

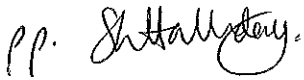
AGENDA FOR THE MEETING OF TOTNES TOWN COUNCIL
MONDAY 4th DECEMBER 2017 AT THE GUILDHALL TOTNES

You are hereby SUMMONED to attend the Meeting of the Council, which is to be held in the Guildhall, Totnes on **Monday 4th December 2017 at 7pm** for the purpose of transacting the following business:

No	Subject	Comments
1	To receive apologies.	At the time of the agenda being finalised apologies were received from Cllr Vint and Cllr Elliot-Smith.
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>a) Cllr Green b) Cllr Birch c) Cllr Hodgson</p> <p><u>Police Report if submitted</u></p> <p><i>The Council will convene.</i></p>	<p>Enclosure Enclosure Enclosure</p>
4	To approve and sign the Minutes of the following Meetings : <p>a. Full Council – Monday 6th November 2017 b. Personnel – Monday 20th November 2017 (PART 2) c. Operations – Monday 27th November 2017</p>	<p>Enclosure Enclosure Enclosure</p>
5	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>a. Full Council – Monday 6th November 2017 b. Personnel – Monday 20th November 2017 (PART 2) a. Operations – Monday 27th November 2017</p>	<p>Enclosure Enclosure Enclosure</p>
6	To consider locations for Fair Trade signage.	Enclosure and update from Cllr Hodgson
7	To note an update on the Food Bank.	Enclosure
8	To consider a response to the Heart of the SW Draft Productivity Strategy consultation – closes 14 th December 2017.	Strategy is available at - www.torbay.gov.uk/devolution
9	To consider the proposal for a potential coffee/refreshment station on Vire Island.	Verbal update from Town Clerk

10	To note the Sept – Oct 2017 Tourism report.	Enclosure
11	To note the annual Guildhall visitor and income figures.	Verbal update from Town Clerk
12	To note and encourage promotion of the Community Budgeting session on 11 th December from 6pm in the Guildhall – open to the public.	Verbal update from Town Clerk
13	To consider adoption of the Mayoral Policy as recommended by November 2 nd 2017 Operations Committee.	Enclosure
	<i>The Council will be asked to RESOLVE to exclude the press and public “by reason of the confidential nature of the business” to be discussed and in accordance with the Public Bodies (Admission to Meetings) Act 1960.</i>	
14	To discuss matters arising or recommendations from CONFIDENTIAL minutes (ONLY IF REQUIRED).	
15	To confirm the date of the next meeting as Monday 8 th January 2018 at 7pm. The next Paige Adams meeting will be held immediately beforehand at 6pm.	

Catherine Marlton

pp. 

Town Clerk

District Councillor's Monthly Report November 2017

John Green, SHDC Councillor for Totnes

Night Shelter

The following people met to discuss the Night Shelter on 15th November at Follaton House.

- Lindy Strong, Marketplace Ministries
- Mark Hatch, Marketplace Ministries
- Chris Brook, Assets Team, South Hams District Council
- Isabel Blake, South Hams District Council
- Sophie Cobbledick, South Hams District Council
- Stephanie Rixon, South Hams District Council
- Jacqi Hodgson, Councillor, Totnes Town Council
- Jo Sweett, Councillor, Totnes Town Council
- John Green, Councillor, South Hams District Council

Purpose of the meeting

To gain understanding of the issues behind Marketplace Ministries announcing that it is not in a position to run a Night Shelter in Totnes.

Background

Mark Hatch has run a Night Shelter in Totnes for the last three years, through Revival Life Ministries. Last year it opened on 36 nights, providing 128 stay-overs for 20 different people. His work has been taken on by Marketplace Ministries, and Mark and the other trustees of Revival Life Ministries are in the process of winding up that organisation.

SHDC's new building

The building that housed the Night Shelter has been demolished and SHDC has offered the largest of its new buildings on Burke Road as a new Night Shelter. The construction will be complete by Christmas 2017 and it is being fitted with a toilet, wash basin, electricity and lighting. The housing team at SHDC offered to cover the rent for the first three years (in the region of £8,700/year) in exchange for offering a night shelter in extreme weather.

Marketplace Ministries has obtained grants amounting to approximately £10,000 to refurbish the Night Shelter, however, they have now received permission from most of the grant givers for this to be used to install a new kitchen and shower in their existing Drop-In Centre on Burke Road.

Marketplace Ministries is concerned that they do not have sufficient resources to run a Night Shelter and their priority is on engaging with the homeless community in other ways, which they believe will be the best use of their time and resources.

Marketplace Ministries Official Statement on the Night Shelter

"Mark Hatch has manned a night shelter in Totnes for several years. The first year was single handedly and with no remuneration. The last 2 years were with the support of volunteers and last year fundraising enabled a good will gesture of £30.00 per night to be paid to Mark.

We have agreed that this year we will be supporting the SHDC initiative to encourage our clients to engage with block B&B bookings, instead of opening the night shelter. We have already begun to recommend this to our clients.

In deciding whether to deliver this service in future years there are many considerations, however, the single most influential factor is that of the serious assault on Mark last year.

In order to deliver a safe and properly staffed night shelter this will require a level of financial resourcing that we do not have at our disposal.”

Marketplace Ministries work at the Drop-In Centre

The Drop-In Centre became part of Marketplace Ministries Ltd on 1st April 2017, it relocated into the Marketplace Ministries building and has been running there since. In addition to feeding the homeless a hot meal and supplying take away meals each day, they currently have 3 support workers, a transition club and a training hub.

Mark Hatch is the Centre Manager and his approach to engaging with clients has recently resulted in 2 being housed, with a third very close to it and 7 currently engaging with RISE. Others have signed up for the training hub and are accessing other support provided at the Drop-In Centre. This is largely attributable to the relationship Mark has with the clients and their willingness to trust him and his advice to them, as he has been serving them selflessly for many years.

Concerns raised by Marketplace Ministries

As well as the lack of on-going funds to run the Night Shelter, Marketplace Ministries is also concerned about:

- The lack of people volunteering to help run a Night Shelter (they have asked for volunteers through their networks).
- Health and Safety issues, particularly given the two assaults on Mark Hatch last winter.
- The need for training for all staff/volunteers, which would be costly and time consuming.
- The need to CRB check all volunteers.
- Officially nobody is allowed to sleep in buildings on the Industrial Estate, so any overnight stays are not in beds.
- Legal issues which will need staff/volunteers preventing people from using drugs at the Night Shelter and the position this puts them into with respect to the clients using the Night Shelter.

If all of these issues could be overcome Lindy Strong suggested that Marketplace Ministries might consider running a Night Shelter if there was sufficient funding, if there was a clear demand and they had the time to do it given their other commitments. However, they would be concerned about the impact this might have on some of the homeless engaging with their other initiatives, which appear to be working well. So at present, they believe the best way forward is not to have a Night Shelter.

However, even if they did at some point decide to run a Night Shelter they have stated categorically that they do not wish to have a lease from SHDC and so they will not be taking up SHDC's offer of the new building. They would prefer to work with their existing landlord, with whom they have a good relationship which provides more flexibility than that which SHDC is likely to be able to offer. For example, SHDC did not think it was in their best interests to permit a third party installing solar panels on the roof of the new building.

SHDC's statutory duty

On freezing nights SHDC will provide overnight accommodation for any homeless person who requests it. They are arranging block bookings of B&B accommodation this winter, however, this is not in Totnes.

If the police find someone who is sleeping rough on very cold nights they will contact SHDC to find out where to take the person to sleep. This has typically been to the Travelodge in Paignton.

Given the decision by Marketplace Ministries not to take on a lease for the new building, SHDC is planning to lease the premises commercially, though they have agreed to hold off on this for a further week.

There is presently no suggestion that SHDC would use the £8,700/year for three years to support another organisation to run a Night Shelter. There are issues with health and safety and other statutory concerns which they need to be mindful of if they are commissioning services or providing support of this nature. The funds could be used to enhance their approach to block booking of B&Bs and other support for the homeless.

Subsequent discussions

Rather than moving the Drop In to the new building which would be at great expense, the Night Shelter could just be a place with chairs, roll-out mattress for resting on and some heating. It might work best if people continue to be encouraged to sign up for the B&B option, and confirmation that the Night Shelter is open on any given night is only made once it gets to say 8pm (if it opens 8pm-8am).

For this to work, I believe that people will need to be paid to do the job, costing in the region of:

$$2 \text{ people} \times 12 \text{ hours} \times 36 \text{ nights} \times \text{£}11/\text{hour} = \text{£}9,500$$

It is not clear where this funding could be obtained.

Chris Brooks, Head of Assets at SHDC, is in general comfortable with this, which would involve a short lease or license. Isabel Blake, who is responsible for housing and homelessness at SHDC, has stated that she is happy to discuss this option. She added that it will be essential that staff/volunteers would need CBS checks (which takes up to a month) and that there are at least two people on duty.

Options

- 1) Marketplace Ministries is given the resources which it believes are needed to run a Night Shelter and they decide that they wish to run it. Presently their view is that even with the resources they wish to see how their new approach works over this winter.
- 2) Another organisation decides to run a Night Shelter.
- 3) A Night Shelter is not run in Totnes.

Totnes Town Council may wish to consider the options.

Cllr John Green
SHDC representative for Totnes

cllr.green@southhams.gov.uk



John Birch
SHDC Member for Totnes

Report for Totnes Town Council
meeting to be held on Monday 4 December 2017

I report on the following matters;

1. Questions to Overview and Scrutiny Panel -S106 Agreements

I submitted the following question at a recent meeting of the Overview and Scrutiny Panel at SHDC

"In welcoming the appointment of Julie Rowdon as the S106 Case Manager it is noted that in the recent bulletin sent to Members it is stated that "her current priorities are to bring all records up to date, monitor finances ensuring that deadlines are met and to streamline S106 processes"

I am concerned that the extent of the officer's duties may not be sufficient in that they may not extend to the imposition of non-financial obligations on developers arising out of S106 agreements and other planning agreements such as unilateral undertakings and management plans submitted in order to satisfy a planning condition.

I have recently come across three examples on major developments in Totnes where it appears the Council has not sought to impose non-financial obligations on the developer.

Can Members be sent a copy of the S106 Case Manager's detailed job description and an assurance that she will have sufficient resources to undertake the imposition of non-financial obligations?"

Unfortunately I received an unsatisfactory answer and in a subsequent discussion with a senior officer I have come to the conclusion that SHDC does not have sufficient resources to monitor non-financial obligations arising out of S106 agreements and other planning agreements.

This is a most unsatisfactory situation and in my opinion should be rectified. Meanwhile I propose that the Town Council and the three District Councillors representing Totnes work together to ensure that all obligations arising out of S106 agreements and other planning agreements relating to developments in Totnes be identified and then be acted upon by means of a request to SHDC to proceed with enforcement in the event of non-compliance.

2. Neighbourhood Plan – KEVICC

The Town Council should be thanked for obtaining the disclosure of the AECOM KEVICC report and placing it in the public domain.

The report raises many concerns and in particular proposals for housing development of up to 267 dwellings and a reduction in the school size.

There are also concerns relating to the manner the report was prepared. At section 3.2 it states that there was a workshop with feedback back from attendees. This raises the following questions;

1. Why weren't the Town Council informed and invited to the workshop?
2. Why weren't all members of the Steering Group invited and asked to participate?
3. Why was there no report of the workshop to the Steering Group and the Town Council?

Furthermore towards the end of the report it states that the Steering Group commented on a draft report on 12 December 2016. In all probability this is not correctly stated as it is my belief that not all members of the Steering Group were shown a draft to comment on.

The recent events involving the non-disclosure of the AECOM reports have given rise to concerns that the draft Neighbourhood Plan, if implemented in its present form, could possibly give rise to overdevelopment in Totnes and especially in the following areas;

- Steamer Quay - possibly up to 80 dwellings
- KEVICC - possibly up to 137 additional dwellings
- Central car parks - possibly up to 70 dwellings

It should not be forgotten that the District Council's Local Plan already provides for the development of 529 dwellings in Totnes. The additional development in the three areas mentioned above could possibly increase this number by over 40%.

As I have previously stated I believe one of the purposes of the Neighbourhood Plan is to protect the community from overdevelopment bearing in mind Totnes has had more than its fair share over the past few years. The Plan, as currently drafted, does not offer that protection and in my opinion should be revised to prevent the opportunity of any possible overdevelopment in Totnes.

3. Neighbourhood Plan – Steamer Quay

I recently met with the Steamer Quay stakeholders including the Totnes Boating Association, Scouts, Rowing Club, Caravan Club, Dartmouth River Boat Company and the café owner. They were all concerned that as key stakeholders involved in Steamer Quay they had been previously consulted or approached by the Totnes NP Steering Group in respect of proposed future policies. I explained to them the planning process and the opportunities open to them to make their voice heard.

They have subsequently made it known that they would support an amended policy for Steamer Quay as follows;

Development will not be permitted in the area known as Steamer Quay, unless it is the subject of a community-led masterplan that has received the support of the residents of Totnes and the Totnes Town Council and that any proposed development in the said masterplan:

- 1. Does not harm the character, amenity, historic, environmental, nature conservation or archaeological values of the area and its surrounds.*
- 2. Be limited to the enhancement or improvement of existing services, uses and facilities being the caravan and mobile van park, club facilities and storage associated with the Totnes Boating Association, the scout hut, the Rowing Club, the long stay car parks, coach park, café, toilets, pleasure boat ticket office and employment units together with all public access areas and rights of way.*
- 3. Clearly demonstrates that the proposals respect the setting of the adjacent Conservation Area and adopt a high standard of design reflecting the prominence of the location and contribute to the River Park concept enhancing the riverside facilities for the community.*
- 4. Be designed to respect scenic quality and maintain the area's distinctive sense of place and reinforce local distinctiveness.*
- 5. Conserve and enhance the characteristics and views of the area.*

4. True Street/Paignton Road development

There has been a planning application submitted to the South Hams District Council (3380/17/OPA) for the building of 9 houses at True Street, along with garages and a road exit onto the A385. The plans for this, maps, surveys etc are all on the South Hams District Council website and easily accessed. The last date for objections is 12th December 2017.

Although this application falls outside Totnes and within the boundary of the Berry Pomeroy Parish Council I report on it because of the possibility of a future extension to the proposed scheme.

The adjoining landowner has already drawn up plans for the 'Land North of Paignton Road' where it is proposed to build 45-65 houses. This is the field immediately next to the True Street proposal and indeed in one of planning documents included in the True Street application it states '*Access route to future phase (turn off for planning submission)*'. This statement, which was probably inadvertently included, would seem to be a clear indicator of future expansion towards Totnes.

It may be appropriate for the Town Council to comment on this application due to it being close to the town boundary. Berry Pomeroy Parish Council has lodged an objection to the application.

John Birch
25 November 2017

County Councillor for Totnes & Dartington

(incl. Harberton, Harbertonford, Staverton and Landscope & part of Berry Pomeroy)

Key Issues:

Climate Change: A motion put back to FC in October further to the President's decision for US withdrawal from The Paris Accord on Climate Change was amended and approved as follows: *The Council recognise that the decision of POTUS is regrettable and potentially de-stabilising and damaging to global efforts to tackle climate change through a reduction in greenhouse gas emissions. This council reaffirms its commitment to the implementation of its Energy Policy, Strategy and Action Plan as the most effective response to this situation and, consequently takes no further action.*

Highways issues: Most of the items I requested for **South Hams HATOC** earlier this month have been referred to an special meeting of officers with myself on Dec. 6th. However the new –safer - models for roundabouts (incl segregated cycleways and pedestrian paths) were discussed along with proposals for a roundabout at Redworth Junction. (this video from Amsterdam was shown – need to scroll down for video. <https://bicycledutch.wordpress.com/2013/05/09/a-modern-amsterdam-roundabout/>).

You can continue to report highways problems on line at the **Public Information Portal link:** <https://new.devon.gov.uk/roadsandtransport/report-a-problem/>. Where you can also track the problem. To check for programmes of highways works scheduled use this link: <https://devon.roadworks.org>

DCC Cabinet 8th November recommendations:

- **20mph Speed limits / zones:** The motion I put to Full Council last month came before cabinet. The agreed recommendation was, "It is recommended that Council be advised that a blanket call for Town and Parish Councils to propose 20mph speed limits would be premature at this stage given there is commitment to reviewing of the current policy." (n.b. The Government has commissioned the Atkins report into 20mph limits and zones which is due out in February and will be followed up by a review at DCC into road speeds). In my paper for the motion I emphasised the need for slower speeds being sought by many Neighbourhood Plan groups.
- **Ethical Care Charter:** The motion I put to Full Council last month came before cabinet. The agreed recommendation was "It is recommended that the Council notes the requirements of the charter and recommends officers work with its contracted providers towards its adoption having due regard to affordability, market sufficiency and quality of commissioned care." (n.b. the third part of the charter was the thorny issue as it seeks commitment to pay the living wage and occupational sick pay scheme which was considered possibly unaffordable).
- **Devolution:** A recommendation to approve the formation of a South West Joint Committee was met with a lot of concerns by opposition party Members and in particular around the role of the unelected Local Enterprise Partnership that makes proposals for spending when no detailed strategy for delivering the vision has been set out.
- **Adult Health Care:** a report was given which outlines the action plan over the next 12 months.
- **Children's Care services:** The gap in funding in is a matter for considerable concern and in particular how the winter months ahead may be problematic.

Attendance at meetings etc. as elected public representative:

- Weds 8th Nov.** **DCC Cabinet Meeting** – (see items in key issues above). Reports and papers at this link: <http://democracy.devon.gov.uk/documents/g2130/Public%20reports%20pack%2008th-Nov-2017%2010.30%20Cabinet.pdf?T=10>
- Sat. 11th Nov.** **Berry Pomeroy Neighbourhood Plan public consultation** event in Weston Lane Hall.
- Mon 13th Nov.** **Dartington Neighbourhood Plan SG meeting.** Discussed items outstanding in preparation of draft plan and response to Joint Local Plan
- Tues 14th Nov.** **Harberton & Harbertonford PC meeting**
Staverton Neighbourhood Plan SG meeting.
- Weds 15th Nov.** **Meeting with SHDC Housing Officers and District & Town Councillors and representatives from market Place Ministries re Homeless Drop-in in Totnes**
- KEVICCs Foundation Governors AGM**
- Thurs 16th Nov.** **DCC Highways conference for Town and Parish Councils. Very useful event.**
Discussions incl. how they decide on their works programme, new and more efficient ways of mending pot holes, community self-help and the gully cleaning programme. Rural gullies and Grip / Easement / Buddhole Cleaning are carried out once a year. Information on the Highway Maintenance Community Enhancement Fund is available on the DCC Communities webpages. The papers for the conference are available from Lucy Barrow, email csc.roads@devon.gov.uk
- Tues 21st Nov.** **DCC Health Scrutiny Committee. (Observed).** Discussions incl. the legal role of DCC in holding NHS to account and a position statement for the Budget 2017/18.
- Weds 22nd Nov.** **Totnes T3 group meeting** re; Neighbourhood Plan.
- Thurs 23rd Nov.** **Meeting with residents and Highways Officer and Legal Officer regarding highways issue.**
- Staverton Parish Council – special Committee meeting**
- Friday 24th Nov.** **South Hams Highways and Traffic Orders Committee (HATOC) meeting** incl:
- **Proposal for new safer designs for roundabouts to include cycle and pedestrian segregated lanes.** This was welcomed and went forward as a recommendation for DCC Scrutiny to look into this for implementation in the county.
 - **Proposal for the Traffic Lights at Redworth Junction to be replaced with a roundabout with segregated cycle and pedestrian lanes.** A sketch for the proposal was provided. This was deferred on the basis that it is premature since the traffic lights are relatively new, but the proposed design will be looked into further (bearing in mind added traffic anticipated further to ATMOS and other proposed developments in the JLP).
 - **Annual Waiting Restrictions proposals** were approved.
 - **A review of Traffic Sensitive Streets is underway** - to ensure improved timing for roadworks and unnecessary impacts on traffic.
- South Hams Locality Committee. A presentation from Chris Broadbent from South West Games** inviting participation from individuals and teams from towns, parishes and organisations in the South West in annual games events.

Sat. 25th Nov. **Totnes Rural Area Youth Engagement (TRAYE) project inaugural meeting as a newly designated charity.** Proposals to expand the project into Rattery and Harberton/Habertonford were discussed.

Mon 27th Nov. **Town & parish event with SHDC & DCC** - a short animated film highlighting the budget challenges facing the county, has been produced by Devon County Council at this link - <https://youtu.be/14UyGmjfgsU>

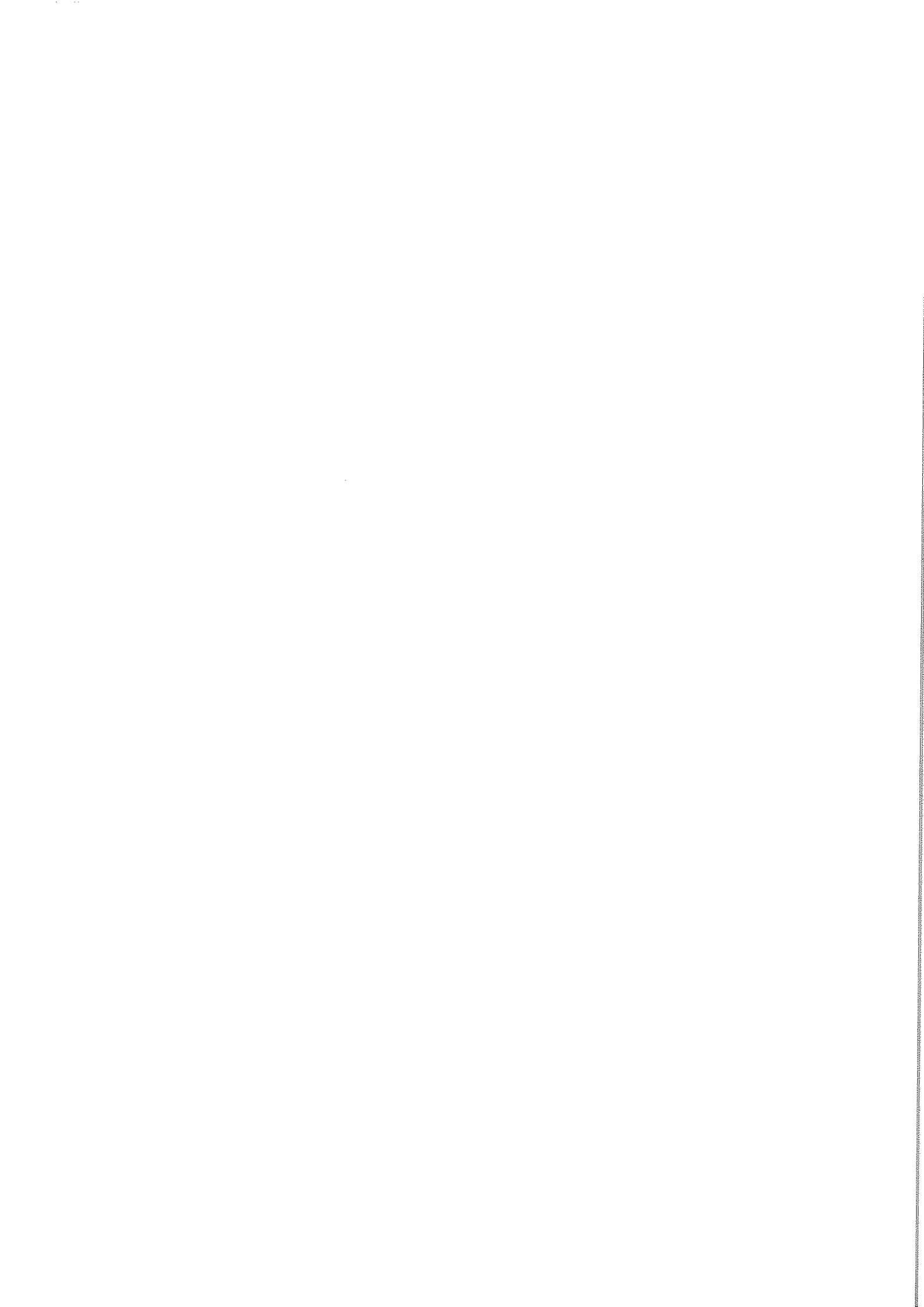
Diary Dates:

- **Weds. 6th Dec.** **Meeting with Highways Officers to discuss the following issues (deferred from - my proposed agenda items for - HATOC) :**
 - 20mph speed limits in town and village centres
 - Redworth Roundabout (Police Station Roundabout), Totnes
 - Origins Roundabout, Dartington
 - Additional pedestrian measures at the junction of Plymouth Road and Western Bypass
 - Pedestrian crossing at Lascaze to Recreation Ground at Dartington
 - Residents parking at Gidleys Meadow
 - Littlehempston to Totnes Cycle Route (needs to be led by the community)
 - Totnes Rainbow crossings (needs to be led by the community)
 - No right turn from A385 into True Street at Berry Pomeroy
 - Brick wall on Ashburton Road
 - Weight restriction on rural lanes at Tigley, Dartington

Thurs 7th Dec. **2.15pm DCC Full Council* meeting. I have put the following motion on their agenda:**
“In line with its recently affirmed commitment to mitigating climate change, this council will divest its pension funds away from fossil fuel companies and seek opportunities to invest in companies that support renewable energy. This is moving forward in line with other Local Authorities such as Southwark taking this important step.” Proposed: Cllr Jacqui Hodgson Seconded: Cllr Martin Shaw

Weds 13th Dec. **10.30am. DCC Cabinet meeting**

* The public can attend as observers or table questions. Questions need to be submitted in writing by noon on the forth working days in advance of the meeting. A written response will be circulated at the meeting and one supplementary question can be made in response.





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

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

Apologies: Councillors Whitty, Vint, Barker and Sermon.

No present: Councillor Hart-Williams.

In Attendance: Catherine Marlton (Town Clerk), Christina Bewley (Deputy Clerk), Peter Bethel (Town Sergeant), District Councillor Green, District Councillor Birch, Soundart Radio and 8 members of the public.

No	Subject	Comments
1	To receive apologies.	Apologies were given by Councillors Whitty, Vint, Barker and Sermon. It was RESOLVED 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.	Cllr Simms stated that he has not yet updated his Declaration of Interest and was reminded by the Town Clerk to declare an interest verbally regarding any item of discussion.
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>A member of the public raised concerns about the bench at the Town Mill, littering from flyposting, and a new house build at a farm in Littlehempston.</p> <p>Two representatives from the Young Skateboarders organisation explained the need for a good skate park in Totnes and asked for financial support from the Council to update the existing skate park.</p> <p>A member of the public raised concerns relating to Slapton Lea but the Mayor advised that this is outside the Totnes area.</p> <p>The treasurer of the TBA spoke on behalf of the traders on Steamer Quay and asked that the Council removes the policy on Steamer Quay from the draft Neighbourhood Plan. As a group they want improvements to that area not development. The group plans to meet regularly and will send a letter to the Town Council.</p> <p>A member expressed concern that the public toilets by the bus stop on Coronation Road remain closed.</p> <p>County Councillor Hodgson explained that wildlife issues, like that raised about Slapton Lea, are important and that DCC has a good County Ecologist. Problems have occurred at the development at Brimhay where natural habitat has been destroyed.</p>

	<p><u>Police Report if submitted</u></p> <p><i>The Council will convene.</i></p>	<p>County Councillor Hodgson handed out a written report and discussed some of the content. Street lights have been repaired. Sites for street signs have been proposed. There is no allocated funding per area now for pothole repairs.</p> <p>District Councillor Green provided a written report. He explained that the toilets on Coronation Road were closed by the Police due to drug taking issues but he will look into why they remain closed. He explained that Market Place Ministries are not proposing to provide a night shelter at the new site, only a drop-in centre and other services. The issue and the problems it would cause were discussed and it was AGREED that the Clerk would contact Market Place Ministries expressing the Council's concern over this decision. District Councillor Green also questioned whether the Council should have a discussion with KEVICCs governors about the AECOM report.</p> <p>District Councillor Birch provided a written report. He felt it was good news that the proposed merger with West Devon will not now go ahead. He expressed his concern that the KEVICCs AECOM report has still not been released publicly and believes this is because the report is likely to suggest a large number of houses for the site. Cllr M Adams raised her concerns over proposed changes to the approved planning application for the Guinness 60 Apartments and believes some proposals should be resisted.</p> <p>No one from the Police was in attendance to provide a report.</p> <p>Cllr Simms confirmed that for clarity he had no change to make to his Register of Interest.</p>
4	<p>To approve and sign the Minutes of the following Meetings :</p> <ul style="list-style-type: none"> a) Operations Committee - 25th September 2017 b) Full Council October – 2nd October 2017 c) Place Committee – 5th October 2017 d) Extraordinary Full Council – 16th October 2017 e) Operations Committee – 2nd November 2017 	<p>It was RESOLVED to approve and sign the Minutes of the following meetings:</p> <ul style="list-style-type: none"> a) Operations Committee - 25th September 2017 b) Full Council October – 2nd October 2017 c) Place Committee – 5th October 2017 d) Extraordinary Full Council – 16th October 2017 (subject to the amendments outlined in item 5) e) Operations Committee – 2nd November 2017
5	<p>To discuss matters arising and consider committee recommendations (Please note confidential recommendations can be agreed but any discussion</p>	<p>The following matters arose:</p>

must be held in Part 2):

- a) Operations Committee - 25th September 2017
- b) Full Council – 2nd October 2017
- c) Place Committee – 5th October 2017
- d) Extraordinary Full Council – 16th October 2017
- e) Operations Committee – 2nd November 2017

- a) Operations Committee - 25th September 2017

Item 5 – The Clerk explained that, following recently received advice, the document has been amended to include the procedure for making a dispensation which the Councillors will need to choose the preferred process for.

It was proposed that the Clerk should make the decision on whether to award a dispensation. This was seconded by Cllr Hodgson but she asked if the Clerk was comfortable with being given this responsibility. The Clerk confirmed that she would accept the responsibility but Councillors would need to accept the decision she makes. It was **AGREED** that the wording would be expanded to include the option for the Clerk to refer the decision to the Full Council if she felt it necessary as below:

*At Full Council on 6th November 2017 when this Code of Conduct was adopted, Totnes Town Council **RESOLVED** that the Council delegates the power to grant dispensations to the Clerk, unless the Clerk makes the decision to refer the decision back to Full Council. The power rests with the relevant authority under section 33(1) of the Localism Act 2011 and the basis is set out under section 33(2).*

The Code of Conduct was **APPROVED** with these amendments.

The need for Councillor training was raised and the Clerk confirmed that the Code of Conduct is included in Councillor Induction and that she was looking at options for all Councillor refresher training.

Item 8 – Cllr Hodgson asked how the new rates compared to other cemetery fees in the area. The Clerk advised that a comprehensive comparison exercise was done in order to establish the new fees.

It was **RESOLVED** to accept the amended Cemetery fees as recommended by Operations Committee with immediate effect.

- b) Full Council – 2nd October 2017

None.

- c) Places Committee – 5th October 2017

None.

d) Extraordinary Full Council – 16th October 2017

Item 3 – it was **AGREED** that the minutes should say caravan park and not campsite.

Item 5

Cllr M Adams left the meeting due to a conflict of interest detailed in Item 5 of the Operations Committee meeting minutes for the 2nd November 2017.

Some councillors expressed concerns that their comments/proposals were not recorded. The Clerk explained that it is not a requirement for the minutes to record everything that is said and that the minutes should only give an overview of the discussions held. Under normal circumstances only the last proposal put forward is voted on and this would be the proposal recorded in the minutes. Due to the nature of the discussions at this meeting more detail was included in the minutes than would normally be the case, but they do not record the discussion verbatim.

Cllr Sweett requested that the minutes reflect that she asked Jill Tomlin to provide a statement from KEVICCs on the position with the AECOM report. This was **AGREED**.

A discussion was held about whether the wording in the proposal made by Cllr Whitty was accurately reflected in the minutes.

The Clerk explained that as officer she felt the original wording was accurate.

Cllr R Adams and Cllr Westacott said the motion should not stand because it was not a substantive motion. Cllr Hodgson said the motion should not be changed when the original proposer is not present.

It was **RESOLVED** that the word 'current' would be removed from the first line of Cllr Whitty's proposal on p.18. with a vote of 6 for and 2 abstentions.

e) Operations Committee – 2nd November 2017

Item 4 – deferred to the Full Council meeting in December.

Item 5

1. It was **RESOLVED** to accept the proposed agenda for the public meeting on Tuesday 28th November 2017 with one abstention.

2. – 5. These recommendations were discussed at length with Councillors speaking for and against the proposals.

It was **RESOLVED** that the Town Council will take back control for the overview and completion of the Neighbourhood Plan whilst using expertise from the present Steering Group. This will include retaining the existing coordinator should she be willing. The Mayor will be taking over the role of Chair. There was one against vote.

It was **RESOLVED** to agree additional resources of £6514.72 in the current financial year and £6350 in the 18/19 financial year. This was unanimous.

It was **RESOLVED** to approach the local press regarding running a regular column on the NP process, via statements from the Operations Committee. This was unanimous.

It was **RESOLVED** to record all future meetings relating to the Neighbourhood Plan for transparency purposes. Cllr Hendriksen will liaise with the Town Clerk on the equipment required. This was unanimous.

It was **RESOLVED** that the AECOM report for Steamer Quay is rejected by the Town Council and any references to it should be removed from the Neighbourhood Plan. This was unanimous.

It was **AGREED** that the Town Clerk would formally request for a copy of the KEVICC AECOM report to be sent directly to the Town Council, for release to the general public.

It was **AGREED** to cease holding NPSG meetings until the new format of overview was considered at Operations Committee on 27th November 2017.

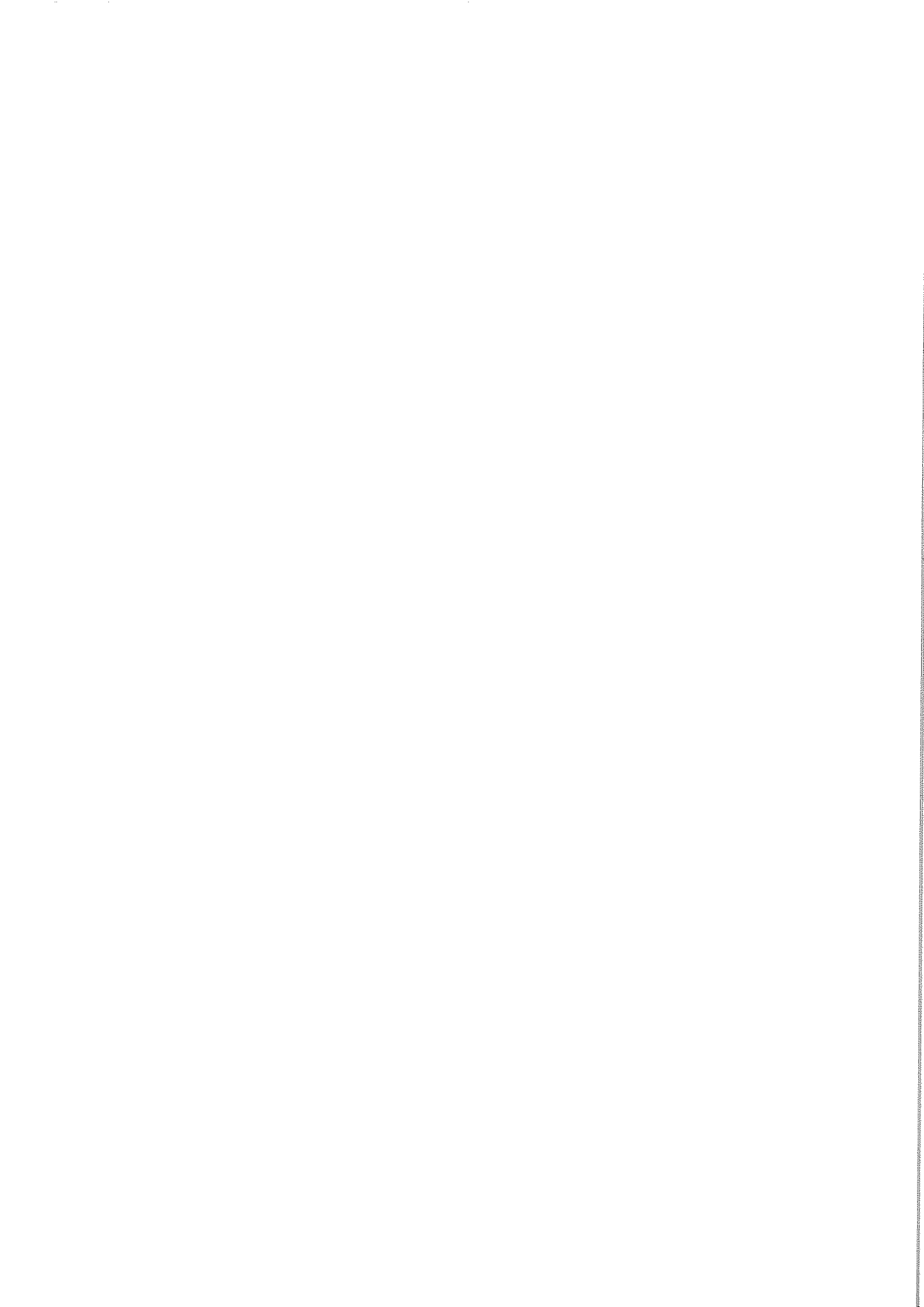
Councillors were reminded that the JLP is with the inspectors and oral representations will be heard in January. It was **AGREED** that the Town Clerk would enquire who from the NPSG was due to make oral representation and whether someone from the Town Council can still be listed to speak.

		<p>CLr M Adams re-joined the meeting.</p>
6	To consider Cllr Marianne Parker being added to the People Committee.	It was RESOLVED to accept this proposal.
7	To note the cancellation of People and Place Committee in November due to Councillor absence.	Noted.
8	<p>To consider urgent Place Committee items:</p> <p>a) 3231/17/VAR – Application for removal or variation of a condition 2 following grant of planning permission (56/3099/14/RM). Development Site at Sx 8102 5980 [Riverside], Weston Lane, Totnes. Conditions are: Change the approved timber or concrete crib retaining walls to Redi-Rock Cobblestone; Removal of trees along South West elevation of the building; Introduction substation and associated landscaping in the southern corner of the site, adjacent to the entrance; Introduction of external lights to patio/balconies of all flats; and removal of coloured film/glazing.</p> <p>b) 3271/17/FUL – Change of use from D1 (day nursery) to C1 (guest house) and owners accommodation. Cocos Nursery, Ashburton Road, Totnes, TQ9 5JZ.</p> <p>c) 3330/17/LBC – Listed building consent for replacement entrance signage (Totnes Cinema). 27A High Street, Totnes, TQ9 5NP.</p>	<p>a) It was RESOLVED to reject the proposed changes as the Town Council recognises the variations to be contrary to upholding the highest developmental standards in the town, specifically in relation to wildlife, light pollution, visual impact and use of questionable quality materials.</p> <p>b) No objections.</p> <p>c) No objections.</p>
9	To receive an update on Community Budgeting.	The Clerk asked Councillors to encourage the public to complete and return the questionnaires.
10	To consider the draft Traffic and Transport minutes from 27 th September 2017.	<p>Concerns were raised about the proposed roundabout near KEVICC. It was AGREED that the Forum should be asked to revise the proposal and consider all options.</p> <p>It was RESOLVED to suspend Standing Orders to allow District Councillor Birch to speak on this issue. District Cllr Birch advised that further work will be done on the proposal and it will be brought to the Town Council for comment.</p> <p>The meeting was reconvened.</p>
11	To consider a recommendation from Operations Committee regarding the format, date and location of the Neighbourhood Plan Public meeting.	It was RESOLVED to approve the recommendation outlined in the Operations Committee report.
12	<p>To confirm future dates:</p> <ul style="list-style-type: none"> • Remembrance Sunday - 12th November 2017 • Neighbourhood Plan Public Meeting – 7pm 	The Town Clerk reminded Councillors that the Community Budgeting Feedback Session is a public sessions and Councillors should try to attend.

	<p>28th November</p> <ul style="list-style-type: none"> • Full Council – 7pm 4th December • Community Budgeting Feedback Session – 6pm 11th December • Planning and Place Committee – 4pm 14th December • Informal Christmas get together – Midday on Thursday 21st December (in place of post Full Council in December) • Full Council – including budget setting – 7pm 8th January 	<p>The dates were noted and the meeting ended at 9.50pm.</p>
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Christina Bewley
Deputy Clerk

DRAFT





ITEM 4C

**MINUTES FOR THE OPERATIONS COMMITTEE
MONDAY 27TH NOVEMBER 2017 AT THE GUILDHALL TOTNES**

Present: Councillor M Adams (Chairman), Paine, Westacott MBE, R Adams, and Barker.

Apologies: Councillor Sweett.

In Attendance: Catherine Marilton (Town Clerk), Sara Halliday (Administrator), Cllr Hodgson, Cllr Parker, Cllr A Simms, Cllr B Piper, Cllr K Sermon, Cllr T Whitty, Press and 3 members of the public

No	Subject	Comments
1	To receive apologies and to confirm that any absence has the approval of the Council.	It was AGREED to accept the apologies.
<i>The Committee will adjourn for the following item:</i>		
	Public Question Time: A period of 15 minutes will be allowed for members of the public to ask questions or make comment regarding the work of the Committee or other items that affect Totnes.	A member of the public spoke in support of the St Mary's Partnership Update Report (Item 3 on the agenda) and asked that all members of the Partnership continue to work together on this community project. Cllr Parker spoke about the Totnes Neighbourhood Plan and it was agreed to take all comments on this matter under agenda Item 10.
<i>The Committee will convene to consider the following items:</i>		
2	To agree the minutes and discuss any matters arising from the minutes of the last meeting.	The minutes of the Operations Committee held on 2 nd November 2017 were agreed. There were no actions arising.
3	To consider the St Mary's Partnership Update Report.	The report was noted. Cllr M Adams, the Town Clerk and Mr Victory will meet on 4 th December 2017 to discuss the report's recommendations. Cllr Westacott asked to be included in future meetings in her TOTSOC role. Mr Victory agreed to contact her with future dates and further information.
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.
5	To note the outcomes of the Community Budgeting survey and the next steps. Can Councillors please diary Monday 11 th December 2017 from 6pm for the open public session on community budget outcomes and budget setting.	The Town Clerk updated that the questionnaire themes relating to social and the environment of the town have come out as the top scoring options. After the public meeting on 11 th December a proposed 5 year budget will be an item for the Operations Committee agenda in December, before going to Full Council in January 2018 when the precept is set for the year.
6	To receive an update on the Share Shed occupation of garage.	The Town Clerk explained that there will be a requirement to reclaim this space for storage in the longer term and that this should become clearer once the budget is set. It was RECOMMENDED to Full Council that the Share Shed lease be extended from December 2017 until 31 st March 2018, subject to 1 months notice.

7	To consider the Council Venues Working Group notes.	Cllr Westacott MBE declared a pecuniary interest as a member of the Elizabethan Society. The Town Clerk briefed that members of the Working Group will be kept up to date on progress of the issues recorded and the Operations Committee will receive future meeting notes.
8	To note the review of the internal audit provider.	The verbal update from the Town Clerk was noted. It was AGREED to continue using the current provider for the internal audit, in the absence of an alternative provider providing better value for money or any additional services. It was AGREED that an interim audit in 17/18 is not required but would be reviewed in future years.
9	To consider how to budget for the Town Sergeant salary and expenses.	It was RECOMMENDED to Full Council that an additional budget line be set up so that, as per audit requirements, Mayoral travel expenses can be separated from the Town Sergeant budget line. The Town Clerk explained that no virements would be carried out at this time as the expenditure is variable, but that Operations Committee should still ensure that the combined totals of the Civic budget, Town Sergeant salary and new Mayoral Travel Expenses should remain within the annual budget set.
10	To consider how to proceed with improvement and resurfacing works of the Market Square in partnership with SHDC.	The Chair proposed bringing Item 11 forward which was AGREED . The Town Clerk updated on a recent meeting with SHDC who have funding to resurface and improve the market square, and suggested that community engagement would be required to determine what Totnes wants from the square in the future. An issue was raised about the safety of the Civic Hall steps. The Town Clerk advised that they are the responsibility of SHDC, not TTC. It was AGREED that the Town Clerk should pursue the Market Square project and report back to Operations Committee in due course.
11	To consider a report on the Neighbourhood Plan budget and proposed way forward. Papers include a letter from the NPSG with suggestions.	<p>Cllr M Adams declared a pecuniary interest with regards to the Steamer Quay and left the meeting, handing the Chair to Cllr R Adams (noting the absence of Deputy Chair Cllr Sweett). Cllr R Adams opened up the meeting for public comment.</p> <p>Cllr Parker spoke of her concern about the Neighbourhood Plan (NP) not being completed in time to feed into the Joint Local Plan (JLP) evidence sessions being held in January 2018. TTC needs to be clear at the public meeting on 28th November about what it can and can't do in the NP.</p> <p>Cllr Hodgson spoke about the JLP not being a 'done deal' and that the purpose of the evidence sessions was to challenge any points the Town Council is unhappy with.</p> <p>Cllr Simms spoke of his concerns with the letter from the NP Steering Group. The draft NP contains valuable information, but there have been issues of transparency and this needs to improve. He hopes that a more practical and tangible way</p>

forward can be found and no-one should be excluded from the process.

Cllr Piper spoke about the compartmentalisation of decision making in the NP Steering Group and the need for the Town Council to represent the community, giving them a voice in taking this work forward in a transparent matter.

A member of the public spoke about the need for the public meeting to explain the history of the NP and how it will be completed.

Cllr Whitty spoke about how the NP Steering Group wishes to work cooperatively with TTC. He expressed his frustration in trying to get Councillors to engage with the NP with little discussion at Full Council and with planned meetings cancelled.

Cllr Birch spoke about the lack of transparency, particularly in relation to the release of the AECOM reports, and his concerns that the NP Steering Group does not function in an inclusive manner.

A member of the public said it was important not to repeat previous mistakes and that the public need to see a clear way forward. There should be no reference to the AECOM reports in the NP. It is important that the NP passes the referendum.

The session inviting public comment closed. Operations Committee members discussed responding to the NP Steering Group letter and **AGREED** that as TTC had promised to listen to the views of the public it would be premature to do so before the public meeting is held on 28th November. The NP needs to be taken forward in a cooperative and transparent manner, and building on the good work already done the Task and Finish Group will focus on re-drafting the areas where the public has expressed concern.

It is **RECOMMENDED** to Full Council that the Operations Committee creates a Task and Finish Group for the Neighbourhood Plan from its membership, which has the option to include non-Operations Committee councillors and members of the wider community. Meetings will be open to the public and Press, and will be recorded. It was noted that additional members would need to have the agreement of Full Council and would be subject to completing declarations of interest for transparency purposes.

At the end of this item Cllr M Adams was asked to rejoin the

		meeting.
<p><i>The Committee will be asked to RESOLVE to exclude the press and public "by reason of the confidential nature of the business" to be discussed and in accordance with the Public Bodies (Admission to Meetings) Act 1960.</i></p>		
12	To consider any confidential matters arising from the Neighbourhood Plan proposals including staffing costs and structures	It was AGREED to fund the staffing changes and structures required to bring the NP to referendum. It was noted that Personnel had also considered and agreed this proposal.
13	To note the date of the next meeting on Monday 18th December at 5pm	Noted.

Catherine Marlton

Town Clerk

DRAFT

ITEM 6 – FAIR TRADE SIGNS ON TOTNES SIGNS

From: Neil Oxton
Sent: 03 October 2017 11:45
To: Councillor Jacqi Hodgson
Subject: Fair Trade Signs

Dear Councillor Hodgson

The cost of adding a sign like this under the existing signs will depend on the Traffic Management of each location and on whether extension posts are required to raise the existing sign assembly so that the new sign is kept clear vegetation.

A Fairtrade Town

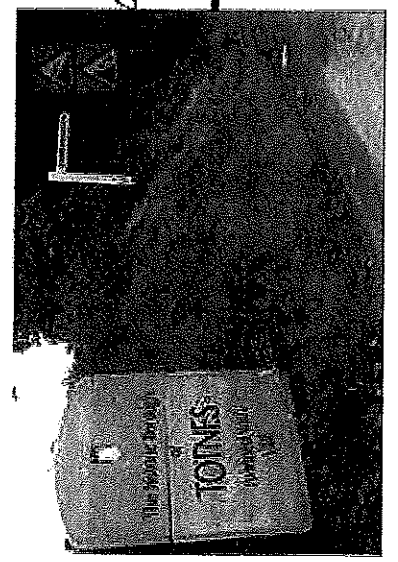
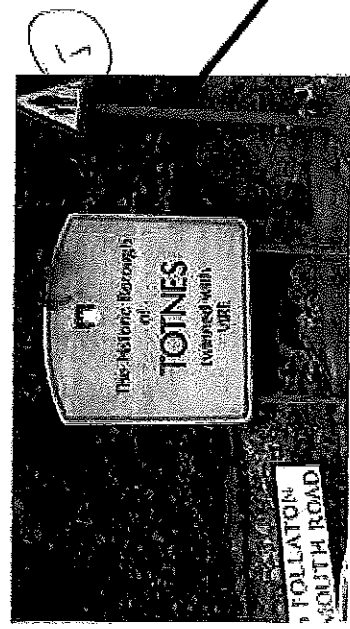
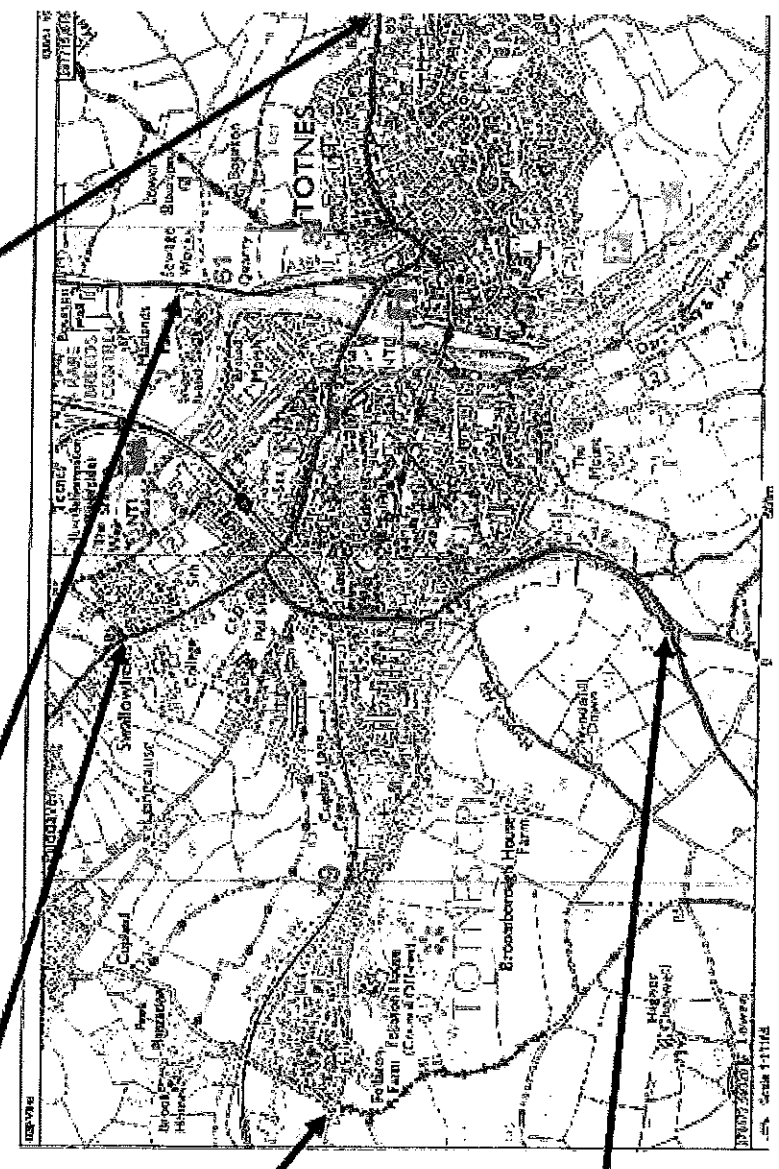
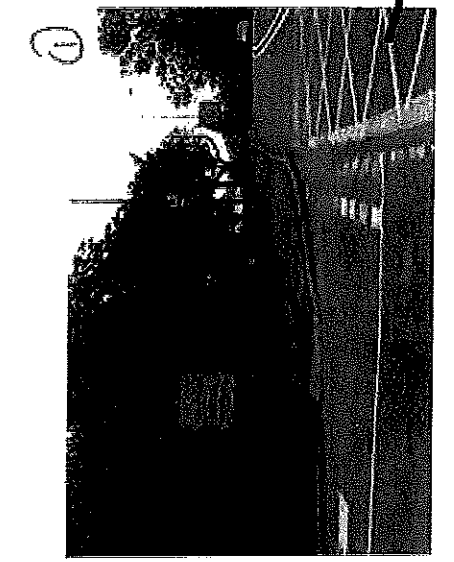
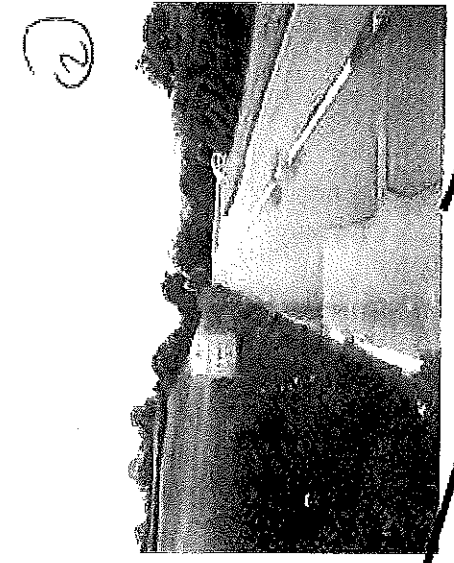
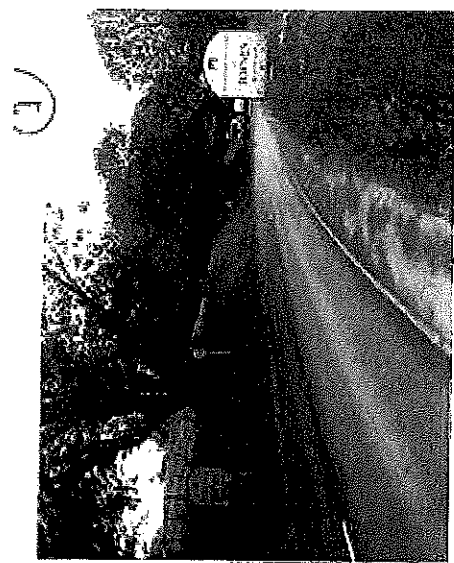
Here is a map showing the existing sites. Site no.4 (Gerston Cross) as discussed has been knocked down and the TC need to find an alternative location.

The above sign plate can be fitted under the existing signs but being mounted so low they will be obscured in the summer by grass. So for Site 1, site 2 and the left hand sign at site 3 I recommend extension posts. Also being on a main road with no footway Site 2 and 3 will require more Traffic Management. The estimated cost for the works described above for sites 1,2,3 & 5 is in the order of £620 + VAT. We may be able to help with costs at all sites except 5 depending on a condition survey of the existing posts but £620 is your worst case cost scenario.

Regards

Neil Oxton
Senior Traffic Technician (Programme)
Highways & Traffic Management
Devon County Council
County Hall
Topsham Road
EXETER. EX2 4QW

tel: 0345 155 1004
e-mail: csc.roads@devon.gov.uk
website: www.devon.gov.uk
Disclaimer www.devon.gov.uk/email



ITEM 7 - FOOD BANK

Christians Against Poverty This is the contact email for Christians Against Poverty (CAP) Fraser is part time but he will get back to you Fraser Nute: frasernute@capuk.org:

CAP main website: <https://nationaldebtadvice.org.uk>. Money saving expert Martin Lewis said on the radio only the other day it's the best debt help centre around. CAP HQ had a huge rush of phones calls following that!

Fraser's office in is Totnes United free Church. The church is open every day from 11am to around 1pm for people to drop in for coffee and a chat. Often a member of staff will be there for you to chat to.

Drop In /Food Bank

Currently the Drop In Food Bank need:

- Sleeping bags
- Thick socks
- M/L men's boxers
- Towels
- Warm, good quality, 2nd hand clothing male and female. Warm coats.
- Staple foods – tea ,coffee, breakfast cereal, soups
- Frey Bentos pies (these are popular!)
- Rice, spaghetti, pasta
- Pasta sauces for a quick meal
- Toiletries
- Cleaning items

There is a big **black bin marked Food Bank** near the exit at Morrison's where you can pop food in (especially if you have a buy one get one free)

Fresh goods are bought by the Food Bank each day and they receive fresh fruit and veg weekly from Food In Community who glean at Riverford (they have just won an award!)

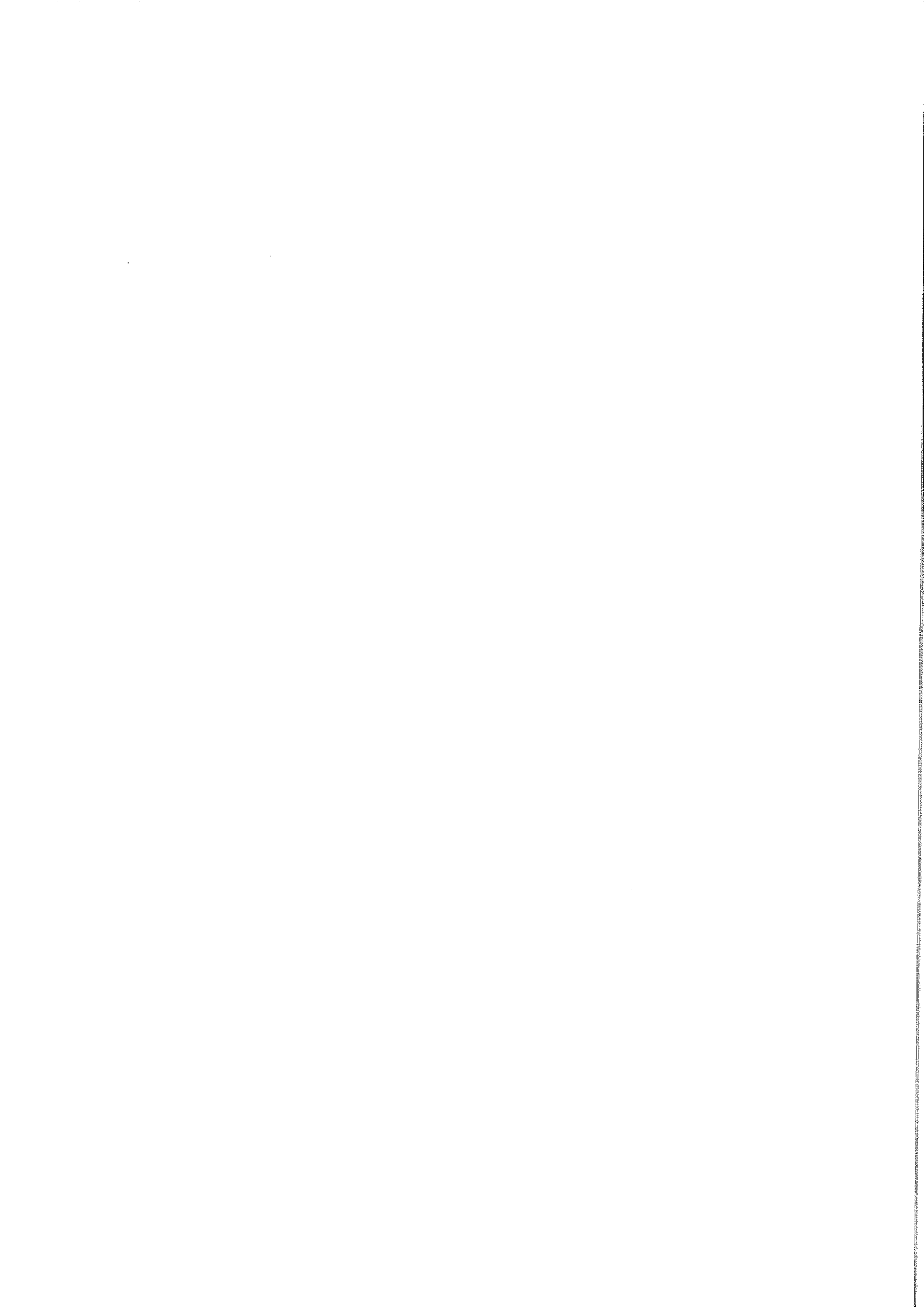
If people just want to donate money to support the Food Bank and Drop In, it's best just to pop it in the Giving Back collection box at one of the cafes: **The Brioche, Seeds 2, The Green Café, Pure Hairdressing, The Cobblers and Cleaners, Kerela**. The collection boxes are on show on the counter and information leaflets about the scheme are on the tables or in a container next to the collection box. You will have seen the stats about the scheme when I send out each month's stats.

Dropping off donations

People can put their donations (any time to suit them and in strong plastic bags please), in my porch

32 Copland Meadows, TQ9 6ER

I visit at least once a week if not more, so your goods will be delivered.



visit TOTNES

Marketing Report Sept - Oct 2017
Samantha Branch, Destination Manager

PR – Bloggers

Review by Tin Box Traveller

I organised a review trip for Tin Box Traveller with a free trip on the Round Robin from Dartmouth and lunch at TQ9 at the Royal Seven Stars. See Appendix A for the review which she shared on her website (3,600 unique / 12,600 hits), her FB page (1,347) and Twitter (9,840).

Group Blogs

I also organised a review article from Julia Pearce from South West Group Travel about the Christmas Market – see Appendix B.

Food Blogs

I did a call out for food bloggers to review the new TQ9 menu – here are some of the bloggers and magazines who have reviewed it so far:

- Tin Box Traveller (as part of the Round Robin)
- Food & Drink Devon - <http://www.foodanddrinkdevon.co.uk/member/tq9-royal-seven-stars-hotel/news/new-autumn-menu-royal-seven-stars>
- The Devon Foodie - <http://www.thedevonfoodie.com/royal-seven-stars-totnes/>
- Tara Smith – @taraskitchen75
- Food Magazine - <http://www.food-mag.co.uk/restaurant-review-tq9-brasserie-totnes/>

PR – Competitions

The winner from Visit Devon was picked and I've been organising her prize.

The competition ran in the FlyBe In Flight magazine – we are awaiting details of the winner and any stats. See Appendix C for the article.

PR – Editorial

Generic Travel / Tourism PR

I have sent a generic press release out to a list of 'coffee table' magazines e.g. Cornwall and Wiltshire Life to try and encourage them to review Totnes, visit on a FAM trip (which I would organise) or to run a competition. I haven't had any responses yet – I will send it again in December so that I can follow it up with calls.

I'm also going to send a Top 10 Reasons to Visit Totnes to the same list and to another more extensive list including more niche titles in the food, history, environment & sustainability, group sectors and more. See Appendix D for the press release.

Totnes Franklin Trail

Walk magazine is featuring the new Franklin Trail in their Winter issue.

Totnes – environment / sustainability

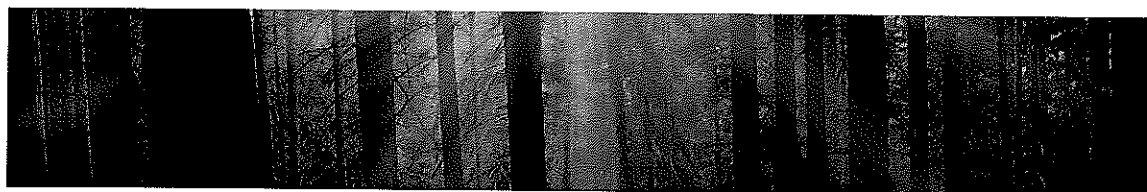
Pebble magazine is running a feature on Totnes - they cover food, fashion, travel and design with a focus on the stylish end of sustainability. They're working with environmental charity Hubbub on a series of video reports and they're going to do a travel feature around Totnes – they want to interview sustainable businesses like the new zero waste shop.

I've organised additional interviews with Me and East, The Hairy Barista and TQ9 and I've suggested Conker Shoes and Pagoda Gifts. They're also talking to Transition Town.



**pebble
magazine**

Read the change. Whether it's sustainable design, ethical fashion, slow food or eco-travel, pebble is about how we want to live, the world we want in the future, our dreams and desires. #pebblesmakeripples



They'll be in Totnes 28-30 November. The article will feature in Pebble magazine on the video coverage will be on YouTube which I'll share on the website and through social.

Social Media Stats

PAGE LIKES	Feb	March	April	May/June	July-Sept	Sept - Nov
Instagram	137	183	226	300	466	582
Facebook	240	282	321	408	505	597 likes 605 followers

Twitter	187	248	306	402	494	563
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Social Campaigns

I ran a Top 10 Reasons to Visit Totnes social media campaign inviting people to tell me their top reasons and then I shared mine and theirs – I had 5 responses and 2 sent good images which I used. I'm going to write all of the 10 reasons up into a blog for the VT website and to use as a press release to try and generate editorial / FAM trips.

Website Stats

	May	June	July	August	Sept	Oct	Total from Jan
Data	Figures						
Sessions (Users)	6,983	5,738	6,986	10,529	7,034	6,077	52,545 (5,254 avg)
Users (Unique)	5,759	4,834	8,383	8,642	5,838	5,110	41,705 (4,170 avg)
Pageviews	27,702	23,107	33,818	40,420	26,147	22,564	168,810
Average session duration	02:39	2:57	2:47	2:40	2:42	2:29	2:42

Demographics – Country

In order from highest to lowest – there has been very little change here.

Sept - Oct	
Country	City
UK	London
USA	Exeter
Germany	Torquay
Spain	Plymouth
Australia	Not set
France	Bristol
Netherlands	Kingsbridge
Canada	Newton Abbot
Switzerland	Paignton
Italy	Birmingham

Website Advertising

New website businesses from Sept - Oct:

Business	Section
Me and East	Shopping / Eatery

Guide Ads

The deadline for the new guide production is 10th November – there were a few less advertisers this year however there are only 2 less pages than last year's guide and we have offered web only packages as well as guide packages this year to boost the revenue.

We will be able to confirm the cost vs income in the next report.

Information Point

The Visitor Information Officer had 469 visitors in total from July to the end of October = an average of 117 a month.

Visitors came from the UK but also from Europe, Japan, Canada, Australia and America.

Sales in maps amounted to £35.

Nature of enquiries – travel, accommodation, events, eateries, directions, attractions, things to do, maps and Transition queries plus some which were more suited to the Council e.g. scattering ashes, busking and long term parking.

B2B E-newsletter

I sent the October B2B e-newsletter to existing advertisers, local businesses and stakeholders informing them about what I'm doing but I also reached out to the businesses asking them to supply me with some Winter Staycation Offers so that we could boost visitor numbers during the slower season with offers like buy a meal and get a bottle of wine or stay 2 nights for the price of 1 – I didn't have any responses so I wasn't able to run this campaign which was very disappointing.



This was sent to a total of 109 businesses and was opened by 62


I sent the November B2B e-newsletter which was completely designed to discuss the advertising in the guide to encourage people to sign up – once again I didn't have any responses to this.

B2C E-newsletter

I sent the first B2C e-newsletter which had a very good open rate – 32.6% with 430 opens (the average is normally about 3%). 3% clicked through to the website (40 people).

Winter 2017 E-news
© 2017 Visit Totnes


visitTOTNES



Cosy Eats

Totnes in Devon is a beautiful town full of character and history which is just as delightful and interesting in the winter as it is during the rest of the year. Foodies will love the many cafes, restaurants and cosy pubs offering locally sourced, wholesome and comforting food. Many of the pubs have open log fires so you can put your feet up and eat or drink in the beautiful warmth.

[Find out more about places to eat & drink](#)



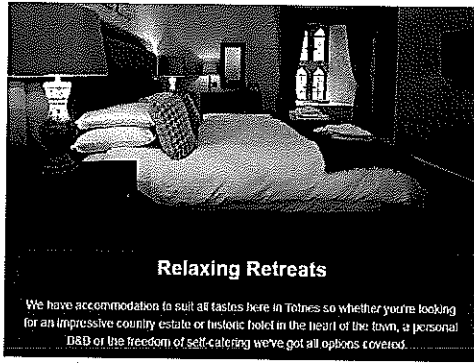
Christmas Shopping

Totnes is the perfect place to do your Christmas shopping if you're looking for something special and unique. We have many independent shops which rival those in the suburbs of London, with all the latest fashions, beautiful, handmade crafts, locally sourced gifts, luxury homeware and much more.

If you're really looking for an escape from the norm then you can fast exploring the many treasures at the eclectic Friday and Saturday Totnes Markets with everything from whittled wands to jewellery, second hand books, beautiful scarves, local food and more.

The Totnes Good Food Market also takes place every third Sunday of the month and presents some of the very local producers with food to go or delicious ingredients.

[Find out more about shops and markets in Totnes](#)



Find out more about accommodation

Copyright © 2011 TOLNES All rights reserved.
Our mailing address is:
Tolnes, Dorset, UK

Guide Deliveries

Take One Media only had 4,500 guides left at the end of October which they will use up until Christmas. We did recall another 2,000.

Appendix A – Blog Review from Tin Box Traveller

<https://tinboxtraveller.co.uk/2017/10/round-robin-south-devon-by-boat-bus-steam-train/>

The Round Robin: South Devon by boat, bus and steam train

October 18, 2017 by Claire Hall - Tin Box Traveller [15 Comments](#)

Last weekend we were invited to experience the award-winning Round Robin tour of South Devon. This river boat, open top bus and steam train experience is a family and dog-friendly Devon attraction that takes you on a 20 mile round trip past some of the county's most historic towns and villages.

A tour of South Devon

We started our Round Robin tour in our home town of Dartmouth – a port with naval and sailing heritage stretching back to the Crusades. You can buy [tickets for the Round Robin](#) online or at a kiosk next to the Station Restaurant on the harbour side. The pontoon to the river boat and passenger ferry to Kingswear Station are directly opposite.

The boat times are determined by the tide so you have to plan your day carefully to make all of your connections. Handily our trip organisers at [Visit Totnes](#) and the Dartmouth Steam Railway and River Boat Company had given us an itinerary for the day, so we knew we were going on the river boat first. It is always possible to do the whole route, you just might have to do it a different way round to us dependant on the tide.

Stage one: river boat

The weather was dull but the rain was holding off so we climbed up to the top deck of the Cardiff Castle for panoramic views of the River Dart.

Along the way the boat team provide engaging commentary about the pretty villages and wildlife that you pass along the river. The boat slowed to give us good views of Atlantic seals lounging on pontoons and bobbing around in the water beside us. We also spotted spoonbills, a kingfisher, geese, and mandarin ducks.

Other points of interest include: the ancient village of Stoke Gabriel which is a hot spot for crabbing; Greenway House, the holiday home of Agatha Christie; and the Sharpham Estate, which produces award-winning cheeses and wines. More on that later!

Mr Tin Box got extremely snap happy capturing the majority of the 500-odd pictures we took on the Round Robin on this first leg! It really was a wildlife lover's dream.

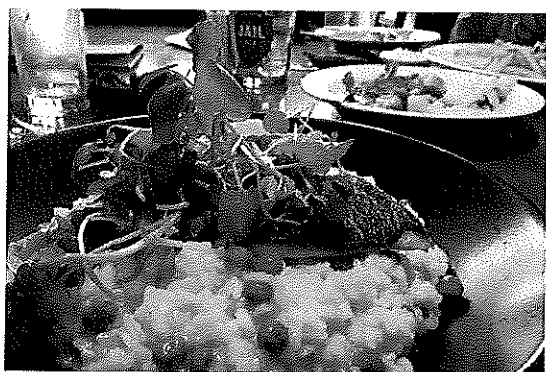
An hour and a half later we reached our first destination – the historic and vibrant town of Totnes. This is a place full of surprises, from the Norman Castle to the array of quirky places to eat and the bijou museums of fashion and time, we could wander around for ages soaking up the atmosphere of this happy South Devon gem. However, we were on a schedule. After a quick explore of the pirate ship playground on Steamer Quay we set off to find lunch.

Where to eat in Totnes

We had been booked into the [Royal Seven Stars Hotel](#) for lunch (not included in the Round Robin but only a short walk from the boat and highly recommend). This award-winning hotel can accommodate

diners in its TQ9 restaurant or Saloon Bar. Dogs were welcome in the bar so we found a cosy spot here and were treated to a very swish bar menu.

I've written a [full blog post](#) about our meal but as a teaser the Bream Risotto was delicious and we were impressed with the children's menu. Oh, and don't forget to pair your meal with a local beverage like Jail Ale or the Sharpham Dart Valley Reserve. The Hotel takes great care to source ingredients and beverages locally, as well as catering for varied dietary requirements.



Stage two: open top bus

Once we'd had our fill at the Royal Seven Stars Hotel we popped across the road to catch the bus for the next stage of our Round Robin tour. The bus winds its way through the country lanes between Totnes and Paignton, giving you an excellent view of the Devon scenery. This was probably the best part of the tour for the girls who loved being on the open top bus and spotting the farm animals in the fields.



After half an hour we were on Paignton sea front where you'll find golden sandy beaches and the pleasure pier with its amusement arcades. We spent the best part of an hour playing on the epic free [geoplay park](#) with equipment for kids of all ages. This is set back from the seafront on a space often used for events and fun fairs in the summer months.

Stage three: steam train

Luckily we gave ourselves plenty of time to walk up to the railway line in Paignton town for the final part of our Round Robin tour of South Devon. I say luckily because I managed to lose our tickets somewhere between the bus and the train station. The lovely ladies at the ticket office quickly sorted us out with replacements and we boarded the last train of the day from Paignton to Kingswear.



Dartmouth Steam Railway travels seven miles along the South Devon coast and into the Dart Valley where it meets the River Dart. It makes for some absolutely stunning views which passengers have been enjoying since 1876.

Our locomotive for the trip was Lynham Manor which was built in 1950. In the 60s it was taken to run services in Barry, Wales, before returning to Devon in the 70s. Train enthusiasts can read more about its vital statistics on the [Dartmouth Steam Railway's website](#).

And aside from a quick five minute ferry ride back to Dartmouth from Kingswear our Round Robin tour was complete. It really was a wonderful and varied way to see the amazing landscape, beautiful wildlife and picturesque settlements of South Devon.

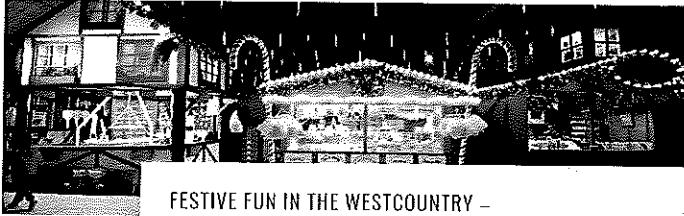
Tips for taking the Round Robin with kids

- It's a must to plan your trip as the river boats times are dependant on the tide.
- If you are starting your adventure in Dartmouth use the Park and Ride to make sure you have adequate time to complete the full Round Robin. Spaces in town are limited to four hours.
- If you've got a toddler in potty training, like us, you'll be glad to know there are toilets on the river boat and steam train. Just make sure they go before you get on the bus.
- Refreshments are available on the boat and at cafes at both ends of the steam railway line. Be aware that if you get the last train the cafe may be closed when you reach your destination. If your last stop is Kingswear hop on the passenger ferry and grab a bag of Rock Fish chips and a pint from the Dartmouth Arms while you reflect on a day well spent exploring South Devon!

APPENDIX B

<https://southwestgrouptravel.wordpress.com/blog/>

Festive Fun in the Westcountry



FESTIVE FUN IN THE WESTCOUNTRY – CHRISTMAS MARKETS

September 20, 2017
Festive Fun in the Westcountry

The festive season is a really popular time for group travel, with so many events on offer throughout the region, with some being more well known than others. I love being out and about and seeing groups, some more official than others, out to see everyone embracing the festive season and spending time with their nearest and dearest.

There are more groups carrying out lots of different types of activities including:

- Pancermine – family/friends groups, school, PTA groups
- Santa's Grotto's, (Sail with Santa/Santa Steam Train rides etc)
- Christmas Shopping trips including designer outlets, Christmas Markets/late night shopping, such as Cribbs Causeway in Bristol, or Atlantic Village's Gift Fair
- Festive Holidays – the ever popular Tinsel & Turkey seasonal festive breaks that many older groups take part in, usually as a coach holiday or self drive group which often include theatre, shopping and Christmas Market excursions



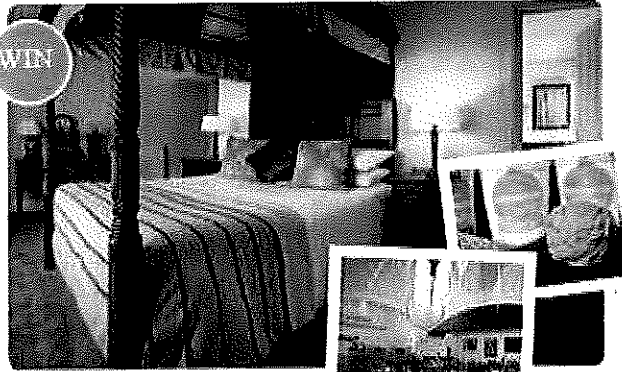
Totnes is one of the oldest Boroughs in Devon. An ancient walled town located on the banks of the River Dart, upstream from the famous Naval town of Dartmouth, which you can take a boat trip to. Or you could visit the nearby Dartington Cider Press with its unique shops. With its moat and bailey castle, operated by English Heritage, and its historical Guildhall, Totnes is always worth a visit. Locally its known for its market, which takes place in the Civic Hall Square on Fridays and Saturdays throughout the year. **Totnes Christmas Night Markets** are held on Tuesday evenings in December, with many of the High Street's shops remaining open late and stalls up and down the High Street as well as in the Civic Square selling their wares including some very yummy mulled wine, which I can personally highly recommend! There are further details on their website [here](#)

APPENDIX C

Fly Be Flight Time Magazine competition

A TO FLYBE TIME OUT

News and events from around the Flybe destinations, including a new Egyptian exhibition, how to spa before you fly and the chance to win a trip with a difference in Devon.....



EXETER

WIN A DELIGHTFUL BREAK IN DEVON

Enjoy a trip to Totnes – with a difference!

Here's your chance to discover the captivating, historical town of Totnes and its colourful personality. Set on the stunning River Dart in Devon, it has unique, independent shops, delicious local food, interesting visitor attractions and activities to suit all tastes.

We're offering the chance to win a night's stay at The Royal Seven Stars Hotel, a meal for two at The White Hart Inn on the stunning, 1,200-acre estate at Dartington Hall, and a unique, once-in-a-lifetime milking experience at Dartington Dairy!

The award-winning Royal Seven Stars Hotel is located in the heart of the town, just a stone's throw from the River Dart and perfectly positioned for exploring all that Totnes has to offer. Independently owned, the hotel prides itself on its individually-decorated bedrooms and outstanding customer service. The winner will receive a one-night stay in a double or twin room with a delicious, locally-sourced breakfast.

The prize also includes a two-course lunch or dinner for two at The White Hart Inn on the outskirts of town. Situated at the heart of The Dartington Hall Trust's

stunning formal gardens and leafy woodland paths, this popular restaurant places an emphasis on locally-sourced food.

You'll also have the chance to get hands-on in a unique experience milking some lovely dairy cows and goats at Dartington Dairy at either 12pm or 4:30pm (for those who don't like early mornings!). This fascinating opportunity will begin with an introduction to the farm before you help bring the Jersey cows in for milking. You'll also get to feed the mischievous goats, visit the calf pens, play with the goat kids, and even sample the farm's delicious goats milk ice cream which is made using an innovative method.

For the chance to win and terms and conditions, visit www.flybeandflybe.com/competitions. Closing date 21st October 2017. For more information on The Royal Seven Stars Hotel, visit www.royalsevenstars.co.uk. For more on Dartington Hall, visit www.dartingtonhall.com. For more on Dartington Dairy, visit www.dartingtondairy.com. For more on Totnes, visit www.visittotnes.co.uk

LONDON WALK LIKE AN EGYPTIAN

To coincide with the 200th anniversary of the discovery of the tomb of Pharaoh Sati I by the Egyptologist Giovanni Battista Belzoni, Sir John Soane's Museum in London's Lincoln's Inn Fields has a new exhibition, Egypt Uncovered: Belzoni and the Tomb of Pharaoh Sati I from 11th October, revealing the story behind the museum's most treasured possession.

In 1815, Belzoni was an engineer in Egypt, charged with the removal of large antiquities from the tomb of Ramesses II, including the seven-ton bust of the Pharaoh that now sits in the British Museum.

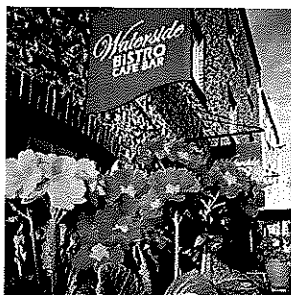
In October 1817, however, Belzoni made his finest discovery, the tomb of Ramesses' father Sati I, comprising 10 vividly-painted chambers decorated with thousands of hieroglyphs, and Sati's elaborately-carved white alabaster sarcophagus. The sarcophagus was later purchased by architect John Soane, and given pride of place in the Sepulchral Chamber at the heart of the Museum.

This exhibition brings the story of this remarkable discovery up to date, and includes a new 3-D digital scan of the sarcophagus. www.soane.org



APPENDIX D

Generic Press Release



visit
TOTNES



FAM Trips, Editorial or Promotions

Visit Totnes, our historical town with huge personality in South Devon

Are you looking for somewhere to relax with delicious, local food which has been ethically sourced? Or maybe you'd like some adventure – canoeing down the beautiful River Dart taking in the stunning countryside or cycling from the delightful village of Dartington. How about a trip to a quirky museum dubbed as the 'Narnia' of Totnes, an historic tour of this ancient town or a spot of shopping in one of the many markets or independent boutiques?

Whichever option takes your fancy we have something to suit your tastes and needs. Totnes is a captivating town with huge personality based in South Devon. Set on one of Britain's most picturesque and historically significant waterways, the River Dart, its cosmopolitan population generates an exciting range of cultural activities and fosters passionate exploration of new ideas.

As the second oldest borough in England it is full of interesting architecture, buildings and museums, and is one of the first Transition Towns with its own currency, the Totnes Pound.

If you would like to feature our town in your publication then please get in touch and we can arrange a unique, peaceful, exciting and / or ethical FAM trip with accommodation, meals and an itinerary to suit you. Whether you fancy glamping in a yurt or staying in a luxury hotel, a chocolate box cottage or a traditional pub we have something to cater for all needs and tastes (subject to availability). Alternatively we would be happy to arrange a competition or promotion with you.

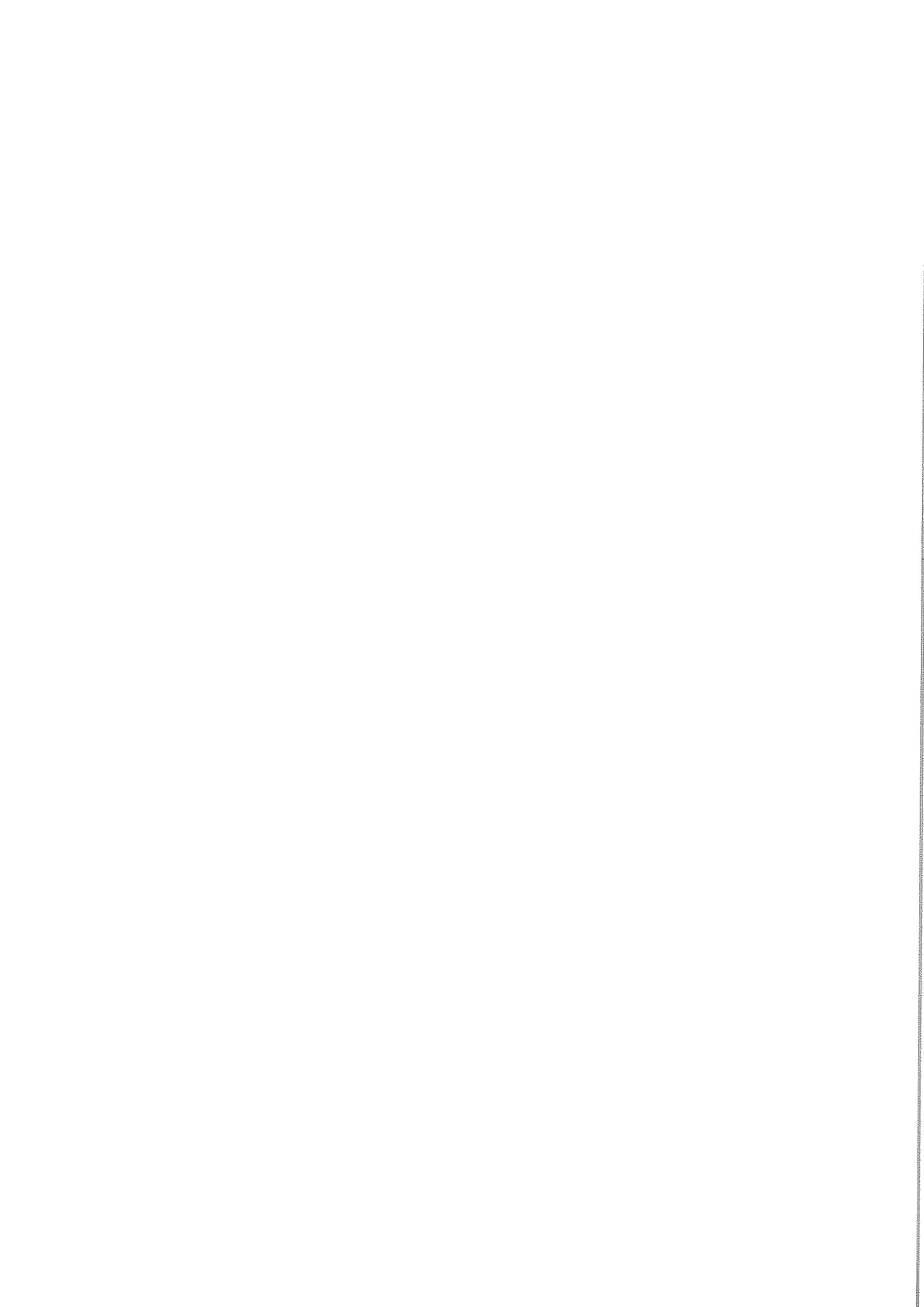
Notes to Editors

For more information or to arrange a FAM Trip please contact Samantha Branch, Destination Manager, Visit

Totnes on info@visittotnes.co.uk. Please visit www.visittotnes.co.uk for more information and follow us on Facebook, Twitter and Instagram @visittotnes.

Totnes Pound <https://www.totnespound.org/>

Transition Town Totnes <https://www.transitiontowntotnes.org/>



CIVIC PROCEDURE AND PROTOCOL

1. MAYORAL CHAINS

- 1.1 When in attendance, it is the duty of the Town Sergeant to protect the chain/s and, after an event, to either return the chain/s to the Guildhall or, if this is not practical, to take them home. Chain/s must be kept in a safe place.
- 1.2 The Town Clerk is responsible for ensuring that the insurance is adequate to cover the chains at all times.
- 1.3 When the full chain/s is being worn the Mayor must be accompanied by the Town Sergeant or an escort of his/her choosing. If unaccompanied, only the medallion may be worn.
- 1.4 The full chain/s cannot be worn if an event takes place on the water. Neither can the chain/s be taken out of the country without the Council's permission.
- 1.5 The Mayor may have to attend more than one event in a day, in which case he/she may take the chain/s home providing it/they are not left unattended.

2. CIVIC FUNCTIONS

2.1 On such occasions the Mayor wears the ceremonial robes and, if appropriate, the Town Sergeant and Mace Bearers wear full Civic dress. The Civic Events are:

- Mayor Choosing
- Civic Service
- Remembrance Sunday
- Civic Funerals
- Civic Dinner

2.2 Other events include:

- Totnes Carnival
- The annual Orange Races
- The opening of the Elizabethan Season

2.3 If the Mayor is requested to wear the robes on any other occasion, and chooses to do so, he/she will decide the dress code for the Town Sergeant and the Mace Bearers if they accompany him/her.

3. CIVIC FUNCTIONS – DRESS CODE

- 3.1 The Mayor and Deputy Mayor will wear the full ceremonial robes.
- 3.2 The Town Clerk, Town Sergeant and Mace Bearers will wear full ceremonial dress.
- 3.3 Councillors will wear smart, suitable clothing.
- 3.4 Past Mayors' medals and decorations may be worn.

4. ORDER OF PROCESSION

4.1 This is the responsibility of the Town Sergeant and is as follows:

- Town Band (if present)
- Military
- Fire Brigade
- Mace Bearer – Town Sergeant – Mace Bearer
- Mayor and Deputy Mayor
- Town Clerk and Mayor's Chaplain
- Mayoress (or consort) and Deputy Mayoress (or consort)
- Member of Parliament
- Guest of Honour/SHDC Chairman
- Honoured Citizens and Freemen of the Town
- Town Councillors
- Former Mayors and Magistrates
- Devon County Councillors
- District Councillors
- Chief Officials
- Other representatives
- Families, Guests, etc

4.2 If the Lord Lieutenant is present he/she will walk at the END of the procession to enter any building and HEAD the procession when the event is over.

5. ANNUAL MEETING AND MAYOR CHOOSING CEREMONY

5.1 Agenda for Mayor Choosing – see Appendix i.

5.2 Agenda for Council/Business Meeting AGM – see Appendix ii.

5.3 At the discretion of the Mayor, flowers will be presented to the outgoing Mayor and Deputy Mayor at the Mayoral Choosing lunch. These are funded from the Mayoral budget.

6. THE CIVIC SERVICE

6.1 This is held at the discretion of the Mayor, and is usually held in June.

6.2 It is held in the Parish Church or in a church/location chosen by the Mayor.

6.3 The Order and content of the service are agreed by the Mayor and his/her Chaplain.

6.4 The Civic Party leave the Guildhall and process to the North Door of St Mary's Church or, if the service is being held elsewhere, to that location. The order of procession is at paragraph 4 above.

6.5 On arrival at the Church, the Mayor, Deputy, Town Sergeant and Mace Bearers stand on either side of the Church Door until the rest of the congregation are in their seats. They are then escorted into the Church.

6.6 At the end of the Service the Standard Bearers will leave the Church followed by the Civic Party who will parade to the agreed location where the Mayor is to take the salute.

6.7 The Mayor, Deputy and Chairman of the District Council stand at the front and their escorts and the remaining Councillors stand behind them.

6.8 At the end of the March Past, the Mayor will wait and thank the participants. Everyone else should disperse.

7. CIVIC FUNERALS

7.1 These can be held at the request of the family, in respect of serving Mayors, past Mayors, serving Councillors, Honoured Citizens and Freemen of the town.

7.2 The Mayor and Deputy will wear black gloves, and black ribbons will be attached to the robes and to the Maces.

7.3 If the deceased was an Honoured Citizen or Freeman of the town the Council will offer to organise, and pay for, the reception after the funeral service.

7.4 The Civic Party parade to the front of the Church. The Mayor, Deputy, and Town Sergeant stand on either side of the door whilst the remainder of the procession take their seats inside. The Mayor and Deputy then take their seats and await the arrival of the coffin and chief mourners.

7.5 At the end of the service the Civic Party will leave the Church first and form a Guard of Honour on either side of the door.

8. CIVIC DINNER

8.1 This is held at a venue and time of year of the Mayor's choosing.

8.2 It is normally a formal evening but a Mayor is free to make alternative arrangements.

8.3 The following dignitaries are invited:

- Lord Mayors of Exeter and Plymouth and Escorts
- Mayors and Escorts of Dartmouth, Salcombe, Ivybridge, and Kingsbridge.
- Chairman of the District Council and Escort (Chair is Council funded)
- Honoured Citizens and Freemen of the town (Council funded)
- The Police Inspector (Council funded)
- The Mayor's Chaplain (Council funded)

8.4 In addition to those above, the Council pays for:

- The Town Clerk
- The Town Sergeant and Mace Bearers
- The Guest Speaker
- The Master of Ceremonies (if there is one)

8.5 The Mayor, Deputy (in full robes) and their escorts greet the guests as they arrive. Once the guests have arrived the Mayor and Deputy leave and disrobe.

8.6 On their return the Master of Ceremonies announces the Civic Guests and their escorts who process to their seats in the following order:

- Mayors of Ivybridge Kingsbridge, Salcombe, and Dartmouth
- Chairman of the District Council
- Lord Mayors of Plymouth and Exeter
- Deputy Mayor and Mayor

8.7 After the meal the Deputy Mayor proposes the Loyal Toast and the Loving Cup ceremony takes place.

9. REMEMBRANCE SUNDAY

9.1 This is organised in conjunction with the Royal British Legion and the Mayor's Chaplain.

9.2 The Mayor, Deputy, their escorts, Councillors and invited guests meet in the Guildhall prior to the Parade.

9.3 The order of procession is as paragraph 4 above.

9.4 The parade proceeds along Church Walk to the assembly point where it joins the Town Band and other organisations before proceeding to the front of the Church.

9.5 The Mayor stands to the left of the main door and the Deputy to the right. The remainder of the Civic Party line up alongside the Mayor.

9.6 The Mayor lays the first wreath.

9.7 After the outdoor Service of Remembrance the Mayor and Deputy remain outside until escorted to their seats by the Town Sergeant and Mace Bearers.

9.8 At the end of the Service the Standards are carried out of the Church, followed by the Civic Party who proceed to the area where the salute will be taken. The salute is taken by the Mayor, Deputy, and Chairman of the District Council, the remainder of the party stand behind.

9.9 After the salute has been taken the Mayor dismisses the parade.

APPENDIX A: ORDER OF BUSINESS – MAYOR CHOOSING

The Town Mayor will preside.

1. The Town Mayor will welcome those present.
2. Prayers conducted by the Mayor's Chaplain.
3. The Mayor calls upon Councillor X to propose the election of the Mayor for the coming year.
4. The motion is put.
5. The Mayor calls upon Councillor Y to second the proposal.
6. The motion is put.
7. The formal motion is then put to the Councillors by the Mayor and a vote is taken.
8. The Mayor calls upon Councillor X to propose the election of the Deputy Mayor for the coming year.
9. The motion is put.
10. The Mayor calls upon Councillor Y to second the proposal.
11. The motion is put.
12. The formal motion is then put to the Councillors by the Mayor and a vote is taken.
13. The retiring Mayor and Deputy, Town Clerk and Town Sergeant proceed to the Mayor's Parlour together with the newly elected Mayor and Deputy. Those retiring return to their seats. The new Mayoral Party return to the Lower Chamber.
14. The Town Mayor takes the Oath and presides for the remainder of the meeting.
15. The Town Mayor nominates his/her Chaplain for the coming year.
16. The Town Mayor thanks the Council for his/her election and talks about his/her year ahead.
17. Councillor X proposes a vote of thanks to the retiring Mayor and presents him/her with a Past Mayors medallion.
18. The retiring Mayor replies.

APPENDIX B: BUSINESS AGM

1. The Mayor asks Councillor X to propose that those Councillors elected to serve as Lead Councillors, Committees, Outside Bodies/Organisations Working Groups and Advisory Groups as per the given list be endorsed.
2. Councillor X will put the motion.
3. Councillor Y will second the motion.
4. A vote is taken and the Mayor declares the motion carried. (List to be attached)
5. The Mayor asks a student from King Edward VI Community College to request the Mayor's Holiday.
6. The Mayor will grant the request.
7. The Mayor asks a student from St John's CofE Primary School to respond.
8. The Mayor asks a student from The Grove Primary School to respond.
9. IF APPROPRIATE the Mayor asks a student from Bidwell Brook School to respond.
10. The Mayor will invite those present to accompany him/her to St Mary's Church/alternative venue for a short service.
11. The Civic Party, Guests then process to the lunch venue.