

AGENDA FOR THE MEETING OF TOTNES TOWN COUNCIL
MONDAY 1st OCTOBER 2018 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 1st October 2018 at 7pm for the purpose of transacting the following business:

No	Subject	Comments
1	To receive apologies.	Apologies from Cllr J Sweett and Cllr J Green
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><i>The Council will convene.</i></p>	<p>a) Cllr Birch b) Cllr Vint</p>
4	<p>To approve and sign the Minutes of the following Meetings: <i>(Please note confidential minutes can be agreed but any discussion must be held in Part 2):</i></p> <p>a. Full Council 3rd September 2018 b. Council Matters 10th September 2018 c. Town Matters 20th September 2018</p>	Enclosures
5	<p>To consider any matters arising from the Minutes <u>and to approve any recommendations</u> from Committees <i>(Please note confidential recommendations can be agreed but any discussion must be held in Part 2):</i></p> <p>a. Full Council 3rd September 2018 b. Council Matters 10th September 2018 a. Town Matters 20th September 2018</p>	Enclosures
6	To note the delay in considering the overall Market Square improvement.	Enclosure
7	To review link Councillor roles and membership of Working Groups	Enclosure
8	To note the latest updates from Visit Totnes and an evaluation report for the end of the first season in the new Market Square Information Point	Enclosure
9	To consider the new proposal for the Baltic Wharf footpath	Enclosure

10	To note the completion of the external audit	Enclosure
11	To note an update from Council Venues and Arts Working Groups	Verbal update Town Clerk
12	To note the date of the next meeting: Monday 5th November at 7pm	

Catherine Marlton



Town Clerk

John Birch
SHDC Member for Totnes

Report for Totnes Town Council
meeting to be held on Monday 1 October 2018

I report on the following matters.

POSSIBLE DEVELOPMENT AT CO-OP SITE

I have been informed that Churchill Retirement Homes is in the process of purchasing the Co-op site with a view to demolishing the building and redeveloping it with 40 or so retirement apartments extending into the car park but leaving the small existing retail units.

I expect a planning application will follow. If this is the case then there will need to be a community wide consultation on the best use for this important site in the centre of Totnes before any application is determined.

My view is that the loss of this important retail space and car parking will adversely affect the vibrancy of the town centre as well as increase the existing population imbalance. In addition to the existing retirement/care/nursing homes in the town there is in place planning permission for about 250 similar homes at Baltic Wharf, Steamer Quay and the Atmos Project and these remain to be built.

TOTNES CAR PARKS - WORRYING FUTURE

With the possibility of a planning application for a retirement home on the Co-op site the car park there is at risk. This coupled with the loss of parking at the rear of Lloyd's Bank due to housing development could result in the town losing up to 100 car parking spaces.

Just to make matters worse a report submitted to the last Full Council meeting of the Town Council mentions possible development on the

town centre car parks owned by SHDC.

If these developments go ahead it will be a disaster for Totnes as the loss of the limited parking we have will simply drive people to shop and visit elsewhere.

At a recent SHDC meeting I proposed that the Council address the long-term future and needs of our town centres in South Hams. It was agreed that a report should be prepared and presented to Members in November.

One of the key areas to be addressed is the future car parking needs of Totnes so as to ensure that people are attracted to the town and not deterred by the lack of car parking.

In my opinion the town cannot afford to lose any further valuable car parking space to development such as the proposed retirement home on the Co-op site.

THE CO-OP SITE, TOTNES – A MISSED OPPORTUNITY.

When I learnt earlier this year that the Co-op site was up for sale I requested the administration at SHDC to consider purchasing it for the benefit of the community. After all the Council had previously considered purchasing commercial property elsewhere in the UK for investment purposes. An investment fund of £80 million had been mentioned.

I considered that the ownership of the Co-op site by SHDC would benefit the community and certainly protect or improve the important town centre area.

Unfortunately my request to purchase the site was not taken up by the administration and in my opinion an opportunity was lost. Furthermore the decision not to proceed was made without any consultation or discussion with Members. In other words, this is an autocratic decision which in my view is shortsighted and to the detriment of the community.

PROPOSED COMMERCIAL DEVELOPMENT ON ASHBURTON ROAD, TOTNES

There has been a planning application submitted for a commercial development on the Ashburton Road and being just outside the town boundary. The Town Council has been asked to comment on the application by SHDC due to its proximity to the town

The site already has outline permission for employment purposes and this was granted in 2014 along with the 50 adjoining houses. The application just submitted is for detailed permission and consists of buildings formed out of shipping containers.

It is my view the proposed design is inappropriate especially as the site is one of the main entrances into the town. The designers should be asked to come up with a more appropriate design.

The development will be visible from the Ashburton Road and is situated behind the controversial red brick boundary wall. It is proposed that the development be constructed from shipping containers and consists of shops, studio and office space as well as a cafe.

From the images shown in the planning application I am of the view that shipping containers dressed up as offices and dominating the entrance to Totnes is wholly inappropriate.

BLOT ON THE LANDSCAPE

Linden has almost completed its building works at Camomile Lawns and yet its unsightly advertising board overlooking the River Dart remains. There is no reason why it should continue to be a blot on the landscape.

I have been in touch with the enforcement officers at SHDC and requested that action be taken against Linden to have the advertising board removed. They agree it should be removed straight away and are in touch with Linden.

IMPORTANT SOUTH DEVON AONB HOUSING DEVELOPMENT RULING

The Joint Local Plan inspectors have ruled that proposed housing development sites in the South Devon Area of Outstanding Beauty should be deleted from the draft JLP that has recently been the subject of public examination.

The South Devon AONB covers an area of 130 square miles and extends from Berry Head in Brixham to Jennycliff near Plymouth and includes land either side of the River Dart running from Dartmouth to the edge of Totnes. It does not include Totnes Town.

A national planning document that has recently been issued states that the AONB should be given the highest status of protection in relation to landscape and scenic beauty. The JLP inspectors ruled that the draft plan failed to demonstrate that sufficient weight had been given to this requirement and in consequence housing development proposals in the area should be deleted with the exception of those proposed in Dartmouth, Kingsbridge, Bere Alston and Salcombe.

QUESTIONS ON AFFORDABLE SOCIAL RENTED HOUSING

I have submitted the following questions to be answered by the Leader of SHDC at the Full Council meeting on 27 September 2018.

Preamble to questions

In the introduction to the 2017/18 Annual Report the following is stated "One of the key priorities over the coming year will be to research the possible building of Council houses to support the need of affordable houses for the residents of South Hams"

Question 1.

What research has been carried in respect of the building of affordable social rented housing by the Council and if such research has been

carried out when will its findings be shared with Members? Who has carried out the research on behalf of the Council?

Question 2.

What fresh initiatives are planned by the Council to reduce the current Housing Waiting List which stands at 1,635?

Question 3.

What is the Council's target for the provision of affordable social rented housing in South Hams for the years 2018/19 and 2019/20?

Question 4.

In respect of the numbers provided in response to Question 3 how many is it anticipated will be provided by;

- a) the Community Housing Strategy
- b) Registered providers and
- c) developers pursuant to S106 agreements?

Question 5

How many affordable social rented houses have been facilitated by the Council in the last 5 years?

I will report on the answers given to the questions at the Town Council meeting to be held on 1 October 2018.

Cllr John Birch
SHDC Member for Totnes
23 September 2018

ROBERT VINT
SHDC Member for Totnes

DISTRICT COUNCILLOR'S REPORT TO TOTNES TOWN COUNCIL
26th September 2018

1. Key Meetings Attended

Monday	3rd September.	Site Inspections
Tuesday	4th September.	Skatepark Meeting
Wednesday	5th September.	SuDS* Planning Training [*Sustainable Drainage Schemes]
Wednesday	5th September.	Development Management Committee
Thursday	6th September	Overview & Scrutiny Committee
Thursday	13th September.	Executive Committee Meeting
Tuesday	25th September.	Play Park Meeting
Thursday	27th September	Full Council [after this report was written]

ISSUES

Land to the rear of 9, Queen's Terrace (Castle Street)

Work has resumed on the site after temporary suspension by the Health & Safety Executive – who required the developers to draft and submit for approval a work plan for the site. I am awaiting confirmation from Health & Safety that a plan has been received and approved. If it has been approved I have asked for their assurance that they are now monitoring work on the site. Neighbours continue to be concerned. I am in further dialogue with both the Health & Safety Executive and SHDC Environmental Health to try to resolve these new concerns about noise, disturbance, potentially contaminated water and a caravan on the site.

New Play Structure on Vire Island

I met with Cllr Birch, Cllr Sweett, the Town Council administrator, an SHDC officer and EarthWrights on Vire Island to discuss the pros and cons of various locations for the proposed play structure, safety and flooding issues and compatibility with other uses of the island through the year. This meeting will inform more detailed proposals.

Planning

The most significant application has been an outline application for up to 110 houses near Lee Mill - which was deferred at the 5th September meeting to enable the council to discuss further with the applicant the apparent lack of infrastructure in the proposal. The only application in Totnes was one by the Town Council to crown lift the trees in St Mary's churchyard – which was approved. There are no Totnes items on the agenda for the forthcoming 3rd October meeting.

Secret Council Development Plans for Totnes

As detailed in the Totnes Times (14 Sept p2), South Hams Liberal Democrats presented the following petition, signed by over 200 residents, to Cllr Tucker at the Executive Committee Meeting on the 13th September:

“The Tories on South Hams District Council have recently voted to spend £150,000 of your money on consultants to advise them on development plans for Totnes, Ivybridge, Kingsbridge and Salcombe. But they want to keep these plans secret. The Lib Dems strongly oppose this. We urge you to sign our petition and call on South Hams District Council to act now to disclose and identify the proposed development sites.

We the undersigned are concerned citizens who urge SHDC to act now to disclose and identify the proposed development sites in Totnes, Ivybridge, Kingsbridge and Salcombe which are currently being kept secret.”

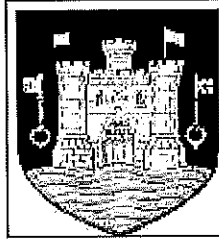
Cllr Tucker did not allow questions or debate but issued the following statement in response:

“Councils have the right, as set out in legislation, to exclude members of the public from a meeting during an item of business where it is likely that confidential information would be disclosed to them, and councillors have an obligation under the Code of Conduct, not to disclose that information.

The Council does keep residents informed when it can and will continue to do so in the future by various methods such as direct contact with town and parish councils, face to face meetings with residents and groups, email, website and social media. In respect of the particular issue that is the subject of the petition, the decision for this matter to remain confidential has been taken in line with the recommendations of the Council’s Monitoring Officer in order for the Council to protect its commercial interests.”

Skatepark Renovation

We have now set up a committee consisting of SHDC officers and representatives of the County, District and Town Councils, and of the community and skatepark users, to oversee the project.



DRAFT MINUTES FOR THE MEETING OF TOTNES TOWN COUNCIL
MONDAY 3rd SEPTEMBER 2018 AT THE GUILDHALL TOTNES

Present: Councillors Westacott MBE (Chair), Paine, Piper, Hodgson, Vint, Parker, Price, Allen, Sweett, Simms, Hendriksen, Whitty and Webberley.

Apologies: Councillors Sermon, R Adams, M Adams and District Councillor Birch.

In Attendance: Catherine Marlton (Town Clerk), Christina Bewley (minutes), Peter Bethel (Town Sergeant), District Councillor Green, Soundart Radio, 2 members of the Press and 7 members of the public.

No	Subject	Comments
1	To receive apologies.	Apologies were given by Councillors Sermon, R Adams, M Adams and District Councillor Birch. 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.	No amendments made.
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 spoke about a recent theft from Totnes Museum.</p> <p>A member of the public gave a short explanation about the 'Totnes Passport' he has produced which has attracted lots of press coverage and promoted Totnes.</p> <p>A member of the group Frack Free Totnes thanked the Council for the grant awarded to the campaign by the Paige Adams Trust and explained the issues they are aiming to address.</p> <p>County Cllr Hodgson provided a written report. She raised concerns about seagulls causing problems with rubbish. The Town Council needs to pressurize SHDC to clear up after the market. It was confirmed that waste collection and management in the Town would be an agenda items for the next Council Matters meeting.</p> <p>The drugs problem in the Town will also go to the Council Matters Committee for discussion.</p> <p>County Cllr Hodgson raised the issue of the Totnes Travel Plan needing to be updated as it was produced in 2014. It is hoped that the Totnes Travel & Transport Forum can work with the Totnes Travel Partnership to do that.</p>

	<p><i>The Council will convene.</i></p>	<p>District Cllr Green provided a written report. He highlighted issues with the JLP.</p> <p>The conditions being put forward by the Rugby club in order for them to sign a new 40 lease of the pitch at Borough Park were discussed. Town Cllrs would be able to attend a meeting next week between SHDC Officers and the District Cllrs to put forward any views on the matter.</p> <p>SHDC would like the Town Council to run any consultation process for suggested uses of car parks proposed for development.</p> <p>All three District Cllrs were opposed to a pay on entry system for the public toilets. District Cllr Green was ask to find out a breakdown of the costs reported by SHDC for the conversion of the toilets to Pay on Entry.</p> <p>District Cllr Vint provided a written report. He advised that changes made to the National Planning Policy Framework could have implications in relation to fracking.</p> <p>District Cllr Birch provided a written report.</p>
4	<p>To approve and sign the Minutes of the following Meetings: <i>(Please note confidential minutes can be agreed but any discussion must be held in Part 2):</i></p> <ul style="list-style-type: none"> a. Full Council 2nd July 2018 b. Council Matters 9th July 2018 c. Recess Committee 9th August 2018 d. Town Matters 19th July 2018 	<p>It was RESOLVED to approve and sign the Minutes of the following meetings :</p> <ul style="list-style-type: none"> a. Full Council 2nd July 2018 b. Council Matters 9th July 2018 c. Recess Committee 9th August 2018 d. Town Matters 19th July 2018
5	<p>To consider any matters arising from the Minutes and to approve any recommendations from Committees <i>(Please note confidential recommendations can be agreed but any discussion must be held in Part 2):</i></p> <ul style="list-style-type: none"> a. Full Council 2nd July 2018 b. Council Matters 9th July 2018 c. Recess Committee 9th August 2018 d. Town Matters 19th July 2018 	<p>The following matters arose:</p> <ul style="list-style-type: none"> a. <u>Full Council 2nd July 2018</u> <p>Item 8 – A question was raised about when the next meeting was to be held. The Clerk confirm she would find out and circulate the date.</p> <p>Cllr Whitty asked for information on what aspects had not been covered in the previous report for the Green Infrastructure Plan. The contract for the work to produce a new report does not set out anything extra to what was covered before.</p> <ul style="list-style-type: none"> b. <u>Council Matters 9th July 2018</u> <p>Item 9 – It was clarified that the delegated authority is specified in Standing Orders. The Committee authorised the expenditure and 3 quotes are not</p>

		<p>required for specialised services which this is.</p> <p>c. <u>Recess Committee 9th August 2018</u></p> <p>None</p> <p>d. <u>Town Matters 19th July 2018</u></p> <p>Item 3b – No response received yet.</p> <p>Item 4 - 4.3) Third bullet point should say 'unneighbourly' instead of 'neighbourly'.</p> <p>Item 5 – It was RESOLVED to accept the recommendation.</p> <p>Item 7 - It was RESOLVED to accept the recommendation.</p> <p>Item 8 – The event was cancelled due to low water levels.</p> <p>Item 10 – It was RESOLVED to accept the recommendation with the addition of 'To ensure that any equipment does not restrict the use of the island by other users'.</p>
6	<p>To note the delay in considering the overall Market Square improvement design and to consider draft designs for mosaic panels to be part of that project.</p>	<p>The Clerk provided an overview of the current situation. No progress has been made yet on the preferred proposal for re-designing the Market Square. However the Arts Council grant towards the mosaic art work has to be spent this financial year so decisions must be made about the art work before the new design of the square is agreed.</p> <p>The Clerk introduced Michelle Greenwood Brown who showed Councillors examples of themed options for the mosaics. She explained that a decision would need to be made on the preferred theme to allow her sufficient time to produce the pieces.</p> <p>It was RESOLVED that the Arts Working Group are given delegated authority to decide on the design at their next meeting on 24th September 2018.</p>
7	<p>To make recommendations on the following planning applications:</p> <p>a. 2677/18/FUL - Erection of detached dwelling with internal garage. Foxgloves, Sharpham Drive, Totnes, TQ9 5HE.</p> <p>b. 2349/18/HHO - Householder application for conversion of garage and store into additional</p>	<p>Cllrs Vint and Hodgson declared an interest for this agenda item due to their membership of the SHDC Planning Committee. Cllr Westacott declared a personal interest in item 7a.</p> <p>a. It was AGREED to make a site visit.</p> <p>b. No objections.</p>

	<p>living accommodation. Long Barn, Rowsells Lane, Totnes, TQ9 5AG.</p> <p>c. 2075/18/FUL & 2076/18/LBC - Listed building consent for conversion of B1 office to C3 residential including demolition of modern extensions to listed building. Erection of detached dwelling to rear garden of property. <u>18 Bridgetown, Totnes, TQ9 5BA.</u></p> <p>d. 2230/18/FUL - Addition of single storey glass canopy to front elevation of property at second floor level. The Lion Brewery, Flat <u>2, South Street, Totnes TQ9 5DZ.</u></p> <p>e. 2365/18/HHO - Householder application for internal alterations, extended balcony and conversion of roof. 1 Steamer Quay Wharf, Steamer Quay Road, Totnes, TQ9 5AL.</p> <p>f. 2455/18/HHO - Retrospective householder application for installation of decking and raising the height of fence to North and South boundaries (resubmission of 1016/18/HHO). 14 Sparkhays Drive, Totnes, TQ9 5LD.</p> <p>g. 2555/18/HHO - Householder application for new garden shed. Fleetwood House, Northgate, Totnes, TQ9 5NX.</p> <p>h. 2621/18/LBC - Listed building consent application to strip existing asbestos slates and replace with natural dark Spanish slates. The Maisonette, <u>15 High Street, Totnes, TQ9 5NN.</u></p> <p>i. 2456/18/LBC - Listed building consent to replace (like for like) the 2 sliding box sash windows which are beyond reasonable state of repair. <u>47A High Street, Totnes, TQ9 5NP.</u></p>	<p>c. No objections.</p> <p>d. No objections.</p> <p>e. No objections.</p> <p>f. Object on the grounds of it being unneighbourly.</p> <p>g. No objections.</p> <p>h. No objections.</p> <p>i. No objections.</p>
8	<p>To consider the Decision Notice from South Hams District Council in relation to complaint SH011 071117</p> <p>As RECOMMENDED by the South Hams District Council Scrutiny Code of Conduct Hearing Panel, this Council censures Councillor Rosie Adams for her breach of the Code of Conduct with reference to :</p> <p>Breach of para 4 a: Failure to treat others with courtesy and respect with regard to the comments made in her emails dated 12 October 2017 sent at 18.41 and 13 October 2017 sent at 15.26</p> <p>Totnes Town Council expects all Councillors to comply fully with the Code of Conduct as they carry out council business on behalf of the town constituents.</p> <p>A closed ballot will be held amongst Councillors in relation to this item.</p>	<p>It was clarified that Totnes Town Councillors are being asked to consider the proposed sanction from the SHDC Standards Board, not question the independent decision. The recommendation is asking Councillors to censure Cllr R Adams for the breach.</p> <p>The recommendation was proposed by Cllr Westacott and seconded by Cllr Hodgson.</p> <p>Cllr Simms left the meeting before the closed vote. A closed ballot was carried out and it was RESOLVED to censure Cllr R Adams.</p> <p>The Clerk was asked to reveal the results of the vote which was 8 yes, 2 no and 2 abstentions.</p>

9	<p>To consider motions from Cllr J Hodgson:</p> <p>a) Totnes Town Council will not permit fracking on any of its land</p> <p>b) Totnes Town Council will write to the Secretary of State to object to applications for fracking having permitted development rights such that applicants can avoid the usual planning system.</p> <p>c) Totnes Town Council supports a national ban on fracking in the UK on public safety and climate change grounds.</p> <p>d) Totnes Town Council will express our support publicly for a People's Vote on the final terms of any Brexit deal.</p> <p>e) Totnes Town Council will write to our local MP, Dr Sarah Wollaston, and the Prime Minister, Theresa May, informing them that Totnes Town Council has passed this motion in support of a People's Vote.</p>	<p>An amendment to proposal b) was agreed to include writing to Claire Perry and James Brokenshire as well as the Secretary of State.</p> <p>It was RESOLVED to accept proposals a) – e) subject to the proposed amendment to b).</p>
10	<p>To note 2019/20 Local Government Finance Settlement: Technical Consultation.</p>	<p>The Clerk advised that there is no cap yet on the Precept but Councillors should consider the possibility of a cap being introduced in the future. The Clerk will be submitting a response to the consultation and Councillors can respond individually if they wish to do so.</p>
11	<p>To note an update from Council Venues and Arts Working Groups.</p>	<p>Noted. The Working Groups were thanked for their hard work.</p>
12	<p>To note the date of the next meeting: Monday 1st October 2018 at 7pm</p> <p><i>A Paige Adams Trust meeting will be held beforehand at 6pm</i></p>	<p>Noted.</p>

Ended 9.05pm

Catherine Marlton
Town Clerk



DRAFT MINUTES FOR THE COUNCIL MATTERS COMMITTEE
MONDAY 10TH SEPTEMBER 2018 AT THE GUILDHALL TOTNES

Present: Councillor T Whitty, Cllr R Adams, Cllr Simms, Cllr E Price, Cllr J Westacott MBE, Cllr P Paine, Cllr J Hodgson,

Apologies: Cllr M Adams and Cllr J Sweett

In Attendance: Catherine Marlton (Town Clerk), 1 member of the press.

No	Subject	
1	To receive apologies and to confirm that any absence has the approval of the Council.	Apologies were received from Cllrs J Sweett and M Adams and these were AGREED .
<i>The Committee adjourned for the following item:</i>		
	Public Question Time: A period of 15 minutes will be allowed for members of the public to ask questions or make comment regarding the work of the Committee or other items that affect Totnes.	None.
<i>The Committee will convene to consider the following items:</i>		
2	To discuss any matters arising from the minutes of: a) Council Matters 9 th July 2018 (already agreed through Full Council)	No matters arising.
3	To consider the working framework for the Council Matters committee	The attached working framework was AGREED .
4	To consider the budget monitor and any virements needed.	The budget monitor and notes were AGREED . The Town Clerk was thanked for the clear format of presentation.
5	To receive a report on Town Ranger activities and street scene improvements required	Councillors were very supportive of the works being undertaken by the Town Ranger. It was AGREED that the Town Clerk would continue to progress public realm improvement projects and further details would come back to Council Matters for consideration. It was AGREED that the Town Ranger should liaise with Cllr Hodgson regarding the implementation of seagull deterrents in the Market Square. On the matter of the Shady Garden bin, Councillors AGREED that the bin should remain and that the fly tipping be closely monitored and reported to SHDC, with those responsible being pursued their enforcement team.
6	To consider a timeline for the Cemetery path tender process	The tender specification and timeline was AGREED . The Town Clerk was asked to liaise with Cllr Simms, Cllr Paine and the Town Ranger regarding potential laying of water pipes and the time of excavation of the paths near the cemetery.
7	To consider how to respond to the Environment Agency regarding Totnes floodgates	It was RECOMMENDED to Full Council that the Town Council should not take on the commitment to coordinate the opening and closing of the floodgates due to the details of liability outlined in the draft Memorandum of Understanding and the concerns about the reliability and availability of volunteers.
8	To consider the risk assessment completed on the Town Council assets in relation to lightning protection	It was AGREED that lightning protection is clearly needed on all 3 Council properties and the Town Clerk was asked to obtain 3 quotes for consideration by Council Matters.
9	To note the delay to the SHDC JLP and the date of the next NP meeting	This was noted.
10	To consider a draft CCTV Policy	It was RECOMMENDED to Full Council that the attached policy be adopted.
11	To consider draft staffing policies: a) Flexible Working Policy b) Recruitment and Retention Policy	It was RECOMMENDED to Full Council that the attached policies be adopted.

	c) Office Management in times of leave	
13	To note the date of the next meeting: Monday 8th October 2018 at 7pm.	
<i>The Committee RESOLVED to exclude the press and public "by reason of the confidential nature of the business" to be discussed and in accordance with the Public Bodies (Admission to Meetings) Act 1960.</i>		
14	To consider and agree the bank and petty cash reconciliations (confidential as contains personal information of payees).	These were AGREED .
15	To consider alternative options for the Town Council alarm monitoring and maintenance contract	It was noted that the Town Clerk is costing up alternative providers.
16	To consider a staffing review and recruitment process following a resignation	The Council Matters committee AGREED as outlined in the Town Clerk's report: a) the Civic Hall Administrator recruitment timeline and process b) the minor changes to the Job Description and minor staffing restructure resulting. c) that the interview panel should consist of the Clerk, Deputy Clerk and Cllr Price.
17	To confirm the staffing for the Community Arts Workshop and Christmas Light Switch on	The proposal for office staff allocation was AGREED .
18	To note the overtime and sickness records of staff	These were noted.

Future meetings agenda items:

- Update Statement of Internal Control
- To review a summary of the required actions resulting from the Risk Assessment programme
- Grants Award Policy - October
- Councillor Allowance Policy
- Investment options for general reserve – October
- Play Parks
- To review various staffing policies – Capability Procedure, Dignity at Work Policy, Equal Opportunities Policy, Grievance Policy, Lone Working Policy, Disciplinary Procedure, Managing Attendance

- To note sick leave and overtime balances
- To note the outcome of the appraisal process

Committee Members – quorum is 5 members

- Cllr Whitty (Chair)
- Cllr Simms (Deputy)
- Cllr M Adams
- Cllr R Adams
- Cllr Sweett
- Cllr Price
- Cllr Westacott MBE
- Cllr Paine
- Cllr Hodgson

Catherine Marlton - Town Clerk

Council Matters Working Framework September 2018-May 2019

A reminder of what was agreed in Standing Orders July 2018

1. Authority

The Council Matters Committee is a Principal Committee of the Town Council and its membership is appointed by the Town Council annually. The Committee's remit is defined and agreed by the Full Council. These powers will be exercised in accordance with any policy adopted or directions given by the Town Council and subject to the Council's Standing Orders, Standing Orders on Contracts and Financial and Administrative Regulations and Personnel Policies. Meetings of the Council Matters Committee will be held monthly.

2. Membership

The Committee will consist of no fewer than 8 elected Town Councillors and a maximum of 10, and its membership and the Chair will be elected by the Full Council annually. Both the Chair and Committee members will be re-elected each year in March/April. A Deputy Chair can be elected by the committee to fulfill the role of the Chair in their absence (if both are absent then any elected member can take the chair by agreement of the committee).

The *quorum* will be a minimum of 5 elected committee members.

3. Responsibilities

The Council Matters Committee will act as the Scrutiny Committee of the Council, monitoring the operational, civic, administrative, staffing and financial responsibilities as well as the assets of the Council. The day to day management of Council matters rests with the Town Clerk. The Council Matters Committee will be responsible for initiating, developing and monitoring any policies required for the Town Council to carry out its functions.

The Committee will be responsible for all staff appointments; annual appraisal; training and development; the setting of staff salaries, hours of work and all matters relating to their individual contracts; sickness and staff welfare issues; and grievance and disciplinary matters.

The Committee must ensure that matters relating to the personal matters of staff are not published and that all staff records are held securely.

4. Operating Principles

The Council Matters Committee will meet monthly to accept reports, raise issues and act as a conduit to the Full Council on all of its responsibilities.

The Committee will be able to recommend the creation of subcommittees which need to be constituted to aid the work of the Committee. Membership of the subcommittee would come from the membership of the Council Matters Committee. However, it is envisaged that most work will be done by the Committee itself, as it is from the Committee that recommendations to Full Council need to emerge.

The Committee may, of course, ask individual members to undertake any work which needs to be undertaken in relation to the workings of the committee e.g. developing a proposal, implementing tasks, working with the Clerk etc.

The Council Matters Committee may also recommend establishing Working Groups to undertake specific tasks within the responsibilities of the Committee (or across committee responsibilities) as defined within Standing Orders. Working groups are constituted with fixed terms of reference, and are time limited to the Council year they are constituted in. If they are to continue they will need to be reconstituted. Working groups may include Councillors not on the Council Matters Committee and members of the public, and their membership will be agreed at Full Council. They may be a task and finish group, or have a broader remit e.g. cemetery.

All committees, subcommittees and working groups are subject to the Town Council Standing Orders. The quorum for subcommittees and working groups would be 50% of the membership and in no case less than 3.

Prior to the commencement of the Committee meeting members of the public will have the opportunity to speak to the Committee, as defined within Standing Orders. With the agreement of the Committee, the Chair may suspend Standing Orders, if appropriate; to enable any interested parties to speak on a particular issue during the meeting.

5. Delegated Powers

The Council Matters Committee may approve the income and expenditure of the Council on behalf of the Council, within the remit of existing agreed Town Council financial regulations. On all other aspects of its activity, the Committee does not have delegated authority, and will be expected to make recommendations to Full Council for consideration.

The Council Matters Committee has delegated powers to act on behalf of the Council in all matters relating to staff appraisals, staff appointments, staff grievances, the setting of staff salary scales and staff training.

6. Records of Proceedings

Written minutes will be taken to record the Committee's deliberations and decisions. They will be received at the next Full Council meeting, formally adopted and any matters arising would be brought up at the next Council Matters Committee meeting.

The minutes of any subcommittee will be included into the Council Matters Committee minutes to inform Council of the workings of that subcommittee. Working groups are not required to publish minutes, but are expected to prepare a report for consideration by the Council Matters Committee on completion of their work, and may choose to prepare interim reports if they wish.

Minutes of committees and Full Council will be agreed and signed at the following Full Council meeting.

7. Administrative Support

The Town Clerk will be or will nominate an officer to be responsible for the support and administrative duties of that Committee.

Extracts from Financial Regulations

ANNUAL ESTIMATES (BUDGET) AND FORWARD PLANNING

- 1.1. The Clerk/RFO shall formulate and submit proposals for the following financial year to the Council not later than the end of December each year. This will include the use of reserves and all sources of

funding for the following financial year in the form of a budget to be considered first by the **Council Matters Committee** and then approved by the Full Council.

- 1.2. The Council shall consider the annual budget proposals in relation to the Council's three year forecast of revenue and capital receipts and payments including recommendations for the use of reserves and sources of funding and update the forecast accordingly.
- 1.3. The Council shall fix the precept (council tax requirement), and relevant basic amount of council tax to be levied for the ensuing financial year not later than by the end of January each year. The Clerk/RFO shall issue the precept to the billing authority and shall supply each member with a copy of the approved annual budget.
- 1.4. The approved annual budget shall form the basis of financial control for the ensuing year.

BUDGETARY CONTROL AND AUTHORITY TO SPEND

- 1.5. Expenditure on revenue items may be authorised up to the amounts included for that class of expenditure in the approved budget. This authority is to be determined by:
 - the Council for all items over £10,000;
 - Council Matters for items over £5,000; or
 - the Clerk/RFO for any items below £5,000.

Such authority is to be evidenced by a minute or by an authorisation slip duly signed by the Clerk/RFO, and where necessary also by the appropriate Chair.

Contracts may not be disaggregated to avoid controls imposed by these regulations.

What that actually means for Council Matters

The Agreed Terms of Reference are broad and the meeting time relatively short for such a large remit. In order for us to ensure that the committee pays due diligence to its role the meetings I have suggested some standing items and timed agendas.

Standing items on each agenda in open session

- To agree apologies
- To agree timings for the agenda
- Public question time
- Operational and Civic Briefing
- Personnel Policies [non-confidential]
- Budget monitoring and virements
- Updates from the Arts Working Group and Council Venues Working Group
- Asset management and development

Standing items on each agenda in confidential session

- Bank reconciliations
- Overtime and sickness record update
- Staffing update briefing from the Town Clerk

Operational and Civic:

- A briefing from the Clerk on the day to day running of the Council; focusing in particular on interaction with the public, efficiency of servicing of committees, effectiveness of the service offered by employees not based in the Guildhall. The clerk will be asked to highlight positive achievements and feedback as well as any areas of improvements/development required.
- Draft minutes and reports from related committees, relevant link councillor, working groups and the task and finish group
- Periodic verbal updates from the mayor on how the civic function of the council is being received

Personnel Matters (Non confidential)

- Ensure that the appropriate committees are established to deliver the Council's obligations on grievance and discipline
- At least annually receive from the clerk a clear staffing and pay structure with job descriptions and clear performance indicators so that the appraisal system can work effectively
- Receive from the clerk over the course of the year all relevant personnel policies including equal opportunities, bullying and harassment

Personnel (Confidential)

- All matters which relate to individual members of staff will be dealt with in Part 2 as confidential

Finance Matters

- Receive from the clerk budget monitoring sheets at each meeting for Council main budget, Civic Budget and Paige Adams
- Receive details from the clerk of the timetable and processes for establishing the budget including the participatory community process, as and when necessary

Town Council assets

- Receive from the clerk updates on the state of the TC assets
- Assist the clerk where appropriate in the maintenance and development plan for TC assets

Sub Groups and Working Groups will only be set up in relation to staff grievance and disciplinary in line with personnel policies. All other issues should be covered efficiently in full committee.

Tony Whitty
August 19 2018

ITEM 5 – Street Scene update

Briefing from the Town Clerk – Totnes Town Appearance

There have been complaints from visitors and residents with regards to the appearance of the town. Our Town Ranger is dealing with a number of issues as outlined further in this briefing.

One area that is attracting fly tipping is around the Shady Garden bin. SHDC would like the Town Council to agree to the removal of this bin to see if the issue resolves. Our Town Ranger agrees with this course of action.

Other problems include condition of the bins and street furniture. SHDC have a very limited district wide budget. Should the Town Council allow for a 2/3 year programme of improvements at precept setting to update and modernise noticeboards, signage, seating and litter bins?

The lack of recycling facilities in the town has been raised again and again. Should the Town Council enter into talks with SHDC about what can be done? If the current waste provision limits the collection of recyclables should the Town Council look to subsidise any increased cost to enable the service to be improved?

There are weeds growing all over town. It is suggested by the TAT group and the Town Ranger that we implement a 'Tidy Totnes' initiative with local businesses, with associated marketing and award scheme to promote the idea of each shop or premises keeping the area directly outside clean and tidy. A small budget would be required and the Town Ranger could manage the roll out.

A leaflet needs to be sent by SHDC to householders and businesses stating that seagull proof sacks are mandatory and available free of charge from the town council offices. If SHDC are unable to do this, should we roll this into the 'Tidy Totnes' project and do this ourselves?

Investigation is needed into locating recycling facilities in Bridgetown, particularly glass and tetra pak. Spar stores area was ruled out for noise but Steamer Quay was mentioned as a possibility. I intend to ask the Town Ranger to pursue this option in liaison with the district councillors.

The Town Ranger is liaising with SHDC about trialling a change to the market and event management in the Civic Square due to ongoing problems with cleanliness and waste being left. The intention is to ensure a member of staff is onsite to oversee market traders leaving and a 'waste levy' will be charged to users to cover additional commercial waste collection services. I would encourage Councillors to monitor this area to see if these new measures show improvement.

Other areas to work on and plan for could be budgeting for a grant fund to enable local community groups, such as Totnes Gardens and Totnes against Trash to do more with the volunteers already in place. I would suggest consideration at precept setting.

List of Town Ranger jobs completed to date:

Vire Island	Dartmouth Inn Square
Removed old post with nails	One bench replaced with new
Redecorate memorial bin graffiti	one repaired
Fill trip hazards at far end seating	Allotments
Victoria street	Fence repair
Fly tipping removed	Signage corrected
Hedge cut back Victoria court tenants could not action	Market Square

Pavers and litter

Riverside walk

Fly tipping

Bench repairs

One bench replaced with new

Cemetery

British rail fence repairs

Smithfields elevation fence repairs

Gate repair

Signage repairs

Smithfields flooding proved to tenants and Liverty homes not being caused by TTC

St Marys

Wall repair

Tree works

Taunton Close

Cut back hedge allow public access

Pathfields

Cut back hedge tenants could not action

Westonfields

DCC to cut back hedge to stop St Johns children having to walk in road.

Shady garden

Fly tipping

No fly tipping sign

The Plains

Decorated bus shelter

Follaton estate

Contractors decorate bus shelter

Denys road

DCC to clean street drains

Steamer quay

Repairs to play boat

Remove broken fence on footpath

Guildhall

Building repairs

Museum

Building repairs

Town Marsh

Weeded

North Street

Remove dead tree and replace with new

Civic Hall

Building repairs

Borough park

Syringe clearing

Play park litter

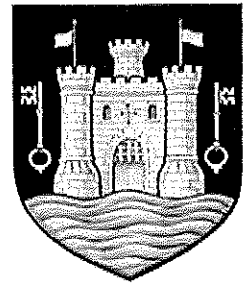
CURRENTLY WORKING ON

SHDC to clear Leechwell foot paths several attempts at getting action – just agreed by SHDC 050918

DCC to clear drains North Street

DCC to increase signage to railway station

Raise canopy of trees on the plains .



FLEXIBLE WORKING POLICY

TOTNES TOWN COUNCIL

November 2016

Reviewed: September 2018

Introduction

Under provisions set out in the Employment Rights Act 1996 and regulations made under it, all employees have a statutory right to ask their employer for a change to their contractual terms and conditions of employment to work flexibly provided they have worked for their employer for 26 weeks continuously at the date the application is made. As a good employer, Totnes Town Council has always had a positive view of flexible working. This statement sets out the framework in which variable working will be managed within the Council.

Eligibility

The right to request flexible working is available to employees who have a minimum of 26 weeks' continuous service. Only one flexible working request can be made within a twelve month period. The legislation does not provide an automatic right to flexible working. There is an emphasis on the importance of both the employee and the employer considering the terms of the request and attempting to reach an outcome that suits both parties. The employee has a responsibility to think carefully about their desired working pattern when making an application, and the manager is required to follow a specific procedure to ensure requests are considered objectively.

What is Flexible Working?

Flexible working can mean a change to the number of hours worked, the times worked or the place of work. Some examples of flexible working are: part-time working; job share; flexible working hours; term time only working; or working occasionally from home.

How to apply

Anyone considering flexible working must first discuss with their manager the reasons for the request to change their working pattern. A formal application must be made in writing to their Line Manager. It should set out clearly:

- The desired change in working pattern;
- What impact it will have on the work of the Council;
- What impact it will have on their work for the Council;
- How the employee will manage their work to ensure there is no loss in efficiency;
- What impact it will have on the employee's colleagues;
- How any potential problems will be overcome; and
- When the employee wishes to start the new way of working.

All applications will be considered fully. The Line Manager will meet with the employee to discuss the application as soon as possible. The employee has the right to be accompanied by a companion who may be a work colleague or trade union representative.

The companion has the right to address the meeting. They may also ask questions and present the employee's case. However they have no right to answer questions on the employee's behalf.

Who makes the decision?

The Council Matters Committee will consider all applications and consult the appropriate manager as required. The Council will notify employees of the decision as soon as possible. If an application is approved, the working arrangement may be implemented on a trial basis for an initial period of up to 6 months if necessary. If an application is refused, the individual will be notified in writing with reasons why the request cannot be accommodated at this time.

The grounds for refusing a request include:

- Additional burden of costs;
- Inability to reorganise work among other staff;
- Inability to recruit additional staff;
- Detrimental impact on quality;
- Detrimental effect on customer service;
- Detrimental impact on performance;
- Insufficient work available during the periods the employee proposes to work; or
- The proposal does not fit in with planned structural changes.

Regardless of whether an application is approved or not a further application cannot be made within 12 months.

Right of Appeal

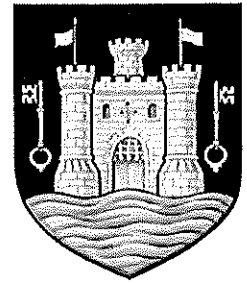
An employee has the right of appeal against the Council's decision. A meeting should take place to discuss a refusal to grant a request and this meeting will be with a Board of councillors who are not on the Council Matters Committee. It is important that this is dealt with in a timely manner as the law requires the consideration process to be completed within three months of first receiving the request, including any appeal.

Review

The Town Clerk and the appropriate Manager will undertake a review within the 6 month period as appropriate. This is to ensure that the change in work pattern is working effectively and that there is no adverse impact on either the work of the Council or the efficient working of the team. If there appears to be a problem, the individual will be consulted before a decision is made to vary the working pattern further or revert to the original working arrangement.

At the end of the review the Town Clerk will confirm in writing whether or not the working pattern may continue. If it may not continue, a minimum of two months' notice will be given that the working pattern cannot be accommodated and will end on a specified date.

All flexible working will be reviewed periodically by management to ensure that the needs of the Council continue to be met.



RECRUITMENT AND RETENTION POLICY

TOTNES TOWN COUNCIL

February 2015

Reviewed: September 2018

Overview

The recruitment and retention of staff plays a crucial role in the provision of services and the continued development of Totnes Town Council. It is important that the Council has an effective process for obtaining the best people to fill the vacancies that occur. Selection should be based on merit and suitability for the post alone and the recruitment process must support this.

The Council has an Equal Opportunities Policy that applies throughout the workplace and it is particularly important that it is applied at all stages of recruitment.

Through the recruitment process there is considerable contact with members of the public and therefore the recruitment procedure should enable anyone who becomes involved in it to go away with a positive and professional impression of the Council. Each recruitment campaign should be regarded as a public relations exercise as well as a search for a new employee.

These are the key stages in the recruitment process:

- For every post there should be a job description which accurately describes the tasks and objectives of the job.
- Normally vacancies will be advertised as appropriate.
- Candidates will be assessed by interview and if appropriate other assessment methods relevant to the role, for example presentations, ability tests or in-tray exercises.
- The interview has two main purposes – to find out if the candidate is suitable for the job, and to give the candidate information about the job and the organisation. All interviews need careful preparation if they are to be successful.

- The decision must be based solely on merit, that is, the candidate's suitability for the job on offer as described in the job description and person specification.

Aims

This policy aims to:

- Enable the Council to recruit the best candidate for the post through making it clear what the post is and what skills, experience and attributes are required.
- Set professional standards for recruitment, whether suitable candidates are easy or difficult to find.
- Ensure candidates are given the opportunity to demonstrate their abilities regardless of their race, religion or religious belief, sex or sexual orientation, age, disability or employment status.
- Help to recruit the best quality candidates.
- Ensure recruitment is seen as a key public relations exercise by all of those involved.

It should always be remembered that choice applies equally both to the recruiter and the applicant. A discerning candidate is more likely to choose an employer who applies a professional approach to recruitment.

Job description

For every post there should be a job description which accurately describes the tasks and objectives of the job. The job description should include the following:

- Identify the main purpose of the job.
- Identify the key areas of responsibility.
- Group the main tasks under logical headings if appropriate.
- Rank the main tasks in order of importance.
- Work out the functional links with people in the Council and with other work being undertaken by the organisation.
- Work out lines of responsibility: to whom is the postholder accountable and who does the postholder supervise?

Application Form

The Council will practice shortlisting as it is good practice: personal information will be kept separate from the application form so that the selection panel is not aware of the names and details of the candidates.

Advertisements

Normally all vacancies will be advertised externally. An exception can be made when a post is readvertised within 6 months from the date of appointment. At this time applications can be taken from previous candidates and any existing member of staff.

The content of the advert should include:-

- Brief information about the organisation concerned

- Description of the post, including title and grade, role and main responsibilities (reflecting the job description).
- Experience, skills, qualifications and personal qualities required (reflecting the person specification).
- Salary and benefits.
- How to apply – usually application form.
- Closing date (all advertisements should have a closing date usually at least 2/3 weeks from appearance in chosen media).
- Interview dates.

The heading of the advertisement is of paramount importance. People look first for job title/function, location and salary. The sequence of the text should be organised in a logical way, starting with the overview and leading to the specific. The style must be reader friendly and may vary depending on the target audience. Speak as you would be spoken to using “you” and “we.” Make the text concise without repetition, factual and cliché/jargon free. Do not use words such as ‘self-starter,’ ‘change-agent’ etc. The wording of the advertisement should positively encourage all suitably qualified applicants to apply. Sell the job opportunity.

Shortlisting

Longlisting, where applicable, may be undertaken by the Clerk. The interview panel should undertake the short listing wherever possible.

The person specification will be used at the shortlisting stage to record the reasons for selection and non-selection of candidates for interview. It will contain the essential and desirable criteria against which the candidates will be measured. Assess each application against the essential criteria of the person specification using an agreed scoring system and completing a shortlisting form to be completed for each candidate.

Assessment Methods

Candidates will be assessed by interview and if appropriate other assessment methods relevant to the role, for example presentations, ability tests or in-tray exercises. It is useful to use a work-based activity to test the skills in relation to the job duties, (as opposed to just talking about them), and also helps nervous candidates to show their full abilities.

The Interview

The interview has two main purposes – to find out if the candidate is suitable for the job, and to give the candidate information about the job and the organisation. All interviews need careful preparation if they are to be successful. Questions should be prepared in advance of the interview and an interview scoring form prepared with an agreed scoring system. Each candidate should leave with a sense of being treated well and fairly and having had the opportunity to give their best, and to ask the panel questions.

A structured interview designed to cover all relevant information and assess the skills, knowledge and experience of the applicant is an efficient method of focusing on the match between job and candidate. This ensures there is a consistent approach to the interviews, which is particularly important if there are a number of candidates to be seen. The interview process will be held in accordance with Standing Orders.

It is essential to ensure that all candidates are treated equally so it is important to give each candidate an equal chance to show their attributes in each area. For this reason it is important to ensure all candidates are questioned on the same areas of knowledge, experience etc. However, should a candidate require extra assistance due to a disability, or have any special requirements these should be accommodated as much as possible.

The Decision

Having carried out the interview and any other activities, it is time to make the decision. The decision must be based solely on merit, that is, the candidate's suitability for the job on offer as described in the job description. Normally this will be the candidate who has all the essential qualities contained in the person specification and the most important desirable qualities. It would be unlawful to make an appointment which was based on anything other than the ability of the candidate to undertake the duties of the post.

In order to avoid any possible accusation of bias, employees and councillors should not be involved in an appointment where they are related to the applicant, or have a close personal relationship with them outside of work. It is good practice to ask the applicant to declare this on the application form. In such cases the employee should declare this applies and alternative arrangements/selection panel will be arranged.

The reasons for selection and non-selection must be recorded in writing and kept on file for a period of 6 months. The Town Clerk should be given all interview notes as they will be kept centrally.

If no candidates fulfil all the essential criteria it is important not to appoint to the post. Most appointees will be with the Council for a number of years and although it is sometimes tempting to employ someone who does not reach the standards to cover a short-term shortfall, this can create more problems in the long term. If no suitable candidates are available then the Council Matters Committee will advise on re-assessing the situation to establish whether an alternative solution can be found. This is obviously the most important part of the process and therefore needs to be approached systematically. The panel should utilise all available information. The panel should make decisions in relation to job requirements e.g. if it is essential that somebody has management experience before the interview process, this position should be maintained. Do not simply compare candidates; always assess each candidate against the person specification. Interview assessment forms should be filled in after each interview and not left until the end. Remember biases that can influence, such as first and last impressions. Check the decision to see if it was arrived at fairly to ensure equality of opportunity. Make notes and a record of why the candidate will

be offered the job, who was second etc as this record can demonstrate a fair and competent selection process. It can also assist when providing feedback.

An employer must always be able to justify their decision in recruiting a particular person in case of an application to an employment tribunal. If the issue reached a tribunal, the Chair would have to provide evidence showing how and why you reached your decision.

The Offer

Once a conditional offer has been made and accepted, references will be taken up and a pre-employment medical questionnaire completed. If the candidate has declared a disability or, as a result of the medical questionnaire, adjustments to the post or environment are required, then these should be assessed by Occupational Health. All reasonable adjustments will be made. Totnes Town Council will send an offer letter and a Statement of Particulars. Subject to everything proving satisfactory the candidate can start.

Feedback for Candidates

Many candidates ask for feedback on their applications and interviews. For this reason, and to demonstrate there are fair reasons for the selections made, it is important to document short-listing and interview decisions. Applicants often spend a considerable time filling out applications and giving up time to attend for interview and it is important they get a good impression of the Council through this process. It is therefore only fair to give them the time and respect to explain why they have not been selected.

Probation

All employees joining the Council will be placed on a six-month probationary period with a review with their Line Manager at 3 months.

Retention of Recruitment Documents

All original application forms, references and interview notes/assessments must be returned to the Town Clerk where they will be kept for 6 months. Should a candidate submit a claim of discrimination to a tribunal, such records would be required as evidence. Information relating to employees should be retained on their personal file

Employment Law

When carrying out recruitment and selection you need to be aware of Employment Law, particularly discrimination legislation. It is important to avoid discrimination during the recruitment process. This is not only a legal requirement, but also gives you the best chance of getting the right person for the job. When interviewing people for a job there are certain questions you should not ask, either directly or indirectly, including whether a candidate is married, a partner in a same-sex civil partnership, or plans to have children. You must not attempt to elicit information about a person's sexual orientation or their religion. You could face a claim of unlawful discrimination if - because of their gender, race, etc - you were to

select a man, white person, etc for a job who is less well qualified than other candidates who were female, black, etc.

Rehabilitation of Offenders Act 1974

This Act was passed to prevent discrimination against ex-offenders once their criminal convictions are "spent". It is unlawful for an employer to ask about spent convictions or to let the fact that an applicant has a spent conviction influence a recruitment decision. However, there are a range of occupations, particularly in local government, which are excluded from the provisions of the Act. These primarily include jobs which provide services to people under 18 years of age or vulnerable adults, e.g., teachers, school caretakers, youth workers, social workers and leisure attendants. For these posts, a spent conviction will be a legitimate ground for refusing to employ someone, but the applicants must be informed that the post is not covered by the Rehabilitation of Offenders Act.

Asylum & Immigration Act 1996

Employers commit an offence if they employ a person who has not been granted leave to enter or remain in the UK, or if his or her stay in the UK is subject to a condition that precludes taking up employment. However, if before the employment began the potential employee produced suitable documentation it may then be a defence. Suitable documentation includes:-

- A current passport confirming you are a British citizen or, a national identity card, or Home Office document confirming your right to reside and work in the UK;
- A document from a UK government agency, e.g. National Insurance Card/Inland Revenue P45/P60, confirming your name and National Insurance number together with either a full UK, Ireland, Channel Islands or Isle of Man birth certificate or, a certificate of registration/naturalization confirming British citizenship or, a Home Office document confirming the right to reside and work in the UK;
- A work permit issued by Work Permits UK together with a passport or a Home Office document confirming the right to reside and work in the UK.

Equality Act 2010

The Equality Act came into force on 1 October 2010. The Act harmonises and replaces previous legislation (such as the Race Relations Act 1976 and the Disability Discrimination Act 1995) and ensures consistency in what you need to do to make your workplace a fair environment and to comply with the law.

Under the Equality Act 2010 it is unlawful to discriminate against people at work because of:

- Age; Disability; Gender reassignment; Marriage and civil partnership; Pregnancy and maternity; Race; Religion or belief; Sex; Sexual orientation.

Staff Retention

This policy provides the framework within which retention of staff is undertaken within Totnes Town Council. The Equal Opportunities and Dignity at Work Policies lie at the heart of all aspects of retention.

Induction: All staff will carry out induction training as soon as possible after arrival.

Flexible Working: All staff have the right to request changes in their working patterns but they should take into account the needs of the team when making this request. (See Flexible Working Policy)

Lone Working: The Trust believes that all of its employees, regardless of where they are located, have a right to work in an environment which is safe and where they are not put at undue risk.

Secondments: These provide a valuable opportunity for staff to enhance their skills and broaden their experience and will be supported when possible.

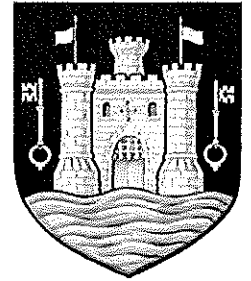
Sabbatical: Members of staff with a minimum of 26 weeks continuous service can apply for a leave of absence. This application must be made in writing to the Town Clerk who will consult the Council Matters Committee for a decision.

Communication: The Town Council recognises the importance of good channels of communication. Staff will be kept informed of events via appropriate committees or line management. The Town Council will reinforce a positive culture of communication and will not endorse gossip.

Grievance: Staff have opportunities to raise issues about which they have concerns, in the first instance through their regular staff meetings. Staff also have the opportunity to take up issues which concern them through the Grievance Policy. Any issues must first be discussed with the line manager and if a satisfactory result is not obtained at this meeting, then an official grievance may be raised as per the policy. For further information please refer to the Grievance Policy.

Continuous Professional Development: The process of education and development enables staff to maintain their competence and increase their proficiency and expertise. CPD covers a wide range of education and development activities and can be undertaken on an individual or team basis, in or away from the workplace, and on a formal or more informal basis, e.g. formal courses/learning programmes; conferences and study days; workplace-based opportunities, e.g. mentorship, secondments, projects; on-the-job learning, e.g. learning from colleagues, supervised /assessed practice, practice experience, feedback and appraisal; personal study, e.g. reading journal articles; and experiences in other areas of life, e.g. volunteering or leadership role within a community group that can be applied to work roles.

Health and Wellbeing: The Town Council will pay for an annual eye test for all members of staff who need to use a computer on a regular basis. Occupational Health services will be provided as required. Workstation self-assessments should also be carried out by staff annually. Full line management support is also provided to all staff.



Office Management during Staff Leave

TOTNES TOWN COUNCIL

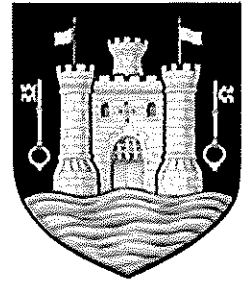
November 2016

Reviewed: September 2018

This Policy lays down the requirements for staffing the office when employees are on annual leave.

- The office is to be open from 10am – 4pm Monday to Friday (excluding bank holidays).
- There should be at least two members of staff in the office during opening hours.
- Staff leave will be approved by the Town Clerk and recorded on individual leave record cards which should be presented to the Town Clerk at the end of the leave year or as requested. The Town Clerk's leave record will be presented to the Council Matters Committee on request
- Staff leave will be entered on the office outlook calendar and Councillors are welcome to view it

Whilst every effort will be made to achieve the above, there will be times, such as during the Christmas recess, when it will not be possible to achieve every point. The Town Clerk has overall delegated responsibility to manage the staff and office cover. If the office has to close during core hours then the Chair of Council Matters and/or the Mayor will be informed.



CLOSE CIRCUIT TELEVISION (CCTV) POLICY

TOTNES TOWN COUNCIL
SEPTEMBER 2018
REVIEW DATE: XXXX

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APPENDIX 2 – AUTHORITY TO VIEW/REQUEST COPY OF CCTV DIGITAL HARD DRIVES.....18

1. Introduction

1.1 The use of Closed Circuit Television is viewed by Totnes Town Council as a key element in its promotion of security and safety. CCTV cameras are installed on the Guildhall and Council Offices front door.

1.2 The Town Council will have due regard to the Data Protection Act 1998, the General Data Protection Regulation (GDPR) and any subsequent data protection legislation, and to the Freedom of Information Act 2000, the Protection of Freedoms Act 2012 and the Human Rights Act 1998

1.3 This policy sets out to ensure the effective use of CCTV to prevent crime, identify the perpetrators of crime, enhance community safety and reduce the fear of crime. Its aim is to ensure that all residents, visitors and businesses have the confidence to undertake their activities during the day or night without fear and with confidence in their safety and the security of the environment.

1.4 Ownership of recorded material remains at all times the property of Totnes Town Council.

1.5 The CCTV cameras are operated from the Town Clerk's office in the Council building and images are recorded digitally.

1.6 The Committee responsible for monitoring and running the effectiveness of the system will be the Council Matters Committee.

2. Purpose Statement

2.1 The system is intended to provide an increased level of security at the Town Council and historic Guildhall.

2.2 The CCTV system will be used to respond to the following key objectives, which will be subject to annual assessment:

- To detect, prevent or reduce the incidence of crime
- To prevent and respond effectively to all forms of harassment and public disorder
- To create a safer community
- To gather evidence by a fair and accountable method

2.3 In this respect, cameras have been sited so that their primary view is of public areas.

2.4 Respect for privacy is an important consideration and the system will not be used to monitor individuals undertaking day to day activities in areas under surveillance.

2.5 To ensure that the public is aware that they are entering an area where a scheme is in operation, signs have been placed at the entrance to all areas covered. All signs will be fit for purpose and careful consideration will be given to placement, size, opportunity to view etc.

2.6 The signs will indicate that CCTV cameras are operating and will be displayed at the perimeter of the area covered by the scheme.

2.7 The signs will identify the owner by name and provide a daytime contact telephone number.

3. Ownership Details

3.1 For the purposes of the Data Protection Act 1998 the beneficial owner of the system is:

Totnes Town Council
The Guildhall Offices
5 Ramparts Walk
Totnes
TQ9 5QH

3.2 The system is registered with the Information Commissioner under registration Z7595350.

4. Data Protection Implications

4.1 The scheme is registered under the Data Protection Act and Totnes Town Council undertakes to co-operate at all times with the Information Commissioner.

4.2 Data will be held and stored only for the purpose set out in this policy and in accordance with its provisions.

4.3 Totnes Town Council is the Data Controller and has designated authority to the Town Clerk for the day to day running of the system. In their absence, the Deputy Clerk will assume authority.

5. The Digital Recorders and the Recording of Images

5.1 All images are recorded onto digital recorders in the Council office.

5.2 All CCTV equipment will be kept in good working order and be serviced according to manufacturer's recommendations.

5.3 When a fault develops on the CCTV system, it shall be reported immediately to the service engineer.

5.4 The system time clock and/or recording device time clocks shall be checked on a quarterly basis and set to the correct hour with reference to a reliable time signal e.g. Speaking Clock (123).

5.5 All CCTV equipment shall be kept in the Council office and password protected to prevent unauthorized or unlawful processing of personal data and against accidental loss, damage or destruction of personal data.

5.6 Any data held for evidential purposes will be kept away from other personal data in a secure location.

5.7 No unauthorised copies will be made of any personal data except with the permission of the Data Controller who shall record the reason and ensure that all copies are numbered and that they are only disclosed to authorised parties. The Data Controller will also ensure such personal data is not kept for longer than is necessary and is destroyed as if it were an original recording.

5.8 Digital recordings will be retained for no longer than 31 days, unless they are required to be used as evidence in any legal proceedings. After 31 days, the images will be deleted. Recorded material will be used only for purposes defined in this policy.

5.9 Access to recorded material will only be permitted as defined in this policy.

5.10 Recorded material will not be sold or used for commercial purposes or the provision of entertainment.

5.11 Ownership of recorded material and copyright in recorded material is that of Totnes Town Council.

6. Recorded Images as Evidence

6.1 The Police will apply verbally for access, in accordance with an agreement made with Totnes Town Council, where the Police reasonably believe that access to the recorded images is necessary for the investigation and detection of a particular offence or offences or the prevention of crime.

6.2 The Police may obtain access under the provisions of the Police and Criminal Evidence Act 1984.

6.3 Recorded material resulting from the operation of the system will normally only be made available to the Police for criminal prosecution purposes.

6.4 On occasion, specific requests may be received from other organisations with prosecution powers such as HM Customs and Excise, South Hams District Council, the Health and Safety Executive and Trading Standards. In the event that the evidence is required in connection with a prosecution that will assist in the achievement of the key objectives of the system, the evidence will be supplied if agreed by the owners and after consultation with the Police. Any evidence supplied will be subject to an undertaking that it will only be used strictly in accordance with this policy and for the reasons for which it has been supplied.

6.5 Since recorded material may be admitted in evidence, it must be of good quality, accurate in content and treated according to defined procedures to provide continuity of evidence and to avoid contamination of the evidence.

6.6 Appropriate security measures will be taken against unauthorised access to, alteration, disclosure, destruction or accidental loss of recorded material.

6.7 USB drives/DVD discs required for evidential purposes will be treated as exhibits and will be retained and stored according to procedures agreed with the Police, as follows:

- An original exhibited Master USB/DVD will be produced only on receipt of a written request from the Police (please see Appendix 2)
- The Master USB/DVD will be retained under secure storage by the Data Controller and secured with a tamper proof label
- An exhibited working copy will also be produced if required
- The Master USB/DVD will be given a unique reference number (comprising date, in dd/mm/yyyy format, together with the associated crime reference number) which shall be indelibly marked on the disc
- A register will be maintained in which a record of the Master UBBs/DVDs held by the Data Controller will be logged. The register will be securely stored by the Data Controller in the Town Council's offices at all times unless it is required for production in court
- The Data Controller will log the issue of a working copy and the authorised police officer receiving the USB/DVD will sign for it

- If necessary, the Town Clerk will provide the Police with statements required for evidential purposes

6.8 Third party access to recorded images may be permitted in connection with civil disputes by court order or be extended to lawyers acting for defendants or victims in connection with criminal proceedings.

6.9 No other access will be allowed unless approved by the owners and for reasons that fall within the purposes and objectives of the system and in accordance with this policy and the Data Protection Act.

7. Control and Operation of Cameras

7.1 Only those staff with direct responsibility for using the equipment shall have access to the operating controls.

7.2 All use of the cameras shall accord with the purposes and key objectives of the system and shall comply with this policy.

7.3 Cameras shall not be used to look into private property. Where appropriate operational procedures and technological measures will be adopted to impose restraints upon the use of cameras in connection with private premises.

7.4 The system will only be viewed/operated by trained operators. This will apply to staff from the Devon and Cornwall Constabulary and staff employed by Totnes Town Council. The Data Controller will maintain a list of all trained personnel.

8. Accountability

8.1 In accordance with the Code of Practice and the Data Subject Access Rights of The Data Protection Act 1998, anyone wishing to acquire a copy of the policy or to request further information with regard to accessing the recorded data under the Data Protection Act 1998 should be directed to contact the Data Controller in writing.

8.2 Copies of this policy will be made available by:

The Data Controller, The Guildhall Offices, 5 Ramparts Walk, Totnes TQ9 5QH

Subject Access Requests

9. Access to Personal Data under the Data Protection Act

9.1 Under the terms of data protection legislation, individual access to personal data, of which that individual is the data subject, must be permitted providing:

- The request is made in writing (please see Appendix 1)
- A specified fee is paid for each individual search
- The Data Controller is supplied with sufficient information to satisfy them as to the identity of the person making the request

- The person making the request provides sufficient and accurate information about the time, date and place to enable the Data Controller to locate the information which that person seeks, (it is recognised that a person making a request is unlikely to know the precise time. Under those circumstances it is suggested that within one hour of accuracy would be a reasonable requirement)
- The person making the request is only shown information relevant to that particular search and which contains personal data of her/himself only, unless all other individuals who may be identified from the same information have consented to the disclosure
- In the event of the Data Controller complying with a request to supply a copy of the data to the subject, only data pertaining to the individual should be copied (all other personal data which may facilitate the identification of any other person should be concealed or erased)

9.2 The Data Controller is entitled to refuse an individual request to view data under these provisions if insufficient or inaccurate information is provided, however every effort should be made to comply with subject access procedures and each request should be treated on its own merit.

9.3 In addition to the principles contained within the data protection legislation, the Data Controller/Town Clerk should be satisfied that the data is:

- Not currently and, as far as can be reasonably ascertained, not likely to become, part of a 'live' criminal investigation
- Not currently and, as far as can be reasonably ascertained, not likely to become, relevant to civil proceedings
- Not the subject of a complaint or dispute which has not been actioned
- The original data and that the audit trail has been maintained
- Not removed or copied without proper authority
- For individual disclosure only (i.e. to be disclosed to a named subject)

9.4 Upon receipt of a bona fide request to verify the existence of relevant data and payment of the appropriate fee (currently £10.00), the Town Clerk will ensure:

- No undue obstruction of any third party investigation to verify existence of data
- The retention of data which may be relevant to a request
- That there is no connection with any existing data held by the Police in connection with the same investigation

9.5 Any member of staff receiving a subject access request must note the name and address of the person making the request in order that the appropriate form may be sent to them. The details should then be passed without delay to the Data Controller or Deputy Clerk.

9.6 The Data Controller, or Deputy Clerk, will then send by first class mail a subject access request application form.

9.7 The Data Controller will only deal with subject access requests that are in writing and that are accompanied by a fee of £10.00.

9.8 On receipt of the completed form and the fee, the Data Controller will assess if there is sufficient information to locate the data subject contained within the reply. If not he/she will, without delay, write to the Data Subject and request the necessary information. If a reply is not received within 7 working days he/she shall disregard the request and record the reason for so doing.

9.9 On receipt of a subject access request and the required fee, the Data Controller shall process the request within 31 days.

9.10 Only the Data Controller or Deputy Clerk will attempt to locate the images and be responsible for decisions regarding disclosure.

9.11 The Data Controller or Deputy Clerk will decide if disclosing images will identify third parties and whether those images are held under a duty of confidence.

9.12 Any images so held will have the images of third parties blurred out or disguised.

9.13 Data Subjects may be asked if they merely wish to view their data, otherwise they will be provided with a copy of the CCTV data in standard USB/DVD format.

9.14 All third party viewings will take place in a private area away from the CCTV recording and monitoring facility.

9.15 If subject access is denied, the Data Controller will record the details of the refusal and inform the enquirer of the decision in writing.

9.16 If the Data Controller receives a request to cease processing personal data on the grounds that it is likely to cause unwarranted damage or distress, he must respond in writing to the individual within 21 days and state whether or not he will comply with the request, giving reasons for the decision.

9.17 The Data Controller will maintain a record of all such requests and the resultant decision.

10. Primary Request to View Data

10.1 Primary requests (i.e. those from law enforcement agencies) to view data generated by the CCTV system are likely to be made by third parties for any one or more of the following purposes:

- Providing evidence in criminal proceedings (Police and Criminal Evidence Act 1984, Criminal Procedures & Investigations Act 1996)
- Providing evidence for civil proceedings or tribunals
- The investigation and detection of crime
- Identification of witnesses

10.2 Third parties will be required to show adequate grounds for disclosure of data within the above criteria, this may include, but is not limited to:

- Police
- Statutory authorities with powers to prosecute
- Solicitors
- Plaintiffs in civil proceedings
- Accused persons or defendants in criminal proceedings

10.3 All primary requests will be recorded in a spreadsheet administered by the Town Clerk.

11. Secondary Request to View Data

11.1 A 'secondary' request for access to data may be defined as any request being made which does not fall into the category of a primary request. Before complying with a secondary request, the data controller shall ensure that:

- The request does not contravene, and that compliance with the request would not breach, current relevant legislation (eg. Data Protection Act 1998, Human Rights Act 1998, section 163 Criminal Justice and Public Order Act 1994, etc)
- Any legislative requirements have been complied with (e.g. the requirements of the Data Protection Act 1998)
- Due regard has been taken of any known case law (current or past) which may be relevant (eg. R v Brentwood BC ex p. Peck)
- The request would pass a test of 'disclosure in the public interest'

11.2 If, in compliance with a secondary request to view data, a decision is taken to release material to a third party, the following safeguards shall be put in place before surrendering the material:

- In respect of material to be released under the auspices of 'crime prevention', written agreement to the release of the material should be obtained from a police officer, not below the rank of Inspector. The officer should have personal knowledge of the circumstances of the crime/s to be prevented and an understanding of the CCTV System Code of Practice.
- If the material is to be released under the auspices of 'public well-being, health or safety', written agreement to the release of material should be obtained from a senior officer within the Local Authority. The officer should have personal knowledge of the potential benefit to be derived from releasing the material and an understanding of the CCTV System Code of Practice.

12. The Media

12.1 Where it is decided that the public's assistance is needed in order to assist in the identification of victim, witness or perpetrator in relation to a criminal incident. As part of that decision, the wishes of the victim of an incident will be taken into account. In all cases of media disclosures for the purposes of this clause the police authority will have the sole discretion of disclosure.

13. Training

13.1 All staff that handle or manage personal data derived from the CCTV system will receive appropriate training in the following fields:

1. Recognition of a subject access request
2. Recognition of a request to prevent processing likely to cause a Data Subject unwarranted damage or to prevent automated decision taking
3. The use of appropriate forms

4. What action to take on receipt of a request

5. How enquirers might be provided with a copy of this policy

6. How enquirers might make a complaint about the CCTV system either to the owner or Information Commissioner

14. Complaints

14.1 Any use of the CCTV system or materials produced which is outside the policy and is inconsistent with the objectives of the system will be considered gross misconduct.

14.2 Misuse of the system will not be tolerated; continuing public support is vital. Any person found operating outside this policy without good and reasonable cause will be dealt with under the Council's disciplinary system. If any breach constitutes an offence under criminal or civil law then court proceedings may be taken.

14.3 Any complaint concerning misuse of the system will be treated seriously and investigated by the Town Clerk. The Town Clerk or Deputy Clerk will ensure that every complaint is acknowledged in writing within seven working days, which will include advice to the complainant of the enquiry procedure to be undertaken.

14.4 Where appropriate the Police will be asked to investigate any matter recorded by the CCTV system which is deemed to be of a criminal nature.

15. Major incidents

15.1 In the event of a major incident arising, such as serious public disorder, bomb threats/explosions or serious fires, the Police will be given authority to supervise the CCTV. Such authority will be given by the Town Clerk or Deputy Clerk verbally or in writing under the constraints of The Regulation of Investigatory Powers Act 2000.

Totnes Town Council CCTV

Subject Access Request

These notes explain how you can find out what information, if any, is held about you on the CCTV System.

Your Rights

Subject to certain exemptions, you have a right to be told whether any personal data is held about you. You also have a right to a copy of that information in a permanent form except where the supply of such a copy is not possible or would involve disproportionate effort, or if you agree otherwise. Totnes Town Council will only give that information if it is satisfied as to your identity. If release of the information will disclose information relating to another individual(s), who can be identified from that information, the Council is not obliged to comply with an access request unless

- The other individual has consented to the disclosure of information, or
- It is reasonable in all the circumstances to comply with the request without the consent of the other individual(s)

Totnes Town Council's Rights

Totnes Town Council may deny access to information where the Act allows. The main exemptions in relation to information held on the CCTV System are where the information may be held for:

- Prevention and detection of crime
- Apprehension and prosecution of offenders
- Giving you the information may be likely to prejudice any of these purposes

Fee

A fee of £10.00 is payable for each access request, which must be in pounds sterling. Cheques should be made payable to 'Totnes Town Council'.

THE APPLICATION FORM: (N.B. ALL sections of the form must be completed. Failure to do so may delay your application.)

Section 1

Asks you to give information about yourself that will help the Council to confirm your identity. Totnes Town Council has a duty to ensure that information it holds is secure and it must be satisfied that you are who you say you are.

Section 2

Asks you to provide evidence of your identity by producing TWO official documents (which between them clearly show your name, date of birth and current address) together with a recent full face photograph of you.

Section 3

You must sign the declaration. When you have completed and checked this form, take or send it together with the required TWO identification documents, photograph and fee to:

Data Controller, Totnes Town Council, The Guildhall Offices, 5 Ramparts Walk, Totnes TQ9 5QH.

Totnes Town Council CCTV

Subject Access Request

This form is used to confirm the identity of the Data Subject, the identity and authority of the applicant (where applicable) and to assist in locating personal data relating to the Data Subject.

Please complete it and send it to the address at the end of the form. If you need any help please call 01803 862147.

SECTION 1

Data Subject's full name.....

Date of Birth.....

Address

.....

.....

.....

..... Post code.....

Telephone No.....

E-mail address.....

(a) Are you the Data Subject? Yes / No

If you answered 'Yes', go straight to Question 3. Otherwise, please provide the information below.

Your full name.....

Address

.....

.....
.....
.....Post code.....

Telephone No.....

(b) If you are NOT the Data Subject, state your relationship to them.

What is your relationship to the Data Subject?.....

(c) If you are NOT the Data Subject, describe your entitlement to receive details of their personal data, and the written authority enclosed (e.g. from the Data Subject) which supports this entitlement.

Why are you entitled to their Personal Data?.....

What written authority have you enclosed?.....

Our search for information relating to the Data Subject will be based on the information provided below.

CCTV footage (please tick).....

Date and time of incident when you believe image was captured (within 1 hour).....

Location of incident.....

Brief description of incident.....

Brief description of the clothing worn by the Data Subject at time of incident.....

SECTION 2

We must see the original documents and we cannot accept photocopies. Note that Totnes Town Council will return all documents as soon as possible via recorded delivery. If you deliver your documents in person we will return them to you after verification - please call 01803 862147 for further information.

(a) You must **confirm the Data Subject's identity** by sending one of the documents listed below.

Please tick to indicate which documents you have enclosed.

- i) Full Valid Driving licence issued by a member state of the EC/EEA.....
- ii) Birth Certificate or Certificate of Registry of Birth or Adoption certificate.....
- iii) Full Valid Current Passport or ID Card issued by a member state of the EC/EEA or Travel Documents issued by the Home Office or Certificate of Naturalisation or Registration or Home Office Standard Acknowledgement Letter (SAL).....

If the Data Subject's name is now different from that shown on the document you submit to confirm his/her identity, you must also supply original documentary evidence to confirm the Data Subject's change of name e.g Marriage Certificate, Decree Absolute or Decree Nisi papers, Deed Poll or Statutory Declaration.

(b) You must also **confirm the Data Subject's address** by sending us one of the documents listed below.

Please tick to indicate which documents you have enclosed.

- i) Gas, electricity, water or telephone bill in the Data Subject's name for the last quarter.....
- ii) Council Tax demand in the Data Subject's name for the last quarter.....
- iii) Bank, building society or credit card statement in the Data Subject's name for the last quarter....
- iv) Letter to Data Subject from solicitor/social worker probation officer in the last quarter.....

(c) You must also send us a **recent passport sized photograph of the Data Subject.**

SECTION 3

In exercise of the right granted to me under the terms of the Data Protection Act 1998, I request that you provide me with a copy of the personal data about the Data Subject which you process for the purposes I have indicated overleaf.

I confirm that this is all of the personal data to which I am requesting access. I also confirm that I am either the Data Subject, or am acting on their behalf.

Signed.....

Print name.....

Date.....

Make sure you have:

- (a) completed this form
- (b) signed the declaration above
- (c) enclosed originals of identification documents

Send to: Data Controller, Totnes Town Council, The Guildhall Offices, 5 Ramparts Walk, Totnes TQ9 5QH.

We recommend that you send your form and documents by a secure method e.g. Recorded Delivery.

DRAFT

SECTION 4 – FOR OFFICIAL USE ONLY

Application checked and legible? Date Application received.....

Identification documents checked?.....

Details of Document Produced.....
.....

Documents Returned?.....

Member of staff completing this section

Name Location.....

Signature Date.....

Request - Granted / Denied

If Granted, please complete the following section:

Camera Number.....

Operators Details.....

Video Print Log Reference Number.....

Master DVD Reference Number.....

Date of Issue.....

Subject Access Signature or Proof of delivery address.....
.....

CCTV Managers Name.....

CCTV Managers Signature.....

Comments.....
.....
.....

Before returning this form

- Have you completed ALL Sections in this form?

Please check:

- Have you enclosed TWO identification documents?
- Have you signed and dated the form?
- Have you enclosed the £10.00 (ten pound) fee?

Further Information: These notes are only a guide. The law is set out in the Data Protection Act, 1998.

Further information and advice may be obtained from: **The Information Commissioner, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. Tel. (01625) 545745**

DRAFT

Totnes Town Council
The Guildhall Offices
5 Ramparts Walk
Totnes
TQ9 5QH

Date:
Telephone:
Direct Dial:

My Ref:

Ask for: Extension:

Dear Sirs,

Authority to view / request copy of CCTV digital hard drives.

In accordance with Totnes Town Council's CCTV Policy, please permitto view the digital hard drives following a recent incident.

a. OIS log Number and Date or Crime Reference Number

OR

b. Which occurred at about(time/date/location)

i. I also ask that you retain the original exhibited master copy DVD(s) and produce an exhibited working copy with a supporting statement of evidence if required. (The Master DVD(s) must be retained under secure storage until the Police Liaison Officer confirms criminal proceedings have concluded).

ii. IN RELATION TO MAJOR INCIDENTS ONLY – that you produce a master and working copy DVD(s) from the digital hard drive and hand both to the officer against signature.

Yours faithfully

.....
Requesting Officer

.....
(Printed surname)

Time.....



**MINUTES OF THE TOWN MATTERS COMMITTEE
THURSDAY 20TH SEPTEMBER 2018 AT THE GUILDHALL TOTNES**

Present: Councillors R Hendriksen (Chair), G Allen, J Hodgson, P Paine, M Parker, B Piper, J Sweett, and R Vint.
Apologies: Cllrs K Sermon and L Webberley.
In Attendance: Cllrs M Adams, R Adams and A Simms; 22 members of the public; Sara Halliday (Administrator).

No	Subject	Comments
1	To receive apologies and to confirm that any absence has the approval of the Council.	It was resolved to accept the apologies.
<i>The Committee will adjourn for the following items:</i>		
	<p>A period of 15 minutes will be allowed for members of the public to ask questions or make comment regarding the work of the Committee or other items that affect Totnes.</p>	<p>Eight members of the public spoke in opposition to the Nellie's Wood planning application. As residents of the area they are concerned about: the additional volume of traffic; parking in residential streets (already an issue with visitors to Kingdom Hall); the aesthetics of using metal containers which will make the area, and entrance to the town, look like an industrial estate; the height of the proposed buildings and how this will have a detrimental effect on natural light reaching neighbouring residential properties; the additional demand on sewers (which are already struggling to cope with the residential area); drainage issues, as the ground is marsh land; and the proposed hours of operation (currently 7 days a week, until 6pm). It is accepted that approval has been given for commercial use of this land, but not on the scale of the application submitted. The Chair suggested that members of the public register their concerns about this application on the South Hams District Council (SHDC) planning website.</p> <p>Cllr Simms requested that any planning training organised for Town Matters Councillors is extended to members of the Neighbourhood Plan Task and Finish Group.</p> <p>Cllr Rosie Adams asked that if a Community Engagement Policy document is required by Totnes Town Council (TTC), that it needs to be a simple, concise document.</p> <p>Cllr Marion Adams suggested that given his professional knowledge, Cllr Paine should be considered for a tree warden position if it is felt that the Council needs more than to the two already appointed.</p>
<i>The Committee will convene to consider the following items:</i>		

2	<p>To discuss any matters arising from the minutes of 19th July 2018. (Note: already agreed through Full Council.)</p>	<p>Matters arising:</p> <p>Item 3b.4 – Cllr Hendriksen met a SHDC officer on site to discuss the footpath diversion. A revised proposal has been received and will go to Full Council in October.</p> <p>Item 8.1 – the Raft Race has been cancelled due to water levels in the upper river being too low.</p>
3	<p>To discuss the ongoing drug and anti-social behaviour issues in the town.</p>	<p>A lot of co-ordinated work has been done by SHDC, Caring Town Information Exchange and Market Place Ministries, and the efforts of the police over the summer to tackle the supply issue, but the drugs and homeless problems remain.</p> <p>It was AGREED that the 8th October Open Meeting with the Devon and Cornwall Police and Crime Commissioner and Dr Sarah Wollaston MP should be used to try and secure funding for a structured plan to tackle the drug and anti-social behaviour problems in the town.</p>
4	<p>To make recommendations on the following planning applications:</p> <p>4.1) 2479/18/FUL – Full Planning Permission for the development of commercial/business premises. Land off Nellie’s Wood, Nellie’s Wood View, Dartington, Totnes, TQ9 6FP.</p> <p>4.2) 2592/18/FUL & 2593/18/LBC – Listing building application for alterations and extension to Fairfield and creation of new vehicular access and driveway from Harper’s Hill. Fairfield, Plymouth Road, Totnes, TQ9 5LH.</p> <p>4.3) 2690/18/HHO – Householder application for demolition of existing conservatory and</p>	<p>Applications available on the SHDC website – www.southhams.gov.uk</p> <p>Objection for the following reasons:</p> <ul style="list-style-type: none"> • The visual impact of the development at the point in which visitors enter Totnes, including the height, materials and colour of the proposed buildings, could be detrimental to tourism. • The increase in traffic on the A385 and whether this will undermine the Air Quality Action Plan targets on this already congested road. • Insufficient parking leading to vehicles parking in residential streets or on the A385 itself. • The planned development is unneighbourly, over massing the plot in terms of number of units, size and height. • Potential flooding and drainage issues, plus the additional burden this will place on the water treatment plant. • Impact on wildlife – bat boxes are installed on residential properties and are in use. • Concerns about land banking of this site. <p>Cllr Paine declared a personal interest. The Committee had two recommendations:</p> <ul style="list-style-type: none"> • Objection to creating vehicular access via Harper’s Hill due to the increase of vehicle movements onto the A381. • No objections to the proposed alterations and extension to the dwelling. <p>No objections.</p>

	<p>replacement with single storey extension. 4 Western Terrace, Collins Road, Totnes, TQ9 5PP.</p> <p>4.4) 2179/18/HHO – Readvertisement (Revised Plans) Householder application for new ground floor kitchen and dining area extension with new dormer roof extension to provide two additional bedrooms. 7 Westonfields, Totnes, TQ9 5QU.</p> <p>4.5) 2263/18/HHO – Readvertisement (Revised Plans) Householder application for demolition of outhouse and erection of new single-storey extension. 29 Higher Westonfields, Totnes, TQ9 5RA.</p> <p>4.6) 2978/18/VAR – Variation to conditions 2 and 3 of planning consent 2920/16/COU. 2 Warland, Totnes, TQ9 5EL.</p>	<p>No objections.</p> <p>No objections.</p> <p>No objections.</p>
<p><u>NOTE: Cllrs JH and RV observe and do not vote on any applications which would potentially be discussed at a Development Management Committee meeting at SHDC.</u></p>		
5	To receive an update from the Cultural Link Councillors.	This item is postponed until October to allow community groups to meet following the summer break.
6	To consider the Community Engagement Policy and Action Plan.	<p>It was AGREED to review the action plan at the next meeting.</p> <p>To RECOMMEND to Full Council that:</p> <ul style="list-style-type: none"> • The information officer at the Mansion is commissioned to review the document and simplify its contents. • A leaflet is produced explaining how the public can engage in TTC business and sets out the responsibilities of the Town, District and County Councils. • A video is made explaining the role of TTC and how people can engage, to reach a wider audience and young people. • Members of the public attending TTC meetings are given a slip of paper explaining how the meeting works, when they can speak, and future meeting dates. • A notice board is placed outside the Guildhall to share information about TTC (e.g. agendas, busker's code) and to explain how the public can interact in TTC business.
7	To consider a Devon County Council Amendment Order for no stopping at any time on a specified length of Ashburton Road near KEVICC.	The proposed amendment order is supported.
8	To review an update of Caring Town Information Exchange (CTIE) activity between April and August 2018.	Noted. CTIE are doing good work in the town.
9	To consider the validity of issuing a busking badge in Totnes.	There have been a number of complaints about buskers this year, with the Council's inability to

		<p>enforce the requirement of the busker's badge or its code of practice seen as weak and ineffective by local businesses and residents.</p> <p>To RECOMMEND to Full Council that:</p> <ul style="list-style-type: none"> • TTC cease issuing busking badges. • The Code of Practice for buskers is widely shared with businesses near the known trouble spots and on TTC notice boards.
10	To consider the request by Totnes Rugby Club that dogs be excluded from the main playing pitch.	<p>It was AGREED that there needs to be a balance between public access to the park, and keeping the rugby pitch in the town – who will pay for the maintenance of the park if they were to move? It is a public area and the Committee would not wish to restrict access. TTC would ask Totnes Rugby Club to consider what measures they could take to clearly mark the pitch (e.g. grass length, markers, a simple white pole fence behind the dead ball line).</p> <p>To RECOMMEND to Full Council that:</p> <ul style="list-style-type: none"> • TTC supports Totnes Rugby Club's desire to have a dog-free zone on the main playing pitch only. • All dogs should be kept on a lead in the vicinity of the main playing pitch. • Notices are erected to make people aware of the requirement to control their dog and to avoid fouling.
11	To consider a proposal that the Chair of the Town Matters Committee is the Totnes Town Council elected representative of the Totnes Travel Partnership.	To RECOMMEND to Full Council that the Chair of the Town Matters Committee is the Totnes Town Council elected representative member of the Totnes Travel Partnership.
12	To consider the Totnes and District Traffic and Transport Forum (TDTTF) revisions to the Totnes Travel Policy.	The next TDTTF meeting on 26 th September will review the Totnes Travel Policy.
13	To consider/note the South Hams District Council consultation on draft gambling statement of principles.	Noted.
14	To update on the sale of the Brutus Centre (former Co-op/Budgens and neighbouring shops).	<p>Cllr Hendriksen gave an update on the status of this site, which is currently believed to be proposed for a care home/retirement flats. Should the current developer's plans fail, then the agent will contact TTC.</p> <p>To RECOMMEND to Full Council that a public meeting is held on the proposed future use of the Brutus Centre site given its importance in the town.</p>
15	To consider a request from a member of the public to volunteer as a Totnes Tree Warden.	<p>It was AGREED that the South Hams Tree Warden Network is contacted to:</p> <ul style="list-style-type: none"> • Receive advice on how tree wardens are allocated to towns. • Consider the request received from the member of the public and for Cllr Paine to become tree wardens.

		Once this information is received, the item will return to the Town Matters Committee so that a recommendation can be made to Full Council.
16	To note the request to South Hams District Council to provide planning training for members of the Town Matters Committee.	SHDC have been asked whether they are able to provide planning training for Town Matters Committee members, and a response is awaited.
17	To note the date of the next meeting of the Town Matters Committee – Thursday 18th October 2018 at 7.00pm.	Noted.

CHAIR

DRAFT

Public realm improvements for the heart of Totnes

Further to public consultation earlier in the year, South Hams District and Totnes Town Council are working with local architects Harrison Sutton Partnership to produce an improvement programme for the Totnes Market Square.

Whilst it was previously hoped that resurfacing works could commence in January - March 2019 it is now felt that more time is needed to complete the necessary surveys and undertake the rigorous procurement process.

The new timeline for the improvement projects will be phased over a 12-18 month period starting in March 2019.

Every effort will be made to keep disruption in the area to a minimum, with the resurfacing improvements being scheduled to avoid peak use in the summer season and December when the Christmas Markets take place.

December 3rd 2018 - Design concept and artists impressions will be circulated to all Councillors at Full Council. These designs will then be displayed publicly online and in the Market Square with further updates on dates of work being posted as and when the contractor is agreed.

Jan - Feb 2019 - procurement process and project planning

Subject to affordability criteria the project phases are:

Phase 1 – Winter / Spring 2019

- a. Improvements to the ramp area and railings, including inclusion of bespoke mosaic art pieces produced by a local artist and school children.
- b. Installation of bike racks
- c. Installation of a drinking water fountain
- d. Removal, rationalisation and replacement of bins, signage and seating
- e. Repair or replacement of the Civic Hall steps
- f. Services installed and areas prepared for any planting requirements
- g. Uplift to the underneath of the Civic Hall area by improving lighting and potentially introducing public art.

Phase 2 – Autumn 2019 or Winter 2020

- a. Removal and replacement of existing surface from the front of the Civic Hall to the road edge with a natural, quality material.
- b. Installation of new lighting system and small areas of planting.

LINK COUNCILLORS 2018/19

Link Councillors	
Cultural	Cllr Marion Adams, Cllr Georgina Allen and Cllr Emily Price
Arts	Cllr Georgina Allen, Cllr Ben Piper and Cllr Kate Sermon.
Elderly and Vulnerable People	Cllr Marianne Parker, Cllr Louise Webberley and Cllr Judy Westacott.
Young People/Youth	Cllr Jacqi Hodgson, Cllr Marianne Parker, Cllr Emily Price, Cllr Jo Sweett, Cllr Robert Vint and Cllr Louise Webberley.
Heritage	Cllr Georgina Allen, Cllr Ben Piper and Cllr Tony Whitty.
Open Space, Sports Provision, Leisure	Cllr Jacqi Hodgson, Cllr Jo Sweett, Cllr Louise Webberley and Cllr Tony Whitty.
Traffic and Transport	Cllr Simms and Cllr Georgina Allen
Environment and Sustainability	Cllr Jacqi Hodgson, Cllr Piper and Cllr Robert Vint.
Representatives on Outside Bodies	
Totnes Traffic and Transport Forum	Cllr Simms and VACANCY
TADPOOL	Cllr Webberley and Cllr Whitty.
Totnes Allotments Association	Cllr Hodgson and Cllr Vint.
Vire Twinning Association	Cllr M Adams and Cllr R Adams.
Totnes Municipal Charities and Totnes Bounds Charity	Cllr M Adams, Cllr R Adams, Cllr Paine and Cllr Sweett.
KEVICC Foundation Governors	Cllr Price and Cllr Webberley.
Parish Paths Partnership	Cllr Allen and Cllr Whitty.
Totnes Hospital League of Friends	Cllr Westacott.
River Dart Non-Beneficiaries Group	Cllr M Adams and Cllr Whitty.
DALC County Committee	Cllr Hodgson.
DALC Larger Councils Committee	Cllr R Adams.
Totnes Chamber of Commerce	Cllr Simms, Cllr Allen and Cllr Price.
Fairtrade	Cllr Sermon and Cllr Vint.
Caring Town	Cllr Parker and Cllr Vint.
Network of Wellbeing	Cllr Piper.
Bridgetown Alive	Cllr M Adams.
Daisy and Rainbow Childcare	Cllr Parker and Cllr Westacott.
Disability - diversity equality and inclusively	NEW PROPOSED LINK COUNCILLOR ROLE

Arts Working Group – Cllrs Piper, Simms, Allen, R Adams, Sweett. Sermon. Cllr M Parker would like to join this group.

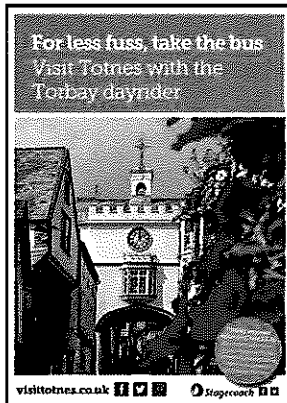
Council Venues Working Group – Cllrs Piper, Hendriksen, R Adams, M

visit TOTNES

Marketing Report May - August '18
Samantha Branch, Destination Manager

Partnership Marketing

Stagecoach



Our 'For less fuss, take the bus' poster was on the Stagecoach Gold buses from June for free - the aim was to drive day trippers to Totnes town centre from Torbay and Plymouth, encouraging them to use the bus to alleviate congestion and to save the hassle of parking.

It isn't a trackable poster so it's not possible to know the exact success of the poster but in terms of investment the space was free and the design cost was minimal.

The Marketing Manager from Stagecoach has now left and they haven't recruited a new one yet - she thinks they might restructure so I need to wait until this happens until I re-establish my relationship with them.

visittotnes

Explore what's on
your doorstep

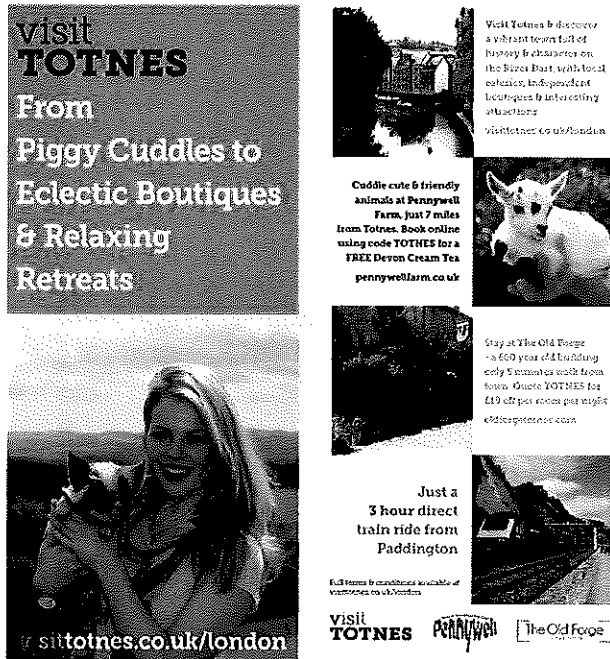


GWR

I contacted GWR to see if we could run a campaign similar to the one above - they offered us free poster space at Exeter Central, Exeter St Davids, Taunton and Tiverton train stations where we could promote Visit Totnes and encourage day trippers to visit from the different cities using the train. All of these stations offer a direct journey. They also paid to print the posters therefore we only had to pay for the design.

I'm meeting with the new Regional Marketing Manager of GWR in September to discuss any other opportunities and I will try and get some photos of the posters in situ as soon as possible.

Pennywell & The Old Forge



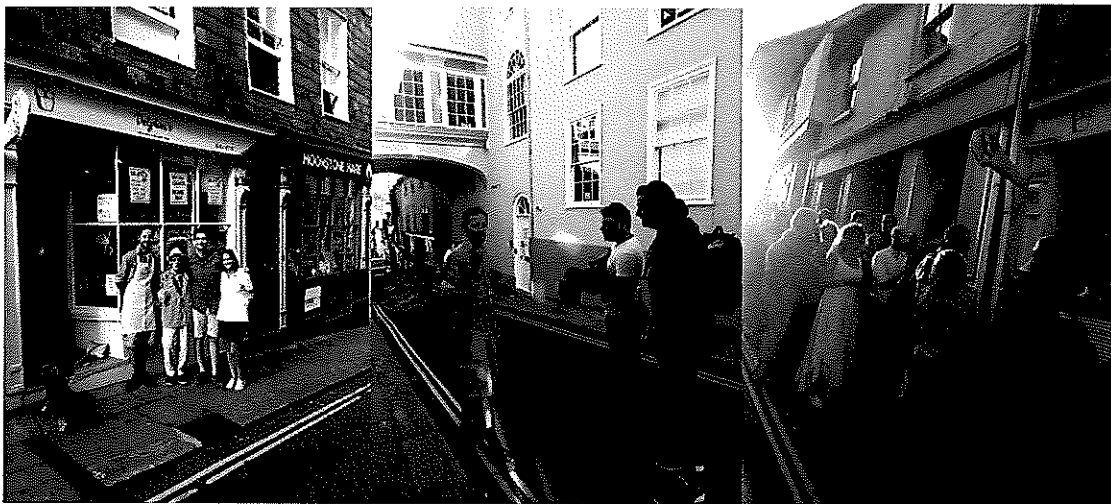
We ran a joint leaflet distribution with Pennywell & The Old Forge along the Family Living line in North London through Take One Media where we split the cost of design, print and distribution. The leaflet is below - this ran from June until the end of August. 3,000 leaflets were distributed to various delis, cafes & places with high dwell time just outside the tube stations - all or most of the leaflets were picked up.

To track the success, Pennywell and The Old Forge ran special offers but none have been redeemed so far (Sept). I also used a unique url to try and track the success via Google Analytics with a /london page which couldn't be accessed via the main site - this only had 6 unique views however some people might have been bothered to type in

the whole url as most people would either type Visit Totnes into Google or find the shorter url.

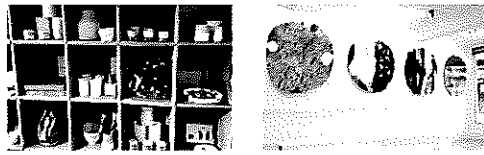
Marketing

GB High Street Awards



I entered Totnes into the GB High Street Awards in June - unfortunately we weren't shortlisted which is a real shame, however the social media support was excellent and because of the entry we appeared on The One Show which went live to over 4 million viewers. Being the BBC I had little influence over the direction of the production. I tried to influence the contributors where I suggested that they visit Conker Shoes but they did their own recce and chose before I got into town. See Appendix A for the application info.

Best small shop comp & directory



BEST SMALL SHOP COMPETITION

Any independent retailer can enter the Best Small Shops competition from Indie Retail - it's FREE to enter and includes a free listing on the Indie Retail Directory.

It would be great to see lots of indie shops enter this so let me know if you would like me to enter for you or if I can help in any way.

If you enter please tell me as I will support you on social media as well.

[Click here for information about Best Small Shops competition](#)



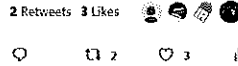
Visit Totnes
@visittotnes

Indie shops of #Totnes - there's still time to enter the Best Small Shops competition - @colonyshops, @bluegeranium, Stone Fabrics and Me and East have all entered - good luck to you all! #indieretail



7:43 AM - 5 Sep 2018

2 Retweets 3 Likes



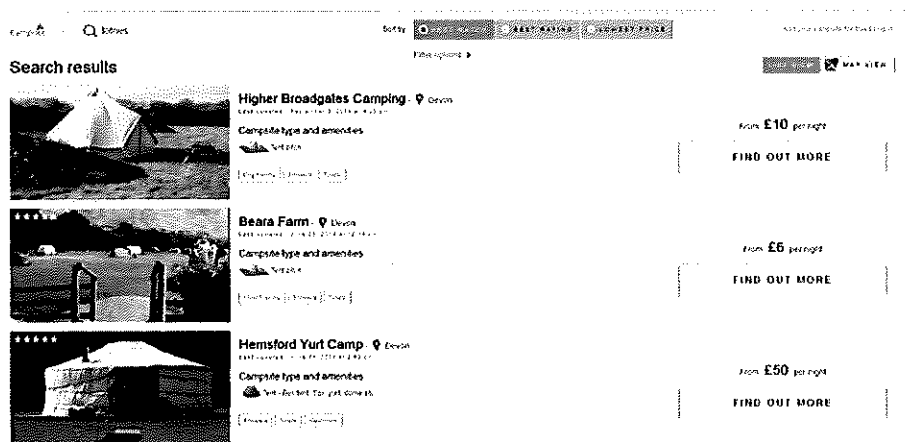
I saw the Best Small Shops competition on social media which is being run by Indie Retail - <https://www.indieretail.uk/best-small-shops/> so I decided to inform local shops about this via e-news and social media resulting in 5 shops entering the competition and a further 3 listing themselves on the Indie Retail Directory:

Blue Geranium, Me and East, Colony Clothing, Stone Fabrics & Conker Shoes - entered the comp // Totnes Bookshop, Dartington Shops and Hot Pursuit Cycles also listed themselves.

Shortlisting takes place at the end of September and the shops will be notified by post - I've asked them to let me know if they are successful as I can help with PR. Any who are short-listed will be invited to a reception in London.

Camp Site Finder

I found this website www.camp-site-finder.com & noticed that there weren't any campsites from Totnes listed on there so I got in touch to see how this could be done - it was possible to list them for free so I offered (via email) to list the campsites who advertise with us as below:



New Blogs on Visit Totnes

Dartington's New Direction

Su Carroll looks at the changing focus on food at **Dartington**

In 1925, Leonard and Dorothy Elmhurst bought the run-down Dartington Estate near Totnes. They were visionaries who began what

[Read more](#)

Zero Waste & Plastic Free

8 million pieces of plastic are making their way into the ocean every day, an estimated 8.3 billion straws are on coastlines around the world and 1.75 billion single use plastic bags are still being handed out by supermarkets

[Read more](#)

Independent Totnes Cinema

How many High Streets in Great Britain can boast their very own independent art-house cinema?

[Read more](#)

Rest and BE Wild...with a Den in Devon!

The BE Wild initiative follows a study of 1,000 parents by Beyond Escapes which found that over a third, 36 per cent, of UK mums and dads don't think their children spend enough time playing outside

[Read more](#)

Totnes Pride set to be bloomin' marvellous!

The historic market town of Totnes in Devon is set to host the sixth Totnes Pride on Saturday 1st September.

[Read more](#)



World Breastfeeding Week Begins

Mums on a Mission...



[Read more](#)

The atmospheric town taken by the sea

Only 18 miles from Totnes the village of Halsbands near Kingsbridge in south Devon is the village that fell into the sea. To say the village is still there would be bending the truth slightly, however the remains (which are...)

[Read more](#)

Eat al fresco in and around Totnes

There are many ways to enjoy eating at fresco in and around Totnes with delicious menus at riverside restaurants, pretty pub gardens and high street tables, but why not take your open air eating to another level...

[Read more](#)

Swap bricks for canvas this summer

Did you know it's National Camping Month?

With the hustle and bustle of life and many of us relying so heavily on our phones and other electrical devices, what better way to switch off and...

[Read more](#)

Totnes and surrounding area in the Spotlight...

Written by Jeremy Holloway, Visit Totnes Information Officer

Totnes, and the surrounding South Devon area, has often had a starring role in films and television series Churches, historic houses, ferries

[Read more](#)

Discount to emergency services workers

Bayards Kitchen is offering all those who work in emergency services 10 per cent off food and non alcoholic beverages at its Dartington cafe to coincide with the launch of its new weekly pizza evenings

[Read more](#)

Totnes to Sharpham walk

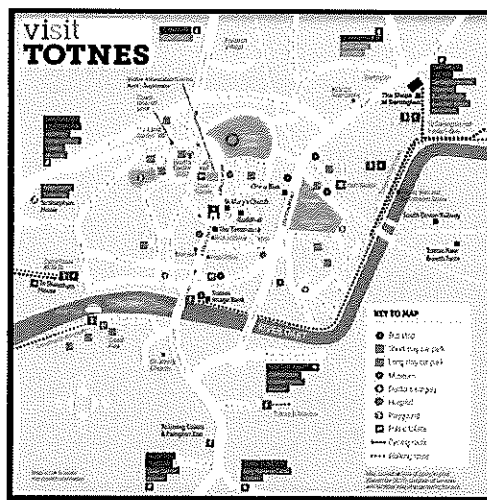
By Coast & Country Cottages

With the Totnes to Sharpham walk so picturesque, we just had to make a visual guide to show you the natural beauty of one of South Devon's glorious walks

[Read more](#)

New maps - TIC

Following feedback from local businesses, we had new maps produced for the TIC and some of the key hotels with the seasonal TIC marked on them - The Old Forge and Seven Stars took some and we had some at the TIC:



PR

PR - Editorial

Forbes <https://www.forbes.com/sites/joanneshurvell/2018/06/26/a-gourmet-guide-to-devon-england/#7054e54e4005>

WOW Air

WOW Air in flight magazine ran a feature on Devon and asked for information about Totnes - we had a small feature. 'WOW air is a low-fare, long-haul, airline based in Iceland. The airline was founded in November 2011 and serves 37 destinations across Europe, North America, and Asia. WOW air is committed to providing the cheapest flights to and from Iceland and across the Atlantic and providing a memorable service all the way.'

https://issuu.com/wowair/docs/wow_magazine_issue_three_2018?embed_cta=read_more&embed_context=embed&embed_domain=wowair.co.uk&embed_id=6859262%252F63533751

On a tip in the end of England, Devon is the high haven Cornwall is the city, jutting into the Atlantic Ocean and surrounded by a sandy beaches and picture postcard villages

newspaper and after a stroll down the high street, it's easy to see why. Like many towns in the region, Totnes also has a castle set just off the main street which offers great views of the surrounding area. There is also a well-maintained steam train which takes you to Buckfastleigh, another quaint market town around 7 miles away.

As Totnes is on the mainline train route, it makes a great base for exploring Devonshire's south coast.

BARNSTABLE AND THE NORTH COAST
The north coast of Devon is blessed with some fantastic surf beaches such as Croyde, Woolacombe and Saunton Sands. In the summer months, there are still find pockets of beach where you can set up a windbreak and feel like you've got the beach to yourself.

Barnstable is a sleepy market town with a very rural character which defers the area. The panier market is the buzzing center of the town where you'll find local food and drinks, arts and crafts or even just a great place to stop and try to decipher the local accent.

TOTNES
Totnes has a bit of a reputation for being a center of 'alternative' living. Long a magnet for vegans long before being vegan was mainstream, you're likely to spot chakra realignment or meditation workshops and artisan food cafes alongside boutique clothes shops and independent art galleries. In fact, Totnes was named the most eccentric town in Britain by the Daily Telegraph

LYNNON & LYNNOUTH
The sleepy twin villages of Lymington sit on the edge smaller moorlands on the Devon. The main draw for world's steepest water park railway which takes visitors to the twin villages. The ston is made for cliff top walks with a traditional cream and clotted cream or for village is a proper English

PLYMOUTH
Although not the prettiest Plymouth sits in one of the spectacular natural boat a huge harbor opening on English Channel. The city Mayflower Ships which is

Devon
much is the city, jutting into the Atlantic Ocean and surrounded by a sandy beaches and picture postcard villages

Crumbs

'Crumbs is The South West's most gorgeous, inspirational and practical food and drink magazine, which opens the doors to the region's most incredible restaurants and gastropubs, cafés and bars. We showcase the chefs and menus, venues and innovations that make our 'going out' scene so vibrant. And we celebrate the delis and bakeries, recipes and ingredients that make 'staying in' such a treat, too. Packed with essential, must-read recipes, reviews of the best and newest foodie venues, and on-the-spot reports from kitchens and farms across the region, this award-winning magazine is a visual feast for the eyes, too!'

They have featured Totnes in a double page spread in their September magazine:

<http://flickrread.com/edition/html/free/5ba4a30c86b92#1>

PR – Competitions

Business	Prize	Date	Medium	Circulation	Results
Visit South Devon	1 night at Dartington Hall, meal at Waterside & £15 voucher at Me & East	Sept	Social Media & E-news		tbc
Country Living	2 night stay at The Old Forge	October	Website	255,000 unique	tbc

Tourism

Seasonal TIC

Visitor Stats

Jeremy initially recorded the number of visitors but from July decided to record the number of enquiries as well as some people just ask for 1 thing but others ask for several. Jeremy is writing a report at the end of the season to summarise how it has gone including the nature of enquiries:

	April	May	June	July	August	Sept	Total
Visitors	224	521	674	923	620	tbc	2,962
Number of enquiries				1138	1340	tbc	2,478

Social Media Stats 2017

PAGE LIKES	Feb	March	April	May/ June	July- Sept	Sept - Nov	Dec
Instagram	137	183	226	300	466	582	726
Facebook	240	282	321	408	505	605 followers 597 likes	676 followers 664 likes
Twitter	187	248	306	402	494	563	635

Social Media Stats 2018

PAGE LIKES or FOLLOWS	April	September
Instagram	1002	1193
FB	804 followers 784 likes	1079 followers 1053 likes
Twitter	734	1058

Website Stats 2017 No figures from Jan - March 2017 to compare

	May	June	July	August	Sept	Oct	Nov	Dec	Total Jan - Dec '17
Data	Figures								
Users									49,787 (5531 avg)
Unique Users									49,404 (5489 avg)
Pageviews	27,702	23,107	33,818	40,420	26,147	22,564	16,650	12,959	234,830
Average session duration	2:39	2:57	2:47	2:40	2:42	2:29	2:02	2:14	2:37

Website Stats 2018

2018	Jan	Feb	March	April	May	June	July	Aug	Sept	Avg
Users	3602	3428	3344	4031	4710	5804	7079	8683	tbc	5085
Unique	3396	3204	3154	3811	4469	5507	6781	8184	tbc	4813
Pageviews	15464	14425	14366	16229	19710	23542	27516	32537	tbc	
Duration	2:56	2:26	2:34	2:22	2:45	2:32	2:23	2:18	tbc	2:30

Demographics – Country

In order from highest to lowest. There is never much change with these results with UK always being by far the highest - it was 87% from Jan - April but it's 90% from Jan - end of August. USA is always second art around 2 - 3%.

Country Demographics Jan – August 31st 2018

Country	Acquisition	
	Users	New Users
	38,703 % of Total: 100.00% (38,703)	38,516 % of Total: 100.03% (38,516)
1. United Kingdom	35,105 (90.24%)	34,806 (90.37%)
2. United States	624 (1.62%)	614 (1.59%)
3. Germany	459 (1.18%)	449 (1.17%)
4. France	257 (0.66%)	254 (0.66%)
5. Netherlands	244 (0.63%)	236 (0.61%)
6. Spain	231 (0.59%)	222 (0.58%)
7. Australia	189 (0.49%)	186 (0.48%)
8. Switzerland	144 (0.37%)	143 (0.37%)
9. Italy	144 (0.37%)	144 (0.37%)
10. Thailand	141 (0.36%)	140 (0.36%)

City Demographics Jan – August 31st 2018

London is still always the highest with Exeter, Plymouth & Torquay.

City	Acquisition	
	Users	New Users
	38,703 % of Total: 100.00% (38,703)	38,516 % of Total: 100.03% (38,516)
1. London	8,895 (21.62%)	8,324 (21.61%)
2. Exeter	3,292 (8.00%)	3,063 (7.95%)
3. Plymouth	2,008 (4.88%)	1,909 (4.96%)
4. Torquay	1,908 (4.64%)	1,785 (4.63%)
5. (not set)	1,577 (3.83%)	1,475 (3.83%)
6. Bristol	1,060 (2.53%)	990 (2.57%)
7. Kingsbridge	760 (1.85%)	683 (1.77%)
8. Newton Abbot	722 (1.76%)	687 (1.76%)
9. Paignton	586 (1.42%)	548 (1.42%)
10. Falmouth	526 (1.23%)	470 (1.22%)

What are the most popular pages?

Page	Pageviews	Page Value
/	25,075	\$0.00
/see-and-do/attractions/	7,827	\$0.00
/see-and-do/	5,918	\$0.00
/see-and-do/plan-your-visit/parking-in-totnes/	5,647	\$0.00
/where-to-stay/	5,022	\$0.00
/where-to-stay-tax/bandb/	4,867	\$0.00
/where-to-stay/campin...aravan-camping-site/	4,638	\$0.00
/see-and-do-tax/shopping-markets/	4,004	\$0.00
/whats-on/	3,944	\$0.00
/where-to-stay-tax/self-catering/	3,870	\$0.00

Distribution

2018 Guides

25,693 guides have been distributed so far this year with 4,807 remaining where the majority have gone in-store . These figures are based on the popularity of the pick up points in 2017.

Your Campaign Update

12 September 2018

Leaflet/Brochure Title: Discover Totnes 2018

Campaign Period : 01/01/2018 to 31/12/2018

Miss Samantha Branch Visit Totnes

Leaflet Number	27747	Stock Returned	4,600
Agreed Quantity	30,000	Stock Renumbered	0
Reserved		Stock From Other	0
Received	35,000	Stock To Partners	0
Distributed	25,693	Written Off	0
Reconcile	0	Stock Remaining	4,807

By Category	Quantity Used	% of Total
TIC	3,834	15
Accommodation	2,566	10
Attractions & Leisure	1,576	6
In-Store	15,706	61
Select One	2,011	8

We want you to get the most from your campaign so if you have any questions or comments please contact Dominic Tancock on 07887 752124 or at dominic.tancock@takeonemedia.co.uk

info@visittotnes.co.uk

By Month

Month	Quantity
Feb	1134
Mar	4584
Apr	3419
May	3943
Jun	2353
Jul	3343
Aug	3631
Sep	2594
Oct	362
Nov	0
Dec	0

Distributed by category %

Monthly totals including display, TIC, SelectOne and specials	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
	1,104	4,584	3,419	3,943	2,353	3,343	3,631	2,594	362	0	0	0	25,693

Totals by Category up until mid September

By Category	Quantity Used so far	% of Total
TIC	3,834	15
Accommodation	2,566	10
Attractions & Leisure	1,576	6
In Stores	15,706	61
Select One points	2,011	8

Appendix A - GB High Street Awards Application info

100 Words - why Totnes so great

Shopping in Totnes is positive and vibrant for locals and visitors. You can buy weekly groceries, drink soya latte, find gifts and clothes on the high street. Approximately 90% of the outlets are independent and the weekly, local markets mean you don't just buy a 'thing', you receive a happy smile, friendly advice and devoted attention from passionate traders. With lively markets here since the 12th Century and historic buildings history is imbedded in the town's soul, however the current vibe is altogether contemporary with modern art galleries and trendy shops alongside traditional butchers and shoemakers, dynamic festivals and exciting events.

Community:

Can you demonstrate the strength of your local community around the high street? Are there any high street initiatives, community & charitable programmes, or local sponsorships or events, which create community pride? Is your high street an integrated community, promoting the full participation of all people? Do businesses and residents work together? Do businesses on your high street give back to the community, through employment, skills, and training? If so, please provide an example/s that demonstrates this. (10 points)

• 0/300

To improve appearance and usability for all, the Rotherfold Community Group regenerated Rotherfold Square (top of High Street) from 2014 - 2017 with design decisions made by local businesses and residents (by survey and consultation meetings), building a sense of ownership and cohesion.

£120,000 was spent to re-shape the neglected area with money from South Hams District Council and the Totnes Trust (a community company which conserves and protects historic buildings and public areas.)

The area gained electricity, was repainted with colourful walls, re-paved and re-planted with a focus on safety, recreation and amenity while building a stronger community. An oak bench was designed and built by a team of volunteer woodworkers and some planting provide organically grown fruit which can be eaten by all. The area is used as a gathering place and for local events e.g. Rotherfold Artisan Market and Christmas Markets.

Totnes Town Council has since consulted the community about the regeneration of Market Square (an integral part of High Street hosting weekly markets). Locals submitted ideas about how to improve this space and voted on favourite aspects of architect drawings.

The Council also conducted a Community Budgeting process in 2017 asking residents & businesses to vote on how they should spend the excess budget - they asked for continued support of Caring Town on Fore Street to help local vulnerable people, to have a seasonal Visitor Information Officer on the Market Square and for Visit Totnes to continue promoting the town as a visitor destination.

Network of Wellbeing on High Street offers the Community Potluck which is a monthly, free, shared community meal supporting a more connected and cohesive community, the Wellbeing Fund which helps turn community ideas to boost well being into reality, and ShareShed, a library of things for the community to borrow.

(299)



- Customer Experience:
- How have you improved your high street experience? Have you implemented programmes that deliver exceptional customer service, provide unique experiences, rewards, or superior choice and convenience for shoppers? Have the initiatives provided more opportunities for people to interact and connect? Are all ages catered for on your high street, from young to old? Does your highstreet provide accessibility for disabled people?
(10 points)

• 0/300

Totnes has lively, unique events aimed at all ages, locals and visitors, providing entertainment and tackling important issues including equality (Totnes Pride) and inclusivity (BodyKind Festival). The events increase footfall and visitor spend for high street businesses and encourage people to visit quieter areas of town. The events foster interactivity between the attendees and local business owners.

Most events are measured on ticket sales or visitor numbers and many boost the local economy through an increase in sales and a boost in occupancy levels in high street accommodation. The Sea Change Festival is an annual end-of-Summer party organised by Rupert Morrison who runs Drift

Record Shop on High Street. The festival attracts nationwide visitors and activates citizens to move away from consuming products mass marketed by global corporations, including mass produced celebrity culture. In 2016 they sold 1000 tickets, 1200 in 2017 and will sell 1200 - 2000 in 2018. They have raised over one million pounds for the local economy providing a strong boost to independent businesses.

Other key events include Party in the Town, a free celebration organised and funded by Dartington Arts and the unique Orange Races where entrants chase oranges down High Street and Fore Street.

All events and the high street is serviced by Bob the Bus which carries shoppers up the steep high street. Initially funded by the Town and District councils (match funded by local businesses) and various grant aids, they now have 3 buses owned by the community. The bright yellow bus has become a much loved feature of the high street and services 9 rural areas and is hired out.

In 2016 the charity received £160,000 funding from the Government's community transport minibus fund and 2 low floor accessible Mercedes Sprinters were purchased to reach more people with transport needs. (299)



- Environment:
- In what ways does your high street protect or improve the local environment? Are there any initiatives in place to improve the sustainability of your high street, such as cleaning, reducing pollution, recycling, or protecting wildlife? Have any steps been taken to repair the high street or improve the aesthetic? (10 points)

• 0/300

Totnes Council employed Steve, Town Ranger to improve the cleanliness, tidiness and maintenance of the high street, liaising with local businesses and organisations like Totnes Gardens, a group of hands-on gardeners who maintain community gardens and public spaces in the town centre.

Transition Town Totnes (TTT) has launched a Plastic Free Totnes Campaign with Totnes Rubbish Walks (litter pickers) and TAT (Totnes Against Trash) led by Phil Nash who bought litter picking equipment for the group. TTT are working towards Plastic Free Community accreditation with Surfers Against Sewage and are encouraging people to take the Plastic Challenge inviting people to go plastic free in July. They're also organising a film night at the Royal Seven Stars Hotel, Fore Street to screen Bag It by Jeb Berrier, an educational film about plastic.

Incredible Edible by Transition Town Totnes is a project where fruit, nuts and vegetables are grown in public spaces in and around town for the community, offering access to land for all and aiming to re-localise our food supply, avoid packaging and cut down on food miles. Since they started in 2007 they've extended to many sites over town, welcoming people to get involved in planting and maintenance, where they TTT provide the tools and share skills.

Totnes has UK's first zero waste shop, Earth Food Love and other businesses with low carbon footprint, making and selling products on the high street. Conker Shoes make sustainable, leather shoes from the back of their shop, Roly's Fudge is made in store and Totnes Brewing Company make ale from the back of the bar. They also endeavor to be zero waste, using lighter plastic kegs (lower carbon footprint) which are reused as seats or given to the local community as garden cloches, and excess malt is eaten by local pigs!

(300)



Digital Transformation:

- How have you used innovative new technologies or digital connectivity to transform your high street? Has a website or retail App been developed for your high street? Do many of the local businesses have digital skills, such as social media presence, e-commerce facilities, or state of the art payment technology? Do you have evidence of digital transformation boosting retail performance and footfall in the area? Demonstrate how digital has changed the overall high street experience. (10 points)

Visit Totnes was developed as a destination management brand in 2016 and a brand new website was launched in January 2017 which promotes the different areas of town. The organisation (funded by Totnes Town Council) has developed successful Facebook, Twitter and Instagram accounts managed by Marketing Manager Samantha Branch, which link to all high street business social media accounts helping to promote their business by sharing posts and pictures. The accounts have built from nothing to 1005 followers on Facebook, 1001 on Twitter and 1133 on Instagram in 18 months using #Totnes to tag and connect businesses and locals.

The website has an average of 5,100 users per month (over 4,000 unique) which rose to over 10,000 (8,600 unique) in August last year. Dwell time is an average of 2 minutes 36 seconds. The average percentage of people searching from the UK is 90% with a split of 20% visiting from London, 30% from local areas in south Devon and 50% split between many different towns across the UK which proves we're targeting locals, day visitors and holidaymakers. Of the 10% of international users the majority are from USA.

Most of the independent businesses in town have social media accounts, websites and e-commerce plus there are Facebook pages for some of the different areas of town - @thenarrowstotnes and @totneshighstreet, and the markets. There are also 2 community pages on Facebook - Totnesians with 8761 members and Totnes Post with 3995 where local businesses share promotions and news.

Delphini's is excellent on Facebook often sharing videos and images of his handmade gelato and running interactive competitions for customers - @delphinigelato. Colony Shops has an excellent e-commerce website - www.colonyshops.com.

There are only two empty units and new businesses often open - Small Folk and Pink Pasta Machine most recently.

visit
TOTNES

Evaluation report for the season
April – September 2018

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Executive Summary

This report provides a snapshot of the information available at the end of the first season placing the TIC in the Market Square in Totnes and provides documentation and an evaluation of that time-frame. It also provides conclusions and recommendations.

The report starts with an introduction and then lists the methods by which the information contained in this report has been obtained. Most information is acquired as a result of noting responses to visitor's comments and requirements, but some is anecdotal as not all information is collected in note form.

The findings are explained in that section as the methodology changed several times during the season.

Conclusions and recommendations are the views of the TIC manager and are expressed as a result of working in the TIC for the season.

Introduction

In 2016 the Tourist Information Centre in Totnes moved from its premises in Corporation Road in Totnes and was temporarily sited at the Guildhall, off the main Totnes High Street. In 2018 a premise that was formerly a store for the town's Elizabethan Market was converted into an office and this now houses Visit Totnes, the information centre for tourists to the town of Totnes and for the purposes of this report referred to as the Tourist Information Centre or TIC for short.

The overriding impression from visitors has been extremely supportive throughout the season with many being impressed with the service on offer and it has become clear that the new premises can cater for all enquiries. Any information that isn't available in the office can be accessed from the internet. This includes, but is not limited to, car park permits, bus and train permits and accommodation facilities.

The office has been shared with the Town Ranger who has been able to offer extra advice and information when needed.

Methodology

The majority of this report has been compiled with information provided by

- A visitor information sheet which is completed each day and lists visitors enquiries
- Anecdotal information from the TIC manager and Visit Totnes Marketing Manager

The visitor information sheet (appendix 1) was adapted from the one used the previous year but has been changed several times in order to ensure the correct information was being recorded.

Even though the methodology has changed several times during the season the essence of the information collected is still both accurate and valid.

Anecdotal evidence tends to be in terms of generalisations, i.e. as a trend rather than quoting specific, individual circumstances.

Findings

The methodology for collecting information changed during the season. We first collected actual number of visitors and the nature of their enquiry and then we recorded the number of different enquiries as well because we sometimes had 1 visitor asking for 5 different things. Because of this some of the figures don't match but the totals, as itemised below, are a true and accurate record.

The total visitor number is 3344. Of these phone calls accounted for 146 of the enquiries and e-mail accounted for 103.

In June we started to count the actual number of enquiries as well as the number of visitors and we were able to list the following enquiry topics:

Maps: 896 (19%)

Attractions: 652 (14%)

Things to do: 587 (12%)

Walking: 485 (10%)

Cycling: 447 (10%)

Current brochure: 434 (9%)

Toilet: 400 (8%)

Other: 325 (7%)

Events: 262 (5%)

Accommodation: 70 (1%)

Eateries: 46 (0.9%)

Total: 4604

The "other" category included Transition Town Totnes, luggage facilities, refuse bags, cash machine points, Totnes Pound and Totnes Passport. The complete list can be found in Appendix 2.

Many local residents came in to leave local event information however due to limited space we only had room for 32 DL leaflets and 12 A5 leaflets on the customer facing wall, 4 A5 brochures and 7 DL holders on the desk (and some space around it although it sometimes got messy), and space for more at the back of the office on shelving. We will look at rectifying this next year by potentially having an information screen.

A category of "nose" was created as an extra topic for those local residents who came in for a nose.

Information relating to the length of people's stays were not collected though this should be done in subsequent years and if time, where they are staying. Anecdotally the majority of

visitors were in the town for either 2 hours or the day however they might have been staying in the area for longer. Only a few said a week.

Some people came in because they had moved to the area and were looking for general information. There were also visitors who had established Airbnb facilities and were “stocking-up” their guest’s information.

Of the accommodating enquiries a large proportion were from Airbnb providers and other providers also contacted the TIC. The number of people asking for accommodation was approximately 20, or less than one per week. Of these 25% did not have / want internet facilities available and needed to be given guidance on using the website; 5 people were provided with accommodation by the TIC directly.

One property in particular accounted for 5 phone calls, it was not registered with Visit Totnes.

Demographic

Of the 3344 people listed 2997 were British. The rest of the nationalities are below (in alphabetical order):

American: 16	German: 109
Argentinian: 1	Greece: 2
Australia: 20	Italy: 9
Austrian: 1	Japanese: 11
Belgian: 12	Luxembourg: 1
Brazil: 1	Norway: 2
Canadian: 1	Philippines: 1
Chile: 1	Portugal: 2
Chinese: 10	South Africa: 1
Czech: 1	Spanish: 33
Danish: 1	Sweden: 1
Dutch: 41	Swiss: 9
Finnish: 3	Tunisian: 1
French: 53	Ukraine: 1

The total number of foreign visitors was 347.

Conclusions

Anecdotally very few visitors left without their enquiry being answered.

With nearly 10% of visitors being non-British it would be interesting to understand how and why these visitors know of Totnes and why they have visited. There are no specific details of visitor habits for foreign visitors, but the breadth of originating country must be of use.

When one considers the huge breadth of “other” enquiries it seems logical to assume an enquiry facility of some sort is needed for locals and visitors alike.

Very few visitors asked for accommodation through the TIC. This seems to align with current trends relating to use of the internet for booking facilities. During the season approximately 6 people had no access to a personal electronic device and stated they were unable to access the internet. This leads one to deduce that the current facilities on offer are adequate for almost all visitors.

With most people visiting the TIC asking for a map and / or a walk it is essential that there is always information available of this nature. It has been surprising the number of people arriving on public transport and asking about local transport facilities. Again, it is essential that this information is freely available.

Recommendations

Based on both the above information and anecdotal information from the manager of the TIC and the Town Ranger who shares the office the following recommendations are suggested:

- Organisers of local events need a place to advertise their events and a screen of some sort would be an ideal solution; a small charge would also generate an income for Visit Totnes. This would then take the pressure off the limited space for literature and offer an alternative solution for advertising their event.
- A leaflet with all of the popular local walks in it would be good to have
- With 10% of visitors being non-British the TIC needs to find a way of finding out how these visitors heard about Totnes and what they were expecting. An on-line facility could be an answer, i.e. a visitor information page on our website?
- The addition of the A Board has clearly helped visitors to access the TIC, a notice on car parks might also be of benefit.
- A no cash handling policy does seem to work but with the advent of “contactless” charge / credit cards perhaps we could now look at on-line sales through our website for items such as maps.

Appendix 1

<u>Topic</u>	<u>Nationality</u>	<u>In person</u>	<u>Phone</u>	<u>e-mail</u>
Travel	English			
Walks & Cycling	French			
Current Brochure	German			
Toilet	American			
Accommodation				
Events				
Eateries				
Attractions		<u>Brochure requests (Town)</u>		
Things to do				
Maps				
Other:				

Appendix 2

List of "Other" enquiries

Names of fallen soldiers, Medical Herbalist x 1, Poster display x 2, Steve Peacock, Russian celebrity buried in St. Mary's Church, Nose x 2, Signage x 1, Nose x 2, Bureau de Change, Bank x 1, Totnes passport x 2, Next door shop x 2, LX readings x 1, TTT x 1 Bin liners x 2, Utility bills x 2, Family tree x 1, Library x 1, Left luggage x 1, Nose x 1, Art object x 1, directions x 1, Totnes Brewing x 1, Steve Peacock x 1, Mass @ Buckfast Abbey x 1, Lack of Way-posting x 1, Brutus Stone x 1, Filling water bottle x 1, Continental plug x 1 Buy canoes x 1, Totnes Passport x 2, Odd object x 1, Post box x 1, House Martins x 1, Wetherspoons x 1, Mobility shop x 1, Refurnish x 1, Recycling x 1, Sunday opening x 1, Lost property x 1, Phone shop x 1, Nose x 1 Nearest Waitrose x 1, Compass x 1, Totnes Pound x 1, Ceramic classes x 1, Baby change facilities x 1, Coaches x 1, Odd one out x 1, Town Ranger x 1, Orange Races x 1, Car hire x 1, Vinyl record shop x 1, Vandals x 1, Safety in Bridgetown x 1, Parking permit x 1, Totnes pound x 1, Odd object x 1, DOS x 1, Glaziers x 1, Town ranger x 1, Odd object x 1, The Olive Tree x 1, Viridor x 1, Recycling bags x 1, Parking permit x 1, Carnival x 1, Copyright of maps x 1, Lepper hospital x 1, Bank x 1, TTT x 1, car park tickets x 1, Train strike x 1, Odd object x 1, Crabs x 1, Printers x 1, Reporting x 1, DOS x 1, Disabled Parking x 1, TTT x 1, Totnes pound x 1, Town Ranger x 3, Kingsbridge Show x 1, TTT x 2, Rubbish x 1, Photo recognition x 1, Plymouth bus to Bristol Airport x 1, Gardens x 1, Taxi x 1, Bank x 1, Antique shops x 1, Town Council x 1, Town Ranger x 1, Post Office x 1, Cash Point x 1, Dartmoor x 1 Cashpoint x 1, Nose x 1 Town Ranger x 1, Car Park problem x 1, Taxi x 1, Tailors x 1, Nurturist facilities x 1, Door fitting x 1, Lost phone x 1, Use of civic hall x 1 Paving slab x 1 Dirty toilets x 1, Golf vouchers x 1, Survey x 1, TTT x 1, Phone box x 1, Cockerel x 1, Booking Civic Hall x 1, Rubbish collections x 1, Ghosts x 1, Buskers x 1, Police x 1, Tide times x 1, Tap shoes x 1, Town ranger x 1, Nose x 1, Caddy bags x 1, Totnes Pound x 1, Flags x 2, Car parks x 7, Refuse bags x 7, Instagram x 7, Consultation x 1, Work experience x 1 Telephone box x 1, Printer ink x 3, Currency x 1, Elizabethan Market x 1, Chemist x 1, Bookshop x 1, Advertising x 1, Passport x 1, Tattooists x 1, Nose x 1, Refuse bags x 1, Directory x 2, Phone shop x 1, Library x 1, nose x 1, Passport x 3, House rental x 1, Rubbish collections x 1, Nose x 1, Devon Open Studios x 1, TTT x 1, Nose x 1, Pick up rug x 1 Chemist x 1, Nose x 1, Surgery x 1, Disability shop x 1, Dentist x 1, Recycling bags x 1, Nose x 1, Where to live x 1, Left luggage x 1, National Express timetable x 1, Advertising x 1, Nose x 1, Library x 1, Library x 1, Chemist x 1, Bank x 1, Housing x 1, Phone top-ups x 1, LX meter x 1, Dog-friendly x 1, local garage x 1, Disability badge x 1, Meeting place x 1, Post office x 1, Launderette x 2, Market stall x 1, Banks x 1, Nose x 1, History of Totnes x 2, Website x 1, Transition Town x 1, Estate agents x 1, Nose x 3, Weigh-in shop x 1, Taxi x 1, Morrisons x 1, Totnes consultancy x 1, Lost keys x 1, Word meanings x 5, Fairtrade x 1, Word meanings x 3, Children's play area x 1, Nose x 2, Council meeting x 1, Car park machine not working x 1, Word meanings x 6, Market stall x 1, Dartmoor x 1, Selling merchandise x 1, Consultation x 1, Franklin Trail building x 1, Toilets out of action x 1, Collaton Fishacre x 1 Wi-fi cafe x 1, Catholic cafe x 1, Radar Quay x 1, Road traffic x 1, Advertising x 1, Sam x 1, Lost Cheque-book x 1, Rubbish collection x 1, Transition Town x 1, Gifts and Glassware x 1, Hall hire x 1, Mobile phone shop x 2, Recycling bags x 1, Waterfall x 1, Steps x 1, Mary Wesley x 1, Torpedo factory x 2, History of Totnes x 1, Bins x 1, Recycling sacks x 1, Caddy bag x 1, Licensing x 2, Rubbish x 1, Solicitor x 1, Fair Trade x 1, Royal wedding x 1, Newsagents x 1, Website video x 1, Souvenir shop x 1, Town Council x1, Cleanliness x 1, Cobblers x 1, Banner x 1, History of Totnes x 1, 1 x Ashburton shops, 1 x Totnes Pound, 1 x Market Square refurb, 1 x car park, 1 x how

long have we been here, 1 x post box, 1 x peruse literature, Halls to hire x 1, Library x 1, Refuse sacks x 1, Jobs x 1, Kayak transportation x 1, Local councillor x 1, Refuse bags x 1, Lost key x 1, Chemist x 1, Boat licenses x 1, Library x 1, Nose x 1, Door code x 1, Rug winner x 1, Pavement conditions x 2, Radar Key x 1, Town Ranger x 5 Road sign x 1, Christmas events x 1, TES x 1, Lost property x 1, Sam x 1, Poster site x 1, Day centre x 1, Kayaking x 1, Baby change x 1 Heritage days x 1, Breweries x 1, Flee markets x 1, Town Ranger x 1, Maps x 1, Totnes passport x 1, Schools x 1, Camera shop x 1, Defribulator x 1, Radar Key x 1, Mushroom shop x 1

Further to the couple of emails below and mindful of your timescale, I would like to informally consult the Town Council on a new/modified s257.

I have attached a few documents to assist:

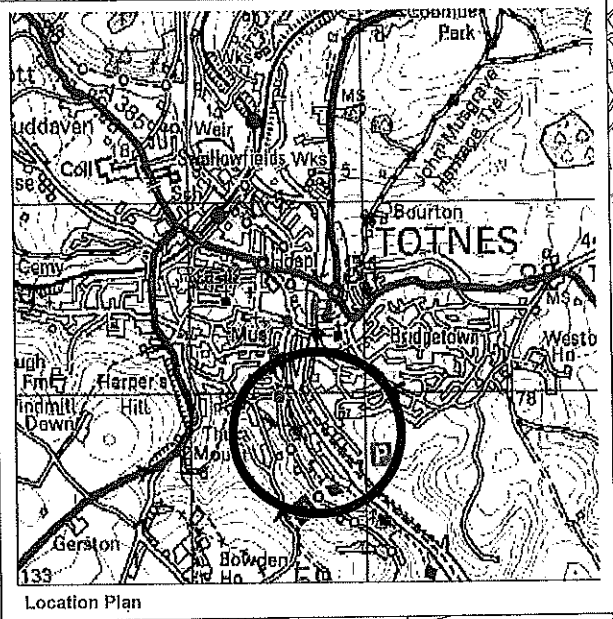
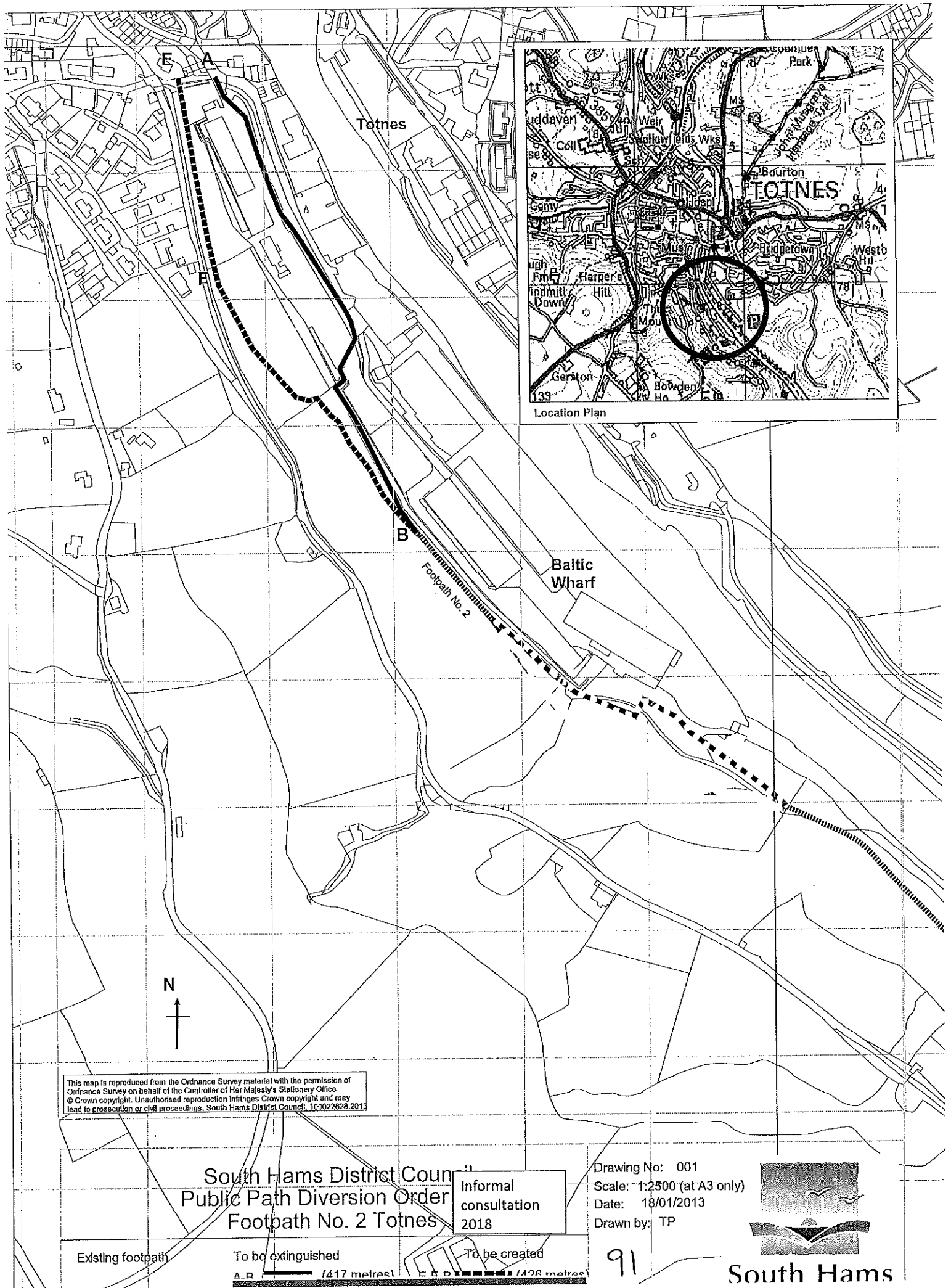
- A map showing the previously agreed route of the 2013 s257 footpath diversion order. Of note, the previously agreed s257 had 2 parts:
 - o Northern diversion, which extinguished part A-B of the existing PROW, and creating E-F-B
 - o Southern diversion, which extinguished part C-D of the existing PROW, and creating C-G-D
- A copy of the proposed new/modified s257 footpath diversion order and associated indicative map (please note the map is not polished – I have hastily produced but it is sufficient to illustrate the key points). Of note, the proposal:
 - o Retains the previously agreed northern diversion, extinguishing A-B of the existing PROW, and creating E-F-B
 - o Removes any requirement to extinguish part C-D/create C-G-D – i.e. it retains the existing PROW route to the south of point B

The rationale for this being that the southern diversion is no longer required to facilitate the proposed Baltic Wharf development – the formerly agreed rerouting is no longer needed as the owners are planning to leave the boatyard boundaries as they are.

Because of the nature of the legislation, it is not possible to part certify a route. The developer is due imminently to create part E-F-B of the previously agreed s257 route. However SHDC is unable to certify this section, without certifying the southern section as well (which the developer no longer wishes to create for obvious reasons – it is no longer necessary to facilitate the development).

Accordingly, SHDC are required either to modify the existing (and approved) s257 diversion order, by removing the southern diversion, or to process a new s257 diversion order incorporating the northern diversion only – both approaches achieve the same ends and require the same consultation process, albeit that the modification would also require use of a different part of the Town and Country Planning Act (s333.7). It should be noted that in essence no changes are being proposed at all to the northern diversion, that remains as previously agreed, we are simply removing the southern diversion as it is no longer needed.

There is some pressure in terms of time and concluding this modified/new s257 diversion order, and there are circa 2.5 months until the temporary diversion (permitted by DCC whilst the development is underway) order expires. All parties are seeking a timely conclusion of this modified/new s257 order before that date, therefore your assistance with prompt informal consideration is much appreciated.

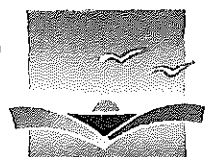


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South Hams District Council
 Public Path Diversion Order
 Footpath No. 2 Totnes

Informal
 consultation
 2018

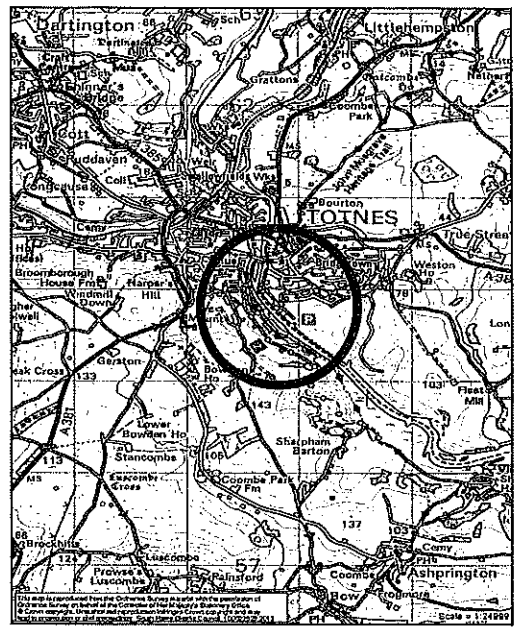
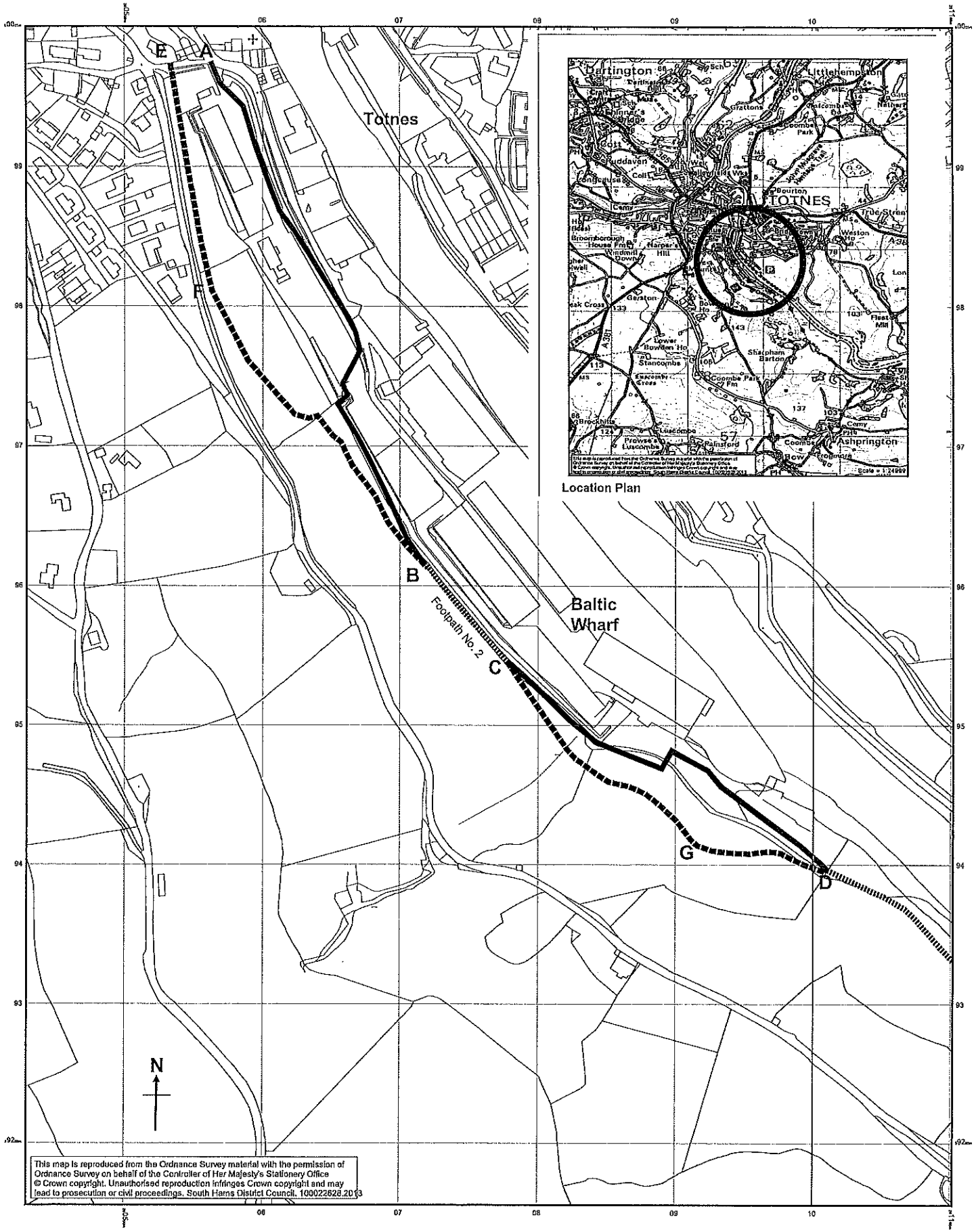
Drawing No: 001
 Scale: 1:2500 (at A3 only)
 Date: 18/01/2013
 Drawn by: TP



South Hams

Existing footpath To be extinguished To be created
 A.R. (417 metres) E.P.D. (428 metres)

91



Location Plan

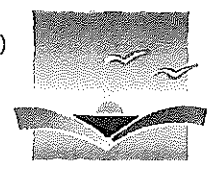
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South Hams District Council

Public Path Diversion Order 2013

Footpath No. 2 Totnes

Drawing No: 001
 Scale: 1:2500 (at A3 only)
 Date: 18/01/2013
 Drawn by: TP



Existing footpath	To be extinguished	To be created
■■■■■■■■■■	A-B ■■■■■■ (417 metres)	E-F-B ■■■■■■ (426 metres)
	C-D ■■■■■■ (296 metres)	C-G-D ■■■■■■ (293 metres)

Map Reference: SX 80 59

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Richard Sheard
 Chief Executive

South Hams
 District Council

Section 1 – Annual Governance Statement 2017/18

We acknowledge as the members of:

TOTNES TOWN COUNCIL

our responsibility for ensuring that there is a sound system of internal control, including arrangements for the preparation of the Accounting Statements. We confirm, to the best of our knowledge and belief, with respect to the Accounting Statements for the year ended 31 March 2018, that:

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

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

This Annual Governance Statement is approved by this authority and recorded as minute reference:

FULL COUNCIL MINUTES, 4/6/18 - ITEM 8

dated 4th JUNE 2018

Signed by the Chairman and Clerk of the meeting where approval is given:

Chairman *J Westcott*

Clerk *Catherine Kerr*

Other information required by the Transparency Codes (not part of Annual Governance Statement)
Authority web address

www.totnes town council.gov.uk

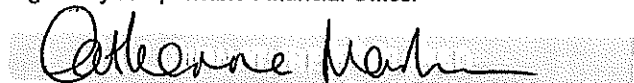
Section 2 – Accounting Statements 2017/18 for

TOTNES TOWN COUNCIL

	Year ending		Notes and guidance
	31 March 2017 £	31 March 2018 £	
1. Balances brought forward	280829	291175	Total balances and reserves at the beginning of the year as recorded in the financial records. Value must agree to Box 7 of previous year.
2. (+) Precept or Rates and Levies	300953	344527	Total amount of precept (or for IDBs rates and levies) received or receivable in the year. Exclude any grants received.
3. (+) Total other receipts	119105	108191	Total income or receipts as recorded in the cashbook less the precept or rates/levies received (line 2). Include any grants received.
4. (-) Staff costs	156935	154021	Total expenditure or payments made to and on behalf of all employees. Include salaries and wages, PAYE and NI (employees and employers), pension contributions and employment expenses.
5. (-) Loan interest/capital repayments	9148	9148	Total expenditure or payments of capital and interest made during the year on the authority's borrowings (if any).
6. (-) All other payments	243629	235553	Total expenditure or payments as recorded in the cashbook less staff costs (line 4) and loan interest/capital repayments (line 5).
7. (=) Balances carried forward	291175	345171	Total balances and reserves at the end of the year. Must equal (1+2+3) - (4+5+6).
8. Total value of cash and short term investments	247215	379711	The sum of all current and deposit bank accounts, cash holdings and short term investments held as at 31 March – To agree with bank reconciliation.
9. Total fixed assets plus long term investments and assets	360905	360905	The value of all the property the authority owns – it is made up of all its fixed assets and long term investments as at 31 March.
10. Total borrowings	70057	64602	The outstanding capital balance as at 31 March of all loans from third parties (including PWLB).
11. (For Local Councils Only) Disclosure note re Trust funds (including charitable)	Yes	No	The Council acts as sole trustee for and is responsible for managing Trust funds or assets.
		✓	N.B. The figures in the accounting statements above do not include any Trust transactions.

I certify that for the year ended 31 March 2018 the Accounting Statements in this Annual Governance and Accountability Return present fairly the financial position of this authority and its income and expenditure, or properly present receipts and payments, as the case may be.

Signed by Responsible Financial Officer



Date

4/6/18

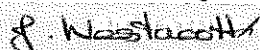
I confirm that these Accounting Statements were approved by this authority on this date:

4th JUNE 2018

and recorded as minute reference:

FULL COUNCIL MINUTES, 4/6/18 - ITEM 9

Signed by Chairman of the meeting where approval of the Accounting Statements is given



Section 3 – External Auditor Report and Certificate 2017/18

In respect of

Totnes Town Council DV0364

1 Respective responsibilities of the body and the auditor

This authority is responsible for ensuring that its financial management is adequate and effective and that it has a sound system of internal control. The authority prepares an Annual Governance and Accountability Return in accordance with *Proper Practices* which:

- summarises the accounting records for the year ended 31 March 2018; and
- confirms and provides assurance on those matters that are relevant to our duties and responsibilities as external auditors.

Our responsibility is to review Sections 1 and 2 of the Annual Governance and Accountability Return in accordance with guidance issued by the National Audit Office (NAO) on behalf of the Comptroller and Auditor General (see note below). Our work **does not** constitute an audit carried out in accordance with International Standards on Auditing (UK & Ireland) and **does not** provide the same level of assurance that such an audit would do.

2 External auditor report 2017/18

On the basis of our review of Sections 1 and 2 of the Annual Governance and Accountability Return (AGAR), in our opinion the information in Sections 1 and 2 of the AGAR is in accordance with Proper Practices and no other matters have come to our attention giving cause for concern that relevant legislation and regulatory requirements have not been met.

Other matters not affecting our opinion which we draw to the attention of the authority:

None

3 External auditor certificate 2017/18

We certify that we have completed our review of Sections 1 and 2 of the Annual Governance and Accountability Return, and discharged our responsibilities under the Local Audit and Accountability Act 2014, for the year ended 31 March 2018

External Auditor Name

PKF LITTLEJOHN LLP

External Auditor Signature



Date

11/09/2018

* Note: the NAO issued guidance applicable to external auditors' work on limited assurance reviews for 2017/18 in Auditor Guidance Note AGN/02. The AGN is available from the NAO website (www.nao.org.uk)

