

**AGENDA FOR THE TOWN MATTERS COMMITTEE
THURSDAY 20TH DECEMBER 2018 AT THE GUILDHALL TOTNES**

You are hereby SUMMONED to attend the Town Matters Committee, which is to be held in the Guildhall, Totnes on **Thursday 20th December 2018 at 7pm** for the purpose of transacting the following business:

No	Subject	Comments	Timing
1	To receive apologies and to confirm that any absence has the approval of the Council.	Apologies from Cllrs Sermon and Sweett.	2 mins
	<i>The Committee will adjourn for the following items:</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.		15 mins
	<i>The Committee will convene to consider the following items:</i>		
2	To discuss any matters arising from the minutes of 22 nd November 2018. (Note: already agreed through Full Council.)	Document enclosed.	5 mins
3	To note or make recommendations on the following tree works orders: Works to Trees in a Conservation Area: 3a) 3875/18/TCA – T1: Walnut – Fell to near ground (tree is infected with Honey Fungus). 1 Cistern Street, Totnes, TQ9 5SP.	Applications available on the SHDC website – www.southham.s.gov.uk	5 mins
4	To make recommendations on the following planning applications: 4a) 3947/18/LBC & 3948/18/ADV – Advertisement and listed building consent for external shopfront (2 x fascia Coffee 1 and 1 x projecting sign) and internal alterations at 14-16 High Street; and 3944/18/FUL – Change of use from Class A2 (bank) to a mixed A1/A3 use (coffeeshop) together with shopfront alterations. 14 High Street, Totnes, TQ9 5RY. 4b) 3945/18/VAR – Variation of condition 5 following grant of planning permission 2927/15/FUL (for amendments to 2 units). Development Site at Sx 794 614, Ashburton Road to Clay Lane, Dartington. 4c) 3887/18/FUL – Single storey extension to existing café/bistro and part change of use from A1 to A3. China Blue, Station Road, Totnes, TQ9 5JR. 4d) 3386/18/HHO – Householder application for alterations and second storey extension. 23 Elmhirst Drive, Totnes, TQ9 5UX. 4e) 3784/18/HHO – Householder application for proposed refurbishment and extensions. 21 Kings Orchard, Totnes, TQ9 5BX. 4f) 3684/18/HHO & 3905/18/LBC – Householder application and listed building consent for demolition of existing kitchen lean-to and creation of new kitchen/dining extension. Hatters Cottage, Collins Road, Totnes, TQ9 5PJ.	Applications available on the SHDC website – www.southham.s.gov.uk	20 mins

	4g) 3831/18/LBC – Listed Building Consent application for modernization of Grade 2 listed building, to include a new second floor bathroom and en-suite, with associated soil pipe connection to existing sewer, complete re-wire, new power points and under floor heating. Strengthen floors by overboarding and/or noggins and additional joists. Replace one 'modern' window with new Yorkshire Sash to match other existing. 1 Leechwell Lane, Totnes, TQ9 5EA.		
	4h) 3795/18/ADV – Advertisement consent for installation of 6no A1 boards along cycle path route with 3no wooden notice boards at the ends of the path. Sharpham House, Ashprington. TQ9 7UT.		
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.			
5	To note updates from the Young People/Youth Link Councillors.	Document enclosed.	5 mins
6	To consider a request to introduce residents parking in Parkers Way, Parkers Close and Brooklands in Bridgetown.	Document enclosed.	10 mins
7	To confirm the Full Council resolution on the formal consultation for the Baltic Wharf Public Path Varying Order 2018, Footpath No. 2 Totnes.	Document to follow.	5 mins
8	To consider the revised Totnes Town Council Transport Policy and Strategy.	Document to follow	20 mins
9	To consider whether current defibrillator facilities in Totnes are sufficient.	Cllr Webberley. Document enclosed.	10 mins
10	To note the Citizens Advice South Hams Annual Report for 2017/18.	Documents enclosed.	5 mins
11	To note the appeal decision on Bowden Reservoir, Fishchowters Lane, Totnes, TQ9 7RX.	Document enclosed.	2 mins
12	To note the Devon County Council True Street Cross at A385 to Blackpost Lane, Berry Pomeroy No Right Turn Order.	Documents enclosed.	2 mins
13	To note the Totnes Supporting Fairtrade minutes of the meeting on 13 th November.	Document enclosed.	2 mins
14	To note the date of the next meetings of the Town Matters Committee – Thursday 24th January 2019 at 7.00pm in the Masonic Hall.		2 mins

Sara Halliday

Sara Halliday
Committee and Cemetery Administrator

Future meetings agenda items:

- Link Councillor Updates:
 - Jan – Heritage
 - Feb – Open Space, Sports Provision, Leisure
 - Mar – Traffic & Transport, and Environment & Sustainability
- Election Timetable (Jan 19)
- Car parking charges (Jan 19)
- How Totnes Town Council can help make Totnes a disability friendly town.

Committee Members – quorum is 5 members

- Cllr Hendriksen (Chair)
- Cllr Allen
- Cllr Hodgson
- Cllr Paine
- Cllr Parker
- Cllr Piper
- Cllr Sermon
- Cllr Sweett (Deputy Chair)
- Cllr Vint
- Cllr Webberley



**MINUTES OF THE TOWN MATTERS COMMITTEE
THURSDAY 22ND NOVEMBER 2018 AT THE GUILDHALL TOTNES**

Present: Councillors R Hendriksen (Chair), G Allen, J Hodgson, P Paine, B Piper, J Sweett, R Vint and L Webberley.
Apologies: Cllrs M Parker and K Sermon.
In Attendance: Cllr A Simms and SHDC Cllr J Birch; 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>	
	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>Cllr Birch raised the issue of the South Hams District Council (SHDC) Executive voting to introduce pay-on-entry to the public toilets in Totnes as he was concerned that Totnes Town Council (TTC) may not have been adequately consulted. District Councillors are considering taking the matter to the SHDC Overview and Scrutiny Committee if procedure seems to have failed.</p> <p>The Committee would support District Councillors pursuing a delay on the decision on the installation of the pay-on-entry at the Steamer Quay toilets as there had been insufficient time for TTC to consider the proposal (the Town Clerk was notified on 16th November, after this agenda had been circulated, and the SHDC Executive met w/c 19th November).</p> <p>Cllrs Hodgson and Webberley updated on the Proud2Be rainbow street art proposal in the High Street (between the Civic Square and the Butterwalk). The design would be long wavy lines to avoid any confusion that it could be misinterpreted as a pedestrian crossing. Some Councillors expressed concern about safety on a public highway, as the colours and pattern could appeal to small children. Cllr Webberley will request that this item is placed on the December Full Council agenda.</p>
	<i>The Committee will convene to consider the following items:</i>	
2	To receive an update from the organisers of the Friday evening Totnes Youth sessions.	Representatives from Fusion and Youth Genesis spoke about the youth nights, which have now been running for seven weeks. So far 57 different young people have attended, mainly aged between 11-13, with attendance ranging from 11 attendees the first week, peaking at 29, and averaging around 20 each week. Activities include swimming and gym access every week, with an additional activity offered. Feedback is being gathered on the activities held, and the young people have been asked for their ideas for future activities. The young people do not

		<p>need to participate in the activities – the venue can be used as a safe space for gatherings of friends chatting during the evening. There have been no reports of anti-social behaviour to date. Youth workers have spent the first few weeks getting to know the young people and building trust, and hope to learn more about any personal problems over the coming weeks. Youth Genesis would like to recruit and train local volunteers to help and act as street workers to build an inclusive atmosphere in and around Borough Park as a whole (groups are still gathering in the park, but they have not caused any problems).</p> <p>Councillors thanked Fusion and Youth Genesis for their work to date and the positive start that has been made, and for taking time to update them.</p>
3	<p>To discuss any matters arising from the minutes of 18th October 2018. (Note: already agreed through Full Council.)</p>	<p>Matters arising:</p> <p>Item 2.10 – Totnes Rugby Club has not contacted TTC. To RECOMMEND to Full Council that TTC tries to set up a meeting between Totnes Rugby Club, KEVICC (as the Elmhurst site could be a potential location for the club), SHDC and TTC to discuss the options.</p> <p>Item 7 – The previous work of the Town Team will be reviewed by those taking forward Public Realm works that are planned in 2019. It was AGREED that the Town Matters Committee would move towards using projected images for planning discussions in Committee.</p>
4	<p>To make recommendations on the following planning applications:</p> <p>4a) 3687/18/FUL & 3688/18/LBC – Listed building application for 2 storey rear extension to existing listed building. Bull Inn, High Street, Totnes, TQ9 5SN.</p> <p>4b) 3672/18/FUL – Erection of dwelling (previous consent now lapsed – 56/0506/08/F). Proposed dwelling 47 Westonfields, Totnes, TQ9 5QX.</p> <p>4c) 3671/18/FUL – Installation of a single 10m column with two LED lights to illuminate an area of land for Devon Air Ambulance to use during the hours of darkness. Borough Park, Borough Park Road, Totnes, TQ9 5XW.</p> <p>4d) 3636/18/LBC – Listed Building Consent for alterations to include replacement of existing lean-to to side to form boot room, laundry, storage, work to existing walls. Enlargement of</p>	<p>Applications available on the SHDC website – www.southhams.gov.uk</p> <p>Support in principle, but the Committee objects to the proposed external walls materials and finishes (metal) and would wish to see the extension use the same materials and finishes as the existing wall (painted render and slate hanging).</p> <p>No objections.</p> <p>No objections.</p> <p>No objections.</p>

	<p>basement window to provide French doors to lounge area, reduce door opening to form window, replacement of basement windows and doors, new railings to rear elevation. New door between basement kitchen and lounge. 4 Seymour Villas, Pathfields, Totnes, TQ9 5QR.</p> <p>4e) 3108/18/FUL – Application for change of use of building to operate a dog day care and dog walking business. Unit 4, Burke Road, Totnes, TQ9 5XL.</p> <p>4f) 3364/18/LBC – Listed building consent for general works to external rainwater pipework. The Sail Loft, St Peter’s Quay, Totnes, TQ9 5EW.</p>	<p>No objections.</p> <p>No objections.</p>
5	<p>To note or make recommendations on the following tree works orders:</p> <p>Works to Trees in a Conservation Area:</p> <p>5a) 3540/18/TPO – T1: Beech – crown height reduction by 8 metres, lateral reduction by up to 3 metres on all sides, heavy die back in crown; T2: Ash – Fell, leaning heavily over lane and adjacent residential dwellings, heavy die back in crown; T3, T4: Ash – crown height reduction by 5 metres, lateral reduction on all sides by 2 metres, heavy die back in crown. Trees End Yard, Harpers Hill to Tristford Cross, Totnes, TQ9 7RY.</p> <p>5b) 3603/18/TCA – T1: Greengage – Fell, post mature, poor form, too close to wall, replanted with new fruit tree. 51 Fore Street, Totnes, TQ9 5NJ.</p>	<p>Applications available on the SHDC website – www.southhams.gov.uk</p> <p>The Committee would ask that the SHDC Tree Officer undertakes a site visit to clarify the extent of the die back in all trees and advise on the requirement of the proposed work.</p> <p>No objections. However, the Committee would request that a replacement stone fruit tree is planted.</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>		
6	<p>To receive updates from the Elderly and Vulnerable People Link Councillors.</p>	<p>Cllr Westacott had provided a written update of the work of the Totnes League of Friends.</p> <p>Cllr Webberley updated on her work with the social housing tenants facing eviction by South Devon Rural Housing. To RECOMMEND to Full Council that TTC writes to SHDC objecting to the change in housing policy which creates emergency housing stock by evicting tenants, and that additional housing should be purchased or developed to fulfil these requirements.</p>
7	<p>To review the draft Emergency Plan.</p>	<p>To RECOMMEND to Full Council that it approves the Emergency Plan as drafted and that any additions are made as required.</p> <p>Gritting of Fore Street and High Street is not included in the Emergency Plan (see Item 11).</p>

8	To consider the South Hams District Council consultation options for the Council Tax Reduction Scheme.	<p>The Committee notes that:</p> <ul style="list-style-type: none"> • these proposals have been put forward to align Council Tax reductions for eligible residents to be in line with Universal Credit now being rolled out; • Universal Credit has only recently been implemented in Devon and there are a number of difficulties and issues emerging for those who are eligible for this support; • many of the problems are connected to the monthly payments and the difficulty this poses for residents and households on low income. <p>To RECOMMEND to Full Council that it responds to the consultation and proposes a moratorium on any changes to the Council Tax Reduction Scheme for at least six months while:</p> <ul style="list-style-type: none"> • introductory problems with Universal Credit are addressed so as to prevent any potential compounding of financial difficulties this could cause; and • any necessary changes to the Council Tax Reduction Scheme can be tuned to a more considered, workable and better understood Universal Credit system has been implemented. <p>TTC would also like to know if an impact study has been conducted to assess the impact of the proposed options on: disabled people; self employed; families with more than two children; and low income families.</p>
9	To note planning application 3511/18/CLE – lawful development certificate for existing use of mobile home and bathroom extension as a residential dwelling with residential curtilage. Hideaway, Harpers Hill, Totnes, TQ9 5GG.	Cllr Paine declared a pecuniary interest and left the meeting. All Councillors declared a personal interest as they know Cllr Paine. The application was noted. Cllr Paine re-joined the meeting.
10	To note the Devon Local Flood Risk Management Strategy Update October Newsletter.	Noted.
11	To note the Devon Highways Winter Maintenance and Snow Warden updates.	<p>Cllr Vint suggested that Totnes needs its own strategy for gritting Fore Street and High Street, and that given the impact of snow on trade the Chamber of Commerce should be consulted.</p> <p>It was AGREED that:</p> <ul style="list-style-type: none"> • self-help is important, and that Totnes would be best served by a number of snow warden volunteers who would cover different areas of the town; and • information about gritting routes and grit bin locations in the town should be put on the TTC website, Facebook and Twitter over the coming weeks and re-posted before forecast icy weather, with details of who to contact for getting grit bins refilled.

12	To note the Devon County Council Disabled Parking and Control of Waiting (No. 15) Amendment Order in relation to a proposed mandatory disabled bay in Broomborough Drive, Totnes. [Note: the deadline for comments was 15th November 2018]	Noted.
13	To update on the precept setting timetable.	The draft budget will be considered by the Council Matters Committee on 10 th December 2018, which all Councillors are invited to attend. The draft budget will then go to Full Council on 7 th January 2019 for ratification.
14	To make a recommendation for Full Council on the formal consultation for the Baltic Wharf Public Path Varying Order 2018, Footpath No. 2 Totnes.	<p>To RECOMMEND to Full Council that:</p> <ul style="list-style-type: none"> • it agrees the Public Right of Way indicated by route EFB; • it requests that the path shown in blue [through the Baltic Wharf development] is designated a Public Right of Way, not just a permitted access route. • Public access to riverside remains a key concern and TTC would wish to see this protected in the Phase 2 development. <p><i>Post Committee Note: this recommendation was withdrawn on the basis of new evidence. Following a site meeting attended by Cllrs, the following RECOMMENDATION was proposed:</i></p> <ul style="list-style-type: none"> • <i>The formal diverted Public Right Of Way (PROW) to follow the existing temporary PROW diversion route through the open space.</i> • <i>A permissive route through the Baltic Wharf Phase 1 estate, linking in with the PROW at the junction with the formal diverted PROW.</i>
15	To note the date of the next meetings of the Town Matters Committee – Thursday 20th December 2018 at 7.00pm	Noted.

CHAIR

ITEM 5 – YOUNG PEOPLE/YOUTH – LINK COUNCILLOR UPDATE

Cllr Jo Sweett reports from the following organisations:

- Totnes St John's Primary School

- Converted to an Academy on 1st December 2018.
- Building works are due to be completed in Summer Term 2019, ready for the new academic year in Sep 2019. Capacity will potentially be 315. The new building will contain new classrooms, intervention and meeting areas, and new toilets.
- Are looking to develop their Forest School, music and creative arts provision, as well as raising standards and outcomes.
- Outdoor education and developing Christian distinctiveness continue to be school priorities.
- St John's are keen to develop lasting and meaningful partnerships with the community, and have been reaching out to a wide variety of community organisations.
- The School council are interested in holding one of their meetings in the Guildhall next year.

- Jamming Station

- Funds have been identified to include 20 DJ events at the skatepark mainly from March – July (most dry Saturdays).
- DJ nights at the barrel house (InfeStation) every half term (13-21yrs). Drug/ alcohol free. 100 young people attended the last one. After Christmas the support of the Street Pastors has been secured to help on this evening event.
- Created an event and promotions team called "Jambassadors" including non-musicians giving them the opportunity to learn transferable life skills and improve employability (they are running the Barrel House events).
- Creating a youth mentoring programme. There is 1 paid mentor helping with DJ work and some volunteers, which Jamming Station hope to expand on this.
- Plans to start a feeder session for those who are either too young or not confident enough musically to join the weekly session.
- In KEVICC every week offering a lunch time DJ session in the corridor which has been a success.
- In discussions with Fiona Ward of Caring Town Totnes to look at partnering with them to engage with young people who feel 'not met'.

- Keeping Young Totnes Safe

- The group has continued to meet every two months. Its purpose is to ensure effective communication between relevant community and statutory groups and to generate ideas for how we can Keeping Young Totnes Safe. Membership continues to grow.
- Have decided to use the comprehensive framework outlined by Iceland, who over a decade ago and with great success, took a nationwide strategic approach to reducing alcohol and drug use amongst their young people. They began their work with a survey of attitudes and behaviours of young people. KYTS has done the same with the cooperation of KEVICC and TOPS and are currently analysing over 400 responses which will provide good benchmarking data.
- Two events were run this year as part of support for parents. The first was an information session on what drugs are being used in and around Totnes and what are the likely effects etc. A panel comprising youth and adult drug and alcohol support services, the police and the ambulance service each gave a short presentation followed by a Q&A. It was attended by 70 plus people. The second event was a "Be there for your mates" first aid session. This was oversubscribed with over 30 parents and teens attending.
- The ideas for more action and activity continue to grow along with the need for someone with the time and skills to make them happen. Funding has been secured to recruit a part time coordinator in 2019.

ITEM 6 – RESIDENTS PARKING IN PARKER’S WAY AND PARKER’S CLOSE

Cllrs Rosie Adams and Marion Adams have received a number of complaints from residents of Parker’s Way and Parker’s Close who are finding it increasingly difficult to park outside of their homes. The problem is being caused by those parking in these residential streets where there are no parking restrictions, and then going off to work in Totnes or in Steamer Quay, where all parking is pay and display. The new Quayside development has insufficient parking for residents and workers, which is believed to be contributing to the problems being experienced in Parker’s Way and Parker’s Close, as cut-through paths give easy access to Steamer Quay.

Brooklands in Bridgetown is also experiencing parking difficulties, and complaints have been made to Cllr M Adams.

Residents and Cllrs Adams’ would like Totnes Town Council to consider supporting residents parking restrictions on these roads. The Committee may wish to consider requesting a site meeting with Devon Highways to look at the Parker’s Way, Parker’s Close and Brooklands parking issues, potentially along with other areas of Bridgetown where parking or road blocking is an issue.

The Officer RECOMMENDS:

- a) Arrange a site meeting with DCC to discuss the parking problems in the streets identified.

ITEM 9 – DEFIBRILLATORS IN TOTNES

Totnes Town Council (TTC), with other organisations, helped to fund the installation of two defibrillators in the town - one outside the Royal Seven Stars and one in the Market Square next to the Information centre. TTC covers ongoing maintenance which includes insurance cover and monthly checks to make sure that there are supplies and that the supplies are in date, which is reported to South Western Ambulance Service (who can advise emergency services of the nearest serviceable defibrillator).

There does not appear to be any one website or database where a comprehensive listing of defibrillators can be accessed by the public. Councillors may wish to consider office staffs adding details of the two TTC-maintained defibrillators to the following websites:

www.nddb.uk (Bowls Club listed)

www.heartsafe.org.uk (no defibrillators listed for Totnes)

www.goodsamapp.org (no defibrillators listed for Totnes)

In 2017 TTC agreed funding to run a training course on basic defibrillation use for employees of nearby businesses who were asked if they would be prepared to send employees to a training session that TTC was looking to organise and fund. The number of responses was very poor (2 positive responses out of 12-14 businesses approached).

The Officer RECOMMENDS that:

- a) Community groups are made aware of grant funding available to apply for the installation of defibrillators; and
- b) The Town Council encourages those organisations who have defibrillators to ensure they are registered with the South Western Ambulance Service and the websites listed.



Citizens Advice South Hams

Follaton House, Plymouth Road, Totnes, Devon, TQ9 5NE
 New enquiries: 03444 111 444 Existing enquiries: 01803 869230

reception@southhamscab.org.uk www.citizensadvicesouthhams.org.uk

14/11/2018

Dear Town Clerk

Our Annual Report

I am pleased to enclose a copy of our Annual Report and would be grateful if you would share this with your Councillors. The report highlights some of our achievements of the last year and the help we have given local people.

Citizens Advice South Hams is a local charity with a head office in Totnes. We work across the entire South Hams district and also work in partnership with other Citizens Advice offices in Plymouth, Devon and Torbay. Our aim is to help people resolve their problems so they can live happier and more productive lives.

Every year we help thousands of local people. We have drop in services in the four market towns, and also give advice by telephone and email. Last year we helped 4,746 local people with 9,985 issues. Overleaf you will find the numbers of people from your locality who have accessed our service.

Citizens Advice is also a campaigning organisation. When we identify policies and procedures that are unfairly affecting people's lives we campaign for change. Last year Citizens Advice South Hams submitted more than 200 pieces of evidence to national Citizens Advice, giving a local voice to national issues. The national charity successfully campaigned for changes to Universal Credit which have reduced some of the negative impacts of this new welfare benefit. However we believe that fundamental problems still exist with Universal Credit and we are committed to continue campaigning for change so that people with long-term health conditions, disabilities and those who are self-employed are not disadvantaged by the new system.

Request for Funding

As a local charity we are dependent on grant funding as our main source of income. Currently we receive some financial support from Devon County Council and South Hams District Council. However each year we face a shortfall of some £50,000 in order

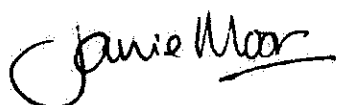
to simply cover our core running costs. Last year we raised over £11,000 to help fill this gap, but this is simply not enough.

We are writing to your Town Council to request a contribution of £150 - £300 towards our running costs. This is essential so that we can recruit and train volunteers and maintain our IT systems, ensuring that we can continue to provide a quality assured advice service to local people.

I have enclosed a copy of our latest Impact Report which shows the benefits we bring, not only to the people that we help, but also the wider benefits that our advice brings to society.

I do hope there is sufficient information here to enable you to make a decision on our funding request. Should you require any further information I would be happy to attend a Council meeting to give more detail about the work we do. I can be contacted on 01803 861241 or janiemoor@southhamscab.org.uk.

Yours sincerely



Janie Moor
Chief Officer
 Citizens Advice South Hams

People helped by Ward	2017/18			
	Q1	Q2	Q3	Q4
Allington & Strete	18	20	19	30
Bickleigh & Cornwood	14	11	12	16
Blackawton & Stoke Fleming	23	19	16	25
Charterlands	20	24	25	21
Dartington & Staverton	52	41	47	46
Dartmouth & East Dart	84	70	97	114
Ermington & Ugborough	19	25	20	24
Ivybridge East	46	48	46	54
Ivybridge West	66	54	56	64
Kingsbridge	91	71	77	89
Loddiswell & Aveton Gifford	29	33	32	34
Marldon & Littlehempston	27	24	20	22
Newton & Yealmpton	33	31	29	36
Salcombe & Thurlestone	54	42	46	55
South Brent	56	60	62	62

Stokenham	31	21	25	20
Totnes	205	182	189	208
Wembury & Brixton	19	22	20	17
West Dart	20	31	33	37
Woolwell	11	11	8	6



South Hams

The difference we make

Our impact in 2017/18

Every year thousands of people from South Hams come to us for help with solving their problems. As a member of the national Citizens Advice service we offer advice face-to-face, on the phone and via email.

In 2017/18 the South Hams office helped:

- **4,746** people, with
- **9,985** issues.



Problems affect lives

We know that problems don't happen in isolation. Research commissioned by national Citizens Advice¹ shows that 4 in 5 people we help had experienced a significant life event before seeking advice. Nearly half reported a change in their health situation. 9 in 10 said their problem was affecting their life, causing financial difficulty or making managing day-to-day harder.

Our advice makes a difference

We help 7 in 10 people resolve their problem; 4 in 5 say our advice helped improve their health and finances, and 3 in 5 say they find it easier to manage day to day.

This is Tracey's story

Tracey lives with her husband and two children. When we met Tracey she had debts exceeding £7,000. The family had not paid rent or Council Tax for six months and were at risk of losing their home.

¹ Citizens Advice Outcomes and Impact Research 2017

Tracey used to run a successful business but had given up work following the birth of her second child who has serious health issues requiring frequent visits to Bristol Children's Hospital.

Tracey explained that her husband was working extra hours but even so the bills were continuing to mount. Long days, frequent hospital visits and high travel costs to Bristol, were creating considerable stress at home; Tracey felt her marriage was on the brink of breakdown.

We immediately helped to stabilise the situation. We helped Tracey prioritise her debts, coming to affordable arrangements with both her landlord and the Council. No longer at threat of eviction, we then helped the family get their other debts under control, and we helped them apply for Disability Living Allowance for their daughter to boost their income.

Tracey said, *"I cannot thank you enough for your help. I was slowly drowning in all that debt and stress. You have been my lifeline."*

Our value to society

We help people like Tracey every day. It's impossible to put a financial value on everything we do – but where we can we have used a Treasury-approved model to demonstrate our local financial impact. The model allows us to say with confidence that in 2017/18 Citizens Advice South Hams, generated at least:



£129,195 savings to the Local Authority by preventing homelessness and lowering the cost of temporary housing;



£183,343 savings to the NHS by reducing use of mental health and GP services;



£209,086 to the local economy through the value of volunteering. Volunteers report increased confidence, more connection to their communities and reduced visits to their GPs.



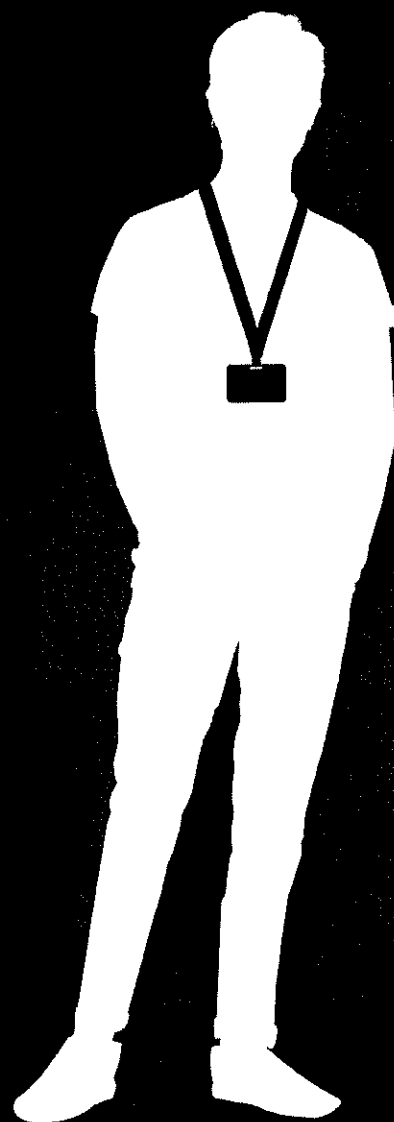
£757,499 to the local economy through the value of advice. This is based on attributing financial values to keeping people in work, improved emotional well-being and improved family relationships.



£1.2m financial gains for our clients. That's real money in our clients' pockets over and above the wider society benefits.

Citizens Advice South Hams is a local charity. Our aim is to help people resolve their problems so they can live happier and more productive lives. We campaign on big issues when people's voices need to be heard.

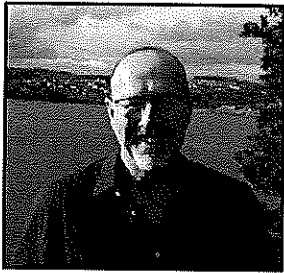
Our Annual Report and Accounts 2017/18



**citizens
advice**

South Hams

Chair's Report



I am pleased to welcome you to Citizens Advice South Hams 2018 Annual Report.

This is my first year as Chair, having taken over from Paul Evans in April. My overall feeling as I reflect on the year is one of constant development and change. Change is often a force for good, but brings with it many challenges. I am proud to say that, despite the many changes we have faced this year, we continue to offer a high quality and valuable service to our clients.

This year's main changes include:

- implementation of a new client data system (Casebook);
- reviewing and amending our procedures to comply with the new data protection regulations (GDPR);
- recruiting and training two new groups of volunteers;
- managing board level changes.

The quality of our work and management is assessed independently as part of national Citizens Advice membership requirements. It is particularly pleasing to report that in the annual Leadership Self-Assessment we scored 100% in 8 of the 9 categories and 80% in the ninth. In addition, we received an award for leading the way within Citizens Advice for our implementation of Casebook.

The credit for these achievements goes to our volunteers, staff and trustees. Our now established management team led by Chief Officer Janie Moor with the support of Teena Barrett, Advice Services Manager, is also a major factor in our success.

As mentioned above, one area we focused on during the year was the recruitment and training of new volunteers. We have had two rounds of recruitment thus far, in January and March, which have resulted in an extra 23 volunteers. A further round of recruitment began in October. All this work means we now have 54 volunteers, an increase of 28% from last year.

The benefits of having more volunteers are many: it gives us extra Gateway Assessors to handle initial client queries; we can support and expand outreach locations – for example, the recent addition of a presence in the Mansion, Totnes; and it enables us to provide a development path for volunteers who want to train to provide specialist advice.

Funding continues to be a challenge. We are a registered charity and are hugely thankful for, and largely dependent on, the grants we receive from South Hams District Council and Devon County Council. This funding enables us to deliver the bulk of our face-to-face, phone and email services where we provide access points for the entire South Hams district. However, these grants do not cover all our core costs.

We therefore seek funding for specific projects on a range of key issues faced by our clients such as benefits, debt, energy efficiency and health. These projects extend the scope and scale of services we can offer and contribute towards our core costs.

Further funds are achieved through fundraising. Our fundraising effort, championed by Chris Hall, does great work throughout the year. A small group of volunteers and paid staff raised £11,000 over the last year through various local events which many of you supported.

At a board level there have also been changes. In April, Paul Evans, our previous long-standing chair and trustee resigned, and I am honoured to have been asked to take on that role. We have had two further trustee resignations but I am pleased to say we have recruited some excellent replacements.

As a relatively new look board we took the opportunity over the past few months to review the overall strategy of Citizens Advice South Hams. Happily, there was no need to change radically the existing plans although we tweaked the key priorities to help the service grow and meet an anticipated increase in demand over the next three to five years.

The key priorities are:

- Make it easier for South Hams residents to get advice
- Ensure sustainability of the charity
- Deliver a quality service

- Ensure our paid staff and volunteers are valued and developed
- Be an influential campaigning organisation for local people
- Be a champion of equality and diversity.

With the introduction of Universal Credit across the South Hams, we anticipate an increased demand on our services. These are challenges which we will meet to support our clients.

I am proud of Citizens Advice's campaigning work which we support here in the South Hams. This has resulted in a softening of the government approach to Universal Credit and also to the recent "super complaint" about the loyalty penalty for customers who are renewing contracts e.g. for insurance or utility services.

Finally, I want to say thank you. I'd like to thank our hard-working staff, volunteers and trustees without whose dedication we would not be able to provide a valuable advice service to the people of the South Hams. Thanks also to all our funders without whose contributions we could not function.

Every penny, role and hour contributed makes a real difference in changing lives for the better.

Thank you.

Rob Austin
Chair

Chief Officer's Report

The 2017/18 year has been another busy 12 months for us. Our paid staff and volunteers provide the advice people need to resolve the issues they face and move forward with their lives.

Last year our team helped more than 4,000 local people resolve nearly 10,000 issues. And we generated more than £1.2m in financial gains for our clients - just one way we can demonstrate the value and the impact of our service.

At the start of the year we identified six goals that we would strive to achieve, and it's very pleasing that we have made good progress in all six.

Make it easier to get advice

One of our priorities is to ensure that more local people can access advice. To achieve this, we renewed our focus on recruiting, training and retaining volunteers. As a result, our volunteer workforce has grown by almost a third, enabling us to serve more local people.

We ran three consecutive volunteer training programmes, and thanks to the innovative and supportive way the course was delivered, achieved a 100% completion rate. Twelve months on, it's even more pleasing that we have achieved almost a 100% retention rate of these new volunteers and they are rapidly building experience and confidence as they help more and more people each week.

Be a stronger champion for equality

We are an organisation that seeks to live its values and give a voice to those who might be under-represented. This year

we established links with Proud 2 Be, a Totnes-based group that represents and campaigns for the rights of the LGBT+ community, and took part in Totnes Pride. We celebrated International Women's Day with young women at Kingsbridge College and we created a more diverse trustee board through targeted recruitment.



Be more effective and efficient in our operations

We tested a new way of delivering our outreach services, particularly important given that our data show a more vulnerable group of people prefer to access our service this way. We integrated outreach into the training programme, set the expectations of our trainees that this would be part of their role, and began to manage the outreach and core service in a combined way.

This has made a considerable impact to the help we can offer from the market towns. There is more on this on p10.

Invest in our people

Our people, paid staff and volunteers, are at the heart of what we do. This year we refreshed the volunteer programme to cater for larger numbers and

standardised our training and induction programme. We committed to giving all staff an annual appraisal and offered a continuing programme of professional development opportunities such as training in Universal Credit, Illegal Money Lending and Equality and Diversity.

Be more influential

As well as being the UK's biggest provider of advice, we are a campaigning organisation. As such, it is essential our voice is heard, by local people, supporters and by policy makers. This year we raised our profile by achieving local and national media coverage of our Universal Credit campaign. One of the main achievements was central government's one week reduction in the length of time claimants have to wait before receiving their first benefit.

We also achieved excellent media coverage of our Scams Awareness and Energy Efficiency initiatives.

We started a local Advice Network in partnership with CVS and Teignbridge CA and continued to work with CA Devon to attract new funding that will allow us to develop our services.

Ensure our financial stability

We met all the financial and operational funder targets. We continue to keep core and project costs to budget and even achieved a small annual surplus.

On a personal note, I completed a three month training programme with

Dartington School of Social Entrepreneurs. The programme brought together a wealth of local, ethical and socially led organisations whose leaders shared skills and expertise, as well as the challenges and possible pitfalls many social enterprises face. This has led me to start voicing more clearly, and with conviction, Citizens Advice South Hams' status as a local charity. As a consequence, we have put renewed efforts into our fundraising activities which helped raise more than £11,000 during the year.

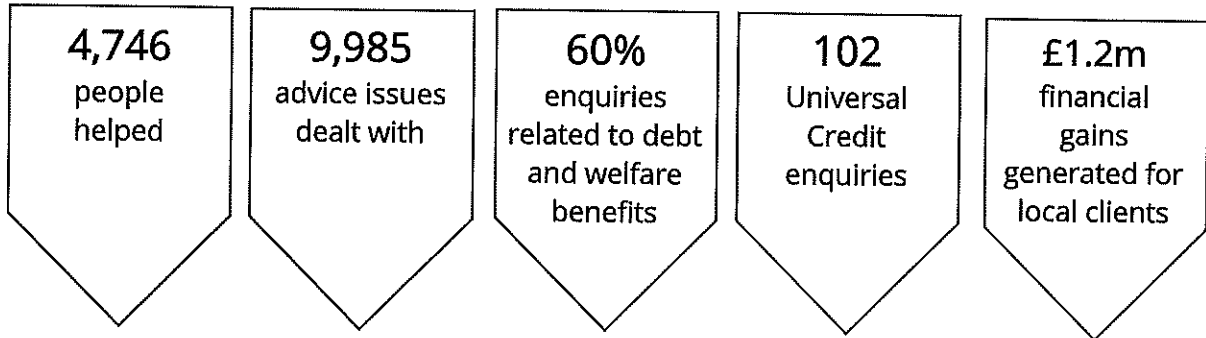
Looking ahead

Our future activities remain heavily focused on making sure that local people can access the advice they need. We remain committed to offering face to face services across all locations and will continue to provide email and telephone services. Jointly with Citizens Advice Devon, we will start to encourage confident internet users to make better use of the substantial advice resources on our website. In turn, our trained advisors will be freed up to help those without internet access and/or with more complex issues.

It's a credit to our paid staff and volunteers that our local charity continues to go from strength to strength, offering the advice people need to resolve the issues they face. I would like to offer my heartfelt thanks to all our paid staff, volunteers and supporters without whom we couldn't provide this essential service.

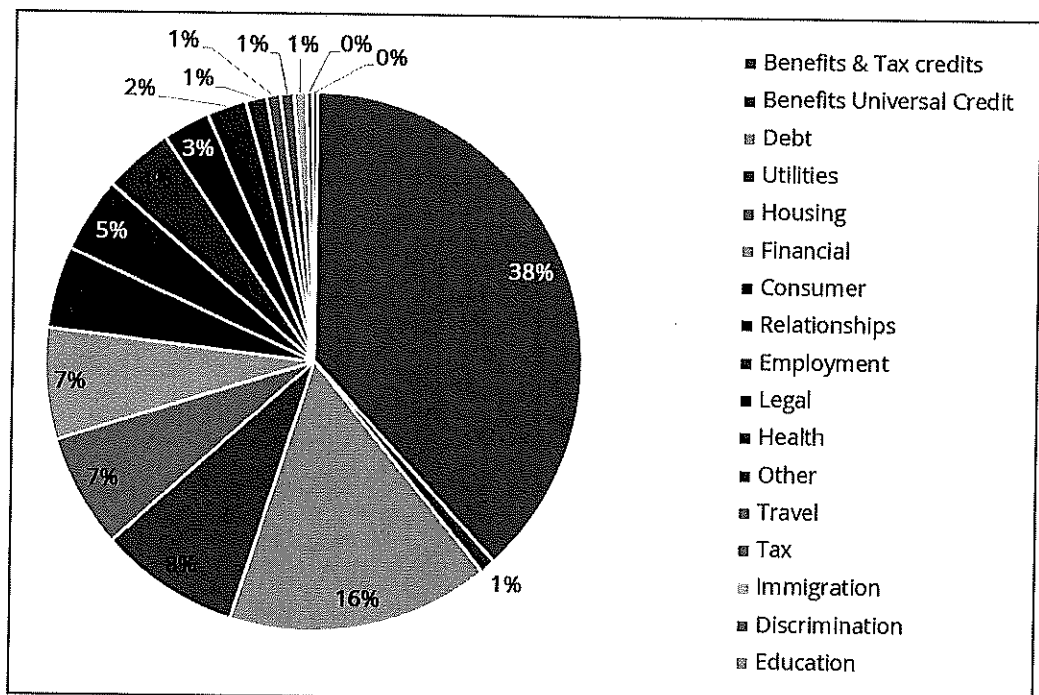
Janie Moor
CEO

Advice Issues and Trends 2017/18



Ongoing reform of the welfare benefits system has continued to create high levels of demand for support with Welfare Benefits and Tax Credits which accounted for more than 40% of all enquires during the year. Implementation of Universal Credit in the South Hams was split between two job centres. The Plymouth Job Centre moved to Full Service just after Christmas which affected people living in the western parts of South Hams, whereas the Totnes Job Centre and remainder of South Hams moved onto Universal Credit Full Service in September 18. Implementation of the government's flagship welfare reform has been full of challenges and we continue to monitor enquiries carefully and to collect social policy evidence forms for national Citizens Advice.

Issues 2017/18	
Benefits & tax credits	4,131
Debt	1,680
Utilities & communications	926
Housing	749
Financial services & capability	698
Consumer goods & services	534
Relationships & family	498
Employment	467
Legal	315
Health & community care	260
Other	137
Benefits Universal Credit	102
Travel & transport	90
Tax	88
Immigration & asylum	78
Discrimination	44
Education	35



Top five enquiry areas in benefits, debt and housing

Top Five Welfare Benefit Enquiries	2017/18	2016/17	Variance
Employment Support Allowance	18.7%	17.5%	+1.2%
Personal Independence payment	17.5%	19.8%	-2.3%
Housing Benefit	13.5%	12.2%	+1.3%
General benefits enquiries	10.6%	16.1%	-5.5%
Working & Child Tax Credits	9.5%	10.7%	-1.2%

Overall the top five enquiry areas within Welfare Benefits remain the same as last year, but PIP enquiries have fallen slightly, with ESA now the single biggest issue. The growth in Universal Credit enquiries, from one last year to 102 this year, shows the expected trajectory of help and support needed in this area.

Top Five Debt Enquiries	2017/18	2016/17	Variance
Council tax arrears	14.9%	13.7%	+1.2%
Debt Relief Order	11.7%	10.9%	+0.8%
Credit, store & charge card debts	8.5%	11.8%	-3.3%
Water supply & sewerage debts	6.0%	7.9%	-1.9%
Fuel debts	5.0%	6.5%	-1.5%

Again, the top five debt issues remain unchanged. Council Tax arrears continues to be the area where people need most help, with slightly more enquires this year. There has also been an increase in the numbers of people applying for Debt Relief Orders, although debt associated with credit cards has dropped by 3 per cent.

Top Five Housing Issues	2017/18	2016/17	Variance
Private sector rented property	25.9%	27.8%	-1.9%
Housing association property	15.3%	18.7%	-3.4%
Access to & provision of accomm.	10.8%	9.5%	+1.3%
Environmental & neighbour issues	9.3%	8.2%	-1.1%
Threatened homelessness	9.2%	10.9%	-1.7%

Although we have seen a slight fall in the number of enquiries around private sector rented properties, this segment continues to account for more than a quarter of housing issues. Enquiries around social housing have also fallen. However, there has

Why we're needed

At a national level, 77% of the people we help say they would not have been able to solve their problem without our support

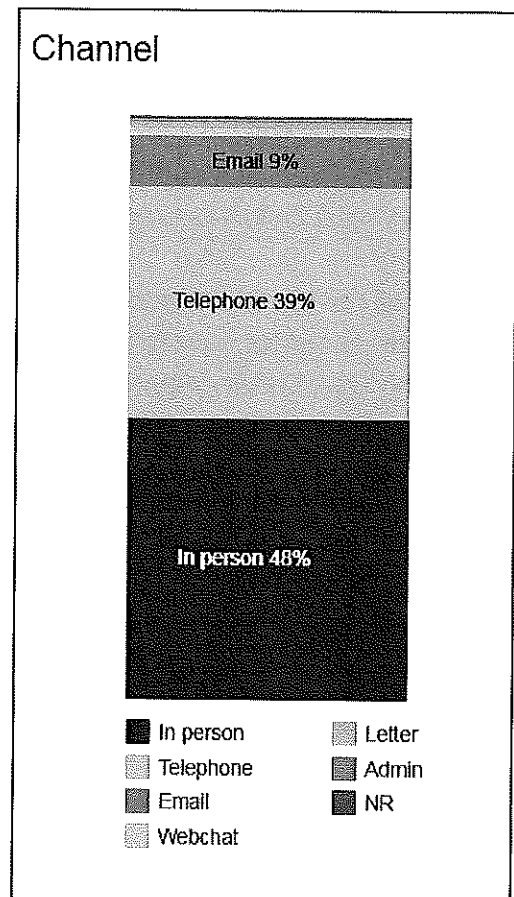
Knowing how to take action isn't always obvious. More than 2 in 3 people say they had difficulty knowing who to contact or how systems work.

been an increase in enquiries around access to and the provision of accommodation, reflective of the shortage of affordable housing in the South Hams.

How clients contact us

This year we have seen a significant increase in the number of people using our face-to-face service, which now accounts for almost half of initial enquiries. Nearly 40% of people use the telephone to contact us, but this has fallen from 51% just two years ago. There has been a corresponding increase in email enquiries. We remain committed to providing as many different access points as possible, to be sure we are reaching and readily accessible to those in need.

We continue to make a significant contribution to Devon Adviceline – the group of Citizens Advice offices in Devon which support each other in providing a shared telephone service. Our volunteers responded to more than 1,500 calls and contributed 16.5% to the total number of calls taken during the year. However, we know that call demand continues to far outstrip supply and all offices across Devon are committed to increasing the number of telephone calls answered by the group.



Our Projects

Healthwatch

Citizens Advice has been one of Healthwatch Devon's partners since it was set up in 2013. A government initiative to capture the 'voice of consumers' of health and social care services, Healthwatch gathers information and provides feedback and analysis to stakeholders including the public, Devon County Council, CCGs, the STP and other local groups.

The project, managed from the South Hams office, funds a Healthwatch Champion in eight Citizens Advice offices across Devon County. These champions have specialist knowledge of the health and social care system, supporting clients to resolve issues such as hospital services, accessing GPs and adult social care.

Domestic Energy Advice

We continue to help people with excessive energy bills to switch tariff and/or supplier. Each switch usually represents an annual saving of £90 to £300. We train front line workers and consumers about steps they could take to reduce their bills by improving the energy efficiency of their home.

We held a number of events in local community venues across the South Hams where people who wouldn't normally access our service could seek confidential advice on their energy bills. We are particularly grateful to the local

foodbanks and job centres for supporting this work.

Awards for All

Funding from the Big Lottery allowed us to review and refresh our volunteer training programme. We integrated classroom sessions with 1-1 mentor support, observations, feedback and coaching. We added additional training around debt and benefits so that trainees felt more confident in these key areas.

We also decided to integrate outreach into the new volunteer training programme and to set trainees' expectations that Outreach would be an integral part of their role.

We ran three consecutive training programmes, achieving 100% completion rate, and 12 months on we have achieved a nearly 100% retention rate of these newly trained volunteers.

Money and Debt Advice

This project had three different elements and made use of webchat, face to face and telephone channels. Our qualified Debt Relief Order intermediaries supported clients in financial hardship and debt, many of whom were at risk of losing their homes. We helped identify priority debts, provided budgeting advice and helped boost people's incomes through welfare benefit applications, requests to the Discretionary Housing Fund and grant funding applications.

Outreach

In addition to the core service based in Totnes, we run drop in sessions in Kingsbridge, Ivybridge and Dartmouth 12 hours a week. Our data shows a more vulnerable group of people access our service this way. Outreach is used by people with complex needs, many of whom would struggle to access our services either by telephone or at Follaton House. In many cases our support is ongoing over many weeks and even months.

For example, on average, each person presented with 4.5 issues in outreach, compared to 2.8 issues in the core service. Delivery is also different, with 90% of Debt and Benefits cases being handled face-to-face against 60% in core.

Outreach clients tend to be older: 25% are over 65, compared with 18.5% in core. Income and health profiles are similar, however, where nearly half (48%) of outreach clients have a long-term illness or disability against 45% in core. Around 55% of clients in both groups have an income of less than £1,000 a month.

In 2017/18 the Outreach service helped 365 people, many of whom accessed the service on multiple occasions. The advice given meant they collectively improved their financial circumstances by £216,750.

For every £1 invested in the service at least £21.67 of financial gain was generated.

Julie's Story

Julie, a single Mum, living in an old, damp rented property, saved 40% on her energy costs.

Julie, a single mum, was claiming Job Seekers Allowance and studying with the Open University. With her daughter, she had moved into a 100-year-old flat. After three months, Julie found the flat impossible to heat. Whatever she did the flat remained cold, mouldy and damp. She couldn't afford to keep it warm.

We arranged for one of our energy advisers to visit Julie at home and quickly established how she could improve her circumstances. We showed her how to use the night storage heaters so she could take advantage of the cheaper electricity tariff; explained her energy tariff and showed her how to find a better one; identified that she was entitled to the Warm Home Discount; and we helped her move from an expensive pre-payment meter to Direct Debit payments. We also showed her some measures she could take to cut condensation and mould.

Julie said: "You helped so much. I was sinking with all the problems and financial worries. Solving the electric costs got the ball rolling for me to feel able to make other changes".

Julie now feels confident doing her own yearly energy switching checks, and is also helping neighbours who don't have access to the internet to do the same.

Specialist Support in Dartmouth

Since November 2017, funding from Dartmouth United Charities has enabled us to provide a specialist caseworker to support vulnerable people in the Dartmouth community.

The project has helped 50 people with nearly 400 issues. Clients are presenting an average of 7 issues each, which compares to around three in our core service. This gives an indication the complexity of the cases presented and the vulnerability of the clients. 50% of clients have a long-term illness or disability; 46% have dependent children; 84% are of working age and of these 27% are unemployed; 18% have caring responsibilities.

The largest area of enquiry is from those seeking help with debt and financial capability (37%). Benefits and Tax Credits, including Universal Credit, accounts for a further 35% of all enquiries. Taken together these figures indicate a very high level of need for help with all forms of income maximisation and debt reduction.

Of the 36 housing issues presented, 57% concerned homelessness or the threat of homelessness, indicating that security of tenure is a prominent issue within the community. The project has generated nearly £40,000 of financial gains for these clients.

Victim Support

We provide much needed support and advice to victims of crime, helping them cope at a point in time where they may be particularly vulnerable.

The Watsons

Natasha was being taken to court and was at risk of losing her home.

She had rent arrears amounting to £4,000. The debt had occurred as a result of the sudden death of her husband which had thrown her life into turmoil. In a period time when she was grieving and not coping well, she had chosen to pay her daughter's college fees, rather than pay the rent.

When we met Natasha, she couldn't make ends meet and was terrified at the prospect that she and her daughter could become homeless. We identified that Natasha was struggling to cope with other debts, which left her trying to live on £90/a month.

We were able to immediately stabilise her situation. We contacted her landlord and requested a hold to court proceedings. We then identified ways to help reduce her outgoings, including bills for water, electricity and Council Tax. We helped Natasha produce a weekly budget and an affordable payment plan for her rent arrears.

We are aware the family is still in need of support. Natasha is still not physically or emotionally able to seek employment. We are helping her find more affordable accommodation and we are assisting with an application for the disability element of Universal Credit which will see a small increase in the family's income.

Brighter Futures

Fuel poverty is a significant local issue: 12.4% of South Hams households are in fuel poverty, well above the national average (11%). In some parts of South Hams fuel poverty is 16%, placing them in the worst 10% in England.

Brighter Futures was a project designed to help alleviate fuel poverty amongst low income families with young children in South Hams. Running for 12 months, the project helped 705 fuel poor and vulnerable people in 205 households.

Funded by ScottishPower Energy People's Trust and run in partnership with South Hams Children's Centres, we identified fuel poor families and made a series of interventions to help these families take practical steps to achieve affordable warmth and make sustainable changes to maintain this.

As the project progressed we learned more about the complexities that many families face and subsequently extended our interventions so they went well beyond tackling fuel poverty. We uncovered a host of social and other problems: from the many households failing to claim all their benefit entitlements to landlords unwilling to invest in their properties, and rocketing amount of personal debt.

In families with debts, the average per household was £8,940, a significant burden given average annual income of less than £16,000.

The project achieved some impressive outcomes. Nearly two thirds of the families made savings on their fuel bills. 75% said our intervention had been beneficial and improved their well-being.

"If people can't afford to heat their homes or are spending too much on energy, their health and well-being will suffer, and they face a circle of decline,"

Project Lead, Lin Etherden

In all, we generated nearly £330,000 in debt management and income maximisation. The average gain per household was £703 while more than £180,000 of debt was written off. These outcomes are conservative given that we continue to work with many project households. Income maximisation was also key: three quarters of those with incomes of less than £8,000 were missing out on benefit entitlements.

We successfully reached an under-represented demographic: 59 per cent of households were new clients while the mean age of the member of the household with whom we had contact was 30-34, far younger than a mean of 50-54 in the core service. Parents were often too busy 'fire-fighting' to get on top of energy usage and high bills.

Sustainable Tenancies

Continuing the theme of supporting people in fuel poverty, this project highlights rights and responsibilities of both landlords and tenants in relation to the energy efficiency of rented properties.

With funding from the Tenancy Deposit Scheme Foundation our trained domestic energy assessors are able to assess energy efficiency, suggest energy improvements and possible funding streams to support change, help find the best energy deals and assist the client to switch suppliers.

To date, we have helped 87 tenancies. The project has identified £13,000 of new income for tenants, assisted landlords to access £4,560 of funding support for improvements and has helped reduce tenant debt by £7,568. We have also reduced stress and anxiety and helped improve relationships between tenants and landlords.

Tracey's story

Tracey used to run a successful business but had given up work following the birth of her second child who had serious health issues requiring frequent visits to hospital.

When we met Tracey, the family's debts exceeded £7,000, including more than £600 in fuel bills. The debt prevented her from switching energy supplier; instead, she was obliged to move to a prepayment meter, which increased her weekly outgoings even more. She had not paid her rent or Council Tax for six months and the family was under threat of eviction.

Tracey's husband was working extra hours but even so the bills continued to mount. Combined with long days and high travel costs to the children's hospital in Bristol, there was considerable stress at home. Tracey felt her marriage was on the brink of breakdown.

We helped Tracey prioritise her debts, coming to affordable arrangements with both her landlord and the Local Authority. No longer at threat of eviction, we then helped the family get some debts entirely written off and bring others to affordable levels.

To boost the family's income, we helped Tracey apply for Disability Living Allowance for her daughter.

Tracey says, *"I cannot thank you enough for your help. I was slowly drowning in all that debt and stress. You have been my lifeline."*

How we make a difference

Every year thousands of people from South Hams come to us for help with solving their problems. As a member of the national Citizens Advice service we contribute to, and can share here, national findings on how our work makes a difference to our clients.

Problems affect lives

We know that problems don't happen in isolation. Data commissioned by national Citizens Advice shows that four in five people helped experienced a significant life event before seeking advice – nearly half reported a change in their health situation. Nine in ten said their problem was affecting their life, causing financial difficulty and making managing day-to-day harder.

How we help

Our advice makes a difference. National data shows that seven in ten people were helped to solve their problem; four in five said our advice helped improve their health and finances, and three in five found it easier to manage day to day.

However, we recognise that some problems are too difficult to solve through advice alone and we are grateful to our local network of partner agencies to whom we make regular referrals.

Our value to society

It's impossible to put a financial value on everything we do – but where we can we have used a Treasury-approved model to demonstrate our local financial impact. The model allows us to say with confidence that in 2017/18 Citizens Advice South Hams, generated at least:

£129,195 savings to the Local Authority by preventing homelessness and lowering the cost of temporary housing;

£183,343 savings to the NHS by reducing use of mental health and GP services;

£209,086 to the local economy through the value of volunteering. Volunteers report increased confidence, more connection to their communities and reduced visits to their GPs.

£757,499 to the local economy through the value of advice. This is based on attributing financial values to keeping people in work, improved emotional well-being and improved family relationships.

£1.2m financial gains generated for our local clients, see breakdown in the table below:

	Number of outcomes	Client count	Amount	Average per outcome	Average per client
Income gain	451	281	£767,276	£1,701	£2,731
Re-imbursments, services, loans	21	20	£9,704	£462	£485
Debts written off	65	49	£391,198	£6,018	£7,984
Repayments rescheduled	2	2	£2,004	£1,002	£1,002
Income loss	1	1	£6,720	£6,720	£6,720
Other	261	201	£43,151	£165	£215
Grand Total	801	472			

Research and Campaigns

During 2017/18 the Research and Campaigns Team doubled in size: we were very pleased to welcome Jill Sampson to work with Pauline Macdonald; her contribution to research and campaigning on social policy issues is much appreciated. Ken Sigrist, nominated Trustee, has also supported R&C work.

The Research and Campaigns Development Plan 2017/18 highlighted the need to promote shared awareness across the CA team. To help further this, the R&C team participated in induction for all new volunteer and trustee recruits. We also provided feedback and topics for discussion at quarterly planning days and operational meetings.

As a result, the whole team has been active in identifying social policy issues: we submitted 218 evidence forms to national CA, using the new Casebook template introduced in summer 2017. Key issues and trends raised included Benefits (particularly Employment and Support Allowance and Personal Independence Payment), Universal Credit, Consumer issues and debt.

The Devon Research and Campaign Group co-ordinated local office research into three selected areas: Monitoring the implementation of Universal Credit; client survey into experience of the

Personal Independence Payment assessment process; and consumer experience of Private Parking Charges.

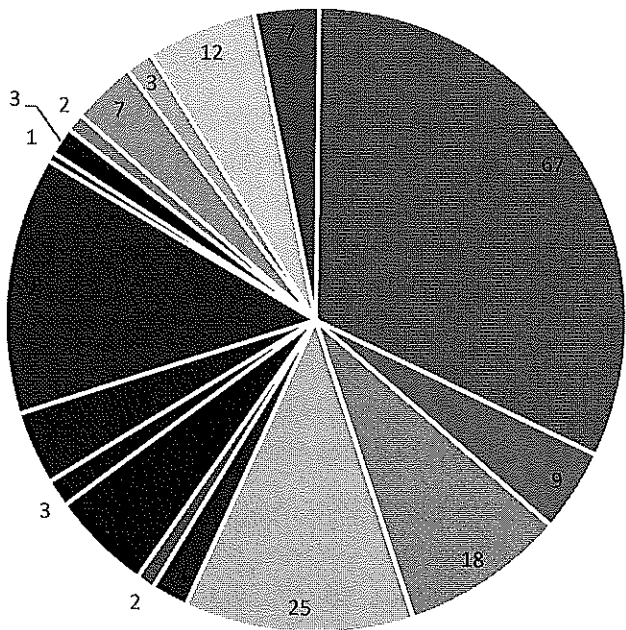
Our learning from these campaigns has influenced the roll out of further research in 2018/19 as well as submissions to support campaigns at national level during 2017/18, namely the CA campaign about Universal Credit full service implementation and the Works and Pensions Select Committee work on ESA and PIP.

National campaigns have also been supported through poster displays and stands, specifically Scams Awareness, Consumer Awareness Week and Big Energy Saving Week, January 2018.

The R&C profile has been raised through increased print and social media releases. We have continued to network with local and national individuals and agencies to ensure we influence policy development. Our network includes local MPs, Councillors, Council staff, Totnes Caring, Dartmouth Caring, Devon Trading Standards, Healthwatch, local Job Centre staff, Foodbanks, Libraries and the national Illegal Money Lending Team.

Jill Sampson & Pauline McDonald
R&C Volunteers

Evidence Forms Submitted 2017/18



- Benefits & tax credits
- Benefits Universal Credit
- Consumer goods & services
- Debt
- Discrimination
- Education
- Employment
- Financial services & capability
- Health & community care
- Housing
- Immigration & asylum
- Legal
- Other
- Relationships & family
- Tax
- Travel & transport

Treasurer's report and accounts



The 2017/2018 fiscal year certified accounts, summarised below, show our income in the year fell to

£208,430, from £215,836 the previous year. Our costs were £216,155, up from £200,157 in 2016/17, leaving a negative net income of £7,725. However, restricted project funds held, as advance monies from the previous year, covered this year's expenditure on projects, meaning that this negative income had no material effect on the charity's unrestricted reserves. Our unrestricted reserves increased by £91 to £37,915.

The projects outlined in the Funding Sources schedule primarily benefit South Hams residents and enable us to support some of the costs of running our core advice services. Without these projects, that we compete to secure, we would not be able to sustain the level of free advice services provided to thousands of South Hams residents every year.

Our carried forward restricted reserves at £39,843 were less than the year before at £47,659 and reflect the ongoing difficulty to secure longer term contracts with both grant and project funders, plus the continued tough funding climate which all charities continue to experience. The sustainability of restricted project funding is healthier, as the income of £108,521 in the year is spread across 15 project funds, where historically we have been dependent on a one or two

major projects which were not on-going each year.

Our Reserves Policy is to hold at least three months core operating costs (excluding projects) as unrestricted reserves. Trustees regularly review the level of unrestricted reserves and aim to deploy maximum resources to our charitable objectives. We consider this level of reserves to be the minimum to cover any unforeseen swings in our funding plus future contingent costs.

Looking ahead, we are always conscious of any reduction in our core income and focus heavily on securing ever more funded projects to both support our core operational costs and enhance the breadth of our free advice offering. We are aware of the continuing pressure on our core funders to cut costs and deliver ever increasing value for money services. We are confident that Citizens Advice South Hams continues to deliver a highly efficient and effective service to those in need. In turn this represents good value for money to all the funding bodies who support us and to whom we remain extremely grateful for their continued support.

Thank you to Lesley, our Accounts Technician, for the hard work and diligence in preparation of the annual accounts and the management accounts throughout the year, and for the good guidance to management and trustees.

Chris Mottram
Treasurer

Accounts Summary 2017/18

Funding Sources

Description	Core	Projects-restricted	Total
South Hams District Council (SHDC)	41,867		
Devon County Council	34,796		
Plymouth University	521		
Town and Parish Councils	6,950		
Fundraising	11,138		
CA and CA Devon misc training / branding	2,836		
Donations and misc income	1,650		
Bank Interest	151		
IDMAP		2,995	
SHDC Outreach plus trust donation		10,500	
Specialist Advice - Dartmouth United Charities		9,269	
Healthwatch		23,151	
Victim Support		96	
Money advice		9,762	
Sustainable Tenancies		6,152	
Campaigns in a Box		3,000	
Money Advice SHDC		1,532	
Energy Best Deal schemes- several		18,825	
Volunteer Training and Support		1,450	
Youth Social Action		4,850	
Awards for All		9,940	
Brighter futures		2,999	
Big Energy Saving Network		4,000	
TOTAL	99,909	108,521	208,430

Note 1. Full copies of the audited accounts and Trustees Report are available from the Chief Officer, Citizens Advice South Hams, Follaton House, Plymouth Road, Totnes TQ9 5NE

Note 2. Accountants: WR Frost & Co., Riverside, Ashburton Road, Totnes, TQ9 5JU

Expenditure

Description	Total
Rent	20,443
Utilities/Service charge	7,500
Insurance	1,340
Telephone	1,431
Office Expenses	3,699
Travel volunteers and staff	12,438
Training	3,048
Equipment/depreciation	1,762
Professional fees/accounting services	10,208
Equipment leases	369
Salaries/ NHI/Pension	145,238
Other Expenditure	1,727
IT/Software	1,166
Marketing-advertising and publicity	1,175
Repairs and Renewals	288
Citizens Advice Membership Fees	3,544
Conference and workshop costs	779
Total	216,155

Income less expenditure	-7,725
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Note 1- The deficit of £7,725 represents that some funds were paid in advance during the previous year, with the project expenditure in this fiscal year, 2017/18.

Note 2 - The Restricted funds carried forward to cover project expenditure commitments for 2018/19 are £39,843.

Note 3 - The total Unrestricted funds carried forward are £37,915 (increased £91 in the year).

Thanks

We would like to express sincere thanks to all our volunteers and paid staff who contribute towards making this a great place to work and volunteer and without whom we could not provide this essential service for local people.

Our volunteers regularly commit at least one day a week in a variety of roles from assessors and advisors to fundraisers, communications, IT support and training. In the year reported on, they contributed close to 12,000 hours. We would like to thank:

Alex S	Allison Q	Andrea C	Anne A	Anne B	Annette P
Barbara N	Barry B	Bridget D	Caroline H	Caroline M	Chris L
Christina F	Chris R	Chryz C	Clare G	Colin L	Deb JP
Emma T	Emma L	Frances A	Gill F	Helen B	Helen D
Helen N	Helen W	Hilary F	Hilary L	Holly D	Jane M
Janie H	Janine D	Jennie H	Jill H	Jill S	Jill T
Jo H	Jo P	Kate C	Kimberley S	Louise M	Maggie K
Maggie D	Malcolm B	Malcolm S	Mary S	Mike K	Nick W
Nina B	Pam D	Pam T	Pamela L	Pat K	Pat M
Pat S	Patricia P	Paul C	Pauline M	Peter G	Rheanna S
Richard L	Rod S	Rosemarie J	Ruth H	Sacha Q	Sally D
Simon D	Simon G	Simon W	Simone C	Sky R	Steve T
Sue H	Vanessa L	Virginia M			

We would also like to thank our trustees for their continued support and guidance. In particular we would like to recognise the contribution of **Graham Meaden, Anna Brownlow** and **Paul Evans** – all of whom left the board during this year but made a significant contribution towards the achievements of the charity over many years.

And finally we like to acknowledge the financial support received from local town and parish councils and other local funders during the year:

Dartmouth, Ivybridge Town and Kingsbridge Town Councils

Ashprington, Bigbury, Brixton, Cornwood, Cornworthy, Dartington, Diptford, Dittsham, East Portlemouth, East Allington, Malborough, Marldon, Newton & Noss, Rattery, Shaugh Prior, Slapton, South Brent, Stoke Fleming, Stoke Gabriel, Ugborough and Wembury Parish Councils

Norman Family Trust, David Gibbons Trust, and Aldon Eventing

About us

Citizens Advice South Hams is an independent local charity (1091133) and member of the national Citizens Advice service and of Citizens Advice Devon. We are the leading provider of independent advice and information services in the South Hams.

We have a vision where everyone in our community is able to live happier and more productive lives because they can access the advice they need to resolve the problems they face.

Our values underpin the information and advice we provide: it will always be free, independent, impartial and confidential. We support equality and encourage diversity. We are here for all members of our community, and make sure that our services are available to the people and communities that need them most.

As well as helping people resolve the problems they face, we campaign to improve policies and practices that affect their lives.

How to contact us




By Phone:
03 444 111 444



By Email:
Use our online form



In Person
See our opening times



Search Online
www.southhamscab.org.uk

Totnes
Monday - Thursday
Drop In
10:00 - 13:00
14:00 - 16:00
Follaton House, Plymouth Road,
TQ9 5NE

Ivybridge
Monday
Drop In
09:30 - 12:30
The Watermark Centre, Ivybridge
PL21 0SZ

Kingsbridge
Tuesday
Drop In
09:30 - 12:30
Quay House, Kingsbridge TQ7 1DZ

**Caring Town,
Totnes**
Wednesday
Drop In
09:30 - 12:30
Caring Town, The Mansion, Fore
Street, Totnes TQ9 5RP

Dartmouth
Tuesday
Drop In
09:30 - 12:30
Dartmouth Clinic, Dartmouth TQ6
9NF

Free, confidential advice. Whoever you are

We help people find a way forward with their problems and campaign on big issues when their voices need to be heard.

We value diversity, champion equality and challenge discrimination and harassment
We're here for everyone.

www.southhamscab.org.uk



Published October 2018

Citizens Advice South Hams is an operating name of South Hams Citizens Advice Bureau Ltd, company limited by guarantee (04349641) and registered charity (1091133).

Registered address Follaton House, Plymouth Road, Totnes TQ9 5NE

Appeal Decision

Site visit made on 9 August 2018

by M Aqbal BA (Hons) DipTP MRTPI

an Inspector appointed by the Secretary of State

Decision date: 22 November 2018

Appeal Ref: APP/K1128/W/18/3192562

Bowden Reservoir, Fishchowters Lane, Totnes, Devon TQ9 7RX

- The appeal is made under section 78 of the Town and Country Planning Act 1990 against a refusal to grant approval required under Schedule 2, Part 3, Class P of the Town and Country Planning (General Permitted Development) (England) Order 2015.
- The appeal is made by Mr Andrew Taylor against the decision of South Hams District Council.
- The application Ref 0008/17/PAM, undated, was refused by notice dated 3 August 2017.
- The development proposed is described as 'For proposed conversion of redundant water reservoir to a single dwelling at Bowden Reservoir, Fishchowters Lane, Totnes, Devon, TQ9 7RX'.

Decision

1. The appeal is dismissed.

Preliminary Matters

2. The description of development in the fourth bullet point of the above header is taken from the appellant's supporting statement as instructed on the application form.
3. Schedule 2, Part 3, Class P of the Town and Country Planning (General Permitted Development) (England) Order 2015 (GPDO) sets out that development is classed as permitted development if it consists of a change of use of a building and any land within its curtilage from a use falling within Class B8 (storage or distribution centre) of the Schedule to the Use Classes Order, to a use falling within Class C3 (dwellinghouses) of that Schedule, subject to certain conditions, limitations or restrictions.
4. Schedule 2, Part 3, Paragraph W of the GPDO sets out the prior approval process. It states that the local planning authority may refuse an application where, in its opinion, the proposed development does not comply with, or the developer has provided insufficient information to enable the authority to establish whether the proposed development complies with any conditions, limitations or restrictions specified as being applicable to the development in question. The Council refused to grant prior approval on the basis of the above in relation to the scope of the proposed works and matters relating to transport and highways.

Application for costs

5. An application for costs was made by Mr Andrew Taylor against South Hams District Council. This application is the subject of a separate Decision.

Main Issue

6. The main issue is whether the proposal is permitted development under Class P, Schedule 2, Part 3 of the GPDO, having regard to the extent of the proposed works and matters relating to transport and highways.

Reasons

7. I have had regard to the Council's claim that the proposal includes operational development, which extends beyond solely the change of use of a building permitted and does not comply with the conditions, limitations or restrictions of Schedule 2, Part 3, Class P of the GPDO.
8. The proposed change of use of the water reservoir which is mainly a subterranean building, would require alterations. However, the conditions, limitations or restrictions (P.1 and P.2) in Schedule 2, Part 3, Class P of the GPDO do not require details of any building or other operations. This is unlike certain other categories of changes of use falling under Part 3 of the GPDO, where such details are required with the application. Moreover, such works would fall outside the application which is for a change of use. The appellant has also confirmed that any alterations to the building would be the subject of a separate application. For these reasons, I am satisfied that the proposed development can be considered under Schedule 2, Part 3, Class P of the GPDO.
9. The appellant's supporting statement confirms that the existing access to the site via Bridleway 6, which passes along the southern and eastern boundaries of the appeal site and links with the A381, would be utilised for the proposed dwelling. However, the County Council's highway officer objected to the intensification of use of this access on the basis of increased risk to highway safety¹ along the A381. I accept that the existing access has been used in the past based on the appellant's evidence. Nevertheless, I have not been provided with any substantive technical evidence to demonstrate that its use in connection with the proposed development would not adversely impact on highway safety, based on the matters raised by the County Council's highway officer.
10. As a result of the above objection, the main parties proceeded with considering an alternative access, along with the cessation of the use of the existing access to the appeal site in the interests of highway safety.
11. The alternative access runs along another section of Bridleway 6. This links with Maudlin Road to the north of the appeal site. The route of this access passes over two existing stone arch bridge structures. Due to the age and relatively poor condition of these, the Council suggested that they were surveyed to consider their suitability for use by vehicular traffic. The appellant commissioned a structural survey of these structures. This concluded that both structures are capable of being strengthened to carry temporary construction traffic and residential traffic and identifies some work to be undertaken.

¹ Highway Consultation reply from Devon County Council to Chief Planning Officer South Hams District Council dated 24 January 2017.

Nonetheless, it has not been clearly demonstrated how such works would be secured, particularly given that the appellant does not have control over these structures.

12. Irrespective of the condition of the existing structures, this route is particularly narrow and in parts flanked by steep banks. The surface of the route is uneven and in a poor condition, with marked changes in gradients. There are also limited areas for vehicles to pull-in and allow other bridleway users to pass. Consequently, it has not been demonstrated that the use of the alternative access would not inconvenience and compromise the safety of other users of the bridleway.
13. The appellant has confirmed that he would be willing to control the use of the existing access to the appeal site through the use of bollards. However, no detailed scheme has been provided.
14. Based on the above reasons, I conclude that that the application fails to demonstrate that the proposal would not result in an unacceptable transport and highways impact. Consequently, the proposed development would not constitute permitted development in respect of Schedule 2, Part 3, Class P of the GPDO.

Other Matters

15. I accept that the appellant engaged with the Council at pre-application stage and has provided additional information and worked with the Council to secure the use of an alternative access to the appeal site. The Council also acknowledges that the proposal complies with the other conditions set out under P.2 to Schedule 2, Part 3, Class P of the GPDO. These matters, however, do not alter my findings on the issue in respect of transport and highways impact.

Conclusion

16. For the reasons set out above, I conclude that the appeal should be dismissed.

M Aqbal

INSPECTOR

**Devon County Council (True Street Cross at A385 to Blackpost Lane, Berry Pomeroy)
(No Right Turn) Order**

Devon County Council propose to make this under the Road Traffic Regulation Act 1984 to introduce No RIGHT TURN from "True Street Cross at A385 to Blackpost Lane" on to the A385 in Berry Pomeroy.

The draft order, plan & statement of reasons may be seen during usual office hours at the address below in main reception, 9am-6pm Mon/Wed, 9am-5pm Tue/Fri, 9am-1pm Sat at Totnes Library. Draft order & statement of reasons can be seen at devon.cc/tro from 30th November until 21st December.

Objections & other comments specifying the proposal & the grounds on which they are made must be in writing to the address below or via devon.cc/tro to arrive by **21st December 2018**. If you make a submission be aware that contact details & points contributed may be made publicly available in accordance with our legal obligations. Receipt of submissions may not be acknowledged but those received will be considered & may be shared within Devon County Council & our partners. Further information on how we process personal data can be found at devon.gov.uk (search for traffic regulation orders privacy notice).

30th November 2018

reference IMR/B15880-5697

County Solicitor, County Hall, Topsham Road, Exeter EX2 4QD

statement of reasons

The proposed scheme is aimed to prevent danger to persons or other traffic using the road or any other road or for preventing the likelihood of any such danger arising and to improve the amenities of the area through which the roads & paths run.

Devon County Council
(True Street Cross at A385 to Blackpost Lane, Berry Pomeroy) (No Right Turn)
Order

Devon County Council make the following order under sections 1, 2, 4 of the Road Traffic Regulation Act 1984 ("Act") & of all other enabling powers

- 1 This order comes into force _____ and may be cited as "Devon County Council (True Street Cross at A385 to Blackpost Lane, Berry Pomeroy) (No Right Turn) Order _____"
- 2 No person shall cause or permit a vehicle to make a right turn from "True Street Cross at A385 to Blackpost Lane", Berry Pomeroy on to the A385
- 3 The restriction in article 2 does not apply to
 - a) anything done with the permission or at the direction of a police constable in uniform
 - b) emergency service vehicles being used for ambulance, coastguard, fire or police purposes in relation to an emergency or whilst in pursuit of duties
- 4 The provisions of this order shall be in addition to and not in derogation from the provisions of any regulations made or having effect as if made under the Act or by or under any other enactment

dated _____

The COMMON SEAL of _____)

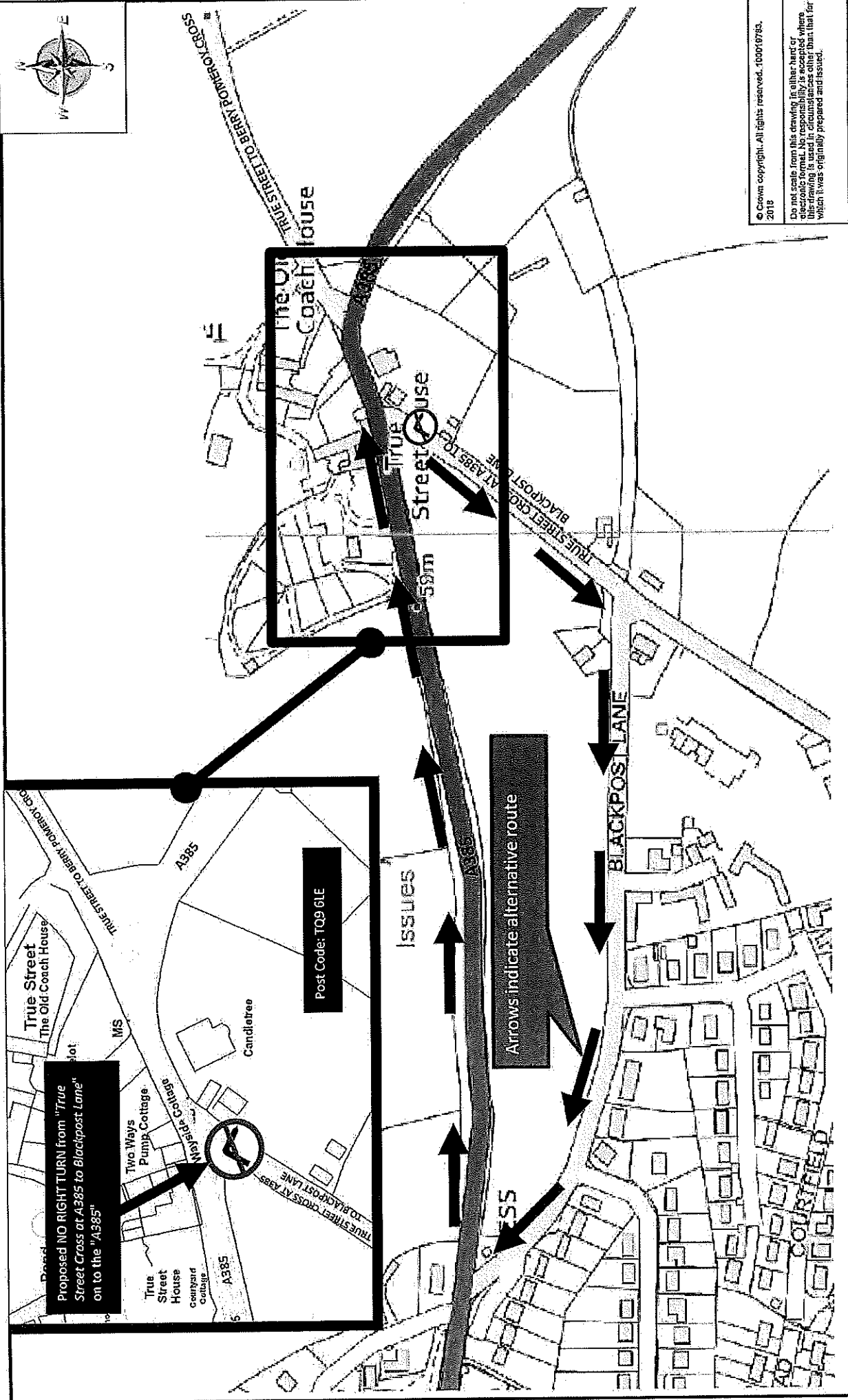
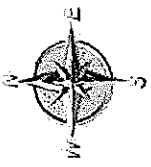
Devon County Council _____)

was hereunto affixed _____)

in the presence of _____)

document number _____

reference IMR/B15880-5697

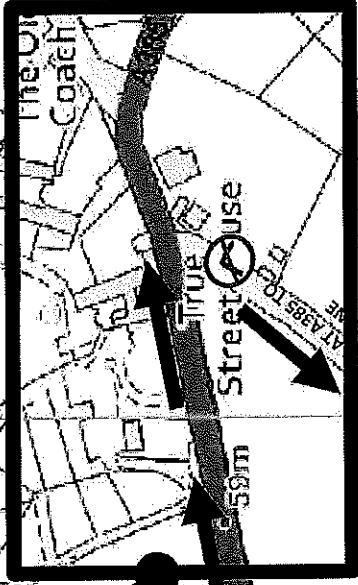


Proposed NO RIGHT TURN from "True Street Cross at A385 to Blackpost Lane" on to the "A385"

Post Code: TQ9 6LE

Arrows indicate alternative route

ISSUES



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drawn by	NO	scale	NTS
date	05-Nov-2018	O.S. Ref	282072,60582
drawing number	ENV5697		

True Street Cross at A385 to Blackpost Lane, Berry Pomeroy, Totnes

Proposed ~ NO RIGHT TURN

Devon County Council

Mag Booth - Chief Officer for Highways, Infrastructure Development & Waste

TRANSPORTERS & POLICY TEAM
 DEVON COUNTY COUNCIL - HIGHWAY MANAGEMENT, LICOMBE HOUSE, COUNTY HALL, TOPSHAM ROAD, EXETER, EX2 4QD
 Telephone 0345 185 1004

Totnes Supporting FairtradeMinutes of Meeting November 13th - 2018 The Seven Stars

Present: Chairman : David Horsburgh , Wendy Hartley, Carolyn Stilwell, Ann Arscott ,Pruw Boswell Harper , Lionel Harper

Apologies from Viv Elce and Mark Rundle

Matters arising

David purchased a voucher for The Seven Stars as a thank you to Sue and Pat, and took it to them.

Sainsburys

David has had no response from Sainsburys.

Signs

We await to be told the date the fairtrade town signs will be installed. When the signs are up – hopefully this year !! –we will publicise them with an event of some kind. **Mark** to be asked to write a report to be sent to The TotnesTimes, Herald Express and Devon Life. We will invite the Mayor and honoured citizen, Mrs Crang, and councillors Jackie Hodgson and John Green. The safest place to gather would be the sign near Dartington Drive.

We could encourage people to “sign- up for fair trade.”

Visiting businesses

We visited all the businesses on the industrial estate and either side of the river with leaflets produced by Pruw and a small pack of 6 teabags, labelled with a fairtrade sticker, for each business.

David will visit businesses opposite the station.

Shops visits

To be discussed at the next meeting. Shops now have to sell at least 4 fairtrade products.

Smoothie bike

We might consider having our own smoothie bike constructed at some point in the future, but not very soon as we have used one several times already in the last 12 months.

Shop window stickers

Mark to be asked to please design new stickers for shop windows.

To be given to shops that sell at least four fairtrade products.

Treasurer's report

Amount in the account is £952.02

Devon County Council Event October 28th

This was an all day event at County Hall to celebrate 10 years of Devon Council being a fairtrade county council.

Attendance could have been greater. Hall was about a third full.

Attended by Wendy, David and Carolyn. Good speakers including Charlotte Smith, broadcaster (Farming Today) Andrew North Engagement manager of the Co-op and Kevin McCullough, head of campaigns for fairtrade. We then had lunch followed by workshops in the afternoon, two led by Wendy.

Kevin explained that fairtrade foundation used to benefit from Government grants, but due to changes in the aid budget these ceased. (This explains their appeals for financial support.)

Fairtrade Fortnight events

Dates are February 25th – 10th March 2019.

The theme is "She deserves it" relating to cocoa farmers getting a fair price for cocoa.

Banners to be displayed.

We will organise a Primary schools conference again. **Wendy** to book a speaker for a day, preferably a Thursday or Friday.

Hope to have a tea party in the Guild Hall again and invite the Town Council.

Need for publicity : David to contact new Totnes Times Reporter Kate Philbin 01803 864212 kate.philbin@totnes-today.co.uk. to tell her about Totnes being a fairtrade town, give her some fairtrade chocolate and encourage her to publicise events that we send info and photos about.

An idea at the conference, to promote the theme, is to give unacknowledged women who do good in the community a bar of fairtrade chocolate or a chocolate cake because "She deserves it" and take a photo of them being given the chocolate for the local paper, as a way of explaining what the fairtrade campaign is all about.

Quiz is booked for Monday February 11th 2019 The Bay Horse.

Fashion Show

Proposed for Autumn 2019 To involve KEVICC students. David to mention this to Head teacher Alan Salt, who he will be meeting soon.

Book the Seven Stars.

Ann to approach Carol Madge to ask if she would compere the evening.

Salago and Conkers to be asked to provide fairtrade clothing.

Pull up banner

Day Signs have been asked for a quote.

Tim Wightman, Head of Art at KEVICC, to be asked if KEVICC students could design the banner. Wendy took photos of several banners at the County event , which might be a source of ideas. **Action :Wendy**

Christmas Tree

Pruw and Lionel offered to decorate a Christmas Tree again to be displayed in the Methodist Church. Will do this on Monday 3rd December morning and Pruw will create an explanatory poster .

Members of the group will attend Town Council meetings to give a quarterly update about their activities to the Town Council . **Action : David and Pruw** on 7th January 2019

Date of next meeting

Thursday January 3rd 5.45 p.m. The Seven Stars.

C.Stilwell 15.11.18.

