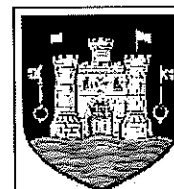


**AGENDA FOR THE MEETING OF TOTNES TOWN COUNCIL**  
**MONDAY 13<sup>th</sup> MAY 2019 AT THE GUILDHALL, TOTNES**



You are hereby SUMMONED to attend the Annual General Meeting of the Council, which is to be held in the Guildhall, Totnes on **Monday 13<sup>th</sup> May 2019 at 7pm** for the purpose of transacting the following business:  
*Please note that Cllr R Adams as the previous Deputy Mayor will start the meeting.*

No	Subject	Comments
1	To elect the Mayor and Chairman of the Council for the Council Year 2019-2020.	Nominations from: Cllr J Hodgson Cllr A Simms
2	To appoint the Deputy Mayor/Chair	Will be chosen by the elected Mayor
3	To receive apologies.	
4	To ensure all attendees have signed the Declarations of Acceptance of Office. If any apologies have been received, the Council will be asked to <b>RESOLVE</b> to allow those absent councillors to sign their Declaration of Acceptance of Office before 31 <sup>st</sup> May 2019.	
5	The Mayor will request that all Members complete their Registers of Interests and return them to the Town Clerk by 31 <sup>st</sup> May 2019	
	<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><u>Police report</u></p> <p><i>The Council will convene.</i></p>	<p>a) Cllr Hodgson</p> <p>Enclosure</p>
6	To appoint members to undertake the following duties at the Mayor Choosing Ceremony on 16 <sup>th</sup> May 2019: <ul style="list-style-type: none"> <li>• To propose the election of the new Mayor</li> <li>• To second the election of the new Mayor</li> <li>• To propose the election of the Deputy Mayor</li> <li>• To second the election of the Deputy Mayor</li> <li>• To propose and endorse the election of all other Council positions and Committees</li> <li>• To propose a vote of thanks to the outgoing Mayor</li> </ul>	
7	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> <ol style="list-style-type: none"> <li>a. Full Council April 1<sup>st</sup> 2019</li> <li>b. Council Matters April 8<sup>th</sup> 2019</li> <li>c. Council Matters May 1<sup>st</sup> 2019</li> </ol>	<p>Enclosure</p> <p>To follow</p> <p>To follow</p>

8	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> <ol style="list-style-type: none"> <li>Full Council April 1<sup>st</sup> 2019</li> <li>Council Matters April 8<sup>th</sup> 2019</li> <li>Council Matters May 1<sup>st</sup> 2019</li> </ol>	Enclosure To follow To follow
9	To consider motions from Cllr L Webberley: <ol style="list-style-type: none"> <li>Full Council meetings take place every 3 months at a location in Bridgetown. Our current location for council meetings is less accessible for those living in Bridgetown and with mobility issues.</li> <li>Consideration to be given to having every other Town Council meeting with councillors sitting round the square table together with members of the public. Press and Town Council staff can sit in raised pews. This will facilitate a much less hierarchical and welcoming, less intimidating atmosphere for members of the public.</li> </ol>	Cllr L Webberley
10	To consider topics for discussion at the Annual Town Meeting – Thursday 23 <sup>rd</sup> May at 6.30pm in the Guildhall	Enclosure
11	To adopted the revised Standing Orders – tracked changes for suggested amendments from Cllr Luker and Cllrs Hodgson/Allen	Enclosure
12	To elect members onto committees, working groups, outside reps and link roles.	Enclosure
13	To receive an update on the Neighbourhood Plan process (standing item)	Verbal Update Town Clerk
14	To note an update from the Caring Town Information Exchange	Enclosure
15	To note the Marketing Report for Jan –April 2019 from Visit Totnes	Enclosure
16	To note future dates: <ul style="list-style-type: none"> <li>Mayoral Choosing – Thursday 16<sup>th</sup> May 2019 from 11.30am</li> <li>Annual Town meeting – Thursday 23<sup>rd</sup> May 2019 at 6.30pm in the Guildhall</li> </ul>	
17	To note the date of the next meeting: <b>Monday 3<sup>rd</sup> June 2019. Public session from 6.30pm in The Guildhall.</b>	

Catherine Marlton



Town Clerk

Wednesday 8<sup>th</sup> May 2019

**County Councillor's Monthly Report Cllr. Jacqi Hodgson - Date of Report: 6<sup>th</sup> May 2019**  
**County Councillor for Totnes & Dartington**  
**(incl. Harberton, Harbertonford, Staverton, Landscope & part of Berry Pomeroy)**

**Key Issues Devon County Council**

**Broadband roll out:** Harberton PC has received a number of complaints regarding Broadband speeds in some more rural areas of their parishes. DCC officer Matt Barrow (part of the Devon & Cornwall Connecting Team) replied to my enquiries regarding the poor Broadband services and speeds. His response was: "Unfortunately, some rural areas have not so far been able to be included in either Phase 1 or Phase 2 of the Connecting Devon & Somerset roll-out. The reasons for this are complex but likely to be engineering-based and will have related to existing telecoms infrastructure. Regardless, I understand that this is of scant consolation to local residents. CDS remains committed to an aspiration of 100% superfast coverage across the region and we are constantly examining options to increase existing and planned coverage. Outside our main programme, there are additional avenues that communities can pursue and, to this end, I wonder if you might find it helpful if I were to attend the next Parish Council meeting and explain the current position & outline some of the options for the future, including a couple of national voucher schemes which might be of benefit to businesses and residents?" Further to which he attended last month's Harberton PC meeting and has agreed to provide support for resident's groups who may wish to collectively apply for the voucher scheme (worth a lot of money). Nb. this support would be available to residents in other parishes too. Please let me know if you wish to have any correspondence forwarded to him for consideration under this voucher scheme.

**South Hams HATOC meeting: 5<sup>th</sup> April 2019. I had placed a number of issues on this agenda:**

1. **Dartington Village Centre** issues: I read out the statement prepared by the PC and it was agreed that I would forward this to the committee and officers who would check what had been agreed when compared to the minutes from that meeting. There was an apology from the officer about delay in painting the white lines as promised – this will happen soon. I made a strong case about the diversion of funding regarding the pedestrian crossing from Lascaze open space to the recreational ground.
2. The request for a **residents' mini parking scheme at Cott Road** (referred from previous meetings). This was resisted, but eventually allowed to be investigated and costed on the basis that there was £5,000 allowed in the Origins 106 agreement for TRO, this could be used to fund the costs of this.
3. The request for **residents' parking at Gidley's Meadow** was considered unreasonable as most have off street parking and given the costs and demand for this around the county was not a priority (despite my research and public consultation). I made a plea for at least some parking restrictions around the entrance to Gidleys Meadow to help the residents who are often most inconvenienced by parking from the commercial estate; this will be looked into but was not considered a priority.
4. The request for a **pedestrian Crossing at Huxhams Cross** was discussed at length but not considered possible or safe unless there was other traffic calming. Speed figures had been presented and discussed and showed the average above the 30mph speed limit. This was therefore discussed as possibly being a suitable location for an "Entrance / Gateway" to Dartington with some features built on either side of the road that would slow down the traffic; a pedestrian crossing could then follow.
5. The **redrafted Air Quality Action Plan for Totnes** was noted as draft and available to be commented on for this month.
6. The meeting that had taken place about the **Totnes – Littlehempston cycle path** was discussed. The official handing over of the public element of this asset to South Devon Railway was discussed and the legal team at DCC will be asked to investigate and check for the exact terms to see whether it might be possible to require the bridge for this purpose.

**South Hams District Council Election Results:**

**I retain my seat as Ward Councillor for Dartington & Staverton (with 81.5% vote – 48.2% voter turnout)**

**Overall result of political breakdown: 16 Conservatives, 11 Lib Dems, 3 Green Party, 1 Independent.**

**LOCAL MATTERS:**

**Declaration of a Climate Emergency.** The next meeting for this group will be Saturday 18<sup>th</sup> May 2pm – 4pm at Totnes Guildhall. (please ask me if you wish to be on the circulation list for updates and information about meetings). See attached minutes from last meeting on April 13<sup>th</sup>.

**Castle Street** – temporary public footpath remains: no updates (despite my requests) and building remains halted.

**Maudlin Road** – The highway is now officially reopened (after a year) However collapsed wall & some debris still in the road.

**Attendance at meetings etc. as elected public representative:**

**Tues 2<sup>nd</sup> April** Staverton Neighbourhood Plan mtg – discussed sites put forward

**Weds 3<sup>rd</sup> April** Launch of St. Mary's Heritage project  
Staverton Parish Council meeting  
... celebration of the 100th anniversary  
Berry Pomeroy Parish Council Meeting

- Friday 5<sup>th</sup> April South Hams HATOC (Highways and Traffic Orders Committee) meeting (see report above)
- Sat 6<sup>th</sup> April Protest against Mobile phone masts and 5G in Totnes. I have seconded a motion for the next National Green Party conference (Scarborough, June) for an international moratorium in the roll out of 5G until evidence regarding the safety of these structures is provided. I have also been seeking the further monitoring of the mast at Shinner's Bridge by DCC which I was assured would be carried out; I've been informed that DCC are awaiting a provider to be contracted for this.
- Tues 9<sup>th</sup> April Harberton PC meeting & Annual Parish meeting- attended by DCC Officer Matt Barrow regarding Broadband
- Weds 10<sup>th</sup> April DCC Cabinet Meeting  
Devon Recycling Network meeting  
Dartington PC meeting
- Thurs 11<sup>th</sup> Apr. Ashburton Town Council Open Meeting to discuss how to implement their Climate Emergency Declaration – well attended and very productive
- Sat 13<sup>th</sup> Apr. Totnes TC Climate Emergency meeting – see attached report
- Mon 15<sup>th</sup> April Extinction Rebellion action on Waterloo Bridge – attended as observer
- Weds 17<sup>th</sup> Apr. Meeting with residents at Swallowfields, Totnes regarding changes to parking arrangements.  
KEVICCs Foundation Governor's meeting
- Weds 24<sup>th</sup> Apr. Meeting with Staverton business regarding traffic and planning issues  
Totnes & District Traffic & Transport Forum mtg (see report above)  
Staverton Annual Parish Meeting— well attended and lots of reports from different local organisations
- Thurs 25<sup>th</sup> Apr Caring Town Totnes meeting about youth provision  
Meeting with residents in Totnes about open space arrangements at new development  
TTT AGM
- Sat 27<sup>th</sup> Apr. TRAYE project Steering Group meeting
- Mon 29<sup>th</sup> Apr. Meeting with residents in Staverton regarding a planning concern  
Meeting at Staverton about the future of their public toilets  
South Devon Refuge Support Network meeting
- Weds 1<sup>st</sup> May Staverton Parish Council Meeting
- Thurs 2<sup>nd</sup> May Local District, town and parish council elections: (results above)
- Fri. 3<sup>rd</sup> May Meeting with TRAYE project Coordinator.

#### Diary Dates

Sat 18 <sup>th</sup> May	2pm-4pm	Totnes TC – Declaration of a Climate Emergency – Next Steps and Actions
Weds 22 <sup>nd</sup> May	6.30pm – 8pm	Totnes & District Traffic & Transport Forum mtg
Thurs 23 <sup>rd</sup> May	6.30pm	Totnes Town Council Annual Town Meeting – including discussions on Climate Emergency – proposals for taking this forward & Totnes & District Traffic & Transport Forum's proposals for sustainable transport.
Sat 8 <sup>th</sup> June	All Day	Totnes Alive! Festival (incl. Climate Emergency information, actions & involvement)

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#### Totnes Town Council informal meeting

Totnes Town Council's Declaration of a Climate Emergency workshop to discuss next steps.

Saturday 13<sup>th</sup> April 2019

Guildhall, The Ramparts, Totnes.

Attendance: 10 people with collectively very wide-ranging expertise and experience on this matter attended this third scoping meeting. Most had attended a previous meeting.

1. Cllr Jacqi Hodgson who had convened the meeting on behalf of the Town Council, welcomed everyone and outlined the draft agenda.
2. The **Totnes Alive! – Community Festival** scheduled for 8<sup>th</sup> June 2019 was discussed as very relevant to the Climate Emergency and an opportunity to have conversations and other interactions with members of the public attending and network with other groups involved in the event. Some illustrative concepts and ideas for an interactive ‘stall’ were floated:
  - o Door / Threshold to step across (maybe Narnia wardrobe)
  - o Elephant in the room
  - o Get away from feeling guilty / helpless
  - o Flooded room
  - o Tipping points / have we gone too far? Important to address & understand

To be discussed further.

### 3. What can individuals do?

- o Individual advocates / connect to people / e.g. Chris Packham & Wildlife Extinctions
- o Manage resources better
- o Need a manifesto
- o Important to connect people up to increase their influence

### 4. Visual reminders / reference – ideas brainstorming session

Use image of estuary with tributaries flowing into river and flowing out to sea (as per SW River Catchment / Estuaries project) = useful model for partnerships, impact of collective actions and mapping what is happening in this area towards mitigation

Illustrate Tipping Points

Systems change

Library – reference section (previously for TTT prior to new library). Need to reinvigorate + reference section on-line

A strong, more connected community will energise deep adaptation; i.e. not linear

Things to relinquish, things to restore, community resilience – need for community ownership

Technological advances: very energy dependent & vulnerable

EU role – possible funding – linked with Bologna model

Need community ownership (Can have dire consequences e.g. surveillance / hostile state)

Need community assets to enable building new infrastructure

Universal income – could free up individual’s time to be able to build their resilience and respond to rapid and unprecedented change (Obama wanted this)

All need access to a new system – to avoid individual response at expense of others (“I’m alright Jack”)

Need equal access to off grid.

We need to be consensus caretakers

### 5. Models for System Change – reference and other models

- **Drawdown:** The most comprehensive plan ever produced to reverse global warming. Ed Paul Hawkins. ISBN 978-0-14-198843-6 (Penguin)
- **Transition Town Totnes’ Transition in Action: Totnes & District Energy Descent Action Plan 2030.** Out of print. Available as a pdf on TTT website EDAP page: <https://www.transitiontowntotnes.org/groups/building-and-housing/energy-descent-action-plan/> The energy descent pathways provide linked routes to reduce energy by 2030.
- **Schumacher College**, Dartington. Advocates for sustainability. Events taking place about climate resilience in December
- **Local Agenda 21** – useful model from UN Earth Summit 1992 – still valid and in practice in some places. Led to Partnerships for change. Could be resurrected.
- **School strikes** at County Hall – children as young as 4 years old have been speaking
- **Citizen Assemblies** – who is listening to this request?
  - o For sharing ideas in a bigger way
  - o This worked in Southern Ireland – we could invite a speaker who was involved
  - o Involves providing few experts and spreading ideas
- **Ecochallenge.org** has a tombola of 20 things people can do – lucky dip
- **Resilience Summit** – Nov 2020 – local area already involved

### 6. Totnes TC Declaration

Need to avoid people being divided into two camps – very adversarial

What can be done locally?

Needs skilled facilitator(s)

**Use Totnes TC annual town meeting on 23<sup>rd</sup> May to inform and launch ideas to the public:**

1. Invite 100 people to be guinea pigs for 3 months.  
They will have their carbon footprint assessed  
Each invited to select from a fairly large menu of new measures to implement in their lives (incl their households)  
They will need to meet every two weeks to feed-back and share ideas and try new measures  
3 month later assessed and carbon footprint assessed  
Spread out to a new group of 100 people...  
Use Festival on June 8<sup>th</sup> to invite people to sign up
2. Map the project – who should be here and what is already happening & practical roles– use estuary map (as above)
3. Establish a Backcasting project – as per public workshops for TTT EDAP
4. Access Lab – to access scientific information and how to use it – perhaps in Library
5. Inspiring People – Totnes Alive! Festival
6. Totnes Library Section (possible)
7. Young People – very powerful:
  - a. The Golden iris Project at Redworth
  - b. Space Youth centre at rushbrook
  - c. Living Project at Dartington
  - d. School Strikes
8. Exhibition in Guildhall as reference point and information for local people to get information and involved
9. Speaker events to inspire & inform – incl before TC meetings

**7. Next Steps**

- Prepare for TC annual meeting on 23<sup>rd</sup> May (Jacqi to discuss with T.Clerk etc and propose to TC the items above)
- All participants to bring back to the group proposals for actions that could be taken forward and start the plan and process in parallel.
- **it was agreed to reconvene on 18<sup>th</sup> May 2-4pm at the Guildhall** (nb later time than previous meetings)

Notes recorded by Cllr. Jacqi Hodgson

## Totnes Town Council informal meeting

### Totnes Town Council's Declaration of a Climate Emergency workshop to discuss next steps.

13<sup>th</sup> April 2019

Guildhall, The Ramparts, Totnes.

10am – 12 noon

Attendance: 10 people with collectively very wide-ranging expertise and experience on this matter attended this third scoping meeting. Most had attended a previous meeting.

1. Cllr Jacqi Hodgson who had convened the meeting on behalf of the Town Council, welcomed everyone and outlined the draft agenda.
2. The **Totnes Alive! – Community Festival** scheduled for 8<sup>th</sup> June 2019 was discussed as very relevant to the Climate Emergency and an opportunity to have conversations and other interactions with members of the public attending and network with other groups involved in the event. Some illustrative concepts and ideas for an interactive 'stall' were floated:
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## 6. Totnes TC Declaration

Need to avoid people being divided into two camps – very adversarial

We are trying to implement the TC Declaration of a Climate Emergency – not save the world (well maybe that too?)

Then act as exemplar

What can be done locally?

Needs skilled facilitator(s)

**Use Totnes TC annual town meeting on 23<sup>rd</sup> May to inform and launch ideas to the public:**

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Notes recorded by Cllr. Jacqi Hodgson



Please find below a summary of current police activity in Totnes Town. I have obviously not included sensitive information.

**Operation Applerose**

This operation seeks to deal with the dealing of class A drugs in the town and associated anti-social behaviour (street misuse, public order, paraphernalia being discarded in the street/toilets, begging, homelessness).

Most of our work in targeting the supply of drugs is going on in Bridgetown. Numerous warrants have been executed at residential premises, the most recent being last week, where 2 simultaneous warrants were conducted. Significant sums of money were recovered along with class A drugs. Of note was the amount of loose change at both premises. I will leave you to hazard a guess as to who accumulates the most loose change in our communities and why this change ends up at heroin dealers households!

The operation also targets street misuse. We have made several arrests this year for street dealing and persons remain under investigation. You may have seen a post on our Police Facebook page regarding a 'homeless' male who was arrested, in possession of class A drugs, where a further search of his home revealed food vouchers and £800 in cash.

We now have a plan around the bus stops on Coronation Road and how we can use ASB legislation to prosecute those causing issues. Some of the perceived lack of action has been down to staffing issues, which I will talk about shortly.

I would like to talk with Councillors around the issue of begging and an agreed plan of action. With proactive work ongoing to target dealers, a robust approach to begging will almost certainly make it more difficult for users to acquire drugs. We run the very real risk of acquisitive crime significantly (theft from motor vehicles, burglary, shoplifting) should be clamp down on begging. We will need a joint approach.

**Operation Firebird**

This operation targets street dealing in Bridgetown which is not having a wider impact in the town centre and appears not related to the heroin trade. There are increasing reports of drug dealing in and around St John's Church which is worrying local residents. This is a newly established operation but is gathering momentum quickly. I cannot talk too much about the emerging intelligence but suffice to say proactive work is ongoing and we will publish results soonest.

**Staffing**

There has been all sorts of rumours around staffing levels so I will clear this up here.

My neighbourhood Team, on its full complement (prior to Christmas) did have 4 PCSO's and 3 Neighbourhood Beat Managers (NBM's). Historically, each PCSO and NBM have worked an individual patch i.e one NBM and one PCSO for, Totnes West (South Brent, Harbertonford etc) one PCSO and one NBM for Totnes West (Marldon, Stoke Gabriel etc) and two PCSO's and one NBM for Totnes Town. One of the Town PCSO's was Gemma Finch. Due to the well-publicised reduction of PCSO numbers across the Force, Gemma Finch took the opportunity to move to Torquay. She will not be replaced. I have another PCSO on long term sick. With PC Gary Addelsee soon moving on, having been on station duties for several months following an injury, PC Josh Marshall having moved roles, we have been under significant strain recently. I have therefore removed the patch based policing approach and now we work as a whole team to deal with issues wherever they may be.

PC Geoff Foster retires next week. This means we will have 3 new NBM's; PC Gav Bulley has recently joined the team following a rigorous application process. He has worked in Totnes for some years and has an extensive history of proactive, problem solving policing which is exactly what we need. He starts on full duties with us in a few weeks and replaces PC Marshall. He will be followed by PC Zoe Carter, who is younger in service and was successful in her application due to some of the excellent arrests she has made in relation to Operation Applerose whilst working on her response team. She will replace PC Foster.

The third NBM post will go to advert once PC Addelsee vacates the post. So in essence by the summer, we will have a brand new team with 3 keen, proactive police officers who will have a big impact on policing issues across the town.

We were lucky to have so many applicants for the roles which allowed us to select who we thought would do the best job.

Due to Torquay being very short of PCSO's, officers based in rural stations were asked to move to Torquay on attachments. PCSO Jason Vasey chose to get his 3 month attachment out of the way in the 'quieter' period after Christmas. He has now completed this and is back with us.

So for much of this year, we have been running far below what we normally would. This will account for some of the lack of visibility in the town and an increase in ASB at places such as Vire Island and the bus stops which resulted in only reactive policing. We will begin to disrupt this and target repeat offenders in the very near future in a proactive manner.

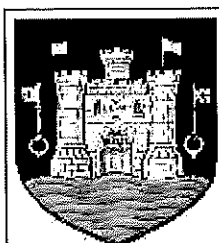
#### **Other local news stories**

You will have read that Russell Bunce broke into the police station just before Christmas. He was sentenced on 1<sup>st</sup> April to 16 months. He will service half of this (so 8 months) and the other half on licence. As he has been on remand in prison awaiting sentence, remand custody does double up on the sentence, so we are expecting him out imminently! Work is ongoing with the Probation Service to release him to Cornwall.

Several months ago we recommended several measures which would make the misuse of drugs in all toilets more difficult. It appears some of the measures are being implemented and we will await to see the results. Patrols of the toilets and any enforcement action will coincide with our work at the bus stop.

KEVICC (particularly the lower school) has been the subject of repeated incidents of criminal damage and burglary, predominantly at weekends or during the school holidays. Some youths (pupils of the school) have been apprehended but it does appear there are large numbers involved.

Totnes is currently performing excellently in relation to crime, figures considerably down on last year on all fronts except drugs related stats, which is due to the extra arrests and warrants that have recently gone on.



**DRAFT MINUTES FOR THE MEETING OF TOTNES TOWN COUNCIL**  
**MONDAY 1<sup>st</sup> APRIL 2019 AT THE GUILDHALL TOTNES**

Present: Councillors Whitty (Chair), Paine, Piper, Hodgson, Vint, Allen, Simms, Sweett, Price and Webberley.  
 Apologies: Councillors Westacott (MBE), Parker, Sermon, M Adams, R Adams, and Hendriksen  
 In Attendance: Catherine Marlton (Town Clerk), Christina Bewley (minutes), Peter Bethel (Town Sergeant), District Councillor Green, District Councillor Birch, Soundart Radio x 1, and 2 members of the public.

No	Subject	Comments
1	To receive apologies.	<p>Apologies were given by Councillors Westacott (MBE), Parker, Sermon, M Adams, R Adams, and Hendriksen.</p> <p>It was <b>RESOLVED</b> to accept the apologies.</p>
2	The Mayor will request confirmation that all Members have made any amendments necessary to their Declaration of Interests, if appropriate.	<p>None.</p> <p>It was proposed that heartfelt thanks should be given to Cllr Westacott (in her absence) for her dedicated service to the Town as a councillor and for the support she has given to new councillors who have joined the Town Council. This was unanimously <b>AGREED</b>.</p>
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 representative from the charity Refurnish Devon spoke about the problems they would have continuing if SHDC plans to redirect recycling grants go ahead. He asked for the Town Council to express concern to SHDC over the withdrawal of funding for the charity.</p> <p>A member of the public gave his support for Refurnish Devon. He was also was pleased to note that scaffolding has gone up at the front of 39 High Street.</p> <p>District Cllr Birch provided a written report. He reported that scaffolding has been erected at the front on 39 High Street and that SHDC Officers have confirmed any necessary safety work will be done. He also reported that he had made enquiries about the length of time it is taking for the works to be carried out on the toilets on Coronation Rd. Problems with vagrants and drug users has hampered the work and Cllr Birch asked that the Town Council speaks to the Police &amp; Crime Commissioner about the problem in the town. He suggested the new Council should invite the Police to give a report at the next Full Council meeting on what is being done. It was reported that SHDC workmen do not want to work at the site because of the issues with needles and drug users. It was <b>AGREED</b> that the Clerk</p>

	<p><i>The Council will convene.</i></p>	<p>would arrange a meeting with the new local Police Superintendent, SHDC and DCC after 13<sup>th</sup> May 2019 and that a distinction is made between the policing needs in Totnes and the caring needs.</p> <p>District Cllr Green provided a written report. He wants to encourage the new Council when it is established to work towards completing the Neighbourhood Plan in order to preserve green spaces in the town. He was thanked for all his work for the town during his time as a District Councillors which is ending.</p> <p>County Cllr Hodgson advised that her report would be e-mailed to councillors. She advised that she had attended the Children's Scrutiny Committee meeting and had been alarmed at the level of anxiety and self-harm in very young children. She also reported that she had been out with the Highways Officer to look at the road repairs need as she had a £90k budget to spend. She listed some of the areas identified for work. The next meeting for the Climate Emergency declaration is on Saturday in the Guildhall. She also gave feedback from the Totnes &amp; District Traffic &amp; Transport Forum meeting.</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"> <li>a. Full Council 4<sup>th</sup> March 2019</li> <li>b. Council Matters 11<sup>th</sup> March 2019</li> <li>c. Town Matters 21<sup>st</sup> March 2019</li> </ul>	<p>It was <b>RESOLVED</b> to approve and sign the Minutes of the following meetings :</p> <ul style="list-style-type: none"> <li>a. Full Council 4<sup>th</sup> March 2019</li> <li>b. Council Matters 11<sup>th</sup> March 2019</li> <li>a. Town Matters 21<sup>st</sup> March 2019</li> </ul>
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> <ul style="list-style-type: none"> <li>a. Full Council 4<sup>th</sup> March 2019</li> <li>b. Council Matters 11<sup>th</sup> March 2019</li> <li>c. Town Matters 21<sup>st</sup> March 2019</li> </ul>	<p>The following matters arose:</p> <ul style="list-style-type: none"> <li>a. <u>Full Council 4<sup>th</sup> March 2019</u></li> </ul> <p>None.</p> <ul style="list-style-type: none"> <li>b. <u>Council Matters 11<sup>th</sup> March 2019</u></li> </ul> <p>Item 5 – It was <b>RESOLVED</b> to accept the recommendation.</p> <ul style="list-style-type: none"> <li>c. <u>Town Matters 21<sup>st</sup> March 2019</u></li> </ul> <p>Item 7 – It was <b>RESOLVED</b> to accept the recommendation with the amendment that the Air Quality Action Plan will also be presented at the Annual Town Meeting alongside the TDTF Schemes.</p> <p>Item 8 – It was <b>RESOLVED</b> to accept the recommendation.</p>

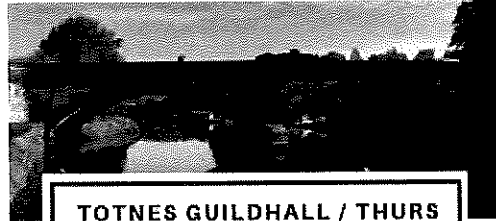
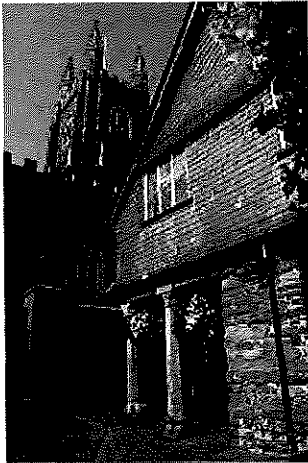
6	To receive an update on the Neighbourhood Plan process and consider an update to the proposed budget allocation.	<p>A written report was provided by the Clerk. It was <b>RESOLVED</b> to accept both of the officer recommendations at the end of the report.</p> <p>1. That Council <b>RESOLVES</b> to allocate existing officer time to the NP coordination and that a transfer equivalent to 5 hours a week plus associated on costs be vired from Neighbourhood Planning to the Staffing budget from 1<sup>st</sup> April 2019 onwards.</p> <p>2. That Council <b>RESOLVES</b> to delegate authority to the Town Clerk to appoint a planning professional to undertake a review of the document once all the parts have been collated and suggested amendments made by the internal administrative support. Once complete the collated document and report from the review will be presented to the new NP group for progress.</p>
7	To note that the Standing Orders are currently under review. The current working draft is attached. A new proposed document will be sent to Full Council on 13 <sup>th</sup> May for consideration and adoption. Councillors are asked to note draft dates of meetings.	<p>The Clerk advised that a slightly revised version has been re-circulated to everyone. It includes an Economy Working Group as suggested.</p> <p>There will be 3 committees: Town Matters, Planning, Council Matters. There will also be a Personnel sub-committee convened as and when needed. There will be 6 working groups underneath the Committee structure.</p> <p>Any changes to the draft Standing Orders need to be received by the Clerk in good time for the May Full Council meeting. The Nolan Principles will be attached as an Appendix to the Standing Orders.</p>
8	<p>To note future dates:</p> <ul style="list-style-type: none"> <li>• Elections – Thursday 2<sup>nd</sup> May 2019</li> <li>• Councillor Induction Session – Wednesday 8<sup>th</sup> May 2019</li> <li>• Mayoral Choosing – Thursday 16<sup>th</sup> May 2019</li> <li>• Annual Town meeting – Thursday 23<sup>rd</sup> May 2019 at 6.30pm in the Civic Hall</li> </ul>	Noted
9	To note the date of the next meeting: <b>Monday 13<sup>th</sup> May 2019 at 7pm in The Guildhall.</b>	Noted.

Ended 8pm

Catherine Marlton  
Town Clerk



## ITEM 10 – ITEMS FOR THE ANNUAL TOWN MEETING



TOTNES GUILDHALL / THURS  
23 MAY 2019 / 6.30PM

### ANNUAL TOWN MEETING

Come and have your say on what is  
important for Totnes



FOR MORE INFORMATION  
VISIT US ON FACEBOOK  
OR CALL 01803 862147



It's mandatory for town and parish councils to hold an Annual Town Meeting for their local electors between March and June. The purpose of the meeting is to provide the opportunity for local residents to receive reports on local council business and to discuss community business.

The Annual Town Meeting 2019 for Totnes residents will be in the historic Guildhall – coincidentally on the same day as the EU elections. Refreshments are available from 6pm, the meeting commences at 6.30pm.

This is an opportunity to speak to your town councillors, receive the latest news, offer up your ideas and get that nagging issue 'off your chest'. Themed areas for comment will be on boards around the room, for example:

- Community Budgeting – what are the priorities for investment and improvement?
- Public Toilets – should the Town Council keep paying to keep them free? What other solutions are there?
- How could we improve the town's appearance?
- Totnes Town Council **Declaration of a Climate Emergency** – progress report & how to get involved
- Totnes & District Traffic & Transport Forum – progress on sustainable transport proposals and Totnes Air Quality Management Action Plan

The Mayor will reconvene the meeting at 7.30pm to open the floor for questions. The meeting will close at 8.00pm.

Totnes Town Council is the local authority closest to residents. Whether you are at work, rest or play the Town Council is probably involved somewhere to a greater or lesser degree. It's always good to talk!

Cllr TO BE CONFIRMED

Totnes Town Council Mayor

## TOWN MEETING COMMENTS – THURSDAY 31<sup>ST</sup> MAY 2018

### Town Ranger

- Liaison point for organisations that need to do things i.e. litter collection.

### Priorities/Other Issues

- More police to reduce drug dealer issues.
- I appreciate it's not a Town Council issue but push SHDC for better youth priorities. More youth provision.
- Re-define 'affordable' housing/rent. More affordable homes – fewer over-priced unaffordable houses.
- Improved information access for visitors to town.
- How can development be prevented from getting out of hand and causing too much strain on local services.
- Link Road Proposal (Pip Paine's)
  - Noise issue to be reassessed/measured.
  - Cost issue to be reassessed/measured.
  - Will new link road encourage more non-affordable development?
  - Will it reduce pollution?
  - Developers made to put up a bond (large sum) to make sure they install infrastructure and truly social rented housing.
  - Environmental impact.

### Public Realm Improvements

- Put more seating around town, with divisions if so worried about rough sleepers. (Exeter High St has an attractive scheme using circular arranged seating with a tree in the middle.)
- Re-instate a long public notice board outside the Mansion, as promised months ago by CIC. CIC could still exercise an element of control, and public could be informed once more about community events, TTT events and other fun/cultural events.

### Market Square

- Any 'improvement' work should not disrupt trading by existing market stall-holders.
- Consultation - It would be helpful if the public could see a summary of all consultation to date on the market.
  - Without sufficient background information, consultation can only offer a 'wish-list'. Catherine was asked to explain.
  - Consultation needs earlier information on how space used now to make sensible suggestions for future.
- Seating – need improved seating, not facing out on outside of planter.
  - Please ensure that the number of seats at least not reduced.
  - Pleasant seating areas but market areas not to be reduced.
- Open the design to a design competition amongst residents/students – create a space to a brief.
- Run a competition
- No access for vehicles through the market square.
- Incorporate the car park/abolish the car park.
- What does SHDC funding cover? What is not included?
- Could we crowd fund as a community-led project? Match funding with Town Council.
- Get rid of all signage – only have bare essentials.



- Remove all bollards.
- Have an 'edibles' bed in the market square.
- Neither Councillors or Harrison Sutton have had reports and surveys carried out by University of Plymouth.
- Who are Harrison Sutton and how much will they cost? Who is paying for them?
- Community notice board in the market square to replace lost opportunity for local groups to advertise events caused by the removal of notices from railings outside the Mansion.
- Make a beautiful space, biodiversity.
- Needs to be more colourful.

### Community Engagement

- Council Meetings - make council meetings more user/people friendly.
  - 'Horseshoe' [shaped] council meetings.
  - Make council meetings non-hierarchical. Town Councillors to sit on the same level as public.
  - Meet at alternative venues.
  - Interactive meetings.
- Hold 'Annual Meeting' in school term (not holiday) and advertise widely inviting groups.
- Use Facebook, Twitter, Instagram
- Get togethers – picnics, rounders.
- Games evenings eg scrabble.
- Outdoor events.
- Ceilidh party.
- Zumba.

### Play Parks

- Westonfields – climbing frame, climbing wall, exercise equipment and graffiti wall.
  - Grass banks need to be cut regularly.
- Borough Park – bring back the band stand. + 1 support.
  - Youth shelters, seating near skate park.
  - Improved pathways up from station into borough park.
  - Flowerbeds
- Adult exercise route through Totnes and Bridgetown.
- More greenery, shrubbery and wooden play.
- Legal graffiti walls x 2.
- Graffiti workshop.
- Provide sheltered areas or seating x 2.
- Public drinking taps or fountains x 3.
- No dogs.
- Use of water.
- Public art spaces.
- Chocolate fountain for children and for marshmallows and strawberries.





# STANDING ORDERS

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TOTNES TOWN COUNCIL

Adopted May 2018

Under Review

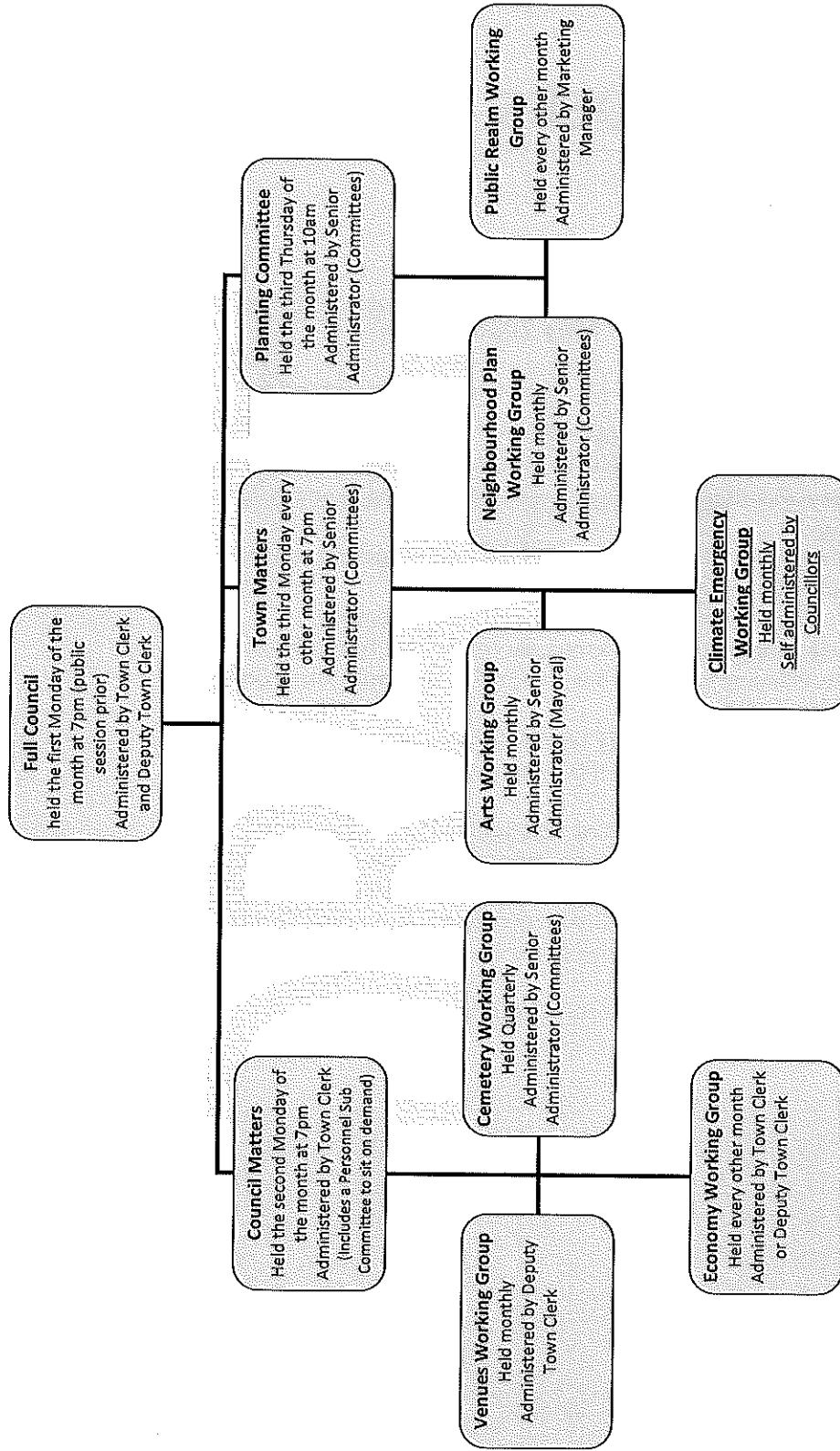
Scheduled for Full Council 13<sup>th</sup> May 2019

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General suggested amendments received:

1. Public participation for 30 minutes prior to every Full Council meeting before it starts in an informal setting and may be extended as required to enable full public participation.
2. Quorum for all meetings – Full Council and committees suggested as no less than a third (legal minimum is 3).
3. Town Matters committee to cover community issues and Climate Emergency, and Planning split out into a separate committee. Town Matters to be held 2 monthly. Planning to be held monthly (mid-month) with any urgent items to come before Full Council.
4. Council Matters will remain covering Finances, general operation updates and staffing policies. A sub-committee of this committee will be set up for sensitive staffing matters
5. 76 Working Groups – Cemetery, Venues, Arts (including Heritage of the town), Public Realm, Economy, Climate Emergency and Neighbourhood Plan. Need to consider the remit for these groups and they are non-decision making.
6. Formalisation of a Council Overview Group (previously Mayors and Chairs) held monthly consisting of the Clerk, Chair of the Council and Chairs of Committee.
7. All Councillors will adhere to the 7 Nolan Principles.

# STRUCTURE



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**MEETING DATES START OF 2019 – DRAFT ONLY**

Meeting	Date	Location
Full Council	Monday 13 <sup>th</sup> May at 7pm	The Guildhall
Mayoral Choosing/AGM	Thursday 16 <sup>th</sup> May during the day	The Guildhall
Council Matters	Monday 20 <sup>th</sup> May at 7pm	The Guildhall
Council Overview Group	Monday 20 <sup>th</sup> May at 2pm	Guildhall Offices
Planning Committee	Thursday 23 <sup>rd</sup> May at 10am	The Guildhall
Annual Town Meeting	Thursday 23 <sup>rd</sup> May at 6.30pm	The Civic Hall
Town Matters	Tuesday 28 <sup>th</sup> May at 7pm (Monday is a B/H)	The Guildhall
Neighbourhood Plan Working Group	TBC	The Guildhall
Full Council	Monday 3 <sup>rd</sup> June at 7pm	The Guildhall
Arts Working Group	Tuesday 4 <sup>th</sup> June at 1pm	Guildhall Offices
Venues Working Group	Thursday 6 <sup>th</sup> June at 1pm	Guildhall Offices
Council Overview Group	Monday 10 <sup>th</sup> June at 2pm	Guildhall Offices
Council Matters	Monday 10 <sup>th</sup> June at 7pm	The Guildhall
Economy Working Group	Tuesday 11 <sup>th</sup> June at 1pm	Guildhall Offices
Public Realm Working Group	Wednesday 12 <sup>th</sup> June at 10am	Guildhall Offices/On site
Planning Committee	Thursday 20 <sup>th</sup> June at 10am	The Guildhall
Neighbourhood Plan Working Group	TBC	The Guildhall
Cemetery Working Group	TBC	Guildhall Offices/On site

## Contents

1. Meetings
2. Ordinary Council meetings
3. Extraordinary meetings of the Council
4. Committees, sub-committees and working parties
5. Motions
6. Rules of debate at meetings
7. Code of Conduct
8. Disorderly Conduct
9. Minutes
10. Voting on appointments
11. Previous resolutions
12. Handling confidential or sensitive information
13. Proper Officer
14. Financial Matters
15. Financial controls and procurement
16. Accounts and accounting statements
17. Annual budget and precept
18. Execution and sealing of legal deeds
19. Allegations of Breaches of the Code of Conduct
20. Handling staff matters
21. Requests for information
22. Relations with the press/media
23. Communicating with District and County Councillors
24. Restrictions on Councillor activities
25. Standing Orders generally
26. Committee Terms of Reference
27. Link Councillors
28. Council Strategy Group
29. Nolan Principles

**Text in bold is required by statute**

## 1. Meetings

- a) Meetings shall not take place in premises which at the time of the meeting are used for the supply of alcohol, unless no other premises are available free of charge or at a reasonable cost.
- b) The minimum three clear days for notice of a meeting does not include the day on which notice was issued, the day of the meeting, a Sunday, a day of the Christmas break, a day of the Easter break or of a bank holiday or a day appointed for public thanksgiving or mourning.
- c) Councillors are expected to attend meetings.
- d) Meetings shall be open to the public unless their presence is prejudicial to the public interest by reason of the confidential nature of the business to be transacted or for other special reasons. The public's exclusion from part or all of a meeting shall be by a resolution which shall give reasons for the public's exclusion.
- e) Members of the public may make representations, raise questions, give evidence during a 30 minute open and informal session prior to Full Council.
- f) Any items raised by members of the public that require a decision will be referred by the Chair to the relevant committee for consideration by the usual committee process. Questions requiring a factual answer may be answered by the Chair or be referred by the Chair to the Clerk or a relevant Councillor.
- g) Photographing, recording, broadcasting or transmitting the proceedings of a meeting by any means is permitted for non-confidential items.
- h) The press shall be provided with reasonable facilities for the taking of their report of all or part of a meeting at which they are entitled to be present.
- i) Subject to Standing Orders which indicate otherwise, anything authorised or required to be done by the Chair of the Council may in their absence be done by the Deputy Chair.
- j) The Chair, if present, shall preside at a meeting. If the Chair is absent from a meeting, the Deputy Chair, if present, shall preside. If both the Chair and the Deputy Chair are absent from a meeting, a Councillor as chosen by the Councillors present at the meeting shall preside at the meeting.
- k) All questions at a meeting shall be decided by a majority of the Councillors present and by voting thereon.
- n) The Chair may give an original vote on any matter put to the vote, and in the case of an equality of votes may exercise their casting vote whether or not they gave an original vote.
- l) Unless Standing Orders provide otherwise, voting on a question shall be by a show of hands. At the request of a Councillor, the voting on any question shall be recorded so as to show whether each Councillor present and voting gave their vote for or against that question.
- m) The minutes of a meeting shall record the names of the Councillors present or if late time of arrival or leaving prior to the end.
- n) The code of conduct adopted by the Council shall apply to Councillors in respect of the entire meeting (Appendix A).
- o) An interest arising from the code of conduct adopted by the Council, the existence and nature of which is required to be disclosed by a Councillor at the meeting shall be recorded in the minutes.
- p) A Councillor with voting rights who has a disclosable pecuniary interest as set out in the Council's code of conduct in a matter being considered at a meeting is subject to statutory limitations or restrictions under the code on their right to participate and vote on that matter.
- q) No business may be transacted at a meeting unless at least one third of the whole number of members of the Council are

present and in no case shall the quorum of a meeting be less than three.

r) If a meeting is or becomes inquorate no business shall be transacted and the meeting shall be adjourned.

## 2. Ordinary Council meetings

a) In an election year, the annual meeting of the Council shall be held on or within 14 days following the day on which the new Councillors elected take office.

b) In a year which is not an election year, the annual meeting of a Council shall be held on such day in May as the Council may direct.

c) If no other time is fixed, the annual meeting of the Council shall take place at 7.00pm.

d) In addition to the annual Town Council meeting of the Council, at least three other ordinary meetings shall be held on such dates and times as the Council directs.

e) The election of the Chair and appointment of the Deputy Chair of the Council shall be the first business completed at the annual meeting of the Council. The Mayor appoints a Deputy without the need for an election.

f) The Chair of the Council, unless they have resigned or become disqualified, shall continue in office and preside at the annual meeting until their successor is elected at the next annual meeting of the Council.

g) The Deputy Chair of the Council, if any, unless they resign or become disqualified, shall hold office until immediately after the election of the Chair of the Council at the next annual meeting of the Council.

h) In an election year, if the current Chair of the Council has not been re-elected as a member of the Council, they shall preside at the meeting until a successor Chair of the Council has been elected. The current Chair of the Council shall not have an original vote in respect of the election of the new Chair of the Council but must give a casting vote in the case of an equality of votes.

i) In an election year, if the current Chair of the Council has been re-elected as a member of the Council, they shall preside at the meeting until a successor Chair of the Council has been elected. They may exercise an original vote in respect of the election of the new Chair of the Council and must give a casting vote in the case of an equality of votes.

j) Following the election of the Chair of the Council and Deputy Chair of the Council at the annual meeting of the Council, the order of business will include:

i. In an election year, delivery by Councillors of their declarations of acceptance of office forms and to grant permission for absent Councillors to sign their declarations in the presence of the Clerk outside of the Annual Meeting.

ii. In a non-election year, delivery by the Chair of their acceptance of office form.

iii. Review delegation arrangements to committees and sub-committees and make appointments where appropriate;

iv. Review terms of reference for committees;

v. Appointment of members to existing committees;

vi. Approve the Council's Standing Orders;

vii. Set the dates, times and place of ordinary meetings of the Council and any committees and sub-committees agreed for the year ahead.

## 3. Extraordinary meetings of the Council

a) The Chair of the Council may convene an extraordinary meeting of the Council at any time.

b) If the Chair of the Council does not or refuses to call an extraordinary meeting of the Council within seven days of having been requested in writing to do so by two Councillors, any two Councillors may convene an extraordinary meeting. The statutory public notice giving the time, venue and agenda for such a meeting must be signed by the two Councillors.



#### 4. Committees, sub-committees and working groups

- a) The Council may appoint standing committees and sub-committees at any meeting.
- b) Terms of reference, membership and Chair of any committee or sub-committee shall be approved by Council and form part of the Standing Orders
- c) The Council will determine whether the public may participate at a meeting of the committee or sub-committee.
- d) The Council may dissolve a committee or sub-committee at any meeting.
- e) The members of a committee may include non-Councillors unless it is a committee which regulates and controls the finances of the Council.
- f) Subject to Standing Order 4 (e) above, the Council, any committee or sub-committee may appoint working parties and/or open public forum groups comprised solely of Councillors, or of both Councillors and non-Councillors or entirely of non-Councillors.

#### 5. Motions

- a) No motion may be moved at a meeting unless it is on the agenda and the mover has given written notice of its wording to the Proper Officer at least three clear working days before the meeting. Clear days do not include the day of the notice or the day of the meeting.
- b) If the wording or nature of a proposed motion is considered unlawful or improper, the Proper Officer shall consult with the Chair of the forthcoming meeting, or the Councillors that have convened the meeting, to consider whether the motion shall be included or rejected.
- c) Subject to Standing Order above, the decision of the Proper Officer as to whether or not to include the motion on the agenda shall be final.
- f) The following motions may be moved at a meeting without written notice to the Proper Officer;
  - i. to appoint a person to preside at a meeting;
  - ii. to approve the absences of Councillors;
  - iii. to approve the accuracy of the minutes of the previous meeting;
  - iv. to dispose of any business remaining from the last meeting;
  - v. to alter the order of business on the agenda;
  - vi. to proceed to the next business on the agenda;
  - vii. to close or adjourn debate;
  - viii. to move to a vote;
  - ix. to defer consideration of a motion;
  - x. to require a written report;
  - xi. to extend the time limits for speaking;
  - xii. to exclude the press and public for all or part of a meeting;
  - xiii. to silence or exclude from the meeting a Councillor or a member of the public for disorderly conduct;
  - xiv. to temporarily suspend the meeting;
  - xv. to suspend any Standing Order except those which are mandatory by law;
  - xvi. to appoint representatives to outside bodies and to make arrangements for those representatives to report back;
  - xvii. to adjourn the meeting;
  - xviii. to close a meeting.

## 6. Rules of debate at meetings

- a) A motion shall not be considered unless it has been proposed and seconded.
- b) Motions must be clear and concise.
- c) The Chair shall decide the order in which amendments are considered and dealt with.
- d) Only one amendment shall be moved at a time.
- e) The mover of a motion or the mover of an amendment shall have the right of reply.
- f) During the debate of a motion, a Councillor may interrupt only on a point of order or if the Chair asks for an explanation. The Councillor who was interrupted shall stop speaking. A Councillor raising a point of order shall identify the Standing Order which they consider has been breached or identify any irregularity.
- g) A point of order shall be decided by the Chair and their decision shall be final.
- h) The Chair shall be satisfied that a motion has been sufficiently debated before it is put to a vote.
- i) When a motion is under debate no other motion shall be moved except:
  - i. To amend the motion;
  - ii. To proceed to the next business;
  - iii. To adjourn the debate;
  - iv. To put the motion to a vote;
  - v. To ask a person to be silent or for them to leave the meeting;
  - vi. To exclude the public and press;
  - vii. To adjourn the meeting;
  - viii. To suspend any Standing Order, except those which are mandatory.

## 7. Code of Conduct

- a) All Councillors and non-Councillors with voting rights shall observe the code of conduct adopted by the Council on November 6<sup>th</sup> 2017 (Appendix A). All Councillors will adhere to the 7 Nolan Principles as outlined under section 29.

### EXPLANATION OF PECUNIARY INTEREST TAKEN FROM CODE OF CONDUCT

#### *Disclosable Pecuniary Interests*

#### 7. *The Interests you must register are:*

##### 7.1 *Those disclosable pecuniary interests defined by the Regulations, namely:*

*(a) Employment - any employment, office, trade, profession or vocation carried on for profit or gain by you or a relevant person;*

*(b) Sponsorship - any payment or provision of any other financial benefit (other than from the Council) made or provided within the relevant period in respect of any expenses incurred in carrying out your duties as a Member, or towards your expenses, including any payment or financial benefit from a trade union within the meaning of the Trade Union and Labour Relations (Consolidation) Act 1992;*

*(c) Contracts - any contract which is made between you or, so far as you are aware, a relevant person (as defined at Paragraph 2 above) (or a body in which the relevant person has a beneficial interest) and the Council:*

- (1) under which goods or services are to be provided or works are to be executed; and*
- (2) which has not been fully discharged*

*(d) Land - any beneficial interest in land held by you, or so far as you are aware, a relevant person, which is within the area of the Council;*

*(e) Licence - any licence (alone or jointly with others) to occupy land held by you, or so far as you are aware, a relevant person in the area of the Council which will last for a month or longer*

*(f) Corporate Tenancies -any tenancy where (to your knowledge):*

*(1) the landlord is the Council; and*

*(2) the tenant is a body in which you or, so far as you are aware, a relevant person has a beneficial interest.*

*(g) Securities - any beneficial interest that you or, so far as you are aware, a relevant person has in securities of a body where:*

*(1) that body (to your knowledge) has a place of business or land in the area of the Council and*

*(2) either:*

*(a) the total nominal value of the securities exceeds £25,000 or one hundredth of the total issued share capital of that body; or*

*(b) if the share capital of that body is of more than one class, the total nominal value of the shares of any one class in which the relevant person has a beneficial interest exceeds one hundredth of the total issued share capital of that class.*

b) Unless they have been granted a dispensation, a Councillor or non-Councillor with voting rights shall withdraw from a meeting when it is considering a matter in which they have a disclosable pecuniary interest. They may return to the meeting after it has considered the matter in which they had the interest.

c) Unless they have been granted a dispensation, a Councillor or non-Councillor with voting rights shall withdraw from a meeting when it is considering a matter in which they have another interest if so required by the Council's code of conduct. They may return to the meeting after it has considered the matter in which they had the interest.

d) Dispensation requests shall be in writing and submitted to the Proper Officer as soon as possible before the meeting, or failing that, at the start of the meeting for which the dispensation is required.

e) A decision as to whether to grant a dispensation shall be made by a meeting of the Council, or committee or sub-committee for which the dispensation is required and that decision is final.

f) A dispensation request shall confirm:

i. the description and the nature of the disclosable pecuniary interest or other interest to which the request for the dispensation relates;

ii. whether the dispensation is required to participate at a meeting in a discussion only or a discussion and a vote;

iii. the date of the meeting or the period (not exceeding four years) for which the dispensation is sought; and

iv. an explanation as to why the dispensation is sought.

h) A dispensation may be granted in accordance with Standing Order 7(e) above if having regard to all relevant circumstances the following applies:

i. without the dispensation the number of persons prohibited from participating in the particular business would be so great a proportion of the meeting transacting the business as to impede the transaction of the business; or

ii. granting the dispensation is in the interests of persons living in the Council's area; or

iii. it is otherwise appropriate to grant a dispensation.

### **8. Disorderly Conduct**

- a) No person shall obstruct the transaction of business at a meeting or behave offensively or improperly.
- b) If, in the opinion of the Chair, there has been a breach of Standing Order 8 (a) above, the Chair shall express that opinion and thereafter any Councillor (including the Chair) may move that the person be silenced or excluded from the meeting, and the motion, if seconded, shall be put forth with and without discussion.
- c) If a resolution made in accordance with Standing Order 8(b) is disobeyed, the Chair may take such further steps as may reasonably be necessary to enforce it and/or they may adjourn the meeting.

### **9. Minutes**

- a) Minutes, including any amendment to correct their accuracy shall be confirmed by resolution at the subsequent Council meeting.
- b) A motion to correct an inaccuracy can be moved and agreed amendments shall be made to the final minutes.

### **10. Voting on appointments**

- a) Where two or more persons have been nominated for a position by the Council and none of those persons has an absolute majority of votes in their favour, the person having the least number of votes shall be struck off the list and a fresh vote taken.
- b) This process shall continue until a majority of votes is given in favour of one person. Any tie may be settled by the Chair's casting vote.

### **11. Previous resolutions**

- a) A resolution shall not be reversed within six months except either by a special motion, which requires written notice by at least 3 Councillors to be given to the Proper Officer.
- b) When a motion moved pursuant to Standing Order 11(a) above has been disposed of, no similar motion may be moved within a further six months.

### **12. Handling confidential or sensitive information**

- a) Councillors and staff should not disclose confidential information.

### **13. Proper Officer**

- a) The Council shall appoint a Proper Officer who shall be the Town Clerk and a Deputy Town Clerk who will undertake the work of the Proper Officer when the Proper Officer is absent.
- b) The Proper Officer shall:
  - i. give public notice of the time, date, venue and agenda at least three working clear days before a meeting of the Council or a meeting of a committee or subcommittee (provided that the public notice with agenda of an extraordinary meeting of the Council convened by Councillors is signed by them);
  - ii. send to Councillors the date, time, venue and agenda of the meetings of the Council at least three clear days before the meeting by email;
  - iii. convene a meeting of Council for the election of a new Chair of the Council, occasioned by a casual vacancy in their office;
  - iv. attend Council meetings OR delegate to the Deputy Clerk;
  - v. make the minutes of meetings available for inspection by the public;
  - vi. receive and retain copies of byelaws made by other local authorities;
  - vii. receive and retain declarations of acceptance of office forms from Councillors;
  - viii. process all requests made under the Freedom of Information Act 2000 and General Data Protection Regulation;

- ix. receive and send general correspondence and notices on behalf of the Council except where there is a resolution to the contrary;
- x. manage the organisation, storage of, access to and destruction of information held by the Council in paper and electronic form;
- xi. arrange for legal deeds to be executed;
- xii. arrange authorisation, approval, and instruction regarding any payments to be made by the Council in accordance with the Council's financial regulations;
- xiv. have overall managerial responsibility for the organisation, including staff;
- xv. implement the decisions of the Council via delegated authority;
- xvi. provide objective, professional advice on all matters.

#### **14. Financial Matters**

The Council shall appoint the Proper Officer to be the Responsible Financial Officer. The Deputy Town Clerk shall undertake the work of the Responsible Financial Officer when the Responsible Financial Officer is absent.

a) The Council shall consider and approve financial regulations drawn up by the Responsible Financial Officer, which shall include detailed arrangements in respect of the following:

- i. the keeping of accounting records and systems of internal controls;
- ii. the assessment and management of financial risks faced by the Council;
- iii. the work of the Independent internal auditor in accordance with proper practices and the receipt of regular reports from the internal auditor, which shall be required at least annually; and
- iv. the inspection and copying by Councillors and local electors of the Council's accounts and/or orders of payments.

b) Financial regulations shall be reviewed regularly and at least every 2 years for fitness of purpose (Appendix B).

#### **15. Financial controls and procurement**

a) Financial regulations shall confirm that a proposed contract for the supply of goods, materials, services and the execution of works with an estimated value in excess of £25,000 shall be procured on the basis of a formal tender as summarised in standing order 15(b) below.

b) Subject to additional requirements in the financial regulations of the Council, the tender process for contracts for the supply of goods, materials, services or the execution of works shall include, as a minimum, the following steps:

- i. a specification for the goods, materials, services or the execution of works shall be drawn up;
- ii. an invitation to tender shall be drawn up to confirm (i) the Council's specification (ii) the time, date and address for the submission of tenders (iii) the date of the Council's written response to the tender and (iv) the prohibition on prospective contractors contacting Councillors or staff to encourage or support their tender outside the prescribed process;
- iii. the invitation to tender shall be advertised on the Town Council website and Facebook page and must consider whether the Public Contracts Regulations 2006 (SI No. 5, as amended) and the Utilities Contracts Regulations 2006 (SI No. 6, as amended) apply to the contract and, if either of those Regulations apply, the Council must comply with EU procurement rules.

c) The Council or committees are not bound to accept the lowest value tender.

#### **16. Accounts and accounting statements**

a) "Proper practices" in Standing Orders refer to the most recent version of Governance and Accountability for Local Councils – a Practitioners' Guide (England).

b) All payments by the Council shall be authorised, approved and paid in accordance with the law, proper practices and the Council's financial regulations.

c) As soon as possible after the financial year end at 31 March, the Responsible Financial Officer shall provide:

i. The Council Matters Committee with a statement summarising the Council's receipts and payments for the last year to date for information; and

ii. to the Full Council the accounting statements for the year in the form of Section 1 of the annual return, as required by proper practices, for consideration and approval.

e) The year-end accounting statements shall be prepared in accordance with proper practices and applying the form of accounts determined by the Council (receipts and payments, or income and expenditure) for a year to 31 March.

f) The annual return of the Council, which is subject to external audit, including the annual governance statement, shall be presented to Council for consideration and formal approval before 30 June.

#### **17. Annual budget and precept**

a) At least one community participatory budget event will take place prior to the annual budget setting by the Council.

b) The Council shall approve a budget for the coming financial year before the end of January and instruct the Responsible Financial Officer to submit the precept demand to the District Council.

#### **18. Execution and sealing of legal deeds**

a) A legal deed shall not be executed on behalf of the Council unless authorised by a resolution.

b) Subject to standing order 18(a) above, any two Councillors may sign, on behalf of the Council, any deed required by law and the Proper Officer shall witness their signatures.

#### **19. Allegations of Breaches of the Code of Conduct**

a) On receipt of an alleged breach of the code of conduct by a Councillor, the Proper Officer shall report this to the Council.

b) Where the notification relates to a complaint made by the Proper Officer, the Proper Officer shall notify the Chair of Council and they shall nominate another staff member to assume the duties of the Proper Officer set out in the remainder of this Standing Order.

c) The Council may:

i. provide information or evidence where such disclosure is necessary to progress an investigation of the complaint as required by law;

ii. seek information relevant to the complaint from the person or body with statutory responsibility for investigation of the matter.

d) Upon notification by the District Council that a Councillor has breached the Council's code of conduct, the Council shall consider what, if any, action to take. Such action excludes disqualification or suspension from office.

#### **20. Handling staff matters**

a) A matter personal to a member of staff that is being considered by a meeting of Council OR the Council Matters Committee is subject to Standing Order 12 above.

b) In relation to matters of staff absence and sickness all staff will confirm to the Absence Management Policy adopted in April 2019.

In the case of the Town Clerk (Proper Officer) being absent the Chair of the Council Matters Committee and a Councillor of the Proper Officers preference will undertake the management role and report back to the Council Matters Personnel Sub Committee.

c) The Chair of the Council Matters Committee and a Councillor of the Proper Officers preference shall conduct a review of the performance and annual appraisal of the work of the Proper Officer. The appraisal will be written up and reported to the Council

Matters Personnel Sub Committee.

- d) Subject to the Council's policy regarding the handling of grievance matters, the Council's most senior employee shall contact the Chair of the Council or in their absence, the Deputy Chair of the Council in respect of an informal or formal grievance matter, and this matter shall be reported back and progressed by the Council Matters Committee.
- e) Subject to the Council's policy regarding the handling of grievance matters, if an informal or formal grievance matter raised by the Proper Officer relates to the Chair or Deputy Chair of the Town Council, this shall be communicated to another member of the Council Matters Committee which shall be reported back and progressed by resolution of the Council Matters committee OR the Town Council.
- f) Any persons responsible for all or part of the management of staff shall treat the written records of all meetings relating to their performance, capabilities, grievance or disciplinary matters as confidential and secure.
- g) The Council shall keep all written records relating to employees secure.
- h) Only persons with line management responsibilities shall have access to staff records referred to in Standing Orders 19(f) and (g) above if so justified.
- i) Access and means of access to records of employment referred to in Standing Orders 20(f) and (g) above shall be provided only to the Clerk and the Chair of the Council.

#### **21. Requests for information**

- a) Councillors and staff must comply with the new General Data Protection Regulations (GDPR) effective from 25th May 2018. The Deputy Town Clerk is the appointed Data Protection Officer for the Town Council.
- b) Requests for information held by the Council shall be handled in accordance with the Council's policy in respect of handling requests under the Freedom of Information Act 2000, the Data Protection Act 1998 to be superseded by the GDPR.
- c) Correspondence from, and notices served by, the Information Commissioner shall be referred by the Proper Officer to the Chair of the Council. The Town Council shall have the power to do anything to facilitate compliance with the Freedom of Information Act 2000. An admin fee may be applicable for these requests depending on the complexity, at the discretion of the Town Clerk.

#### **22. Restrictions on Councillor activities**

- a) Unless authorised by a resolution, no Councillor shall:
  - i. inspect any land and/or premises which the Council has a right or duty to inspect; or
  - ii. Issue orders, instructions or directions.

#### **23. Standing Orders generally**

- a) All or part of a Standing Order, except one that incorporates mandatory statutory requirements, may be suspended by resolution in relation to the consideration of an item on the agenda for a meeting.
- b) A motion to add to or vary or revoke one or more of the Council's Standing Orders, except one that incorporates mandatory statutory requirements, shall be proposed by a special motion, the written notice by at least 3 Councillors to be given to the Proper Officer in accordance with Standing Order 9 above.
- c) The Proper Officer shall provide a copy of the Council's Standing Orders to a Councillor as soon as possible after they have delivered their acceptance of office form.
- d) The decision of the Chair of a meeting as to the application of Standing Orders at the meeting shall be final.

## 24. Committee Terms of Reference

### 24.1 Council Matters Committee

#### 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.

A Personnel Sub-Committee will be formed, consisting of the Chair and 3/4 other elected members of the standing committee and will meet only when needed. For example; staffing appeals committee or for a complex staffing restructure. The quorum of this committee will be a third of the agreed membership.

#### 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 fulfil 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 a third of the elected committee membership.

#### 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 (and have delegated authority) 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 a third of the agreed membership.



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.

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.

### 24.2 Town Matters Committee

#### 1. Authority

The Town 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 Town Matters Committee will be held every 2 months on a set date.

#### 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 fulfil 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 a third of the elected committee membership.

#### 3. Remit

The Town Matters Committee will consider on behalf of the Town Council any matters, excluding the physical nature of the town, and anything concerning the quality of life of people who live, work in or visit the town. This will include:

- The welfare of the elderly and vulnerable.
- Enrichment for children and young people
- Provision of social, leisure, sporting and recreational facilities.
- Provision of adult education, cultural and library services.
- Employment Strategy.
- Tourism Development.
- Crime and anti-social behaviour.
- Climate Emergency.

n.b. Where these areas overlap with services provided by the Town Council e.g. Totnes Information Point or the Civic Hall, the Council Matters Committee will deal with the issue.

#### 4. Operating Principles

The Town Matters Committee will meet every two months to consider any significant issues in relation to its remit. The Town Matters Committee may consider any matter referred to it by a member of the public. The Committee will work in partnership with

relevant organisations in the town and where necessary will seek to provide leadership or coordination for the activities of individuals or organisations involved in quality of life issues. In issues in conjunction with outside groups and with a Council mandate it can act in an advocacy capacity to support specific issues.

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 Town Matters Committee will also be able to recommend the creation of Working Groups to undertake specific tasks within the responsibility 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 Committee and members of the public, and their membership will be agreed at Full Council.

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, during the Committee meeting suspend Standing Orders, if appropriate, to enable any interested parties to speak on a particular issue during the meeting.

#### 5. Delegated Powers

The Committee does not have delegated authority, and will be expected to make recommendations to Full Council for consideration.

#### 6. Records of Proceedings

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

The minutes of any subcommittee will be included into the Town Matters Committee minutes to inform Full 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 Town Matters Committee on completion of their work, and may choose to prepare interim reports if they wish.

#### 7. Administrative Support

The Senior Administrator (Committees) be responsible for the support and administrative duties of that Committee.

### 24.3 Planning Committee

#### 1. Authority

The Planning 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 Planning Committee will be held every month, mid month to allow any urgent planning applications to be considered by Full Council.

#### 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 fulfil 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 a third of the elected committee membership.

#### 3. Remit

The Planning Committee will consider on behalf of the Town Council any matters, including the physical nature of the town, and anything concerning the quality of life of people who live, work in or visit the town. This will include:

- Lead responsibility for the development of the Neighbourhood Plan, with appropriate input to the NP Working Group (please note any financial matters in relation to the Neighbourhood Plan needs to be considered by the Council Matters Committee).

- Planning applications, tree orders etc
- Traffic and Transport.
- Public Realm and Open Space (where these areas concern assets and services specifically provided by the Town Council e.g. the cemetery or the Town Council controlled allotments, the Council Matters committee will deal with the Issue).
- Housing.

n.b. Where these areas overlap with services provided by the Town Council e.g. Totnes Information Point or the Civic Hall, the Council Matters Committee will deal with the issue.

#### 4. Operating Principles

The Planning Committee will meet every month to consider any significant issues in relation to its remit e.g. planning. The Planning Committee will consider all but only matters referred to it by the Full Council by letter evidence. The Planning Committee may consider any matter referred to it by a member of the public. The Committee will work in partnership with relevant organisations in the town and where necessary will seek to provide leadership or coordination for the activities of individuals or organisations involved in quality of life issues. In issues in conjunction with outside groups and with a Council mandate it can act in an advocacy capacity to support specific issues.

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 Planning Committee will also be able to recommend the creation of Working Groups to undertake specific tasks within the responsibility 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 Committee and members of the public, and their membership will be agreed at Full Council.

All committees, subcommittees and working groups are subject to the Town Council Standing Orders. The quorum for subcommittees and working groups would be one third of the agreed 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, during the Committee meeting suspend Standing Orders, if appropriate, to enable any interested parties to speak on a particular issue during the meeting.

#### 5. Delegated Powers

The Planning Committee has full delegated powers to make a Council decision regarding representations to South Hams District Council or other appropriate bodies on all planning applications in the town re Standing Orders, unless the Committee decides, following Council guidelines, that the application should be passed to Full Council due to its size, controversial nature or potential effect on local people.

The Committee may also comment on behalf of the Town Council on licenses or street naming if requested to do so.

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.

#### 6. Records of Proceedings

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

The minutes of any subcommittee will be included into the Planning Committee minutes to inform Full 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 Town Matters Committee on completion of their work, and may choose to prepare interim reports if they wish.

#### 7. Administrative Support

The Senior Administrator (Committees) be responsible for the support and administrative duties of that Committee.

## 25. Terms of Reference for Link Councillors

### 1. Link Councillors

The Town Council seeks to appoint Link Councillors annually. It is open to any Councillor to put themselves forward to be elected to a link Councillor role or to propose new areas of interest. The areas currently are:

- Business and Employment
- Cultural Links
- Elderly and Vulnerable People
- Young People/Youth
- Heritage
- Arts
- Traffic and Transport
- Environment and Sustainability
- Open Space, Sports Provision and Leisure
- Disability
- Network of Wellbeing
- Police and Crime Commissioner Advocate
- Totnes Hospital League of Friends
- TADPOOL
- Totnes Allotments Association
- Vire Twinning Association
- Totnes Municipal Charities and Totnes Bounds Charity
- Parish Paths Partnership
- River Dart Non-Beneficiaries Group
- DALC County Committee
- DALC Larger Councils Committee
- Caring Town
- Bridgetown Alive
- Totnes Fairtrade

### Links on outside bodies

- Daisy and Rainbow Childcare
- Totnes Traffic & Transport Forum
- KEVICC Foundation Governors
- Totnes Chamber of Commerce

### 2. Aims

The Town Council created these roles in order to provide nominated Councillors who can:

- a) develop particular knowledge about each key area;
- b) liaise with groups in the town with relevant interests to be aware of current issues and activity;
- c) take up particular cases for individuals with an issue in their remit;
- d) develop relationships with relevant service providers;
- e) take information and views from the Town Council back to the groups;
- f) take matters for consideration back to Full Council via a motion or report.

## 26. Terms of Reference for Advisory Bodies (Forums)

There is currently one group operating as advisory bodies to the Town Council. This is:

- The Traffic and Transport Forum

Each forum has developed its own Terms of Reference which indicate why it exists and how it wishes to operate. These Terms of Reference do not wish to cut across those stated aims, and are written solely to clarify the nature of the relationship with the Town Council, to whom each acts as an advisory body only.

1. The Town Council will nominate at least one Councillor to act as a link point with each forum.
2. The Council will seek the views of its advisory bodies on all matter of relevance to them.
3. Where an issue needs further consideration, the Town Council could request consideration of the issue by the forum. Or the Council could set up a working group, asking the forum if they would nominate members to join with the Council on the working group to consider the relevant issues.
4. It must be noted that ultimately responsibility lies with Councillors, and they may not always choose to take the advice of the forum.
5. The Town Council values the forum members. It will encourage people from across the town to join the Forum, as the recognised place for members of the community to air their detailed concerns and become involved on matters of relevance to the forum. In return it expects the Forums to:
  - Regularly promote their meetings and seek to encourage individuals and community groups to join them, in order to make them as representative as possible.
  - achieve transparency and openness by holding open meetings, publicising the agenda and reporting on their activity.
  - recognise the right of any individual or organisation to operate unilaterally, respecting everyone's opinions.

## 27 Terms of Reference for the Mayor and Deputy Mayor

The Mayor should provide a visible and strong presence in the town representing the Town and the Council. The Mayor should act within their role as a way for the Town Council to engage with the community as agreed by the Council and set out within Town Council policies and procedures. They act as an independent advocate for both Totnes and the Council on all occasions both within and outside of the Town.

The Mayor's role in all Civic events is to act as the senior public face of the Town/Council, representing its continuity and heritage and using the dress and regalia of the Town Mayor when appropriate. They are expected to attend events.

In undertaking the role of community leader the Mayor should help to develop partnerships with all sectors of the community for the benefit of Totnes. In achieving this they will reflect policies and recommendations of the Council in an independent manner, to further the interests of Totnes.

As Chair of the Council the Mayor fulfils both the statutory responsibilities of the Chair of the Council and the specific responsibilities of the role as directed by the Council within its Standing Orders. Their principal role is to preside at meetings of the Town Council:

- a) To determine that the meeting is properly constituted and that a quorum is present;
- b) To inform themselves as to the business and objects of the meeting;
- c) To preserve order in the conduct of those present;
- d) To confine discussion within the scope of the meeting and reasonable limits to time;
- e) To decide whether proposed motions and amendments are in order;
- f) To formulate for discussion and decision questions which have been moved for the consideration of the meeting;
- g) To decide points of order and other incidental questions which require decision at the time;
- h) To ascertain the sense of the meeting by:
  - putting relevant questions to the meeting and taking the vote thereon (and if so minded giving a casting vote);
  - declaring the result; and
  - causing a ballot to be taken if duly demanded.
- i) To approve the draft of the minutes or other record of proceedings (with the consent of the meeting);
- k) To adjourn the meeting when circumstances justify or require that course; and
- l) To declare the meeting closed when its business has been completed.

Additionally, together with the Committee Chairs, all Councillors and the Town Clerk, the Mayor through the Council committee meetings who report to Full Council, will oversee the effective management of all the resources of the Town Council, to deliver services to achieve the greatest benefit for the residents and businesses, including support for health and wellbeing, infrastructure, heritage and the economy of the town.

In undertaking the role of the Mayor they will receive support in their Civic role and in communications by the Mayor's PA. In their statutory and non-civic role, the Mayor will be supported by the Clerk.

The policy in relation to Mayoral expenditure is attached as Appendix D.

## 28 Council Strategy Group

The Council Strategy Group (previously Mayors and Chairs) will consist of the Clerk, Chair of the Council, Deputy Chair of the Council, Chair of Town Matters, Chair of Council Matters and Chair of Planning.

The group will meet on the 2<sup>nd</sup> Monday of the month at 2pm in the Guildhall Offices. These meetings are not open to the public.

The quorum for this group will be half of the agreed membership and in no case less than 3.

This is an informal meeting to discuss current and upcoming issues within and impacting the Town Council and to review agenda items for consideration. This group is advisory only and does not have delegated authority to make decisions.

## 29 Nolan Principles

All Councillors will adhere to the 7 principles of public life:

### 1. Selflessness

Holders of public office should act solely in terms of the public interest.

### 2. Integrity

Holders of public office must avoid placing themselves under any obligation to people or organisations that might try inappropriately to influence them in their work. They should not act or take decisions in order to gain financial or other material benefits for themselves, their family, or their friends. They must declare and resolve any interests and relationships.

### 3. Objectivity

Holders of public office must act and take decisions impartially, fairly and on merit, using the best evidence and without discrimination or bias.

### 4. Accountability

Holders of public office are accountable to the public for their decisions and actions and must submit themselves to the scrutiny necessary to ensure this.

### 5. Openness

Holders of public office should act and take decisions in an open and transparent manner. Information should not be withheld from the public unless there are clear and lawful reasons for so doing.

### 6. Honesty

Holders of public office should be truthful.

### 7. Leadership

Holders of public office should exhibit these principles in their own behaviour. They should actively promote and robustly support the principles and be willing to challenge poor behaviour wherever it occurs.

ITEM 12 – NOMINATIONS FOR COMMITTEES, LINKS AND OUTSIDE BODIES

	Council Matters (inc Personnel)	Planning	Town Matters	Venues Working Group	Arts Working Group	NP Working Group	Economy Working Group	Public Realm Working Group	Cemetery Working Group	Climate Emergency Working Group	NOTES
Adams M	1			1		1			1		Nominee Chair of Council Matters.
Adams R	1	1		1					1		
Allen G		1	1		1	1				1	
Allford C	1			1		1		1		1	
Hendriksen R		1	1	1							
Hodgson J	1	1				1				1	Mayoral Nominee.
Luker C		1				1	1			1	
Matthews D			1		1			1			
Paine P	1	1	1						1		
Perkins K			1		1			1			
Piper B			1		1					1	
Price E	1						1			1	Nominee Chair of Council Matters.
Simms A	1	1				1			1		Mayoral Nominee.
Skinner S			1		1			1			
Trow V		1	1		1	1					
Webberley L			1							1	
<b>TOTALS</b>	<b>7</b>	<b>8</b>	<b>9</b>	<b>4</b>	<b>6</b>	<b>7</b>	<b>2</b>	<b>4</b>	<b>4</b>	<b>7</b>	

Min 8 Max 10    Min 8 Max 10

68





<b>Link Councillors</b>		
Cultural Links		Allen, M Adams
Arts		Skinner, Perkins, Allen
Elderly and Vulnerable People		Webberley
Young People		Hodgson, Webberley, Skinner, Perkins, Price
Heritage		Allen
Open Space, Sports Provision and Leisure		Trow
Traffic and Transport		Luker
Environment and Sustainability		Hodgson, Matthews, Allford, Luker
Disability		R Adams
Business and Employment		Luker, Price, Simms
<b>Representatives on Outside Bodies</b> Frequency of meetings depends on the various organisations - monthly is the most frequent. Where information is known it is shown below.		
Totnes Traffic and Transport Forum	Monthly (Weds Evening)	Luker
TADPOOL		Webberley
Totnes Allotments Association		Hodgson, Allford
Vire Twinning Association		M Adams
Totnes Municipal Charities and Totnes Bounds Charity		R Adams, Paine, M Adams
KEVICC Foundation Governors		R Adams, M Adams
Parish Paths Partnership		VACANCY
Totnes Hospital League of Friends	Monthly (Weds early evening)	VACANCY
River Dart Non-Beneficiaries Group		VACANCY
DALC County Committee		Hodgson

DALC Larger Councils Committee	All meetings to take place at Cardinal Newman House, Wonford Road, Exeter, EX2 4PF, from 2.00pm to 4.00 pm unless otherwise notified: <ul style="list-style-type: none"> <li>• Thursday 13<sup>th</sup> June 2019</li> <li>• Thursday 14<sup>th</sup> November 2019.</li> </ul>	VACANCY
Totnes Chamber of Commerce		Luker
Fairtrade	Every 2 months	Hodgson, Luker
Caring Town		Webberley, Allford, R Adams
Museum Trust		Allford, Allen
Network of Wellbeing		Allford, Allen
Bridgetown Alive		Allford, M Adams
Daisy and Rainbow Childcare		Hodgson, Skinner, Allen
Inclusive Totnes [Disability]		R Adams
Police & Crime Commissioner Councillor Advocate		Luker, Simms

# Caring Town Information Exchange

Connecting local people with local services.



Year-end update for Totnes Town Council, April 2019

This document gives the numbers and types of service users during the period April 2018 to March 2019 inclusive, news about changes to the service and an update on our plans for the next period.

## Visitor numbers

This service has now been up and running for 2 years. During this last 12-month period (Year 2) 1,630 people have used the CTIE service (which reflects a 15% increase in number of visitors per session compared to Year 1). Of these, 494 visitors had 'specific needs suitable for referral' (an increase of 22% compared to Year 1).

The other visitors come in for a wide range of reasons including because they are lonely, to find out what we do, as providers that are staying connected to us, to ask questions about the town in general and so on. All of these visitors are interacting with us in some way and we always take the opportunity to connect and make sure they know what we do, in case of future need.

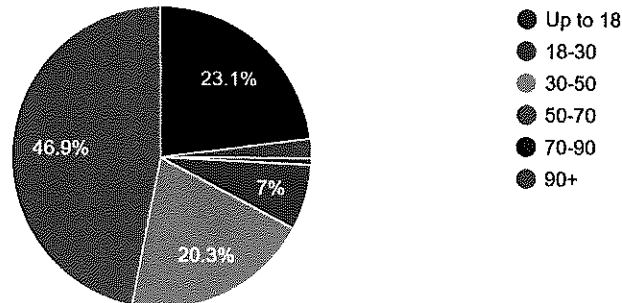
This slow but steady increase in service users is especially positive when we note that we have been open for fewer sessions as compared to the same period in Year 1 (196 sessions versus 231) due to bad weather, holidays and changes in our opening times.

We have also created an online directory (which required a whole new website to be set-up), so that anyone with internet access can search the same set of providers that is available to the Connectors. This went live in February 2019 and we will be monitoring search terms and directory usage for reporting in future updates.

Our "Help in Hard Times" pocket guide has proved very successful and we have now handed out over 1,500 copies. This gives the emergency numbers and contacts for people with urgent needs.

## More about the visitors with needs

Estimated age range:



- 85% of the visitors were there on their own behalf and the others, for someone they knew.
- 54% of the visitors said this was recent issue, rather than ongoing.
- Around 70% said their issue was urgent or somewhat urgent.
- 66% of visitors were female.

## Types of needs

Here are some examples of recent needs that shows the range of issues we help with:

- A young person with anxiety accompanied by family member - looking to do something around volunteering.
- A woman who won't let the housing association into her house has been sent a letter threatening prison.
- A woman new to Totnes seeking help and support for her disabled partner and for her.
- A man suffering with MS and its ongoing effects and deteriorating health - blind, problem walking and moving, hearing, mental health and mood. Brought in by a concerned passer-by.
- A woman needing food help and help to address council tax underpayment now urgent.
- A man seeking urgent help with debt.
- A number of food bank referrals.
- A woman with Parkinson's who has financial difficulties.
- A retired man, 3 days resident in Totnes, looking for walking group and social opportunities.

We have just revised the way we monitor use of the service, and the table below reflects the new categories we have been using since January 2019. Our future updates will be able to show any change in these needs over time.

Need expressed (may be more than 1 of these)	% of visitors
Legal issues, benefits or rights	17%
Mental health	11%
Physical health	12%
Looking for social contact - activity or group	19%
Financial issues	14%
Just needing to talk / share	12%
Housing	8%
Volunteering	8%
Courses or IT needs	7%
Work or employment	5%
Practical help	4%

### How did we help them?

Visitors continue to bring a wide range of queries, and the actual need can take some time to emerge as trust grows with the Connector. Some are quick to address, and others can take several visits and hours of research and follow-up. We were able to help with practically all of the issues in terms of sign-posting visitors to local organisations, services and groups - as a user or potential volunteer. The most common referrals continue to be to: Totnes Caring, Citizens Advice South Hams, Churches, Community Cafes, Totnes Connection Hub & Food Bank, Learn Devon, Totnes Library and Walk & Talk. A number of service users come back to let us know how useful the service has been to them, and we get some heart-warming and positive stories. As we intentionally do not save contact details in our system this is the only way we can find out the impacts of our service as the moment. However, the people who use our service via GP social prescribing can be better monitored for outcomes and we aim to begin reporting on this as this process develops.

### Social prescribing

Since July 2018 we have been working with Leatside Surgery to develop a more formal social prescribing service. "Social prescribing enables GPs, nurses and other primary care professionals to refer people to a range of local, non-clinical community services". Some of the GPs have been doing some informal social prescribing themselves, but not in a coordinated or monitored way, and not always with the latest info about what's available locally. Given the CTIE is the place that already keeps track of the many local activities, groups and services, this also makes best use of this service currently funded by Totnes Town Council. There is no money attached to any social prescriptions.

The aims of this trial are to: help ensure that local people as patients get the support they need; that local non-clinical services and activities are used to their fullest capacity; and that GP services are better able to focus on clinical needs. It will also help us identify gaps. We are monitoring how many patients are referred to us, how many then actually come to us, who we refer them to, and then whether they fulfil the 'prescription' or not. We also held a local Social Prescribing event in November 2018 where

local provider groups and organisations that are relevant for/interested in social prescribing came together to help us shape the service moving forward. Since February 2019 we have changed our Thursday drop-in session to be appointments only, based out of Leatside, as part of our more formal social prescribing programme. We will report on this more fully in our next update but clearly here we are seeing people with specific issues for direct referral.

## Reflections & plans

The CTIE space continues to act well as a doorway for the community into the local network of services and groups, and the number of visitors with needs is continuing to increase, slowly but surely, as the service becomes more widely known both by residents and providers. We still look forward to the signage at the front of the Mansion being reinstated (date still not yet confirmed). We had one of our Connectors (Victoria) leave in February and quickly recruited an excellent replacement (Sandra) to work with Denise, and continue to feel grateful for the professionalism and caring that they bring to this role.

We are continuing to adapt the service to reflect the community's needs – e.g. with the agreement of TTC, since July 2018 we have stopped opening on Saturdays as this was always our quietest session and we had some safeguarding/lone worker issues. Instead we have been doing outreach and attending community cafes, most often St Johns Community Café every Wednesday. This makes the service more accessible for people in Bridgetown and offers a more social and for many, a less threatening way to connect with our service. Each week we speak informally with many of the café visitors and as a result a significant number later come to the Mansion for the drop-in service.

We moved from sharing a space with Citizens Advice South Hams, to them now using the CTIE room at the Mansion every Wednesday when our Connectors are elsewhere. Their in-town service is proving very popular and we continue to make a large number of referrals. Our successful joint proposal to TTC for financial support for both of our services from April 2019 reflects the good nature of our working relationship, and we continue to explore ways to ensure both our services are used as fully as possible.

Moving forward, we are interested to see how the social prescribing develops as we are now based in Leatside Surgery and having Connector appointments booked by the GPS directly. We are having monthly reviews with Leatside and learning much already about how to best integrate our services. We are also interested in whether making our directory publicly available online has any impact on the number of people using our drop-in service, and will be able to assess this over the next 6-12 months. We also wish to explore training up of 'community sign-posters' for example, local shop workers, so if they come across someone in need they know where they can direct them. However, we need to secure some additional resource for this.

We greatly appreciate the financial support of Totnes Town Council so far, and their commitment for another year of funding for ourselves and Citizens Advice, without which our service would not be possible. The next update will be issued in 6 months.

Fiona Ward, Caring Town Coordinator, 07922 165564, [fionaward@caringtown.org.uk](mailto:fionaward@caringtown.org.uk).

# visit TOTNES

Marketing Report Jan - March 2019  
Samantha Branch, Destination Manager

## Introduction

I've increased the amount of marketing activity this year due to having more marketing budget in 2018 / 19 which has had an impact on the website but still not on social. I'm going to allocate some of the 2019/20 budget to improving social media - increasing followers from target areas on Facebook and Instagram.

There has been a big increase on visitor numbers from March 2018 - March 2019 and April - April with a physical increase of 1340 users and 1311 unique users for March (14.22 % increase on the number of users and 13.73 % increase on unique visitors), and a huge increase of 3096 users (56.55%) and 3077 unique users (55.33%) in April. The massive increase in April is partly due to a huge spike in users on 17th April which all came through to the Beara Farm page because of this article in The Telegraph which was published on that day: <https://www.telegraph.co.uk/travel/family-holidays/best-campsites-england-camper-van/amp/>

There has also been an increase in the number of online users from USA this year so far - see digital analysis further in the document - changing from 1.55% in the whole of 2018 to 7.66% in Jan - end April 2019 (11.5% in March 2019). After some cross-referencing with their stats and marketing campaigns I know this is definitely because of our advert in the Visit Devon visitor guide. The third highest city that people are visiting the site from is currently Chicago with 1025 visits so far this year, compared with only 20 for the whole of 2018.

I've continued with my partnership and relationship marketing and will try to analyse the success of these throughout the year where possible as well.

## 2019 Visit Totnes Guide Distribution

7823 guides have been distributed by Take One Media so far:

- 1568 to national TICs
- 1563 to regional accommodation providers (for day visits)
- 2773 to high footfall regional and national supermarkets
- 1271 to regional attractions / leisure
- 648 select one

## Marketing

### Visit Devon Guide

Totnes was (and still is) very under-represented in the Visit Devon visitor guide therefore for 2019 I've taken a quarter page advert to make sure we have some representation and because of this they've also added a photo with a sentence about us on page 6 (below). I've since become a Silver

member as well therefore I'm in the process of updating and improving our page on their website with links to our social channels which I hope will start to increase our followers and continue to increase traffic to the website.

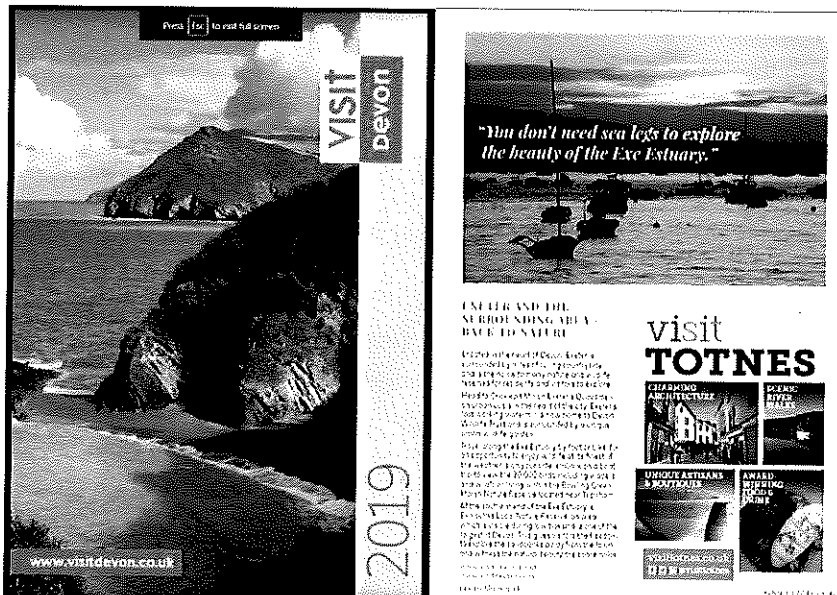
I'll be able to track the success of the website through analysis of the acquisition of visitors on our website and how they visit the site (organic search, direct or referral). Visit South Devon is currently the highest acquisition in terms of traffic from other sites so it will be interesting to see if this changes when we improve our page. The current Totnes page on Visit Devon doesn't have a direct link to our website whereas there is a link from VSD to VT.

The increase in traffic to our site from USA (particularly Chicago) this year is definitely due to the advert in the Visit Devon guide - I spoke to them about their web stats and marketing and they said:

"We have been working hard on the US market - here is Sally Everton's report for March with all her activity plus we attended the VMex Travel Trade show in Chicago in October - hence the spike there so demonstrating this clearly is working: <https://www.visitdevon.co.uk/members-area/visit-devon-members-news/2019/4/4/update-from-sally-everton-director-a3540>

Further stats. USA in general April to April 2017/18 saw 16,489 visits but same period 2018/19 saw a huge increase of 39,481 visits. Illinois did not feature particularly well for 2017/18 with 2222 visits but for 2018/19 we similarly to you saw an increase to 13,171.

On a separate note we have seen growth in the NL and DE markets visits further to our visits there and saw 36% growth (compared to the overall UK of 3%) and for Germany saw a 6% growth (compared to the overall UK of -2%)."







### SOUTH DEVON- COASTLINE TO COUNTRYSIDE

There are plenty of things to discover in South Devon, especially with its diverse landscape which takes in over 125 miles of coastline and acres of countryside thanks to the expanse of the Dartmoor National Park. One great way to experience new sights is to become one with nature, which is very easy in this region, many of the attractions and accommodation providers go out of their way to make the most of their beautiful surroundings, so it won't be a challenge to explore the scenery.

As well as the sights, South Devon is a great place for shopping and browsing, visit traditional market towns such as Newton Abbot and Kingsbridge or head to Totnes, one of the UK's oldest towns which has firmly established itself as a quirky and creative place with a great local arts scene. There are no end to the artistic talents that can be found in South Devon!

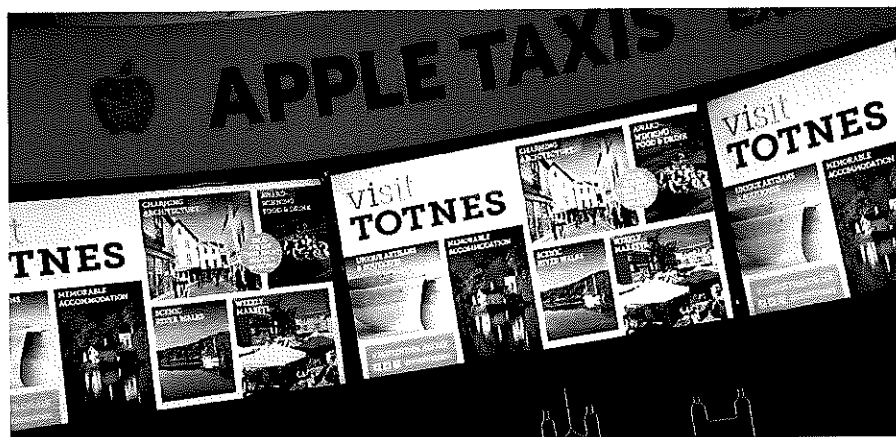
[www.visitdevon.co.uk](http://www.visitdevon.co.uk)

As well as the sights, South Devon is a great place for shopping and browsing, visit traditional market towns such as Newton Abbot and Kingsbridge or head to Totnes, one of the UK's oldest towns which has firmly established itself as a quirky and creative place with a great local arts scene. There are no end to the artistic talents that can be found in South Devon!

### Visit Exeter - Exeter Airport, Exeter St Davids and Exeter Central ads

We are advertising through Visit Exeter on digital screens at Exeter Airport, Exeter Central and St David's train stations from 1st March - 7th June. We initially tested it for 5 weeks from 1st March and Google analytics have shown that the number of site visits and unique visitors have increased by 14% year on year from March 2018 - 2019 - it could be because of this as well as Visit Devon but we have extended until the beginning of June as we think this will have had a positive influence. We're going to leave it for June, July and August as Totnes is so busy in the summer and then advertise again in September, October and potentially part of November depending on budget.

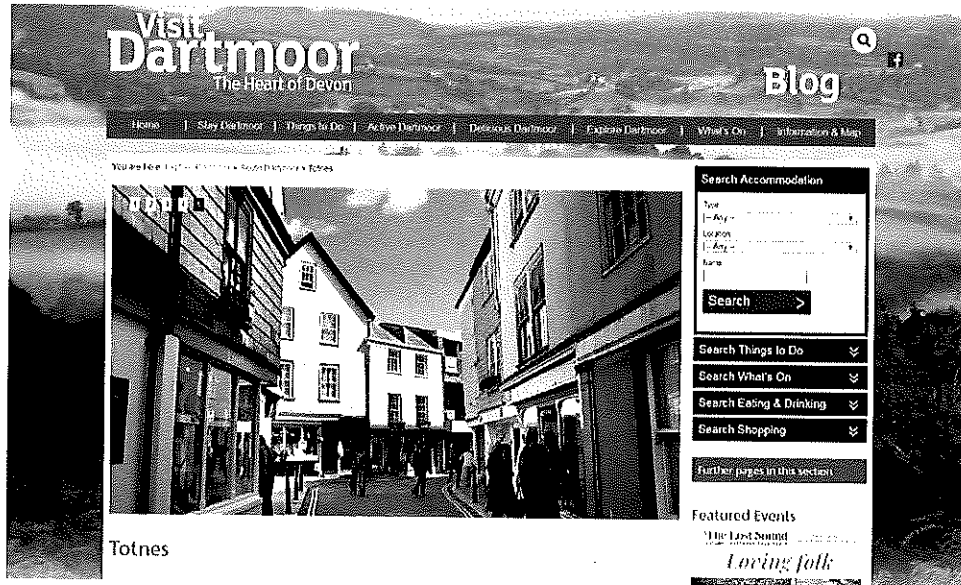
This is what the screens look like at Exeter Airport - they can be found in the baggage area for domestic arrivals - I need to get photos of the train stations when I can:



### Visit Dartmoor

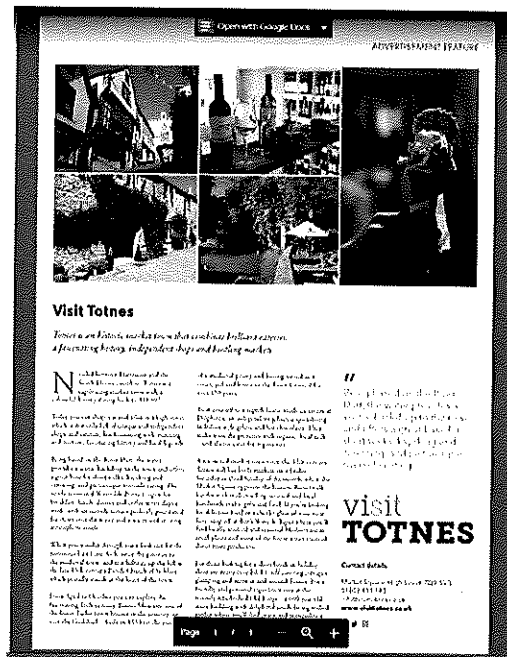
We've paid to have a page on the Visit Dartmoor website for a year as they have 58,000 unique visits per month to their website, a consumer Database of 24,000 with an average open rate of 38% and 5,750 followers on Facebook, 13,000 on Twitter and 2200 on Instagram. I will monitor to see if we get much referral traffic from this website throughout the year:

<https://www.visitdartmoor.co.uk/explore-dartmoor/south-dartmoor/totnes#>



## Welcome to South Devon

We've partnered with Waterside Bistro, Delphini's, Ben's Wine & Tapas and The Old Forge to take a page advertorial in the Welcome to South Devon hardback annual guide which is circulated to hotels and high end serviced apartments, restaurants, spas, salons and visitor centres across the area. Their calculation is that it will be read by 1.4 million people which I've taken with a pinch of salt but it's a wide and significant circulation. I've primarily aimed at the day visitor market as we're talking mainly to people who're already staying in the area however people could return and some may be travelling so also potential for short breaks / holiday market as well. I did the partnership to help maximise what was quite a small marketing budget in 2019/20:



## New Special Offers Page

I've developed a brand new special offers page which I've offered to current advertisers for free - I've added to the home page of the website, pinned to FB & Twitter and will promote every time we have a new offer. It's been taken up by The Old Forge, Aish Cottages, Roly's Fudge, Coast & Country Cottages, Leechwell House and Great Grubb so far and I'm continuing to try and get new businesses on board:

### Here are some hand-picked special offers and deals to tempt you with



<https://www.visittotnes.co.uk/see-and-do/special-offers/>

## Tour Operators

Cool Tours from Austria emailed to say that they're adding Totnes onto their itinerary for students in partnership with English in Totnes - I've sent them some images to add to their marketing materials and website: <https://cooltours.at/home/>

## Consumer E-news

I've sent 2 consumer e-newsletters so far this year as follows:

**January** - Order a Visit Totnes Guide and start planning your next holiday

- Sent to 1745 people - opened by 654 individual addresses (37.7%) which is a very good open rate
- 60 people ordered a guide and 36 people clicked to download one
- 907 people who opened from UK, 116 from USA, 8 from Spain, 6 from Oz and 3 from Germany
- 26 unsubscribed

**March** - Hop on board with us this Easter or Spring

- Sent to 1726 people - opened by 593 (34.6%)
- 679 opened from UK, 93 from USA and 4 from Spain, Germany and France

## Partnerships

### **Visit South Devon**

VSD is seeking funding for a joint project with Visit Totnes and Discover Dartmouth through LAG to develop a food and drink trail crossing both towns, being connected by the River Dart. We will find out if we're successful later in the year. We will need some match funding for an interpretation board somewhere in Totnes and we will use the opportunity to try and increase the number of advertisers as we will say that they need to be at least a Level 3 web advertiser (£210 a year) to be on the trail.

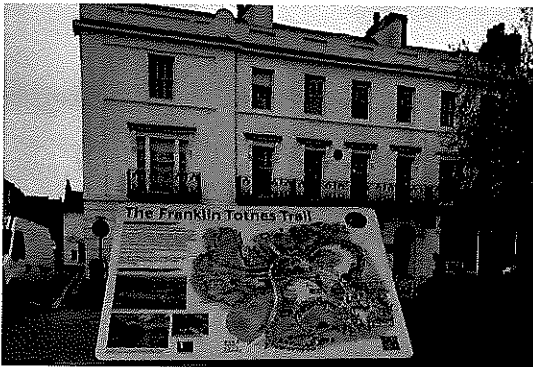
### **Visit Exeter**

I met with Visit Exeter to see if we can work together more closely - we're going to give each other a reciprocal web page and potentially a reciprocal ad in each other's guides, plus we will investigate the potential of sharing exhibition space and anything else we can do together.

<https://www.visitexeter.com/information/product-catch-all/totnes-p194553>

### **Totnes Ramblers**

I met with Celia Minoughan the new Media Officer from Devon and Totnes Ramblers to see how we can work together - they're re-launching the Totnes Franklin Trail with a new interpretation board on The Plains:



They have a link to Visit Totnes on their website and we're adding a reciprocal page onto ours:

[www.ramblers.org.uk/totnes](http://www.ramblers.org.uk/totnes)

### **South Devon Railway / DATA (Devon Association of Tourist Attractions)**

Dick from South Devon Railway who is also on the board of DATA and Visit Devon took a box of our VT guides to the South West Group Travel Show in March at Longleat to give out to potential group visitors - for free. We're looking into taking a stand there next year in partnership with Dartington Hall as we're in the process of potentially developing a new group / cruise ship itinerary initially off the back of Mayflower but with longevity to move forward.

## **Dartington Hall / Mayflower 2020**

I've been working with Dartington Hall to start developing an itinerary which can be pitched to the cruise ship and group markets initially piggy backing on Mayflower 2020 and the interest this is going to receive, but with longevity to continue after 2020. We're looking at the itinerary which would include:

- Free time in Totnes with a trip to Totnes Museum to see the Mayflower exhibition - exhibition hasn't been confirmed yet / or a guided tour of Totnes
- Lunch at Dartington Hall in the Banquet Hall - something themed around the era of Mayflower (initially) but this can be adapted thereafter if needs be
- Free time at Dartington - guided tour of the gardens or walk

We've met with Laura Campbell, Local Project Manager for Mayflower 2020 and who has connections to the cruise ship market - she is very keen to promote it as part of the local Mayflower events / information. The next step is to host some cruise ship excursion operators and other relevant people at Dartington Hall to pitch the itinerary.

<https://www.mayflower400uk.org/visit/dartmouth/>

## **South Devon AONB**

I've met with the South Devon AONB to discuss ways in which we can partner - they're applying for some LAG funding (from the same pot as we're applying for the Food & Drink Trail) to promote their walks in the AONB to people who're here on holiday (to encourage people to stay longer) and to locals. They're going to update their interpretation board at Totnes Train Station and update their website if they're successful. As part of this they will develop QR codes for their walks online - when we develop a stand alone walking leaflet we can use these codes so that people can download the walks on their phone.

## **PR**

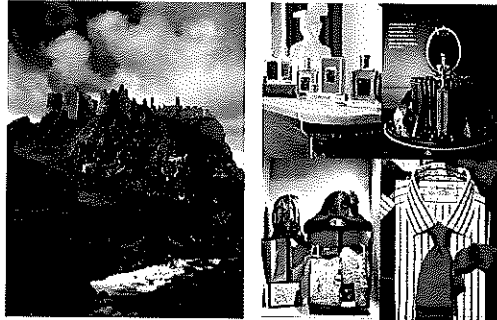
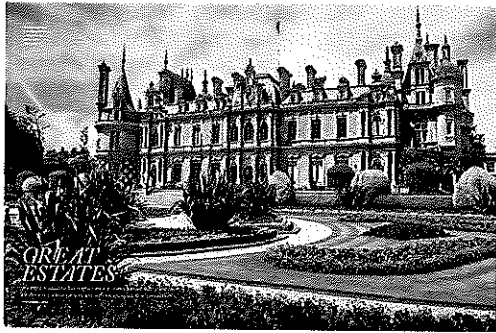
*PR - Editorial*

## **Britain**

I negotiated a double page spread in Britain magazine - the official magazine from Visit Britain which is read by readers in UK and USA - see stats below. This will run in the July / August issue which is out in June. I will analyse the web stats after it comes out.

80,000 circulation, 125,000 readership, 60% of readers based in North America:

<https://www.britain-magazine.com/>



### Fact file

#### MAGAZINE

125,000+  
Global readership

80,000+  
Circulation

25,000+  
International newsstand sales

21,000+  
Subscribers in US alone

#### DIGITAL

40,000+  
Unique users per month

150,000+  
Email database

37,000+  
Facebook likes

6,400+  
Twitter followers

### Our readership

- Average age: 48
- £113k average household income
- £8k spend per couple on visits to the UK
- Typical length of UK stay: two to four weeks
- 41.7 million overseas visitors to the UK were forecast for 2018
- Spending by overseas visitors stood at £7.2 billion per quarter in Sep-Nov 2018
- 60% of magazine readers based in North America
- 23% of website traffic from North America
- 46% of website traffic from UK audience
- 26% unique opens of email newsletter
- 30% click-to-open rate

Our readers are a discerning and affluent mix of high-earning nationals and Anglophiles who tend to travel in couples or as part of a group. They love everything about Britain and want to learn about our heritage and history, visit our stately homes and palaces, and experience the very best of Britain in terms of shopping, accommodation, restaurants and attractions.

### Distribution

- Available in all good WHSmith Travel and high street stores in the UK and Barnes & Noble stores in the US.
- A regular stream of distribution flows through the country's finest hotels, guest houses, first-class passenger lounges, private members' clubs, spas and other upmarket retail outlets.
- On-going media partnerships and marketing promotions see BRITAIN magazine's message delivered to thousands of elite travellers, including the British Airways Executive Club members.

## Sunday Times

A Sunday Times journalist got in touch as he's writing an article about a weekend in Totnes - I sourced him a free 2 night stay at The Old Forge, Tony Whitty gave him a tour of The Guildhall and Totnes Museum and he also visited Sharpham Cheese and House, Dartington and more. I'm waiting for him to send me the article - he's hoping it will be in print and online but it hasn't been published yet.

## Telegraph

The Telegraph featured Beara Farm campsite in an article online on 17th April - luckily for Visit Totnes, Beara Farm doesn't have a website therefore traffic was directed direct to their page on our website and this caused a massive spike in visitors that day:

<https://www.telegraph.co.uk/travel/family-holidays/best-campsites-england-camper-van/amp/>

## Digital

### Social Media Stats 2018

PAGE LIKES or FOLLOWS	April	September	December
Instagram	1002	1193	1278
FB	804 followers 784 likes	1079 followers 1053 likes	1170 followers 1137 likes
Twitter	734	1058	1115

Social Media Stats 2019 - we had social media training on 25th April - I've received advice about increasing our followers on Facebook and Instagram. I'm going to spend some of my marketing budget on advertising our page to a relevant audience to try and increase the number of followers.

Instagram is still growing organically (albeit quite slowly) however Facebook and Twitter have really plateaued:

PAGE LIKES or FOLLOWS	April 2019
Instagram	1448
FB	1223 followers 1323 likes
Twitter	1212

### Social Demographics

The other reason I need to invest money into promoting Facebook and Instagram (particularly FB) is because 25% of our followers on FB are from Totnes and a further 26.4% are from the local towns (Exeter, Plymouth, Torquay etc.) - see below, therefore over half (if not more) of our followers are local.

Only 3.2% of our followers are from London (in terms of city), and in terms of country only 1.6 % are from USA.

### Facebook Demographics

Women 76 % Men 22%

Age	% of followers
45 - 54	21%
35 - 44	20%
25 - 34	14%
55 - 64	12%
65+	7%
18 - 24	2%

Country	Number of followers	% of followers
UK	1141	81.6%
USA	22	1.61%
Italy	17	1.25%
Australia	15	1.1%
Germany	12	0.88%
Spain	8	0.58%

NZ	8	0.58%
Japan	5	0.22%
Thailand	5	0.22%
Netherlands	4	0.29%

City	Number of followers	% of followers
Totnes	345	25%
Plymouth	85	6.25%
Torquay	73	5.36%
Newton Abbot	72	5.29%
Paignton	64	4.7%
London	44	3.23%
Exeter	37	2.72%
Kingsbridge	34	2.5%
Brixham	19	1.39%
Dartmouth	15	1.1%

#### *Instagram Demographics*

The highest percentage of our followers on Instagram are women (like FB) at 72% but the age of followers are slightly younger on Instagram.

Age	% of followers
25 -34	30%
35 - 44	29%
45 - 54	22%
55 - 64	9%
65+	4%
18 - 24	6%



Unfortunately Instagram only shows the top 5 cities and countries in terms of the audience insights so it's hard to see where else people are following from but UK is by far the highest in terms of country but encouraging that we have 86 followers from Germany, USA, Australia and Italy - but obviously needs improving!

The top 5 cities are all local again with 638 in the top five (44% of all followers) being from local towns / cities with Totnes at the top - again, this needs to change now which I will aim to do with some paid for ads through Instagram and FB.

City	Number of followers	% of followers
Totnes	290	20%
Plymouth	101	7%
Torquay	87	6%
Newton	87	6%
Exeter	73	5%

Country	Number of followers	% of followers
UK	1289	89%
Germany	29	2%
USA	29	2%
Australia	14	1%
Italy	14	1%

More over...

## Website Stats 2018

2018	Jan	Feb	March	April	May	June	July	Aug	Sept	Nov	Avg
Users	3602	3428	3344	4031	4710	5804	7079	8683	5032	4612	4351
Unique	3396	3204	3154	3811	4469	5507	6781	8184	4710	4290	4318
Duration	2:56	2:26	2:34	2:22	2:45	2:32	2:23	2:18	2:34	1:35	2:26

## Website Stats 2019

2019	Jan	Feb	March	April	May	June	July	Aug	Sept	Nov	Avg
Users	3152	3426	4766	7127							
Unique	2956	3216	4527	6888							
Duration	2:22	2:21	2:09	1:41							2:17

There is a big increase on visitor numbers from March 2018 - March 2019 and April - April with a physical increase of 1340 users and 1311 unique users for March (14.22 % increase on the number of users and 13.73 % increase on unique visitors), and a huge increase of 3096 users and 3077 unique users (56.55 % increase on the number of users and 55.33% increase on unique visitors). The increased traffic for April is partly because of the aforementioned Telegraph and I think still because of the other advertising.

The increase coincides with the start of the Exeter Airport and Exeter train station campaign as this started on 1st March and by the ad in the Visit Devon guide. It's impossible to calculate which one exactly as neither are digital campaigns but there has also been an increase in visitors from USA (see below) which would indicate that Visit Devon is having the biggest impact.

The fact that April dwell time is down on the average shows that people are still having a good look but probably primarily just having a browse out of interest for now.

### Demographics – Country

In order from highest to lowest. There is never much change with these results with UK always being by far the highest & USA always second, however comparing 2018 with 2019 so far and comparing March 2018 with March 2019 there has been a change so far this year - the average in 2018 is 90% from Britain and 10% rest of the world with USA being roughly 1.5 %, however in 2019 so far there have been 7.66% from USA which accounts for 1384 visitors in only 4 months compared with 864 in the whole of 2018.

In March 2019 this was 80% Britain, 20% rest of world with 11.5 % from USA.

### Country Demographics Jan – end November 2018 and Jan - end April 2019

Country	Jan - Dec '18	Country	Jan - end April '18	Country	Jan - end April '19
UK	91.5%	UK	87.08 %	UK	83.47%

USA	1.55% (864)	USA	2.59 % (364)	USA	7.66% (1384)
Germany	0.99%	Germany	1.37 %	Germany	1%
France	0.65%	France	0.98 %	France	0.59%
Netherlands	0.54%	Thailand	0.84 %	Netherlands	0.45%
Spain	0.52%	Spain	0.80 %	Spain	0.49%
Australia	0.51%	Australia	0.65 %	Australia	0.72%
Italy	0.33%	Canada	0.51 %	Italy	0.35%
Switzerland	0.32%	Netherlands	0.51 %	Switzerland	0.35%
Canada	0.29%	Italy	0.38%	Canada	0.69%

#### Demographics – City

Historically we have always had approximately 20% of visitors from London and then the rest of the top ten have been from some of the surrounding towns and cities - we've been told that those who visit the site from the surrounding areas may well be using their phones while on holiday though depending on their settings. But the stats haven't changed much since the website began.

2019 has seen a shift so far with the third highest city currently being Chicago - with 1025 visits from Chicago so far this year, compared with only 20 for the whole of 2018. This again tallies with the Visit Devon marketing campaign and their visit to a trade show there earlier this year. London is still the highest city though which is consistent with last year.

#### City Demographics Jan – end November 2018 and Jan - end April 2019

City	Jan - Dec '18	City	Jan - end April '18	City	Jan - end April '19
London	20.98% - 12,383	London	18.13 % - 2638	London	16.68 - 3144
Exeter	8.73	Exeter	7.8	Exeter	8.08
Plymouth	5.67	Plymouth	5.26	Chicago	5.44 (1025 people)
Torquay	5.16	Torquay	4.2	Bristol	5.11 - 963
Not set	3.95	Not set	4.06	Plymouth	5.02
Bristol	2.67 - 1575	Bristol	2.58 - 375	Not set	4.97
Newton Abbot	1.97	Newton Abbot	1.72	Torquay	3.98
Kingsbridge	1.79	Kingsbridge	1.5	Newton	1.63

				Abbot	
Paignton	1.59	Falmouth	1.39	Southampton	1.53
Falmouth	1.22	Paignton	1.18	Paignton	1.41

### Acquisition / Channels

Acquisition of our site visitors is something I'm going to monitor more closely this year to see if our pages on Visit Devon and Visit Dartmoor are bringing people over (direct from the links).

Comparing Jan - end April year on year, acquisition via direct channels has increased by 27.6% - this would be consistent with either the Visit Devon guide book or the digital screens at the airport and train stations bringing in more traffic as there has been (up until now) no direct digital link.

Now that we're members of Visit Devon (and Dartmoor) I hope to see a change in the % of referrals from them - at the moment Visit South Devon bring the most referrals but still a small amount overall at 56.23% of the 6.78% so 613 people so far this year (1288 for the whole of 2018).

Channel	Jan - Dec 2018	Jan - end April 2018	Jan - end April 2019
Organic Search - (keywords in a search engine)	81.5% (most popular keyword not provided 97.5%)	77.3%	69.6% (most popular keyword not provided 94.42% but the rest of the top 10 contain Totnes)
Direct (typing url going direct to home page or another VT page)	10.6% - 3300	12.2% - 1105	21.9% - 4006
Referrals (traffic direct from other sites with majority from Visit South Devon)	5.8% - VSD 38.71% (1288)	7.8% - 36.06 % VSD (401)	6.78% - VSD 49.96% (613)
Social	2.05% (86.69% FB)	2.6%	1.8% (91.38 % from FB)
Email	0.03%		0.03%

## Appendix A - Britain magazine editorial

Castle views, Tudor houses and Sir Francis Drake's oranges: we explore the quirky south Devon town of Totnes: *WORDS* Samantha Branch

Nestled between moorland and sea in south Devon, Totnes is a captivating market town with a colourful personality. Dating back to 907 AD when Alfred the Great's son Edward built a small settlement here, the town is dotted with historic sites and impressive architecture.

Following the Norman Conquest, William the Conqueror bestowed Totnes on a favoured Breton called Judhael, who built a motte-and-bailey castle across the town walls and a priory, which he eventually gave to the Church. You can climb to the top of the castle's keep for sweeping views of the entire town and across to the River Dart.

The town's prime location on the river, which rises in Dartmoor and runs to the sea at Dartmouth, made it rich in Tudor times: Totnes played a crucial role in the lucrative trade of cloth and tin. The river now provides a scenic backdrop for short walks and riverside eating, kayaking and canoeing. The beautiful stone bridge that spans the river was built in 1828, designed by Devon architect Charles Fowler.

Start your wanderings at The Plains at the bottom of town, looking out for the distinctive architecture of the original warehouses which were in use until the 1940s, and the Wills Monument, erected in 1864 to commemorate William John Wills, one of the first Europeans to cross the Australian continent.

Walking up Fore Street you can't fail to notice the exteriors of the impressive 18th-century Gothic House and The Mansion, once the local grammar school. Further along, you can explore the fascinating displays of the Elizabethan House & Museum (March to October). Built in 1575 for a cloth merchant, this is one of the finest Tudor town houses in the country, featuring twelve galleries and a beautiful herb garden, as well as the rumoured museum ghost.

Fore Street is the location of one of the town's quirkier traditions: the annual Orange Races (held on a Tuesday or Thursday in mid-August), which apparently started when Sir Francis Drake bumped into a delivery boy in the 1580s, sending his oranges tumbling down the steep hill, causing the local children to chase after them. These days, competitors must kick or throw their fruit along the 450-metre course; at least part of the fruit must be intact by the finish.

From Fore Street, pass through the East Gate Arch, once the gateway to the medieval town, and lose yourself in the late 15th-century Parish Church of St Mary, admiring the stunning stained-glass windows and sandstone rood screen. Behind the church grounds, through cobbled streets is the Totnes Guildhall (open April to October). Built in 1553 on the ruins of a medieval priory, this fascinating building could tell many a tale, having served as a court, jail and home to the Town Council for more than 450 years.

A short walk away, the Totnes Fashion and Textiles Museum is housed at the Bogan House, the most intact of Totnes's Tudor merchant's houses. Tucked into the pavement arcade known as the Butterwalk, it was built in Tudor times to house dairy stalls.

A renowned market town since the 12th century, Totnes still hosts a lively market: visit on a Friday, Saturday or the third Sunday of the month, when the Market Square opposite Butterwalk bustles with lively traders selling unusual handmade crafts, gifts and food. Pick up a bag of oranges and spare a thought for Francis Drake, who lost his all those years ago.

#### Getting There

There are direct trains from London Paddington taking just under 4 hours. [www.thetrainline.com](http://www.thetrainline.com)

#### Eat, Drink, Sleep

Only 5 minutes walk from town but with the peace of the countryside, The Old Forge is a 600-year-old stone building with 11 rooms and a cottage in a beautiful garden. Grade I-listed Dartington Hall sits in 800 acres of gardens and deer park, a 10-minute drive from town. For locally produced wine and cheese visit Sharpham Vineyard for a tour or to eat at The Cellar Door Kitchen.

[www.oldforgetotnes.com](http://www.oldforgetotnes.com); [www.dartington.org](http://www.dartington.org); [sharpham.com](http://sharpham.com)

#### Further Information

[www.visittotnes.co.uk](http://www.visittotnes.co.uk)