

AGENDA FOR THE PLANNING COMMITTEE MONDAY 23RD NOVEMBER 2020 — HELD REMOTELY USING ZOOM

MEETING LINK: https://zoom.us/j/93730598790?pwd=Q3o4RWgyR2E2WVBFUFZmZGdHRUI0dz09

MEETING ID: 937 3059 8790 PA

PASSCODE: 111001

You are hereby **SUMMONED** to attend the **Planning Committee**, which is to be held using remote meeting service Zoom on **Monday 23rd November 2020** at **10.00am** for the purpose of transacting the following business:

Committee Members: Councillors G Allen (Chair), R Hendriksen (Deputy Chair), S Collinson, J Hodgson, C Luker, P Paine and V Trow.

1. APOLOGIES FOR ABSENCE

To receive apologies and to confirm that any absence has the approval of the Council.

The Committee will adjourn for the following items:

PUBLIC QUESTION TIME

A period of 15 minutes will be allowed for members of the public to ask questions or make comment regarding the work of the Committee or other items that affect Totnes.

The Committee will convene to consider the following items:

2. CONFIRMATION OF MINUTES

To update on any matters arising from the minutes of $19^{\rm th}$ October 2020. (Note: already agreed through Full Council.) Document enclosed.

3. GREEN TRAVEL CO-ORDINATOR

An update from the Green Travel Co-ordinator about their role and priorities.

4. TREE WORKS APPLICATIONS

To make recommendations on the following tree works applications:

- 4a) 3282/20/TPO G1: Alder x 14 Lateral reduction by 2m on North East side. Trees overhanging commercial units. Southfield Windows, Babbage Road, Totnes, TQ9 5JA. See http://apps.southhams.gov.uk/PlanningSearchMVC/Home/Details/203282
- 4b) 2787/20/TCA T1: Magnolia Removal of 2 branches at 5m and 7m from ground level on South side. Tree interfering with property roof. T2: Acer Removal of 3-4 branches at 5-6m from ground level on South Eastern side to provide clearance from property roof. Lateral reduction of branch at 6m from ground level on North Western side over footpath to provide clearance for pedestrians. The Gardens, Priory Orchard, Totnes, TQ9 5HR. See http://apps.southhams.gov.uk/PlanningSearchMVC/Home/Details/202787
- 4c) 3371/20/TCA 3: Beech Crown height reduction by 4m, lateral reduction on East, South and West sides by 4m. T5: Beech Crown height reduction by 4m, lateral reduction on North, East and West sides by 5m. T12: Beech Fell. T18: Beech Crown height reduction by 6m, lateral reduction on all sides by 3m. Totnes Castle, Castle Street, Totnes, TQ9 5NU. See http://apps.southhams.gov.uk/PlanningSearchMVC/Home/Details/203371

5. PLANNING APPLICATIONS

To make recommendations on the following planning applications:

- 5a) 3150/20/FUL Development of vacant, overgrown area of land into seven designated private car parking spaces. Land at SX 801 606, East of Priory Hill, Totnes.

 See http://apps.southhams.gov.uk/PlanningSearchMVC/Home/Details/203150
- 5b) 2582/20/FUL & 2577/20/LBC Listed Building Consent for change of existing staff quarters into additional bedsit, removal of existing roof and replacement with slate roof (part retrospective). 18 Fore Street, Totnes, TQ9 5DX. See http://apps.southhams.gov.uk/PlanningSearchMVC/Home/Details/202582 http://apps.southhams.gov.uk/PlanningSearchMVC/Home/Details/202577
- 5c) 3489/20/VAR Application for variation of condition 14 on planning application 56/0654/13/RM. Baltic Wharf, Totnes, TQ9 5EW. See http://apps.southhams.gov.uk/PlanningSearchMVC/Home/Details/203489
- 5d) 3545/20/FUL Application for change of use to form two dwellings. 4 and 4a New Walk, Totnes, TQ9 5HA.

See http://apps.southhams.gov.uk/PlanningSearchMVC/Home/Details/203545

- 5e) 3600/20/HHO Householder application for proposed revised front and rear access. 52 Collapark, Totnes, TQ9 5LW. See http://apps.southhams.gov.uk/PlanningSearchMVC/Home/Details/203600
- 5f) 3266/20/ARC Application for approval of details reserved by condition 4 of planning consent 3902/17/LBC. 6 Castle Street, Totnes, TQ9 5NU. See http://apps.southhams.gov.uk/PlanningSearchMVC/Home/Details/203266

6. ALCOHOL PUBLIC SPACE PROTECTION ORDERS

To consider the review of public space protection orders for alcohol in Totnes as part of the South Hams District Council consultation. Documents enclosed.

7. PARISH PATHS PARTNERSHIP GRANT APPLICATIONS FOR 2021

To consider if there are any public footpaths within Totnes which could benefit from an application for grant funding.

8. PRIDE OF PLACE

To consider the Age UK document 'Pride of Place' with advice on how councillors can improve neighbourhoods for older people. Document enclosed.

9. PROTECTION OF LOST FOOTPATHS

To note the Ramblers 'Don't Lose Your Way' campaign to register lost paths in the parish which ends in 2026. Document enclosed.

10. JOINT LOCAL PLAN UPDATE

To note the first edition of the Plymouth and South West Devon Joint Local Plan newsletter. Document enclosed.

11. DATE OF NEXT MEETING

To note the date of the next meeting of the Planning Committee – Monday 21st December 2020 at 10.00am (please note a change in start time to 5.30pm from January 2021).

USE OF SOUND RECORDINGS AT COUNCIL & COMMITTEE MEETINGS

The open proceedings of this Meeting will be audio and video recorded. If members of the public make are presentation, they will be deemed to have consented to being recorded. By entering the Council Chamber or Zoom meeting, attendees are also consenting to being recorded.

Televised, vision and sound recordings or live broadcastings by members of the press or public at Councillor Committee debates are permitted and anyone wishing to do so is asked to inform the Chairman of the respective Committee of their intention to record proceedings.

ITEM 2 - CONFIRMATION OF MINUTES



MINUTES FOR THE PLANNING COMMITTEE

MONDAY 19^{TH} OCTOBER 2020 - HELD REMOTELY USING ZOOM

Present: Councillors G Allen (Chair), R Hendriksen, J Hodgson, C Luker and P Paine (joined at 10.15am).

Apologies: Councillors S Collinson and V Trow.

In Attendance: One member of the public and S Halliday (Committee and Cemetery Administrator).

APOLOGIES FOR ABSENCE

To receive apologies and to confirm that any absence has the approval of the Council. It was resolved to accept the apologies.

PUBLIC QUESTION TIME

A member of the public spoke about application 2873/20/FUL for Rainbow View and considers the proposed additional floors to be too high, with the building being very prominent above the tree line and it would be visible from the Dartington Estate. Five additional properties will also bring more traffic and parking issues to an already congested road.

These comments will be considered as part of item 4a.

The Committee reconvened.

2. CONFIRMATION OF MINUTES

To update on any matters arising from the minutes of 21st September 2020. The minutes of the meeting have been agreed by Full Council on 5th October 2020.

Public Question Time – it was resolved that a letter would be drafted for the Clerk to send to South Hams District Council expressing concerns about the safety of the fabric of the Malt Mill warehouses.

Item 3d – no comments were received in relation to this tree works application.

Item 5 – Full Council resolved the proposed response to the 'Planning for the Future' consultation which the Clerk is due to sign off and submit on 20th October 2020, and copy the response as agreed.

Item 6- Full Council resolved the proposed response to the Local Flood Risk Management Strategy which was submitted on 14^{th} October 2020.

3. TREE WORKS APPLICATIONS

To make recommendations on the following tree works applications:

Note: Cllr Hodgson observes and does not vote on any applications which would potentially be discussed at a Development Management Committee meeting at SHDC.

3a) 2854/20/TCA – T1: Hornbeam - Crown height reduction by up to 1m and reduction by up to 0.5m on all sides to maintain growth. T2: Beech - Crown height reduction by up to 1.5m and reduction by up to 1.5m on all sides to maintain growth and canopy shape. T3: Sweet Gum - Crown raise to 3m from ground level. T4, T5 & T6: Cherry Laurel - Fell and replace in more suitable location, trees overpowering garden. T7: Beech - Crown raise to 4m from ground level. T8: Crown raise to 2.5m from ground level. Woodlands One, Pomeroy Villas, Bridgetown, Totnes, TQ9 5BE.

Support.

Cllr Paine joined the meeting at 10.15am.

3b) 3111/20/TCA – T1, T2, T3 and T4: Ash - Fell and remove. Trees showing signs of ash dieback.29 Fore Street, Totnes, TQ9 5HN.

Object. The Committee wishes to see specialist confirmation that the trees are suffering from Ash Die Back as the photographs appear to show healthy trees.

4. PLANNING APPLICATIONS

To make recommendations on the following planning applications:

Note: Cllr Hodgson observes and does not vote on any applications which would potentially be discussed at a Development Management Committee meeting at SHDC.

4a) 2873/20/FUL - Additional storeys to existing building to create 5 new duplex units. Rainbow View, Parkers Way, Totnes, TQ9 5UF.

Object. The Committee has concerns about this application and would request that it is considered by the South Hams District Council Development Management Committee and not given delegated approval. The Committee's concerns about the application are as follows:

- Insufficient parking for the number of dwellings (20 spaces for 26 or 31 flats) which will impact on the neighbouring roads, particularly Parkers Way, that are already overcrowded with vehicle parking.
- Increased level of vehicle movements in the area and so close to St John's School.
- The height created by the additional floors is overbearing and unneighbourly for neighbouring properties.

- The adequacy of the number of fire escapes for the number of properties to be created and lack of information on fire prevention measures that will be installed, for example internal provision of sprinkler systems.
- Overdevelopment of the site.

4b) 2740/20/FUL — READVERTISEMENT (Revised plans received) Proposed construction of new dwelling. Land opposite 2 and 3 Argyle Terrace, Totnes.

Cllr Hodgson declared a personal interest.

Object. The Committee continues to have concerns about this application and would request that it is considered by the South Hams District Council Development Management Committee and not given delegated approval. The Committee's concerns about the application are as follows:

- No identified off-road parking space(s).
- Overdevelopment of the site.
- Increase in traffic levels that an additional dwelling will bring onto a congested residential road and out onto Station Road.
- Concerns about drainage and flooding in this area next to the railway line.
- The design is not in keeping with the properties in Argyle Terrace.

4c) 2625/20/ARM –Approval of reserved matters following outline approval reference 56/2221/15/O. Ashworth Lodge, Ashburton Road, Totnes, TQ9 5JZ.

The Committee has no objections to the proposed number or style of the houses being proposed but it does have concerns about access to the site and sharing the KEVICC drive with pedestrians/ students. The Committee is disappointed to see that the proposed buildings are not zero-carbon and do not appear to use any renewable energy sources.

4d) 2947/20/LBC – Listed Building Consent for additional works at Stage 1.5 including works to joists and floorboards, creation of cross ventilation to cellar, new bearing end to cellar structural beam, new studwork, new insulation to WC walls, removal of deteriorated structural gallows bracket, installation of oak goal post structure and remedial repairs to 5no. Butterwalk structural columns. 43 Bogan House, High Street, Totnes, TQ9 5NP.

Support.

4e) 2970/20/FUL & 2971/20/LBC – Listed Building Consent and change of use and conversion of office to single dwelling. Hopwood Swallow LLP, Pleases Passage, High Street Totnes, TQ9 5QN.

Support.

4f) 2827/20/HHO – Householder application for proposed addition of a first floor window on the front of the house. 2 Follaton Mount, Plymouth Road, Totnes, TQ9 5LX.

Support.

4g) 2838/20/LBC – Listed building consent for relocation of existing flue. Singer Cottage, Bowden House, Totnes, TQ9 7PW.

Support.

4h) 2931/20/ARC – Application for approval of details reserved by condition 3 of planning permission 0093/17/LBC. 60 High Street (Oxfam), Totnes, TQ9 5SQ.

Support.

4i) 2906/20/LBC – Listed building consent for renewal of roof replacing old asbestos slates with Spanish natural slate. 19 Pomeroy House, Bridgetown, Totnes, TQ9 7PW.

Support. The Committee would wish to ensure that the existing slates are removed in accordance with health and safety practices for the handling of such materials and would request the installation of bat and bird boxes on the property.

4j) 2957/20/HHO & 2958/20/LBC – Householder application and listed building consent for replacement of fire-damaged roofs to outbuildings. 2 Priory Gate, Priory Hill, Totnes, TQ9 5QD.

The Committee would wish to see the advice of the Heritage Officer in relation to the proposed works, in particular the replacement roof covering. The Committee would also like to see a biodiversity assessment carried out for any roosting bats in the stone structure. The Committee are concerned that the design and access statement makes no reference to the building's listed status.

4k) 3107/20/LBC – Listed building consent for proposed replacement roof slates. 3 & 3A Leechwell Street, Totnes, TQ9 5SX.

Support.

5. CONSULTATION ON PAVEMENT PARKING – OPTIONS FOR CHANGE To consider the Government consultation 'Pavement Parking: options for change', and to make any recommendation to Full Council in how to respond.

It was **AGREED** that this information would be circulated to all Councillors in advance of Full Council, with Option 2 looking the more favourable approach. Some residential roads are so narrow that a degree of pavement parking is necessary to provide sufficient room for emergency vehicle access. It is requested that Cllr Collinson seeks the views of Inclusive Totnes.

6. LICENSING APPLICATION

To consider an application for a new premises licence for Cormacks Seafood, The Plains Shopping Centre.

It was **AGREED** to support this application as long as the hours requested are in line with other licensing times for premises in the area. District Councillors would be copied into the formal response for information.

7. TRAFFIC AND TRANSPORT FORUM MINUTES

To note the minutes of the Totnes and District Traffic and Transport Forum held on 30th September 2020.

Noted. It was **AGREED** that the October meeting will be cancelled, and that the new Green Travel Co-ordinator will be invited to the November Planning Committee to give an overview of their role and work going forward.

DATE OF NEXT MEETING

To note the date of the next meeting of the Planning Committee – Monday $23^{\rm rd}$ November 2020 at 10.00am.

Noted.

Sara Halliday

Committee and Cemetery Administrator

ITEM 6 - ALCOHOL PUBLIC SPACE PROTECTION ORDERS

South Hams District Council is inviting residents and businesses to have their say on Alcohol Public Space Protection Orders in a four-week public consultation.

A Public Space Protection Order (PSPO) deals with potential anti-social behaviour in an area, which could have a harmful effect on the quality of life for those in the local community. PSPOs last for three years before they need to be reviewed and the current orders run out in early 2021. The District Council now need to consult on the next set of Orders for the following three-year period.

Public Space Protection Orders can ban, or limit, certain behaviours. In this case, the drinking of alcohol in designated public areas. If a person continues to drink alcohol after being requested not to by an authorised officer, they can be fined, or in some cases, taken to court.

The current review affects all existing alcohol PSPOs within the District. The Council would like to hear your thoughts if you live or work in these areas:

Totnes, Dartmouth, Ivybridge, Salcombe, Modbury, South Brent, Woolwell and Kingsbridge.

South Hams District Council's Executive Member for Health and Wellbeing, Cllr Jonathan Hawkins, said: "This consultation aims to gather the views of the public on the Alcohol Public Spaces Protection Orders within eight areas in the South Hams. We really want to encourage a wide range of opinions, so please let us know your thoughts before the consultation ends on Friday 18 December 2020."

Once the consultation is closed, a final decision will be made at Full Council in February 2021, before the Orders come into force.

The consultation will be running for four weeks, from Wednesday 18 November to Friday 18 December 2020.

You can have your say in the consultation and find out more information online at: www.engagement.southhams.gov.uk/pspos-alcohol



Home

PSPOs - Alcohol

Woodlands Park, lvybridge

Your Community Heroes

Get Ready for Winter

Public Space Protection Orders - Alcohol

We're carrying out a consultation on plans to review the existing Public Space Protection Orders (PSPO) for Alcohol in a number of South Hams towns and villages.

What is a PSPO?

Councils can use PSPOs to restrict certain activities and/or require certain things to be done by people engaged in some activities, within a defined public area. They are designed to prevent anti-social behaviour, in this case related to alcohol, which can have a harmful effect on the local community.

When it comes to alcohol, PSPOs can:

- Require a person not to consume alcohol in a designated area
- Require a person to surrender alcohol in their possession



The PSPO gives the Police and other designated officers additional powers within the designated areas to tackle street drinking where it is causing problems to people in that area. People who breach the order could receive a Fixed Penalty Notice (FPN) of £100. Failure to pay could result in court proceedings.

Under the Anti-Social Behaviour, Crime and Policing Act 2014, PSPOs can be introduced for a maximum of three years. After that, Councils are required to consult with the public again before introducing new ones for a further three years.

A report will be presented to South Hams District Councillors in February 2021, for a final decision to be made.

How can I have my say?

We would like to hear from you if you live or work in these areas about your thoughts on the Orders relating to alcohol related anti-social behaviour, particularly around the following questions:

- What is your view on the Public Spaces Protection Order in your area to address alcohol related anti-social behaviour in the locality?
- Do you have any evidence of alcohol related anti-social behaviour for example reports to Police or concerns raised with an agency?
- Where does this anti-social behaviour take place?
- What is the impact of that behaviour on you and your community/business quality of life?

Please send your comments to alcoholprotection.orders@swdevon.gov.uk

The consultation is open from 18 November until 18 December 2020.

Which areas are affected?

Click on the town or village to see the areas that are covered by PSPOs relating to alcohol

Totnes

11

- Fore Street
- High Street
- Rotherfold
- Cistern Street (excluding south of Rotherfold)
- Leechwell Street
- · Church Close
- Guildhall Yard
- Ramparts Walk
- Footpath adjacent to Civic Hall car park
- Civic Square
- The Plains
- Coronation Road (to the entrance of the Fire Station)
- Open space at Rotherfold
- · Civic Hall car park
- St Mary's churchyard
- The Lamb
- · Heath's Gardens,
- Footpath from Coronation Road to Babbage Road
- Pedestrianised area around Town Mill
- Forecourt of Totnes United Free Church
- Vire Island
- Town Quay
- Symons Passage
- Steamer Quay Car Park and adjacent road
- · Longmarsh park area

Daranodar		
lvybridge		
Salcombe		
Modbury		
South Brent		
Woolwell		

Kingsbridge

Dartmouth



Pride of place

How councillors can improve neighbourhoods for older people 13

Age UK's Pride of Place campaign is calling for better neighbourhoods for everyone in later life.

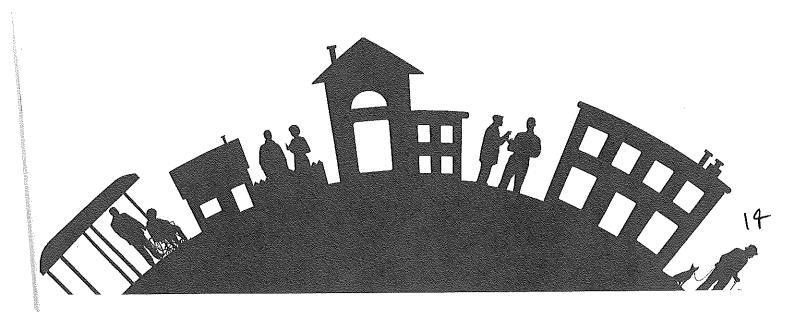
We want to enable older people to be active and make a contribution to their local community.

This report outlines what local councillors can do to improve neighbourhoods for older people in their ward or division.

- Make time to listen to older people.
- Make change happen to improve the neighbourhood.
- Make an ongoing commitment to keep people involved.

Age UK is inviting councillors to become Pride of Place advocates and work with us to improve neighbourhoods for older people.

Visit www.ageuk.org.uk/prideofplace to find out more and sign up.



1 Why neighbourhoods matter now

In the midst of the current challenges facing local authorities, why is the quality of neighbourhoods of particular importance now?

As local authorities are forced to cut their budgets, councillors are facing difficult decisions about where to make savings. At the same time, new measures around localism are likely to bring profound changes to councils and their relationships with their residents.

So in the midst of these challenges, why should local councillors take time to think about neighbourhood issues for older people?

In this report, Age UK sets out how relatively low-cost improvements to neighbourhoods will enable older people to continue being active for longer, and how that is good for us all.

Our society is ageing. One in four children born today is likely to live to 100.1 As the number of older people rises, it is important that as many as possible remain active and able to contribute to the local community for as long as possible.

Yet for many older people, lack of goodquality support and infrastructure within the neighbourhood acts as a barrier that prevents them from being active locally.

Lack of public transport, or somewhere to sit down, or access to a clean public toilet limits how far people are able to go. Poor-quality pavements or poor street lighting in an area can stop people feeling confident enough to go out at all.

The place where these things are most critical is the immediate neighbourhood. Exactly what area this covers should be defined by local residents rather than imposed from outside, but it is likely to be within a local government ward.

Many of the things that older people say they need in their local neighbourhood are relatively inexpensive to provide. The long-term benefits of improvements could significantly outweigh the costs. (See page 2: 'What impact would better neighbourhoods have?')

Spending cuts mean that getting value for money is even more important than ever. The localism agenda brings opportunities, but these may need to be shaped to meet local people's needs. A new approach to improving neighbourhoods is needed and local councillors are uniquely placed to make it happen.

As ward representatives, councillors have both the electoral mandate and the local knowledge to bring about positive change. This role can go much wider than any formal responsibilities or portfolio they may have within the council to cement the strong link between the councillor and their older electors.

Many older people have told us that they want to feel a sense of pride in their local area. They love many things about their neighbourhood – but they also know what needs to be fixed. Councillors can help them bring these improvements about.

A new approach to improving neighbourhoods is needed and **local councillors are uniquely placed to make it happen.**

2 What impact would better neighbourhoods have?

As the population ages, investment in better neighbourhoods now is vital to bring about long-term savings.

Of course, improvements to neighbourhoods cost money, and few councils have money to spare. Maintaining public toilets could cost a council £25,000 a year,² for example, and every pavement repair can cost upwards of £80.³ But when compared to the cost of the NHS and social care, the amount is relatively small, while the benefits accrue to a large number of older people.

An 'age-friendly' neighbourhood may be the key factor that enables someone to go on living in their own home, rather than going into residential care. This could save the taxpayer about £18,000 a year.⁴

The Government is piloting 'community budgeting' in a number of locations during 2011. This follows the successful 'Total Place' pilots of the previous government. Under a community budgeting system, the costs of improving local neighbourhoods could be offset against the savings in the health and social care budgets. This would make the value of better neighbourhoods much clearer.

Older people should not just be seen as the recipients of care and support services. Millions are active citizens and contributors to the economic and social well-being of our nation. They contribute significantly to the UK economy already, with a spending power amounting to over £100 billion annuallys and this is only likely to increase. People in later life are also active in community groups, sports associations, as school governors and in local politics.

Almost a million people over the age of 65 care for a relative or friend.⁶ Nearly one-third of children whose mothers work are cared for by grandparents,⁷ and more than a third of 65–74-year-olds undertake formal volunteering at least once a month.⁸

As our society ages, our communities will rely increasingly on the activity of older people. We need to invest now in neighbourhoods that will enable us all to go on being as active as possible as we grow older.

Case study

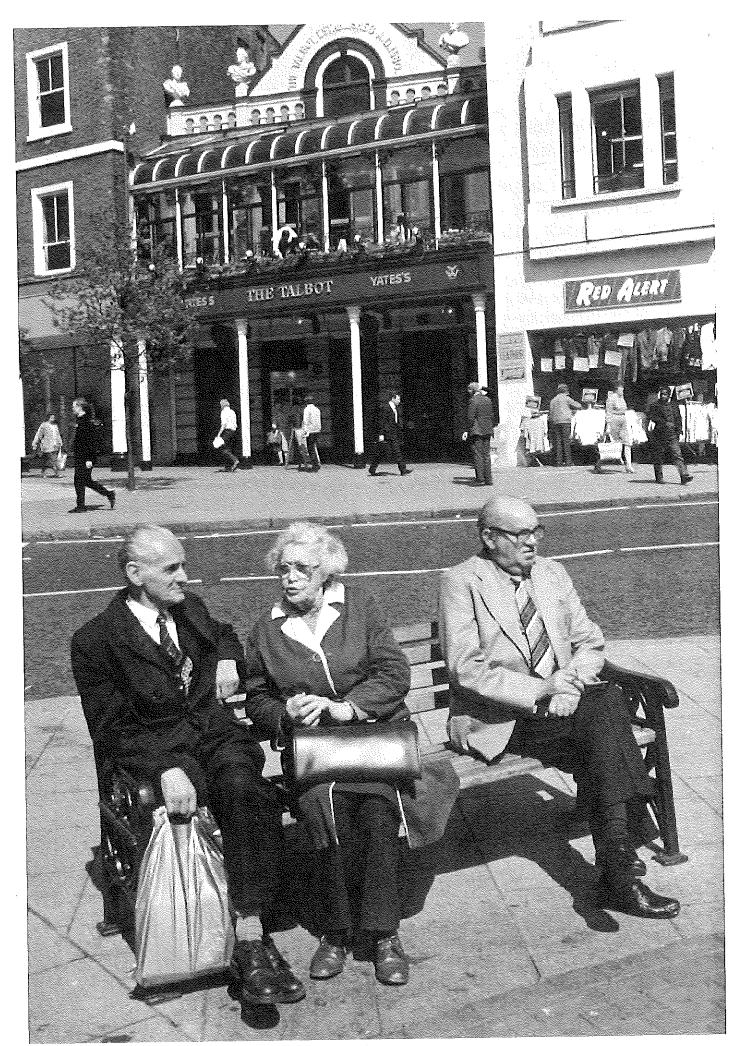
The cost of poor paving

While walking to the bus stop, 81-year-old Phil Healey tripped over a tree root that was breaking through the paving. Mr Healey fell flat and banged his forehead and hurt his left hand and right knee as he tried to break his fall.

Fortunately some passers-by were on hand to help him to a nearby seat and call for an ambulance to take him to the local hospital. He was discharged later that day.

Following his experience he phoned the local council to tell them about the pavement and asked them to mend the area where the tree roots were protruding by nearly five inches. Even though he had taken pictures and shown that the walkway is uneven the council has not yet made any repairs, as it argues that there is no dangerous edge.

Mr Healey has had to go back to hospital for further tests and treatment. He has received physiotherapy to help manage the pain and regain his mobility. With the help of his local Age UK he is still trying to get the pavement repaired by the council, to make sure that no one else suffers a more serious fall at the same spot.



3 Why councillors are key players

Co-ordination of different players from the public, private and voluntary sectors is needed, in order to bring about more 'age-friendly' neighbourhoods.

In some communities, groups of older people have the willingness, confidence and capacity to enter into this arena themselves and argue for what they need. Age UK is supporting groups of older people through its 'Change One Thing' campaign to identify the one issue within the local neighbourhood that is most important and then campaign to change it. Through the programme, groups are campaigning to improve pavements, public toilet provision, bus routes and litter.

Localism measures to devolve power downwards may offer new opportunities for groups such as these. But we have to recognise that in many neighbourhoods, older people simply do not have the capacity or organisation to take this on. In some communities, there is no support from a local Age UK, Age Concern or Older People's Forum; people may be isolated or suffer from poor health; or language or culture may present barriers.

Age UK believes that all older people deserve neighbourhoods where they can live life to the full – this should not just be the privilege of those who have the capacity to argue for it themselves. That is why we are calling on local councillors to take a lead. Case study

'It just seems like common sense.'

Councillors Jim Beall and Barbara Inman of Stockton Borough Council do regular 'ward walkabouts' with council officers and others.

They have divided the ward into 'patches' and aim to do a one-and-a-half-hour walk in one of these patches about every two months. Over the course of a year they will cover the whole ward.

The walkabouts are an opportunity to share local intelligence and to identify problems. As much as possible, they aim to solve problems on the spot – making a note of broken pavements and kerbs that need repairing, for example.

The walkabouts involve officers from the council's Care for Your Area, antisocial behaviour and enforcement services, from the local neighbourhood police as well as the housing provider (where there is social housing) and sometimes the fledgling residents' association. The biggest challenge in setting them up was getting all these people to work together.

Cllr Beall is keen to stress that what they are doing is nothing new. 'It's not rocket science – it just seems like common sense', he said.

A resident in the ward commented:

'A lot of people won't go to the council, so the walkabouts are a good way for the councillors to find out where the problems are.'

Local ward councillors are ideally placed to play this co-ordinating role. As the first level of elected representation in this country, councillors have a responsibility to their ward electors and are in a position to hear the views of a wide range of older people in their ward, whatever kind of community they represent.

They have both the local knowledge of the area and some of the main players involved, and the electoral mandate for action. We know that older voters make up a significant proportion of the electorate and are more likely to vote than younger people.⁹

Councillors will need to work collaboratively, and take on a role that is much wider than any formal responsibilities that they may have within the council. They need to liaise with other ward councillors, with local representatives of other statutory agencies such as the police, fire brigade and health services, with the voluntary sector where appropriate and (where there are two-tier councils) with the respective county or district council.

Case study Changing One Thing in Stockport

Two local clubs for older people in the Stockport area, Heald Green Young at Heart and the Poppy Club, decided that they would like to take part in Age UK's Change One Thing campaign with support from Age Concern Stockport (now Age UK Stockport).

Staff from Age UK helped members of both groups think through all the problems affecting them in their neighbourhoods. Issues included a bus route that did not run frequently enough, a dangerous road junction, people cycling on pavements and poor public toilets. But the main concern was with uneven and broken pavements in the area.

The poor state of the pavements made people feel nervous about walking – one member of the Poppy Club had in fact recently tripped over a broken pavement and fallen.

The groups decided that they needed to collect evidence of the problem. Age Concern Stockport supplied them with disposable cameras and members are currently photographing and mapping particular problem areas. They then plan to contact the council and raise awareness by sending a letter to the local press.

4 What can councillors do?

Local neighbourhoods are as varied as the people that live there and there is no single blueprint for an 'age-friendly' neighbourhood.

Although there are some common features, the priorities of older people in any particular community will be unique. A variety of different organisations may be responsible for meeting these priorities.

What councillors can bring is co-ordination and leadership to understand people's priorities and drive improvements forward.

Age UK is inviting councillors to:

- · Make time to listen to older people.
- Make change happen to improve the neighbourhood.
- Make an ongoing commitment to keep people involved.

Here we suggest some questions for individual councillors to consider.

Make time to listen

Councillors have a good idea of what is important in their ward from knocking on doors and dealing with case work. However, councillors need to find the time to hear about the day-to-day concerns that can have a big impact on living in the ward. Older people are concerned that their views are not taken into account and that there is a reluctance to listen to their advice. Of course older people in any one neighbourhood will not always agree, which is why it is vital that councillors seek the views of a wide range of people.

Considerations for councillors

• What existing groups can you tap into? Is there an older people's forum or network with whom you can consult? Has the council appointed an older people's champion? If there are existing groups and structures, it is a good idea to make use of them, but do not restrict consultation to them.

- What are the barriers to older people getting involved?
 There may be existing opportunities to participate that older people do not feel are for them. Public meetings or surgeries need to be accessible, with good transport links, and the details of the meeting need to be promoted widely. Surveys need to be clear, concise and easily readable.
- How can socially excluded views be heard? Hearing the views of older people who are socially isolated is vital but will take a different approach. By working with trusted individuals and anticipating where these people may go (e.g. GP surgeries), you may be able to make a connection with those who will never turn up to meetings or fill in surveys.
- What are the issues affecting older people? How can the physical fabric of the neighbourhood better meet everyone's needs? What needs to be done to bring people together locally and help older people stay active and involved? What changes are needed to sustain really local services that are geared towards people of all age?

Make change happen

Improving neighbourhoods will take more than talking. In some cases there will be a simple answer to a problem. But there is a complex web of organisations that affects many decisions about neighbourhoods, which can be obscure to local people but which councillors deal with every day. Communities are not idle recipients of services and infrastructure. They want to take responsibility and be involved in the design and, where appropriate, the delivery of solutions.

Considerations for councillors

• Where are the opportunities to influence decisions?
As a councillor, you are in a good position to identify the various decision-makers on a particular issue. You may be able to open doors into the council system of local partners and providers, representing older people's views and influencing decisions. You can help make direct connections between service providers and communities so that neighbourhoods

- What resources are available?
 As a councillor, you may be aware of local funds available for small projects and advise neighbourhood groups about the process of making applications. Councils can also provide officer time and expertise as well as or even instead of money. For example, they may have expertise and experience in putting together match funding for projects or engaging with local partners or businesses.
- Are there opportunities to find new local solutions?

 Many older people will have the time and inclination to get more involved in their neighbourhood. As a councillor you may be able to identify ways in which older people can be more involved in their neighbourhoods, whether it is through representation on committees or taking over the running of local facilities. You can also help people to think creatively to solve neighbourhood problems for example, could a community toilet scheme replace council-run public toilets?

Make an ongoing commitment

are improved.

Improving neighbourhoods is not just a one-off occurrence, but an evolving process. In the real world of limited funding and difficult choices, councillors may not be able to solve every problem that older people identify. One frustration commonly voiced by older people is that things don't change as a result of consultation. So people need to be kept up to date, to have an understanding of the process and why things are happening. Councillors will need to commit to ongoing dialogue with older people.

Considerations for councillors

• How can people be kept involved? The progress of consultations and resulting neighbourhood improvements should be reviewed and updated regularly.

5 What do older people need in their neighbourhood?

All neighbourhoods are different and the older people who live in them have differing priorities and needs. But there are common issues that many older people report.

Age UK and its predecessor organisations have gathered evidence¹⁰ from older people about the issues they face when out and about in their local neighbourhoods. Up and down the country, the following issues have been mentioned.

Places

- Better meeting places and green spaces
- Public seating
- Better-quality pavements
- · Safe, well-lit streets

People

- Local social activities
- Better relationships between different age groups
- Being able to have a say in local decisions
- Volunteers and neighbours helping people out

Services

- Better local buses and parking
- Accessible and clean public toilets
- · Local shops and services within easy reach
- Somewhere to turn for advice

The priority for older people varies considerably between areas – what is important for a small rural community will be very different from the needs of older people in a suburban or inner-city area. And of course people's individual circumstances determine which issue is most important for them (whether they have access to a car, for example).

The most significant feature of this range of issues – particularly in terms of bringing about changes – is the variety of actors or decision-makers involved.

For example, in shire areas the pavement along which people walk to get to the busstop is the responsibility of the county council. The benches and litter-bins they pass on the way may have been provided by the parish council. The bus shelter is controlled by the borough council, while the bus itself is run by a private company. The free bus pass is funded by central government, but administered by the county council.

This is the reality of local neighbourhood decision-making – and one that is likely to become more, not less, complex as local public services change. New powers devolved to local councils and communities are bringing more opportunities for older people to have their voices heard. And whether or not you like the term 'Big Society', in future there will be space for a much wider range of people and organisations to get involved in solving problems and delivering local support. This will do nothing to decrease the complexity of the response needed.

5.1 Public transport

Seven out of ten single people over the age of 65 do not have access to a car.¹¹ Public transport that fully met the needs of older people would enable them to get out to do shopping and other leisure activities, to meet friends and relatives, and to look after their own health and well being.

The national bus pass for older people has enabled many more people in later life to get out and make the most of local amenities. But equally important are bus routes that meet the needs of older people. This problem is particularly acute in rural areas – for example, in Cornwall, 19 per cent of households (40,000 properties) cannot get to either of the main county hospitals by public transport before 12pm. Elsewhere, older people report that buses do not serve shopping centres or GP surgeries.

The Department for Transport's national travel survey 2008 found that 30 per cent of older people have problems walking to or using a bus.¹³ Some councils have introduced alternatives to the bus pass, such as travel tokens, which can be used for taxis or rail transport. These have been extremely valuable to many older people, and should be maintained.

In the current climate of budget cuts, transport may seem like a soft target. However, councils need to recognise that lack of transport can have a profound impact on people's lives. Without accessible transport, older people experience greater social isolation, which is likely to result in an increased demand on adult social care services. In contrast, studies have shown that access to public transport helped older people to stay socially connected and active, which in turn helped them keep mentally alert.¹⁴

Case study

'If I couldn't get out of the house I would go mad.'

Enid Gill likes to get out of the house most days. 'It means everything to me to get out', she says, 'I like to get some fresh air – and I get to meet some lovely people.'

Enid is totally blind and uses a wheelchair, so getting out is a challenge.

'There isn't a bus comes anywhere near', she says – the nearest bus stop is a quarter of a mile away. She would also find it impossible to climb the steps up on to the bus.

Until last year, she used to receive bus tokens or vouchers from the council, which could be used for taxis in lieu of the free bus pass. But the council has now stopped providing tokens.

Luckily, Age UK Darlington runs a local transport service, and a volunteer driver picks Enid up three or four times a week to take her to lunch at the centre.

When asked what it would mean if she couldn't get out, Enid said, 'If I couldn't get out of the house I would go mad. I might as well give up on life.'

Studies have shown that access to public transport **helped older people to stay socially connected and active.**

6.2 Public toilets

As people age, they are more likely to suffer from incontinence or take medication that means that they need to go to the toilet more frequently. There are more than 2.5 million people in the UK who suffer from urinary incontinence.¹⁵

The British Toilet Association (BTA) estimates that in excess of 40 per cent of public toilets in the UK have been closed in the past ten years. A survey carried out by Help the Aged in 2006 found that 82 per cent of respondents felt that public toilet provision in their areas did not meet their needs. A report produced by the Department for Communities and Local Government under the previous government highlighted a number of reasons for this decline, but did little to change the situation.

This situation is set to become even worse. The BTA estimates that more than 1,000 public toilets could face closure in the next 12 months. There is no statutory requirement on local authorities to provide public toilets. In the current climate of local authority budget cuts, many local authorities are reviewing their public toilet facilities with the intention of making savings. Community toilet schemes (where local businesses offer their facilities in return for a financial incentive) can be a workable alternative, provided that they meet the needs of older people.

It is absolutely vital that councils understand the important role that public toilets play in enabling many older people to get out and about in their neighbourhood. The 2006 Help the Aged study found that 52 per cent of respondents agreed that the lack of public toilets in their area stopped them from going out as often as they would like. This evidence suggests that lack of public toilets is a significant factor in the isolation of some older people.

6.3 Pavements

Falls are the most frequent and serious type of accident for people aged over 65.20 Having a fall can have a big impact on an older person's life, destroying confidence, increasing isolation and reducing independence. After a hip fracture, 50 per cent of people can no longer live independently.21

There are many causes of falls – and Age UK is campaigning for better falls prevention services for all older people to reduce their risk of falling. But uneven or broken pavements are significant risk factors. A survey commissioned by Help the Aged showed that every year, nearly one in ten people over the age of 65 trip or fall because of damaged or uneven pavements.²²

All councils need to ensure that pavement repairs are carried out promptly and that people are encouraged to report problem areas.

6.4 Places to sit down

For older people who are becoming frail and less mobile, public seating can make the difference between living a full life and feeling cut off and isolated. Many older people cannot walk for more than ten minutes without a rest.²³ Going to the supermarket, queuing at the post office or waiting at the bus stop can become impossible for many if there is nowhere for them to sit down.

Walking is good physical activity for older people. Benches or other places to sit down will encourage those older people who are becoming less mobile to continue getting out of the house and taking exercise, and so will reduce the likelihood of these people becoming housebound and isolated.

Public seating does not have to be expensive, and in some instances could be provided or renovated by local volunteers or community groups. Councillors need to find out from older people if seating is adequate in their neighbourhood and find innovative ways of meeting this need.

6.5 Accessible local services

Older people use a wide variety of services provided by public, private and voluntary sectors. Simple, accessible services are vital to an age-friendly neighbourhood.

A local shop or post office not only provides the services that people need, but also gives an incentive to get out of the house, go for a short walk and have a chat. This is just the kind of regular social interaction that people who live alone need to prevent social isolation.²⁴ Local services such as post offices or pharmacies can also be an essential signposting points for information, advice and more specialist services.

Local councils rarely have direct responsibility for the provision of local services, but can play a role by providing incentives for businesses to invest in an area, approving planning strategies and applications or working with other statutory bodies such as the NHS.

6.6 Personal security, street lighting and cleaning

Research by Help the Aged illustrates older people's concerns about crime and low-level nuisance, including graffiti, rudeness and rowdiness and litter.²⁵

These are problems with no easy solutions, but the provision of better street-lighting, investment in street-cleaning and dealing with low-level nuisance all help older people to continue getting out of their homes. This in turn may well help deal with some issues as the presence of older people on the streets may provide a disincentive to disruptive behaviour by others.

6.7 Community activities

Sometimes older people's needs can be met, not by physical infrastructure or services, but by being part of local projects that encourage mutual support and a sense of community. For example, fear of young people may be better tackled by a community project involving young and old together, rather than improvements to the physical environment. Community activities can include volunteering projects that deliver support to isolated older people, the organisation of local social events and trips, car clubs, and hospital-visiting programmes.

Often it only takes very small amounts of public money – as little as a few hundred pounds – to enable people to organise projects and activities. These might include working with established voluntary organisations such as local Age UKs and Age Concerns, youth projects or sports clubs.

Even when times are tough, we hope that councils can work with other statutory agencies, for example, the police and fire service, to hold back small sums that will unlock local voluntary action.

Public seating does not have to be expensive, and in some instances could be provided or renovated by local volunteers or community groups.

Further resources

Global Age-friendly Cities: A guide, WHO, 2007

Manchester: A great place to grow older (Manchester's Strategy for Ageing 2010–20)

Towards Common Ground: The Help the Aged manifesto for lifetime neighbourhoods, Help the Aged, 2008

Towards Lifetime Neighbourhoods: Designing sustainable communities for all, International Longevity Centre and Department for Communities and Local Government, 2007

Inclusive Design for Getting Outdoors (I'DGO) is a research consultancy focused on identifying the most effective ways of shaping outdoor environments to meet the needs of older people and disabled people, www.idgo.ac.uk

Notes

- 1 Estimates vary widely, from 20 per cent to 50 per cent. This is a cautious estimate based on a correction issued by the National Statistician to original 2008 ONS estimate, ONS website www.ons.gov.uk
- 2 The Provision of Public Toilets, House of Commons, Twelfth Report of Session 2007–08, HC 636, London: The Stationery Office Limited, 2008
- Personal communication from Highways Estimator, Dorset County Council, March 2011.
- 4 £350 per week saved for a person having home care instead of residential care (home care = £145 per week, residential care = £493 per week) adds up to approximately £18,000 per person per year (England-only figures).
- 5 Households headed by someone aged 65+ contribute about £102 billion of spending power every year: Family Spending 2010 edition, Office for National Statistics, 2010
- 6 Invisible but Invaluable, Age UK, 2010
- 7 Social Trends No. 39 2009 edition, Office for National Statistics, 2009
- 8 Citizenship Survey: April-June 2010, England, Communities and Local Government, October 2010
- 9 'Quantifying the Changing Age Structure of the British Electorate', Dr Scott Davidson, De Montfort University, 2010
- 10 Towards Common Ground: The Help the Aged manifesto for lifetime neighbourhoods, Help the Aged, 2008
- 11 National Travel Survey 2005, Department for Transport, 2006
- 12 Executive Summary Report of the Minor Procedures & Outpatients Single Issue Panel, Cornwall Council, November 2010
- 13 Transport Statistics Bulletin: National travel survey 2008, Department for Transport, 2009
- 14 T. Knight et al., Understanding the Travel Needs, Behaviour and Aspirations of People in Later Life, Department for Transport, 2007
- 15 C. W. McGrother, 'Storage Symptoms of the Bladder: Prevalence, incidence and need for services in the UK', BJU International, 93 (2004): 763–9
- 16 Email from Mike Bone, Director, British Tollet Association, 4 January 2011

- 17 Nowhere to Go, Help the Aged, 2007
- 18 Improving Public Access to Better Quality Toilets: A strategic guide, DCLG, 2008
- 19 Email from Mike Bone, Director, British Toilet Association, 4 January 2011
- 20 London Health Observatory, www.lho.org.uk/LHO_Topics/ Health Topics/Diseases/AccidentsInjury.aspx
- 21 Stop Falling, Start Saving Lives and Money, Age UK, 2010
- 22 ICM research for Help the Aged SPOTLIGHT survey, Jan 2008
- 23 E. Burton and L. Mitchell, Inclusive Urban Design: Streets for life, Architectural Press, 2006
- 24 T. Knight et al., Understanding the Travel Needs, Behaviour and Aspirations of People in Later Life, Department for Transport, 2007
- 25 Social Inclusion and Older People: A call for action, Help the Aged, 2007



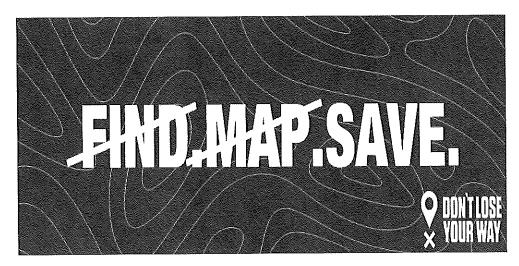
Improving later life

Tavis House 1–6 Tavistock Square London WC1H 9NA **020 8765 7200** www.ageuk.org.uk

Age UK is a charitable company limited by guarantee and registered in England (registered charity number 1128267 and registered company number 6825798). The registered address is 207–221 Pentonville Road, London N1 9UZ. Age Concern England (registered charity number 261794) and Help the Aged (registered charity number 272786), and their trading and other associated companies merged on 1 April 2009. Together they have formed the Age UK Group, dedicated to improving the lives of people in later life. The three national Age Concerns in Scotland, Northern Ireland and Wales have also merged with Help the Aged in these nations to form three registered charities: Age Scotland, Age NI and Age Cymru. ID10337 04/11

By using our site you agree to our use of cookies





We've searched all of England and Wales and found over 49,000 miles of paths that could be lost forever, unless we come together to save them.

Our paths are one of our most precious assets, hidden in plain sight, and often taken for granted, they allow everyone to enjoy the countryside, both on our doorstep and across Britain's iconic landscapes.

With the help of thousands of volunteers we searched all of England and Wales and found over 49,000 miles of paths which could be lost forever. Time is running out, with only five years left to collect the evidence needed to build and submit applications to restore them for future generations.

Find out how many miles of lost paths are near you

We need your support

Find out how many miles of lost paths we have discovered in your local area and donate today to help us save them before they're lost forever.

Cotswold Outdoor, our recommended outdoor retailer, have generously kickstarted our crowdfunder with a contribution of £10,000.





The role of volunteers



Explore lost paths

We've found over 49,000 miles of lost paths across England and Wales.

Find out how many we have discovered in your local area.

Search your area



Donate today to help us save these paths before they're lost forever.

Cotswold Outdoor, our recommended outdoor retailer, have generously kickstarted our crowdfunder with a contribution of £10,000.

Give a donation

Explore more

The path to 2026

2026 and the case for postponement

Finding historical sources online

29

Help

Got any questions about Don't Lose Your Way? We've tried to answer them all here. If you still have a question, you can find our contact details on this page.

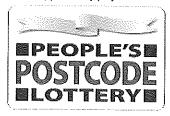
Bob Fraser is a Ramblers footpath secretary who has been searching for lost paths, and applying for them to be added to the map, for six years.

Don't Lose Your Way is generously supported by Ramblers Holidays
Charitable Trust, players of
People's Postcode Lottery and
Cotswold Outdoor.





Supported by players of



With special thanks to our supporters at





How we're saving lost paths

Identifying potential lost rights of way is just the start of a long process to put them back on the map. There are five four more steps to saving them.



FIND.MAP.SAVE.

Archaeologist and TV presenter Mary-Ann Ochota met with Jack Cornish from the Ramblers to search for lost paths. 18/11/2020 Joint Local Plan update

ITEM 10

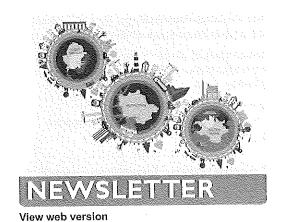
We only use cookies that are necessary for this site to function, and to provide you with the best experience. Learn more in our <u>Cookie Statement</u>. By continuing to use this site, you consent to the use of cookies.

Subscribe to updates from South Ham



Joint Local Plan update

South Hams & West Devon sent this bulletin at 11-11-2020 12:43 PM GMT



PLYMOUTH & SOUTHWEST DEVON JOINT LOCAL PLAN



PLANNING TOGETHER ... 11 November 2020

Welcome



Welcome to the first edition of the Plymouth and South West Devon Joint Local Plan (JLP) newsietler.

Bringing news from the JLP and our delivery across the three JLP council authorities of Plymouth City, South Hams and West Devon,

as well as updates from the national planning arena.

Covid-19 Impact on the JLP

The impact of COVID-19 has disrupted planning services across the JLP area at each respective authority, but where possible, work has continued.



Our ability to undertake our annual surveys and publish the results has been reduced, simply due to officers not being able to visit the all sites due to the associated restrictions.

The knock on effect is a delay to monitoring reports including the Housing Position Statement - informing how many homes have been delivered and how many are in the pipeline, this will now not be published until December 2020.

31

Additionally, the publication of the authorities monitoring report (AMR), reporting performance against the Plan indicators, will now fall into early next year.

Despite the disruptions, survey work has progressed elsewhere and earlier this year we adopted the Plymouth and South West Devon Supplementary Planning Document (SPD) and the Statement of Community Involvement (SCI) – further detail below.

Thoughts are now turning to recovery and transitioning into a new way of working that adheres to social distancing measures.

The JLP continues to be the prime decision making framework for development and its policies remain firmly in place, with a vision for the future of our area, rooted in a the development of a sustainable and thriving place to live and work. Any recovery strategies can only compliment this vision and will undoubtedly strengthen the policies to achieve the JLP vision.

Councils Adopt the Plymouth and South West Devon Supplementary Planning Document



The Supplementary Planning Document (SPD) covering the three Joint Local Plan authorities of Plymouth, South Hams and West Devon was adopted on the 16 July 2020.

The SPD provides further detail and guidance on how the Joint Local Plan policies are implemented. It covers a wide variety of subjects and includes

guidance of every development management (DEV) policy within the JLP.

The SPD is also accompanied by two companion documents; the Developer Contribution Evidence Base and Traditional Farm Buildings: Their adaptation and re-use (Barn Guide) to help support the guidance within the SPD.

All three documents were prepared jointly by the authorities following last year's public consultation and the SPD is now a 'material planning consideration' when making planning decisions across the Plan Area.

All the documents, including the final version of the SPD, Developer Contribution Evidence Base, the Barn Guide and a Consultation Response Report are available to view on our page here.

Statement of Community Involvement (SCI)

The SCI, adopted on 9 June 2020, is a document which sets out the minimum requirements for consultation and involvement that must be followed by the Local Planning Authorities (LPAs) of Plymouth, South Hams and West Devon when preparing planning documents or consulting on planning applications.



The SCI, which also sets out how the authorities will support groups undertaking neighbourhood planning, was prepared jointly by the authorities and adopted following a public consultation which ran at the end of last year.

All the documents, including the final version of the SCI and a Consultation Response Report are available to view on our <u>Statement of Community Involvement page</u>.

Local Green Space Development Plan

Postponed Due to COVID-19



We have made the decision to pause work on the Local Green Space Development Plan Document,

The decision was taken in response to the impact of COVID-19 on the Council's budget, however, by pausing document preparation we now have the

opportunity to consider the future of the DPD in the context of the recently announced planning reforms.

No decision has been made regarding when work may resume, but everyone who has engaged with the process so far, will be notified once the DPD process re-commences.

This postponement will also include the Managing Rural Development Planning Document and The Plymouth Community Infrastructure Levy (CIL) review.

View our <u>Local Green Space Development Plan Document</u> page for more information.

Two National Planning Consultations Close

National planning consultations closed last month. One consultation concerned current planning policy and regulations and the second covered how the planning system could look in the future, both have the potential to have significant impacts on the JLP and how it is delivered.



From 6 August to 1 October 2020 the Ministry of Housing Communities and Local Government (MHCLG) consulted on proposed changes to the current planning system. View the consultation document 'Changes to the current planning system' on GOV.UK.

From 6 August to 29 October 2020 the Ministry of Housing Communities and Local Government consulted on a planning White Paper 'Planning for the future'. View the consultation on GOV.UK and visit our JLP news page to read our response.

Any Other Business

There have been a number of amendments to planning regulations in response to COVID-19. These have the potential to have an impact on the delivery of the JLP and will need to be carefully monitored and considered going forward.

1. Permitted Development Rights

On 1 October 2020, the government introduced the amended permitted development rights which details what does and doesn't need planning permission. The new rights permit the construction of additional storeys on existing residential or commercial premises and the demolition and redevelopment of free-standing building blocks of flats without the requirement for planning permission. Visit the <u>Planning Portal</u> for more information.

2. Use Classes

On 1 September 2020, the government updated the Use Classes - categorising land and buildings for different uses, specifying which needs planning permission or not. The amendments introduces a new class system which provides more flexibility to change between the different classes. Visit the Planning Portal for more information.

Stay Updated



Did you know we have an Interactive JLP website? Keep an eye on the <u>news page</u> for further updates on the JLP as they happen!

South Hams

Follow South Hams

contact us www.southhams.gov.uk

West Devon

Follow West Devon

contact us

www.westdevon.gov.uk

Subscriber services

Manage preferences or unsubscribe | Help | Contact Us

Powered by



Privacy Policy | Cookie Statement | Help