



AGENDA FOR THE TOWN MATTERS COMMITTEE

MONDAY 22ND FEBRUARY 2021 – HELD REMOTELY USING ZOOM

MEETING LINK: <https://zoom.us/j/96106154343>

MEETING ID: 961 0615 4343 PASSCODE: None

You are hereby **SUMMONED** to attend the **Town Matters Committee**, which is to be held using remote meeting service Zoom on **Monday 22nd February 2021 at 6.30pm** for a maximum of 90 minutes for the purpose of transacting the following business:

Committee Members: Councillors V Trow (Chair), G Allen, C Allford, P Allford, S Collinson, A Galvin, D Matthews, P Paine, S Skinner and L Webberley.

1. WELCOME AND APOLOGIES FOR ABSENCE

The Chair will read out the following statement:

Welcome to everyone attending and observing the meeting.

A reminder that open proceedings of this meeting will be video recorded on Zoom and live streamed on social media. If members of the public make presentations, 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. If a member of the public wishes not to be recorded they are able to turn their video off or watch the meeting via the Town Council Facebook page.

Can members of the public please note that given the current climate Councillors and staff are adapting to remote and mainly paperless working and therefore you may see use of mobile phones and other devices for reference to the agenda and associated papers.

As Council meetings are not permitted to be held in a location where alcohol is served, we ask that all attendees refrain from consuming alcohol directly prior or during the meeting as per our Code of Conduct.

This meeting is limited to 90 minutes and therefore members are asked to raise their points succinctly and not repeat the same view expressed by colleagues if it does not add to the debate.

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. **DEPUTY CHAIR**
To elect a Deputy Chair (who will chair in Chair's absence).
3. **CONFIRMATION OF MINUTES**
To update on any matters arising from the minutes of 16th November 2020. (Note: already agreed through Full Council.) Document enclosed.
4. **COMMUNITY HEROES FOR COVID AWARD**
To consider the details, criteria and timeline for the Community Heroes Award announced in January 2021. Document attached.
5. **SOUTH HAMS DISTRICT COUNCIL PLAYING PITCH STRATEGY**
To consider how to respond to the South Hams District Council Playing Pitch Strategy and the specific questions about the use of Borough Park and longer-term aspirations following the requested meeting with KEVICC. Document enclosed.
6. **CLIMATE EMERGENCY WORKING GROUP**
To note any update from the Climate Change Working Group on 26th January 2021 (standing item). Verbal update from Cllr Allen.
7. **2021 CENSUS ARRANGEMENTS**
To note the arrangements for the 2021 Census to be conducted on 21st March 2021. Documents enclosed.
8. **TOTNES PARTNERSHIP UPDATE**
To note a summary of minutes from recent Totnes Partnership meetings. Documents enclosed.
9. **HOMELESSNESS AND VULNERABLE UPDATE**
To note the minutes of the Caring Town Homelessness and Vulnerable People meeting held on 16th December 2020. Document enclosed.
10. **FAIRTRADE UPDATE**
To note the minutes of the Totnes Supporting Fairtrade meeting held on 6th January 2021. Document enclosed.
11. **DATE OF NEXT MEETING**
To note the date of the next meeting of the Town Matters Committee – **Monday 22nd March 2021 at 6.30pm.**

Sara Halliday

Committee and Cemetery Administrator

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 a 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 3 - CONFIRMATION OF MINUTES



MINUTES FOR THE TOWN MATTERS COMMITTEE MONDAY 16TH NOVEMBER 2020 – HELD REMOTELY USING ZOOM

Present: Councillors B Piper (Chair), P Allford, A Galvin, R Hendriksen, D Matthews, P Paine, V Trow, L Webberley and G Allen (joined at 7.10pm).

Apologies: None.

Not Present: Councillor S Skinner.

In Attendance: Councillors Luker and C Allford (for item 3), two members of the public and S Halliday (Committee and Cemetery Administrator).

1. APOLOGIES FOR ABSENCE

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

No apologies had been received.

The Committee will adjourn for the following items:

PUBLIC QUESTION TIME

There were no members of the public who wished to speak.

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.

Item 5 – Details of the website requirements have not yet been received.

Item 6 – Resolved by Full Council and a response to the consultation was sent to South Hams District Council on 14th October 2020.

Item 7 – KEVICC has agreed to meet and have offered a number of dates for a meeting via Zoom which have been sent to the Chair to advise on suitability.

Item 8 – Resolved by Full Council. The Clerk wrote to the Head of Estates for the Caravan and Motorhome Club on 22nd October 2020. They replied to say that a financially viable scheme is being devised for the small number of pitches on the site at Steamer Quay.

Item 9 – The Clerk to Berry Pomeroy Parish Council has been contacted and has advised that the Council next meets on 26th November where this issue will be raised.

3. SHARED SPACE AND EMERGENCY COVID-19 MEASURES

To review contacts between the Town Council, Chamber of Commerce, concerned traders and members of the public in regard to pursuing the 'Shared Space' objectives which are widely supported for the town.

The concept for the Future Totnes Forum in relation to shared space was discussed. It was **AGREED** that having a forum that brings together a wide spectrum of representatives from

across the town (for example local businesses, community groups, residents, etc) will be of benefit in working towards a shared goal of reducing traffic transiting through Fore and High Street but not stopping to shop. The Chair asked Cllr C Allford to join the meeting to clarify her link councillor role with the Chamber of Commerce, where she confirmed she is in regular contact with them.

An initial meeting between the Town Council liaison group (Cllrs Hodgson and Luker, the Town Clerk and Green Travel Co-ordinator) and Devon County Council will be held next week, and the first Future Totnes Forum is scheduled to meet on 12th January 2021. The idea of a distribution hub on the industrial estate was raised but it was acknowledged that this is a logistically and legally complex idea, and that space on the industrial estate is limited.

4. CLIMATE EMERGENCY WORKING GROUP

To note any update from the Climate Change Working Group on 27th October 2020.

Noted. Cllr Allen gave an update that items in the action plan are currently being prioritised (reducing plastic, tree planting, working with other parishes). It is hoped that a representative from the working group will attend the Future Totnes Forum.

5. CLIMATE AND ECOLOGICAL EMERGENCY BILL

To consider signing the Climate and Ecological Emergency Alliance's campaign for a Climate and Ecological Emergency Private Members Bill.

To **RECOMMEND** to Full Council that Totnes Town Council supports the aims to introduce a Private Members Bill for the Climate and Ecological Emergency Bill; signs up to support the online campaign; and writes to the local MP asking them to support tabling the Bill.

6. ADOPTION OF PHONE BOXES

To consider the ideas received for the re-purposing the proposed adoption of the phone boxes at Swallowfields, Plymouth Road and Whiteley Avenue (Follaton).

To **RECOMMEND** to Full Council that it agrees to the idea of the Plymouth Road phone box being adopted as an internally lit art installation and submits an application to British Telecom for the adoption. It was **AGREED** that the Arts Working Group should take this forward.

To **RECOMMEND** to Full Council that the Community Fundraiser is asked to look into grant funding opportunities for installing defibrillators in the phone boxes at Swallowfields and Whiteley Avenue, Follaton.

7. RURAL MARKET TOWN GROUPING

To consider whether the Town Council should join the Rural Services Network's rural/market town group (no cost until April 2021, then £130 per annum).

To **RECOMMEND** to Full Council that the Town Council joins the Rural Services Network's rural/market town group without cost until April 2021. The Town Matters Committee will review the benefits of membership in the March 2021 before deciding whether to renew membership.

Post-meeting note: membership of the Rural Services Network is now being offered free until July 2021 and the membership fee is £150 per annum (£100 from July 2021-March 2022).

8. BEGGING AND ROUGH SLEEPING

To consider the impact of begging, addicts and rough sleepers on businesses in the town and promotion of the 'Giving Back' scheme.

It was **AGREED** through the Community Partnership and Caring Town Homelessness meetings, to see how Totnes Town Council can best support the work of the Connection Hub in publicising the 'Giving Back' scheme, for example posters or links on the Town Council website.

To **RECOMMEND** to Full Council that it writes to the local MP, South Hams District Council and Devon County Council asking for more support to address the homelessness problem.

9. 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.

The condition of the riverside path behind the industrial estate is of concern and it is important in maintaining a riverside link between Totnes to Dartington (however this is South Hams District Council land in terms of any work to be carried out and applying for a grant).

It was **AGREED** to refer the matter to the Planning Committee to consider, as well as the Rambler's campaign 'Don't Lose your Way' to protect lost footpaths.

10. TOTNES PARTNERSHIP UPDATE

To note a summary of minutes from recent Totnes Partnership meetings.

Noted.

11. KEEPING YOUNG TOTNES SAFE UPDATE

To note the minutes of the Keeping Young Totnes Safe meeting held 29th September 2020.

Noted.

12. FAIRTRADE UPDATE

To note the minutes of the Totnes Supporting Fairtrade Annual General Meeting on 30th September 2020 and a letter sent to the local MP.

Noted.

13. DATE OF NEXT MEETING

To note the date of the next meeting of the Town Matters Committee – Monday 22nd February 2021 at 5.30pm (please note the change in start time).

Noted. It was **AGREED** that Community Engagement will be included as an agenda item at the next Committee.

Sara Halliday, Committee and Cemetery Administrator

ITEM 4 – COMMUNITY HEROES FOR COVID AWARD

The following press release was made by the previous Mayor, Cllr Jacqi Hodgson, in January 2021:

Totnes Town Mayor launches New Year's Honours - Community Heroes for COVID

Set to start on New Year's Day, 2021, Totnes Town Mayor Cllr Jacqi Hodgson, has launched a new scheme to honour the many people who have become Community Heroes. She said, 'These are the wonderful people who have helped so many people in the town during the COVID crisis. The plan is to invite the local community to nominate their heroes, the people who have helped them as individuals to manage during this challenging year and tell these stories of everyday heroism that have shaped this extraordinary year.'

The basis of the scheme is to recognise those who have bravely served our community with kindness and generosity, and create a collective community record of the people who helped others manage their lives during this pandemic. Many voluntary groups, residents, councillors and service providers have worked closely with vulnerable people, families and linked them up with the volunteers who have stepped forward to assist at this time of need. There are also many other civic minded people who have been there for a neighbour or friend, day after day. Sharing and recording these stories of local heroism will be the substance of the scheme.

Mayor Jacqi Hodgson continued: "As we come to the close of what has been for many people a very challenging year, and reflect on where we are now, some of our Councillors have recalled snippets of stories of extraordinary kindness and generosity that local residents have received from friends, neighbours and strangers. This rich tapestry of local community life during a crisis is our history in the making. We want to share these heartwarming wonderful tales not only as a creative record of our time, but also to give recognition to all these public spirited people who have become our Community Heroes, and are likely to continue to be so, as we live through the COVID crisis."

The New Year's Honours 2021 - Community Heroes for COVID scheme is open to nominations from Totnes residents from January 1st and will remain open until the pandemic is formally declared over. Nominations and Stories will be shared on-line and through social media. The plan is to share and gather a living and lasting record of Totnes Tales of COVID Heroes and eventually collate a documented representative historical publication, as a legacy for the town for generations to come.

Nominations can be made by email or letter post and should contain the name and contact details of the person making the nomination, the name of their community hero and 100 words stating why this person is their hero. Acceptance by the hero nominated and their permission if their name is to be published is essential, otherwise the hero can be anonymous. Nominations Should be marked COVID Community Heroes can be posted into the Town Council or sent by email to mayor@TotnesTownCouncil.gov.uk.

At the January Full Council it was resolved that the detail of this scheme is taken forward by the Town Matters Committee. Below is a paper on the idea of a community award scheme which was considered by the Town Matters Committee in March 2019, and the various criteria to be agreed are still valid.

Concept – A number of Totnes Town Councillors have suggested some form of community award be introduced that would be presented annually to recognise individual's efforts within the community (a lesser award than being considered as a Freeman of Totnes).

Recommendation – That the decision about introducing an award is made by the new Council post-May 2019 through the Town Matters Committee. TTC needs to determine the criteria for such a scheme and it is suggested that the following questions are considered/scoped by the Committee as part of their recommendation to Full Council:

- Are there categories for the community award? What would they be?
- Who is eligible to nominate and be nominated?
- Who will vote on the nominees – the public or the Council?
- When will the award be presented?
- What will be the award – e.g. certificate or plaque?
- What do the timings need to be for the process to work smoothly?

Background - Many towns throughout the UK have some sort of Community Awards Schemes. The table below sets out the sort of criteria areas that are covered by existing scheme policy:

| Town | Award Categories | Eligibility | Timings | Voting | Presentatio n |
|-----------------|---|--|--|--|--|
| Kingsbridg e | 6: Arts & Culture; Business; Environment; Sport; Volunteer; & Young Champions. | <u>Nominees</u> work or live in the parish boundary, or their activities benefit the Kingsbridge community. [No details on eligibility of those nominating.] | Nomination s received in March. | Kingsbridge TC assess the applications. | June Full Town Council Meeting. |
| Newquay | 4: Individual; Group; Young Person; Mayor's Award. | None in terms of residency – 'anyone can nominate' – but need to make a positive difference to | Nomination late January to early February. Voting early February to early March. | Public vote on the nominated candidates (except for Mayor's award) via TC website, hard copy forms available from TIC and | Annual Town Meeting in March. |

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|----------|---|--|---|--|--|
| | | the community or bring the community together. Entries checked by Town Clerk to ensure criteria are met. | | Library/Information Service. | |
| Amersham | 6: Citizen; Business; Team; Environmentalist ; Young Citizen; and Mayor's Special Award. | <u>Nominations</u> by residents of parish and endorsed by two other residents. <u>Nominee</u> must be a resident or registered member of an Amersham team, club or organisation | Nominations in Jan-Feb | No info on voting (looks like a TC decision). | Certificate at Annual Town Meeting in March. |
| Battle | Variable - the TC reserves the right to make more than one award each year, or to make no award if there are no suitable nominations. | Nominations from residents only. Nominees must be resident or work within the TC boundary. Cllrs can make nominations but they are then excluded | Nominations received February to end March. | TC Committee review nominations in April, with a recommendation to Full Council. | Certificate at Annual Town Meeting in May. |

| | | | | | |
|-----------|---------------------------------|---|-----------------------------|---|--|
| | | <p>from involvement in the decision making process.</p> <p>Cllrs and TC officers are not eligible for nomination.</p> | | | |
| Faversham | 1 – individual <u>or</u> group. | <p>One nomination per resident.</p> <p><u>Nominee</u> must live or work in the TC boundary</p> | Nominations in October, pre | Faversham TC down select to 3 nominations which then go to public vote via TC winter newsletter, TC website and social media. | Certificate at Annual Town Meeting in May. |

ITEM 5 - SOUTH HAMS DISTRICT COUNCIL PLAYING PITCH STRATEGY

South Hams District Council and West Devon Borough Council are currently preparing a Playing Pitch Strategy (PPS), assessing whether there is sufficient provision throughout their areas for the sports of football, cricket, rugby, hockey and other pitch sports (such as rounders) into the foreseeable future. This study will help to improve planning for and investment in these sports and it is being overseen by a small Steering Group of local authority officers and national governing bodies of sport. Despite the uncertainty of the current situation, we are hoping to complete it by late Spring 2021.

We are writing to introduce ourselves as the consultants carrying out this work and to arrange a time when we could discuss with you the projects and aspirations involving playing fields within Totnes. We have carried out similar work in the area in the past and are based in Newton Abbot. South Hams District Council officers for Assets – Leisure/Recreation and Project Manager for the Strategy, and Place Making; Open Space, Sport and Recreation) have helpfully updated us, and we would like to follow this up by speaking to you directly.

We are currently visiting all cricket sites in the area, carrying out non-technical quality assessments, in line with advice from the ECB and Devon Cricket. (There is no need for anyone from the clubs to be present at these assessments as all clubs will be consulted via a questionnaire and/or telephone call over the next few weeks.) Winter pitch sport sites will be assessed later in the year, from early November onwards.

Although there is plenty of time to consult with yourselves and clubs and other users of the pitch sport facilities, it would be very helpful if we could arrange to chat with you later during September. Please let us know a convenient time or it may be easier for you to reply to the following questions, as fully as you wish:

- 1 Please state if you are responsible for the bookings of any football, cricket, rugby or hockey facilities in your town and if so, give brief details of the clubs/teams who book them and when they play (if known). (We will have some of this information from other sources)
- 2 If you are responsible for the maintenance of any of the grass playing pitches, please briefly state which, and set out the maintenance specification (e.g. frequency of grass cutting, seeding, aeration, weed killing and application of fertiliser, if known)
- 3 **Are there any concerns around the quality and/or maintenance of your playing pitches and their associated changing facilities in your town?**
- 4 **Are you aware of any groups in your community which are not catered for by the current provision of playing pitches?**
- 5 Do you receive requests for the use of playing pitch facilities which you cannot accommodate?
- 6 **Please list any current aspirations and/or proposals for new or improved grass and/or artificial grass playing pitches in your town and if possible, state the stage reached in planning/funding etc.**

7 What other/particular issues within your town would you like the strategy to address and highlight? (e.g. any deficiencies in provision, improvements, cost of maintenance, access to school facilities etc.)

Many thanks for your kind attention; I look forward to being in touch.
www.belap.co.uk

Officer Advice: The Town Council has already responded to questions 1, 2 and 5. Town Matters should consider the questions in BOLD above and look to make any recommendations to Full Council

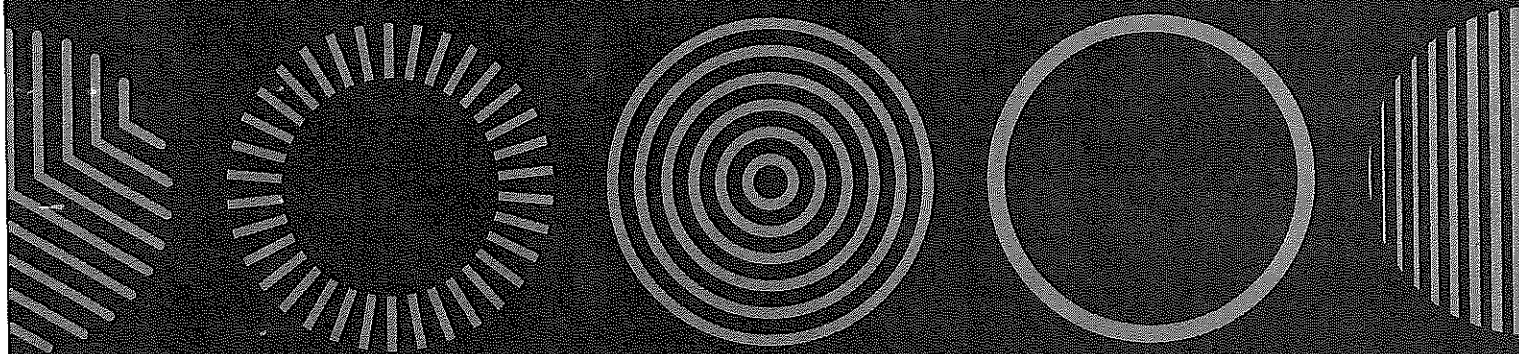
ITEM 7

census
2021

Councillor handbook

The census takes place on
21 March 2021

This handbook explains what the census is all about, why it matters and how you can help spread the word in your council and community.



Office for National Statistics

www.census.gov.uk

CHE1

Please use this space to record your contacts:

Census liaison manager:

Telephone number:

Email:

Assistant census liaison manager:

Telephone number:

Email:

Census engagement manager:

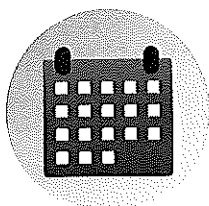
Telephone number:

Email:

Please note: The information in this document is correct at the time of writing. Should developments related to Covid-19 or other unforeseen circumstances require us to change our approach to Census 2021, we will endeavour to update you as they occur.

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**The census takes place
on 21 March 2021**

Introduction

Dear Councillor

Welcome to your handbook that outlines our plans for Census 2021. It explains why the census is important and how you can help us to make it a success in your area.

Population statistics are vital to our country: nationally, locally and within communities. Once every 10 years the census provides an opportunity to build a detailed and comprehensive picture of the nation.

The census is for everyone. The whole population has the chance to provide the information that can help to ensure their communities are well served.

For local authorities, census population estimates underpin both planning and provision of public services. Getting the best possible response rates for the census will make sure that decisions are based on accurate, high-quality data.

This handbook explains what's new for Census 2021. We've made some changes to reflect how society has changed in the last 10 years, adding new questions, and taking a "digital-first" approach. This means people can complete their census where and when they want to online. Paper questionnaires are still available for people who need them.

We've outlined some of the challenges the ONS faces in making sure census estimates truly represent the make-up of communities and numbers of people within them. We've indicated areas where councillors and local authority staff can give support and encouragement to local people.

We're focused on understanding the needs of local authorities. Developing effective partnerships with your authority is how we'll make sure your community's needs are understood and reflected in census information.

In 2021, we want the overall return rate to be as high as it was in the 2011 Census, where we had a response rate of 94% with at least 80% in all local authority areas. This will ensure comparability between local authority areas. We're also aiming to get a 75% online response rate so that we can release our census outputs quicker, allowing people to benefit from the census information sooner.

We've asked your local authority to designate two officers as census liaison manager and assistant census liaison manager to act as your census leads. These staff will be our key contacts in your council for everything to do with Census 2021 and we'll work with them to support census activities in your area.

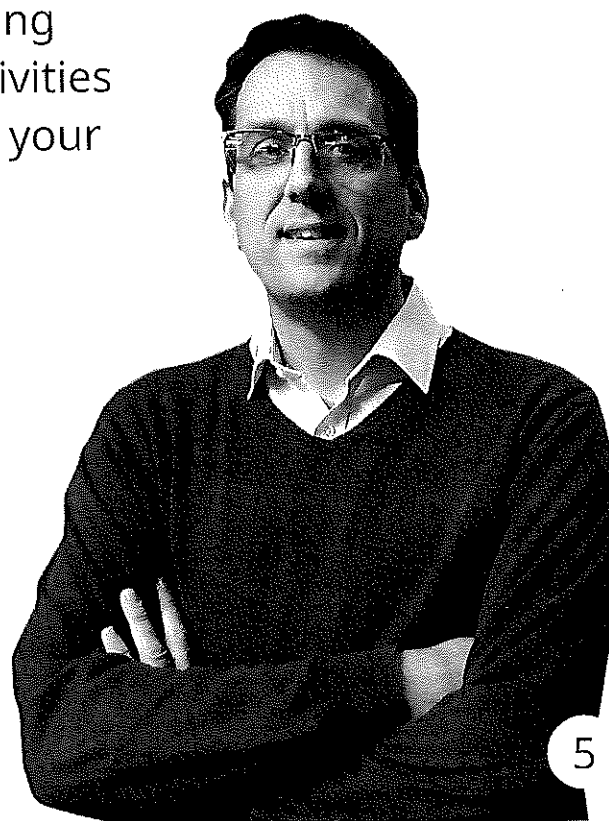
As an influential public figure, your endorsement and support of the census will have a positive impact, encouraging your constituents to take part.

Thank you, in advance, for supporting your council's census plans and activities – and for encouraging all people in your area to take part in the census.



Peter Benton

Director of Census Operations
Office for National Statistics



Why we have a census

Every 10 years the census gives us a complete picture of the nation. It allows us to compare different groups of people across the United Kingdom because questions are asked in a consistent manner throughout England, Wales, Scotland and Northern Ireland.

At the Office for National Statistics (ONS) we're responsible for planning and running the census in England and Wales. We work closely with the census offices in Scotland and Northern Ireland, who run their own censuses. This booklet covers the census for England and Wales.

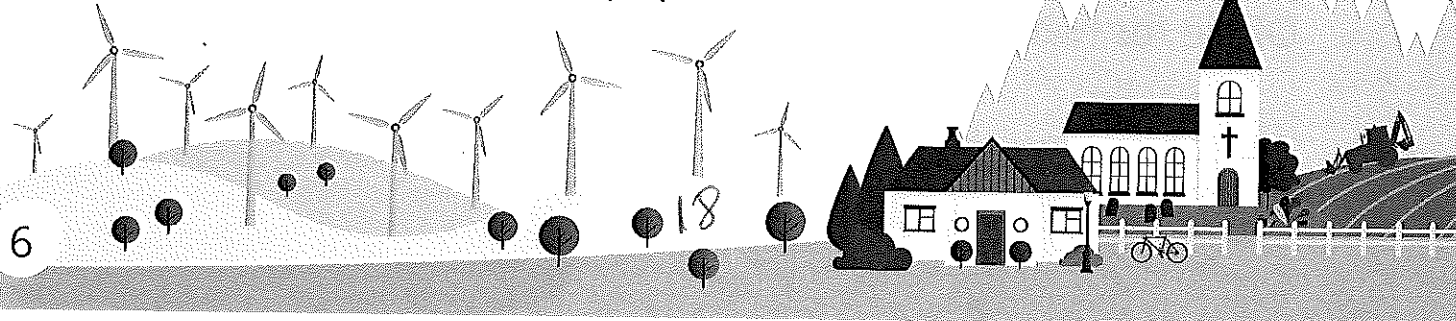
The ONS, and the statistics we generate, are independent from government. Although we report to the UK Parliament, our work is protected from political interference.

You can read more about the ONS at www.ons.gov.uk

Census population estimates are vital in helping to shape the communities in which we live and work.

Census statistics:

- underpin policy making and council funding allocation from central government
- provide information to help plan and prioritise service delivery
- give a benchmark for estimates of population between censuses
- provide unique detailed demographic information about local small area populations



Charities and voluntary organisations often use it as evidence to get funding. It helps businesses to understand us as customers and, for example, decide where to open new shops. Plus, those doing research, like university students and people looking into their family history, use the information.

Without the census – and without people in your community telling us about their household and home – it would be much more difficult to do this. That's why it's so important everyone takes part.

The link between census estimates and public service funding

Billions of pounds are allocated to local authorities in England and Wales every year using census information.

It's important that census estimates are accurate so these funds are allocated where they're needed. To get accurate estimates, we need a good response to the census from all areas and communities.

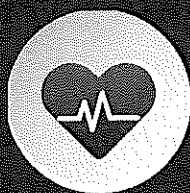


Examples of how local authorities use census information



Planning and development

Planners use census information to develop local plans that reflect future needs. It also informs funding bids by identifying inequalities at a local level.



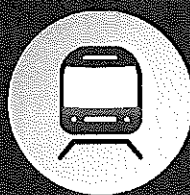
Public health and social care

Local authorities use census information to understand service demand, identify pockets of health deprivation and support future care planning.



Education

Pupil forecasting models use census information to inform capital bids and to monitor the supply of qualified people.



Transport

Census information supports funding bids for road improvements and informs planning and profiles around changes to public transport.



Housing

Census information helps to measure housing affordability and assess local housing needs.



Other

Local Authorities use census information to inform emergency services, library services, and waste collection and disposal.

What's new for census 2021?

It's vital that the census sheds light on long-term trends, while also reflecting the society in which we live today. So, we're planning a few changes for the next census.

A "digital-first" census

Census 2021 will be mainly online. We know there are people who'll find this challenging. To make sure the census is as accessible and inclusive as possible, we'll offer a full range of support services. These include:

- comprehensive guidance and support in many languages and formats
- help in local centres with trained staff and online access
- a contact centre to provide help via telephone, web chat and social media
- field staff contacting households that have not yet responded
- accessible census questionnaires, for example in large print
- the option to request paper questionnaires

We'll automatically issue paper questionnaires in areas where we've identified residents are highly likely to need them.

No one from the ONS or working for the census will ever ask for payment to help anyone fill in their questionnaire.



Data protection and privacy

The census asks questions about you, your home and the people who live in it. We keep the personal information you give us in the census safe and confidential by law for 100 years.

When we publish statistics from the census, we don't publish information that will enable you to be identified. We have a strict security regime that follows government standards. This includes physical and IT security measures to protect your data, covering people, processes and technology.

What's more, no one can tell who you are in the statistics we publish. We make sure that they include none of your personal information.

All our systems, staff and suppliers, and the way we do things, must protect your confidentiality by law. It's a crime for anyone to share it. Other government departments, private organisations and individuals will not have access to any personal information.

What does the census ask?

The information we collect during the census allows us to create an in-depth picture of our society. It also helps us identify important trends that will help the government to plan services and allocate funding.

To achieve this, the census asks questions on a range of topics, including information about:

- individuals, such as their name, age, sex and marital status
- households, such as family relationships
- the homes we live in, such as their location, number of occupants and what facilities they have

The ONS only ever publishes anonymous statistics from the census. We don't publish anyone's name. We only ask for them to help ensure the statistics are accurate, for example, to help make sure that each person is only counted once.

New questions to reflect the needs of society

Following discussions with the public, testing and research, and after careful consideration, Census 2021 will include questions on three new topics. These are:

- previous UK Armed Forces service
- gender identity
- sexual orientation

The UK Armed Forces question will gather information on past service in the UK Armed Forces. This will help service providers support veterans in accordance with the Armed Forces Covenant – a promise between our country and those who have served it.

The questions on sexual orientation and gender identity will give us better information on lesbian, gay, bisexual and transgender populations. This will allow for better monitoring of inequalities and better delivery of public services for these groups.

We'll only ask these questions to people aged 16 years and over. The sexual orientation and gender identity questions will also be voluntary, so no one will be forced to answer if they do not want to. People can also request an Individual Questionnaire and give their answers separately from others in their household if they wish.

How will the ONS boost participation?

Local authority partnerships

Our partnerships with local councils will be vital to the success of the census. It's important we work together to:

- raise public awareness of the census
- make sure the address index is accurate
- share local information to inform and support our field operations

Introducing a new address index

An accurate address index is vital to our success. It underpins all census operations by helping us:

- make contact with all addresses in England and Wales
- track completed questionnaires
- follow up addresses we have not received a response from

Questionnaire tracking

Questionnaire tracking will make sure the census reaches as many people as possible. It also lets us know which addresses we need our field teams to follow up.

Field follow-up

We'll be following up questionnaires that have not been returned despite being sent reminders. A flexible field team will also carry out intensive follow-up activity targeted at areas where high numbers of households have not returned their questionnaires.

An accessible census

We want to make sure everyone has the support they need to be able to take part in the census. That's why we'll be providing a range of support services. This'll include guidance in many languages, online help, a contact centre and local census support centres.

Specialist field staff

We're introducing census engagement managers (CEMs) for 2021. CEMs will work with local authorities and community leaders to promote the benefits of the census and gain support for it. They'll develop a partnership working plan with the local authority that will contain details of agreed activities and support for the census. The CEM is your local link to census information. If you've not met your CEM already, ask your council's assistant census liaison manager to put you in touch.

We'll also employ community advisers (CAs) in some areas. Their role will be to engage with specific communities that we've identified as needing extra support and encouragement to see the benefits of the census. They'll aim to encourage these communities to fill in the census questionnaire.

A wide-reaching marketing campaign

Our marketing campaign will raise awareness of the census. It'll include adverts in newspapers, on television, radio and social media, as well as posters on buses and billboards. Some adverts will be targeted at the general population. We'll tailor others to address the needs of specific groups, such as students, older people, or people who may not speak English as their first language.

We'll also work with partners like schools and businesses to spread the word and encourage support.

Working with local councils for Census 2021

We're asking the chief executives of every council to appoint a census liaison manager (CLM) and an assistant census liaison manager (ACLM) to support the census. These roles were highly effective in the 2011 Census and are our first point of contact within the councils for local census planning and activity.

At a senior level, the CLMs will be discussing, planning and coordinating census activities. They'll help to build awareness and encourage support throughout the local authority. ACLMs will support them, taking responsibility for the everyday liaison at an operational level.

Our partnership with local councils is designed to boost response rates for all population groups. We've worked with local authorities through our Census Advisory Groups, and our Local Authority Operational Management Group to draw up our plans. These groups have representatives from many different councils and their views have helped us to shape our plans and procedures.

As well as working with local authorities, we're focusing on building relationships with groups of people who may be reluctant, or find it difficult, to take part.

We need to be able to tap into local knowledge and understanding to deal with the issues faced by these groups sensitively. This is why we're asking local councils and community organisations to work with us to promote, explain and support Census 2021.

How can councillors help with Census 2021?

The involvement and support of councillors and council executives will be vital to ensure a successful census in all local authority areas.

Things for you to consider

- Are you up to date with local plans and activities - are you being regularly briefed on census progress in your area?
- Has your council appointed a CLM and ACLM?
- Do you know who the CLM and ACLM are and have you met them?
- What can you do as a community leader to build local awareness of, and support for, the census?
- Your endorsement is influential – could you encourage people to take part in the census?

How can local councils help with Census 2021?

Developing the address index

We're already working directly with your council to ensure we have an accurate household address index. Local knowledge is essential in helping us identify and resolve missing or duplicate addresses and other errors that could impact the accuracy of our post-out operation.

Your council team's community knowledge can also help us with our field checks and building an accurate list of communal establishments, such as care homes, university halls of residence and military bases.

Building community profiles

We know that by building on our understanding of local communities, we can better encourage people to take part in the census. We're already working with councils to identify local groups we need to approach in different ways when it comes to carrying out the census, community engagement and publicity. Groups include:

- non-English speakers
- faith groups
- older people
- Gypsy, Traveller and Roma groups
- short-term migrant workers
- asylum seekers
- the homeless and rough sleepers

Your council's ACLM will play an important role in helping us build a profile of your community. This profile will help our publicity, community liaison work and field operations reach local people.



Promoting the census in your area

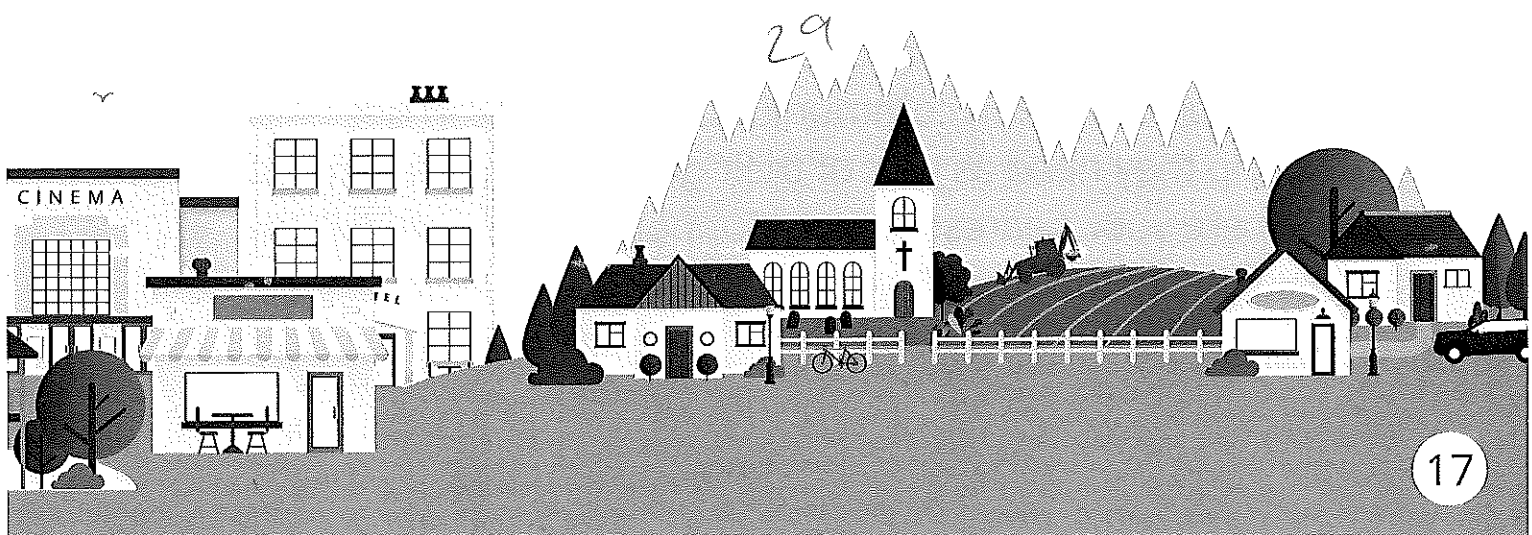
For Census 2021, we're using a mix of national and local publicity, advertising, and public and media relations to highlight the importance of the census and explain why and how people should take part. We'll also use targeted communications for specific population groups such as young people and students, ethnic minority communities, older people and those who are economically disadvantaged.

Your council's ACLM and the council's communications team will work together with support from ONS to help us spread the word in your neighbourhoods and community groups.

Developing community liaison contacts

We'd like to build on the relationships your council already has with your community and voluntary groups. By working together, we'll be able to tailor our community liaison more effectively and publicise important census messages.

Your ACLM can help the census engagement manager to identify contacts, forums and other channels for reaching local people and strategic partners who fall within our target population groups.



Identifying candidates for local field staff recruitment

For the census we'll employ a large team of temporary field staff in England and Wales. These will include engagement managers, community advisers, operational managers and other field staff.

We'll provide information for your council to publicise census field staff opportunities to local community groups and similar organisations, such as local strategic partners. This could be through a range of channels, including newsletters, social media, emails, libraries, community centres, websites and local events.

We're also asking your council team to identify suitable candidates with appropriate experience and encourage them to apply for Census 2021 jobs. These may include electoral canvassers or people who worked on the last census. Census recruitment information, including how to apply, is at www.censusjobs.co.uk

Supporting the online census

Census 2021 will be primarily online, but there are people who find going online challenging. That's why we'll be making help available at a network of Census Support Centres.

People who are not confident or do not have access to the internet can go to their nearest centre to get help with accessing the online questionnaire. They'll be located in trusted places within communities, so people can get the help they need as part of their daily routine. Information on where your nearest Census Support Centres are will be available on the census website.

You can help us by positively promoting an online census and signposting local Census Support Centres through your surgeries and newsletters.

Supporting local publicity and media relations

We'd welcome you promoting Census 2021 in the media and through social media.

Please speak to your local census engagement manager (CEM) who can help with the correct census messaging. They'll have the latest relevant local messages and are already working with local authorities and communities to engage them in the census.

Supporting local census field teams

We'd be grateful for any support you can offer to our local field staff during the census.

For example, your council may know of, or own:

- suitable office accommodation where our managers could train field staff and hold meetings
- secure storage space for our materials and equipment
- car parking, or other facilities we could use

Please make any offers of help and support to the ONS through your census liaison manager.

Useful links

Local authority resources: www.census.gov.uk/partners

ONS census webpage: www.census.gov.uk

   @Census2021

Contacts

If you have any questions about our partnership activities with local authorities and community liaison, please email us at 2021Census.LA.Liaison@ons.gov.uk

Your local authority's census liaison manager and assistant census liaison manager are your internal census contacts.

ITEM 8 – TOTNES PARTNERSHIP UPDATE

Summary of recent Totnes Town Partnership Meetings attended by representatives of the Totnes Caring, Food in the Community, the Connection Hub, Citizens Advice, Street Pastors, Bob the Bus, Transition Town, KEVICC Governor, Leatside Surgery, Bridgetown Alive, South Hams District Council Councillors and Officers, TTC Councillors and officer.

10th November 2020

Totnes Caring – Will be preparing hampers and gift boxes. Are more prepared for the second lockdown, with clients calmer but still busy providing services. Shared outreach support worker with CAB will start next week offering support for benefits.

Street Pastors - Young people (groups of 12-13 year olds and over 20s) hanging around the galleon at Steamer Quay during the evening, drinking and smoking cannabis. The Police will be informed (as there is a public space protection order for this areas) and KEVICC will put a reminder about out f school behaviour in the next school newsletter.

Connection Hub – Launching a project called MEvember (Mental Health) to help people battling through lockdown, which will fund four therapy sessions. CH has linked up with Leatside for referrals, although anyone may refer or self-refer. Are looking towards Christmas in collecting toys, making cakes and identifying families in need. The Citizen's Advice video booth is being used each week.

Food in the Community - Numbers of clients were going up before half term, with a jump during half term. Currently delivering 84 boxes and have increased deliveries to twice a week.

KEVICC – Primary Schools and KEVICC put measures in place to provide those receiving free school meals over half term and hope that Xmas will be covered too. Want to put something in place for the kids – working on a breakfast on the way to school project at the moment – particularly for those who are on the edge and could slip through the net. All schools have referral forms for the Food Bank, particularly if the school welfare officer feels there is a need.

24th November 2020

Totnes Caring – Trying to think of ways to lift the spirits of clients but it is limited due to technical capacity and help that clients can draw on. Have seen Covid cases rising, and hospital admissions lagging by a couple of weeks. Flurry of other medical appointments, including weekend hospital appointments, often receiving last minute transport requests with the challenge being volunteer availability. Working with Food in Community and Connection Hub on a joint bid for Christmas hampers for the most vulnerable people (approx. 150), with Bob the Bus helping with deliveries. Basic services will continue over the Christmas period including hot lunches for those who need it on Christmas day. With the vaccination programme being rolled out, will need more volunteer drivers to get people to the vaccination centres.

Citizens Advice – Client numbers have continued to be steady. The fuel voucher scheme has been extended to the end of February for people at risk of disconnection (they need to be referred).

Street Pastors – Next out on 18th December.

Connection Hub - The Hub will be closed for much of Christmas (from 18th). Clients will be given food boxes containing two weeks of items on the 18th. Any rough sleeper needing

washing or showers in that period may come in on the 29th, but a time must be booked in advance. From the New Year, the Hub will be changing the way they operate – Foodbank will be allowing people to choose what they want or need in their boxes, and clients will be involved in a conversation ‘how else can we help you?’.

Transition Town Totnes – Struggling for volunteers. Recently launched Grown in Totnes, and will be relaunching Transition Streets updating the pack used 10 years ago to ensure it is Covid safe, and aims to target new communities.

9th December 2020

Totnes Caring – Office will be open over Christmas with the exception of the Bank Holidays and services will continue. 250-300 hampers going out in the run up to Christmas put together by Totnes Caring, The Hub and FiC, with about 170 will be to Totnes caring clients
Citizens Advice - Surge in enquiries on homelessness, housing and evictions which has been a concern. Very much open for business with over 60 volunteers and staff working from home on phones, zoom and computers.

Street Pastors – Churches will be open but with lower key programme of services.

Connection Hub – Busy with Christmas preparations - Catholic Church donated £600 and food. New centre manager in January. The Hub is keen to move away from the soup kitchen image, and towards more support and advice, working with more organisations.

Food in the Community - Demand for food supplies is the same but fresh food supplies are dwindling a bit. Will be delivering on 22nd, 29th and 31st December and there will be opportunities on the 24th to distribute spares.

Bridgetown Alive – are looking at the potential for sleeping pods to provide temporary homeless accommodation. South Hams District Council updated that pods have been looked at before but there were no takers. There is currently only one street sleeper in town and they won't engage in being put into accommodation.

5th January 2021

Totnes Caring – Busy in the run-up to Christmas, putting together and delivering 183 festive hampers to the most vulnerable and isolated clients, delivering 142 hot lunches, and receiving 483 calls as well as regular support calls to clients. Anticipating increased demand now that lockdown 3 is in place, as numbers of cases increase, and as vaccine roll out continues. Full details in spreadsheet attached.

Citizens Advice – Are still operating. The video booth at the Community Hub is available on Wednesdays 1000-1230.

Street Pastors - Churches of the area will still be open for private prayer during lockdown, but uncertain about wider services. The churches are connected on zoom, and services will continue to be on zoom.

Food in the Community - Delivered a huge number of food boxes and hampers in the week before Christmas, including pop up food box availability in town. The new lockdown and the fact FiC has received a DEFRA grant previously means they are eligible to receive additional deliveries of long life foodstuffs, and will need storage space for 13 pallets and forklift operations. Will continue to receive 1.5 tons of fresh produce delivered regularly, as well as the continued field gleaning with volunteers to collect unpicked crops. It feels like there will be an increase in need, and will be ready for it.

KEVICCS – With latest lockdown announced they have started the process of identifying families eligible for food help and will be issuing vouchers for Sainsbury's and Morrisons,

depending on geographical location . The vouchers can be used for online shopping and home deliveries too.

Leatside – Update on the vaccination plan.

Transition Town Totnes - Transition Streets has ben relaunched, a previous programme developed a strong network of support in neighbourhoods.

12th January 2021

Totnes Caring - The requests for support with shopping have risen since Christmas, and requests for transport to health appointments is going up – 19 last week and 6 for covid vaccines. Bob the Bus has been helpful – they are now advertising Covid vaccination runs on their Facebook page. Are new volunteers coming forward (DBS checks are ongoing) and the Football Club minibus has been used.

Food in the Community – Have been putting together easy-eat boxes for older people which have been well received.

Bridgetown Alive - Bridgetown Community Café has been cancelled again due to the latest lockdown, now looking at different ways of bringing people together or offering support for wellbeing.

ITEM 9 – HOMELESSNESS AND VULNERABLE UPDATE



Caring Town: Meeting of the homeless, vulnerable and those in need group 16th December 2020

2.00 pm Totnes Connection Hub 2a Burke Road Industrial Estate Totnes TQ9 5XL and via
Zoom

Present: [redacted] (Chair), [redacted] Totnes Connection Hub (TCH) (briefly), [redacted]
[redacted] TCH, [redacted] Totnes Street Pastors, [redacted] Street Pastors/Totnes Team
Ministry, [redacted] Rough Sleeper Navigator, [redacted] SHDC, Cllr Emily Price TTC,
Lesley Nel TTC Community Fund Raiser & CT

Apologies: Cllr John Birch SHDC, [redacted] Leatside, [redacted] CAB, Cllr Claire
Allford, TTC

- **Update from RSN:** Travel passes have been a real game changer. It has given people freedom of choice and movement and makes it easier to settle into accommodation away from Totnes, knowing that you can freely travel back in. It takes up to 6 months to settle into a new area, but [redacted] has noticed one of the clients already visiting Totnes less. There is still 1 main long term rough sleeper. [redacted] is building up a relationship with him, but he is yet to accept accommodation.
Another client is due to go into accommodation very soon but will need living essentials to be provided. The need for an 'essential living pack' was discussed. Once a list is made it could be something that is advertised on FB, people give generously if they have specific needs to focus on. [redacted] and TCH will discuss this.
[redacted] noted that she uses the TCH as a base for private discussions with clients, but she is missing other venues due to Covid which she used when the TCH is shut.
The emergency numbers for contact if you find someone rough sleeping over the Christmas period are attached to these minutes. There will be someone on call 24/7. Please use these numbers and not [redacted] private one.
There is a need to discuss homelessness further in the light of the work that the CAB has been doing (see [redacted] email) and we noted that it will be discussed in the new year when there is a member of the CAB present.
[redacted] said that SHDC housing officers focus on homelessness prevention with a conversion rate of 90%. Early alerts make it much easier to prevent people falling into homelessness. [redacted] work has made a tremendous difference to rough sleepers and caravan dwellers and been extremely effective in helping people in need into accommodation. SHDC hopes to announce information re funding soon, and the TCH has written to the Totnes MP to stress the importance of maintaining [redacted] in post.
- **Update from TCH and Food Bank:** [redacted] stayed in the meeting to hand over to [redacted] who will be the Hub and Food Bank Manager from 2021.
[redacted] thanked everyone for their support and great networking and [redacted] warmly thanked [redacted] for all that she has done and for how the work of the Hub has progressed over the last few years.
[redacted] gave the hub update: They will be working with South Dartmoor Community Energy and also CAB energy support to help people with their fuel bills.
The hub is preparing food parcels and Christmas hampers. There are 14 regular

families but their work with the schools has identified others who would benefit from support. Bob the Bus will be delivering the double food parcels and Christmas hampers. Schools, Daisy and TQ9 Print and Design have been involved in supplying cards, cakes and presents for the hampers.

In January, the Hub space will have a makeover to enlarge the Food Bank area but also to split it off from the welcome/support area so that there will be 2 distinct spaces in the hub. A volunteer with wide experience of Job Clubs will be working with [REDACTED] to set up a Job Club.

They are considering theming the days next year:

Tuesday – Drop and Triage

Wednesday CAB Zoom upstairs, Housing Enquiries downstairs.

Thursday Job Club. Everything is flexible and they will change things as necessary.

Appointment for food, showers and washing will go on throughout the week.

[REDACTED] also asked for advice and possibly grant assistance for them to join Spareroom.com which is a way forward re housing people. It costs £10 per month to subscribe. If you subscribe to the scheme you get the earliest updates. Many of their clients are missing out because they can't afford to subscribe. [REDACTED] will find out a little more about Spareroom.com to see if they are happy to house their clients. Importantly [REDACTED] asked how people wanted the stats presented and just what stats they wanted highlighted.

- **Update from TTC;** TTC remains concerned about homelessness and rough sleeping and will be writing to the MP, DCC and SHDC re a request for more assistance with this. It is clear, however, that not everyone is fully aware of the amazing amount of work that is already on going and indeed of all the plans that SHDC have. It was suggested therefore, that [REDACTED] and [REDACTED] attend the Town Matters meetings every so often give a report from the ground as it were and answer any questions.

Emily was invited to ask councillors what focus they would like the Hub and Food Bank stats to take.

Communication between [REDACTED], SHDC, CT and the hub is great and we need to look to drawing TTC more into the loop

- **Update from Totnes Street Pastors:** [REDACTED] noted that there will be SP shift this Friday – we will let you know how it went!
- **Information from Food in Community:** On Christmas Eve from 12 to 3 they will be offering fresh fruit and vegetables (Pay as you Feel don't worry if you can't) outside Totnes United Free Church. In the new year (hopefully January) they will be re start their Pay as You Feel Cafes (Covid safe)

Next meeting Wednesday January 20th 2pm via Zoom

ITEM 10 – FAIRTRADE UPDATE

Totnes Supporting Fairtrade

Minutes of Zoom Meeting 6th January 2021

Present: Chairman: [REDACTED], Cllr Colin Luker [REDACTED]

Apologies Cllr Jacqi Hodgson

Matters Arising

[REDACTED] was to put in a request for money to support promoting fairtrade to Paige Adams fund, but Paige Adams fund decisions are suspended at the moment due to covid.

Parish Councils support for fairtrade

Letters have been sent to Dartington, Staverton and Harberton Parish Councils to ask them to agree a resolution supporting Fairtrade, to serve Fairtrade products at meetings and explaining the five goals. Jacqi attends these meetings and will give her support for this request.

Letters

[REDACTED] wrote to our MP and the All-Party Parliamentary group about the problems fair traders are having due to covid and Brexit. The MP replied saying that "leaving the EU will be good for fair trade as we will have free trade," and that "£150 million has been given to the IMF and £1million for African countries."

Historic debt repayment was suspended in 2020 but there was no mention of what might happen in 2021.

No reply was received from the APP group.

Treasurers Report

£902.28 still in balance.

Fairtrade Fortnight

Quiz is booked on Monday, February 8th 2021. The Quizzes are now done on zoom every fortnight and participants are asked to donate to a charity of their choice. No prizes or raffle.. We could request that contributions are given towards promoting fairtrade and will have to give the bank details for payment on line. Realistically we are unlikely to make much money from the Quiz this year.

[REDACTED] will send the zoom link to everyone who would like to take part. [REDACTED] will be a team and [REDACTED]. Need to think of a team name!

Schools

Materials for schools will be online. [REDACTED] will advise local Primary schools that resource packs are available and ask if they are likely to use them, and will follow up after Fairtrade fortnight to find out if any schools **did** use them.

[REDACTED] to tell Rainbow Nursery about the resources for preschool children – Earth cubs. The theme this year is "Choose The World You Want."

We plan to organise an art and poetry competition on this theme and to ask schools to let families know via school newsletters and [REDACTED] to publicise on social media.

████ will ask Rector █████ if St Mary's church could be used as a venue where entries, no larger than A3, could be left in a box. Entries by March 2nd. Need to know the child's name address and contact details. We will decide on prizes when we know how many entries there are!

Banners

Can be displayed as usual. █████ – put up at the fire station.
████ – KEVICC fence. █████ to ask KEVICC permission again.

Totnes Fairtrade Renewal date

████ has requested that the work done to complete the form last year will be acceptable and that he will not have to fill in another form. He has not had a reply.

High Street visits

To be done in summer 2021

Christmas activities

████ decorated the fairtrade Christmas tree in the old Pagoda shop with kind permission from █████. █████ will write to thank him.

Social Media

We have been offered support by █████, one of the Social Media Interns for DDE Fairtrade's Social Media, and will take this offer up.

Date of next meeting: 5.30 p.m. Wednesday 24th February by zoom

Colin to set this up please.

CAS 9.1.21

