

AGENDA FOR THE TOWN MATTERS COMMITTEE

MONDAY 22ND MARCH 2021 – HELD REMOTELY USING ZOOM

MEETING LINK: <https://zoom.us/j/92248662776>

MEETING ID: 922 4866 2776 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 March 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. CONFIRMATION OF MINUTES

To approve the minutes of 22nd February 2021 and update on any matters arising. Document attached.

3. COMMUNITY HEROES FOR COVID AWARD

To consider the details, criteria and timeline for the Community Heroes Award announced in January 2021. Document attached.

4. DEVON COUNTY COUNCIL DRAFT RESOURCE AND WASTE STRATEGY

To consider how to respond to the Devon County Council Draft Resource and Waste Strategy for Devon and Torbay, with recommendations to Full Council to meet the deadline of 14th April 2021. Document attached.

5. TOWN FLAG

To consider commissioning a town flag to be made and for it to be regularly flown from the Civic Hall flagpole. Document attached.

6. COMMUNITY ENGAGEMENT

To consider Town Council/Councillor community engagement opportunities in 2021. Document attached.

7. TRAFFIC REGULATION ORDER

To consider a Traffic Regulation Order to simplify the Care and Health Workers' Parking Exemption Scheme to allow 3 hours parking in No Waiting Limited Waiting, Pay and Display, and Resident Parking spaces. Document attached.

8. RIGHT TO FOOD CAMPAIGN

To consider support for the 'Right to Food' campaign. Document attached.

9. CLIMATE EMERGENCY WORKING GROUP

To note any update from the Climate Change Working Group on 23rd February 2021 (standing item). Document attached.

10. TOTNES PARTNERSHIP UPDATE

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

11. HOMELESSNESS AND VULNERABLE UPDATE

To note the minutes of the Caring Town Homelessness and Vulnerable People meeting held on 17th February 2021. Document attached.

12. DATE OF NEXT MEETING

To note the date of the next meeting of the Town Matters Committee – **Monday 1st June 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, video 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



DRAFT MINUTES FOR THE TOWN MATTERS COMMITTEE

MONDAY 22ND FEBRUARY 2021 – HELD REMOTELY USING ZOOM

Present: Councillors V Trow (Chair), C Allford, P Allford, S Collinson, D Matthews, G Allen (joined at 18.45), P Paine (joined at 18.48) and L Webberley (joined at 18.50).

Apologies: None.

Not Present: Councillors Galvin and Skinner.

In Attendance: Cllr Piper, one member of the public and S Halliday (Governance and Projects Manager).

1. WELCOME AND 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

Cllr Piper wished to speak in relation to it 4 on the agenda. He had spoken with a young person who may be willing to take photographs to illustrate the stories that come forward as part of the Covid Heroes award.

The Committee reconvened.

2. DEPUTY CHAIR

To elect a Deputy Chair (who will chair in Chair's absence).

Cllr Webberley was unanimously elected as Deputy Chair.

3. CONFIRMATION OF MINUTES

To update on any matters arising from the minutes of 16th November 2020.

The minutes of the meeting have been agreed by Full Council on 14th December 2020.

Item 5 - Resolved by Full Council. A letter was sent to Anthony Mangnall MP on 2nd February 2021 and Totnes Town Council has registered its support for the proposed Bill on the Climate and Ecological Emergency Bill website.

Item 6 – Resolved by Full Council. The Arts Working Group will consider this item at its meeting on Thursday.

Item 7 – Resolved by Full Council. Totnes Town Council has registered with the Rural Market Towns group of the Rural Services Network.

Item 8 – Resolved by Full Council. The Clerk sent a letter to Anthony Mangnall MP, South Hams District Council and Devon County Council about homelessness and rough sleeping in the town on 2nd February 2021.

Item 13 – the Community Engagement item has been added to the March agenda.

4. COMMUNITY HEROES FOR COVID AWARD

To consider the details, criteria and timeline for the Community Heroes Award announced in January 2021.

It was **AGREED** that further publicity through the Town Council website and Facebook page would be made before the next meeting. It was **AGREED** that a separate meeting of interested Councillors will be arranged to determine some of the practical arrangements for taking forward the awards, with suggestions to return to the March Town Matter Committee.

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.

To **RECOMMEND** to Full Council the following response to the questions posed:

3 Are there any concerns around the quality and/or maintenance of your playing pitches and their associated changing facilities in your town?

The Town Council has concerns about the quality of the playing pitches at KEVICC which have poor drainage leaving them unusable for large parts of the school year, and the changing facilities on site are also poor.

4 Are you aware of any groups in your community which are not catered for by the current provision of playing pitches?

There is no formal playing pitch provision in Bridgetown. The Town Council has concern about the long-term security of the playing field sites that are available locally (for example playing fields at KEVICC, football and cricket pitches in Dartington which could be disposed of).

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.

None.

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.)

The Town Council would like to see the introduction of a trim trail with static equipment around the perimeter of Borough Park.

6. CLIMATE EMERGENCY WORKING GROUP

To note any update from the Climate Change Working Group on 26th January 2020.

Noted. It was **AGREED** that having minutes from this Working Group would be useful.

7. 2021 CENSUS ARRANGEMENTS

To note the arrangements for the 2021 Census to be conducted on 21st March 2021.

Noted. It was **AGREED** that the census arrangements should be publicised on the Town Council website and Facebook page in mid-March.

8. TOTNES PARTNERSHIP UPDATE

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

Noted. It was **AGREED** that the partner organisations should be invited to attend future Town Matters Committees should they wish to give an update on their work.

9. HOMELESSNESS ANF VULNERABLE UPDATE

To note the minutes of the Caring Town Homelessness and Vulnerable People meeting held on 16th December 2020.

Noted.

10. FAIRTRADE UPDATE

To note the minutes of the Totnes Supporting Fairtrade Meeting on 6th January 2021.

Noted.

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.

Noted.

Sara Halliday

Governance and Projects Manager

ITEM 3 – COMMUNITY HEROES FOR COVID AWARD

Please see an attached schedule of actions and draft poster. Below is some proposed criteria for discussion:

The details for nominations:

- Word count (min-max) (I'd suggest (50 – 300)
- Info about the two options: Nominate your COVID hero &/or Tell us your COVID story
- Submissions restricted to residents and stories located in Totnes & District – include map of the 16 parishes (I have a graphic we can use)
- Information about your nomination: Your name & address, Name & Address of your Nominee.
- Confirmation (email / signed agreement) from nominee to be publicly named (otherwise they remain anonymous)
- Optional: Additional materials to accompany your nomination: photo, painting of nominee or illustration of your story (preferably in electronic format)

Information about what happens to submissions:

- Submissions will be checked prior to publication by Members or representatives of Totnes TC
- Hard copies of original art works and photographs submitted will be returned (subject to personal collection) or may be disposed of after 12 months
- No payments are required for making a submission, but applicants can make a donation to one or more of the Totnes COVID Partnership charities via this application site to support their invaluable work (list of options to choose from: Totnes Caring, Food In Community, Totnes Connection Hub (provide services: Food Bank, Rough Sleepers & SACHA - Domestic Violence support), NHS Charities, Citizens Advice Bureau, (others?). Please reference COVID Heroes with your payment
- All personal data provided will be protected under GDPR regulations

Sharing the Stories: Publication & Celebrations

Totnes TC may publish nominations and stories on the TC Facebook page over the next 12 months

A selection of the stories may be published as a document or book – all successful submissions will be notified

Celebratory events are planned to highlight some of the COVID Stories and thank the COVID Heroes who have been nominated

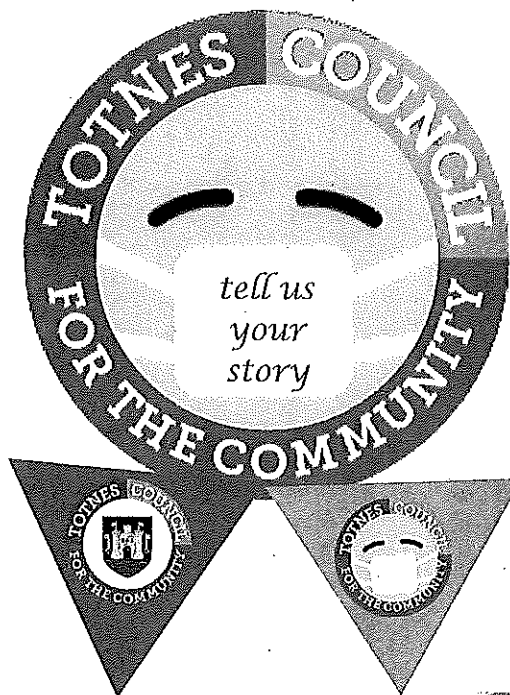
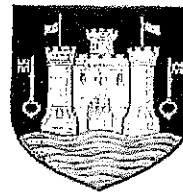
It is anticipated that records from this collection of stories and images will be assigned to Totnes Image Bank and Totnes Records for posterity

Thank you for participating in a creating a record of major event that has affected all our lives

FESTIVAL OF APPRECIATION & THANKS (COVID HEROES AWARDS)

WHEN	ACTION	WHO	NOTES	MORE NOTES
NOW	Write copy for FB page about	XXXCollinson	Should state that negative/unhelpful comments will be removed!	Also to note about this that it was Lockdown 1 that threw us all into unknown territory. By 2nd Lockdown, everyone had support systems in place. But when it started, nobody knew what to expect
	Write press release for Totnes Times, Totnes Directory.		Maybe take out a page to promote the	
	Create Facebook Page, including banner/image/poster	?		
	Photo shoots for Community Groups (all members of the Totnes Partnership team)	Ben's photographer		
	Write copy to describe actions of each of the above groups	?	Could involve aspiring journos at Kevics if they's like to do this?	
	Photo shoots of teachers at Kevics, The Grove, St Johns, Rainbow Nursery, Daisy Nursery	Kevics Photography students?	Contact Kevics	
	POSTBOXES: cardboard postboxes to be placed in			
	Morrison's, Follaton Stores, Bridgetown Spa	Sarah Skinner (Follaton) Louise (Morrison's & Spa)	Sarah S has sourced postboxes	
	BOOK CIVIC HALL FOR 26 JUNE, 4 - 10 PM	?	Book it now!	
WHEN	ACTION	WHO	NOTES	MORE NOTES
Tuesday 23 March	Launch Project: One year to the day when Lockdown 1 was announced.	?		
	FB Page: post profile of a community group, one a day and share to Totnes Post, Totnesians, Totnes Community Help Hub	?	Admins: Victoria, Mop, Louise. Posts must be monitored daily and negative unhelpful comments removed	
	Totnes Times, Totnes Directory (?)			
WHEN	ACTION	WHO	NOTES	MORE NOTES
ongoing	Copy & Paste online contributions; transcribe written ones, scan contributions from children (awww) into a document that could be used to create a physical book	?????????		Initially simply collate into categories? Neighbours; community groups; businesses; schools?
WHEN	ACTION	WHO	NOTES	MORE NOTES
WED 16 JUNE	ADVERTISE TOTNES TIMES & FACEBOOK ABOUT EVENT SATURDAY 26 JUNE. INCLUDE ASKING EVERYONE TO BRING A FLOWER?			required: sound system for mics. Invite local musicians to play?
Saturday 26 Ju PUBLIC EVENT CIVIC SQUARE / CIVIC HALL 5:00 PM				

Totnes Town Council



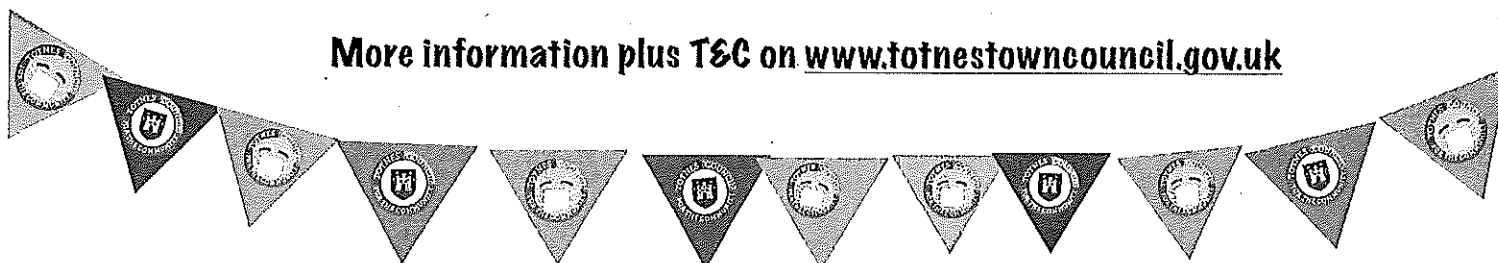
COVID Community Heroes

2021 Mayoral Honours to celebrate the many people who have shown kindness and helped their neighbours during the COVID pandemic.

The Town Council is inviting the people of the town and surrounding parishes to send in their nominations. These stories are a rich tapestry of local community life during a crisis and are 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 the public spirited people whose everyday heroism and kindness has shaped this extraordinary year.

Nominations Should be marked **COVID Community Heroes** can be posted into the Town Council or sent by email to mayor@TotnesTownCouncil.gov.uk.

More information plus T&C on www.totnestowncouncil.gov.uk



ITEM 4 – DEVON COUNTY COUNCIL DRAFT RESOURCE AND WASTE STRATEGY

Dear Clerk,

I am pleased to inform you that the Draft Resource and Waste Strategy for Devon and Torbay has been published for consultation – see link <https://www.devon.gov.uk/haveyoursay/consultations/draft-resource-and-waste-management-strategy-for-devon-and-torbay/>. You are invited to reply on behalf of your council. The Public Consultation runs from Wednesday 3rd March to Wednesday 14th April, and the responses will help shape how Local Authority Collected Waste is managed in Devon up to 2030.

The new document will present how the 10 councils responsible for waste collection or disposal in Devon, will continue to work with residents to try to reduce the amount of household waste created and continue to ensure that waste is managed in a sustainable and cost-efficient manner.

The last review of Devon's Resource & Waste Management Strategy was in 2013, and since then there has been a range of developments which impact on waste management services. These include changes in national waste policy with the publication of the Government's Resource and Waste Management Strategy in 2018 as well as other waste consultations around a consistent waste collection service, deposit return scheme for drinks containers and an extended producer responsibility scheme for packaging materials. Other impacts include climate change and Brexit.

Consultees are invited to read the draft strategy and then respond to a series of questions on subjects including reducing carbon emissions, food waste, reducing waste, increasing recycling and reuse.

The consultation responses will then be reviewed, and an amended strategy will be presented for final approval to the Devon Authorities Strategic Waste Committee (DASWC) and individual councils this summer, with the intention to publish the final strategy at the end of the year.

Background

A Review of the Waste Management Strategy for Devon was last carried out in 2013. Since then there have been many developments in waste management services. It was therefore concluded that a new Strategy for Devon and Torbay should be written to reflect the direction of travel and changes in national waste policy. This includes household waste along with other wastes collected by the Local Authorities or deposited at Household Waste Recycling Centres.

At a national level, the Government published its own Resource and Waste Strategy in 2018 and is currently planning further consultation on several aspects of this. In addition, although the UK left the EU at the end of 2020, European legislation will continue to influence waste policy through the Circular Economy Package. However, the Government's

new Environment Bill which is being taken through Parliament, will establish the future path for England.

On a local scale, the management of household waste in Devon and Torbay is undertaken by the 10 Local Authorities who work together to develop waste strategy across the authorities under the leadership of the Devon Authorities Strategic Waste Committee (DASWC). Torbay Council, as a Unitary Authority and a member of DASWC is closely aligned with the Devon authorities, having responsibilities for both collection and disposal. Torbay's collection system follows the Devon aligned option and they are part of the South West Devon Waste Partnership which delivers residual waste to the Devonport Energy from Waste Combined Heat & Power plant in Plymouth. Torbay are party to this Strategy but have also written a strategy of their own.

Proposal

Despite the impact of austerity and Covid-19, significant progress has been made on achieving all targets set out the 2013 review. By working together closely and sharing resources, the Devon authorities have achieved a recycling rate of 56.6% in 2019/20, maintaining their position near the top of the English two tier Waste Disposal Authorities' recycling league. Household waste growth is also being held at -0.3%. Torbay achieved a recycling rate of 40.4% with a growth rate of 0.8%.

However, there are ever more challenging targets to be met and this Strategy describes the way in which local authorities within Devon and Torbay will manage resources and waste (under their control) from 2020 – 2030 and to set targets to reach and policies to manage waste. Its focus is on waste prevention, reuse and recycling as well as reducing the carbon impact of waste management.

The key objectives are:

- To manage Devon's and Torbay's waste in a sustainable and cost efficient manner
- To minimise the waste we create
- To reduce the impact of resource and waste management in Devon and Torbay on climate change by implementing the waste hierarchy and tailoring operations to reduce the waste carbon footprint
- To maximise the value of the resources we use and preserve the stock of material resources i.e. Preserve natural capital and practice resource efficiency

Have your say

You can provide feedback on the Strategy as follows:

- Please read the Strategy and have your say using our [online questionnaire](#).

This is an online consultation, however, if you need the document in a different format, please get in touch using the contact details below:

Address: Strategy Consultation Team, Waste Management Team, Matford Offices, County Hall, Topsham Road, Exeter, EX2 4QD

Email: waste@devon.gov.uk

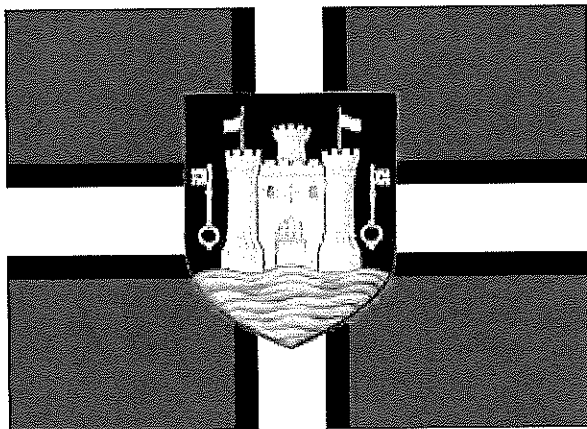
What are the next steps for the Strategy?

The consultation responses will be reviewed to gain an understanding of local opinion. Appropriate amendments will be considered and it is anticipated that the Strategy will be presented for final approval to the Devon Authorities Strategic Waste Committee in June and subsequently to the individual councils, with the Strategy published planned to be in the Autumn.

ITEM 5 – TOWN FLAG

It has been proposed that the Totnes flag should be flown on a regular basis from the Civic Hall flagpole (with the Union flag flown on appointed days). The design of the flag is based on the Devon flag and incorporates the Totnes crest (image below).

The Committee is asked to consider this proposal and make a recommendation to Full Council. The cost of getting such a flag printed is between £50-£70.



ITEM 6 – COMMUNITY ENGAGEMENT

In addition to any new ideas, Councillors are asked to consider the format and content for the following:

- Virtual Town Meeting on 5th May 2021 from 6pm-7pm.
- Community Consultation Event on 24th June 2021 in the Civic Hall.

Devon County Council (Traffic Regulation & On-Street Parking Places) Amendment Order

Devon County Council propose to make this under the Road Traffic Regulation Act 1984 to make an amendment to the Care Workers permit scheme to allow a maximum of 3 hours parking on No Waiting and in Limited Waiting, Pay & Display and Residents Parking bays

Draft order, order being amended and statement of reasons at <http://devon.cc/careworkerpermits> from 15th March until 19th April. Only if you **do not** have access to the internet you can phone 0345 155 1004 for more details. Please note that phone lines may be busy due to the pandemic

Objections and other comments specifying the proposal and the grounds on which they are made must be in writing to the address below or via <http://devon.cc/careworkerpermits> to arrive by 19th April 2021. If you make a submission be aware that contact details and points contributed may be made publicly available in accordance with our legal obligations. Receipt of submissions may not be acknowledged but those received will be considered and may be shared within Devon County Council and our partners. Further information on personal data at <https://devon.cc/troprivacy>

15th March 2021

reference IMR/B06948 | website reference 5867

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

Statement of Reasons

In January 2020 the Council introduced the Care & Health Workers' Parking Exemption Scheme. Following feedback from the current users it is proposed to simplify the scheme and allow up to 3 hours parking on the exempted restrictions (No Waiting, Limited Waiting, Pay & Display and Residents Parking) in Devon.

The restrictions are proposed to preserve/improve the amenities of the area through which the roads run.

Devon County Council (Traffic Regulation & On-Street Parking Places) Amendment Order

Devon County Council makes the following order under sections 32, 35, 45, 46, 49, 53, part IV of schedule 9 of the Road Traffic Regulation Act 1984 & of all other enabling powers

1. This order comes into force _____ and may be cited as "Devon County Council (Traffic Regulation & On-Street Parking Places) Amendment Order _____"

Preliminary

2. Devon County Council (Traffic Regulation & On-Street Parking Places) Consolidation Order 2020 is amended as follows

Amendment of article 108

3. In article 108, after "article 29" insert "for a period not exceeding 3 hours"

Amendment of article 117

4. For article 117, substitute –
"Nothing in articles 6, 7, 22 and 23 shall make it unlawful to cause or permit a vehicle relevant to a valid annual care worker permit or displaying a physical valid annual care worker permit in the relevant position to wait for a period not exceeding 3 hours in a length of road contrary to a restriction specified in the parts of schedules 1 and 2 provided the vehicle is being used to enable the delivery of essential services or support in the home of a nearby client and
provided that the length of road is not subject to a no loading provision as specified in the parts of schedule 3 and that the clock device provided by the issuing authority to the permit holder is clearly displayed in the relevant position and set correctly to show the period of time during which exempted waiting in the length of road began"

Revocation of article 118

5. Article 118 is revoked

dated _____

THE COMMON SEAL OF]
Devon County Council]
was hereunto affixed in the]
presence of]

document number _____

A Duly Authorised Officer

reference IMR/B06948

website reference 5867

ITEM 8 – RIGHT TO FOOD CAMPAIGN

Liverpool City Region leaders have called on the Government to make access to food a legal right.

In a joint letter to the Secretary of State for Environment, Food and Rural Affairs, Metro Mayor Steve Rotheram, Acting Mayor of Liverpool and local council leaders have asked for the Right to Food be incorporated into the government's National Food Strategy.

The 'Right to Food' campaign, launched by Fans Supporting Foodbanks, calls for a change in the law to make access to food a legal right for all in the UK, making Government legally responsible to help people suffering from food poverty.

Metro Mayor of the Liverpool City Region Steve Rotheram said:

"It is a grotesque injustice that in one of the richest countries in the world, so many people have to rely on foodbanks to feed themselves and their families. We've seen some shocking examples of the same key workers that we clapped for over the summer falling below the poverty line and relying on foodbanks to help.

"The Government has a real chance to right this wrong through the National Food Strategy. They should offer help to the 10 million people living in food poverty by giving them the Right to Food."

Fans Supporting Foodbanks co-founders Dave Kelly and Ian Byrne MP said:

"We are delighted to have the support of Mayor Rotheram and the leaders of all councils within the Liverpool City Region to put the Right to Food on a legal footing.

"A united North West can be a catalyst for the rest of the country to back the campaign and ensure the Government addresses the fact that millions of people are living without the ability to put food on the table.

"We cannot tinker around the edges of food poverty any longer, we need the systemic change that a Right to Food will bring."

The National Food Strategy is the first major review of our food system in 75 years and provides government with a real opportunity to fundamentally address the growing crisis of food insecurity and set out a plan for a better, fairer food system.

It is estimated more than 10 million people in the UK are living in food poverty, with ethnic minorities, disabled and older people among those worst affected.

Following the outbreak of Covid-19, the Trussell Trust reported an 81% increase in demand for emergency food parcels from food banks during the last two weeks of March 2020, compared to the same period in 2019.

And over the last five years, the Trussell Trust has also seen a 74% increase in the number of three-day food parcels distributed, with one in seven of those accessing foodbanks in work.

ITEM 10 – TOTNES PARTNERSHIP UPDATE

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

19th January 2021

Totnes Caring – 130 hot lunches are being delivered weekly, increase in transport requests (20 for vaccines, 14 other medical appointments). Generally volunteers and staff aren't going into clients homes, but still a lot of home help requested and delivered – 88 clients are being supported last week, amounting to 141 hours of home help. Simple things such as delivering shopping or prescriptions is so much more than that – it's social contact with a person, so important for people.

Street Pastors - Will be meeting to decide whether to be out or not on Friday 29th – lockdown measures and mixed messages it send about them being out, but there is some concern about young people.

Food in the Community – 4 new referrals last week and getting support from food outlets (Riverford donating 200 ready meals, Lamoro Pizza doing their pay it forward pizza scheme). Setting up a potato oven at the United Free Church where they hope to establish a café. Referral system from Totnes Caring is working well.

Connection Hub – New manager is settling in, its very busy and they are short on volunteers. It is still being used by rough sleepers.

Citizens Advice – Have taken a lot of calls about benefits and debt.

Bridgetown Alive – Community café still on hold until lockdown is eased.

Leatside Surgery – 1100 vaccinations had been given so far, most over 80 but also others including health care workers, unpaid carers and those with chronic disease. Totnes was one of the first 80 sites to go live. All care homes (residents and staff) have been done, disability homes next. Logistics have been very difficult, as short notice for deliveries and have to organise the clinics with notes and appointments. More vaccines have been delivered this week so will be doing pop up clinics all weekend from the surgery. Every vaccination appointment offered has been accepted – requests for vaccination is outstripped by doses available. Family planning services – haven't been running this for a couple of months but anyone can talk to a GP about contraception if needed, currently a 3-4 day wait to see a GP (it's usually 10 days at this time of year).

Census 2021 - A representative of the Office for National Statistics delivered a presentation on the upcoming Census which will be launched in February. It will mainly be a digital census although paper copies and digital support including online hubs will be available. ONS have identified people who are not using online services (bills etc) who will be sent paper copies. Presentation has been circulated to partnership. The Partnership can help by raising awareness, circulating leaflets and sharing information, or supporting individuals to complete the form. Food in Community offered to insert leaflets into food boxes, Street Pastors said churches can display postcards/leaflets.

2nd February 2021

Totnes Caring – Full range of support ongoing, with transport very busy partly with vaccinations and medical appointments more generally. There are increasingly more fun

things to get involved in – sing-alongs, concerts by young people and live music are all now on offer. TC is finding that people are very stoical this time, less panic. The idea of intergenerational support was raised – when the memory café was operational it used to engage with primary schools to chat and sing, and Duke of Edinburgh students help out befriending. Totnes Caring wouldn't want to extend that offer at the moment as it requires a lot of support and they are too busy with other urgent things.

Street Pastors – Have decided not to conduct any walkabouts during the current lockdown, and this will be reviewed in April. St Mary's is open Tuesday to Saturday for private prayer.

Connection Hub – Over 65 food parcels were issued in January. Have 6 people using the washing facilities and showers (street people and those in shared accommodation with no hot water).

KEVICC – Will be closed during half term. Food vouchers will be provided for eligible families for this week. KEVICC are working with Food In Community on starting a breakfast club (initially for KEVICC students only).

SASHA - Has an emergency phone line which is available 7-9pm on a Tuesday, Thursday and Sunday, and 10-3pm on Tues, Thurs and Friday. If anyone leaves a message or text they will get back to them.

Citizen's Advice - Are looking to open additional video booths. All staff working from home – aiming to reopen one at Ivybridge and looking at Bridgetown.

Mental health for Young people – How are we tracking mental health i.e. referrals to CAMS? What support is there for parents and carers? KEVICCS website has a parents page with support and links to other agencies. TRAYE has 484 young people supported by 8 youth workers, welcome opportunities for different sessions.

General discussion and ideas

- Put exercise ideas into food parcels; recipe cards
- Carry out a survey to see what is available in Town
- Hub has an excess of Christmas presents – can collate a list of birthdays for families in need?
- There's a role to support people to help people
- Impact of conspiracy theorists in town – some people feel threatened by their approach, but also a concern – coercion and control is very relevant if people are drawn into these ideas if isolated or in a vulnerable relationship. How do we open a conversation?

9th March 2021

Totnes Caring – The new Chief Officer starts next week for a two week handover. Number of clients supported is much the same. The busy side has been related to people discharged from hospitals needing support, or social services interventions. Beginning to think about when activities might start up again but too early to set dates. Will be keeping up the delivery of hot lunches, very popular.

Street Pastors - Will probably start shifts again at the end of April (meeting on March 23rd to discuss). Will be wearing double layered masks. Might stagger the times to reach more people, being flexible.

Food in Community - Client numbers continue to rise – with a recent rise in mental health referrals, some straight from hospital. Also increase in ethnic minorities. 111 boxes sent out

this week, plus 20 families receiving 1:1 support via school, 131 boxes delivered in total. Boxes are mainly for families, and most with older children. Also doing referrals to CAB for other support where required.

SASHA - Has been busy, it has been slow to grow but are well known now. All staff and volunteers are doing safeguarding training at the end of the month which will allow more support from volunteers. Posters have been distributed to hairdressers and pubs, need to make sure that Leatside has posters too.

Leatside Surgery - Vaccination updates: the surgery is now on cohort 5&6, the over 65s and medically vulnerable. Have now vaccinated 40% of the eligible population (over 16s. Will be moving to a new vaccination centre soon, which will allow trebling the capacity of vaccinations. Non-vaccine work steps up again in April, until then, open as normal.

COVID Heroes - Cllr Hodgson updated that Town council will be running a Heroes and stories programme – it would be lovely to have some people's stories involved.

TOTNES CARING WEEKLY NUMBERS

	11/01/2021	17/01/2021	25/01/2021	01/02/2021	08/02/2021
Approximately 476 clients and carers being supported each week currently	476	476	476	476	476
Active volunteers at this time.	127	128	137	140	142
Shops for clients	40	41	41	41	39
Hot lunch deliveries.	113	115	106	100	114
Prescription deliveries	9	9	8	6	3
Clients transported by volunteers to health appointments at surgeries, hospitals etc	14	24	15	25	31
Transport to COVID vaccinations	21	9	2	7	2
Clients transported to visit family members in care home or other social welfare visit.	0	0	0	0	0
Clients receiving visits from a Totnes Caring home help at least once a week.	88	83	87	82	82
Total home help hours in week	141	147	152	152	152
Home visits by home help coordinator to clients	1	1	0	1	1
Clients receiving one or more befriending phone call at least once each week(some are daily).	53	55	53	53	52
'Checking in' phone calls/emails from Totnes Caring staff to clients.	33	63	61	91	72
Clients assisted with hospital discharge by wellbeing staff, including lots of family liaison including- interventions/ discussions	7	2	5	4	7
Zoom support session for a group of carers led by Totnes Caring's dementia services coordinator	11	2	16	8	7
Zoom singing/ concert for clients with dementia and their carers	3	1	3	1	3
Zoom concert and singing for other clients	1	2	1	0	1
Calls and other communication (email, text etc) with particularly vulnerable clients &, where relevant, their carers	55	56	50	44	45
Wellbeing home visits to vulnerable clients,	6	11	16	5	7
Arrangements to supply cash to a client	3	3	3	3	3
Hearing aid batteries, wheelchairs etc and other medical equipment delivered/ supplied	2	3	5	3	1
Clients assisted with Attendance Allowance and other benefits assessments, applications and reviews and other income support.	2	1	2	1	2
Clients assisted with blue badge applications	0	0	0	0	0
Clients assisted with council tax relief	0	0	0	1	0
Clients and Carers assisted with Power of Attorney	0	0	0	1	0
No of clients helped with IT	1	4	4	2	3
Housing application completed for/ help given to client/carer		1	3	1	1
Volunteers now involved in support, sourcing and regular delivery of materials to Totnes Caring art group clients and to other clients outside the group.	3	3	3	3	3
Clients receiving delivery of books	3	3	3	3	3

No. of festive treat hampers gifted to most vulnerable clients and delivered by volunteers	NA	NA	NA	NA	NA	NA
Clients receiving delivery of home-made cakes		20	0	0	0	0
Volunteers helped at the Leatside Saturday flu clinic	NA	NA	NA	NA	NA	NA
Telephone data- calls received/ calls made	355/205	337/245	275/181	328/243		

Also lots of liaison with and referrals to and from, as appropriate, Leatside and Catherine House surgeries, local Hospitals, Social Services , Mental Health Services , Devon Carers, Citizens Advice, Totnes Food Bank and Food in Community and so on.

ITEM 11 – HOMELESSNESS AND VULNERABLE UPDATE



Caring Town: Meeting of the *Homelessness Partnership Group aka HPG
17th February 2021 2pm Zoom

*(Note new title for the group)

Present: [REDACTED] Caring Town (CT), [REDACTED] South Hams District Council (SHDC), [REDACTED] (SHDC), Cllr Claire Allford TTC, Cllr John Birch SHDC, [REDACTED] Social Enterprise Resilient Lives and Pizza Pirates, Cllr Jacqi Hodgson TTC/DCC, Cllr Louise Webberley TTC, [REDACTED] Street Pastors, [REDACTED] Street Pastors, [REDACTED] SHDC, [REDACTED] Totnes Connection Hub (TCH), PC Zoe & PCSO Jason, Cllr David Matthews TTC, [REDACTED] Citizens Advice (CAB), [REDACTED] SHDC/WD Community Support and Vulnerability Officer

Apologies: Lesley Nel CT & TTC, [REDACTED] CAB, [REDACTED] Leatside

- **Report from SHDC Community Support Officer:** [REDACTED] post is a new one and it is to support the work to streamline help for the vulnerable. An important aspect of this is communication – hence her presence at this meeting. She is looking to be a point of contact with SHDC to keep the chain of support unbroken and to link up and advertise all the help that is currently available.
- **Report from [REDACTED] RSN and PCSO Jason:** Support has been given to all street people during the bad weather. Everyone took up the offer of temporary accommodation except the 1 person who has rejected all support of this kind so far. Another new street person has arrived. *It is important to reassure the community that he has been engaged with.* He chooses to stay out in warmer weather but contacts [REDACTED] when he needs help. Weekly outreach continues and she works closely with the Hub and the Police. This joint approach is being highly successful. Starter packs provided by the Hub for those going into full time accommodation have been successful as have monthly travel passes allowing people to remain mobile. These are topped by [REDACTED] on the internet. There are concerns for those with addictions during in Lockdown because remote support is not effective – clients need face to face consultation. 2 caravan dwellers at Camomile Lawn are being engaged with. 8 clients are currently being helped. The work is complex and difficult at times and several of the people that [REDACTED] works with may not be visible to the community. Totnes may come under pressure after Lockdown due to its reputation for providing good support. Jacqi noted that that a new system has been put into place to alert all councillors when travellers set up camp. The last camp set up (we think for the travellers to attend a funeral) left behind huge amounts of litter and caused concern in the community.
- **Discussion re provision for emergency accommodation:** Jacqi mentioned pods once again, possibly on the Industrial Estate (*note from [REDACTED] any planning permission on the Industrial Estate precludes domestic dwellings or overnight sleeping. People were supposed to sit not sleep in [REDACTED] Night Shelter!*) [REDACTED], who has experience of these from his work with St Mungo's said that the Housing First model which the SHDC uses was more successful than

any other scheme. [REDACTED] noted that they had talked to the most complicated of our street people who firmly rejected the idea of being offered a pod for the night. [REDACTED] has fully researched the Pod Scheme and she says it works particularly well where there is a large community of homeless. This is not the case in Totnes and all our street people had been offered and all but one successfully accepted temporary accommodation during the severe weather. They have then gone on to work with clients to place them in full time housing. Working with clients to offer more than just a bed for the night shows a commitment to them and an acknowledgement of their need. HF scheme also provides open ended wrap round support which is not time limited.

- **Report from TCH:** It was acknowledged that clients need friendship and skills development. [REDACTED] has been in touch with Landworks. The Hub is starting a Job Club and they are going to use their upstairs suite of offices for hot desking and educational support working with Learn Devon to offer Literacy and Numeracy classes.

[REDACTED] is looking at 'meet ups' over coffee when Lockdown is over and [REDACTED] is bringing Pizza Pirates to the industrial Estate just behind the Hub where he can offer hot pizzas, a chance to chat in time begin training.

The Hub houses the Food Bank and [REDACTED] is working with other Food Banks to make sure no one falls through the gap and to check who is using multiple food banks [REDACTED]

[REDACTED] is wondering whether to continue the Clothing Bank as there have been no referrals by agencies, so as clients come in with needs they have been buying what is required. She is going to put up some information and calls out for clothing on FB and see what the response is. There is always a need for equipment and materials for those accessing accommodation and itemised requests often get a good response. She will feed back to us with regard to this.

- **Report from Totnes Street Pastors:** [REDACTED] and [REDACTED] noted that the average age is 65/70 so we are starting to receive our jabs. The Management Team decided it was unwise to be on the streets with people not in our official bubble especially when night life is closed for the moment. We were also concerned about giving the wrong message when we have all be asked to stay at home. We will meet again on 23rd March with all the team and make a date to restart.
- **Report from Cllr John Birch:** Thanks to [REDACTED] for the SHDC Homelessness strategy. He raised the issue of the TTC letter which was sent to SHDC/DCC & our MP. He and [REDACTED] questioned the wisdom behind this as so many of the issues are covered in this group and it might have been a good idea to discuss more fully before writing to such a wide group. However, SHDC Officers are hoping to meet with TTC to discuss the concerns raised on 7th March.
- **Report from [REDACTED]:** [REDACTED] was pleased to report that the Homelessness strategy is on track. There will be a SHDC Public Forum in April to discuss the next phase. They are very keen to involve the community.
- **Street Begging:** Jacqi raised the concern that post Lockdown, we will see the return of street beggars who are not homeless but will use the friendliness of Totnes to get money for their drug/alcohol habit. Jason noted that when 'Totnes springs into life like a flower' after Lockdown, all levels of policing will be under considerable pressure as will all our support systems both statutory and voluntary. We will be in for a busy time! To be discussed at our next meeting

Date of next meeting 17th March 2pm Zoom