves joining with the Totnes Trust and Totnes with Bridgetown Parochial Church Council in a 'St Mary's Partnership' dedicated to restoring and reordering the Church; enhancing the surrounding historic spaces; creating better green amenity space in the churchyard; and making an inviting new route to the Guildhall.

Totnes Trust (December 2016)

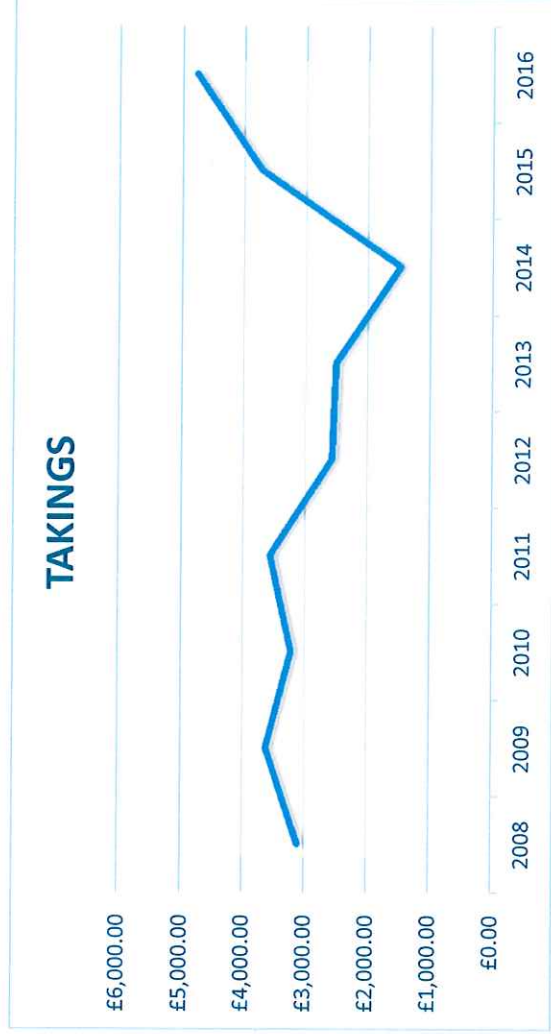
GUILDHALL RECORDS

Year	Visitors
2004	1358
2005	1106
2006	1931
2007	3542
2008	3193
2009	3886
2010	2645
2011	2991
2012	2262
2013	2169
2014	1183
2015	5041
2016	5557

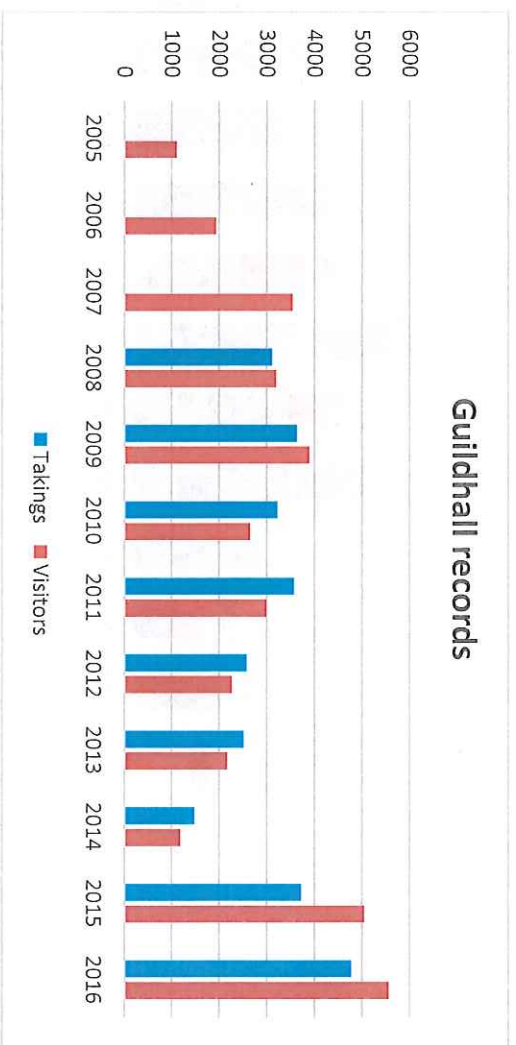


Takings (incl sales/automata)

Year	Takings (incl sales/automata)
2004	unknown
2005	unknown
2006	unknown
2007	unknown
2008	£3,106.59
2009	£3,626.03
2010	£3,220.69
2011	£3,565.04
2012	£2,571.56
2013	£2,508.67
2014	£1,479.16
2015	£3,715.69
2016	£4,773.72



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Totnes Tourism Partnership

Meeting Minutes

November 9, 2016

Present: Councillor Eleanor Cohen [Chair] (Totnes Town Council), Lindsay Garner (Totnes Chamber of Commerce), Chantelle Norton (Totnes Pound), Sam Branch [Minutes] (Totnes Destination Manager), Sarah Stride (Visit South Devon), Frances Northrop (TCDS), Helen Nathanson (Totnes Town Council) and Karen Jonas (Dartington Trust),

Apologies Dick Wood (South Devon Railway, Visit Devon, DATA), Thea Platt (TTT), Katie Tokus (Sharpham Trust) Matt Bulford (English Heritage),

Next meeting: Tuesday 6th December at 10am in the Guildhall

I. Welcome from the Chair and Introductions

The Chair welcomed all members.

II. Minutes of the last meeting

The following points were discussed:

Website and Guide 2017

An update was given about the new website and Guide from Mark and Gillian, Left Bridge. The difficulties of getting new advertisers on board were again discussed – Sam Branch and Gillian have both been spending a lot of time visiting and calling people to get existing and new businesses to advertise.

The TIC used to allow people to pay very late which Gillian is very much trying to avoid. She has offered one advertiser an installment plan to pay over 4 months and we will look into whether we can offer this to others in future.

A web only package was discussed for when the website has gone live – Sam is going to explore a pricing structure for just Visit Totnes and a joint package with Visit South Devon. It was agreed that it would be easier to sell this space when we have the new website to show people and some stats.

It was agreed that there would now be a soft beta launch in January and a hard launch in March before the Easter holidays. We will invite a wide range of local businesses with the intention of showing the full capabilities of the site and potentially getting more advertisers on board.

Lindsay agreed that she would send a pdf to her members and post through business doors to show them what the web pages would look like visually. Sam will work with Lindsay to work out the best businesses to approach. All businesses get a page each with a link to their website and social media channels. Businesses need to pay more to get more information and images and to become more visible or be highlighted on the home page or in top ten listings etc.

Visit South Devon has kindly agreed to let us have the Visit Totnes url so the new website and associated media will take that title, in line with national tourism practice.

Guide Distribution

Sam will list all of the places which will stock the guides locally and work out how many they will all need to start with so that we can work out roughly how many we will have left. She will then work out where else we can potentially send it. The guides will be distributed as early in the year as possible to avoid wastage.

Facebook

It was decided that Sam would build a new Facebook page for Visit Totnes as the Totnes Information page only has 360 followers and little interaction, plus the new user name can't be created. Members have agreed to like the page and follow us on Twitter when we're ready. Sam will circulate the details when we have them.

Visit Totnes Logo

Sam showed members the Visit Totnes logo options – all agreed that they preferred the handwriting version of 'visit', they liked the green colour and agreed that the black and red looked too harsh. It was suggested that we try changing the 'Totnes' to a grey colour or Sam has suggested making it less bold or lower case.

Sam has emailed Left Bridge with the changes – these will be circulated when we have them.

Funding Opportunities

It was agreed that the Coastal Communities fund won't work as we need to highlight exactly what jobs it will create which we can't do, and it was agreed that we will hopefully have the most success with the CRPF fund which Helen will pursue. The TAP fund will be difficult because it has a community focus and this project does not really fit the terms of the funding.

Helen discussed the difficulties of applying for any funds at this stage as we haven't formalised the membership of the Tourism Partnership yet and so it was decided that the CRPF application

will be sent on behalf of the Chamber of Commerce, as a member of the Partnership. We will use it to apply for the local leaflets and some aspects of the wayfinding and signage work.

Sam is looking into the Discover England funding. Karen had feedback which said it should be for brand new projects which will be extraordinary. Sam will contact Myrtle from TTT to see what she submitted for the DEFRA bid to see if this will help.

Membership

Sarah again explained how Visit South Devon has paid members who are advertisers and an advisory Board made up of an elected group of those members.

The group discussed whether we should potentially do the same because there are current members who wouldn't officially be able to remain in the Partnership if members were solely advertisers, however they are there because of their knowledge of the town and they are extremely beneficial to the group.

We need to advise people what role they would need to play as a member and also ask what involvement they would like to have.

Sam will think about what she needs from members in the future and look at other membership options so that we can decide how we would like to proceed. It was decided that we're happy to continue with the format as it is for now and we can formalise in March as if we're successful with any bids: we'll have more to share with people by then.

III AOB

Sarah advised that the new Visit Devon website will go live this week (VSD are part-funders of Visit Devon). This launch will see Visit Devon become more proactive with things like targeting international markets.

IV Date of the next meeting

Future meetings will be on the second Tuesday of the month at 10am in the Guildhall until further notice.

Members were thanked for a very positive meeting and we will meet again next month on 6th December.

