



**AGENDA FOR THE MEETING OF TOTNES TOWN COUNCIL**  
**MONDAY 5<sup>th</sup> JUNE 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 5<sup>th</sup> June 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	<p><i>The Council will adjourn for the following items:</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 Council or other items that affect Totnes.</p> <p><u>Reports from County and District Councillors</u></p> <p><u>Police Report if submitted</u></p> <p><i>The Council will convene.</i></p>	Enclosure Cllr Green
4	<p>To approve and sign the Minutes of the following Meetings :</p> <ul style="list-style-type: none"> <li>a. Operations Committee – Wednesday 26<sup>th</sup> April 2017</li> <li>b. Full Council – Tuesday 9<sup>th</sup> May 2017</li> <li>c. People Committee - Thursday 11<sup>th</sup> May 2017</li> <li>d. Personnel Committee – Monday 22<sup>nd</sup> May 2017 (CONFIDENTIAL)</li> <li>e. Operations Committee – Monday 22<sup>nd</sup> May 2017 (CONFIDENTIAL)</li> </ul>	Enclosures
5	<p>To discuss matters arising and consider committee recommendations (Please note confidential recommendations can be agreed but any discussion must be held in Part 2):</p> <ul style="list-style-type: none"> <li>a. Operations Committee – Wednesday 26<sup>th</sup> April 2017</li> <li>b. Full Council – Tuesday 9<sup>th</sup> May 2017</li> <li>c. People Committee - Thursday 11<sup>th</sup> May 2017</li> <li>d. Personnel Committee – Monday 22<sup>nd</sup> May 2017 (CONFIDENTIAL)</li> <li>e. Operations Committee – Monday 22<sup>nd</sup> May 2017 (CONFIDENTIAL)</li> </ul>	Enclosures
6	To consider the report of the Internal Auditor in relation to Accounts and Annual Return for the year ending 31 <sup>st</sup> March 2017.	Enclosure
7	To review and approve the Annual Governance Statement – if agreed, signing of the statement by the Chair and Clerk.	To be circulated at the meeting
8	To review and approve the Accounting Statement – if agreed, signing of the statement by the RFO (Clerk) and then by the Chair. If agreed the accounts will be on the website 12/6/17 – 21/7/17 for public rights.	To be circulated at the meeting

9	To confirm the Outside Bodies on which the Town Council will have a representative and to elect members.	Current listing attached
10	To note the April Visit Totnes Marketing Report and May Tourism Partnership Meeting	Enclosures
11	To note the success of the TCDS Heritage Lottery Fund	Enclosure
12	Verbal update on the Community Budgeting process and Annual Town Meeting from the Town Clerk	
	<i>The Council will be asked to <b>RESOLVE</b> 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>	
13	To discuss and matters arising or recommendations from CONFIDENTIAL minutes (ONLY IF REQUIRED).	
14	To confirm the date of the next meeting as Monday 3 <sup>rd</sup> July at 7pm The next Paige Adams meeting will be scheduled in due course.	

Catherine Marlton



Town Clerk

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

**John Green, SHDC Councillor for Totnes**

**Key message**

- **Cartons, such as Tetra Pak, can now be recycled in blue sack collections.** South Hams residents can recycle the coated food and drink cartons by putting them into their blue recycling sacks. Caps can be left on, because these are removed during the recycling process.
- **Totnes Leisure Centre remains open.** Contracts have been signed to enable the Totnes Leisure Centre to remain open. SHDC will now work with Tadpool and Fusion to determine the level of investment needed in order to improve the facilities and the services available for residents.
- **South Hams District Council and West Devon Borough Council are considering the idea of merging into a single local authority.** A Joint Steering Group set up between the two Councils is investigating the concept at the moment and if it considered to be practical then Councillors will then decide whether to pursue it further in which case there would be public consultation.
- **The Joint Steering Group will also consider whether to make changes to garden waste collection services in the South Hams.** One option involves starting a weekly new food waste collection service for the whole of the District, along with the introduction of charges for the collection of garden waste.
- **South Hams District Council has decided to stop subsidising lifeguards on private beaches, including Bantham, Blackpool Sands, Challaborough, Hope Cove and Thurlestone.** The Council presently co-ordinates the provision of RNLI lifeguarding services at these beaches. The cuts will come in from 1st April 2018, which might mean a reduced service if the land-owner refuses to pick up the full costs. The SHDC subsidy presently covers the difference between the cost of provision of the lifeguards and the contributions received from the private beach-owners. Lifeguarding at SHDC-owned beaches will be retained.
- **The new Parkers Way Play Park is to open at the end of June.**



**John Birch**  
**SHDC Member for Totnes**

Report for Totnes Town Council  
meeting to be held on Monday 5 June 2017

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I report on the following matters

**Totnes Leisure Centre**

As you will all be aware the future of the Leisure Centre and the 49 members of staff who are employed by Fusion are secure after a last minute deal between SHDC, Tadpool and Fusion. It was touch and go as to whether the dry side of the Leisure Centre would close on Tuesday 30 May 2017 but in the end the gap between the parties was bridged.

We must now look forward and I would hope that in the near future SHDC, Tadpool and Fusion involve and consult the many users and the staff on the future development and improvement of the Centre. It is valued as a community facility and this has shown through during this period of turbulence, which hopefully is at an end.

**The St. Mary's Partnership**

As St Mary's Church's representative on the Partnership I welcome the Town's Council's involvement and support.

As previously reported the Partnership is currently undergoing a consultation process as follows:

- Consultation Phase 1 will run from June to September. Public consultation will take place over two consecutive weekends this month and based in the church: 8/9/10 June and 15/16/17 June.
- Phase 2 will commence in October. Objective – feedback to the community – preliminary schemes from architects to be available at that stage for further community consultation.
- It is hoped that scheme designs can be complete around Christmas 2017, and that grant and funding applications can commence in the autumn.

The consultation process is being organised by Francis Northrop on behalf of the Partnership.

It is hoped that members of the Council will support and attend the public consultation that starts later this week.

### **Possible merger of South Hams District and West Devon Borough Councils**

SHDC issued the following press statement concerning the creation of a single Council resulting from a possible merger of South Hams District and West Devon Borough Councils.

*"Together South Hams District and West Devon Borough Councils are facing a funding gap of £1.5m because of cuts in government funding. In a bid to remain financially stable and to continue to deliver essential services, councillors have asked officers to explore a number of different options for the future of the councils. These included investing in projects that might generate an income, exploring alternative ways to deliver services and extending the current shared service arrangement.*

*South Hams District Council currently shares all its staff with West Devon Borough Council, an arrangement that began in 2007 when both authorities first agreed to share a Chief Executive. Over the years this arrangement has delivered a number of efficiencies including, financial savings, reduction in the overall work load, and a reduction in the number of staff.*

*In this time the political structures of the two councils have remained completely separate. Councillors have now asked officers to explore whether creating one single council could deliver further efficiencies and contribute towards closing the funding gap.*

*South Hams District Council would like to stress that these ideas are just concepts at the moment and a politically balanced working group of councillors from both authorities is working through all of the detail on how these ideas would work in practical terms. If they decide to propose creating one single council, they will bring a full report to all of their fellow members, who will then decide if this is an option that they would like to pursue further. Councillors would then take the idea to stakeholders, staff and the public as part of a full consultation before any decision to submit a proposal to the Government is made."*

What is the Town Council's view?

## **PROPOSED NEW BASE STATION INSTALLATION AT BABBAGE ROAD SW, BABBAGE ROAD, TOTNES, DEVON, TQ9 5JA**

Vodafone and Telefonica are in the process of identifying a suitable site in the Totnes area for a radio base station. The companies seek to consult and seek views on their proposal before any planning submission is made.

Vodafone and Telefonica's state that there is a specific requirement for a radio base station at this location to improve coverage in the area to provide 2G/3G and 4G coverage

The two companies have provided details of the proposed site and the alternative site options considered and discounted in their site selection process: -

### **CTIL 207920 / VF 12780 / BABBAGE ROAD SW**

- The site is required to provide new 2G/3G & 4G coverage in Totnes.
- The site proposal includes installing a 17.5m monopole, 2no. microwave dishes, 2no. equipment cabinet, along with ancillary works.

This is the companies preferred option as *"the site provides good coverage, its proposed position is considered suitable in the context for the telecommunications base station. Taking into account the development's siting and appearance when read in its current environment, it is considered that a scheme in this location will not undermine the visual amenity of the area"*.

The companies have considered alternative site options and discounted as follows:

St Mary's Church, High Street, Totnes, Devon, TQ9 5NN – NGR: 280200, 60465. The church are not interested in accommodating a telecommunications site.

Borough Park Sports Centre, Borough Park Road, Totnes, Devon, TQ9 5XW – NGR: 280352, 60824. Site was looked at but was not available for a Greenfield telecoms site.

Scope Complex, Wills Road, Off Babbage Road, Totnes, Devon, TQ9 5XN – NGR: 280590, 60866. Limited available space for a Greenfield telecoms site.

Totnes BT Exchange, 21-25 Fore Street, Totnes, Devon, TQ9 5HG – NGR: 280510, 60410. Building is unsuitable for a Rooftop site. Not considered a suitable location for a Greenfield installation.

King Edward Community College, Ashburton Road, Totnes, Devon, TQ9 5JX – NGR: 279690, 61090. Site is outside search area. A site in this location wouldn't

provide the required coverage to the target area.

The two companies have invited comments on the preferred option identified above and alternatives discounted.

### **Street Cleaning and special events**

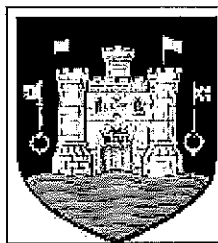
SHDC is seeking information from the Town Council on the provision of street cleansing relating to events or special occasions that may require additional or specific targeted street cleansing.

It would like to be able to begin to proactively plan for upcoming events in advance to ensure it correctly plans its resources available. SHDC invites you to inform it of any local events within the town that you are aware of throughout the year that it should be made aware of to enable it to target the SHDC street cleansing teams effectively within the resources available.

It would like to capture those events which perhaps do not go through the Council's formal events booking process but ones that it should be aware of due to the impact on street cleansing and to assist with the success of the event.

Cllr John Birch  
SHDC Member for Totnes





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**MINUTES OF THE OPERATIONS COMMITTEE**  
**WEDNESDAY 26<sup>TH</sup> APRIL 2017 AT THE GUILDHALL TOTNES**

Present: Councillor M Adams (Chairman), Cohen, Paine, Westacott MBE and Sweett

Apologies: Councillors Barker, Cohen and Hart-Williams

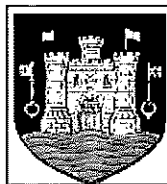
In Attendance: Catherine Marlton (Town Clerk)

No	Subject	Comments
1	To receive apologies and to confirm that any absence has the approval of the Council.	Agreed.
	<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.	None.
	<i>The Committee will convene to consider the following items:</i>	
2	To discuss any matters arising from the minutes of the last meeting.	No matters arising.
3	To confirm an amendment to the budget line names and organisation for future reference	It was <b>AGREED</b> that the salary lines in the budget be amalgamated into one line under 'Administration' with the exception of the GH Supervisor and consultancy roles. It was felt this would be easier for Councillors and members of the public to understand.
4	To consider possible amendments to the Mayoral Allowance and Civic Budget Policy	The proposed amendments were agreed, with the removal of the Mayors and ex Mayors being entitled to a Civic Ceremony in the Guildhall, and the addition of a clause to allow for a gift for the Vire Association, to the value of £25.  It was <b>RECOMMENDED</b> to Full Council that the amended Policy be adopted.
5	To consider approval for the attached list of free places to be provided at the Mayoral Choosing ceremony which will cost £698.25	It was <b>AGREED</b> to accept the expenditure this year, but a meeting should be held in advance of the 2018 Mayoral Choosing ceremony to confirm invitees and free spaces in advance.

6	To receive an update on the Museum repairs	The Town Clerk explained that the roof at the museum does not require complete replacement and that therefore the Museum Trustees have been given the go ahead to continue with the previously listed remedial works which are estimated at £3,000 total. It was <b>AGREED</b> that the improvement works should be scheduled by the museum trustees as outlined by the Clerk.
7	To consider future usages of the Chapel, Follaton Cemetery	Councillors would like to investigate future use of the Chapel but it was felt more information on the services and level of repair required was needed.  It was <b>AGREED</b> that the Clerk would start to investigate services, access and condition surveys and report back to Operations, but not as a matter of urgency.
8	To receive an update regarding Share Shop usage of the Totnes Town Council garage	Councillors were extremely supportive of the Share Shed agenda but concerned regarding the loss of potential income. They felt as though the Council are duty bound to be fair and equitable when supporting local organisations and responsible when allocating public funds.  It was therefore <b>RECOMMENDED</b> to offer the Share Shed continued use of the garage after 30 <sup>th</sup> September 2017 on a month by month rolling basis, for a fee of £50 a month (payable in advance).
9	To consider late applications for the 16/17 financial year Councillor Allowances	Councillors discussed this and <b>RECOMMENDED</b> to Full Council that an exception be made this year only for three late payments of the 16/17 Councillor Allowance.  It was <b>AGREED</b> that the Councillor Allowance Policy should be reviewed and brought back to Operations Committee in the coming months.
10	To note the date of the next meeting on <b>Monday 22<sup>nd</sup> May 2017</b> at 5pm.	The Clerk explained that due to annual leave the minutes of this committee would be on the June Full Council agenda for ratification.

Catherine Marlton

Town Clerk



4b

**DRAFT MINUTES OF THE MEETING OF TOTNES TOWN COUNCIL**  
**TUESDAY 9<sup>th</sup> MAY 2017 AT THE GUILDHALL TOTNES**

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

Apologies: Councillors Cohen, Hart-Williams

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

No	Subject	Comments
1	To receive apologies.	Cllr Hendriksen reported that the Mayor, Cllr Cohen, is unwell and will not be able to attend any Council meetings in the near future. Cllr Hart-Williams had offered apologies. It was <b>RESOLVED</b> to accept 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	<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>	None.  Cllr Green thanked Cllr Vint for his hard work as a County Councillor. Cllr Green reported on the situation with Totnes Leisure Centre and how the contract between Tadpool and SHDC has met with problem. He advised that everyone is working hard to resolve the matter and ensure the Leisure Centre stays open. Cllr Green advised that a Community Housing workshop will be taking place on 17 <sup>th</sup> May at Follaton House and all are invited. Also, a prior approval application has been submitted for Parkers Barn but there are issues over access.  Cllr Birch's written report was handed out but he advised that there had been further developments regarding the Leisure Centre since the report was written. Cllr Birch is now not hopeful for a resolution and Fusion plan to start the redundancy process tomorrow. They want a resolution by the 10 <sup>th</sup> otherwise they would start preparing for closure. Cllr Birch explained the background to the dispute and expressed concerns over the effect closure of the Leisure Centre would have on the town. He urged Councillors to make representation to SHDC and Fusion to encourage a resolution and the Town Clerk agreed to send an e-mail. Councillors then asked questions and discussed the Leisure

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		<p>Centre situation.</p> <p>Cllr Birch advised that the dates in his written report for St Mary's Partnership's consultation should say 8/9/10 June and 15/16/17 June. He invited Councillors to come to help with the consultation.</p> <p>Cllr Vint commented on the situation with the Leisure Centre. He advised that the Skate Park only has a few on-site items left to be completed and it is hoped that a fundraising group can be established to support the Skate Park in the future.</p> <p>Cllr Hodgson advised that as she has not yet been signed in as a County Councillor she does not have a report for this meeting.</p> <p>It was noted that there was no representative from the Police at the meeting to give a report. The Clerk will contact the Police to request a report at the next meeting. There are serious problems with graffiti around the town. The Clerk advised that the perpetrator in the recent spate was almost caught and Police have asked that the public ring 999 immediately, rather than 101, in future.</p>
4	<p>To approve and sign the Minutes of the following Meetings :</p> <ul style="list-style-type: none"> <li>a. Full Council 3<sup>rd</sup> April 2017</li> <li>b. Personnel Committee 6<sup>th</sup> April 2017 (Part 2 Confidential)</li> <li>c. Planning and Place Committee 6<sup>th</sup> April and 27<sup>th</sup> April 2017</li> <li>d. People Committee 13<sup>th</sup> April 2017</li> </ul>	<ul style="list-style-type: none"> <li>a. Item 7 – the Clerk asked for more members for the Planning Committee and Cllr Sermon volunteered to join the Committee. The minutes were agreed.</li> <li>b. Item 4 and Item 6 – recommendations agreed. The minutes were agreed.</li> <li>c. Cllr M Adams declared an interest on Item 4.4 of the 6<sup>th</sup> April minutes. Both minutes were agreed.</li> <li>d. Item 3 – Cllrs asked if there was budget available and the Clerk advised that there was a small surplus in the Community Projects budget. The recommendation was agreed.</li> </ul> <p>Items 4 &amp; 5 – concerns were raised that Borough Park needed to be developed for the whole town to use. Cllr Whitty confirmed that this has been discussed and that it needs to be included in the Neighbourhood Plan.</p> <p>Item 7 – Cllr Sweett gave a summary of what was possible using the electoral roll. The Clerk advised that there may be Data Protection limitations in using names from the electoral roll and it was <b>AGREED</b> the Clerk would investigate this further.</p> <p>Item 11 – Cllr Piper apologised for his absence at the meeting. He advised that he has had meetings on the subject and would like to take it forward.</p> <p>The minutes were agreed.</p>
5	To consider the revised settlement boundaries arising from the JLP	The Clerk advised that the Neighbourhood Plan Co-ordinator is supportive of the changes which will protect the town.
6	To consider recommendations from Working Groups on allocation of funds	The Clerk gave a written and verbal report to Councillors. She reminded Councillors that the Council can only commit funds for

	under the Community Projects budget in the current 17/18 financial year	<p>17/18 as a participatory budgeting process is being proposed for subsequent years.</p> <p>For the Tourism funding bid, the proposed part-time Tourist Information Officer will need to be based in the Museum or the Guildhall. After some discussion it was <b>RESOLVED</b> to agree the proposal and to approach the Museum to see if they can agree to the Officer being based there. If not then the Officer will be based in the Guildhall.</p> <p>For the Arts funding bid, the Clerk advised that the consultant can only be retained until 31<sup>st</sup> March 2018. The Clerk reported that the working group had discussed the option of a Christmas themed Youth Arts Project for the community based project. After some discussion the proposal was <b>RESOLVED</b> on the condition that a robust application process is put in place for allocating subsidies for hire of the Civic Hall.</p> <p>For the Heritage funding bid, Cllrs Westacott, M.Adams and Whitty declared an interest. After discussion it was <b>RESOLVED</b> to agree the funding, split into £4500 for staffing, £1300 for IT and then the remainder split into 3 payments over the course of the year, on submission of invoice in advance and to be authorised by the Heritage Working Group.</p> <p>It was <b>RESOLVED</b> to fund all three Community Projects as outlined in the circulated proposals.</p>
7	To confirm Councillors to propose and second the Mayor and Deputy May at 18 <sup>th</sup> May Mayoral Choosing ceremony	<p>It was <b>AGREED</b> that Cllr M Adams will propose and Cllr Hendriksen will second the proposal the appointment of Cllr R Adams as Mayor.</p> <p>It was <b>AGREED</b> that Cllr Vint would propose and Cllr Sweett would second the proposal to appoint Cllr Westacott as Deputy Mayor.</p> <p>It was <b>AGREED</b> that Cllr Sweett will propose the ratification of the Committee memberships.</p>
8	To consider amendments to the Civic/Mayoral expenditure Policy	<p>The Clerk explained the proposed changes to the Policy. The need to provide gifts at events was raised. The Clerk explained that this issue was discussed with the Internal Auditor and the advice was that the Council needs to ensure they use public money responsibly.</p> <p>Concerns were raised that it was embarrassing at the Vire reception to have only one small gift to give the visiting dignitaries. It was suggested that businesses in the town are asked to donate items for use as gifts for this event. The Clerk suggested the Destinations Manager could be involved in doing this.</p> <p>A discussion was also held about whether Mayors and previous Mayors are entitled to a Civic Funeral that is hosted in the Guildhall with the Council covering the venue hire and staff attendance costs. It was agreed that this has never been covered and the wording should be removed.</p>

		<p>The remaining proposed changes to the Policy were <b>AGREED</b> and the Policy would be further amended to include an allowance of up to £25 for awards at small award ceremonies, including the Vire event.</p> <p>It was <b>RESOLVED</b> to adopt the amended policy subject to the above changes.</p> <p>Cllr Whitty raised the issue that clothes cannot be bought out of the mayoral allowance. The Clerk advised that Internal Audit took place this week and the Auditor identified an issue around the need for the mayoral allowance spend to be fully evidenced and for all allowance payments to be declared to HMRC. Once the report has been received further information on this will be provided.</p>
9	To note the raising of the Rainbow Flag over the Civic Hall from Monday 28th August 2017 for a week to celebrate the Proud2Be event.	Agreed and noted.
10	<p>To elect the Personnel Committee councillors from 18<sup>th</sup> May 2017 as set out in the procedure below - nominations are</p> <ul style="list-style-type: none"> <li>• Cllr Rosie Adams (Mayor Elect) not included in the voting process</li> <li>• Cllr Judy Westacott</li> <li>• Cllr Margie Barker</li> <li>• Cllr Andy Simms</li> <li>• Cllr Marion Adams</li> <li>• Cllr Jacqi Hodgson</li> <li>• Cllr Tony Whitty</li> </ul> <p><b><i>Voting on appointments - Where more than 2 persons have been nominated for a position or positions to be filled by the Council, the appointment(s) will be determined using a transferable vote system. This process shall continue until a majority of votes is given in favour of one person or the places are filled where multiple positions are available. Any tie may be settled by the Chairman's casting vote.</i></b></p>	<p>Cllr Hodgson withdrew.</p> <p>A transferable voting process was carried out and the following Councillors were appointed:</p> <p>Cllr Westacott Cllr M Adams Cllr Barker Cllr Whitty</p>
11	To consider a proposal for a Participatory Budgeting process to engage the community in Town Council decisions.	<p>The Clerk gave a handout explaining the process.</p> <p>It was <b>AGREED</b> that a steering group would be set up. Volunteers for the group were asked to e-mail the Clerk.</p> <p>It was also <b>AGREED</b> to fund refreshments for the Town meeting.</p>
12	To note the March 2017 Tourism Marketing Report	Noted.
	The Council will be asked to <b>RESOLVE</b> to exclude the press and public "by reason of	

	<i>the confidential nature of the business" to be discussed and in accordance with the Public Bodies (Admission to Meetings) Act 1960.</i>	
13	To discuss and matters arising or recommendations from CONFIDENTIAL minutes (ONLY IF REQUIRED).	Not required.
14	To confirm the date of the next meeting as <b>Monday 5<sup>th</sup> June at 7pm</b> with a Paige Adams Trust meeting held directly beforehand at 6pm	This was noted. Cllr R Adams conveyed the thanks of the Council to Cllr Cohen for all her hard work as Mayor. The meeting ended at 8.25pm.

Christina Bewley  
Deputy Clerk

DRAFT





4c

**MINUTES OF THE PEOPLE COMMITTEE**  
**THURSDAY 11<sup>th</sup> MAY 2017 AT THE GUILDHALL OFFICES TOTNES**

**Present:** Cllr A Simms (Chair), Cllr M Elliot-Smith, Cllr J Sweett, and Cllr R Vint

**In Attendance:** Catherine Marlton (Town Clerk), Sara Halliday (Administration), and Public

**Apologies:** Cllr T Whitty, Cllr R Hendriksen, Cllr K Sermon

**Not present:** Cllr B Piper

No	Subject	Comments
1	To receive apologies and to confirm that any absence has the approval of the Council.	The apologies from Cllrs Hendriksen, Sermon and Whitty 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.	Laura Howe (resident of Totnes) expressed concern about the level of homelessness and begging in the town, and presented a paper setting out the services available. The Committee thanked Ms Howe for her work and it was <b>AGREED</b> that she should share her findings with Caring Town Information Exchange.
	<i>The Committee will reconvene to consider the following items:</i>	
2	To deal with any matters arising from 13 <sup>th</sup> April 2017.	Minutes agreed.  Item 3 – Agreed by Full Council.  Item 6 – Agreed by Full Council. It was <b>AGREED</b> that TCC should request a copy of the DCC letter to inform the TTC letter.
3	Review of the Caring Town service.	The Town Clerk gave an update on the work of Caring Town which is funded until the end of June 2017 and is assisting 5-6 people a day on average. The Caring Town Information Exchange also has training initiatives which community groups and TTC staff can benefit from. It was agreed to <b>RECOMMEND</b> to Full Council that funding is continued for a further 12 months.
4	To consider the siting of the Devon Air Ambulance within the Town and the implications for the Town Council.	Toby Russell from the Devon Air Ambulance Trust updated on the potential landing sites in Totnes and Bridgetown. The Borough Park option appears to be the best option and DAAT suggested that this proposal is advanced to get one site in the town, whilst a Bridgetown option is explored in more detail. It was agreed to <b>RECOMMEND</b> to Full Council support for the Borough Park option. If agreed, further information on planning permission and public engagement would be required.
5	Emergency/Severe Weather Plan policy review.	Cllr Vint updated on the cold weather plan and suggested dividing the town into units with a designated snow warden. It was <b>AGREED</b> that information on emergency lighting options in the Civic Hall is required and clarification about key holding arrangements.
6	To consider a Community Engagement Plan.	To be carried forward to the next meeting.
7	To consider the input of the Link Councillors whose relevant responsibilities would come under the remit of	It was <b>AGREED</b> to: review Cllr's links at the next meeting, following the new committee memberships after 18 <sup>th</sup> May 2017; to stress the importance of the link councillor role; and to encourage groups to give 10 minute presentations to future People Committee meetings.

	the Committee.	
8	NP and OSSR&WB Policy review.	To be carried forward to the next meeting.
9	Update on 18 <sup>th</sup> Birthday cards to young people within the town and to consider the proposal to offer the Guildhall for the politics students to hold debates sponsored by the TC.	Cllr Sweet updated on the potential number of young people turning 18 a year based on Electoral Roll records, and ideas from printers for designs for a card. TTC Administration advised that an email has been sent to the Information Commissioner's Office to ensure that information is being used in accordance with the Data Protection Act. It was <b>AGREED</b> to bring this item to the next meeting following receipt of ICO advice.
10	To note an increase in places at Bidwell Brook School, Dartington.	Noted.
11	To note the change in grounds maintenance arrangements for the 'China Blue' sponsored roundabout.	Cllr Simms <b>AGREED</b> to speak to China Blue about the implications.
12	To diary the date of the next meeting.	Thursday 8 <sup>th</sup> June at 9.45am

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## Totnes Town Council

*Internal Audit Report: Final update 2016-17*

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*Stuart J Pollard*

*Auditing Solutions Ltd*

## **Background**

All town and parish councils are required by statute to make arrangements for an independent internal audit examination of their accounting records and system of internal control and for the conclusions to be reported each year in the Annual Return. We at Auditing Solutions Ltd were approached by the Clerk requesting assistance for 2015-16 following the untimely hospitalisation of the Council's existing internal audit service provider. We have subsequently been appointed for 2016-17, also as Independent Examiner to the Sidney Paige Adams Bequest Charity for 2015-16 and beyond.

## **Internal Audit Approach**

In conducting our review of the Council's accounts and governance controls for 2016-17, we have had due regard to the materiality of transactions and their susceptibility to potential misrecording or misrepresentation in the year-end Statement of Accounts / Annual Return. Our programme of cover, as applied to all clients, is designed to afford appropriate assurance that the Council's financial systems are robust and operate in a manner to ensure effective probity of transactions and to afford a reasonable probability of identifying any material errors or possible abuse of the Council's own and the national statutory regulatory framework. The programme is also designed to facilitate our completion of the 'Internal Audit Report' in the Council's Annual Return, which requires independent assurance over a number of internal control objectives.

We have also examined the financial records relating to the Paige Adams Bequest Charity for 2015-16 and 2016-17 during the course of our visits to the Council this year and duly "signed-off" the Independent Examiners' Certificates for both years with no issues arising (see separate report).

## **Overall Conclusion**

Detail of the work undertaken on the Council's accounting and other records is set out in the following detailed report, together with those issues arising with recommendations further summarised in the appended Action Plan. We are pleased to conclude that, in the areas examined this year, the Council's officers have maintained generally adequate and effective internal control arrangements. We have checked and are pleased to acknowledge the progress made to address issues identified in our previous 2015-16 and interim 2016-17 reports, although one or two, understandably, remain to be actioned following the departure of the former Clerk and the Finance / Planning Officer (FPO). These are set out in the attached detailed report in order that they are not overlooked and are addressed appropriately in the fullness of time.

We take this opportunity to again thank the above staff and their replacements for the clear manner in which documents are filed and have been presented for our examination.

We have, consequently, signed off the Internal Audit Report in the year's Annual Return assigning positive assurances in each relevant area, apart from that in relation to financial and other risk assessments, which have not been subjected to further detailed review and formal re-adoption by the Council in the financial year contrary to the requirements of the Governance and Accountability Manual.

## Detailed Report

### Maintenance of Accounting Records & Bank Reconciliations

Our objective here is to ensure that the accounting records are being maintained accurately and currently and that no anomalous entries appear in the cashbooks as prepared. We note that the RBS Rialtas Omega software continues in use to record the Council's financial transactions. Two bank accounts are in use with HSBC recorded in separate cashbooks, one relating to Town Council transactions, the second to the former TIC. A further cashbook is in use to record petty cash transactions.

In order to assess the adequacy, accuracy and appropriateness of transactions for 2016-17, we have:

- Agreed the opening cashbook balances for 2016-17 with those in the 2015-16 certified Annual Return;
- Ensured that the accounts remain "in balance" at the financial year-end;
- Examined and verified three months' transactions as recorded on the current account cashbook (April and September 2016, plus March 2017) by reference to supporting bank statements;
- Verified, due to their low volume, the full year's transactions on the former TIC account;
- Verified the accuracy of bank reconciliations on each account at the end of each of the same three months, noting that detail is presented to members periodically in line with the requirements of the Governance and Accountability Manual; and
- Examined the controls in place over the raising and cross-checking of financial journals raised on the accounting software.

We discussed the IT back-up arrangements with the Town Clerk at our 2015-16 visit and considered them sound apart from noting that no attempt had been made to ensure that the backed-up data was sound and could be restored: we now note that this has been tested and found satisfactory.

#### *Conclusions*

*We are pleased to record that no issues of concern have been identified in this area from examination of the controls in place and testing completed.*

### Review of Corporate Governance

Our objective here is to ensure that the Council has a robust regulatory framework in place that Council and Committee meetings are conducted in accordance with the adopted Standing Orders and that, as far as we are able to ascertain, no actions of a potentially unlawful nature have been or are being considered for implementation. We also aim to ensure that appropriate policies, procedures and protocols are in place to prevent and provide a reasonable assurance of the detection of any fraudulent or corrupt activity.

We have continued our review of the Council's and Standing Committees' minutes for the financial year and to date in 2017-18 examining them to identify whether or not any issues exist that may

have an adverse effect, through litigation or other causes, on the Council's future financial stability and are pleased to record that no such concerns have been identified.

We were pleased to note in our 2015-16 report that the Council had adopted both Standing Orders (SOs) and Financial Regulations (FRs) based on NALC model documents, although the FRs appeared to be based on a pre-2014 version in certain respects. We were, however, pleased to note that the more recently adopted edition of the FRs (March 2016), reflected the changes in EU legislation effective from April 2015 relating to the legal requirement to formally advertise any contracts with a total value in excess of £25,000 in the Government's Contract Finder website. However, unlike the latest NALC model document (published in January 2016), which indicates a formal value for tender action of £25,000, the FRs identify a value of £75,000 (Paragraph 11 (b)), whilst the SOs (Para 29(b)) record a value of £60,000. We consider that the tender limit should be consistently identified in both documents and set at the standardised value of £25,000 in line with the above revised procurement requirements.

We also noted one or two other inconsistencies in the document (e.g. reference to a Finance & General Purposes Committee) and suggested to the former TC that a further review should be undertaken bringing the FRs and SOs into line with the latest NALC model documents and provided the former TC with a soft copy of the latest FRs in order to assist the process. Unfortunately, we do not have a copy of the latest model SOs and suggest that SLCC or NALC be approached to obtain a copy.

We understand that the new Deputy Clerk is currently working on appropriate revisions to the SOs and FRs aiming to bring them into line with actual working practice at the Council, whilst paying due heed to the above legislative requirements and reducing the value at which formal tender action is required accordingly.

Last year, we also discussed the governance arrangements in relation to succession management, suggesting that formalised and detailed financial procedures should be developed. We are pleased to acknowledge the positive progress in this respect and have thanked the FPO accordingly.

### ***Conclusions and recommendation***

***We are pleased to record that no significant issues arise in this area of review, other than the need to ensure a consistent value for tender action is recorded in both the FRs and SOs ideally bringing both documents into line with the extant procurement guidelines, together with incorporating detail set out in the latest NALC model FRs in relation to use of internet banking facilities and the need to ensure appropriate controls remain in place.***

***R1. In order to ensure that the Council's governance framework is in line with regulatory requirements, as regards tendering and use of internet banking facilities, the existing Standing Orders and Financial Regulations should be reviewed in the light of the latest NALC model documents and changes in EU legislation and be updated and re-adopted accordingly. A review of these documents is in hand currently: both will be presented to the Council for formal approval and adoption in the near future.***

## **Review of Expenditure**

Our aim here is to ensure that: -

- Council resources are released in accordance with the Council's approved procedures and budgets;
- Payments are supported by appropriate documentation, either in the form of an original trade invoice or other appropriate form of document confirming the payment as due and/or an acknowledgement of receipt, where no other form of invoice is available;
- All discounts due on goods and services supplied are identified and appropriate action taken to secure the discount;
- The correct expense codes have been applied to invoices when processed; and
- VAT has been appropriately identified and coded to the control account for periodic recovery.

We discussed the process of approving payments and their release with the FPO at our interim visit and considered the controls in place appropriate and effective, with members clearly indicating their approval of payments both on the invoices themselves and on a covering schedule generated by the accounting software. We are also pleased to note that, following our previous report recommendation, an appropriately designed rubber certification stamp has been acquired and is now in routine use.

In order to confirm the effectiveness of the control and governance arrangements over payments, we have examined a sample of 64 payments in the financial year totalling £181,200 and equating to 57% of the total value of non-pay related payments processed in the year with all the above criteria met.

We note that VAT reclaims continue to be prepared and submitted to HMRC quarterly and have verified the content of the four reclaims for the year by reference to the control account in the accounting software.

### **Conclusions**

*We are pleased to record that no matters of concern have been identified in this area as a result of testing undertaken.*

## **Assessment and Management of Risk**

Our aim here is to ensure that the Council has put in place appropriate arrangements to identify all potential areas of risk of both a financial and health and safety nature, whilst also ensuring that appropriate arrangements exist to monitor and manage those risks in order to minimise the opportunity for their coming to fruition.

We have examined the Council's current year insurance policy schedule, renewed after due deliberation, with Aviva to ensure that appropriate cover is in place, noting that "Employer's" and "Public Liability" cover both stand at £10 million, together with "Fidelity Guarantee" (FG) cover at £393,000 and "Business Interruption – Loss of Gross Rental Income" at £140,000. We acknowledge the increase in FG cover in line with our 2015-16 recommendation and are pleased to record that no issues arise in this area this year.

We were pleased to note in last year's report that an appropriate risk register was in place, which was reviewed and re-adopted formally by the Council during the course of that financial year:

however, we have seen no evidence that a further review has been undertaken during 2016-17 other than the work undertaken by the former TC using the LCRS software prior to her resignation, which has consequently not been finalised or presented to Council for formal adoption.

### ***Conclusions and recommendation***

*Due to the absence of any formally completed review and re-adoption of the previous risk assessments or the LCRS software in the year, we have had to record a negative response in relation to this aspect of the Internal Audit Report in the year's Annual Return, although we acknowledge that the oversight has occurred as a result of the staff changes towards the end of the financial year.*

*R2. The Council must ensure that formal risk assessment, ideally using the LCRS software, are completed and formally adopted at least once annually in accordance with the requirements of the Governance and Accountability Manual.*

## **Precept Determination and Budgetary Control**

We aim in this area to ensure that the Council has sound procedures in place for determining its annual budgetary and precept requirements, together with sound monitoring procedures to highlight any potential overspending as soon as it may become apparent. We note that, following due deliberation, the Council approved and adopted a precept for 2017-18 of £344,527 (a 10% increase over the 2016-17 precept), plus the Tax Support Grant of £24,658 totalling £369,186.

We noted at our interim visit that both tranches of the year's precept and Council Tax Support Grant (CTSG) had been received, although examination of the Omega financial ledger indicated that the CTSG was coded as part of the year's precept: we are pleased to note that, following discussion with the then FPO, an appropriate journal adjustment was processed.

We have examined the year-end budget outturn seeking and obtaining appropriate explanations for the few significant variances existing with no further action or comment required.

Finally, in this area, we have considered the ongoing appropriateness of the level of retained reserves noting that in total they have increased to £291,170 from £280,829 as at 31<sup>st</sup> March 2016 with the General Reserve balance increasing to £270,447 from £260,100, leaving earmarked reserves totalling £20,723. The General Reserve equates to 8½ months' revenue spending at the 2016-17 level which is marginally higher than the generally recognised CiPFA guideline of between three and six months. We also note that the earmarked reserves appear to have not been reviewed to consider the ongoing need to retain them at the above level or indeed to create additional reserves.

### ***Conclusions and recommendation***

*We are pleased to record that no significant issues arise in this area this year, although we suggest that members should, as part of the annual budgeting process, consider the ongoing requirement for each earmarked reserve or establishing additional reserves with conclusions formally minuted.*



- R3. Members should, at least annually, review the need to retain earmarked reserves at the same level determining whether or not additional funds should be transferred to or from them or new reserves be created.*

## **Review of Income**

The Council receives income primarily by way of the annual precept and Support Grant (as above), together with burial and associated fees, Guildhall admission and hire charges, rents arising from the letting of Council owned properties, TIC income (although this ceased in September 2016 with the closure of the TIC), plus that arising from a number of other relatively minor miscellaneous sources.

We discussed the controls in place over the recovery of income for a selection of these sources with the former TC and FPO, examining in detail the burial register and fees arising from memorials for the financial year to 31<sup>st</sup> October 2016, again ensuring that the legally required documentation (e.g. Burial and Cremation certificates) was held and that appropriate fees had been levied and recovered within an appropriate time frame.

We have also considered the recovery of income arising from the letting of Council properties, noting that each month's income due for the current year has been received and recorded accordingly in the appropriate nominal account codes.

We also note that, in accordance with the requirements of the Council's FRs, cemetery and associated fees and charges were reviewed during the previous financial year with a 5% increase approved for implementation from 1<sup>st</sup> April 2016.

We have examined the Omega detailed transaction reports for the financial year for each income head ensuring that appropriate entries appear in each and that no significant miscodings have occurred, also ensuring that, as far as we may reasonably be expected to determine, all income due to the Council has been received and accounted for appropriately.

As identified in last year's report, we noted at our interim visit that cash income, arising primarily from the Guildhall, was being held in with the petty cash account funds, noting that a significant sum of cash plus cheque income was held at the time of our interim visit. Whilst we acknowledge the difficulties arising from closure of the Council's HSBC bank in Totnes, good accounting practice and, as specified in the Council's own FRs (Paras 6.4(b) and 9.5), all income received should be banked intact. We also noted the winter closure of the Guildhall, which significantly reduced the level of cash income received.

We discussed potential alternative arrangements with the former TC and FPO at the time of our interim visit and are pleased to note that a company debit card has been acquired and is being used for relevant purchases and also for the withdrawal of cash to "top-up" the petty cash account.

Finally, in this area, we have updated our year-on-year analysis of income across the various nominal account headings, detail of which will be applied when considering our approach to the review of income next year.

## ***Conclusions and recommendation***

*We are pleased to record that, apart from the retention of cash income at the Council offices identified at our interim visit, no further significant issues have been identified in this review area.*

*R4. Urgent action should be taken to ensure compliance with the Council's Financial Regulations with cash (and cheque) income banked intact and at regular intervals: we commend the use of a bank debit or similar card to facilitate appropriate action in this respect. Appropriate action has been taken to address this with income received now being banked intact.*

## **Petty Cash Account**

We are required, as part of the Annual Return Internal Audit Certificate, to review and verify the soundness of controls over the operation of the Council's petty cash account. Consequently, we have examined a sample of three months' transactions (August to October 2016) on the account ensuring that: -

- each payment is supported by an appropriate trade invoice or till receipt; and
- any VAT incurred is identified and coded to the VAT control account for subsequent recovery.

We note that a separate cashbook is maintained in the Omega accounting software, together with a hand-written petty cash account book. In addition to checking a sample of payments, we also verified the physical cash held to the underlying records at the time of our interim visit (i.e. 31<sup>st</sup> October 2016) noting, as indicated above, the use of cash income to effectively "top-up" the petty cash account.

In examining the transactions, as recorded, we noted that several were for fairly significant sums and understood that this arose as the Council had no credit or debit card available to meet such expenses. We also understood that officers had, on occasions, to use their own credit cards in order to ensure that the Council benefits from the best available prices where purchases are made through the internet, etc. We would normally not expect to see individual "petty" cash payments exceeding £20 or £25 as a maximum and again discussed with the former TC and FPO at the time of our interim visit suggesting the advisability of acquiring a debit (or credit) card in order to meet any future expensive acquisitions or services. We have also suggested that the petty cash account be operated on an "imprest" basis with a fixed balance: any expenditure should then be reimbursed periodically to bring the balance back to the agreed "imprest" level, although the closure of the Council's bank in the town has effectively removed that opportunity with only round sums able to be drawn from the "hole in the wall" cash machines..

## **Conclusions and recommendation**

*Apart from the issues referred to in the previous section of this report in relation to the "topping-up" of the account with cash income, we indicated in our interim report, as discussed with the former TC and FPO, that consideration should be given to the acquisition of a debit or credit card to avoid the use of the petty cash account or officers personal credit cards to make purchases on behalf of the Council: we are pleased to note that an appropriate card has been acquired and, having reviewed the controls put in place by the new Deputy Clerk, consider them very sound.*

- R5. Members should give urgent consideration and approval to the acquisition of an appropriate debit or credit card to assist in the banking of cash income and also to defray the cost of any significant purchases. A debit card has been acquired with appropriate controls put in place over the authorisation of any expenditure by this means.*
- R6. The petty cash account should be operated in an "imprest" basis with the account "topped-up" as and when required to return the cash float to the agreed "imprest" holding level. Due to the absence of a High St bank this has not proved practicable, as only round sum withdrawals can be made from cash machines.*

## **Salaries and Wages**

In examining the Council's payroll function, we aim to confirm that salary payments are in line with the Council approved pay rates and that extant legislation is being appropriately observed as regards adherence to the requirements of HM Revenue and Customs (HMRC) legislation in relation to the deduction and payment over of income tax and NI contributions. The Council currently (October 2016) employs six members of staff: consequently, we have reviewed the monthly gross salary paid to each in October 2016 ensuring that detail corresponds to the Council agreed salary rates and, where applicable, records supporting any additional hours payable or adjustments to basic salary.

We have also checked the basis of pension contribution deductions for the three administrative staff contributing to the LG Pension Scheme noting that the Deputy Clerk's overtime of 6 hours paid with the October 2016 salary were not included in calculating the pension contribution due resulting in an under-deduction of the contribution for the month, with resultant over-payment of income tax, as pension contributions are exempt from tax. Consequently, we have examined the preceding six months' detail of the overtime payments made to the all staff, noting that the Deputy TC's payments include 31 hours in June and 8 in July, also noting 2 hours overtime paid in September to the FPO.

We also noted at our interim visit that salaries in October 2016 were still being paid at the 2015-16 level without uplift to reflect the national pay award applicable from 1<sup>st</sup> April 2016, also noting that the Personnel Committee approved the increase at their recent meeting, which was ratified at the next full Council meeting with amended salaries being paid at the correct rates for the the year.

Following the significant changes in senior staff since our interim visit, we have ensured that appropriate employment contracts are in place for the newly appointed Town and Deputy Town Clerks. We have also reviewed their salary payments made in March 2017, ensuring that the appropriate contracted pay rates have been applied since taking up their now substantive roles.

Finally, in this area, we note that several councillors are in receipt of a councillor's allowance: whilst we have no specific concerns in this respect, we remind members that such payments are regarded by HMRC as "benefits in kind" and subject to income tax: as these allowances are paid gross to councillors currently, should they not be declaring them as earnings on their annual tax returns, the Council could potentially be at risk of not ensuring that any tax liability is observed.

Several of our clients pay these allowances through their payroll with any tax liability duly identified and paid over to HMRC accordingly.

## **Conclusions and recommendation**

*As indicated above, we identified an error of omission at the time of our interim visit with regard to the non-inclusion of overtime hours as a pensionable emolument: we provided the former FPO with appropriate detail suggesting that she contact the payroll software provider to determine the best way of correcting the errors in the current year, whilst also ensuring that any such overtime payments are included in the pension calculations in future months.*

*With regard to the potential tax liability of individual councillors in relation to their annual allowance, we suggest that each recipient be asked to provide formal confirmation of the declaration of the earnings to HMRC in order to avoid any potential liability on the Council.*

*R7. The under-deductions of pension contributions in respect of overtime should be corrected in the current financial year with the software also amended to ensure that in future months any such overtime is included in the pension deduction calculations. Appropriate amendments have been made in this respect and the correct principles are now being applied.*

## **Fixed Asset Register**

The aforementioned G&AM requires all councils to maintain a record of all assets owned. We are again pleased to note the existence and maintenance of an appropriate register, with detail of the Council's asset stock being recorded. We note that, following closure of the TIC, assets have been transferred to the Guildhall and Council offices: we also note the addition of solar panels that were acquired previously, but had been overlooked in prior years' versions of the asset register. We have, consequently, agreed the value as recorded in the updated register as far as we are practicably able to, also ensuring its disclosure appropriately in the year's Annual Return.

A number of our clients have also developed photographic registers of their assets, which has proved of assistance in progressing any insurance claims where assets have either been stolen or vandalised. We consider this a further example of best practice and commend it to the Council for future consideration.

### ***Conclusions and recommendation***

*No matters of concern have been identified in this area this year, although as indicated above, we suggest that consideration be given to the development of a photographic record of street furniture, etc.*

*R8. Consideration should be given to the development of a photographic register of the Council's asset stock in order to assist in the smooth progression of any insurance claim that may arise as a result of theft or damage to the property.*

## **Investments and Loans**

The Council has no funds in investments, nor does it hold any significant funds in interest earning deposits, the majority of funds being held in the HSBC current account: we appreciate that in the present economic climate, there is limited potential to earn interest on Council funds. Notwithstanding that, the Council has a duty to both protect its available resources (the Government Bank Compensation Scheme will only underwrite up to £75,000 held in one bank), but to also maximise its interest earning potential.

A single loan received from PWLB remains in place with repayments made at half-yearly intervals. We have, as part of our above expenditure review test sample, agreed the two repayments made in 2016-17 by reference to the PWLB repayment demands, also ensuring the accurate disclosure of the residual year-end loan liability in the annual Return, the value of which we have verified by reference to the UK Debt Agency website.

### ***Conclusions and recommendation***

*No significant matters have been identified in this area at present, although we consider that the Council should both consider diversification of its banking arrangements to ensure that public funds are not exposed to risk through a bank “failing”, whilst also seeking to maximise potential interest earning opportunities.*

*R9. The Council should ensure that appropriate security is afforded to the public funds it manages, whilst also endeavouring to maximise interest earning potential on the surplus funds held.*

## **Statement of Accounts and Annual Return**

As part of our review process, we have again examined the Council’s procedures in relation to the identification of detail for inclusion in Section 2 of the Return, which is generated automatically by the Omega accounting software. We have, consequently, checked the accuracy of detail to be recorded in the year’s Return, again noting at our interim visit that external contract cleaning and caretaking costs at the Guildhall on Code 3101 (undertaken by Devon Commercial Cleaning) and Civic Hall on Code 3201 (undertaken by Totnes TV & Electrical) were still linked to Box 4 as a “Staff cost”. We drew attention to this misanalysis in last year’s report and reminded the former TC & FPO that, as this work is undertaken by external contractors who are not actual employees of the Council, the associated costs on these two codes should be amended and linked to Part 2, Box 6 on the Annual Return as “Other Costs” rather than to Box 4 – “Staff costs”.

We also again note that nominal account code 3115 (Staff and Volunteer costs) includes a number of small value transactions that are not staff employment related. These costs should be transferred by journal adjustment from a “staff cost” code to a suitable and more appropriate “miscellaneous expenses” code linked to Box 6 on the Annual Return.

### ***Conclusions and recommendation***

*The above identified amendments to the nominal ledger linking to the Annual Return were appropriately made in advance of the year-end Account’s closedown.*

*On the basis of the generally satisfactory conclusions drawn from our programme of work for the year we have duly signed off the Internal Audit Report in the 2016-17 Annual Return assigning positive assurances in each relevant area, with the exception of that relating to risk assessments where, as indicated earlier in this report we have seen no evidence of any formal review or re-adoption of the extant registers during the financial year.*

*R10. Appropriate adjustments should be made to the analysis of non-pay related expenditure on codes 3101, 3201 & 3115 to ensure that only true costs of staff employment are reported at Box 4 of the current and future year’s annual Returns. Appropriate adjustments to the*

*Annual Return links in the Omega software have been made correcting this mis-analysis of expenditure.*

Rec. No	Recommendation	Priority	Response
<b>Review of Corporate Governance</b>			
R1	In order to ensure that the Council's governance framework is in line with regulatory requirements, as regards tendering and use of internet banking facilities, the existing Standing Orders and Financial Regulations should be reviewed in the light of the latest NALC model documents and changes in EU legislation and be updated and re-adopted accordingly.	Medium	<i>A review of these documents is in hand currently: both will be presented to the Council for formal approval and adoption in the near future.</i>
<b>Assessment and Management of Risk</b>			
R2	The Council must ensure that formal risk assessments, ideally using the LCRS software, are completed and formally adopted at least once annually in accordance with the requirements of the Governance and Accountability Manual.	High	
<b>Budgetary Control and Reserves</b>			
R3	Members should at least annually review the need to retain earmarked reserves at the same level determining whether or not additional funds should be transferred to or from them or new reserves be created.	Low	
<b>Review of Income</b>			
R4	Urgent action should be taken to ensure compliance with the Council's Financial Regulations with cash (and cheque) income banked intact and at regular intervals: we commend the use of a bank debit or similar card to facilitate appropriate action in this respect.	N/a	<i>Appropriate action has been taken to address this with income received now being banked intact.</i>
<b>Petty Cash Account</b>			
R5	Members should give urgent consideration and approval to the acquisition of an appropriate debit or credit card to assist in the banking of cash income and also to defray the cost of any significant purchases.	N/a	<i>A debit card has been acquired with appropriate controls put in place over the authorisation of any expenditure by this means.</i>
R6	The petty cash account should be operated in an "imprest" basis with the account "topped-up" as and when required to return the cash float to the agreed "imprest" holding level.	N/a	<i>Due to the absence of a High St bank this has not proved practicable, as only round sum withdrawals can be made from cash machines.</i>

Rec. No	Recommendation	Priority	Response
<b>Review of Salaries and Wages</b>			
R7	The under-deductions of pension contributions in respect of overtime should be corrected in the current financial year with the software also amended to ensure that in future months any such overtime is included in the pension deduction calculations.	N/a	<i>Appropriate amendments have been made in this respect and the correct principles are now being applied.</i>
<b>Fixed Asset Registers</b>			
R8	Consideration should be given to the development of a photographic register of the Council's asset stock in order to assist in the smooth progression of any insurance claim that may arise as a result of theft or damage to the property.	Low	
<b>Investments and Loans</b>			
R9	The Council should ensure that appropriate security is afforded to the public funds it manages, whilst also endeavouring to maximise interest earning potential on the surplus funds held.	High	
<b>Statement of Accounts and Annual Return</b>			
R10	Appropriate adjustments should be made to the analysis of non-pay related expenditure on codes 3101, 3201 & 3115 to ensure that only true costs of staff employment are reported at Box 4 of the current and future year's annual Returns.	N/a	<i>Appropriate adjustments to the Annual Return links in the Omega software have been made correcting this mis-analysis of expenditure.</i>

#### Key to priority ratings

##### High:

Indicates that the Council is either in breach of statutory regulations or guidance, or that there is a potential risk to the security of its resources. *Urgent action is required to address the issues or, as a minimum, consider the risks to the Council.*

##### Medium:

Indicates that action is required in the near future to ensure that the Council does not disregard relevant legislation or be considering actions that may result in the loss or misuse of public funds. *Action is not urgent, but should be considered as part of the Council's approach to governance.*

##### Low:

Indicates that the Council should consider its position and aim to observe best practice in managing resources. *This is again not an area for urgent action, but requires longer-term consideration.*

##### N/a:

Indicates that action has already been taken to address previously raised issues.



Rec. No	Recommendation	Priority	Response
<b>Review of Corporate Governance</b>			
R1	In order to ensure that the Council's governance framework is in line with regulatory requirements, as regards tendering and use of internet banking facilities, the existing Standing Orders and Financial Regulations should be reviewed in the light of the latest NALC model documents and changes in EU legislation and be updated and re-adopted accordingly.	Medium	<i>A review of these documents is in hand currently: both will be presented to the Council for formal approval and adoption in the near future.</i>
<b>Assessment and Management of Risk</b>			
R2	The Council must ensure that formal risk assessments, ideally using the LCRS software, are completed and formally adopted at least once annually in accordance with the requirements of the Governance and Accountability Manual.	High	Agreed. This will be actioned.
<b>Budgetary Control and Reserves</b>			
R3	Members should at least annually review the need to retain earmarked reserves at the same level determining whether or not additional funds should be transferred to or from them or new reserves be created.	Low	Agreed. This will be carried out as part of the budget 18/19 setting process.
<b>Review of Income</b>			
R4	Urgent action should be taken to ensure compliance with the Council's Financial Regulations with cash (and cheque) income banked intact and at regular intervals: we commend the use of a bank debit or similar card to facilitate appropriate action in this respect.	N/a	<i>Appropriate action has been taken to address this with income received now being banked intact.</i>
<b>Petty Cash Account</b>			
R5	Members should give urgent consideration and approval to the acquisition of an appropriate debit or credit card to assist in the banking of cash income and also to defray the cost of any significant purchases.	N/a	<i>A debit card has been acquired with appropriate controls put in place over the authorisation of any expenditure by this means.</i>
R6	The petty cash account should be operated in an "imprest" basis with the account "topped-up" as and when required to return the cash float to the agreed "imprest" holding level.	N/a	<i>Due to the absence of a High St bank this has not proved practicable, as only round sum withdrawals can be made from cash machines.</i>

Rec.	Recommendation	Priority	Response
------	----------------	----------	----------

No		
Review of Salaries and Wages		
R7	The under-deductions of pension contributions in respect of overtime should be corrected in the current financial year with the software also amended to ensure that in future months any such overtime is included in the pension deduction calculations.	N/a
Fixed Asset Registers		
R8	Consideration should be given to the development of a photographic register of the Council's asset stock in order to assist in the smooth progression of any insurance claim that may arise as a result of theft or damage to the property.	Low
Investments and Loans		
R9	The Council should ensure that appropriate security is afforded to the public funds it manages, whilst also endeavouring to maximise interest earning potential on the surplus funds held.	High
Statement of Accounts and Annual Return		
R10	Appropriate adjustments should be made to the analysis of non-pay related expenditure on codes 3101, 3201 & 3115 to ensure that only true costs of staff employment are reported at Box 4 of the current and future year's annual Returns.	N/a
		<i>Appropriate adjustments to the Annual Return links in the Omega software have been made correcting this mis-analysis of expenditure.</i>

# Annual internal audit report 2016/17 to

Enter name of  
smaller authority here:

TOTNES TOWNS COUNCIL

This smaller authority's internal audit, acting independently and on the basis of an assessment of risk, carried out a selective assessment of compliance with relevant procedures and controls expected to be in operation during the financial year ended 31 March 2017.

Internal audit has been carried out in accordance with this smaller authority's needs and planned coverage. On the basis of the findings in the areas examined, the internal audit conclusions are summarised in this table. Set out below are the objectives of internal control and alongside are the internal audit conclusions on whether, in all significant respects, the control objectives were being achieved throughout the financial year to a standard adequate to meet the needs of this smaller authority.

Internal control objective	Agreed? Please choose only one of the following		
	Yes	No	Not covered*
A. Appropriate accounting records have been kept properly throughout the year.	✓		
B. This smaller authority met its financial regulations, payments were supported by invoices, all expenditure was approved and VAT was appropriately accounted for.	✓		
C. This smaller authority assessed the significant risks to achieving its objectives and reviewed the adequacy of arrangements to manage these.		✓	See IA Report
D. The precept or rates requirement resulted from an adequate budgetary process; progress against the budget was regularly monitored; and reserves were appropriate.	✓		
E. Expected income was fully received, based on correct prices, properly recorded and promptly banked; and VAT was appropriately accounted for.	✓		
F. Petty cash payments were properly supported by receipts, all petty cash expenditure was approved and VAT appropriately accounted for.	✓		See IA Report
G. Salaries to employees and allowances to members were paid in accordance with this smaller authority's approvals, and PAYE and NI requirements were properly applied.	✓		
H. Asset and investments registers were complete and accurate and properly maintained.	✓		
I. Periodic and year-end bank account reconciliations were properly carried out.	✓		
J. Accounting statements prepared during the year were prepared on the correct accounting basis (receipts and payments or income and expenditure), agreed to the cash book, supported by an adequate audit trail from underlying records and where appropriate debtors and creditors were properly recorded.	✓		

K. (For local councils only)	Yes	No	Not applicable
Trust funds (including charitable) – The council met its responsibilities as a trustee.			✓

For any other risk areas identified by this smaller authority adequate controls existed (list any other risk areas below or on separate sheets if needed)

Name of person who carried out the internal audit

SI Pollard for Auditing Solutions Ltd

Signature of person who carried out the internal audit

*[Signature]*

Date

9/5/2017

\*If the response is 'no' please state the implications and action being taken to address any weakness in control identified (add separate sheets if needed).

\*\*Note: If the response is 'not covered' please state when the most recent internal audit work was done in this area and when it is next planned, or, if coverage is not required, internal audit must explain why not (add separate sheets if needed).



## Section 1 – Annual governance statement 2016/17

We acknowledge as the members of:

Enter name of  
smaller authority here:

TOTNES TOWN COUNCIL

our responsibility for ensuring that there is a sound system of internal control, including the preparation of the accounting statements. We confirm, to the best of our knowledge and belief, with respect to the accounting statements for the year ended 31 March 2017, that:

	Agreed		'Yes' means that this smaller authority:	
	Yes	No*		
1. We have put in place arrangements for effective financial management during the year, and for the preparation of the accounting statements.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	prepared its accounting statements in accordance with the Accounts and Audit Regulations.	
2. We maintained an adequate system of internal control, including measures designed to prevent and detect fraud and corruption and reviewed its effectiveness.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	made proper arrangements and accepted responsibility for safeguarding the public money and resources in its charge.	
3. We took all reasonable steps to assure ourselves that there are no matters of actual or potential non-compliance with laws, regulations and proper practices that could have a significant financial effect on the ability of this smaller authority to conduct its business or on its finances.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	has only done what it has the legal power to do and has complied with proper practices in doing so.	
4. We provided proper opportunity during the year for the exercise of electors' rights in accordance with the requirements of the Accounts and Audit Regulations.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	during the year gave all persons interested the opportunity to inspect and ask questions about this authority's accounts.	
5. We carried out an assessment of the risks facing this smaller authority and took appropriate steps to manage those risks, including the introduction of internal controls and/or external insurance cover where required.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	considered the financial and other risks it faces and has dealt with them properly.	
6. We maintained throughout the year an adequate and effective system of internal audit of the accounting records and control systems.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	arranged for a competent person, independent of the financial controls and procedures, to give an objective view on whether internal controls meet the needs of this smaller authority.	
7. We took appropriate action on all matters raised in reports from internal and external audit.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	responded to matters brought to its attention by internal and external audit.	
8. We considered whether any litigation, liabilities or commitments, events or transactions, occurring either during or after the year-end, have a financial impact on this smaller authority and, where appropriate have included them in the accounting statements.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	disclosed everything it should have about its business activity during the year including events taking place after the year-end if relevant.	
9. (For local councils only) Trust funds including charitable. In our capacity as the sole managing trustee we discharged our accountability responsibilities for the fund(s)/assets, including financial reporting and, if required, independent examination or audit.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	has met all of its responsibilities where it is a sole managing trustee of a local trust or trusts.

This annual governance statement is approved by this smaller authority on:

and recorded as minute reference:

Signed by Chair at meeting where approval is given:

Clerk:

\*Note: Please provide explanations to the external auditor on a separate sheet for each 'No' response. Describe how this smaller authority will address the weaknesses identified.

## Section 2 – Accounting statements 2016/17 for

Enter name of  
smaller authority here:

TOTNES TOWN COUNCIL

	Year ending		Notes and guidance
	31 March 2016 £	31 March 2017 £	
1. Balances brought forward	280536	280829	Total balances and reserves at the beginning of the year as recorded in the financial records. Value must agree to Box 7 of previous year.
2. (+) Precept or Rates and Levies	230088	300953	Total amount of precept (or for IDBs, rates and levies) received or receivable in the year. Exclude any grants received.
3. (+) Total other receipts	244080	119105	Total income or receipts as recorded in the cashbook less the precept or rates/levies received (line 2). Include any grants received.
4. (-) Staff costs	RESTATED 164585	156935	Total expenditure or payments made to and on behalf of all employees. Include salaries and wages, PAYE and NI (employees and employers), pension contributions and employment expenses.
5. (-) Loan interest/capital repayments	9148	9148	Total expenditure or payments of capital and interest made during the year on the smaller authority's borrowings (if any).
6. (-) All other payments	RESTATED 300143	243629	Total expenditure or payments as recorded in the cashbook less staff costs (line 4) and loan interest/capital repayments (line 5).
7. (=) Balances carried forward	280829	291175	Total balances and reserves at the end of the year. Must equal (1+2+3) – (4+5+6)
8. Total value of cash and short term investments	233809	247215	The sum of all current and deposit bank accounts, cash holdings and short term investments held as at 31 March – To agree with bank reconciliation.
9. Total fixed assets plus long term investments and assets	359074	<del>354674</del> 360905	This cell shows the value of all the property the authority owns. It is made up of its fixed assets and long-term investments.
10. Total borrowings	75229	70057	The outstanding capital balance as at 31 March of all loans from third parties (including PWLB).
11. (For Local Councils Only) Disclosure note re Trust funds (including charitable)	Yes	No	The Council acts as sole trustee for and is responsible for managing Trust funds or assets. N.B. The figures in the accounting statements above do not include any Trust transactions.

I certify that for the year ended 31 March 2017 the accounting statements in this annual return present fairly the financial position of this smaller authority and its income and expenditure, or properly present receipts and payments, as the case may be.

Signed by Responsible Financial Officer:

Date

I confirm that these accounting statements were approved by this smaller authority on:

and recorded as minute reference:

Signed by Chair at meeting where approval is given:

### Representatives on Outside Bodies

Organisation	Current	Proposed
a. Totnes Traffic and Transport Forum b. TADPOOL c. Totnes Allotments Association d. Vire Twinning Association e. Totnes Municipal Charities f. KEVICC Foundation Governors g. Totnes Bounds Charity h. Parish Paths Partnership i. Totnes NP Steering Group j. Totnes Hospital League of Friends k. DALC Larger Councils Committee l. River Dart Non-Beneficiaries Group m. DALC County Committee n. Totnes Chamber of Commerce o. Fairtrade p. Totnes Museum Trust	a. Councillors Whitty and Paine b. Councillor Whitty c. Councillor Hodgson d. Councillors M Adams and Hendriksen e. Councillor Paine and M Adams f. Councillors Piper, Barker, M Adams and Elliot-Smith g. Councillor M Adams h. Councillor Whitty i. Councillors Whitty, Hodgson, Simms and R Adams j. Councillor Westacott MBE k. Councillor R Adams l. Councillor Whitty m. Councillor Hodgson n. Councillor Simms o. Councillor Sermon p. Councillor Simms	





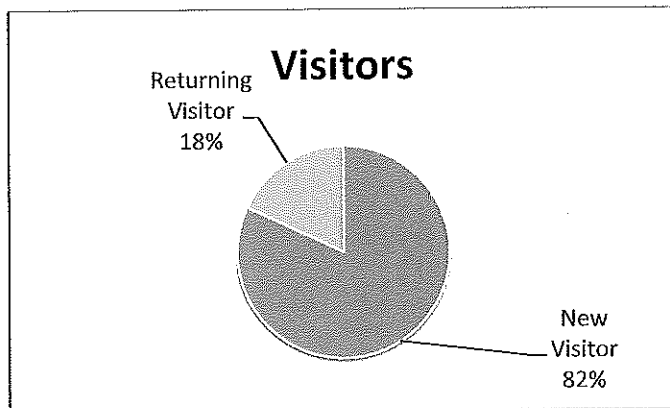
# visit TOTNES

Marketing Report – April 2017

Samantha Branch, Destination Manager

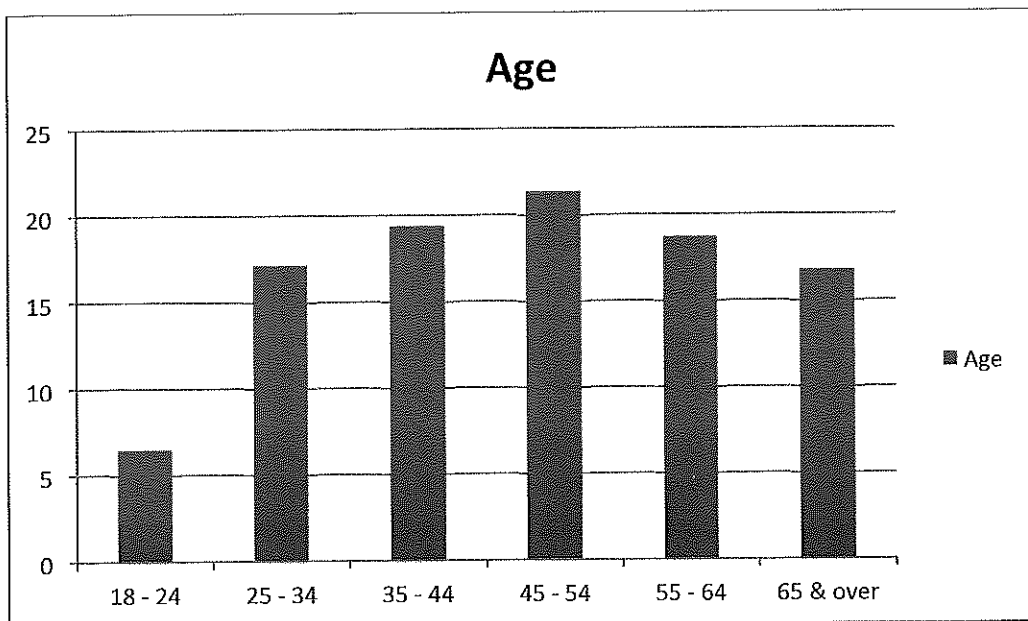
## Website Stats

	April
Data	Figures
Sessions (Users)	6,618
Users (Unique)	5,593
Pageviews	26,477
Average session duration	02:38

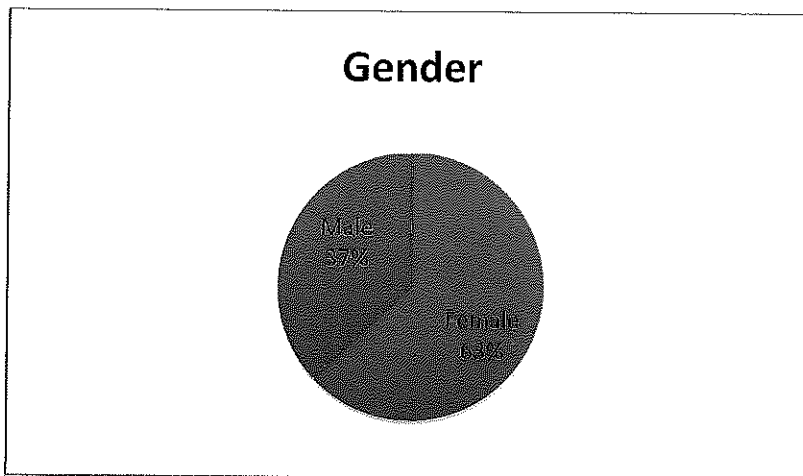


The percentage of new visitors to the site is really high which is very good – this hasn't really changed much from last month

## Demographics – Overview



## Gender



The percentage of females has increased slightly this month

## Demographics – Country

Feb – April Total			
Country	Sessions	Percentage	
UK	5,995	90.92%	
USA	149	2.26%	
Germany	61	0.93%	
Spain	44	0.67%	
Australia	35	0.53%	
Netherlands (NEW)	34	0.52%	
Switzerland	32	0.49%	
France	28	0.42%	
Canada	19	0.29%	
Italy	18	0.27%	

City	Total Sessions (Feb – April)	Percentage sessions	Avg. Sessions
London	1,447	21.94%	482.3
Exeter	425	6.45%	141.6
Plymouth	387	5.87%	129
Torquay	303	4.60%	101
unknown	223	3.38%	74.3
Bristol	149	2.26%	49.6
Newton Abbot	123	1.87%	41
Taunton	89	1.35%	29.6
Paignton	86	1.30%	28.6
Birmingham	84	1.27%	28

With the 'Country' demographics South Korea has dropped off of the list of countries this month and there has been more interest from The Netherlands, and with the 'Cities' Falmouth has dropped off and Paignton has been added. London is still top which is great and Birmingham is still on the list.

## Website Advertising

Since going back to Beaumont & Brown and Barrel House / Totnes Brewery to say they get the rest of the year for £100 + VAT they have now said yes. I'm also going to offer this to the rest of the businesses. I think this will bode well for next year as we can show them how well the site does to try and encourage them to advertise again.

Currently advertising online only:

- Great Court Farm
- Bowie Gallery
- Barrel House

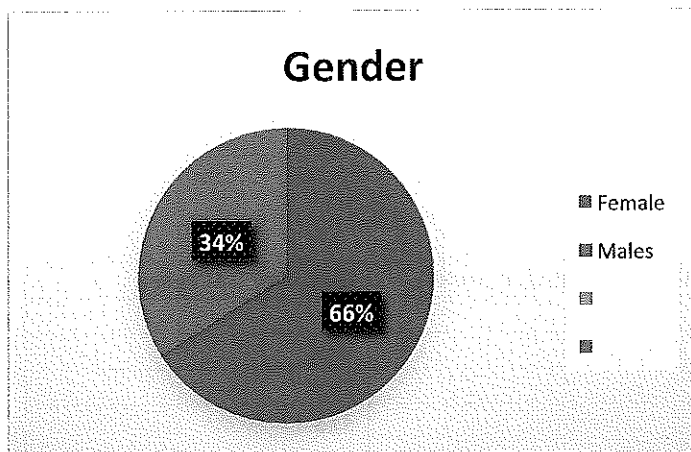
## Social Media Stats

PAGE LIKES	January	%incr.	February	%incr.	March	%incr.	April
Instagram	76	80	137	34	183	23	226
Facebook	199	20	240	17.5	282	14	321
Twitter	129	45	187	33	248	23	306

## Engagement and Reach – Facebook

Reach	People reached	Post	Reactions
Overall reach for month	7,719 people		
Highest reach	2,659 people	Attractions in Totnes & link to Visit Totnes website	84 likes, 5 loves, 8 comments & 17 shares, 394 post clicks (excellent)
Lowest reach	92 people	Shared Sharpham Trust's Dusk Chorus Walk event	2 likes, 4 post clicks
Total number of reactions			494 likes, 5 loves

## Instagram – Insights



Age range in order from most to least - (it doesn't give the percentages):

Most	25 – 34
	35 – 44
	45 – 54
	55 – 64
	18 – 24
	65 +
Least	13 – 17

For Instagram, the only change in the ages is that the 55 – 64 age category is now slightly higher than 18 – 24, and there are slightly more females. Objectives based on the stats above are the same as last month – to boost the number of 35 – 64 year olds, however these stats are in line with the overall demographics of Instagram users.

*Cities in order from most to least - (it doesn't give the percentages):*

Most	Totnes
	London
	Torquay
	Paignton
Least	Kingsbridge

Objectives based on the stats above are again the same as last month – to increase the number of followers from London and other big cities in the target areas e.g. Midlands, Bristol

## 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	
March	3,178	
April	221	
TOTAL	5,595	24,405

### *National Delivery Areas*

Area	Number of outlets in areas	Quantity Delivered
Cumbria	22	50
East Anglia	161	245
East Midlands	89	145
Heart of England (Gloucestershire, Shropshire, Staffordshire, Warwickshire, West Midlands)	184	313

North West	78	160
South East England (East Sussex, Kent, London, West Sussex)	197	111
Southern (Berkshire, Bucks, Hamps, Oxfordshire)	96	176
Westcountry	150	1,066
Yorkshire	87	150
Display – supermarkets & shopping Devon	26	1,700
London People at Work Network	35	0
Motorways – Moto Exeter	1	0
Select One - Devon	1205	1,479

I think we should be delivering to the Motorway and thought we were delivering to London People at Work and I'm concerned that we haven't delivered enough therefore I've arranged a meeting with Take One to discuss and review the overall campaign for national and local deliveries and will work with them to tweak this.

#### *Local Delivery – Take One*

8,000 guides have also been taken so far by Take One to be distributed regionally across south and east Devon to big attractions, accommodation providers and any other place where we will attract the tourist day-tripper market. They will take up to 10,000 throughout the year – if needed .

Month	Quantity	Remaining	Still to collect from Guildhall
March	487		
April	60	7,453	2,000

#### *Local Delivery Areas*

Area	Number of outlets in areas	Quantity Delivered
Accommodation – Devon Camping & Holiday Parks	36	200
Devon East – Hotels & Pubs		
Devon South – Hotels & Pubs		
Attractions & Leisure – Devon South	14	202
Devon Select One	1205	85

#### *Local Delivery – Destination Manager*

ADDITIONAL DELIVERIES THIS MONTH		
Aish Cross House	50	50
Totnes Fashion Museum	200	200
Sharpham Estate	100	30
Stoke Gabriel Lodgings	100	100
Steamer Quay Caravanning Club	600	200
Morrisons Totnes	200	50

The Watermans Arms - Ashprington	200	200
Dartmouth Steam Railway	200	200
<b>PREVIOUS</b>		
Bookshop	1000	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	400	250
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
Totnes Museum	300	
Mome Raths	100	50
Belsford Court Cottages	100	100
Transition Town Totnes	100	50
For Totnes Guildhall	500	500
Beaumont & Brown - shop in Cotswolds	100	100
Kingsbridge TIC	300	300

English in Totnes	100	100
<b>TOTAL</b>	<b>8550</b>	<b>4632</b>

#### Guides Delivered by Councillors and other stakeholders

Places	Quantity
St Mary's Berry Pomeroy	
St Mary's Dartington	
B&B's in Avenue Road Torquay	
Hairdressers Take Two in Station Road	
St Mary's Totnes	700
<b>TOTAL including DM deliveries</b>	<b>5232</b>

Local stakeholders and businesses have been collecting boxes or handfuls of guides as well which we haven't been able to monitor.

#### Managing Information Point

Continuing to manage the Information Point at the bookshop on a regular basis including checking stock levels and discussing any queries or needs with the Manager.

Also continuing to analyse and investigate the potential need of a Visitor Information Point and where they will potentially be housed including analysis of potential locations and meetings with stakeholders. I had a tour of Totnes Museum and met with the Manager of Seven Stars.

#### Signage

I've started to gather some quotes for some digital, interactive maps / noticeboards for the town to potentially replace the old boards which are looking tired. I'm awaiting the information from the companies.

#### PR

##### *Bloggers*

I spent a lot of time researching key travel and family travel bloggers, contacting them and since working with some of the ones who were interested in coming to Totnes on review trips. This will be an on-going process but the ones who we are currently working with are:

Blogger	Lives	Demographic	Website / Blog	Blog Hits (monthly)	Twitter	Facebook	Instagram	Activities
<b>Overnight Stays</b>								
Lauren Vaughan	Wales	Luxury family	<a href="http://youneedtovisit.co.uk">youneedtovisit.co.uk</a>	55,000	5,513	761	3,336	Family friendly, luxury - Dartington Dairy milking experience

Natalie	Worcester	Family	<a href="http://plutoniumsox.com">plutoniumsox.com</a>	10,000	13,900	1,668	13,400	
<b>Day Trips</b>								
Heather Cole	Lake District	Female, 25-45 - UK, US, Switzerland, Canada	<a href="http://www.conversanttraveller.com">www.conversanttraveller.com</a>	19,000 page views, 13,000 unique	3,897	5,700	1,900	Sharpham Cheese & Wine Tour, luxury picnic, Totnes castle
Claire Hall	Dartmouth	Family travel & days out	<a href="http://tinboxtraveller.co.uk">tinboxtraveller.co.uk</a>	3,600 unique / 12,600 hits	8,526		4,567	Round Robin
Nicola	Devon	Family travel & days out	<a href="http://nicolasays.co.uk">nicolasays.co.uk</a>		3,283	306	1,142	Happy for any family friendly attractions
Hayley Mclean-Glass	Devon	Family travel & days out	<a href="http://sparklesandstretchmarks.com">sparklesandstretchmarks.com</a>	75k + on average - Number 12 in Top 50 UK Parenting Blogs	10,000	3.9k+	4.4k+	China Blue with lunch
Rachaele	Devon	Family, budget	<a href="http://parttimeworkingmummy.com">parttimeworkingmummy.com</a>	Family, lifestyle		37,000	37,500	Night's stay and spa

#### PR – Events



I've been in touch with an author called Sam Carrington who lives in Devon as I saw on Twitter that her next fictional novel is going to be based around Totnes. Her first novel Saving Sophie was a thriller which sold over 100,000 e-books. I asked if she would like to have a book launch in Totnes for her second novel which is going to be called Bad Sister and she is very keen on the idea. It's being released on 30<sup>th</sup> November in hard-back or as an e-book in October therefore we would arrange something for November / December. I think the PR would be excellent. She is going to keep in touch. <http://www.katehordern.co.uk/content/sam-carrington>

#### Changes to Website by Left Bridge

Left Bridge have been commissioned to continue developing the website on a monthly basis to make sure it doesn't stagnate and remains engaging and dynamic. They are making changes to the home page and making updates to pages or adding new advertisers. I am going to be putting together a calendar themes for them to follow for the home page. In April they made the following changes:

- More info on Party in the Town event and also added to homepage
- Fashion textile museum has been placed on a couple more pages
- Easter section was on home page which was changed into a 'Spring' section



## Totnes Tourism Partnership

### Meeting Minutes

May 9, 2017

*Present:* Lindsay Garner (Totnes Chamber of Commerce), Sam Branch [Minutes] (Totnes Destination Manager), Kathy Alexander (Bay Horse Inn), Penny Johns Dart Harbour), John (Totnes Pound), Sarah Stride (Visit South Devon)

*Apologies* Katie Tokus (Sharpham Trust) Matt Bulford (English Heritage), Chantelle Norton (Totnes Pound), Frances Northrop (TCDS), Rosie Adams (Totnes Town Council), Karen Jonas (Dartington Trust), Dick Wood (South Devon Railway, Visit Devon, DATA), Thea Platt (TTT), Anna Roach (Visit South Devon) and Alice Whitehead (Royal Seven Stars)

*Next meeting:* Tuesday 13<sup>th</sup> June at 10am – location tbc

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#### I. Welcome and Introductions

Introductions were made around the room

#### II. Minutes

The following points were discussed:

##### Blogger Reviews

SB gave an update about the work she's doing to secure online blogger reviews including 6 or 7 potential trips which are currently being organised.

One of the bloggers requires a camping holiday with dog friendly activities and attractions. Beara Farm and Rattery were suggested as possible campsites – Sam will get in touch with them. Sarah mentioned Woofstock which is taking place in Dartmouth on 5 August for which she will try to source free tickets if we need them and Kathy mentioned the Harberton dog show which might be of interest to the blogger. She also mentioned the dog friendly pages on the Visit South Devon website for ideas as to what the family can do when in the area. Other members discussed the dog friendly beaches and times when dogs are able to go on the beach.

Another blogger is staying in Dartmoor already and looking for luxury / adventure in the day therefore Sam has organised a luxury picnic from the Kitchen Table and a private guided tour of Sharpham in the afternoon. Yet to source an open canoe trip in the morning however if this doesn't work then they will visit Totnes and / or Berry Pomeroy Castle. They also require a meal

in the evening – Kathy suggested Riverford Field Kitchen or Curator. The blogger has since agreed Riverford and Sam has contacted the Manager to try and source this. Sam discussed the other blog trip which include a luxury family break at Dartington Hall with an experience at the Dairy and meals, some local bloggers reviewing local attractions and the Part-time Working Mummy who has over 360k followers on Facebook who is hopefully coming to the area to have a spa and overnight.

Members also suggested Glaze Brook House, Fingles and Kingston House as other upmarket accommodation providers for future opportunities with either bloggers or journalists.

Penny did raise the warning that sometimes FAM trips are taken advantage of with bloggers / journalists taking the trip and then not writing about it which Sam realizes and said that we would take the risk with these opportunities and see how they work out for the future.

#### Competitions

Sarah Stride updated on the Visit South Devon competition which was sent out in their newsletter at the end of April and has been promoted on their home page and through social media. There have been over 1,600 entries so far and Sarah expects this to rise to about 2,000.

#### TIC Developments

Sam gave an update on the development of the TIC – the council has since agreed that they would like to recruit a seasonal Visitor Information Officer to start as soon as possible this year (probably from July) and they will either work from the Totnes Museum (to be decided by their board in their next meeting) or the Guildhall. They will also walk through the town when they are quiet and will wear a branded top to promote Visit Totnes.

The Civic Hall was mentioned as another suitable location to house them however it was noted that it will be too busy with too many events happening there.

It was also mentioned that the 7 Stars will become an additional Information Point which will be co-branded with Visit Totnes and 7 Stars signage and posters leading people into the leaflet stand which is behind the stairs. The reception staff will deal with enquiries when they can but if they're too busy they'll point people to the leaflets or to the Information Officer. Money has since been allocated to the branding projects from the latest council meeting.

#### Website Blogs

We discussed the possibility of Hunt's Cider contributing as a guest blogger as they have a very interesting history in terms of the evolution of the business and technology. Kathy is going to send details for Annette Hunt. Sam has since emailed her.

### Funding Opportunities

We discussed the possibility of applying for some more grant money through the LEP Programme / RDPE however Sarah attended their meeting and said that they were avoiding it as there are so many hurdles to jump over. The funding will need to create a long term job as well which is something we can't do therefore we will leave this opportunity for now.

Funding through LAG was also discussed (Local Action Group) – apparently there will be a lot of the same problems and restrictions with this.

Crowd funding was mentioned as a possible way of generating money for specific projects which will be investigated.

### Marketing Update

Sam said that she will send a monthly marketing report to all members from now on to save going through this in too much detail in the meetings which was agreed by all.

Sam showed the members the new window vinyls which were recently created with the aim of encouraging businesses to display them to boost traffic to the Visit Totnes website and social media channels. Members at the meeting took some with them to display where possible.

### **III AOB**

Penny handed out events happening in Dartmouth and the cruise ship schedule for the year and suggested Sam contact Tricia Daniels to discuss potential itineraries and encouraging visits to Totnes – Penny will forward her contact details to Sam. Sam has since emailed her.

Sam mentioned that she'd contacted the Harbour Master in Torquay as well and the dates of their confirmed ships. Penny suggested we talk to the Shipping Agent to discuss itineraries.

Kathy mentioned the Totnes Open Studios at the end of May – this is on the Visit Totnes website.

Jon mentioned the Share Shed which was mentioned by Rob Greenfield on social media and generated over 1 million views.



**From:** Anna Lodge [mailto:[info@totnescommunity.org.uk](mailto:info@totnescommunity.org.uk)]  
**Sent:** 05 May 2017 19:58  
**To:** [office@totnestowncouncil.gov.uk](mailto:office@totnestowncouncil.gov.uk)  
**Subject:** TCDS Atmos Totnes update

Dear Catherine

The Town Council kindly provided a letter of support for Totnes Community Development Society's application to Heritage Lottery Fund relating to the redevelopment of the Brunel Building. We wanted to let you know that the application for a £2.9 million grant has been accepted by HLF. You can see more information here:

<http://atmostotnes.org/lottery-brunel-building/>

Thank you to the Town Council for supporting the application. We look forward to keeping in touch with you about the Atmos Totnes project as a whole as the work progresses.

Anna

Anna Lodge

(Tel: 07967 810911)

A Director  
Totnes Community Development Society  
Atmos Totnes Hub  
Atmos Project  
Station Yard  
Station Road  
Totnes  
TQ9 5JR

[www.atmostotnes.org](http://www.atmostotnes.org)  
[www.totnescommunity.org.uk](http://www.totnescommunity.org.uk)

Totnes Community Development Society  
Registered with the FCA: 31671 R

