



MASTER

AGENDA FOR THE MEETING OF TOTNES TOWN COUNCIL
MONDAY 3RD APRIL 2017 AT THE GUILDHALL TOTNES

You are hereby SUMMONED to attend the Meeting of the Council, which is to be held in the Guildhall, Totnes on **Monday 3RD April 2017 at 7pm** for the purpose of transacting the following business:

No	Subject	Comments
1	To receive apologies.	
2	The Mayor will request confirmation that all Members have made any amendments necessary to their Declaration of Interests, if appropriate.	
3	<i>The Council will adjourn for the following items:</i> <u>Public Question Time:</u> A period of 15 minutes will be allowed for members of the public to ask questions or make comment regarding the work of the Council or other items that affect Totnes. <u>Reports from County and District Councillors</u> <i>The Council will convene.</i>	Enclosure from Cllr Green and Cllr Birch
4	To approve and sign the Minutes of the following Meetings : a. Full Council 9 th January 2017 b. Full Council 6 th March 2017 c. Personnel Committee – CONFIDENTIAL 7 th March 2017 d. People Committee 9 th March 2017 e. Planning and Place Committee 16 th March 2017 f. Operations Committee – partly CONFIDENTIAL 27 th March 2017 g. Full Council - CONFIDENTIAL 27 th March 2017	Enclosures
5	To consider any matters arising from the Minutes and to approve any recommendations from Committees. Please note that any matters arising or recommendations from CONFIDENTIAL minutes will need to be discussed without press or public present a. To consider adopting a policy regarding Mayoral/Civic expenditure and a draft statement from the Chair of Operations Committee	Enclosures
6	To receive a nomination for the Deputy Mayor from May 2017.	Councillor R Adams
7	To elect councillors to Committees and Link Councillors positions from May 2017.	Enclosure
8	To consider funding repairs to St Mary's Church Town Clock.	Verbal update Town Clerk
9	To consider re-siting the bench outside the Town Mill	Enclosure Cllr Whitty
10	To note the February 2017 Tourism Marketing Report	Enclosure
11	To note the Tourism Partnership Minutes from 7 th March 2017	Enclosure
12	To consider Working Group dates and confirm Councillor membership on the following Working Groups: A: Tourism Working Group – Wednesday 26 th April 2017 at 11.00am B: Cultural Working Group – Monday 24 th April at 8.00pm C: Heritage Working Group - TBC	

13	To note The Devon Historic market and Coastal Towns Survey 2017 and South Hams & West Devon Retail Study Report.	
	<i>The Council will be asked to RESOLVE 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>	
14	To discuss and matters arising or recommendations from CONFIDENTIAL minutes.	
15	To consider moving the May Full Council to a new date and holding a Paige Adams Trust meeting at 6pm directly beforehand.	

Catherine Marlton



Town Clerk

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**District Councillor's Monthly Report
March 2017**

John Green, SHDC Councillor for Totnes

Key message

- **Consultation** runs until Easter on the potential lease of much of **Borough Park** to the Rugby Club on a long term lease, plus potential access from Station Road.

To-date the following questions and issues have been raised, including at a drop-in session which was held in March at the Rugby Club:

- What is included in the lease to the Rugby Club?
- Whether this will lead to the Rugby Club playing more matches and holding more events which could reduce the times when other people can use the pitch areas.
- Whether there would be exclusion of the public from the park.
- What role will the District Council still play?
- Concerns over changes to parking for residents if access is provided to the park from Station Road.
- Noise and anti-social behaviour from current events at the Rugby Clubhouse and whether the number of events is likely to increase.
- What is wrong with the current access for vehicles near the leisure centre/play area?
- How can residents / wider public become more involved?
- The desire for there to be a section of the park that is to be reinstated as a garden area, with benches. And if this was supported, whether the area allocated would be included or excluded from the land to be leased to the Rugby Club.

Actions which will be undertaken by SHDC:

1. Arrange a site meeting with DCC Highways / Sustrans to consider improvements to the existing access near the Leisure Centre, as well as considering options/issues with respect to the proposed access off Station Road.
2. If the Station Road access is acceptable to DCC and is preferred to the access near the Leisure Centre, then SHDC will draw up a plan showing options for parking spaces for the Station Road access and will arrange a meeting with local residents to discuss this further.
3. Local residents will be invited to the next Borough Park Users Group Meeting.

- **Community Housing Fund**

South Hams District Council has been awarded £1,881,000 via the Community Housing Fund. The allocation was in light of the poor affordability of housing in the South Hams and the high proportion of second homes. SHDC is employing new staff to take the initiative forward and a strategy has been prepared to support the development of Community Housing, including the acquisition of sites.

- **Car Parking Charges Consultation**

The District Council aims to increase car parking income by 2% in the next financial year. Within this framework there is a policy of 'community-led' tariffs, enabling the Town Council to help decide upon the tariffs for the Pay & Display Car Parks in Totnes. Aside from the need to increase the overall income by 2%, SHDC states that it has no pre-conceived ideas as to how this will need to be set and wishes to hear a wide range of views, including those of the Chamber of Commerce and local traders.

- The **consultation on the draft Joint Local Plan** remains open until 25th April.

John Birch
SHDC Member for Totnes

Report for Totnes Town Council
meeting to be held on Monday 3 April 2017

I report on the following issues and/or matters including a report back by the Locality, Environmental Services and Commercial Services teams

Community Reinvestment Projects Fund

SHDC has what is called a Community Reinvestment Projects Fund of £153,900. This money was given to it by the Government to support infrastructure projects in communities where major development has or is taking place.

There were 5 applications from community groups in Totnes for a share of the fund to help finance community projects in the town. These 5 applications plus one from Dartington were all turned down by the Executive Committee of SHDC at a meeting held on 9 March 2017.

I put forward a proposal that would have seen £40,000 being used to satisfy a fair proportion of the applications made. Unfortunately this proposal was turned down on the grounds that in the past Totnes has had more than its fair share of the fund.

I don't accept this is the case as Totnes has had more than its fair share of major housing development and as such should be at the front of the queue when it comes to the allocation of Community Funds. Unfortunately councillors from other parts of South Hams don't see it that way.

Cauliflowers for Totnes

The newly elected councilor for Charterlands, Elizabeth Huntley, became aware of a surplus crop of cauliflowers and after discussions with me and members of the community, the local organisation known as "Food in Community" was invited to Bigbury on Sea, to glean the surplus cauliflowers.

Farmer John Tucker was on hand to greet and give advice to the volunteers on the correct way to cut the florets. A cold spell in November delayed the crop and a recent warm spell has meant that they have ripened together producing a surplus that needs cutting within a two week window.

Food in Community, a Totnes based social enterprise, with aims to tackle food waste and food poverty will deliver this rescued produce into the community by supplying charities and organisations that can put it to good use.

SHDC Locality team – a report back

Since April 2016 the Locality Engagement Officers have staffed 9 Round Review Roadshows and met with 1,532 residents to discuss service changes.

October 2016 – Locality Engagement Officers worked with over 850 local school children to encourage recycling as part of Junior Life Skills week.

Mobile Locality Officers continue to consistently provide a swift turn around on all work requests - the vast majority of which are resolved within 24 hours.

Environmental Services team – a report back

- Successful procurement of new parking software, which will allow customers to self-serve when purchasing permits and will allow customers to track the progress of any PCN they receive.
- T18 review of the Facilities Management team
- 753 fly tips reported. 411 cleared; the remainder may be duplicated

reports or on private land.

- 24 Fixed Penalty Notices issued for fly-tipping
- Worked in partnership with the Environment Agency on four large fly-tips one of which has now been successfully prosecuted.
- 159 abandoned vehicles dealt with.
- Successful completion of hard landscaping works at the Rotherfold, Totnes.
- Completion of floodlight refurbishment to the all-weather pitch in Totnes.
- By employing its own electrician and registering as a NICEIC contractor, SHDC has saved more than £30k on employing external contractors.
- Completed the successful move of Public Health England into Follaton House.
- New door control system and intruder alarm installed at Follaton House, to ensure maximum accessibility (24/ 7) for staff and tenants

Commercial Services – Recycling, Waste Management and Street Cleansing – a report back

Introduction of a mechanised system of street cleansing saving the Council £100,000 and improving standards across the District

Recycling rate of 55.3% equating to 18,300 tonnes of recycling collected

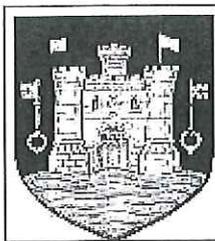
63 bring banks serviced around the District collecting, glass, paper and cans

Review of all of all collection rounds to improve efficiency and ensure balanced collection rounds are offered

New sponsorship system established for litterbins in litter hotspots

Continued working with community groups running local events and litter picks in their areas

Cllr John Birch
30 March 2017



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MINUTES FOR THE MEETING OF TOTNES TOWN COUNCIL
MONDAY 9th JANUARY 2017 AT THE GUILDHALL TOTNES

Present: Councillors R Adams (Chair), Paine, Barker, Piper, Hendriksen, Vint, Hodgson, Westacott MBE, M Adams, Sweett, Whitty, Simms, Elliot-Smith, Sermon and Hart-Williams

Apologies: Councillor Cohen

In Attendance: Catherine Marlton (Deputy Town Clerk), Helen Nathanson (Town Clerk), Peter Bethel (Town Sergeant), District Councillor Green, District Councillor Birch, Soundart Radio, 1 member of the press and 3 members of the public

No	Subject	Comments
1	To receive apologies.	It was RESOLVED to receive the apologies.
2	The Mayor will request confirmation that all Members have made any amendments necessary to their Declaration of Interests, if appropriate.	There were no amendments.
3	<p><i>The Council will adjourn for the following items:</i></p> <p><u>Public Questions:</u> A period of 15 minutes will be allowed for members of the public to ask questions or make comment regarding the work of the Council or other items that affect Totnes.</p> <p><u>Reports from County and District Councillors</u></p>	<p>Members of the public spoke about the following matters:</p> <p>A member of the public spoke to raise the profile of the credit union which provides help with debt and encourages savers. The branch in Totnes is located in Birdwood House and it open 10am – 12pm Friday and Saturday.</p> <p>A member of the public spoke about the recycling centre and refurbish. He was disappointed that Refurnish was closed over Christmas which meant 3 old maps of the area ended up in the rain at the Recycling Centre. He asked if a canopy could be placed over part of the collection area. Cllr R Adams directed him to Devon County Council as they own the site.</p> <p>A member of the public spoke on the issue of lack of youth provision and an issue of drug use in the town. Cllr Whitty explained that Caring Town are involved in coordinating support for youth services and asked for the member of the public to contact himself to discuss further.</p> <p>In addition to the reports circulated on the agenda</p> <p><u>Councillor Vint</u></p> <p>Cllr Vint report that the £2500 drug awareness funding from DCC had been confirmed. Cllr Piper asked what was happening with Parkers Barns. Cllr Whitty explained that the NP had identified that there was a clear need for this to be social housing, subsidised by a Housing Association. Cllr Vint agreed to talk the matter through further with the SHDC Affordable Housing Officer and the Neighbourhood Plan group.</p> <p><u>Councillor Green</u></p>

	<p><i>The Council will convene.</i></p>	<p>Cllr Green explained that DCC have made significant cuts to youth services and members of the public should think carefully when electing local members.</p> <p>Cllr Green reported SHDC are planning to be more dementia friendly. Cllr M Adams explained that there is a dementia café at Totnes Boating Association on the last Friday of the month.</p> <p>Cllr Piper asked why the T3 area was still in the Local Plan. Cllr Green explained that he understood the rationale was that if it was totally removed at this time it would be against the process but he hoped it would be protected in the short term and removed from the final document.</p> <p><u>Councillor Birch</u></p> <p>Cllr Birch reiterated that the reference to 70 houses allocated for the T3 area should be removed as it reduces the credibility of the Joint Plan.</p> <p>Cllr Hodgson asked all Councillors to impress on Berry Pomeroy Parish that they needed a Neighbourhood Plan.</p>
4	<p>To approve and sign the Minutes of the following Meetings :</p> <ul style="list-style-type: none"> a. Full Council 5th December 2016 b. Planning Committee 15th December 2016 	<p>It was RESOLVED to approve and sign the Minutes of the following meetings:</p> <ul style="list-style-type: none"> a. Full Council 5th December 2016 b. Planning Committee 15th December 2016
5	<p>To consider any matters arising from the Minutes.</p> <ul style="list-style-type: none"> a. Full Council 5th December 2016 b. Planning Committee 15th December 2016 	<p>Item 5 regarding Glyphosate should go to Operations Committee.</p> <p>Item 6 Councillor Hodgson raised that the statement made by the Town Council was deeply regrettable.</p> <p>No comments.</p>
6	<p>To note the draft 2017/18 Budget and to discuss the following budgetary requests and proposals:</p> <ul style="list-style-type: none"> a. To receive a proposal to fund a dedicated Visitor and Tourist Information Officer. b. To receive a request from Totnes Museum Trust for grant funding of £11,300 in the 2017/18 Budget. 	<p>A report was circulated at the meeting by Cllr Hodgson which proposed employing a Visitor Information Officer. After much discussion it was proposed to convene a new Tourism Working Group to assess the current services, future provision and budgets, with the Destination Manager being a key member. The hope is that a proposal can be put together in time for the 30th January budget meeting so funds can be allocated if viable. It was RESOLVED (with two abstentions) to form a Tourism Working Group.</p> <p>Cllr Westacott raised there is a pecuniary interest for trustees. Cllr M Adams and Cllr Westacott left the room. Cllr Whitty asked for clarification. He felt he did not have a pecuniary</p>

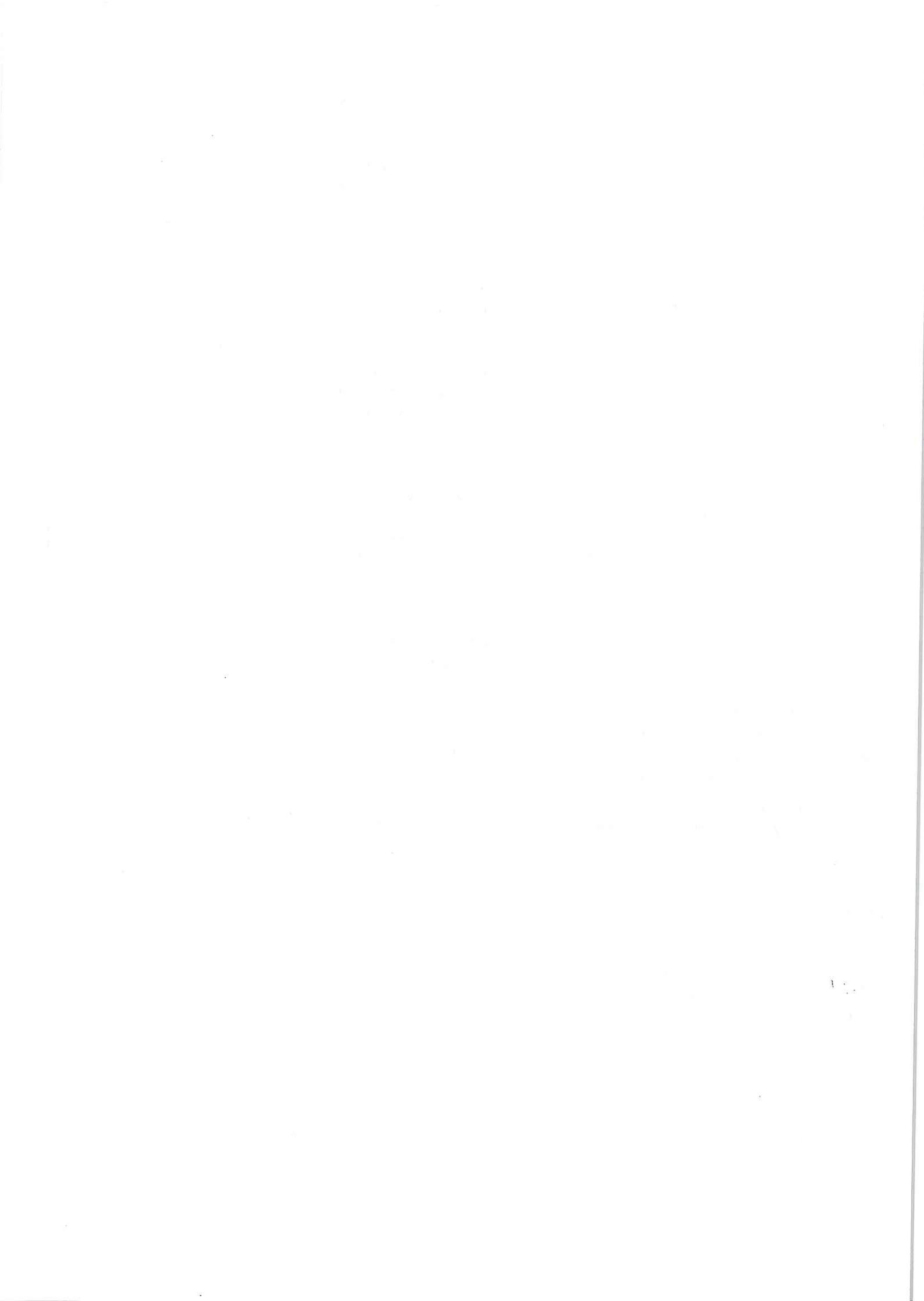
	<p>c. To receive a request from the Neighbourhood Plan Steering Group for an allocation of £15,000 in the 2017/18 Budget.</p>	<p>vote. Cllr Whitty introduced the bid from the Museum. Cllr R Adams asked for the accounts and Cllr Whitty agreed he would circulate these. Cllr Whitty then left the room to allow the remaining Councillors to consider the proposal. <i>At this point the Council RESOLVED 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></p> <p>Councillors were unsure that all of the possible partnership options for the Museum had been explored and asked the Heritage Councillors (Cllr Piper) to look into this in more detail and report back. It was RESOLVED (with two abstentions) to form a Working Group of Cllr Piper, Cllr Sweet, Cllr Simms, Cllr Barker and Cllr Hodgson to liaise on this matter in more detail and to review the museum accounts.</p> <p><i>The public meeting reconvened.</i></p> <p>Cllr Vint declared a personal interest.</p> <p>The NP Coordinator explained that because of external delays beyond the control of the Steering Group further funding was needed for the Neighbourhood Plan. It was agreed that further details were needed regarding the breakdown of accounts and outlining the grant funding received to date. This document will be circulated prior to the Budget meeting on 30th January to aid discussions.</p>
7	To approve a nomination for Councillor Sweett to join the Operations Committee.	Agreed.
8	To note the decision on referendum principles for Town and Parish Councils.	Noted.
9	To note the date of the next meeting on Monday 30th January 2017 at 7pm in the Guildhall.	Noted. Budget training for all Councillors was set for Tuesday 17 th February at 10am in the Guildhall.

Meeting closed at 9.30pm

Catherine Marlton



Town Clerk



MINUTES OF THE MEETING OF TOTNES TOWN COUNCIL
MONDAY 6th MARCH 2017 AT THE GUILDHALL TOTNES

Present: Councillors Cohen (Chair), R Adams, Paine, Barker, Piper, Hendriksen, Vint, Hodgson, Westacott MBE, M Adams, Whitty, Simms and Elliot-Smith and Sermon.

Apologies: Councillors Sweett and Hart-Williams

In Attendance: Catherine Marlton (Town Clerk), Christina Bewley (Deputy Town Clerk), Peter Bethel (Town Sergeant), District Councillor Green, 1 member of the press and 11 members of the public.

No	Subject	Comments
1	To receive apologies.	It was RESOLVED to receive the apologies.
2	The Mayor will request confirmation that all Members have made any amendments necessary to their Declaration of Interests, if appropriate.	There were no amendments.
3	<p><i>The Council will adjourn for the following items:</i></p> <p><u>Public Questions:</u> A period of 15 minutes will be allowed for members of the public to ask questions or make comment regarding the work of the Council or other items that affect Totnes.</p> <p><u>Reports from County and District Councillors</u></p>	<p>Members of the public spoke about the following matters:</p> <p>A member of the public raised concerns that the closure of a local solicitors firm resulted in the loss of important old documents relating to the Town, and this will happen again with the planned closure of another solicitors in the town.</p> <p>A member of the public asked why advertising consent has not been required for the proposed Rainbow Crossing which he believes is advertising the LGBT cause. A handout giving further details on the issue was provided.</p> <p>A member of the public gave details of the benefits St Mary's Partnership can give to the Town's heritage areas and asked that Totnes Town Council joins the partnership.</p> <p>A member of the public advised that she had attended a previous meeting of the Council when the banning of Glyphosate was discussed and would like to know why it is taking so long to reach agreement on it. She stated that SHDC has already banned its use and asked that the Council does the same.</p> <p>A member of the public wanted to give her support to the funding bid on the agenda for a Tourism Officer for the town.</p> <p><u>District Councillor John Birch</u></p> <p>Cllr Birch went through the written report provided. The draft JLP has been approved. Reinvestment funds of £15950, to assist communities effected by major developments, are to be allocated but the 5 applications for Totnes are going to be rejected. Cllr Birch believes Totnes will be effected and should receive some of the</p>

	<p><i>The Council will convene.</i></p>	<p>funding. He has proposed to SHDC that £40000 should be used for groups from Totnes.</p> <p>SHDC's consultation on charging charities and community groups for parking during events will come to the Planning Committee. It will only raise around £3000 and Cllr Birch does not support the proposal.</p> <p>Questions were raised about developments planned for KEVICCs site and the all-weather pitch. Cllr Birch advised that KEVICCs would have the answers to this and that the all-weather pitch will not be effected by any developments.</p> <p><u>District Councillor Green</u></p> <p>The Homeless shelter is due to be demolished in April. The new building will be ready for use around Nov/Dec. Cllr Hodgson enquired about the provision during the interim and Cllr Green advised that a building across the road will be used for providing meals but not overnight accommodation.</p> <p>Cllr Green gave his reasons for supporting the JLP. Any delay in approving the JLP could have caused problems. Dartington will be increasing housing by 60% which is going to be an issue.</p> <p><u>County & District Councillor Vint</u></p> <p>Cllr Vint went through the written report provided.</p> <p>He had concerns over the JLP and the lack of consultation. Full plans were only provided 1 ½ weeks before Councillors had to vote. It had to be approved because the alternative was a 6 month delay which would have resulted in problems. Cllr Vint felt it was not a proper consultation as responses had to relate to planning law only.</p>
4	<p>To elect the Mayor for 2017/18. Councillor Rosie Adams has been proposed by Councillor Marion Adams and seconded by Councillor Ray Hendriksen.</p> <p>To note that Mayor Choosing will take place on Thursday 18th May 2017 in the Guildhall.</p>	<p>Cllr R Adams was voted in as Mayor for 2017/18.</p> <p>Noted.</p>
5	<p>To discuss a proposal for a St Mary's Partnership</p>	<p>The proposal was agreed.</p>
6	<p>To approve and sign the Minutes of the following Meetings :</p> <ul style="list-style-type: none"> a. Full Council 9th January 2017 b. Planning Committee 12th January 2017 c. Full Council 6th February 2017 	<p>6a) Minutes not available.</p> <p>6b) Agreed.</p> <p>Item 8 – the Clerk has made enquiries but no response has been received yet. Cllr Hodgson advised that the ban on alcohol in the street would cover this anyway.</p>

	<p>d. People Committee 9th February 2017</p> <p>e. Operations Committee 23rd February 2017</p> <p>f. Planning Committee 23rd February 2017</p> <p>g. Confidential notes to the Personnel Committee 6th February 2017</p> <p>h. Confidential notes to the Full Council meeting 6th February 2017</p>	<p>6c) Agreed.</p> <p>6d) Agreed. Item 5 – discussed by Cllr Whitty Item 8 (1st Rec) – the issue was discussed and it was agreed that a Working Group should be set up to look at the location of the bench as well as reviewing the no drinking zone. Item 8 (2nd Rec) – the issue was discussed and it was agreed that Councillor lead investigations into setting up a system to send out 18th birthday cards could be undertaken. Item 10 – deferred to next meeting.</p> <p>6e) Agreed. Item 3 - Cllr Hodgson raised her concerns regarding this issue. Item 6 – Recommendation agreed. Item 9 – Recommendation agreed. Item 10 – Recommendation agreed. Item 11 – It was agreed that enquiries should be made to see whether the box can be kept for a different purpose if it has not already been removed.</p> <p>6f) Agreed.</p>
7	<p>To consider any matters arising from the Minutes and to approve any recommendations from Committees to include:</p> <p>A proposal from Cllr Hodgson 'I propose that we ban the use of Glyphosate on Town Council owned land'</p>	<p>Agreed.</p>
8	<p>To set a date for the Annual Town Meeting, which must be held between 1st March and 1st June. Committees are asked to put forward topics for the meeting.</p>	<p>The date of 31st May 2017 was agreed. Committees should consider topics to put forward for the meeting. Participatory budgeting will be included.</p>
9	<p>To agree how to allocate expenditure from the agreed Community Projects budget in the 2017/18 financial year.</p>	<p>The Clerk's report on options for allocating the £46000 between Tourism, Heritage and Arts was discussed.</p> <p>Tourism: The increase in the Destination Manager's hours, the additional webhosting and updates, and the thank you event totalling to £6000 of the bid were agreed. The remaining £10700 of the bid was agreed to be earmarked for Tourism but further discussions will be held to decide how it will be spent.</p> <p>Arts: The bid of £13800 was discussed and it was agreed that this amount would be earmarked to promote Arts projects in the town. It was suggested that the funding is used more strategically. The funding for the Arts Officer of £4,000 was agreed and the allocation of the rest of the funds should be discussed in an Arts/Cultural Working Group and brought back to FC for agreement.</p> <p>Heritage: The bid of £11300 to support the Museum was discussed. Cllrs Westacott, Whitty and M Adams declared</p>

		interest. It was agreed that £11300 would be earmarked for the Museum, with £4200 being for staff costs, but the remainder would be subject to terms and conditions that still need to be agreed through a Heritage Working Group.
10	<i>The Council will be asked to RESOLVE 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>	<i>At this point the Council RESOLVED 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>
11	To approve and sign the Minutes of the following Meetings : a. Confidential notes to the Personnel Committee 6 th February 2017 b. Confidential notes to the Full Council meeting 6 th February 2017	Confidential minutes were agreed.
12	To note the date of the next meeting: Monday 3rd April 2016 at 7pm.	This was noted and the meeting ended at 10.25pm.

END

MAYOR

DRAFT

MINUTES OF THE PEOPLE COMMITTEE
THURSDAY 9th MARCH 2017 AT THE GUILDHALL OFFICES TOTNES

4d

Present: Cllr T Whitty (Chair), Cllr J Sweett, Cllr K Sermon, Cllr R Vint
In Attendance: Christina Bewley (Deputy Clerk), Peter Bethel and Press
Apologies: Cllr B Piper, Cllr M Elliot-Smith and Cllr R Hendriksen
Not present: Cllr A Simms

No	Subject	Comments
1	To receive apologies and to confirm that any absence has the approval of the Council	The apologies from Cllr Piper, Cllr M Elliot-Smith and Cllr R Hendriksen were accepted and noted.
<i>The Committee will adjourn for the following item:</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.	Peter Bethel gave a report on the progress with the Helipads. The Devon Air Ambulance Trust (DAAT) are looking for two sites in the town with the preferred sites at the moment being Borough Park and Christina Park. In the long-term an organisation has to take responsibility for the flood-light poles and DAAT are asking the Town Council to take this on. The Council's insurance would cover the poles at no extra cost. DAAT would lower the poles once a year to do maintenance checks. There would be no on-going costs for the Council. The Council would need to make the planning applications for the poles which is cheaper when made by the Council. DAAT would install the poles and cables. Fundraising would pay for the cost of the poles and cable. At the Borough Park site, SHDC are in negotiations to lease the field to the Rugby Club and the electricity supply could come from the Bowling Club. A meeting will take place involving DAAT, the Rugby Club, the Bowling Club, SHDC, Totnes Council and Peter Bethel to discuss the way forward.
<i>The Committee will reconvene to consider the following items:</i>		
2	To deal with any matters arising from 9 th February 2017.	Cllr Whitty confirmed that the 2 nd recommendation under Item 8 was agreed at the Full Council meeting on the 6 th March. It was AGREED that Cllr Sweett would undertake the investigation on how a system for sending out 18 th birthday cards could be established. Borough Park was briefly discussed and the leasing of the pitches to the Rugby Club was raised and the TC was supportive of this. The issue of access was the point that needed clarification and re the Helipad access, would be from the Pavilions side of the Park and not from the China Blue side so the pitches need not be driven on.
3	Report from Peter Bethel regarding the Helipad.	It was agreed to RECOMMEND to Full Council that Totnes Council takes responsibility for the flood-light poles depending on the outcome of the proposed meeting for Borough Park and discussions with SHDC.
4	NP and OSSR&WB Policy review.	Cllr Whitty explained the review process using an example template for allotments. One section of the policy would be reviewed on the same basis at each People committee meeting until all sections have been reviewed. Cllr Whitty will produce a review programme. It was requested that green spaces are considered for designation in the Neighbourhood Plan.

5	Participatory budgeting.	A handout was provided to the Committee members by Cllr Whitty which explained how participatory budgeting works. It was AGREED that Cllr Whitty will revise this document and submit it to the next Full Council meeting to be considered for the Annual Town meeting.
6	Community Engagement Plan review and action plan.	Cllr Whitty provided the Committee members with copies of a paper on Community Engagement. There was insufficient time in the meeting to discuss the paper. It will be discussed at the next meeting.
7	Emergency/Severe Weather Plan review/update.	Cllr Vint provided the Committee members with a paper on Preparations for Ice, Snow & Floods and talked about the contents of the paper. He suggested the Committee set up a working group to deal with the issues raised in the paper. Cllr Vint asked that the Civic Hall is identified as an emergency shelter for the town in the event of a disaster caused by severe weather. It was agreed that this would be RECOMMENDED to Full Council. Cllr. Vint will submit his proposals to the Officer to be included into the minutes.
8	To note the Healthy Torbay SPD (re. Torbay Local Plan).	Noted.
9	Vandalism at St Mary's Church.	Noted.
10	To note the Caring Town Information Service update.	Noted. Cllr Whitty proposed that the Committee visit the CTIS at the Mansion when it is fully up and running. Cllr Whitty will contact and ask for a convenient time.
11	Town defibrillators – ongoing costs.	Item to be carried forward to the next meeting.
12	To note the date of the next meeting	Thursday 13 th April at 9.45am

4e

**MINUTES OF THE PLANNING AND PLACE COMMITTEE
THURSDAY 16th MARCH 2017 AT THE GUILDHALL TOTNES**

Present: Councillors R Adams (Chair), Hodgson, Paine, and Vint
 In Attendance: Christina Bewley.
 Apologies: Cllrs Hendriksen and Whitty

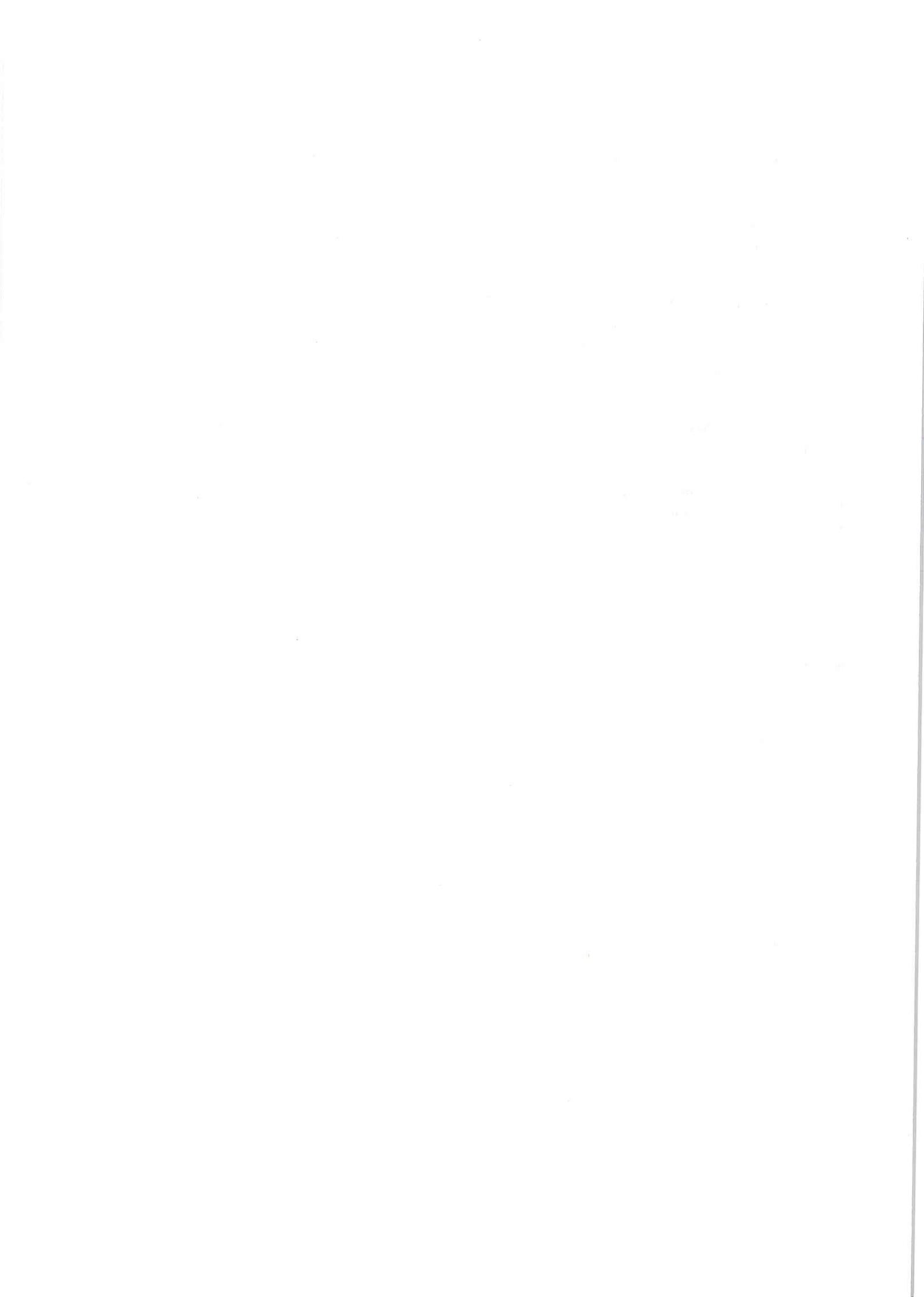
No	Subject	Comments
1	To receive apologies and to confirm that any absence has the approval of the Council.	It was RESOLVED to accept the apologies.
<i>The Committee will adjourn for the following items:</i>		
	A period of 15 minutes will be allowed for members of the public to ask questions or make comment regarding the work of the Committee or other items that affect Totnes.	None.
<i>The Committee will convene to consider the following items:</i>		
2	To approve the minutes of the meeting of 23 rd February 2017.	Item 6 – the information provided by Cllr Hodgson was passed on to the member of public who sent the e-mail.
3	<p>To note or make recommendations on tree works decisions and orders:</p> <p>Works to Trees in a Conservation Area:</p> <p>3.1) 0544/17/TCA – Ash – Fell. 5 Barings Cottages, Weston Lane, Totnes, TQ9 5AP.</p> <p>Works to Tree Preservation Order Trees:</p> <p>3.2) 0421/17/TPO – Fagus Sylvatica Purpurea – 20 year management plan for regular pruning – crown reduction by 2 – 2.5m at regular intervals. Half Moon House, Leechwell Street, Totnes, TQ9 5SU.</p> <p>To review report from Pip Howard, Tree Warden, regarding St John’s Primary School felling and setting up a South Hams Tree Wardens Network.</p>	<p>No objections.</p> <p>No objections.</p> <p>Noted.</p>
<p align="center"><u>NOTE: Cllrs JH and RV observe and do not vote on any applications which would potentially be discussed at a Development Management Committee meeting at SHDC.</u></p>		
4	<p>To make recommendations on the following planning applications:</p> <p>4.1) 0368/17/FUL – Application for erection of dwelling. Springfields, Jubilee Road, Totnes, TQ9 5BW</p>	No objections.

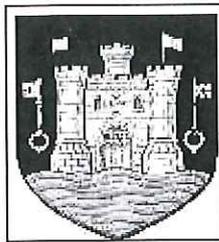
<p>4.2) 0620/17/HHO – Application to replace existing timber balcony balustrade with stainless steel and frosted glass. 76 Higher Westonfields, Totnes, TQ9 5QZ.</p> <p>4.3) 3848/16/HHO – Application to replace wooden frame windows with UPVC. 5 Varian Court, Bridgetown, Totnes, TQ9 5BS.</p> <p>4.4) 0267/17/LBC – Listed building consent for internal alterations. 44 Fore Street, Totnes, TQ9 5RP.</p> <p>4.5) 0257/17/LBC – Listed building consent for proposed alterations to doors and windows (part retrospective). Little Meadow House, Plymouth Road, Totnes, TQ9 5LH.</p> <p>4.6) 0044/17/FUL – Change of use to residential accommodation. The Great Grubb Lower Broomborough, Plymouth Road, Totnes, TQ9 5LX.</p> <p>4.7) 0472/17/LBC – Retrospective application for listed building consent for repairs and works to listed building. 1 Plymouth Road, Totnes, TQ9 5PH.</p> <p>4.8) 0663/17/PAS – prior approval for proposed demolition and reconstruction of footbridge. Totnes Station, Station Road, Totnes, TQ9 5JR.</p> <p>4.9) 0382/17/LBC – Listed building consent to replace turnerised roof and dormer window at rear with reclaimed Delabole slates and re rendering of rear lowered chimney. 41 High Street, Totnes, TQ9 5NP.</p> <p>4.10) 0560/17/HHO – Householder application for new window aperture in North Elevation of property. Long Barn, Rowsells Lane, Totnes, TQ9 5AG.</p> <p>4.11) 0262/17/HHO – Householder application for retrospective permission for installation of 6 x PV solar panels to front roof. 3 Bertram House, Victoria Street, Totnes, TQ9 5EF.</p> <p>4.12) 0723/17/HHO – Internal and external alterations, demolition of outbuilding and construction of two storey side extension and associated landscaping. Treetops, Barracks Hill, Totnes, TQ9 6DG.</p>	<p>No objections.</p> <p>Cllrs objected on the grounds that this is incompatible with the conservation area and out of keeping with neighbouring buildings.</p> <p>Cllrs would like a conservation officer's assessment before giving their approval.</p> <p>No objections.</p> <p>Cllrs felt that the style of the windows on the extension should be more in keeping with the existing building. Cllr Vint believes this site lies in Dartington not Totnes parish.</p>
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5	To note the approval of the Atmos Community Right To Build Order at the former Totnes Creameries site.	Noted
6	To review the NP Housing Paper. The document can be found at http://totnesneighbourhoodplan.org/evidence-housing/ . Please read the paper in advance of the meeting.	The increase in housing and building on green spaces was not welcomed by the Committee. However the allocation of £1.8million in South Hams to support community led housing projects is welcome if it is spent in its entirety on actual housing stock.
7	To note the school consultations on Bidwell Brook School, Southbrook School and Ilsington Primary School. Responses should be sent to schoolconsultations@devon.gov.uk by 29 th March 2017.	Noted.
8	To note the Joint Local Plan consultation information.	Noted. It was AGREED that the information would be add to the TTC website.
9	To note the date of the next meeting – 6th April 2017 at 4pm in the Guildhall.	This was noted.

ENDED 5:45PM

MAYOR





4f

MINUTES FOR THE OPERATIONS COMMITTEE
THURSDAY 27th MARCH 2017 AT THE GUILDHALL TOTNES

Present: Councillor M Adams (Chairman), Cohen, Paine, Westacott MBE, Sweet and Hart-Williams

Apologies: Councillors Barker.

In Attendance: Catherine Marlton (Town Clerk), Christina Bewley (Deputy Clerk), Councillors Hodgson and R Adams, 3 members of the public and 1 press

No	Subject	Comments
1	To receive apologies and to confirm that any absence has the approval of the Council.	Agreed.
2	The Mayor will request confirmation that all Members have made any amendments necessary to their Declarations of Interests, if appropriate.	None.
3	<p><i>The Operations Committee will adjourn for the following item:</i></p> <p><u>Public Question Time:</u> 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.</p>	<p>The following statement was read out by Cllr Hodgson in reference to Item 5 on the agenda:</p> <p><u>Ops Committee 27.3.17 – statement re Financial report – Cllr Jacqi Hodgson</u></p> <p>The Financial statement prepared by the independent financial advisor clearly exonerates me from the wild and wholly unfounded accusations made about my expenditure as Mayor from May 2014 - May 2016. The summaries of their checking of the accounts agrees with all the statements I have made that I did not overspend on the £13,000 two years of Mayoral budget during my period of office, indeed there was an underspend of £2,229.28.</p> <p>I was accused by the Chair of this committee of running the mayoral budget in the red by £1,000 and that this was due to the costs of my Tea Dance. This Financial report agrees with my statement that the Tea Dance income paid into the Town Council's Paige Adams account (at the suggestion of the then Clerk) is to be considered is indeed mayoral income valued at £960.83 (after VAT is deducted). It was not my request for the Tea Dance money to be paid into the Paige Adam account.</p> <p>The question around how an overspend of £137.76 during the year 2015/16 occurred is documented in both the independent financial report and the new Clerk's statement today as being due to the lack of a clear policy on both the implementation of the Dec 2013 Paige Adams recommendation of stopping the free uses of the Civic Hall. The TC did not follow this up with a policy and indeed it was not implemented until Feb'16, when 'out of the blue' and without any warning the three free uses all advised on by then financial staff and agreed by myself as mayor in June 2015 were reneged on. So those 3 free uses as requested, properly advised (and I have email evidence of that TC officer advice) and granted in all good faith and a total charge</p>

		<p>of £1,435 deducted from the mayoral budget on February 5th 2016. We need a clear TC policy on what the mayor may or may not grant.</p> <p>Similarly the Mayoral Allowance, which was charged in full to the Mayoral budget is claimable amount of £750 is made up of a claimable Councillor allowance of £375, plus an additional £375 mayoral allowance. (By the way this was not two mayoral allowances claims, this is an error in the report). So the Councillor allowance should have been charged to the Councillor allowable expenses budget line (1234), and just £375 charged to the Mayoral allowance.</p> <p>If either or both of these amounts had not been incorrectly charged to the mayoral budget then the 2015/2016 expenditure would have been well within the annual budget. As it is the £137.76 overspend that year was a small amount, in particular when compared to other budget stream over spends in the same year, e.g. Councillor Allowable expenses which over ran by £1,190, subscriptions over ran by £367 etc.</p> <p>The suggestion in the Financial report that there is no budget for the mayor from 1st April through to the third week of May is ludicrous. No mayor can be expected to have no budget for that period. Clearly from the rest of the report it is not permitted to use the previous tax year's budget, so the sensible approach is to allow the current year's budget with a reasonable ceiling of say £500 per month. This would allow expenditure for example on the Vire Twinning visits and associated civic event which usually happens during that period. Again we need a clear policy to guide the mayor and all councillors.</p> <p>The outcome of this report will hopefully reassure all parties concerned that I did not overspend during my two years as mayor of this Council. Clearly we need to ensure we have clear and up to date mayoral policies to guide all concerned, but more importantly we need to bring back public confidence in this Town Council which has been brought into question by this episode. We need to draw a line under this very unpleasant and somewhat shocking period of slander and false accusations; this can only happen if those who have made allegations now accept their error and publicly apologise.</p>
	<p><i>The Committee will convene to consider the following items:</i></p>	
4	<p>To considers arising from the Minutes of 23rd February 2017 (already agreed by Full Council 6th March 2017).</p>	<p>Agreed.</p> <p>Item 3 - The Clerk advised that an amendment had been agreed at the FC meeting to show Cllr Hodgson arrived before the recommendation was made.</p> <p>Item 5 – No further update available on this.</p> <p>Item 6 – Subject to final confirmation, it has been agreed that the Totnes Image Bank will move to the Eastgate storage area.</p> <p>Item 7 – The Clerk advised that we are struggling to recruit a Guildhall Supervisor for Saturday openings.</p>

		Item 9 – This had been agreed.
5	To consider the draft policy for Mayoral Allowance and Civic Budgets and the associated advice from Darnells.	<p>The Clerk explained that the letter from Darnells is still draft as there has not been time to get the signed letter out in time for this meeting. The final letter will be the same as the draft.</p> <p>The letter from Darnells and the Clerk’s report were read out and discussed.</p> <p>The draft Mayoral Allowance and Civic Budgets Policy was discussed.</p> <p>It was agreed to RECOMMEND the Policy to Full Council subject to the following changes:</p> <ul style="list-style-type: none"> - the maximum spend allowed from 1st April to 18th May being the pro rata amount of the financial year’s budget allocation, - expenditure is not allowed on social events unless agreed by the Mayor or Deputy Mayor. <p>It was AGREED that the Committee would produce a Statement, to go to the Full Council for approval, which will clarify that the lack of a Policy on the use of the Mayoral Allowance and Civic Budgets contributed to the apparent overspend by Cllr Hodgson during her two Mayoral terms.</p>
6	To agree the use of a debit card on the main Town Council account – for use in line with the agreed financial regulations.	It was agreed to RECOMMEND the use of the debit card to Full Council.
	<i>The Operations Committee will be asked to RESOLVE 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>	
7	To discuss an outstanding amount due by a Civic Hall hirer.	Covered in confidential minutes.
8	To consider a draft letter to businesses following the restructure of Tourism provision in the town.	Covered in confidential minutes.
9	To consider the change in parking permit provision and the implications on members of staff.	Covered in confidential minutes.
10	To note the date of the next meeting on Monday 17th March 2017 at 3pm – if required.	It was agreed that the next meeting would be on Monday 24th April 2017 at 5pm.

Catherine Marlton

Town Clerk

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MINUTES OF THE EXTRAORDINARY MEETING OF TOTNES TOWN COUNCIL
MONDAY 27th MARCH 2017 AT THE GUILDHALL TOTNES

Present: Councillors R Adams (Chair), Paine, Barker, Piper, Hendriksen, Vint, Hodgson, Westacott MBE, M Adams, Sweett, Simms, Sermon and Hart-Williams

Apologies: Councillors Elliott-Smith, Whitty and Cohen

In Attendance: Catherine Marlton (Town Clerk), Christina Bewley (Deputy Clerk)

No	Subject	Comments
1	To receive apologies.	It was RESOLVED to receive the apologies.
2	The Mayor will request confirmation that all Members have made any amendments necessary to their Declaration of Interests, if appropriate.	There were no amendments.
	<i>The Council will be asked to RESOLVE 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>	<i>At this point the Council RESOLVED 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>
3	To consider a confidential staffing matter.	Covered in Part II minutes.
	To note the date of the next meeting on Monday 3RD April 2017 at 7pm in the Guildhall.	This was noted and the meeting ended at 6.30pm.

MAYOR

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Totnes Town Council

Protocol for the Civic Budget & Mayoral Allowance

All Civic and Mayoral spending will be limited to the agreed budgets over the course of the financial year, therefore pre planning of proposed events and larger commitments is essential. All major civic events should take place within the Council's financial year ending 31st March.

During the period from 1st April to 18th May a maximum spend of an amount equivalent to 1 ½ months of the allocated Civic Budget and Mayoral Allowance Budget for the financial year is allowed and must be agreed in advance with the Town Clerk.

Any surplus at the end of the financial year will not be carried forward.

The budgets must not be in deficit at the financial year end.

Expenditure which is allowed :

- A. The Mayoral Allowance budget is to defray reasonable costs in order that the office holder is not out of pocket for fulfilling the role of Mayor. The Mayor can claim an amount equivalent to the annual Councillor Allowance as a lump sum at the end of the financial year from this budget.
- B. Funding for all the formal and informal Civic events and costs associated with the role of the Mayor during the Mayoral year.

These may include:

- ❖ Mayor Choosing and reception
- ❖ The Civic Service
- ❖ Remembrance Sunday (in conjunction with the British Legion)
- ❖ Civic Funerals (as and when required) and refreshments at a wake for Honorary Citizens
- ❖ The Civic Event (Community fundraising event)
- ❖ Events where the Mayor is usually accompanied by the Town Sergeant, such as Totnes Carnival, the annual Orange Race, the opening of the Elizabethan Market.

- C. Civic events supported by the Council involving, but not necessarily arranged by, the Mayor, or agreed Councillors.

These may include

- ❖ hosting the Mayor of Vire
- ❖ receptions for Civic visitors
- ❖ hosting small award ceremonies
- ❖ hosting meetings of community groups
- ❖ activities related to the Town Council but not necessarily organised by the Mayor.

- D. The costs of any events held or attended by the Mayor or Deputy Mayor or Councillors deputising in their place in the course of his/her duties in the Mayoral Year.

These may include

- ❖ Christmas reception
- ❖ specific refreshments etc. when organising events at the Guildhall during the year.
- ❖ the incidental costs of attending community and charitable events e.g. purchase of tickets for both the event and raffles
- ❖ charity functions, and to cover any costs when attending functions e.g. the purchase of raffle tickets, collections, etc.

- E. Supporting the Mayor in raising money toward his/her chosen charity.

These may include

- ❖ providing facilities paid for by the Civic Budget in raising funds for the chosen charity e.g. reception in the Guildhall, hire of the Civic Hall, etc.

NOTE: All use of the Civic Hall must be paid for in full from the Civic Budget to the Paige Adams account. No free use can be granted by the Mayor.

Expenditure which is not allowed :

The Civic budget must not be used to pay for

- ❖ gifts of monies or goods (including flowers) other than to charities. NOTE: Any requests for contributions to groups and charities outside of fundraising must be considered by Paige Adams through the grants process.
- ❖ parking fines
- ❖ social events internal to the Council unless agreed by the Mayor or Deputy Mayor.
- ❖ items normally covered by the Mayoral and Councillor Allowance e.g. costs associated with the use of home as office, personal telephone bills, etc.
- ❖ printing fliers/leaflets/posters etc. other than for civic events covered in B. above.

Reporting and monitoring procedures:

The Mayor is asked to account for his/her spending and to submit these expenses, along with the Mayor's monthly engagements, as a quarterly agenda item to Operations Committee meetings:

- All amounts submitted for reimbursement from the Town Council will be signed off and paid according to the Town Council financial regulations.
- Amounts of £250 and over need to be agreed by The Operations Committee in advance of agreement. Details of the proposed expenditure will need to be submitted, to ensure contributions and events are in line with Civic function and the Town Council priorities. If agreed it can then be submitted for reimbursement/payment to the Town Council Finance Officer.

Once 85% spend of the budget is reached the Operations Committee must be informed and any future spend must be agreed in advance with the Town Clerk.

Any outstanding civic expenses need to be submitted by the outgoing mayor by the end of June, when the preceding mayor's budget will be closed.

March 2017



STATEMENT FROM THE OPERATIONS COMMITTEE
THURSDAY 27th MARCH

An independent accountant has said "It can be concluded that for Cllr Jacqi Hodgson's overall period of office, that the expenses claimed remained within the overall Mayoral budget of £13,000 with an underspend of £2,229.28. It was noted however that for the periods 1 April 2015 to 31 March 2016 and 1 April 2016 to 19 May 2016, net mayoral expenses claimed were in excess of the budgets for the periods by £137.76 and £694.06 respectively."

Past town mayors, without exception, have used their budget to cover the term of their mayoral year, namely from May to May, even though the Council's financial year runs from 1ST April to 31ST March annually.

Despite the lack of written policy the Council has, in the past, relied on previous custom and practice. However, in order to ensure that an overspend does not occur again, a new policy will be put in place.



Nomination Form – Complete

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Mayoral Candidates – Councillor Rosie Adams

Committee	1 st	2 nd	3 rd	Committee Chairman
Operations – 6 needed	Marion Adams Rosie Adams (Mayor Elect) Eleanor Cohen Margie Barker Jo Sweet Pip Paine <i>Judy Westacott</i>		Jacqi Hodgson	Marion Adams
Place – 6 needed	Jacqi Hodgson ? ? ? ?	Pip Paine		?
People – 6 needed	Andy Simms Kate Sermon Mark Elliot-Smith Tony Whitty Nick Hart Williams Ben Piper	Jo Sweet		Andy Simms
Personnel – 3 Councillors plus the Mayor		Rosie Adams (Mayor Elect) Judy Westacott Margie Barker Andy Simms Marion Adams Jacqi Hodgson Tony Whitty		Judy Westacott
Link Council				
Business and Employment	Rosie Adams			
Cultural Links	Marion Adams	Rosie Adams		
Elderly and Vulnerable People	Judy Westacott Mark Elliot-Smith			
Young People	Jo Sweet	Jacqi Hodgson	Rosie Adams	
Heritage	Tony Whitty		Jacqi Hodgson	
Open Space, Sports Provision and Leisure		Tony Whitty		
Traffic and Transport	?			
Environment and Sustainability	Jacqi Hodgson			

Preferences not known – Cllr Hendriksen, Cllr Vint



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----- Forwarded message -----

From: **Tony Whitty** <tonywhitty@yahoo.com>
Date: 15 March 2017 at 14:26
Subject: FC mtng. Bench outside of Old Mill [TIC]
To: Catherine Marlton <assets@totnestowncouncil.gov.uk>
Cc: TTC Office <office@totnestowncouncil.gov.uk>

Catherine,

I have spoken to Jason and attended the Rotary Council meeting last night.

I explained the situation and the range of views, the Councillors expressed regarding the resiting of the bench. I also went into detail about the issues concerning the siting of the bench and how Jason and Jemma were managing the situation. Also how the moving the bench would not stop the anti social behaviour and the drug dealing etc. but would aid there actions in disrupting and making it more difficult for it to carry on.

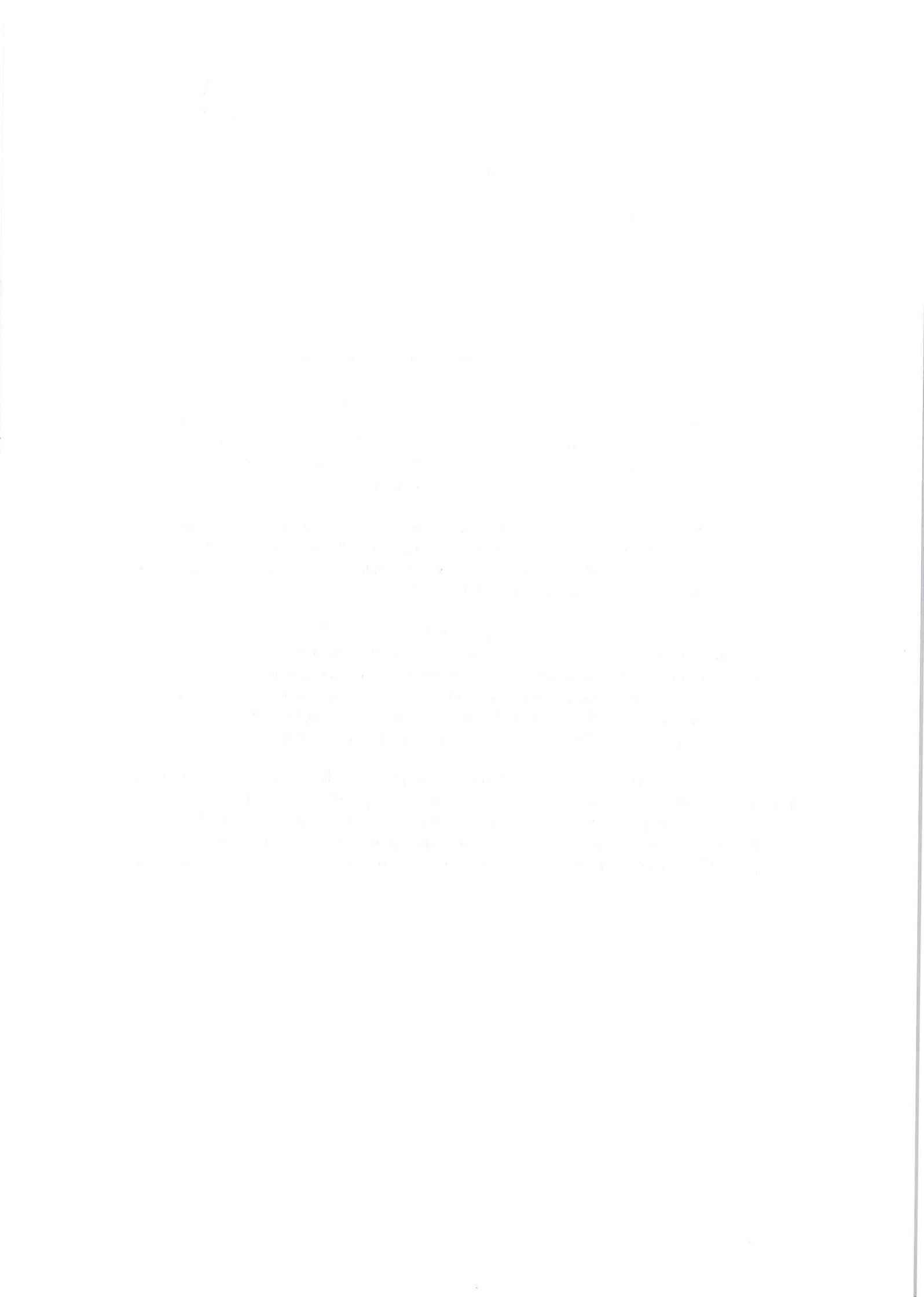
Also it was discussed that that this was a major routeway into the Town, to and from Morrison's car park and the current situation did not reflect well on the [town.it](#) was also recognised that members of the community were eeling intimidated as they passed through the routeway, to and from Morrison's and the car park.

The Rotarian's were not overjoyed with the possibility of moving the bench to another site, but came up with the option of temporarily moving it until the Mill was reoccupied. At the same time it could be seen if it made any difference to the situation, which now currently exists over a reasonable amount of time. This could be assessed by the police and reported back on. They asked for a letter or email from the Town Council supporting this option, along with support from Caring Town and the Police and I am writing to them both.

Can we proceed or can we contact the Councillors explaining what is proposed and to ask for their agreement to send a letter of support to the Rotary Club, this would be for the temporary moving of the bench to support the actions of the police in preventing the anti-social behaviour and drug dealing that is taking place there. This would then be assessed and reported back by the police in 3/6 months and if required, the bench could be reinstated in the same place.

Tony

Tony Whitty

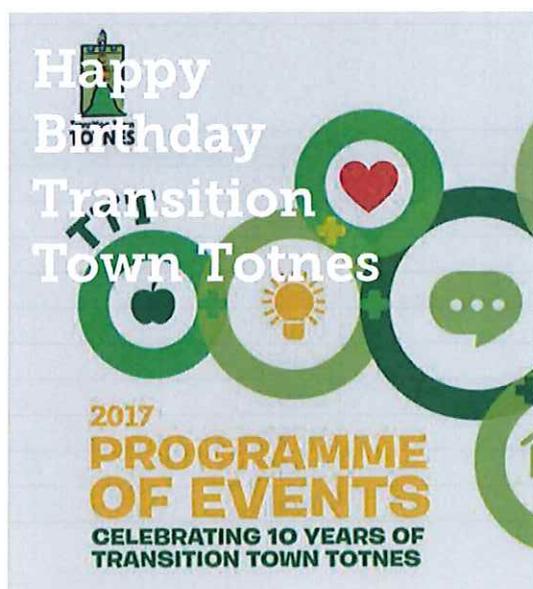


visit TOTNES

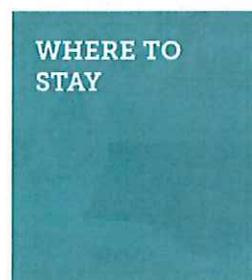
Marketing Report – February 2017
Samantha Branch, Destination Manager

New Website

visitTOTNES



SEE & DO
the bowie gallery



SEE & DO
Dartington Hall



The Dart and Totnes
- Bridges and



The new website was launched in January with a brand new design and new url changing from www.totnesinformation.co.uk to www.visittotnes.co.uk. The new design is much more mobile friendly and is easy to use and view on mobiles, tablets and all devices. It is more focused on imagery rather than having too much information which makes it very user friendly and aesthetically pleasing. Changing the url and design at the same time can be dangerous for Google rankings - if it isn't handled properly we could lose our place on page 1 in Google when people search for Totnes Information, however to avoid this Left Bridge commissioned someone to do a lot of work to improve SEO (Search Engine Optimisation) and we are still very high in Google

Google Rankings

Key word search in Google	Google rankings
Totnes Information	We're the first website on the first page (under the Google ads and list of Google Top Sights)
Visit Totnes	
Totnes	2 nd website on the first page under the Wikipedia entry for Totnes

Website Stats

I'm using Google Analytics to monitor the success of the website where I'll initially examine the top-line information including number of visitors, number of unique visitors, most popular pages and demographic. Over time I will analyse other elements and will start to set goals to see if there are any areas which need improving.

February		
Data	Figures	Goals?
Sessions (Users)	2,429	
Users (Unique)	1,975	
Pageviews	10,853	
Average session duration	03:10	

Demographics – Country

Language / Country	Sessions	Percentage sessions
English - GB	1,597	65.75%
English - USA	632	26.02%
German - Germany	37	1.52%
German	23	0.95%
French	20	0.82%
Spanish – Spain	12	0.49%
Spanish	11	0.45%
Japanese – Japan	11	0.45%
French – France	8	0.33%
English - Australia	7	0.29%

Demographics – City

City	Sessions	Percentage sessions
London	466	19.18%
Exeter	164	6.75%
Torquay	125	5.15%
Plymouth	120	4.94%
unknown	75	3.09%
Bristol	59	2.43%
Falmouth	37	1.52%
Newton Abbot	37	1.52%
Birmingham	32	1.32%
Taunton	29	1.19%

The overall goal in the cities will be to increase usage outside of the local area as there is currently more interest from South Devon.

Social Media

Since either January or late last year I've developed a new Visit Totnes Facebook, Twitter and Instagram page, changing the FB page from Totnes Information and developing the Twitter and Instagram which is something completely new.

I've also developed a Social Media Strategy – see separate report – where I've started to implement the relevant areas.

Social Media Stats

I've started to monitor the overall success of the pages in terms of the number of overall page likes and followers plus I will look at how successful posts are in terms of engagement, number of post likes per month and other elements.

OVERALL PAGE LIKES	January	%incr	February
Instagram	76	80	137
Facebook	199	20	240
Twitter	129	45	187

Engagement and Reach

Reach	People reached	Post	Reactions
Overall reach – full month	8,289 people		
Highest reach	1,023 people	Good Food Sunday Market in Devon Life	23 likes, comments & shares
Lowest reach	109 people	Dartington Hall photos	6 likes, comments & shares
Total number of reactions	431		

Guide Deliveries

National Delivery – Take One

30,000 guides have been taken by Take One which are being delivered across the country throughout the year from January until the end of September. They are being distributed to national TICs, retail outlets and select one leaflet stands in various locations.

Month	Quantity	Remaining
January	1,423	
February	773	
TOTAL	2,196	27,804

Local Delivery – Destination Manager

I've arranged for the guides to be collected from the offices or delivered to as many of our guides advertisers as possible where I've delivered to the following throughout January and February and we've predicted how many more the businesses will need throughout the year:

Business	Predicted Total for Year	Batch 1 - delivered
Totnes Bookshop – Information Point	2000	200
Dartington Shops		
Dartington Estate	1000	300
Totnes Library	200	100
Totnes Railway Station	300	100
Signal Box Café - Totnes Station	200	100
7 Stars	800	500
Dartmouth Royal Castle Hotel	200	50
Mansion	300	100
Cott Inn	50	20
Sea Trout Inn	50	20
93 High Street	50	50
Bay Horse Inn	200	200
The Forge Guest House - Mark	200	200
Waterside Bistro	100	50
Devonia	50	12
Leechwell House - Gail - collecting April & also distributing around Nottingham	200	200
Paignton TIC	100	50
Torquay TIC	100	100
Dartmouth TIC	100	50
Alchemy Cars Ltd	100	100
The Great Grubb - Genia	200	200
Steam Railway - Dick	400	200
Steam Packet Inn	200	100
1a Rowsells Lane	100	50
Whimbrels	100	50
Pig and Whistle	200	100
Hemsford Yurt Camp	100	100
China Blue	200	100
St Mary's Church	50	20
Stagecoach South West	200	100
TIMEHOUSE Museum	200	100
Mome Raths	100	50
Belsford Court Cottages	100	100
Transition Town Totnes	100	50
Beaumont & Brown - shop in Cotswolds	100	100
Kingsbridge TIC	200	200
English in Totnes	100	100
TOTAL		4222

PR is something I will start working on a lot more over the coming months. I've started doing the groundwork over January and February, creating a media list of potential publications or networks which may feature Totnes as editorial, reviews or competitions, maximising as much free space as possible and ultimately being creative with a very small marketing budget.

Publication/ Organisation	Circulation	Editorial / Competition?	Prize	Date
Visit South Devon	E-news – 27,000 Social Media – 28,000 Website	Competition	1 night, double room with breakfast at Bay Horse Inn, 2 tickets for South Devon Railway & a meal with prosecco for 2 at Waterside Bistro	24 April
Group Travel Organiser magazine	10,000 group travel organisers	Profile on Samantha Branch as new Destination Manager	n/a	April Issue
As above	As above	Secured future space in their What's On listings for any relevant events and festivals and sent all events for the year so far	n/a	Future issues

Blogs

There are currently six blogs on the website and I aim to add a new one per month with a focus on news, events, editorial and anything relevant, quirky or interesting about Totnes. This obviously helps to sell the town but also helps with SEO and improving Google Rankings:

<http://www.visittotnes.co.uk/category/blog/>

Other

Other activities undertaken in January and February

- Snagging of website – checking if it was working and listing any amends or updates needed
- Relationship building and meetings with local businesses

Totnes Tourism Partnership

Meeting Minutes

March 7, 2017

Present: Lindsay Garner (Totnes Chamber of Commerce), Sam Branch [Minutes] (Totnes Destination Manager), Kathy Alexander (Bay Horse Inn) and Karen Jonas (Dartington Trust)

Apologies: Katie Tokus (Sharpham Trust), Matt Bulford & Michael Sweeney (English Heritage), Chantelle Norton (Totnes Pound), Sarah Stride & Anna Roach (Visit South Devon), Frances Northrop (TCDS), Rosie Adams (Totnes Town Council), Dick Wood (South Devon Railway, Visit Devon, DATA), Thea Platt (TTT), Alice Whitehead & Lucy Jonas (Royal Seven Stars) and Penny Johns (Dart Harbour)

Next meeting: Tuesday 25th April at 10am – location tbc

I. Minutes

The following points were discussed:

RPA Grant

We discussed the fact that we now won't receive the £28k funding from RPA – the reasons were circulated in an email prior to the meeting which are as follows:

The directors of Totnes £ have decided not to sign the agreement because the risk : benefit of the project has shifted considerably.

We had £28K on offer, which must be spent on signage, whereas it was a much more substantial project on our application. It's not a major consideration but a signage only project is a poorer fit with T£ remit than the trail leaflets.

Spend is capped at the level of the cheapest quote, which was substantially less than our preferred supplier. Helen and I didn't have much confidence that the cheapest company would be able to deliver. They had quoted 10 fold less for the design work than the others despite being asked to revise the quote, potentially leaving us with signs that don't look good and making the work harder to manage. These contracts are inflexible in that it isn't possible to say that you now want to buy fewer, higher quality signs for the same spend, and the invoices must exactly match the quotes to get reimbursed.

The project management fee (£12K) has also been completely removed. Helen and I (and Frances) have put many hours into the bid and now neither of us are available to project manage it, the directors consider that having someone new to take on the management is a significant risk. Even if someone else does the day to day management, it is still Totnes £ money that would be lost if the grant was not reimbursable for some reason, so we still need to provide that oversight, and our capacity to do that is now very limited.

Finally there are a number of issues with the contract - some of these might have been surmountable but it is a legally binding agreement and we were not comfortable with signing it. For example, a guidance document was referred to in the contract (it had to be complied with for spend to be reimbursed) but a copy of the guidance is only made available after signing the contract.

Other Funding Opportunities

Sam said that she would investigate other potential grant opportunities. Kathy mentioned an opportunity from a previous meeting but wasn't sure which organization it was from – Sam will investigate. The opportunity hinges on expansion and employment therefore it was considered that this might be suitable for recruiting a new Visitor Information Officer which is discussed later in the meeting.

Karen mentioned an opportunity through Visit Britain and DEFRA which focuses on food hubs. Karen will send Sam more details so that Visit Totnes can investigate. It might be possible to secure funding if a food based product is packaged together e.g. food trails, linking together Dartington, Sharpham and Totnes town centre. Kathy is the Director of New Lion Brewery and has many connections with local food producers which could help with this. It would also be good to include Ray from the Good Food Sunday markets.

Local examples to consider when researching ideas for the product include the Delicious Dart Trail and England's Seafood Coast from English Riviera Tourism Company.

Visitor Information Officer

Kathy gave an update on what was discussed at the Council meeting with regard to the potential new Visitor Information Officer and Sam also updated on what had been discussed previous to this. It has been proposed that the Council recruit a new Visitor Information Officer to work in the high season from Easter – end September alongside the Destination Manager with presence somewhere in the town along with the range of local and regional information leaflets etc.

The council has agreed in principle to do this but would like to take the time to consider where to house them and what budget to allocate rather than rushing into a quick decision.

It was also decided in the Council meeting for the Destination Manager to work 2.5 extra hours per week until September and then this will increase to an extra 5 hours per week.

The possible locations for the new Visitor Information Officer were discussed in the meeting including the Guildhall, the Mansion, the Museum and others. The attendees all felt that the Guildhall isn't visible enough and is too far up the town. They all agreed that the Mansion would be a good place as it's more visible and better positioned in the High Street and is disabled friendly. Sam mentioned that this might not be possible but would speak to Frances to find out. Attendees also felt that the museum could work although it isn't good for disabled access and isn't always manned.

Another potential option is the library which will be investigated and the attendees also discussed the possibility of having a kiosk on the Plains or the shop which was formerly Yo My

Gosh but Sam said this would cost too much in rent. The kiosk could be liable to rent from South Hams Council as well which Lindsay said could be alleviated if it was on wheels and Kathy mentioned having something similar to the portable South West National Trust truck which is parked at the Market Square once a month. Again, it was suggested that this would probably cost too much money.

It was also suggested that we might be able to set Visit Totnes up as a charity or community led organization which would mean that we wouldn't have to pay rent but this would need to be investigated as attendees weren't sure if this would be possible.

The Old Mill was discussed as there was a question as to why we couldn't use this again which is because the Totnes Trust want to sell the building or charge full rent and it wouldn't work to open in the same building again for many other reasons.

Karen proposed the use of volunteers in the Totnes Bookshop which is where the current Information Point is. This is something Sam had also considered but attendees discussed the difficulty of management and how hard it is to get people who have the right knowledge.

It was agreed by all that we definitely shouldn't rush into finding someone and somewhere for this position as it will be better to get it right as there could be an even more negative response if we do it too quickly.

Website Advertising Packages

Sam mentioned the plan to walk through town with a letter and website advertising booking form for all non-advertisers to try and drive more businesses to advertise on the Visit Totnes website. It was mentioned that the plan would be to hand out the letters and forms, follow up with an email and then follow up again with a call or return visit. Sam mentioned that the time would need to be capped here for this burst as otherwise many hours could be spent chasing people. Lindsay said that the Chamber Liaison Officer could help with this and potentially follow up with people on her visits which Sam readily agreed to!

Website

Karen has asked for the stats of the new website which Sam will circulate.

Lindsay mentioned having a reciprocal link from the Chamber website to the Visit Totnes website which Sam will organize and Karen has said that she will also add our logo and link to the website from the Dartington Hall website.

Guide Distribution

Sam has booked a local distribution with Take One Media of 8-10,000 guides to attractions, accommodation providers and other relevant businesses in South and East Devon with the aim of attracting the day-tripper market. The national distribution is continuing to do well with many TICs re-ordering stock. Sam is continuing to distribute to local advertisers as well and Kathy has taken some to Harbour House in Dartmouth – thank you so much for this. It was also suggested that they are taken to the English School next to the Civic Hall, the Pavilion in Totnes, Bowden House, Schumaker (which Karen has kindly done), Chapel House Studios, Torbay Leisure Centre in Torbay and the Riviera International Centre in Torquay. Sam will do this and will investigate some of the ones in Torbay as they may already be on the Take One distribution list.

Social Media

The new Visit Totnes Facebook page for Visit Totnes now has 240 likes, Twitter has 189 followers and Instagram has 138. Sam mentioned that a window vinyl is going to be created which will advertise the new website and social media channels for local businesses to display – Karen agreed that this could go in the reception at Dartington and Kathy will display in the Bay Horse Inn.

Website Blogs

Karen is going to send information about the new café which is due to open at Dartington for a blog on the new website.

Competitions

A competition has been secured through Visit South Devon which will be sent out in their newsletter at the end of April in time for May Half Term and is also promoted on their home page and through social media. Sam has prizes for this but needs to decide which to use for this promotion as it needs to be fair.

III AOB

Karen mentioned that 10 Japanese tourists have booked at Dartington and there has been interest to have visitors from Japan on a monthly basis. It was suggested that it was people from countries such as Japan and America who would miss the presence of the TIC and would appreciate having a new Visitor Information Officer.

Cruise ships in Dartmouth and Torbay were mentioned again and Karen mentioned Destination South West as they raise the profile of the area to the cruise ship market. Sam has now followed them on Twitter and Facebook and will add to the marketing plan. It was suggested that the

Dartmouth and Torbay Harbourmasters could help with targeting this market as well which Sam will do. Karen has itineraries which are relevant to this market e.g. garden tour and lunch, and will try to encourage them to visit Totnes as well. She will also liaise with Kathy regarding tours.

