

**AGENDA FOR THE PEOPLE COMMITTEE
THURSDAY 11TH JANUARY 2018 AT THE GUILDHALL OFFICES TOTNES**

You are hereby SUMMONED to attend the meeting of the People Committee, which is to be held in the Guildhall, Totnes on **Thursday 11th January 2018 at 10.00am** for the purpose of transacting the following business:

No	Subject	Comments
1	To receive apologies and to confirm that any absence has the approval of the Committee.	
	<i>The Committee will adjourn for the following item:</i>	
	<i>Public Engagement: A period of 15 minutes will be allowed for members of the public to ask questions or make comment regarding the work of the Committee or other items that affect Totnes.</i>	
	<i>The Committee will convene to consider the following items:</i>	
2	To formally confirm Cllr Marianne Parker's membership of the People Committee.	
3	To address any matters arising from 14 th September 2017.	Minutes enclosed.
4	To discuss drug abuse issues in Totnes, including: <ul style="list-style-type: none"> • Drug related incidents at the Totnes Christmas market • An update on Operation APPLEROSE • An update from Marketplace Ministries • Safeguarding Young People • Safe Drug Rooms 	Document enclosed. Sgt Tim Perrin Lindy Strong /Mark Hatch Cllr Sweett Cllr Sermon
5	To consider amendments to the Buskers Badge policy.	Document enclosed.
6	To consider the requirement of an Arts Link Councillor.	Cllr Piper
7	To consider the role of Totnes Town Council in the application for a night landing site for the Devon Air Ambulance at Borough Park.	Cllr Whitty Document enclosed.
8	To consider a proposal for a Community Officer role in Totnes.	Cllr Parker
9	To discuss how the Town Council can support the 2018 Christmas Markets in Totnes.	Cllr Whitty & Sweett
10	To discuss the closure of the public toilets in Totnes.	Cllrs Sweett & Whitty
11	To note the recruitment of new members to the Devon Countryside Access Forum.	Document enclosed.
12	To note the letter from the South Devon and Dartmoor Community Safety Partnership to the Office of the Police and Crime Commissioner about the Neighbourhood Policing Review.	Document enclosed.
13	To note the Torbay and South Devon NHS Health and Care Insights newsletter for October 2017.	Document enclosed.
14	To note the Devon Community Resilience Forum December 2017 newsletter.	Document enclosed.
15	To note the date of the next meeting – Thursday 8th February 2018 at 10.00am.	

Sara Halliday
Administrator

MINUTES OF THE PEOPLE COMMITTEE
THURSDAY 14TH SEPTEMBER 2017 AT THE GUILDHALL OFFICES TOTNES

Present: Councillors A Simms (Chair), M Elliot-Smith, B Piper, K Sermon and T Whitty.

In Attendance: Sara Halliday (Administrator) and Press.

Apologies: Councillor J Sweett.

Not Present: Councillor N Hart-Williams.

No	Subject	Comments
1	To receive apologies and to confirm that any absence has the approval of the Council.	It was RESOLVED to accept the apologies.
<i>The Committee will adjourn for the following 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.	No members of the public were present at the meeting.
<i>The Committee will reconvene to consider the following items:</i>		
2	To deal with any matters arising from 13 th July 2017.	Item 3 – it was agreed that setting up a working group would return to the Committee in October, following a Cllr community budgeting meeting on 21 September. Item 4 – Agreed by Full Council. Item 5 – There is no statutory requirement for Cllrs to engage with specific outside bodies. Full Council agreed that Cllrs' link responsibilities continue to be listed on the TTC website, but Cllrs (not the Council Offices) must notify outside bodies if they replace a fellow Cllr. Item 6 – Agreed by Full Council. Item 7 – Complete. The invite was extended to all Cllrs. Item 8 – SHDC has confirmed that all fees are the same for events and/or hiring of various public spaces in Totnes whether they are for commercial, charitable or community use.
3	<i>NP and OSSR&WB Policy review of Allotment issues.</i> Note: OSSR&WB Policy is on the TTC website under the NP section.	Cllr Elliot-Smith declared an interest as Chair of the Totnes Allotments Association and as a plot holder at the Kingsbridge Hill allotments. It was AGREED that Cllrs Whitty and Elliot-Smith would review the OSSR wording for allotments and draft policy language to add to that already contained in the OSSR (which relates to S106).
4	To consider the taxi license policy consultation by South Hams District Council. The full revised policy can be found at: http://www.southhams.gov.uk/article/3408/Taxi-Licensing-Policy	It was agreed to RECOMMEND to Full Council that SHDC's taxi license policy be supported.
5	To consider the requirement for a Parish Plan.	It was felt that the Totnes Neighbourhood Plan will override the requirement for a Parish Plan, but it was AGREED to review the requirement for a Parish Plan in the future.
6	To consider amendments to the Buskers Badge policy.	Cllrs AGREED that enforcing any buskers' code in Totnes will be difficult, and therefore TTC should provide clear guidance and support to the police in using their existing powers to deal with any buskers found to be obstructing the highway or behaving in an anti-social manner. It was AGREED that the current 'Buskers' Code of Practice' will

		be sent to all Cllrs for comment, and for Cllrs to consider areas in the town as suggested places where buskers would be least likely to cause an obstruction or an annoyance to traders. The issue will be put on the Committee's October agenda.
7	To consider a new premises licence application for the Elmhirst Site for 7 th October 2017.	It was agreed to RECOMMEND to Full Council that there are no objections to this licence application.
8	To note the draft programme for the Caring Town event 'Keeping Young Totnes Safe' on 14 th October 2017.	Noted.
9	To note the works programme for the Homeless Shelter building.	Noted. Cllr Whitty said that he would update the Committee on progress as required.
10	To note the date and time of the next meeting.	Thursday 12 th October at 10am.

CHAIR

ITEM 4 – TWO DRUG RELATED INCIDENTS AT THE TOTNES CHRISTMAS MARKET RAISED BY REDHOUSE EVENTS

1. Unfortunately whilst doing some bits for the Christmas Shopping evenings, I found a plastic bag of drugs needles, sharps box, instructions on how to take drugs and vitamin C sachets. Date 18th December 2017 at 15.38.

This was just beside the parking meter that is adjacent to the Pure Dental Surgery in High Street. They had no knowledge of this, so it was not anything to do with the dentist.

I have reported this to the 101 non emergency police number and they have given me a reference. They actually asked me to leave them where I had found them, which I refused to do. They wanted to arrange collection of them via SHDC Enviromental services but of course could not guarantee when this would be and as my event was the next day I felt in view of the event being attended by children this was not a safe decision. Reference CCW5.

I took them to SHDC Follaton house which turned into a story in itself, resulting in them being in the boot of my car whilst arrangements were made for a sharps box big enough to take the bag, to be dropped off at my house later in the week and collected when I call them.

I would like to say that all the people that I dealt with were extremely helpful BUT in essence did not actually know what to do in this situation. I understand that there are associated risks with this type of waste, but leaving them in the street or throwing them in the dustbin were not options for me. I confirm that they have been disposed of properly.

2. Unfortunately on the last evening of the Christmas Shopping event Tuesday the 19th of December we had an incident with 2 males in one of the cubicles of the gents Market Square toilets taking "heroin" just prior to 3pm.

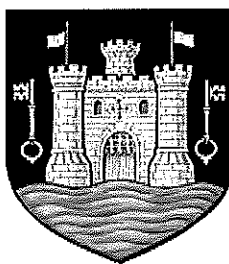
A member of the public brought to the Market Managers attention that there was some unusual behaviour in the gents toilet. They immediately contacted me and a Security alert was made for Security to attend the toilet and establish what was happening.

On entry to the toilet the Security found that the door was locked on the end cubicle and when he asked them to open it they refused, so in line with protocol on these issues, he entered the toilet and removed the gentlemen from the cubicle. They were holding a "container" of liquid and the toilet floor had various drug taking items on it.

Obviously once discovered they fled. My security team gave chase but were unable to apprehend them.

We then made the decision to close the Gents toilet whilst we worked out what to do. One of our team at the event is from SHDC maintenance team and he was able to clear up the toilet and arrange disposal of the equipment for us. He took pictures on his phone.

We are having our de brief meeting on Wednesday 3rd January 2018 and we will of course be discussing this so further information may come to light.



BUSKERS' CODE OF PRACTICE

1. Music or voice shall not be amplified to a level or be so loud, that it can be heard at a distance of 50 metres. Mains, battery or generator powered amplification is not permitted. Busking must not be intrusive or a nuisance in nearby premises, or affect the use of the public telephones.
2. Entertainment is restricted to a maximum of one hour in any one place (pitch) and shall not be repeated in that place or within 50 metres of it within 2 hours. Note: particularly noisy entertainment (e.g. bagpipes, drums) will be restricted to a maximum of 30 minutes in any one place.
3. Entertainers shall not obstruct the highway, pavement or entrances to shops. Entertainers are also responsible for ensuring that the highway, pavement or entrances to shops is not obstructed by people gathering to listen or watch the performance. Note: 'highway' includes ~~any footpath, pavement or open pedestrian area or place~~ and 'obstruct' includes causing people to walk on a road rather than the pavement.
4. Entertainers shall not make use of public seats.
5. Pitches chosen shall satisfy the above criteria and must not be within 50 metres of another authorised busker.
6. No sign shall be displayed inviting payment (except where a collection for charity has been authorised by the Council or the Charity Commissioners).
7. The Totnes Buskers' Badge will be issued for two months to all entertainers who agree to comply with this code. Every support will be given to buskers displaying the Badge. However, entertainers must stop performing immediately when requested to do so by a Police Officer or Council Officer.

Note: The Police and the Council will not normally institute legal action where the code is observed. However, breaches may make a person liable to prosecution. In addition, other persons may institute action under the same laws where breaches have occurred notwithstanding the code.

Suggestions from September People Committee and Cllr comments:

- If asked by a shop trader to stop busking in front of their premises, entertainers should do so.
- Entertainers should not behave in any way that obstructs the highway or is anti-social.
- Identify specific busking spots in the town (e.g. civic square, shady garden, pavement by St

Issued by South Hams District Council and Totnes Town Council

Mary's, The Plains, outside the old HSBC building (the corner of High Street and Castle Street, the Rotherfold, under the Butterwalk) where busking is permitted.

- Police checking of applications to ensure that the applicant does not have a record of anti-social behaviour - police do not have the resources to do this.
- Include a point that says: 'Totnes Town Council does not expect anyone busking in the town to be using or being under the influence of drugs or alcohol'.
- Include: 'Totnes Town Council supports the police in their policing of the town, and in dealing with any buskers who are behaving in an antisocial manner'.
- Suggestion that the People Committee meeting with Police and SHDC to determine a code of practice that can be enforced.

Council Offices Suggestions to ensure only genuine busking badge applications are made:

- Busker's Badges limited for 1 or 2 months only, with clear dates of validity shown.
- Photographs submitted at time of application (currently applicants attach the photograph once the badge is issued by TTC). – some comments that this is too formal.
- Badges laminated to prevent alteration and/or copying.

ITEM 7 – BOROUGH PARK NIGHT LANDING SITE FOR DEVEON AIR AMBULANCE: PREVIOUS TOTNES TOWN COUNCIL DISCUSSIONS AND DECISIONS, AND SOUTH HAMPS DISTRICT COUNCIL ADVICE

Operations Committee, 27th November 2017

4	To consider whether the Town Council should submit and pay for the Air Ambulance night landing planning application to SHDC.	It was RECOMMENDED to Full Council that due to the Town Council currently having limited capacity, it would not be able to assist in the planning application process over and above reviewing the draft application if required. It was felt that the Town Council funding the planning application was not appropriate in light of the Paige Adams Trust grant of £3000 which has already been approved by trustees.
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Full Council, 2nd December 2017

Agenda Item 5c Operations Committee – 27th November 2017

Item 4 – It was **RESOLVED** to accept the recommendation [see above].

People Committee, 11th May 2017

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 RECOMMEND to Full Council support for the Borough Park option. If agreed, further information on planning permission and public engagement would be required.
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Full Council, June 2017

Agenda Item 5c People Committee – 11th May 2017

Item 4 – It was **RESOLVED** that the Clerk will obtain more information on the support required before the recommendation is agreed.

Email between TTC Administrator and SHDC clarifying specific points:

TTC question: Planning application for the lights - DAAT will supply drawings and technical specifications but will not submit the application. TTC is not the landowner but could it submit the application, or can SHDC submit a planning application for land it owns when it is also the planning authority?

SHDC reply: TTC could submit the application. Whilst SHDC can submit a planning application when also planning authority this had not been the intention for this proposal.

TTC question: Maintenance of the Lights - the lights will not be sited on TTC land. The checks required are minimal (once a year), but is this a task that SHDC would take on as the lights will be sited on their land?

SHDC reply: think this is reasonable and would be happy to commit to this. What SHDC would not commit to is cost of removal if the lighting becomes redundant (e.g. if rugby club subsequently fit floodlighting), or at the end of their lifetime removal and disposal.

TTC question: Insurance of the lights - likely to be covered by existing public liability insurance for Borough Park, and again, not something TTC can easily do as it is not the landowner. Is this something which SHDC considers to be covered by existing Borough Park arrangements or would it be content to amend (if necessary) the insurance policy to cover the lights?

SHDC reply: SHDC can cover this



Item 11

Totnes Town Council Administrator <administrator@totnestowncouncil.gov.uk>

FW: Devon Countryside Access Forum - NEW MEMBERS SOUGHT

1 message

Totnes Town Council - Office <office@totnestowncouncil.gov.uk>

10 November 2017 at 13:30

To: Sara <administrator@totnestowncouncil.gov.uk>

May be of interest to the Planning members.

Christina Bewley

Deputy Clerk

Totnes Town Council

Tel: 01803 862147

mailto:office@totnestowncouncil.gov.uk

www.totnestowncouncil.gov.uk



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From: Hilary Winter [mailto:hilary.winter@devon.gov.uk]

Sent: 10 November 2017 09:56

To: undisclosed-recipients:

Subject: Devon Countryside Access Forum - NEW MEMBERS SOUGHT

The Devon Countryside Access Forum is a statutory local access forum under the Countryside and Rights of Way Act 2000. It has seventeen members who advise on the "improvement of public access to land for the purposes of open-air recreation and the enjoyment of the area.." The Forum gives independent advice to a number of Government bodies in addition to Devon County Council, district and borough councils and parish and town councils.

Devon County Council is currently appointing members to the Forum and would like to receive applications from anyone with an interest in recreational access. **I should be very grateful if you could share this information with the Parish Council and also pass this e-mail onto your networks.**

In this round of appointments applications from keen walkers would be particularly welcome as the Forum is looking at coastal access (the England Coast Path) on stretches between Kingswear and Cremyll and Combe Martin and Marsland Mouth. All applications will be considered and we would love to hear from landowners and managers, access users and people with other relevant professional interests such as planning, education, sport, sustainable transport and business, or people who could represent groups currently under-represented such as young people or ethnic minority groups. Although membership is voluntary, a generous mileage rate is paid.

Why don't you consider applying to join the Forum? It's an interesting opportunity and you can:-

- contribute to the debate- share your experience and expertise from your specific field;
- meet and work with others- listen to and share ideas on solving access problems;
- help make a difference- influence local and UK policy affecting access;
- be informed- receive regular local and national access information updates.

For details and an application form please see www.devon.gov.uk/dcaf The closing date is Friday, 9th February 2018.

If you have any questions please do not hesitate to contact me.

Hilary Winter
Forum Officer
Devon Countryside Access Forum
Lucombe House
County Hall
Topsham Road
Exeter EX2 4QD

Tel: 01392 382084

Tel: (mobile) 07837 171000

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South Devon and Dartmoor Community Safety Partnership

South Devon and Dartmoor CSP
Teignbridge District Council,
Forde House,
Brunel Road,
Newton Abbot,
Devon,
TQ12 4XX

Alison Hernandez
The Office of the Police and Crime Commissioner,
Alderson Drive,
Exeter,
EX2 7RP

9th October 2017

Dear Alison,

As you are aware the South Devon and Dartmoor CSP felt strongly that it would like to canvas the views of its members to feed into the Neighbourhood Policing Review.

On the 19th June the CSP held a listening event for CSP members. Thirteen representatives met and discussed Neighbourhood Policing using the methodology piloted with Police staff in South Devon. This model reviewed what the representatives considered neighbourhood policing must, should and could deliver. Another key factor of this meeting was that members felt that other stakeholders in our CSP area had valuable contributions to make. It was therefore agreed that we would host an additional event to canvas the views of community stakeholders using the same model. This meeting was held at South Hams District Council on the 7th July and 46 delegates attended.

The outcomes from the two listening events were then presented to the CSP in a report (attached as Appendix one). At that meeting it was agreed that I would write to you with a summary of our views.

We made every effort whilst promoting and hosting the events to emphasise that we wanted to gather views on what were the most effective elements of Neighbourhood Policing and some excellent conversations occurred. However, it is important that I express the consensus view that a reduction in PCSOs would be dangerous and we urge you to reconsider planned reductions to 150 PCSOs.

The CSP members in July also asked me to share with you what they felt to be the most valued elements of neighbourhood policing -

- Intelligence gathering and engagement in multi-agency processes such as MACSE, Early Help and Prevent
- The importance of maintaining a rural presence to reassure the community
- Links to young people and education
- Use of well supported volunteers including the Special Constabulary
- The importance of being clear in the multi-agency context about who is doing what and how to make contact

All CSP partners were also clear that they have a role to play in community safety for neighbourhoods and would like to be involved in discussions about how things may be able to be delivered differently. It was strongly felt that any decision to cease functions in neighbourhood policing would have to be considered in the context of the impact it may have on partner agencies and reciprocal agreements that would then have to be produced.

As requested at our CSP a copy of this letter and appendix will be sent to those invited to take part in our listening events, the Chief Constable and our Members of Parliament.

We would welcome engagement throughout Operation Genesis and hope you will take our views into consideration.

Yours sincerely,

Rebecca Hewitt

Chair of South Devon and Dartmoor CSP

Cc Shaun Sawyer, Chief Constable

Cc Anne Marie Morris MP

Cc Dr Wollaston MP

Cc Gary Streeter MP

Cc Geoffrey Cox MP

Cc Mel Stride MP

Appendix One

South Devon and Dartmoor CSP

July 2017

Responses to Neighbourhood Policing Review

Meeting held on the 19th June 2017 – CSP Member engagement

On the 19th June CSP members were invited to a session to discuss the Role of Neighbourhood Policing. This meeting was a result of the action identified in the Local Delivery Plan.

The following people attended –

Becca Hewitt	CSP
Ceri Lloyd	PCMO, Police
Ian Luscombe	South Hams and West Devon Councils
Insp Adrian Woon	Police
Insp Justin Wyles	Police
Insp Mark Sloman	Police
John Ward	South Hams and West Devon Councils
Karen Hayes	Early Help
Louisa Daley	CSP
Richard Morris	Devon and Somerset Fire and Rescue Service
Roger Williams	Devon and Somerset Fire and Rescue Service
Steven Edwards	Devon County Council
Wendy Rowden	Office of the Police and Crime Commissioner

The following list was the main areas identified during the session

- Secondary schools struggling without PCSOs
- Online/digital work important to be considered
- Skillset & level of competence of PCSOs varied
- Amount of intel going into Early Help & MACSE should be considered not just the intelligence on police systems
- Fire will lose information on who is the priority visits – multi-agency working
- Message needs to be clear about what police won't do in the future
- Partnership approach to saying no – impact assessments/mitigation
- Messages aren't communicated all the way down in the police
- Urban/rural split
- More work to be done around educating people instead of pandering to them
- What does the evidence say in relation to placement of PCSOs
- Can Citizens in Policing deal with rural issues
- Use volunteers better
- Look at priorities first and then you won't need people in certain areas where these priorities are not an issue
- D & C police documentary has completely undermined the police. Police need to say what they really do. Communication is essential to get partners involved.
- Elected members should be more involved in outcomes
- NHT should be part of the team in relation to the prevention and problem solving aspects of ENTE & missing persons – not the reactive element
- Clarity around dogs, what is dealt with by whom
- Improved communication around outcomes
- The council are better at saying no to neighbourhood disputes than the police are. Police get too involved and then it is really difficult to get out of, this could potentially be a huge demand reduction
- Clarity around which agency does what
- Put public expectations into perspective

At the end of that meeting there was a discussion about wider engagement in the process. It was agreed that because so much interest had been expressed at the Forum event a meeting should be held.

Meeting held on the 7th July 2017 - Wider partner engagement

The second meeting which included wider stakeholders was attended by the following delegates and was held on the 7th July in South Hams District Council offices.

Ceri Lloyd	Devon and Cornwall Police
Rebecca Hewitt	CSP
Louisa Daley	CSP
Sue Aggett	Teignbridge District Council
Kelly Ray	Teignmouth Community College
Cllr Jeff Moody	West Devon Borough Council
Anna Lang	Teignbridge District Council
Corinne Dodge	DCH
Geoff Anderson	Sanctuary
Steve Hornby	Devon County Council
Chris Webb	Chudleigh Town Council
Cllr John Nutley	Teignbridge District Council
Lesley Hughes	Ivybridge Town Council
Cllr Dredge	Ivybridge Town Council
Cllr Alistair Dewhirst	Teignbridge District Council
Cllr Tom Holway	South Hams District Council
Cllr Keith Baldry	South Hams Council
Cllr Greg Manning	Dartmoor Forest Parish Council
Cllr Robin Musgrave	West Devon Council
Ian Luscombe	South Hams/ West Devon Councils
Cllr Kathy Cuthbert	South Hams Council
Cllr Robin Griffin	Kingsbridge Town Council
Cllr Andrew Ashley	Sparkwell Parish Council
Rob Steemson	Dartmoor National park
Steve Comley	Ringmore Parish Council and NHW
Cllr Debo Sellis	Tavistock Town Council and West Devon Borough Council
Cllr Hazel Smith	Stoke Flemming Parish Council
Cllr Michael Hicks	South Hams District Council
Cllr Tony Rea	Ivybridge Town Council
Cllr John Hoyle	Broadhempston Parish Council
Cllr Bernard Stanley	Stokeinteignhead Parish Council
Cllr Miss Barbara Stead	Chagford Parish Council
Cllr Chris Barnes	Modbury Parish Council
Shirley Phillips	Dunchideock Neighbourhood Watch
Cllr David Howe	Newton Abbot Town Council
	Newton Abbot Town Council
Insp Chris Tapley	Devon and Cornwall Police
Insp Andrew Tomlinson	Devon and Cornwall Police
Cllr Steve Smith	Dartmouth Town Council
Cllr Rosie Adams	Totnes Town Council
Gordon Ellis	East Arlington Parish Council
PCSO Sam Broad	Devon and Cornwall Police
Andy Woodward	Devon and Cornwall Police
Lorraine Engstrom	Victim Support
Tiffany Chambers	Dawlish Community College
Sam Ball	Ivybridge Community College

Other comments were received from Gill Unstead from Devon County Council, Debbie Chalk from Schools Company South and West Devon Academy and Julia Willoughby from South Brent Parish Council.

The following list was the main areas identified during the session

Must

- Public reassurance in rural areas to reduce fear of crime
- Supporting local community groups i.e. Street Pastors
- Community interaction – making people feel safe
- Improve communication – who is responsible for what
- Intelligence gathering and enforcement in communities and schools
- Partnership meetings such as MACSE and DVA
- Utilise well supported community volunteers to be the eyes, ears and vices of the community, this to include special constables - Citizens in Policing
- Be a supportive rather than just an authoritative presence for challenging young people
- Low level persistent ASB
- Ensure remaining staff are contactable
- Essential to have the right people in the jobs
- Be the SPOC for a local community
- Supporting vulnerable persons
- Importance of policing by consent and maintaining respect
- Welfare checks following concerns
- Safeguarding
- Zero tolerance on aggressive begging
- Community cohesion
- Surgery work in partnership with other agencies
- Target drug dealers
- Night time Police presence/ENTE
- Improved partnership working
- Must give PCSOs more traffic powers
- More engagement with Council locality officers
- More parking powers to other partners such as DCC
- Engagement in healthy relationships work

Should

- Support NHW
- Feedback issues raised by the communities
- Social media
- Reports to Town and Parish Councils
- Communicate via parish magazines
- Prevention strategies around crime and ASB reduction
- Community alerts to have a larger circulation
- Low level interventions
- Community resolution
- Crime investigation
- Missing persons
- ASB
- More close working with schools
- Fraud protection
- Back up response
- Better involvement and training of police volunteers and NHW
- Better training of PCSOs
- Hub model share local info
- Drug work in schools
- Following up complaints properly
- Youth engagement – honest truth, schools inputs such as cyber bullying, cadets

- To provide extra resilience in a locality when officers are pulled away to significant events if relevant for PCSO skills

Could

- Community support i.e. business crime
- Social media
- Address speeding
- Partnership approach to localised parking problems
- Mediation
- Events
- Parish councils/surgeries be more clever and use technology
- 24 hour policing PCSOs

Recommendations –

- That the main points in this report be summarised into a letter from the CSP to the Police and Crime Commissioner and the Chief Constable
- That the letter include an appendix of those who have been engaged in the process.
- That the letter be clear that all those engaged with were very positive about the value of Neighbourhood Policing Teams and PCSOs and that they felt a reduction in numbers was damaging.
- That the CSP agree the key priorities for neighbourhood policing to be included in the letter.

HEALTH AND CARE INSIGHTS

Issue 4 - October 2017

Beginning our third year as an integrated care organisation



In our first two years as an integrated care organisation we have achieved a lot towards our vision of supporting more people to be able to live independently at home. This newsletter updates you on some of the current developments as well as some of our achievements to date.

Our investment in community services is really making a difference with our community intermediate care teams are now caring for 40% more people at home or closer to home. We also have Wellbeing Coordinators in every area who have already supported 2,000 people on what matters to them. These are some of the additional services that have helped more people to be able to receive treatment and care in their own home or community and therefore have not needed to come into hospital. But when people do medically need a hospital bed they are able to access one quickly and with the support of services in the community they are able return home sooner. The average stay in one of our hospital beds has reduced to one of the lowest in the south of England. Our record on delays in transfers of care, often referred to as bed blocking, is consistently one of the lowest in the country.

The Medical Admissions Avoidance Team (MAAT)

Our MAAT nursing team is now providing specialist care to people where they live or in their community. This can include treatments such as intravenous fluids or antibiotics, management anticoagulation for pulmonary embolus, deep vein thrombosis, atrial fibrillation and pre-operative care. Previously patients would have been admitted to hospital for the duration of their treatment - which could have been anything from days to weeks. Such treatments require frequent monitoring and specialist nursing skills to deliver. This also means that if someone does need follow up specialist care following a hospital stay they can be discharged home with the MAAT team providing the care.

The MAAT team works closely with our hospital and community teams; providing regular in-reach to our hospital wards and Emergency Department, helping to identify people who they could care for at home. They also work with our microbiologists to identify where patients could receive different kinds of antibiotics, which could be delivered away from hospital. Referrals to the MAAT team can be made by GPs, community teams and hospital teams. Below is Grace's story:

'Grace is an elderly lady who developed an infected complex leg ulcer, which was resistant to oral antibiotics. She therefore required intravenous antibiotics, which is usually done in a hospital. Grace did not want to go into hospital and because of her disability getting her into hospital would have been difficult and uncomfortable. The MAAT and vascular teams worked together with a vascular nurse setting up the IV midline in Grace's home and the MAAT team nurses administering the IV antibiotics. Grace was very pleased that she never had to attend or be admitted to hospital.'



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Working with you, for you

HEALTH AND CARE INSIGHTS

Rapid Assessment and Discharge Service (RADs)

Our new RADs team are now supporting the Emergency Department to make sure elderly people attending get the best possible support. When an elderly person comes into the Emergency Department a doctor assesses them and if they don't need to be admitted into hospital but have complex needs they are seen by our new Rapid Assessment and Discharge (RADs) team. This nurse-led team works with therapists and other professionals, to assess the person's physical, mental and social needs. The team also work with the person and their family or carers to understand what might help them to recover and stay well. The team link in with other services; such as intermediate care teams and care homes so that the person's immediate care needs are met and identify other issues which may arise; putting things in place to prevent them. This enables the person to avoid an admission to hospital, and usually return home the same day with the right care and support in place.

Help to Overcome Problems Effectively (HOPE) Programme

HOPE, a self-management/health coaching/peer support programme is being launched across our area. This group programme for people who are living with long term health conditions and their carers, will be delivered by health and social care professionals alongside trained lay volunteers. The training for these volunteers is currently taking place and the first courses will begin in January.

HOPE has been developed locally, to specifically support people to develop knowledge skills and confidence to selfcare/self-manage their health condition/s. The health and lifestyle coaching programme uses cognitive behavioural principles and techniques underpinned by a number of well researched theories. The six week programme will be available to anyone over 18 who is feeling overwhelmed with their health issues or who are disengaged in their selfcare/self-management.

Plans submitted for a new wellbeing centre for Dartmouth

A planning application for a purpose-designed Health and Wellbeing Centre at Riverview in Dartmouth has been submitted to Dartmouth Town Council and it is hoped that there will be a decision on the proposals within six to eight weeks. If planning permission is granted, the next step is to secure a partner to deliver the care home provision. The plans include a 36-bedded care home, GP practice, pharmacy, retail area (possibly a coffee shop) co-located with the Voluntary sector and Dartmouth Caring, Trust outpatient clinic rooms and a base for the local Health and Wellbeing team.



We hope you find this update useful and that you can see we are making real progress towards our aim of supporting more people to be well and independent. If you would like to be receive future issues by email contact tsdft.communications@nhs.net

Devon Community Resilience Forum

Helping You To Help Yourselves



DEVON COMMUNITY RESILIENCE FORUM

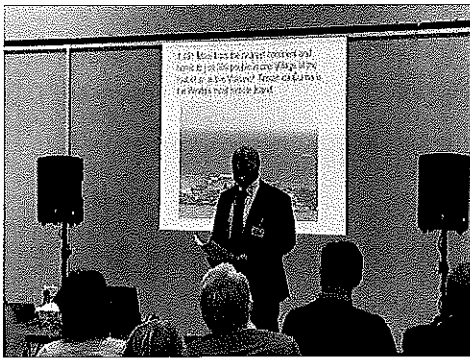
December 2017

Another great day for community resilience

Community representatives from Parish and District Councils across Devon congregated on the 22nd November at The Kenn Centre, Kennford, for the fifth Devon Community Resilience Forum. The event was very well attended with over 80 delegates and specialist suppliers.

Elaine Cook, CEO, Devon Communities Together, chaired the day and introduced a number of speakers and emergency response experts, including:

- Cllr Barry Parsons, who gave an update on the Devon County Council future strategy.



- Debbie Carrig from the British Red Cross, who explained how the BRC responds in times of emergency and also about Community Reserve Volunteers (www.bit.ly/BRC-Volunteers).

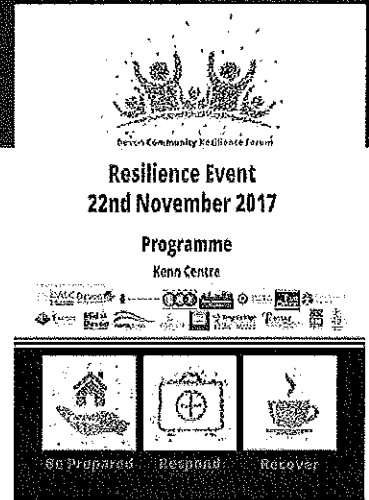
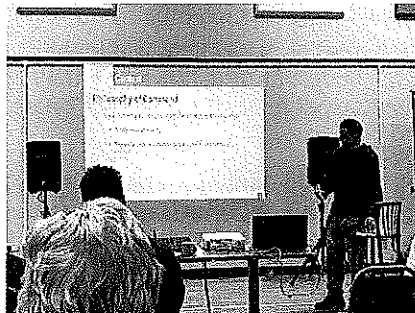
- Geoff Jung (Wodbury) and Lynne Easton (Chew Magna) provided excellent case studies of how their communities

developed community emergency plans and how this has helped them deal with emergencies.

Following a sociable lunch, where delegates had plenty of opportunity to share their experiences and visit stall holders in the Marketplace, all delegates took part in workshops, designed to inform and offer advice on emergency planning from the beginner to the experienced. These included:

- Risk assessments and insurance.
- Recruiting volunteers.
- Using walkie talkie two-way radios.

Facilitators reported a big turnout for the afternoon workshops, facilitated by Came & Co, Lynne Easton and Kate Pearson (Environment Agency) and WO2 Elliot Drake (6 RIFLES) who generously took time off from their daily responsibilities to share their knowledge and experience.



Summing up, Elaine encouraged delegates to pass the word and the opportunity to join the forum to their neighbouring communities.

There was a community atmosphere throughout the day and we look forward to the next forum event planned for May 2018.

Delegates and exhibitors wishing to attend the next event can register their interest by emailing info@devoncommunities.org.uk quote ref: DCRF18

Meanwhile, please join the conversation!

Facebook: <http://on.fb.me/1JYctSK>

Twitter: @DevComsTogether

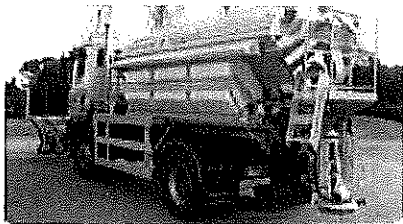
#devonresilience

Visit our forum website, brimming with templates, advice and case studies. www.bit.ly/Devon-Forum

Winter Travel

Winter service is an important part of Devon County Council's maintenance work and almost £5 million is spent each year on roads affected by winter weather. This involves salting major roads when there is a risk of ice, clearing snow and reacting to floods and fallen trees.

The Council's contractor, Skanska has a workforce based at strategic locations to provide an effective response to any problems that may occur.



Despite Devon County Council's efforts, winter weather can still make roads treacherous. With over 90% of all crashes attributed to human error the real key to

driving in winter is to drive with due care for the conditions. Never assume a road has been salted.

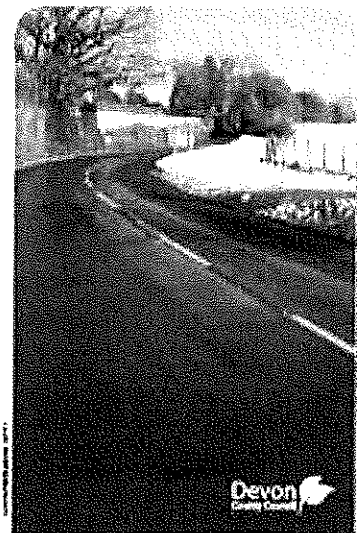


More information can be found in the DCC leaflet here www.bit.ly/travelling-in-winter

More information on roads and transport can be found at www.bit.ly/roads-and-transport

highway maintenance in Devon

Travelling in Winter



Community Landing Sites

Devon Air Ambulance Trust *real people saving real lives*

Devon Air Ambulance Trust (DAAT) works with communities throughout Devon to establish a network of landing sites to support their night flying operations.

As the network of landing sites is steadily growing they are able to offer communities an extended service until midnight.

Devon Air Ambulance works with communities to develop a network of pre-surveyed floodlit 'community landing sites' which enables them to bring a life-saving service into the heart of those communities when it is dark.



A community landing site, which is developed and part-funded by the local community, could be located on a green field or sports pitch. Key features of a night landing site include:

- it needs to be a flat open area of at least 50m x 50m
- it could be on grass, tarmac or concrete
- it needs pedestrian access onto the site and vehicle access close by
- a nearby power source for lighting is useful although not essential
- tall trees or power lines within the site might be a hazard, however if they are on the periphery they may not cause a problem

To find out more about community landing sites please visit www.bit.ly/DAAT-nightflight

If you would like to find out if there is a night landing site being developed in your area please look at the landing sites in your area by following this link

www.bit.ly/DAAT-landing-sites

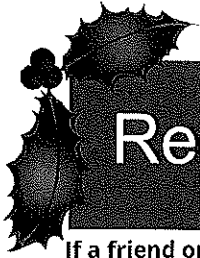
For further information on the network please contact Toby Russell, DAA's



Community Landing Site Development Officer on 01392 466666/07943 207673 or you can email him t.russell@daat.org

Devon Air Ambulance Trust





Red Cross first aid app

If a friend or family member was having a heart attack or was choking, would you know how to help them?

The British Red Cross free app features simple, easy advice on 18 everyday first aid scenarios, as well as tips on how to prepare for emergencies, from severe winter weather to road traffic accidents.



With videos, interactive quizzes and simple step-by-step advice, it's never been easier to learn first aid.

The information you need is all hosted

on the app itself, meaning no internet connection is needed, making it fast and easy to access.

Download the app

Visit the Apple App Store www.bit.ly/apple-red-cross or the Google Play Store www.bit.ly/google-red-cross.

Share the app

By sharing this app, you can help save lives. Show it off to all your friends and family and get them to download it too.

For more information on this and the Baby and Child First Aid app visit British Red Cross www.bit.ly/british-red-cross

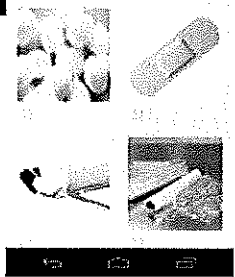


1. First aid burn advice: cooling running water for at least ten minutes.



2. After the burn has been cooled with clean, cool or cold running water for at least ten minutes:

After cooling a burn, which of the following items could be used to cover it?



'Storm selfies' are risking lives



Get ready  for winter

As winter storms make their presence felt, we are reminded that incidents of selfie related injuries continue to rise at an alarming rate. Therefore the Environment Agency and the Royal Society for the Prevention of Accidents (RoSPA) are warning that people posing for 'storm selfies' are putting their lives in danger.

Recently, coastal flooding led to people taking unnecessary risks to capture dramatic moments along the country's coastline. Videos of people getting swept along roads by waves even became internet hits.

David Walker, leisure safety manager at RoSPA, said:

"We understand the temptation to view powerful tides and weather conditions, however, if you get caught up or swept out to sea in these events your life will be at risk very quickly and our rescue services will also be at great risk. Listen to the advice of the coastguard and the

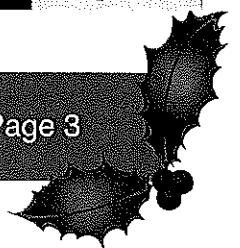
police about safe places to be. Floods are devastating so do not be afraid to seek medical help or support."

Top tips to stay safe

- Try to avoid walking through flood water because there may be hidden hazards such as potholes and missing manhole covers.
- If you have to walk in a flooded area, be aware of the power of moving water, try to wear waders and take a stick to check the ground in front of you as this may save your life.
- Sign-up for the Environment Agency's free flood warnings, listen out for National Severe Weather Warnings from Met Office www.bit.ly/Weather-Warnings and following advice from coastguards.
- Do not try to capture scenes of severe weather by taking 'selfies', getting too close to rough seas or walking in

exposed areas. Stay safe and consider whether it's necessary to venture out.

For more information visit the Met Office website at www.bit.ly/storm-selfies



There are practical steps you can take to support your community in preparing for winter weather.

Winter weather can be beautiful, with clear blue skies and crisp snow. But in reality, we experience a whole range of severe weather that can have a major impact on communities. There are practical ways in which you can support your community in preparing for this.

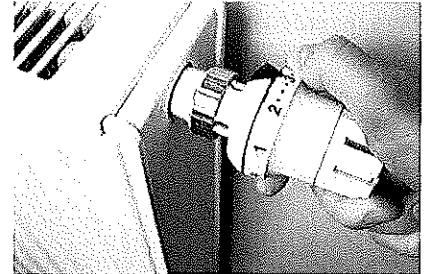
It may be that your community is in an area susceptible to flooding, so you might want to get involved in helping to prepare for, and respond to flooding. It's not just your home that may be impacted by flooding, it's also businesses, schools and community venues.

Snow and ice is likely to affect us all at some point over the winter. Not only can it severely impact travel plans, but it can also really affect access to your home and to community buildings. Members of your community who are elderly and less mobile can be particularly affected by snow and ice, so there are ways in which you can ensure they don't get isolated.

It's not just individuals that can be affected in severe weather, it's also businesses and people's livelihoods. It may be a local farmer affected, or a small local business. Whether it's access to a building or site, or damage caused by weather, it still has an impact.

There is lots of information and guidance to download at www.bit.ly/winter-communities including:

- What to do in heavy rain
- What to do in widespread ice
- What to do in dense fog



- What to do in heavy snow
- What to do in strong winds

Further information and support

For assistance with community Emergency Planning your first point of contact is your City, District or Borough Emergency Planning Officer.

You will find them listed below for reference and remember they are all there to help you!

Don't forget, the Devon Communities Together website has lots of useful information for both individuals and communities:

- www.devoncommunities.org.uk
- What we do
- Devon Community Resilience Forum

Useful information:

CLEAR Plan	www.dclisprepared.org.uk/a-clear-plan
Floodline	0345 988 1188
Environment Agency	www.gov.uk/flood
Consumer Council for Water	www.ccwater.org.uk
National Flood Forum	www.floodforum.org.uk
Blue Pages Directory	www.bluepages.org.uk
Association of British Insurers	www.abi.org.uk or 020 7600 3333
British Insurance Brokers Association	www.biba.org.uk or 0870 950 1790
Royal Institute of Chartered Surveyors	www.rics.org/flooding
Know Your Flood Risk campaign	www.knowyourfloodrisk.co.uk

Mid Devon	East Devon	North Devon	Teignbridge	South Hams/ West Devon	Torrige	Exeter
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