

**AGENDA FOR THE PEOPLE COMMITTEE
THURSDAY 19TH APRIL 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 19th April 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 address any matters arising from 8 th February 2018.	Minutes enclosed.
3	To formulate a response to the questions (see enclosed document) posed by Barclays Bank following the announcement of the closure of the Totnes branch.	Document enclosed.
4	To note the Police's proposal for a youth project in Totnes to divert young people away from anti-social behaviour and drugs, and prevent them from becoming missing persons.	Document enclosed.
5	To update findings on improving community links in Totnes.	Clr Parker.
6	To review the Community Engagement Action Plan (as agreed by Full Council in June 2016).	Document enclosed. Clr Whitty.
7	To consider a request from local group Proud2Be to raise the Rainbow Flag over Totnes Civic Hall on Monday 27 th August 2018 until Monday 3 rd September, to mark the sixth Totnes Pride week.	
8	To update on participation on the Heritage Working Group for the 'Battle's Over – A Nation's Tribute' event on 11 th November 2018.	Document enclosed.
9	To note the Market Place Ministries monthly reports for February and March 2018.	Document enclosed.
10	To update on the plans for late night shopping 2018.	Document enclosed.
11	To note the Torbay and South Devon NHS Health and Care Insights newsletter for February 2018.	Document enclosed.
12	To note the date of the next meeting – Thursday 14th June 2018 at 10.00am.	

Sara Halliday
Administrator

MINUTES OF THE PEOPLE COMMITTEE
THURSDAY 8TH FEBRUARY 2018 AT THE GUILDHALL OFFICES TOTNES

Present: Councillors A Simms (Chair), M Parker, K Sermon, J Sweett and T Whitty.

In Attendance: Sara Halliday (Administrator).

Apologies: None.

Not Present: Cllr B Piper.

No	Subject	Comments
1	To receive apologies and to confirm that any absence has the approval of the Council.	There were no apologies.
<i>The Committee will adjourn for the following item:</i>		
	Public 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 address any matters arising from 11 th January 2018.	Item 5 – Agreed by Full Council with the following amendments: in paragraph 1 ‘battery’ is removed; and in paragraph 7 ‘expect’ is changed to ‘condone’. Item 6 – Agreed by Full Council with the following amendment: that in the final sentence ‘necessary’ is changed to ‘appropriate’. Item 9 – Agreed by Full Council with the following amendment: that in the penultimate sentence ‘recognising’ is changed to ‘recognises’. Item 10 – Agreed by Full Council. Cllr Piper will be the Arts Link Councillor. Item 12 – Agreed by Full Council. The Administrator will draft a letter of support for the People Committee Chair to send.
3	To update on sending 18 th Birthday cards to young people within the town following the purchase of the Open Register.	Cllr Sweett updated on the number of young people listed in the open register who will be 18 this year, and outlined the costs and administration of sending birthday cards to them individually. To RECOMMEND to Full Council that: funding of up to £100 is agreed to cover the the cost of sending 22 birthday cards to 18 year olds (includes cost of the card, postage and purchase of the Open Register); administering the sending of the cards will be undertaken by Cllrs Sermon and Sweett; and to encourage young voter participation in elections the wording inside the card will be as follows: Side 1: Dear Sydney, Wishing you a very Happy 18th Birthday. Very best wishes From the Mayor of Totnes and all Totnes Town Councillors. [Signature] Side 2: Now you are 18 do make sure you are registered to vote and use Your Vote! You can vote in all National, County, District and Town Council elections. You can even stand as a Councillor yourself. If you have any local issues you can contact Totnes Town Council or come along to the Guildhall meeting first Monday of the month at 7pm. Your vote matters! Your voice is important! It's Your future!

4	To consider a proposal for improving Community links in Totnes.	<p>Cllr Parker explained her community builder role in Torbay and how she believes the principles to help reduce isolation and loneliness, and improve skill sharing could be used to benefit Totnes communities. It was acknowledged that there are a number of existing organisations such as the Caring Town Information Exchange (CTIE), Totnes Caring, Market Place Ministries (MPM) already working in the community and therefore avoiding duplication of work that is already being done was crucial.</p> <p>It was AGREED that Cllr Parker would engage with Totnes community organisations and report her findings at the next meeting.</p>
5	To consider a Link Councillor for Caring Town Information Exchange and to note the July-December 2017 service update breakdown and 'Help in Hard Times' leaflet.	<p>It was acknowledged that a number of Cllrs are engaged with the CTIE in various forums, but despite this it is important to have a specific Link Councillor who can report back to Committee. To RECOMMEND to Full Council that Cllr Parker is considered for: the Caring Town Information Exchange Link Councillor; as an additional Link Councillor for Elderly and Vulnerable People, and Young People; and that Cllr Parker expands this role into the wider community building work outlined in Item 4 (above).</p> <p>The CTIE service update for July-December 2017 and the MPM monthly report for January 2018 were noted. The Committee welcomed the production of the CTIE 'Help in Hard Times' leaflet and its contribution to informing and directing the community to the services and support they could access and benefit from.</p>
6	To consider setting up a Working Group to organise the Totnes beacon as part of 'Battles Over – A Nation's Tribute' commemorations on 11 th November 2018 and to note the latest update from the organisers.	<p>Cllr Simms reported that he and Cllr Paine have volunteered to prepare the beacon for this event, which follows a set timetable for national commemoration. To RECOMMEND to Full Council that a Working Group is established involving the following community groups to ensure that the commemorative event is widely promoted and supported across the town: St Mary's Church (the organizers have requested that bells be rung) and all churches/religious groups in the town; the Royal British Legion; the Army, Air and Sea Cadets; Scouts, Guides, Cubs, Brownies; KEVICC, St John's, and the Grove School; Totnes Museum; Totnes Image Bank; Totnes Band (for the sounding of The Last Post).</p>
7	To consider flying the Red Ensign in support of Merchant Navy Day on Monday 3 rd September above the Civic Hall.	To RECOMMEND to Full Council that the Red Ensign is flown from the Civic Hall on Monday 3 rd September for Merchant Navy Day.
8	To note the date of the next meeting – Thursday 12th April 2018 at 10.00am.	Noted.

ITEM 3

From: Michael Watts
Date: Fri, Mar 2, 2018 at 7:59 AM
Subject: Barclays Totnes
To: mayor@totnestowncouncil.gov.uk

Dear Mayor / Councillors

I would like to give you notice of a change Barclays is making in Totnes.

On Friday 22nd June 2018 we will be closing our branch in Totnes. Our records show a low and falling level of transactions at the branch by 27% over the past two years alone and additionally 82% of our branch customers are also using other ways to do their banking such as online and by telephone. We've also identified that only 62 customers use the counter to exclusively undertake their banking.

This closure means our nearest branch will be Paignton at 6-8 Palace Avenue, Paignton. Everyday transactions, typically carried out over branch counters (including paying in a cheque or depositing cash), can also be completed at the Post Office including the Premier Express, 39 Fore Street, Totnes, and 1-2 Christina Parade, Totnes.

In terms of what the change means in practical terms, customers that currently use the branch will not need to take any action as all account details, sort code, account number, direct debits will remain the same. If a customer is registered for Barclays Mobile Banking, Online Banking and Telephone Banking they are also exactly the same, and customers can carry on using existing cards, PIN and chequebooks as normal.

Letters to customers regarding this matter will be arriving with customers from Friday 2nd March 2018. However, as Councillor, I felt it was important to update you regarding our decision so that you are prepared for any questions this may raise among residents. I also wanted to seek your views on how we can help smooth the transition to a new way of banking for local people post-closure – particularly for a small number of customers that we have identified as being more dependent on the branch than others. In particular I would be interested to hear your thoughts on the following questions:

- What do you believe will be the biggest impact of the closure of Totnes branch on the local community?
- What do you believe will be the biggest impact of the closure of Totnes branch on customers of the branch?
- What alternative ways to bank do you believe need to be provided to help customers and the community adapt to this change?

If you would like to meet with myself Michael Watts, Community Banking Director for Devon and Cornwall, please let me know and I can make the necessary arrangements.

If you have any questions in the meantime, please do not hesitate to contact me on the number below.

Yours Sincerely

Michael Watts

Michael Watts | Community Banking Director | Cornwall & Devon | UK Retail and Business Banking

ITEM 4

From: POWELL Kirsty 30647

Sent: 27 February 2018 11:38

To: 'mayor@totnestowncouncil.gov.uk' <mayor@totnestowncouncil.gov.uk>

Subject: FW:

Dear Sir/Madam

My Name is Kirsty Powell I am a Police Community Support Officer based in Totnes.

I am currently in the process of setting up a youth project, initially for the Totnes area.

My aim is to **divert young people away from Anti-Social Behaviour, crime, Drugs and to prevent young people from becoming Missing persons.**

I also aim to **reduce the demand on the Police** amongst other agencies. I aim to do this by providing the young people in our area with engaging activities.

I have enlisted the help of two organisations to engage with the young members of our community and help us to safeguard them and in line with **Every child matters** I feel this is an effective use of a community project.

Firstly the Hu Long Temple school of Shaolin Kung Fu and Qi Gong. They are based in Totnes and describe themselves as a Chinese Martial arts and wellbeing school. They are highly trained in working with children and adults with life-limiting illnesses, learning disabilities, mental health issues and complex needs along with victims of crime.

I have met with Matt Binden and Kim-Leng Hills who I initially met at the Keeping young Totnes Safe meeting where they asked me what they could do to support the local community. Between us we have come up with an idea where young people (and adults if they need support) will be referred in to the Hu Long Temple where they will have a scheme designed around their individual needs. This could be issues such as low self-esteem resulting in ASB or bad behaviour at home or at school or perhaps they have been a previous victims of abuse or at a simplistic level where some young people lack direction and focus therefore they may start making bad decisions. Matt and Kim-Leng would meet with an individual and build a programme based on that persons requirements and would fully engage with that young person with the intention of making their future much brighter.

Secondly is a group initiative which would be run by the Love Sports project. This is run by a chap called Toby Chant and their vision is to enrich the lives of individuals, families and communities through sport. They focus on positive core values and remove social and economic barriers from their sessions. They have access to a lot... they have a "cage" for football games, they run a basketball league, they have staff members who are qualified counsellors, they have access to music equipment and most importantly are very keen to get this launched in Totnes.

They have access to transport so it could be possible that more rural areas may be able to join in. They would also arrange trips over the summer holidays etc which would come out of the existing funding.

So as you have possibly guessed by now I am after some money. Both organisations will require funding for their projects. I am looking into various funding options but just wondered if you guys had any money spare that you would be willing to part with for this project that I am so very keen to get moving.

This could eventually grow across South Hams and possibly South Devon as I know Torquay are interested to see how this works out. Their Neighbourhood Team have asked to be kept updated with any progress that I can make.

I have also spoken to a couple of the young people who would be willing to fund raise between themselves where the money raised would be given to the local projects, which shows how much our young people want and need this.

I already have a few names in mind for the one on one safeguarding sessions and I am confident a lot of local young people would attend the group initiative

If you are aware of any rare pots of money pots that I can apply into please let me know.

Their websites are www.lovesportsproject.com and www.hulongtemple.com they also have social media accounts.

Thank you for taking the time to read my e-mail.

Kind regards
Kirsty

Kirsty Powell
PCSO 30647
TOTNES EAST
NEIGHBOURHOOD TEAM

From: TAPLEY Chris
Sent: 27 February 2018 12:15
To: POWELL Kirsty
Subject: RE:

Kirsty

This looks really exciting! Might have found some money through force Devon Business Board. Can you give me a call as this will need fleshing out if we are going to pitch for it. We need some costings, a suggested programme & the framework around identifying individuals/referrals & other stakeholders involved. I can't open love sports link on my crappy laptop. Is Matt Bindon the Dartmouth Academy Matt Bindon?

Tappers

Paper on Community engagement for endorsement by the Town Council at the February Full Council meeting – Working Group: People Committee.

Community Engagement Plan for Totnes Town Council 2013-2015:

Why have we seen it as a priority to develop and enhance our Community engagement policy? What has changed?

- The changing economic circumstances have brought about a major shift in the way Local Government needs to work with its communities. DCC and SHDC have considerably fewer resources. More will be expected of us. We need to be closer to the needs and wishes of our community and to actively engage as many as we can in helping to resolve the inevitable challenges ahead
- In times of austerity the Council welcomes the opportunity to work in partnership with individuals and groups in the community who are willing to share their considerable knowledge, experience and skills
- We want to ensure that all of community have access to all of our decision making processes including how we use our precept
- We want to be sure that we have systems in place that enable us to reach out to **everyone, individuals and groups, the softest voices and the loudest and those in between**
- We want to respond to the requests from community groups to work in closer partnership so that town enhancement projects have some legitimacy and are tackling the TC's identified priorities

How has this paper come about?

- **The People Committee with the endorsement of Full Council established a working group to develop a draft policy.**
- **The group has met several times and has generated many ideas. The group has explored a wide range of practical suggestions for how it could enhance its communications and engagement with the community and attempted to assess feasibility and timescales for their implementation.**
- **To enable the policy to be based on the Town Council's interaction with individuals and groups in the town it devised a series of questions which will help to hold councillors and the Town Council to account for their actions and activities.**

Draft Community Engagement Policy

The Statement of Principle:

(this statement describes the beliefs of the Council and drives the policy statements.

It will not change unless the Council's beliefs in its value as a principle changes)

Totnes Town Council believes strongly that in order to function efficiently it must have effective community dialogue and engagement. This principle must be backed by a clear Policy and a measurable set of actions and activities leading to regular reports.

The Policy:

(these policy statements should be regularly evaluated and revised where necessary by the People Committee for endorsement by FC)

It is our Policy to Ensure

- that best endeavours will be made to inform, involve and include **each individual** in the prioritisation work and decisions of the Town Council
- that best endeavours will be made to inform, involve and include **all groups** in our town in the prioritisation work and decisions of the TC
- that systems and good methods are in place to ensure that the voices of individuals and groups are heard by the TC
- that the TC has systems and methods in place to acquire balanced viewpoints and evidence to support its decision making
- that the role of the Councillor and the Council is clearly communicated in relation to individuals and groups
- that each individual and group has clearly described two way lines of communication with the Council

Questions our community members should ask of us with a suggested set of answers.

(These answers have evolved from the discussions in the working group and their ideas for enhancing what we currently do. Some of them we do already; others suggest a change, in some cases a radical change.

The group has started to cost out and to describe the training or organisational needs of any change.)

How do I get my voice heard?

As an individual:

- I can come to the Guildhall one hour before the Council meeting to talk with Councillor representatives
- I can contact any councillor by email or by using the contact details published
- Councillors will actively seek my views even if I do not wish to attend meetings; this will happen by use of the web, online forums, visible consultation opportunities in easily accessible places around the town and occasional visits to my street by a representative councillor.
- I can speak to any Councillor I meet around the town
- I can raise issues at Public Question Time at the beginning of the Council meetings
- I can attend all public consultations and town meetings and speak or join in the group discussions
- I can attend meetings which will sometimes be held local to me such as in Bridgetown or Follaton
- I can write letters, email or telephone the Council office and expect a response within.....?...hours
- I can attend a number of new opportunities to drop in and give my opinions on major issues of importance for the town
- Respond to online surveys

As a group:

- As for the individual plus:
- We can develop a strong partnership with the relevant link councillor who will take our views directly to committees and/or full council
- Ensure that minutes from our meetings get to all councillors and any key issues acknowledged via the link councillor
- Invite the mayor to our key events and expect attendance from the mayor or a delegated representative
- Attend a number of new listening events set up to encourage interest and engagement in key issues such as the Town/community/neighbourhood plan

What do we expect in response to the voices, viewpoints and ideas from individuals and groups:

- Acknowledgement of that the issues we might raise will be heard in a fair and balanced way
- That the council will follow up key issues by widening the discussion where appropriate and carrying out any necessary research to obtain a balanced view
- That it will use the information that we and others provide to influence its strategic priorities and use of resources

How do I know what my Town Council is doing?

- I will be informed through the published agendas and minutes of all council committees and meetings: these will be found on the TC website, on notice boards at.....on facebook??
- A report of TC activities will be in a quarterly newsletter
- Through regular (how many, how often) public meetings which will be an opportunity for me to hear what the TC is doing and to share views and ideas. It will also be a chance for groups to meet up and network

What do my councillors do?

- There will be a role description which will help all of us to understand what they can expect from their councillor
- I can find out through the minutes of meeting, the newsletters and town meetings
- Each Councillor will be a Link Councillor: linked to a key issue, a town group and or a town activity

What does the Mayor do?

- There is a role description which will let everyone know what they can expect from the mayor which is primarily a civic role linking the history of the town with present day
- The mayor's engagements for the month will be published at each Full council meeting for acceptance by the FC
- The mayor will be proactive in offering to attend AGMs and will use that opportunity to ensure that everyone is informed about how they can engage in the work of the council

How can I be involved in how the budget (town precept) is set?

- Through attendance at committee and council meetings and by contacting councillors to suggest spending priorities : NB: All meetings to agree the annual town budget are held in public in January: Prior to these meetings the Operations committee will have reviewed the town's annual expenditure :Councillors put forward their proposals about how to apportion the Town's money in January

How do I know what is going on in my town?

- Through the enhanced use of the website and social media : integrated communications system with the TIC
- More visible TC: consider moving from the Guildhall or find ways of increasing accessibility for all
- From local Radio stations such as Soundart
- Through the quarterly newsletter

How do I get information and advice and the support I need?

- More visible Councillors: regular surgeries, web presence enhanced
- Councillors and Council staff will be better informed about what groups and services exist in the town so that they can pass on information and direct people to local support where appropriate
- Closer links between TC and SHDC and Locality officer from DCC to ensure more effective support is available to all

How can I get involved?

- Attend events, engage online, speak to your councillor, drop in to the events the Council will be holding to listen to your opinion

What can I expect from Town meetings?

- They will be well worth attending as they will help to shape the direction of the town
- At one of these meetings each year there will be a formal report of the work of the Town Council
- I will be made to feel really welcome
- It will be easy for me to have my views heard
- They will be well facilitated and notes will be made and published
- They will be well advertised and there will be a chance for people to continue to give their views online

So What Happens Next? If the Town Council is to meet the expectations of individual residents and of groups in the town as listed above, there needs to be some changes in the current practices of the Council and its Councillors.

What follow is the bare bones of an action plan. In order to implement the policy Council and Councillors will need to consider and undertake the following:

These are some of the recommendations which have been suggested within a detailed Action/implementation Plan; they relate directly to the series of questions set out above that the public might ask. These action points affect the operation and role of Council and Councillors and as such need to be considered and agreed.

There are cost implications but these have been agreed to be included into the current precept ; a large number incur minimal or no costs as they are changes in working practices both in the Council and its administration:

Key Action Points:

- Enhancement and integration of IT facilities
- All Councillors to be trained in use of IT and social media
- Lead Councillors role to become Link Councillors with a job description
- We need to write a role description of a Councillor which emphasises the importance of communications
- We need to review the Civic Role of the Council as the face of and contact with the Community
- We need to set up a full council meeting rota and publicise the opportunity to “have your say to a Councillor” on any topic to give open access to any member of the community – listening advice sessions
- We need to openly discuss the issue of the visibility and accessibility of the current Guildhall base for the Council office and meetings
- We need to establish a working group to oversee the setting up and management of Town meetings and listening events
- Publish a newsletter on a quarterly basis and consider paper and e-newsletters or both!
- Review the use of the Annual Town meetings and have 6 monthly or quarterly meetings.
- Using other buildings around the Town for committee meetings
- Opening up and reviewing Council property for both community use and development for the benefit of the community

Reccomendations:

It is recommended that:

- ❖ Councillors are invited to a single item meeting to enable all to fully understand the implications of the Policy and Actions
- ❖ Councillors are invited to join the working group to develop a full implementation plan with costing and timescale.

Community Engagement Action Plan

Reviewed 17th May 2016 by People Committee

Action	Recommendations	Updates	Implementation
<p>Council/Councillors</p> <p>Create Role Description for councillors which emphasises the importance of communication.</p> <p>Set up a series of Councillor Surgeries.</p>	<p>To be added to Councillors Induction Pack and to include information on roles and expectations of link Councillors.</p> <p>Agreed that this should be implemented quarterly and that other areas of the town should be used such as St John's Church, Daisy Centre and Follaton Community Centre. Possibility of having a stall at Totnes Show 2017? It was felt being a visible and active presence in the community was very important.</p>	<p>2018* – New Councillor Induction note and Councillor Handbook cover this.</p> <p>2018 – TTC had a stand at Totnes Show in 2017 and has booked a stand for 2018 (29th July). The Mayor has been holding a monthly surgery at the St John's Community Cafe.</p>	<p>September 2016</p> <p>September 2016</p>
<p>Administration and IT</p> <p>Community group listing</p>	<p>It was suggested that the list of community groups collated by Thea for the Neighbourhood Plan should be used during consultations with the community.</p>		<p>Ongoing</p>
<p>Update/Revise the use of notice boards to provide easy identification of new notices for members of the public.</p>	<p>Shady Garden group is investigating having a notice board on the site. The Town Council has been offered a panel for our use and it was recommended that we accept this, subject to checking the size of the panel. If the format of this board works then there could be more around key locations in the town.</p> <p>Clr Whitty to inform the Clerk of design and size. Once cost is known then confirmation of having a panel will be considered.</p> <p>The Tourist Information noticeboard at the Rotherfold will be cleaned up and form part of the new Tourism structure in the town.</p>	<p><i>The Town Council noticeboard under the Civic Hall has been replaced and sited on the emergency doors for maximum visibility.</i></p> <p>2018 – Civic Hall Notice Board is used to display all Full Council and Committee agendas as well as election information. The Rotherfold noticeboard has</p>	<p>September 2016</p>

		<p>been updated by Visit Totnes to include its history and a local map.</p> <p>2018 - TTC website updated regularly. Facebook updated with events and TTC vacancies. Visit Totnes website up and running.</p>	In progress
<p>Update the website and ensure integration with the TIC website. Revisit social media options. Managed by: administration.</p>	<p>Website – upgrade to provide mobile compatibility and more modern format – currently taking place, some significant teething problems from a data transfer perspective but much more user friendly.</p> <p>TIC website needs to be updated – this is being investigated as part of the new information services structure.</p> <p>Twitter – follow all local businesses to build up followers.</p> <p>Facebook – individual pages for Civic Hall and Guildhall being used to promote events and raise the profile of these venues.</p>	<p><i>Councillors have previously not attended free training offered but are asked to contact the Town Clerk with any training needs for investigation.</i></p> <p>2018 – TTC Communications and Media Protocol (reviewed in July 2017) covers social media use. Meeting papers are sent electronically (except confidential), hosted on the website, with hard copies collected from the Council Offices (and posted on request).</p>	September 2016
<p>All councillors to be trained in use of IT and social media.</p>	<p>Investigate free social media session for councillors – Cosmic. Councillors need to be informed that they are allowed to use electronic media during meetings as required for linked social media or/ agendas/council papers.</p> <p>Councillors are asked to consider whether all meeting papers could be sent out electronically unless requesting otherwise. Any Councillors requiring hard copies are asked to collect from the office in advance of meetings.</p>		September 2016
<p>Agreement of Town Council on the reinstatement of Totnes matters as also proposed through the Neighbourhood Plan: if agreed format, frequency, editorial</p>	<p>Recommend that we produce updates/newsletters following the quarterly surgeries with Councillors in order that current concerns and issues are responded to. Editorial content to be drafted by TC officers and Councillors and agreed by Full Council prior to publication. Circulated using the Totnes Directorv, Facebook and websites. Design to be consistent and easily</p>		September 2016

<p>process, printing, distribution.</p>	<p>recognisable – designed professionally. A key message that needs to be conveyed is how the three layers of Council works and to whom to report different issues.</p>		
<p>Use the Annual Report at the Annual Meeting to disseminate information.</p>	<p>Completed for 2015/16 and ongoing.</p>	<p>2018 – Annual Town Meeting held 31st May 2017 and requested ideas on what to spend the precept on. Date for 2018 meeting – 31st May.</p>	<p>Ongoing</p>
<p>Use recognisable colours/branding for notices in public places – schools/surgeries etc</p>	<p>Town Team looking at public open spaces and signage. Consistent font, imagery etc. needs to be used across TC websites and documents to create a brand.</p>	<p>2018 – Visit Totnes and Totnes community engagement material in 2017 used logos in complementary colour schemes for print, website and social media posts.</p>	<p>Ongoing</p>
<p>Meetings and Physical Presence</p>			
<p>Develop Council property for community use</p>	<p>The Civic Hall and Guildhall are now being actively managed by the Deputy Town Clerk and the Council Venues WG. The Group is looking into increasing public access to the buildings as an ongoing item.</p>		<p>Ongoing</p>
<p>Revisit Public Question Time at meetings to maximise its potential</p>	<p>This was discussed at a Mayors and Chairs meeting and it was agreed that responses from councillors to public questions is not appropriate. Items will all be referred in future to the appropriate committee for further discussion. However it was suggested by the People Committee that some training for all Councillors could help and that in some instances the Mayor could ask Chairs of Committees to answer questions factually and succinctly given the time constraints. We should encourage questions to be submitted in advance of Full Council. Use websites and social media to promote this practice and verbally during Full Council meetings.</p>	<p>2018 – Public Question Time remains an agenda item for Full Council and Committees – use by the public is variable.</p>	<p>September 2016</p>

*2018 are TTC Offices comments.

ITEM 8

From: administrator@totnestowncouncil.gov.uk
Sent: 09 April 2018 15:52
Subject: First World War - A Nation Remembers in Totnes

As part of the First World War commemorative events, Totnes Town Council will take part in the 'Battle's Over - A Nation's Tribute' on Sunday 11th November by the lighting of a beacon on Kingsbridge Hill at 7pm. This is one of a number of events on 11th November that will take place at the same time across the UK and overseas to remember the sacrifices of millions of men and women during the First World War:

6.00am - Battle's Over: Sleep in peace, now the battle's over. Bagpipers playing Battle's O'er in local communities.

6.55pm - Battle's Over: The Last Post. Members of the cadet forces will play the Last Post at beacon sites.

7.00pm - Battle's Over: WW1 Beacons of Light. Totnes will light a beacon on Kingsbridge Hill organised by Totnes Town Councillors.

7.05pm - Battle's Over: Ring out for Peace! Churches are encouraged to ring out their bells in celebration of the end of the First World War (in association with the Central Council of Church Bell Ringers).

Totnes Town Council would like to encourage widespread community participation in this event, in addition to the traditional Service of Remembrance on Sunday morning. We would like to hold a meeting with the key community organisations in the town, of which you are one, to discuss which events you may be able to support (for example, presence at the beacon lighting, providing a bugler to sound the Last Post, or by ringing the church bells) as well as to help identify any other commemorative events in the Totnes that day/weekend. If you would like to represent your organisation's interests at a working group meeting, please email administrator@totnestowncouncil.gov.uk so that a date can be circulated to you all.

I know that this will be a busy day for many of you, but I'm hoping that by bringing you together early to discuss arrangements and participation it will mean that Totnes will be able to mark this significant anniversary as part of the nationwide tributes.

Councillor Andy Simms
Chair of the People Committee
Totnes Town Council

Emails sent to:
The Royal British Legion
the Army, Air and Sea Cadets
Scouts, Guides, Cubs, Brownies
KEVICC, St John's, and the Grove School
Totnes Churches - St Mary's, St John's, St Mary and St George RC, Methodist, United Free
Totnes Museum
Totnes Image Bank
Totnes Band

MPM DROP-IN/FOOD BANK/TRANSITION CLUB/GIVING BACK MONTHLY REPORT FEBRUARY 2018

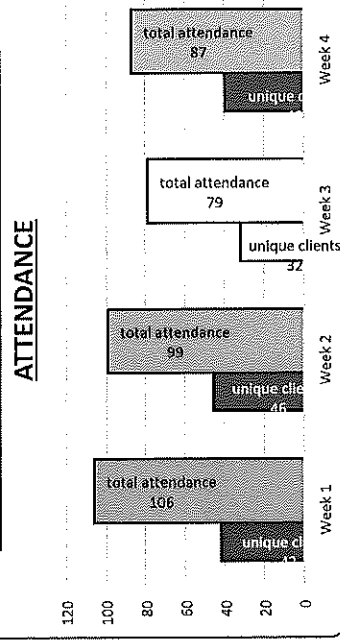
DROP-IN Table to show total attendance

	Monday	Tuesday	Wednesday	Thursday	Friday	Sunday	Weekly Total
0	17	11	26	17	23	12	106
Wk1	24	8	17	23	10	8	90
Wk2	15	18	13	10	18	10	84
Wk3	20	4	11	13	13	8	69
Daily Total	76	0	67	63	64	38	308

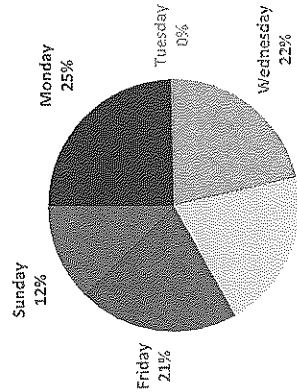
DROP-IN Table to show food eaten in

	Monday	Tuesday	Wednesday	Thursday	Friday	Sunday	Weekly Total
0	15	8	23	12	10	12	80
Wk1	14	13	16	10	9	8	70
Wk2	11	9	10	11	10	9	60
Wk3	11	15	10	12	10	8	66
Daily Total	51	45	59	45	39	37	276

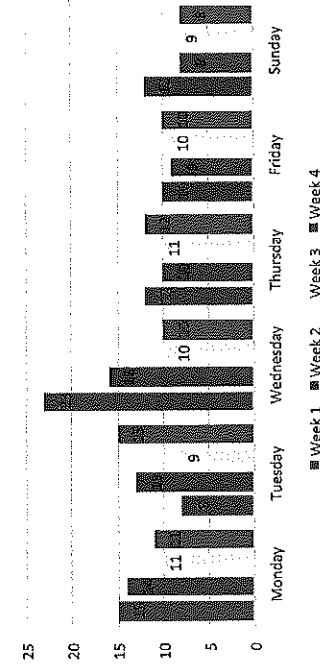
NUMBER OF UNIQUE CLIENTS AND TOTAL ATTENDANCE



DAILY ATTENDANCE



NUMBER OF FOOD EATEN IN



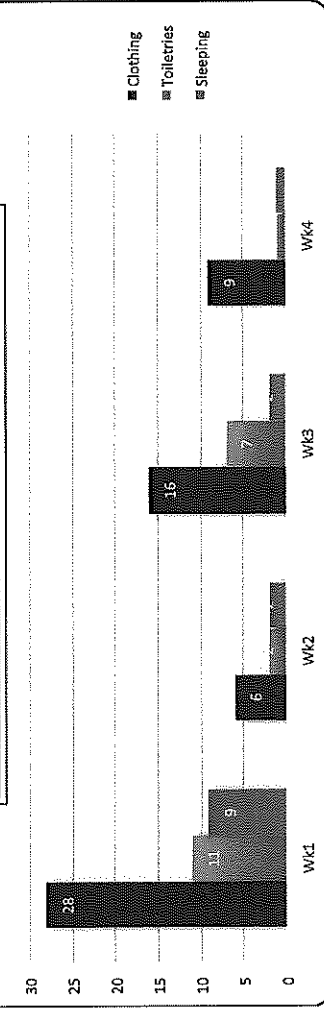
DROP-IN Table to show number of resources given to clients

	Clothing	Toiletries	Sleeping	Weekly Total
Wk1	28	11	9	48
Wk2	6	2	2	10
Wk3	16	7	2	25
Wk4	9	1	1	11
Total	59	21	14	94

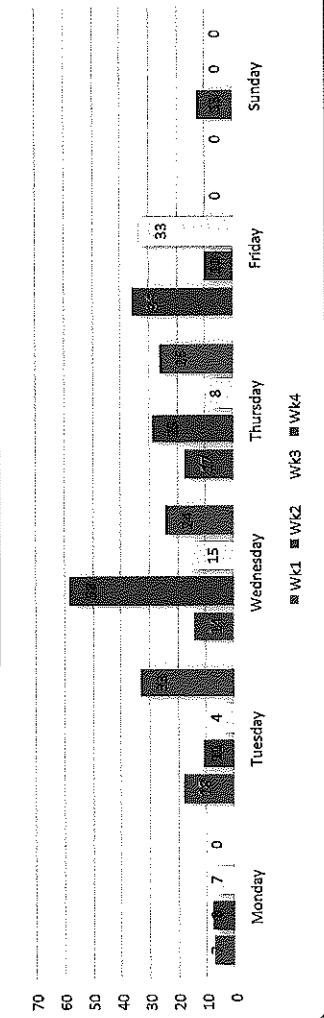
DROP-IN Table to show food - take away

	Monday	Tuesday	Wednesday	Thursday	Friday	Sunday	Weekly Total
Wk1	7	18	14	17	36	0	92
Wk2	8	11	58	29	10	13	129
Wk3	7	4	15	8	33	0	67
Wk4	0	33	24	26	0	0	83
Daily total	22	66	111	80	79	13	371

NUMBER OF RESOURCES GIVEN TO CLIENTS



NUMBER OF TAKE AWAY FOOD



"GIVING BACK" FINANCIAL DONATIONS MONTHLY SUMMARY

TOTAL GIVING	Marketplace Food Bank	Emergency Food Parcels	Drop-In Support	TOTAL
£205.00	31	7	2	40

MPM FOOD BANK Table to show distribution of food

Marketplace Food Bank	Emergency Food Parcels	Drop-In Support	TOTAL
31	7	2	40

ITEM 9

ITEM 10

People Committee January 2018 - To discuss how the Town Council can support the 2018 Christmas Markets in Totnes. It was suggested that Redhouse Events should hold quarterly meetings with the Totnes Chamber of Commerce, SHDC Cllr John Green and the TTC Link Councillors for Business to discuss the 2018 markets – Cllr Sweett will speak with Redhouse Events.

Update:

A meeting was held between Cllr Jo Sweett, SHDC John Green and Redhouse Events. Redhouse Events proposals for late night shopping in 2018 include:

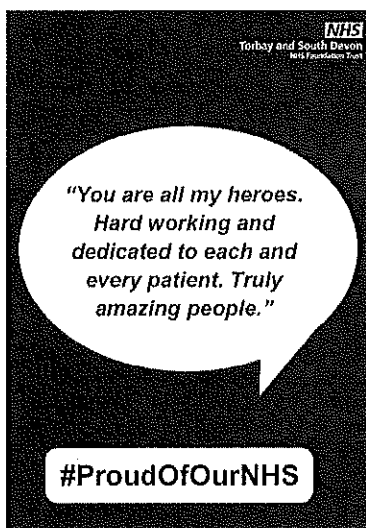
- On The Plains hold a food court area in the road and restrict traffic to create a one way system through the town.
- To stop street entertainment to ease crowding pressures, and use the Shady Garden and Rotherfold as entertainment spaces.
- To install a tannoy system throughout the town to play music and make any announcements required.
- Quantity of food stalls and enduring queues.
- To use alternative spaces for stalls, e.g. Station Road (off Fore Street), Rotherfold , in front of the Mansion, etc.

The January 2018 People Committee suggestion that Redhouse Events hold quarterly meetings which the Totnes Town Council Link Councillor for Business can attend and report back to all Councillors on has been passed to the Redhouse Events point of contact.

HEALTH AND CARE INSIGHTS

Issue 8 - February 2018

This winter has continued to be very difficult with considerable pressure continuing during February but our staff have worked tirelessly to continue to provide the best possible service for local people. Crucially our increased focus on maximising our resources on supporting people to be cared for at home have helped us to cope better than we would have done. But we even so we haven't always been able to provide the highest level of service we would like which has meant some people having to wait longer than is ideal. Throughout we have focused on ensuring our services are safe. We know that continuing to look after more people in their own homes and focussing on what is important to them is the right thing to do both for their quality of life and also is sustainable for the future.



#ProudOfOurNHS Campaign

It is very heartening to read some of the praise and support for those who use our services. We have been sharing some this really lovely feedback we have received as part of our #ProudOfOurNHS campaign. You can read numerous examples on [Facebook](#) and [Twitter](#). And so that people – staff and visitors - can see some of the lovely feedback we receive we have designed some posters which you will be able to see on the walls of the Trust.

Dartmouth Health and Wellbeing Centre update

Following the breakdown of negotiations to develop a health and wellbeing centre for Dartmouth at River View, we are now reviewing how to bring about a joined up health and wellbeing centre in

Dartmouth. Our first step is to work with our partners and commissioners to update the specification for the health and wellbeing centre so that we can explore and develop what further options there are available. Once our options appraisal is complete, we will share it with local stakeholders. It is our intention to set up a Local Partnership Board chaired by South Devon and Torbay CCG which will lead the implementation of the agreed plan.

We remain committed to improving health care delivery, by focussing on what is important to people and have invested in services that are as close to home as possible with the expectation that more people can have their care needs better met out of a hospital. Dartmouth Clinic offers a wide range of outpatient clinics, including: audiology, bladder and bowels, community therapy, counselling, depression and anxiety services, Devon Carers, district nursing, ENT, heart failure, minor operations, physiotherapy and podiatry.

The investment into community services has included intermediate care services, investment into the voluntary sector and medical support. In the last three months, 58 people in Dartmouth have been supported by our intermediate care service that includes therapist and Nurses – of these five people required a short term placement in a residential care home. We are continuing to work with partner agencies and the owners of River View care home to ensure improvements highlighted in the recent CQC inspection are addressed and that residents' needs are being met.

Working with you, for you

HEALTH AND CARE INSIGHTS

New mums rate local maternity services highly

Torbay and South Devon NHS Foundation Trust's maternity services are performing well in comparison to other NHS Trusts across the country, according to the annual CQC 'Maternity Services Survey'. Nationally, 130 NHS Trusts were involved in the survey, with responses coming directly from thousands of women who gave birth during January and February 2017. The Trust's performance was rated by 118 women who had given birth either at home, at Newton Abbot Community Hospital (Whitelake midwifery led unit) or at Torbay Hospital. New mums gave very positive feedback about their experiences and placed the Trust in the top 20 per cent of hospitals in the country in 31 of the questions asked. The survey also identifies areas for improvement and new mums felt that services could be enhanced by health professionals giving information or offering advice about contraception. The Trust will be developing an action plan to address this feedback and ensure that improved contraception guidance is offered to new mothers in Torbay and South Devon.



Paignton Health and Wellbeing Centre evaluation

Healthwatch Torbay is working with the Trust to evaluate the Paignton Health and Wellbeing Centre (HWC) now that it has been operational for a few months. The Health and Wellbeing Centre hosts a number of community outpatient, lifestyle and prevention clinics.

They will be asking patients what they think is working well and what ideas they have to make it even better.



If you have used the services at Paignton Health and Wellbeing Centre and you would like to help provide feedback about the centre you can complete an online survey. The survey should only take around ten minutes of your time

We Can Talk About It

At the beginning of the month we hosted an event as part of the national Time to Talk Day 2018 campaign. The aim of the day was to make people aware that there is no right or wrong place to talk about mental health. We filmed the event and would like to share with you the messages some very inspiring speakers gave. You can watch it [here](#) - we hope it encourages people to just talk.

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 receive future issues by email contact tsdft.communications@nhs.net