



AGENDA FOR THE MEETING OF COUNCIL MATTERS THURSDAY 29TH APRIL 2021 AT 6.30PM – HELD REMOTELY USING ZOOM

MEETING LINK: <https://zoom.us/j/92173929621>

Meeting ID: 921 7392 9621 Passcode: Not required

You are hereby SUMMONED to attend the **Council Matters Committee**, which is to be held using remote meeting service Zoom on **Thursday 29th April 2021 at 6.30pm** for the purpose of transacting the following business:

Committee Members: Councillors E Price (Chair), M Adams, C Allford, J Hodgson, C Luker, P Paine, B Piper, V Trow.

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 8th March 2021 and update on any matters arising. Document attached.

3. BUDGET MONITOR

To consider the Budget Monitor. Document to follow.

4. VENUES AND PUBLIC ASSETS WORKING GROUP

To note the minutes of and consider any recommendations from the Venues and Public Assets Working Group held on 17th March and 21st April 2021. Documents attached.

5. PUBLIC REALM AND CEMETERY WORKING GROUP

To note the minutes of and consider any recommendations from the Public Realm and Cemetery Working Group held on 14th April 2021. Document attached.

6. ARTS WORKING GROUP

To note the minutes of and consider any recommendations from the Arts Working Group held on 21st April 2021. Document attached.

7. ARTS AND COMMUNITY OUTREACH

To consider a proposed budget allocation for Arts and community outreach. Document attached.

8. VISION AND STRATEGY

To consider the draft Vision and Strategy document for the Council's current term until 2023. Document attached.

9. CHRISTMAS FESTIVAL TENDER

To consider the draft invitation to tender document for the Christmas Festival nights. Document attached.

10. CLIMATE CHANGE WORKING GROUP

To consider any items from the Climate Change Working Group. Budget attached and further document to follow.

11. EARMARKED RESERVES

To review the earmarked reserves. Document to follow.

12. COMMUNICATIONS AND MEDIA PROTOCOL

To review the Communications and Media Protocol. Document attached.

13. STAFF APPRAISAL POLICY

To review the Staff Appraisal Policy. Document attached.

14. FINANCIAL RISK ASSESSMENT

To review the Financial Risk Assessment. Document attached.

15. YEAR END TIMELINE

To note the year end timeline. Document attached.

16. RE-OPENING HIGH STREET FUND

To note and update on the Re-opening High Streets Fund. Verbal update from the Clerk.

17. DATE OF NEXT MEETING

To note the date of the next meeting of the Council Matters Committee – Monday 17th May 2021 at 6.30pm. No document.

*The Committee will be asked to **RESOLVE** to exclude the press and public "by reason of the confidential nature of the business" to be discussed and in accordance with the Public Bodies (Admission to Meetings) Act 1960. (CONFIDENTIAL by virtue of relating to legal and/or commercial matters, staffing and/or the financial or business affairs of a person or persons other than the Council)*

18. BANK STATEMENTS AND RECONCILIATIONS (Standing Item)

To consider the bank statements and reconciliations. Documents enclosed.

19. STAFFING UPDATE (Standing Item)

For any general or urgent updates that required confidential sharing with Councillors. No document.

20. LEGAL UPDATE

To note any updates from the Town Clerk. No document, verbal update Town Clerk.

21. EMERGENCY BUSINESS CONTINUITY PLAN

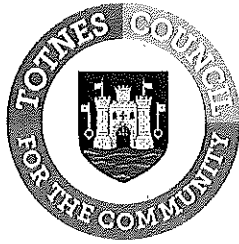
To note the proposal for emergency business continuity plans for implementation in unexpected management absence. Verbal update from the Clerk.

Catherine Marlton
Town Clerk
22 April 2021

USE OF SOUND RECORDINGS AT COUNCIL & COMMITTEE MEETINGS

The open proceedings of this Meeting will be audio and video recorded. If members of the public make a representation, 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 Council or 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.



**DRAFT MINUTES OF THE MEETING OF COUNCIL MATTERS
MONDAY 8TH MARCH 2021 AT 6.30PM – HELD REMOTELY USING ZOOM**

Present: Councillors E Price (Chair), C Allford, J Hodgson, C Luker, B Piper (joined the meeting at 6.40pm) and V Trow (joined at 6.50pm).

Apologies: Cllr M Adams and P Paine.

In Attendance: C Marlton (Town Clerk) and C Bewley (Finance, HR and Lettings Manager).

1. APOLOGIES FOR ABSENCE

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

Cllr Price read out a statement about how the meeting would be conducted, recorded and live streamed on social media.

The apologies were accepted.

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.

There were no members of the public in attendance.

The Committee reconvened.

2. CONFIRMATION OF MINUTES

To approve the minutes of 8th February 2021 and update on any matters arising

The minutes were approved as an accurate record of proceedings. There were no matters arising.

3. PUBLIC REALM AND CEMETERY WORKING GROUP

To note the minutes of and consider any recommendations from the Public Realm and Cemetery Working Group held on 10th February 2021.

To **RECOMMEND** to Full Council that the principle of allocating more land for allotments in Castle Meadow is agreed subject to further work and discussion to define the precise area, any archaeological restrictions and practicalities of the arrangement (ground clearance, fencing, etc).

Cllr Hodgson suggested that a clause could be considered to protect the land in future years that if 50 percent of the allotments are unkept and vacant then the land could be reclaimed by the Council.

For the Cemetery It was **AGREED** that:

- After one cut at the beginning of the year the grass around the Chapel is left to grow long this year to see what wildflowers come up and how the area looks visually, before a cut in late September.
- The current Garden of Rest does not extend beyond rows currently in use to enable full burials in the remaining ground.
- A new Garden of Rest, potentially including a garden for scattering ashes be created at the back of the Extension (section L).
- There is no increase to fees until the 2022 annual review.
- The request from a family to plant a memorial tree. Possible location to be confirmed at a site meeting.
- A memorandum of understanding is agreed with Incredible Edibles.

On wayfinding in the town, it was **AGREED** that a simplified brief is given to the consultants and request three options of signage.

4. ARTS WORKING GROUP

To note the minutes of and consider any recommendations from the Arts Working Group held on 25th February 2021.

It was **AGREED** to set up a Town Lights and Decorations Task and Finish Group comprised of TTC Councillors and Chamber of Commerce and other invited stakeholders, to be self-administered. The Group will:

- Be tasked with investigating what condition the rigging is in and determine what lights are functional and what can be repaired and reused. Also discuss what other areas we can focus on in Totnes i.e. the Market Square, St. Mary's Church, the Rotherfold. Look at lighting up trees in The Plains, Shady Garden and the Market Square.
- Come back with information/recommendations within a certain time period, directly to Council Matters. These suggestions must be costed.
- Determine what needs to be done/recommendations for 2021 as a one off solution, and then a longer term partnership arrangement from 2022 onwards.
- Consider where the approx. £2,000+ expected cost for 2021 lights, insurance, installation, tree should be budgeted from.

5. TREE PLANTING

To consider a proposal to plant a tree along each parish boundary.

It was **AGREED** to support year one of the proposal to be led by Incredible Edibles, that five oak trees will be planted on the boundaries with existing parishes along. The longer-term proposals for years 2-5 will be kept under review.

6. MAYORAL CHOOSING AND ANNUAL MEETING POLICY

To consider the dates for Mayoral Choosing and the annual Town Meeting, changes to the May Full Council date and an additional Extraordinary meeting date for Full Council on 1st April 2021.

- **1st April at 6.30pm (public time) and 7pm start, Extraordinary Full Council on Road Closures/Covid-19 town centre measures. Via Zoom.**

- **Monday 10th May Full Council moved to Thursday Wednesday 5th May 2021 at the same time to accommodate the potential change to virtual meeting legislation. This meeting will also be the Annual General Meeting of the Town Council where the Mayor is elected. It may be worth considering a resolution to allow the previously appointed Chairs and Deputies of Committees to roll forwards for continuity. Via Zoom.**
- **Thursday 24th June at 7pm – Town Meeting in the Civic Hall, assuming Covid regulations allow.** The Clerk corrected that the Annual meeting would be on Wednesday (not Thursday) 5th May 2021 before the existing legislation expires on 6th May which currently enables virtual meetings to be held.

7. IN PERSON MEETINGS

To consider the practicalities of the resumption of in person meetings once the emergency legislation permitting virtual meetings ceases in May 2021.

The Clerk updated that basic equipment is being investigated to enable Council meetings to be live streamed going forward whether they are held in the Civic Hall or Guildhall.

8. FINANCIAL REGULATIONS

To review the Financial Regulations.

The policy was reviewed and it was **RECOMMENDED** to Full Council for adoption.

9. COMMUNICATIONS STRATEGY

To consider the draft Communications Strategy from 2021-24.

The strategy was reviewed and it was **RECOMMENDED** to Full Council for adoption, with the addition of a summary of key messages at the beginning of the document.

10. PAY POLICY

To review the Pay Policy.

The policy was reviewed and it was **RECOMMENDED** to Full Council for adoption.

11. TRAINING

To consider the training requirements of Councillors and officers for 2021.

It was **AGREED** to:

- Organise a social media training course for Councillors.
- Organise a half day training to explain Council's roles and responsibilities in a Town Council context.
- Send out a quarterly email listing training opportunities available to Councillors.

The Clerk confirmed that training for Officers is set out as part of the appraisal process.

12. RECRUITMENT

To consider the recruitment timelines for the administrator posts and the job description for the Administrator 1 position.

The recruitment timeline, job description and advert were **AGREED**, and the interview panels would comprise Cllr Price, the Clerk and the relevant line manager.

13. PROTOCOL ON THE DEATH OF A SENIOR NATIONAL FIGURE

To note the protocols that the Town Council will observe on the death of a senior national figure.
Noted.

14. DATE OF NEXT MEETING

To note the date of the next meeting of the Council Matters Committee – Monday 19th April 2021 at 6.30pm.

Noted.

*The Committee will be asked to **RESOLVE** to exclude the press and public “by reason of the confidential nature of the business” to be discussed and in accordance with the Public Bodies (Admission to Meetings) Act 1960. (CONFIDENTIAL by virtue of relating to legal and/or commercial matters, staffing and/or the financial or business affairs of a person or persons other than the Council)*

15. BANK STATEMENTS AND RECONCILIATIONS (Standing Item)

To consider the bank statements and reconciliations.

These were unanimously **AGREED**.

16. PERFORMANCE MANAGEMENT REVIEWS

To note the outcomes of the officer performance management reviews for 2020.

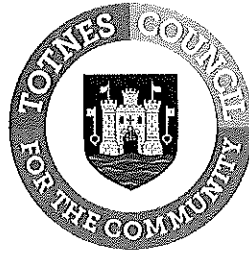
Noted.

17. STAFFING UPDATE (Standing Item)

For any general or urgent updates that required confidential sharing with Councillors.

None.

Catherine Marlton
Town Clerk



Venues & Public Assets Working Group Meeting Minutes

Wednesday 17th March 2021 at 12pm

Membership: Councillors Adams, Galvin, Hendriksen, Piper, Price, Skinner & Trow

Councillor Attendees: Cllrs. Hendriksen, Price, Piper & Skinner

TTC: The Clerk - C. Marlton, C. Bewley, T. Hussey & M. Phipps

1. To vote for a Chair

Cllr. Piper proposed Cllr. Skinner and it was seconded by Cllr. Price

2. To consider invitees for the Working Group outside of the Town Councillors and staff, suggested starting point from the Town Clerk:

- ii. John Birch*
- iii. Chamber of Commerce rep*
- iv. KEVICCF/TCDS rep*
- v. Library rep*

It was AGREED that anyone of the above mentioned and other relevant people would be invited to attend meetings in accordance with the items on the agenda, but not every time by default, to allow them to feed into specific projects.

3. To receive an update on the government guidance relating to the re-opening of the Civic Hall for events and regular hirers (Finance, HR and Lettings Manager).

C. Bewley outlined the Government's Roadmap with regard to reopening the Civic Hall. Councillors agreed that we follow Government guidelines at each given stage on the Roadmap and that normal opening would return after 21st June. It was AGREED that the kitchen will not be offered to hirers before the 21st June as the guidelines/rules on keeping it Covid safe were very strict.

4. To approve signage that English Heritage would like to put on the gates to Castle meadow and on the fencing between the meadow and the Castle to deter the public from trying to access the Castle via the meadow. Document with artwork attached. The request is for the artwork for the gates signage per page 1 of the attached document, and on pages 2 and 3 is artwork for some other signs which they would like to attach to the fencing that goes along Totnes Castle's boundary wall with the meadow at two particularly weak points where trespass is a frequent occurrence. (PDF attachment not for circulation).

Councillors AGREED the signage that English Heritage would like to put on the gates and fencing between Castle Meadow and the Castle. The preference was for a 'No Entry' sign.

Action: C.Bewley to write to English Heritage

5. To receive an update on the electrics at the Civic Hall following the routine 3 yearly safety certification (Finance, HR and Lettings Manager).

C. Bewley updated the Councillors on the electrics at the Civic Hall. CB said that following the routine 3-year safety certification, there was a number of issues which meant it was going to fail. T. Hussey said that after speaking to the electrician it was recommended that several improvements were needed immediately to avoid any future problems and that as all the connections and wirings were already in place it was a relatively simple task to rectify the problem. A detailed report will be supplied by the electrician in due course. C. Marlton said that any work at the Civic Hall should be done in conjunction with Birdwood House to minimise any future problems while Birdwood House is being renovated.

Cllr. Hendriksen requested a meeting with Cllr. Piper and Tom Hussey at the Civic Hall to sort out any issues that may come to light due to the fact that the Civic Hall has been closed for many months during 2020 and the early part of 2021. This was AGREED after the 19th April. Any matters arising can then be brought back to the Working Group for discussion.

6. To receive an update on the Mansion (attachment not for circulation):

C.M. said that we need to be mindful of any request for funding from TCDS but that we can offer support in the form of our Community Fundraiser who could allocate a specific amount of time to investigate possible funding options.

7. To note the request from the Allotment Society to lease more land at Castle Meadow has been recommended to Full Council via Council Matters. (attachment not for circulation), and to consider which Working Group should be responsible for working up further detail.

The Council Matters Committee have recommended in principle to Full Council that we allocate additional allotments.

C. Marlton said we need to ask certain questions beforehand such as: -

- How much space is to be allocated?
- How do we maintain the grass?
- Do we permit dogs?
- Do we install seating?

The Councillors agreed in principle that more allotments could be allocated but discussion was needed on the above questions.

Action: C. Marlton to look at the legality of approving more allotments and what conditions apply, bringing an update back to the next WG meeting.

8. Date of next meeting – 21st April at midday by Zoom.

Agreed by the Councillors

9. Future agenda items

- a. *St Mary's Churchyard and the maintenance implications of proposal*
- b. *to consider a request for the Town Council to consider taking over maintenance of other public spaces in the Town centre*
- c. *Borough Park update*
- d. *Mansion update*
- e. *Castle Meadow detail?*
- f. *To consider the project plan for the Birdwood building*
- g. *To consider the marketing needs for Guildhall/Civic Hall*
- h. *To consider Guildhall opening and how to staff it*



Venues & Public Assets Working Group Meeting Minutes

Wednesday 21st April 2021 at 12pm – held remotely on Zoom

Membership: Councillors Adams, Galvin, Hendriksen, Piper, Price, Skinner (Chair) & Trow

Councillor Attendees: Cllrs. Hendriksen, Price & Piper.

TTC: The Clerk - C. Marlton, C. Bewley, T. Hussey & A. Lumsden (Minutes)

1. To receive an update on Borough Park and the Skate Park (Town Clerk verbal update).

The Clerk updated the WG and confirmed that all the trees in Borough Park are safe from being cut down. The Cllrs discussed the current situation of the decision making of the position of the new skate park appearing to fall to SHDC (Rob Sekula) and key members alone. Cllrs agreed to make individual representations to SHDC members in relation to their personal preference on site location.

ACTION: C.Bewley to email TTC councillors suggesting that they should lobby their district councillor if they have a strong opinion on the position of the new skate park.

2. To receive an update on the Mansion (Town Clerk verbal update).

The Cllrs discussed the request from the Mansion to fund the salary for a Centre Manager. The Clerk explained she had gone back asking for further clarification and other project plan information. The request for funds is therefore temporarily off the table and does not require consideration at this time.

ACTION: TCDS Link Councillors and TTC Community Fundraiser liaise with the Mansion on the suggesting of approaching TTC after research other avenues of funding.

3. To consider a report on Castle Meadow (Town Clerk verbal update).

The Clerk updated the Cllrs that the Allotment Association had requested more space for allotments but had not submitted a report of what they require in detail. The Clerk

suggested the Allotment Association be asked to submit a report of their requirements and that TTC have a list of parameters that must be adhered to. Suggested parameters are:

- Allotments must benefit more than just a few individuals.
- Allotments Association do all grass cutting of the remaining meadow.
- Allotments must always be used and full.
- Allotments Association to do the initial ground work, fencing and be responsible for ongoing maintenance.

The Cllrs AGREED the Allotments Association should submit a report and that a site meeting be arranged for after the 17th May with Cllrs Piper and Hodgson, the TMO, and the Allotments Association. The proposal from the Allotments Association will form the basis of consultation with other stakeholders such as residents and SHDC. Once this stage is complete the matter would then be taken to Council Matters Committee.

ACTION: The Clerk to email the Allotments Association outlining the above. TMO to arrange said meeting with stakeholders on site.

4. To receive an update on the return of hirers to the Civic Hall and to note the Sea Change 2022 booking (Finance, HR & Lettings Manager).

The Cllrs discussed that for Sea Change to return to the Civic Hall the TTC would need to understand all their technical requirements, and that parameters for the booking and any ongoing relationship would need to be established prior to the booking being confirmed.

ACTIONS: Clerk to arrange a meeting with Sea Change, Cllrs Hendrickson, Piper, Clerk, Finance, HR and Lettings Manager, Stewart Billingham.

Clerk to ask for Arts budget allocation for this professional support at the Sea Change meeting.

Sea Change have requested a discount on hire costs which is not applicable because they are not a charity. If they set up a charitable arm, they could get a reduction on the cost of events.

ACTION: Clerk to arrange a meeting between TTC Community Fundraiser and Rupert Morrison about organisation structure.

The Clerk updated the WG that in relation to re-opening the Civic Hall the TTC had received two independent reports regarding the capacity of the hall. This was following previous conflicting information on the hall's capacity. The two new reports also conflicted. The exit capacity assessed for the current layout was 305 people. The Cllrs discussed the negative impact of a reduced capacity on hiring out the hall for events. It was AGREED that more exploration into this matter was needed.

ACTIONS: Finance, HR & Lettings Manager to send full assessment reports to the Clerk. Clerk to speak to similar sized venues, TTC insurers and the fire service and bring matters arising to the next meeting.

5. To note an update on the Windeatt Lane name change (Town Clerk verbal update).

The Clerk informed the Cllrs this is not something TTC can pursue. The resident requesting the name change has not got enough local support and there is also a cost of £37 per household on the street to change the name. The Cllrs AGREED if the resident canvassed for more local support and could fund the name change it would be reconsidered.

6. To note the issues with the disabled toilet at the Civic Hall (Town Clerk verbal update).

The TMO informed the Cllrs that the fault had been found and fixed.

7. To consider external invitees to future meetings.

The Cllrs AGREED only relevant external invitees be invited to meetings. Any invitation needed to be on a case-by-case basis and they could only be invited to the first part of the meeting before business considered commercially sensitive is discussed. The Clerk requested that all invitations come through the office and are not sent directly by Cllrs.

8. Date of next meeting: TBC

The Cllrs AGREED to check with the Chair whether a Thursday was a better day for this working group to be held and whether the provisional date of 16th or 17th June 2021 was suitable for the next meeting.

The Clerk also suggested considering the membership of the working group because not many members have been attending meetings due to work commitments.

ACTION: The Clerk to circulate the date of the next meeting once confirmed with the Chair.



**PUBLIC REALM AND CEMETERY WORKING GROUP MINUTES
WEDNESDAY 14TH APRIL AT 12PM**

Meeting held via Zoom.

Present: Cllrs C. Allford (Chair), Trow, Matthews, P. Allford
TTC Officers: Clerk, Governance and Projects Manager, Communications and Marketing Manager, Town Maintenance Officer, Administrator (Minutes).

Apologies: Cllr Piper.

1. To update on matters arising from the last meeting (document attached).

Castle Meadow – to consider the requirement for a strategic plan for the site. Agreed by Clerk and will go to Full Council. The Allotment Association have been told that they will be informed of the Council's position and this will trigger them producing a plan and outline of their requirements. **ACTION:** Governance and Projects Manager to contact the TAA for maps and supporting planning documents

Cemetery – to consider the future uses of the cemetery areas to inform any future review of the Grounds Maintenance Contract. Agreed by Council Matters. The contractor has been instructed not to cut the grass around the chapel. No change on the Garden of Rest at the current time.

ACTION: TMO to create a sign to be informing people that the grass is not being cut.

Review of Cemetery Fees. Agreed by Council Matters that there will be no increase in fees until 2022 annual review.

To review requests for tree planting and wildflowers in the cemetery.

The family requesting the memorial tree has been contacted but no response has been received.

An update on the Plant Life wildflower area is item 2b on this agenda.

Memorandum of Understanding request from Incredible Edibles. The Memorandum of Understanding has been drafted and Incredible Edibles are content.

ACTION: Clerk to sign the MoU.

To consider the consultants ideas for signage around the Town Mill and to use this area as a starting point for revised signage in the town. A new report has been received. Item to be discussed as Item 5 of this agenda.

To consider the requirements of additional Grit Bins around the town. TMO has been monitoring the bins as part of his rounds for discussion at a future Council Matters meeting.

To consider where to put additional benches at Longmarsh. At the time of this meeting the Clerk of Berry Pomery has not responded to TTC's email.

To consider the weeding and topping of the Vire Island Boule Pit. SHDC have confirmed that this is their responsibility and have taken action.

To consider a tree planting partnership with Incredible Edibles.

ACTION: Governance and Projects Manager to ask the Green Travel Coordinator for an update on this item.

2. Cemetery.

a. To review the updated cemetery regulations (document attached).

To **RECOMMEND** to Council Matters Committee that the updated regulations be approved with the addition of Clause 5 being rephrased to clarify that the scattering of ashes can only be in a specific area of the circle where wild flowers are not planted.

b. To review the report on the wildflower areas (document attached).

The report was noted. Seeds should have dropped from last years' growth to germinate again. No costs for ongoing maintenance by Parklife had been received.

To **RECOMMEND** to Council Matters Committee that the area is monitored over the course of 2021 and if there is no improvement TTC take back the management of the land.

ACTION: Governance and Projects Manager to liaise with Park Life over the costs involved for them to manage the land over 12 months.

Parklife's request for signage about the funding of the wildflower area was considered. Parklife have already been informed that the signage referring to Cllr Hodgson's County Council funding cannot be placed until purdah ends on 7th May 2021.

To **RECOMMEND** to Council Matters Committee that on the poster about the areas have individual names removed and be replaced with 'private donation and County Councillor locality grant.

c. To consider the idea of setting up a 'Friends of the Cemetery' volunteer group and what its remit might be (document attached).

The Cllrs discussed having a Friends of the Cemetery group, what they would look after and what would need to be considered to have the group work effectively and legally.

To **RECOMMEND** to Council Matters Committee that the group be established, led by Cllr Trow. The group to have its own public liability insurance, recruitment of volunteers from the local community.

ACTION: Governance and Projects Manager to turn questions in the item paper into a Friends Terms of Reference to go to the Council Matters Committee.

d. Update on benches – one to be repainted, one beyond repair.

There are two benches to repair / repaint. The replacement of a bench is TBC.

e. To consider where/how best to store pallets used by the grave digger.

The pallets are used to cover open graves before a burial but have been considered unsightly by residents. The Cllrs discussed the issue. The pallets have been moved out of the way so they are less conspicuous. The WG agreed to see if this solved the issue.

3. Rubbish Bins – to consider requests for bins to be installed at:

- a. Sharpham Drive**
- b. Moorashes**
- c. Castle Meadow**

Officer note: SHDC are unable to add additional litter bins onto the current full rounds/schedules in Totnes, the only options would be for TTC to agree the costs and decide which bin would be moved.

The Clerk is waiting for a map of bin locations from SHDC. SHDC will not agree to a bin too far away from collection points.

The Cllrs AGREED IN PRINCIPLE to consider a new bin on Camomile Lawn but further information is required including from feedback from the street cleaner and consideration of existing bins from the bin map. Once locations are reviewed a decision could be taken to re-allocate bins or feed this information into the Public Realm Improvement Plan in order to upgrade new bins around Totnes.

ACTION: Governance and Projects Manager to find out about the future of waste collection for the main street to inform discussion at the next meeting.

4. To consider a request to fell a conifer tree on Coronation Road (image attached).

The Cllrs AGREED to leave the tree standing because it is not diseased.

The Clerk mentioned that there had been a request to have a stone plinth in Totnes Gardens moved. Previous advice on this matter was that the stone is too fragile to withstand being moved. The Cllrs AGREED the plinth cannot be moved because it would break.

5. To update on the wayfinding options for the town.

The Communications and Marketing Manager updated the Cllrs on a new, thorough report from Perch & Ponder about signage through the town. The report suggested signage from car parks which are under SHDC jurisdiction to help visitors navigate into the town centre.

To **RECOMMEND** the report is taken to a separate meeting in two weeks to consider in depth, and following Cllr discussion to contact SHDC to discuss.

ACTION: The Clerk to circulate the report to all Councillors with a caveat that focus needs to be on the content of the report, not the design of signage.

6. To update on the Planters in Fore Street and High Street, and to consider the two planters outside the Guildhall.

The Clerk reported that comments from the community had settled down regarding the planters on Fore Street and the High Street. One planter needed to be moved and 2 planters put into position. Suggestions of their placement by: Stone Fabrics, The Bull pub, and Woods café.

There are businesses interested on advertising on the 31 sides, the sign writing for which would be at cost and a good rate.

ACTION: Communications and Marketing Manager to check with business owners of these establishments and then arrange the planters to be moved.

The Cllrs discussed the relocation of the planters by the Guildhall.

ACTION: Town Maintenance Officer to take photos and measure up possible locations to discuss at the next meeting. Check with DCC regarding placing planters on The Plains and near bus stops.

7. Date of Next Meeting – Wednesday 9th June at 12pm.

ITEM 5

COUNCIL MATTERS APRIL 2021		
CEMETERY		32350
Business Rates	Estimate	-4750
Water	Estimate	-150
Waste collection	Contract in place	-450
Grounds Maintenance (Grass cutting and tree work)	Contract for grass cutting plus estimated 5/6k for tree and major works	-23000
Works and Maintenance (Memorials, Paths, Fences)	Estimate	-2000
Chapel	TBC - detail to be considered by the WG	-10000
Income expected		8000
TOTAL	Remaining to be allocated	0
PUBLIC REALM		188000
Coronation Road: wildflower bed, new trees:	Totnes Gardens	-400
Moorashes: all works, plants, materials etc:	Totnes Gardens	-200
Wild flower seeds for this and for all sites:	Totnes Gardens	-400
Plants, bedding, compost, plant food etc for Town wide planting:	Totnes Gardens	-750
Watering hoses, taps, cans, etc for planters and tubs:	Totnes Gardens	-100
Incidentals	Totnes Gardens	-150
UPDATED: Wayfinding design and consultation right through to siting of new signage	Previously budgeted £20,000 but quote came in under estimate. To be considered by the WG.	-15000
Wayfinding implementation	Phase 1/3	-50000
Bins and seating		
Collapark investment	Previously agreed, delayed joint project with SHDC	-10000
Bridgetown investment	TBC - detail to be considered by the WG	-10000
Market Square - ramp improvements	Previously agreed, delayed project	-35000
Vehicle activated signage	First phase of several. Joint project with DCC.	-10000
Other Traffic Calming measures		-50000
UPDATED: Tidy Totnes PR Campaign	Suggested reduction from original £1000 to be considered by the WG.	-750
NEW: Branding and moving Guildhall planters x 2	TBC - detail to be considered by the WG	-500
NEW: Extension of town centre planting onto the Plains/Corrie Road/Steamer Quay	TBC - detail to be considered by the WG	-3750
NEW: Upgrade of mini roundabout	TBC - detail to be considered by the WG	-1000
TOTAL	Remaining to be allocated	0

REVISED TOTNES CEMETERY REGULATIONS - 2021

1. Hours of Opening

The Cemetery is open to the public during daylight hours throughout the year but the Council reserves the right to exclude the public if it should be necessary on any particular occasion.

2. Hours of Burial

Burials shall normally take place between Mondays and Fridays. Weekend burials will be permitted at the discretion of the Clerk and will incur an additional fee. Burials must not start before 9am and must conclude before dusk.

The time arranged for a burial shall be that of arrival at the graveside. If there is to be a service before the burial, care should be taken to allow sufficient time for its duration and for the journey to the Cemetery.

Burials will only be permitted on a Sunday, Good Friday, Christmas Day, Bank Holiday or any other public holiday in cases of emergency: the certificate of a coroner or registered medical practitioner that immediate burial is necessary will be required.

3. Notice of Burial

Notice of burial must be given to the Council at least three working days prior to the interment. At least two working days (exclusive of Saturdays, Sundays and all public holidays) must elapse between the day on which notice of burial is given and the day of the funeral.

No second burial will be permitted in any grave unless the Exclusive Right of Burial has been purchased and the relevant Deed of Grant is produced for inspection. In such cases where the Deed of Grant cannot be produced the relevant paperwork must be provided in order to determine the legal owner of this grave.

No interment or memorial can be requested by anyone other than the Deed holder. Interments may take place with or without the services of a clergyman or minister of religion.

All information required on the Council's burial form must be provided.

4. Fees

- a. The current fees are available from the Town Council Office and on the Town Council website.
- b. All charges and fees for interments and purchase of grave spaces shall be paid for at the time of the order, unless agreed otherwise.
- c. All fees for memorials shall be paid prior to their erection.

5. Cremated Remains

A suitable receptacle containing the ashes of a cremated person may be buried in any plot on the Cemetery for which the exclusive right of burial has been purchased, or in a plot measuring 18 inches x 18 inches in the Garden of Remembrance. Cremation plots are available at single, double and triple depths. The Council does permit the scattering of ashes in a specific part of the Cemetery – please speak to the Council Offices.

6. Digging and Depth of Graves

The depth of every grave (whether or not the Exclusive Right of Burial has been purchased) is controlled by the Council. No grave shall be deepened after the first burial. A layer of at least six inches of earth must be left between each coffin in a double depth grave. No part of any coffin shall be less than three feet below the level of the ground.

The Council does not undertake the digging of ashes, plots or graves. Responsibility for this rests with the Undertaker. Grave Diggers must adhere to the Code of Practice for Grave Digging; this safe working procedure applies to all new graves and re-opened graves. No grave shall be dug in the Cemetery until it has been marked by the Council.

7. Memorials

- a. Permission must be obtained in advance for the right to erect a memorial on a grave, or a plot in the Garden of Remembrance by completion of a memorial application form.
- b. A memorial stone, cross or monument at the head of the grave should not exceed 4' in width and should be made from permanent material, such as wood, metal or stone. All memorials should be compliant with BS8415 2018.
- c. Memorials must be erected using an approved, recognised system of fixing as set out in BS8415 ie. National Association of Monumental Masons and as set out in the British Register of Accredited Memorial Masons 'The Blue Book' 2020.
- d. It may be advisable to seek advice about the design and size of the memorial from a monumental mason and/or a Council Officer before it is commissioned.
- e. Temporary memorials are not allowed, other than wooden crosses.
- f. Vases, planters or similar pots must be made of stone or similar so as not to cause danger to the contractor when mowing or strimming the grass around the grave.
- g. Any subsequent dressing of the graves (objects such as flowers, soft toys etc) should be placed on the grave and not encroach into the area immediately around it. Any objects will be removed if they become unsightly.
- h. No plants, shrubs or trees are to be planted on the graves.
- i. No memorial will be admitted until the appropriate fees have been paid to the Council.
- j. If a memorial is erected that causes offence or is a danger to the public, the Council reserves the right to remove it or request that it be removed.
- k. The number of the grave, as shown in the interment book, must be placed on the back of the memorial, in letters not exceeding 15mm high.
- l. No hewing or dressing of the stone is permitted in the cemetery. As far as is practical, all materials should be prepared ready for fixing, prior to the arrival at the cemetery.
- m. All memorials are to be kept clean and in good repair by owners, or their lawful successors. If the owner neglects to comply with this regulation, the Council reserves the right to remove any memorial after serving due notice to the owner by sending it to his/her last known address, displaying notice of its intention at the cemetery for a successive two weeks.
- n. The Town Council will not be held responsible for any damage to monuments, gravestones and other structures other than damage occasioned by their officers, agents, servants or workmen.

- o. No fee will be charged for private memorials erected by the relatives over Service Graves nor for the inscriptions on memorials commemorating members serving in HM Forces at death.
- p. In the event of new graves provided in the cemetery in the lawn section, no kerbstones are permitted and the graves will be turned flat and mown by the Council.
- q. Temporary wooden crosses, of a suitable size, are permitted until such time as a permanent memorial is erected or for a period of 18 months, whichever is the sooner.
- r. Soliciting for orders within the cemetery for the erection or repair of any monument, headstone, or other structure, or for any other work connected with graves is strictly prohibited. The Council reserves the right to exclude from the cemetery any person or company or firm on whose behalf any person has been found soliciting.

8. Maintenance

- a. Stone chippings and bark mulch are not permitted on the graves or cremation plots for health and safety reasons.
- b. Where, in the opinion of the Council, any grave or cremation plot is neglected so as to be detrimental to adjacent graves and the general appearance of the Cemetery, the Council reserves the right, after due Notice where possible, to level off such graves/cremation plot and re-turf.
- c. Any plants that have become rooted into the grave or purposefully planted will be removed by Council officers.

9. General Rules

- a. No games or sports are to be played in the cemetery.
- b. No trees are to be planted without the prior permission of Totnes Town Council.
- c. Dogs must be kept on a lead at all times when in the cemetery.
- d. No children under the age of 12 years are allowed in the Cemetery unless accompanied by a responsible adult.
- e. Visitors to the Cemetery shall not pick, cut, fell or remove from the Cemetery any flower, tree or shrub, nor sit on any memorial, monument, headstone or structure other than a seat provided for the purpose.
- f. Litter and withered flowers should be placed in the appropriate waste bin provided.
- g. The registers, records, tables of fees and plan of the Cemetery are available for inspection at the Town Council Office during normal office hours. A charge may be made for this service.
- h. Visitors to the Cemetery are asked to behave in a quiet orderly manner so as to preserve the quiet reverence and peaceful atmosphere created in the Cemetery.
- i. The Council reserves the right to alter or add to these regulations.
- j. The Clerk to the Council will be pleased to render whatever help or advice is needed and enquiries can be made personally, by telephone or in writing to the Town Clerk.

DRAFT TERMS OF REFERENCE FOR A FRIENDS OF TOTNES CEMETERY GROUP

Background: The Public Realm and Cemetery Working Group has considered the idea of establishing a 'Friends of Totnes Cemetery' group of volunteers to mainly take responsibility of the oldest, middle section of the cemetery. As there is an existing maintenance contract in place for the cemetery, the remit of such a Friends group needs to be clearly defined to ensure that the Council is not paying for grounds maintenance to be carried out which is then taken forward by the Friends group. The following draft Terms of Reference suggest a basic framework around how such a scheme might operate.

Aim: The Friends of Totnes Cemetery Group will work alongside existing maintenance agreements (Council grounds maintenance contract, Incredible Edibles, Plantlife, role of the Town Maintenance Officer, grave digger) to enhance the biodiversity of the cemetery, particularly in the oldest central section of the cemetery and around the Chapel.

Administration: Self administered, suggest with a Councillor(s) sponsor/point of contact?

Membership: a community volunteer group.

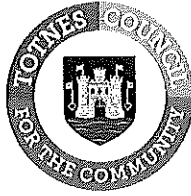
Remit: The Friends of Totnes Cemetery Group will carry out tasks prior to the agreement of the Public Realm and Cemetery Working Group or Council Matters Committee to ensure that they do not encroach on the other maintenance agreements. Activities may include:

- cutting back vegetation on overgrown graves
- bramble removal
- picking up small fallen branches
- annual cutting back on longer grass in wild areas
- wildlife projects such as bug houses and bird boxes
- composting ideas

No activities should be undertaken when an interment is taking place.

Insurance: Volunteers should be asked for a small membership fee to cover Employers' liability insurance to cover the activities of the group (as set out by the Health and Safety Executive). *[Note: wording being checked with the Council's insurers.]*

Health and Safety: Regular health and safety risk assessments should be carried out before tasks are undertaken. Totnes Town Council will NOT provide tools for use by this group. The Councillor sponsor should ensure that any individual use of personal power tools (for example strimmers, brush cutters, etc) are only used by individuals who hold certificates of competency due to the public space in which the group are operating.



Draft - Arts Working Group Minutes

Thursday 22nd April @ 12.00 via Zoom

Committee Members: Cllrs. Allen, Allford, Galvin, Matthews, Piper & Skinner

Committees Attendees: Cllrs. Allford, Matthews, Galvin & Piper

TTC: S. Branch, M. Phipps

1. Totnes Christmas Street Lights

Cllr. Piper updated the group regarding the Totnes Christmas streetlights. The Council has agreed to pay from the Community Engagement Budget for the prep, installation, electrician, insurance, and any other costs involved in installing the Christmas Lights this year. The Chamber of Commerce to invoice the Council, with a breakdown, for the total cost as a one-off payment.

2. Christmas Festival Nights Tender Document

- a. The Councillors agreed that they were satisfied with the Tender Document and that they recommend it goes to Council Matters. Cllr. Galvin said that she may have a few minor amendments, to include costs, but she would do this on Google docs.
- b. The Group agreed with the recommendation to delegate the decision to the Clerk, in consultation with two named Councillors, as to who would be appointed the job of running the Christmas Festival Nights events. Cllrs. Allford and Piper to be delegated as the two named Councillors to the Town Clerk.

3. To discuss and authorise payment to renew the domain name, www.totnesfestival.com

Councillors agreed that a payment of £100 be made to Mr Richard Gonski for purchasing the domain name. This payment includes a renewal for 2021 and a payment in arrears as Mr Gonski has paid to renew the domain name out of his own pocket for a number of years.

Action: M Phipps to submit papers to Finance for payment

4. BT Telephone Boxes

M Phipps updated the group on the status of the adoption of the BT telephone boxes. We are still waiting for the adoption papers to be emailed from BT and once they are received, we will complete for the Plymouth Road BT phone box. A flyer was printed and has been circulated to households surrounding the Follaton phone box asking residents if

they would like the Council to adopt the phone box on their behalf and if they had any ideas on what to use it for.

Actions:

- a. Cllr. Galvin to post flyers to households near the Swallowfields phone box
- b. Cllr. Piper to discuss with Cllr. Price if we have a contact or as to who we can contact at KEVICCS in relation to the art installation proposed for the Plymouth Road phone box.
- c. S. Branch to share on social media to make the public aware that the Council is prepared to adopt the phone boxes on their behalf
- d. M Phipps to chase BT for the adoption papers
- e. M Phipps to liaise with Cllr. Piper on the cleaning of the Plymouth Road box once adoption has been completed

5. The date of the next meeting was agreed for June 24th at 12pm

Note

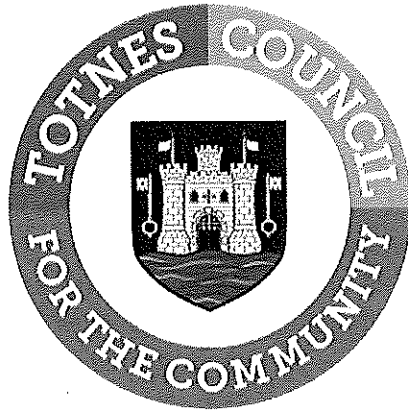
Cllr. Piper informed the group that he had allocated an amount of £1500 from the Mayoral budget to the 'May Day in Totnes' event being run by NDP Circus, Paul Liengaard. This event will include maypole dancing at St. John's School plus sideshows working with community groups to include Jamming Station.

ITEM 7

COUNCIL MATTERS APRIL 2021		
COMMUNITY OUTREACH ALLOCATION		6000
Civic Square Light and Trees		-3000
Town Wide Christmas Lights grant to Chamber of Comm		-2000
Totnes Directory Updates		-1000
Defibrillator Pads/Servicing		-200
Facebook/Comms		-200
Community Consultation events/marketing material as r		-500
TOTAL		-900
		0
ARTS BUDGET ALLOCATION		10000
Professional support for Civic Hall from electrician		-100
Christmas Festival domain		-100
Christmas Festival nights professional support		-6500
May Day Event facilitated by NDP Circus		-1500
Community Christmas Workshop		-1000
Winter Wandaland		-250
Summer arts events/installations TBC		-1500
Phoneboxes		-650
Haloween event/trail TBC		-1500
		-3100

It is RECOMMENDED that £4000 is authorised from reserve (i.e. authorise an overspend in the coming year) given the significant underspend in the previous year budgets, particularly Mayoral/Civic events

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Totnes Town Council Strategic Priorities

TOTNES TOWN COUNCIL

AGREED NOVEMBER 2017

These Strategic Priorities are based on notes taken at a workshop on Thursday 3rd September 2020 attended by Councillors Jacqi Hodgson, Claire Allford, Colin Luker, Georgina Allen, Victoria Trow, Emily Price, Pip Paine, Louise Webberley, Ben Piper, Sarah Collinson, Marion Adams, Paul Allford (apologies received from Allegra Galvin, Sarah Skinner, David Matthews).

INTRODUCTION

Totnes is home to a strong, diverse and vibrant community. The historic character of Totnes, still so very evident today, combined with the unusually wide spectrum of local interests and activities, give the town a highly distinctive local identity and an 'edge' which it must not lose. The 2020 draft of the Neighbourhood Plan aims to support and strengthen this, with policies designed to enable local people, business and culture to flourish, and contains policies that strive to deliver this. However, the Town Council goes beyond policies. It has a role with various responsibilities and undertakings to support, sustain and enhance the community and its aspirations; the economy and the businesses that it comprises; the heritage that makes Totnes so unique, and address the issues outlined in the climate emergency action plan. To do this, we are working towards strategic priorities that will make us stronger as a town, more resilient as a social and economic community, and able to face crises such as we are going through now. Councillors participated in a workshop early in September 2020 to identify issues and actions that fit with council responsibilities to take forward. Our focus was:

- Tourism
- Economy
- Community Resilience
- Supporting the vulnerable
- Climate change

Other Totnes Town Council Strategies:

People Place Belonging – a cultural strategy for Totnes

Traffic and Transport

Tourism, Marketing and PR Strategy

Totnes Neighbourhood Plan

Climate Change Action Plan

THE VISION

Totnes oozes creativity, charm, history and a fantastic vibrant atmosphere. The perfect antidote to characterless cities, this idyllic market town is proud of its heritage. What was once a bustling trade town in the Elizabethan era is now a thriving artistic hub. Boasting the beautiful meandering River Dart, historic castle, huge range of independent shops and art galleries, fabulous eateries, and stunning walks. The UK Transition Towns movement was born in Totnes, the people who live and work in Totnes strive to maintain the diversity of creative industries that have become established here.

However, the demographic makeup of the town is skewed to an older population, and the economic health of the town is hindered by house prices that are disproportionate to

income levels and employment opportunities. The 2020 Neighbourhood Plan identifies these issues and has adopted policies working with neighbouring parishes to help address them. The overall vision is to work in partnership with the relevant agencies, local authorities and local organisations to ensure that new opportunities can be created and supported, offering incubation work spaces, employment and development space, and affordable housing including community led housing close to the town. We want Totnes to continue to be a vibrant, healthy place for people to live, work and thrive.

Covid 19 has had a major impact on the economy over the summer of 2019. Shops, restaurants, pubs and cafes were closed for 12 weeks, and some are struggling to break even financially as a result, coupled with the ongoing impact of social distancing on premises. The Town Council is working with the relevant agencies and organisations to ensure people are kept safe during the pandemic, and are monitoring the health of the local economy through business surveys and links to support mechanisms including government emergency funding available. However, the Town has maintained it's busy-ness and vibrancy through the summer holidays, and we are optimistic Covid will not affect the Vision we have for Totnes.

1. TOURISM

1.1 Art and festivals. Build on the town's creativity and food offer – with Arts festivals and food festivals. Multi-location week-long festivities with stalls, events and activities, guest speakers, music, lots of art and food. Make the most of quirky spaces throughout the town. Develop and market a year-round programme that goes beyond open studios.

Action:

- Arts Working Group and potential Arts Council bid to pull together an integrated arts and festivals programme (include non-arts eg river see below)
- Deliver 'People, Place, Belonging': Totnes Cultural strategy
- Monitor and deliver the Totnes Marketing Strategy

Inspiration: exeterstreetartsfestival.co.uk and www.dartmusicfestival.co.uk

Post-Covid recovery- we should be preparing for a resurgence of creativity and should harness this.

Town Council role: initially facilitate discussions, enable partnerships, support funding bids. Longer term: embed delivery into support from marketing and TIC roles, Event manager and Fundraising officer. Work with **other TICs** and transport providers to improve access, highlight or create new routes to and between other towns for events and activities. Monitor and deliver the Marketing Strategy.

1.2 River. Discussion on developing the River as a gateway to Totnes with a strong desire to grow the offer of the river as a destination. This might include encouraging and promoting opportunities for:

- More watersports from the Quaysides;
- More cafes and other refreshment offers (stalls/pop ups?)
- Boat restaurants
- Boat hostels/café
- Regatta(s)
- Water festivals
- Other festivals
- Enhance and promote riverside walks (work with the Ramblers on this)
- A literal gateway – a welcoming artistic arch on Steamer Quay linking to town centre

Inspiration from Bristol: <https://www.kylebluebristol.co.uk> and <https://www.allaboardwatersports.co.uk>

Inspiration from River Wye: <https://www.wyefloat.com>

Opportunities: need to strengthen partnerships with existing organisations and landowners – Rowing Club, South Hams DC, Ramblers and other walking groups.

Weakness/Threat: Tidal river – sports, cafes and boat-based hospitality less attractive at low tide. Parking may be an issue – potential at Long Marsh and potential KEVICS?

Impact of COVID19 – the South Devon Railway hasn't re-opened the Totnes site yet and is struggling financially as social distancing measures and numbers of volunteers (many shielding/at risk) prevent safety measures to be met.

Town Council role: development of the vision, partnership facilitator, influencers. Promotion and marketing. Monitor and deliver the Totnes TIC Marketing Strategy

Work with:

<https://www.snark.limited>

www.canoeadventures.co.uk

www.dartmouthrailriver.co.uk

www.totnes-boating.co.uk

www.thefizzboat.co.uk

www.darttotnes.co.uk

Riverside Café, Steamer Bistro, Blue Boats and **others (please add!)**

1.3 Heritage Trails build on work already underway – seek funding to deliver

Action: Discuss Vision and funding opportunities with Totnes Heritage Trust

2. ECONOMY

A strong and resilient economy in Totnes is closely linked to tourism, a healthy and resilient high street, support and incubation units for SMEs, entrepreneurs, and the creative industries Totnes is renowned for. Discussions at the workshop included:

2.1 Threats and Weaknesses:

- Several links to **Tourism** – the **South Devon railway** attracts a high number of visitors and is currently closed due to covid restrictions. The High Street still a contentious subject, and lack of clarity on exact numbers of people shopping/buying on days the road has been closed.
- Concern that Sharpham Wine and Cheese plan to be moving their tasting sessions, shop and café to larger premises on the other side of the river, taking away a Totnes-based destination.
- River taxis. Concern that the 'blue boats' aren't running now. Post Covid Vision could include a number of commercial boat trips starting and ending their tours in Totnes, and visitor experience extended by visiting the town centre (shops, eateries etc)
- Economic Regeneration – our relationship with the Chamber of Commerce (and their structure and numbers) often poses problems – how to clarify and resolve?

2.2 Strengths and Opportunities:

Discussions continued to link issues and potential to Tourism and community:

- Hold or facilitate festivals, street feasts and music events;
- look at spaces and businesses that lend themselves to a European Piazza style evening once a week? Tables and music outdoors
- more cafes - in park and rugby club.
- Totnes about to be listed in national Healthy High Streets – promote as such

2.3 Growing our economy. Totnes has a wealth of SMEs, entrepreneurial people, and creative industries – we should prepare for a resurgence of creativity contributing to our local economy, offering and welcoming diversity in all its forms. The Atmos downfall should have been a legacy to the community, without plans coming to fruition we need to identify starter units and incubation units to allow creative development.

- What are S Hams' proposals for commercial and industrial land or premises? What assets may they wish to dispose of (toilets, car parks, buildings)
- Town Council or Economy Working Group to carry out an audit of potential Assets of Community Value and what potential there is to use for startups etc. Currently only the Market Square is on the list www.southhams.gov.uk/article/7096/List-of-Assets-of-Community-Value

2.4 Economic growth and economic activity has a strong relationship with Community resilience. Our economy should embrace **helping people out of poverty** to contribute to the economy – therefore skills, education and opportunities need enhancing.

Micro-economy/LETS schemes also valuable for helping people out of poverty, and skills sharing in terms of Repair Cafes

ACTION

- There is a clear need to re-establish an Economy Working Group
- Work more closely with Reconomy, perhaps with a day of ideas and workshops
- Identify and promote availability of incubator/start up units
- Work with SHDC on a land ownership audit and asset transfer potential
- Learn from Towns who have BID or a Town Centre Manager

3. COMMUNITY RESILIENCE

Totnes has an active, vibrant and diverse community, strengthened by a large number of community groups and local or community-run services, many drawing on large numbers of volunteers to deliver support to vulnerable groups. The recent Covid emergency has demonstrated both the value of those volunteers in reaching those in need, and the vulnerability of the volunteer infrastructure, as many are older and vulnerable people themselves. We need an intergenerational volunteer force for such activities to be sustainable, particularly through lockdown and social distancing measures.

3.1 Weaknesses and threats to community resilience

- Ongoing issues with management of the Mansion and TCDS: are they fulfilling their CAT agreement, and if not, can the Town Council take it on? It's a valuable and central underused resource for the community;
- Support services, particularly for the vulnerable or social care providers, seem to be dispersed through town – it would be good to see more collaboration and co-location of services, either in The Mansion and Rushmore House (DCC). In terms of inclusivity, the most vulnerable people are farmed out to offices located in the industrial estate – the Mansion could offer so much more. The current locations of support for young people, services for drugs and alcohol, homelessness etc contribute to the marginalisation and exclusion of many.
- Bob the Bus – concern over sustainability of finances and drivers

3.2 Strengths and Opportunities

- Well established organisations such as Totnes Cares, Connection Hub and Transition Town Totnes. TTT are currently seeking funding for training younger people in community projects which if successful would help the intergenerational volunteer base to grow.
- Potential for the Caring Town Totnes umbrella to merge into a more centralised role at Totnes Town Council, with a Community Forum and Community Resilience/Empowerment officer coordinating work and projects.
- The need for a Totnes Town Council Equality Assessment Framework (and internal audit partnership meetings, social care etc)

Discussion included a request to consider a Citizens' Charter for the town, and a suggestion to look at St Ives (a community charter) www.stivescilt.org.uk/wp-content/uploads/2018/09/SHORT-St-Ives-Community-Charter-copy.pdf which is very articulate in terms of individuals, community, and municipality responsibilities, with a particular reference to culture and the town assets (built, creative, and natural). Definitely worth a read and a future discussion. More locally, the River Dart has a charter! www.bioregion.org.uk/project/river-dart-charter

Action:

Continue to support strategic funding opportunities and business development for local groups to gain a point of sustainability;

Encourage representatives of Totnes organisations and Cllrs to join the Community Resilience Forum

4. CLIMATE CHANGE AND GREEN TRAVEL

Both Devon County Council and South Hams DC have a Climate Emergency Plan, if we are to adopt a strategic Priority it needs to clearly identify what the role and responsibility of the Town Council is. The Climate Change Action Group are meeting mid-Sept to integrate all the actions from the workshops held last November and create a cohesive document – how can we pull out town council responsibilities in the Action Plan?

www.southhams.gov.uk/article/6464/A-Plan-for-Climate-Change-Action

Ideas put forward to work up with South Hams:

- Introducing a **congestion charge** to vehicles driving through town. The hill in Bridgetown is notorious for poor air quality. Concept supported by Env Health S Hams, delivering Clean Air Strategy. Monies raised could contribute to Green travel or community energy schemes
- Be more familiar with our Emergency Plan in case of extreme weather, second Covid lockdown or other pandemic etc. Know roles and responsibilities of responders and agencies.

Recruitment for **Totnes Green Travel Coordinator** is complete.

Other issues discussed (most will be in the Climate Change Working group document)

- Enhanced and increased cycle paths;
- Electric Rickshaw/bikes in town;
- Ensure the Railway Station and main line has capacity to maintain services
- Energy for homes
- Energy efficiency – promote Green Homes Grants www.gov.uk/guidance/apply-for-the-green-homes-grant-scheme
- Reduce traffic

ANNEX A - How to evaluate future ideas and proposals:

Officers or Councillors to produce a written report on proposals to a standard format, and include that standard template with the following headings:

Author name and date of drafting

Idea – short sentence or few words outlining the project.

Timings – is this something to be delivered quickly, longer term, does it have a deadline.

Priorities - How does the idea fit with the priorities outlined in the strategy setting document?

Background – brief description of what is being proposed and how to deliver.

Resources – is there any cost, is budget/grant funding available? Estimate of resource in terms of officer time.

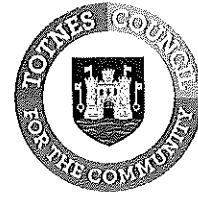
Communications - Who are the stakeholders, who should the Council consult?

Reputation – how could this be seen by the public?

Officer view - in light of the proposal, staff capacity, conflicting priorities, financial resource availability, appropriate in house skillset.

These reports would need to be submitted to a Working Group if written by an individual Councillor or officer or directly to committee if already discussed previously, or if considered urgent by the Clerk to go straight to committee for consideration.

These reports must be submitted a week prior to the date of the relevant meeting for consideration.



Invitation to Tender

Invitation Document Introduction

Totnes Town Council is seeking tender submissions from suitably experienced, skilled and qualified service providers to enter into an agreement in respect of the Christmas Festival Nights markets in Totnes.

Background & Requirements

Totnes Christmas Festival Nights shopping has been running for many years but in 2019 the Town Council took over the management of the event which took place over the first three Tuesdays in December. The Council helped to rebrand the three late night shopping events to include a more diverse and eclectic mix of stalls in line with the values of Totnes.

The Town Council wishes to appoint an independent contractor to deliver the whole event. We want the events to be simple and traditional, involving local schools, choirs, church and community groups, community carol singing around the Christmas tree in the Market Square. We would like local groups, including charities, and food producers to have Christmas themed or seasonal stalls.

Totnes Town Council is inviting bids from individuals or organisations interested in creating, organising, and running the Christmas Festival Nights in Totnes on the 7th, 14th and 21st of December 2021.

Aim

Totnes Town Council's aim is for the winning Tenderer to operate the Market to create successful, vibrant events.

The overall aim of the Christmas Festival Nights is to have a vibrant and lively local event showcasing the best traders in the area alongside the fantastic shops and eateries on the high street. We want to go back to the grass roots of the original Totnes Christmas Markets with lots of handmade gifts from stallholders without overcrowding the town, entertainment in the form of live music and decent food and drink.

Objectives

We would like the successful contractor to consider the following objectives, restrictions and considerations in their plan:

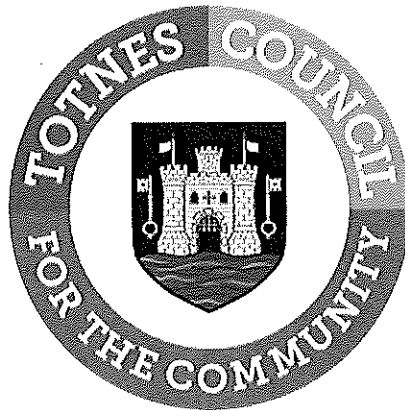
- Work with Totnes Town Council, existing traders, business, and community groups to develop a strong vision for the Christmas Festival Nights. Engagement with the local Community is a high priority.
- Limit the overall number of traders to allow free flow of crowds and keep the atmosphere as relaxed as possible.

- Limit the numbers of food traders following concerns about queues and pinch points – perhaps considering a food court idea or carefully designing the spacing around town. To note the Shady Garden area should be managed within a community partnership.
- To engage with regular update meetings with the Council.
- Engage with existing businesses and the Chamber of Commerce and enable them to have space outside their premises.
- To produce a A5 leaflet with a programme of events on one side and a layout map of the markets on the reverse. Also, to produce a larger size layout map which can be displayed at strategic points around the town.
- To organise the Park and Ride arrangements from Follaton and to potentially consider KEVICC and the steam railway as pick up points / transport as well
- Do we need to provide electricity in the square?
- Focus on local traders with a discounted rate for them.
- Stewards to be branded with the Town Council vests and to take a friendly, non-confrontational approach
- Engagement with the emergency services, ensuring emergency response such as St John's are on site.
- To submit the Road Closure application to DCC, and associated Traffic Management Plan
- To create the event publicity and advanced road closure and diversion signage
- To engage with SHDC licensing and the Safety Advisory Group - and the associated Event Management Plan and Risk Assessments
- To book the relevant SHDC spaces at the Rotherfold, Market Square, Civic Hall Car Park and Shady Garden.
- To consider careful promotion - numbers need to be carefully managed and this event will likely be well attended without a huge publicity drive. Focus on branding as a Totnes Community Event for the benefit of local businesses and traders and perhaps considering some family friendly elements that appeal to locals.
- Consider partnerships with St Mary's Church and using that space, Totnes Carnival, Lantern group, Rugby Club, Bridgetown Alive, TCDS and the Rotherfold Artisan Group.
- Management of the Market Square to facilitate indoor and outdoor market offer.
- To potentially consider having a Santa's grotto
- To look at having Live music/busking points/open mic area
- To manage the removal of waste and recycling
- To ensure health and safety and other statutory standards are met

Submission of Tenders

- If you wish to bid to deliver this event please send an expression of interest to Catherine Marlton, clerk@totnestowncouncil.gov.uk, the Town Clerk, by 5pm on Monday DATE 2021. This Expression should include:-
 1. How you propose to deliver the event and the programme within the parameters set out above
 2. An itemised time line
 3. An outline financial plan
 4. Information on the contractor's track record in event management
 5. Information on the capacity of the contractor to deliver this year's event

COUNCIL MATTERS APRIL 2021		
CLIMATE CHANGE	10000	
Air pollution monitors? TBC	-1300	
e Bike and E Cars Survey? TBC	-500	
TOTAL	8200	Remaining to be allocated



Communications and Media Protocol

TOTNES TOWN COUNCIL

AGREED JANUARY 2015

NEXT REVIEW APRIL 2021

This protocol acts as a reference tool for any employee or Councillor who engages with the media or communicates with members of the public. It also includes guidance on personal use of social media where it could be deemed to have a negative impact on the Council's reputation.

This protocol applies to all Town Council employees and Councillors.

Introduction

Totnes Town Council receives enquiries from the media, constituents and wider members of the public every year.

The purpose of this protocol is to clarify the roles and responsibilities of the Clerk, Mayor, all employees and all Councillors and to provide guidance on how to handle media interest.

The aim of the protocol is to ensure that the Council is seen to communicate in a professional and objective manner. In all cases, the Council's outside communications should be:

- Open and honest
- Proactive
- Responsive and timely

Legal Issues

There are circumstances under which employers can be held legally responsible for content published by their employees. This may include action taken as part of their role for the organisation and material published on official organisation channels or somewhere that has been previously sanctioned by the Town Council. It is therefore important to make all employees aware of the potential legal issues with regards to communication.

It is important that employees are aware that communicating information about the Council cannot be isolated from their working life. For example any information published online can be accessed around the world within seconds and will be publicly available for all to see.

Employees and Councillors should take the following into consideration when using social media:

- Be aware of the Council guidelines for using social media, whether this is for personal use or as a part of their working role (See "SOCIAL MEDIA").
- Be familiar with the legal areas outlined below before writing or speaking about colleagues or sharing information about the Council.
- Ensure that verbal or written information does not disclose privileged or confidential information.

Libel and defamation

Defamation is the act of making a statement about a person or company that is considered to harm reputation, for example, by lowering others' estimation of the person or company, or by causing them to lose their rank or professional standing. If the defamatory statement is written down (in print or online) it is known as libel. If it is spoken, it is known as slander. There are exceptions to this - posting a defamatory statement online or recording it on a podcast would both be examples of libel.

Other points to note

An organisation may be held responsible for something an employee has written or said if it is on behalf of the company or on a company-sanctioned space. Action can also be taken against anyone repeating libelous information from another source, so careful checks are needed before quoting statements from websites. This can also apply to linking to defamatory information.

You should consider whether a statement can be proved before writing or using it – in law, the onus is on the person making the statement to establish its truth.

Publicity

The media plays a huge role in informing residents about what the Council does and how it spends their money (at all tiers of Government). It is therefore vital that the Council communicates effectively with the media and wherever possible will take a positive approach to meeting media requests for information and interviews. This approach will help achieve the following objectives:

- Ensure that the Council is recognised as one which is open, accountable, accessible and which listens
- Share and celebrate the Council's successes
- Give information about policies and services and about the democratic process so that people feel more informed about the Council's work
- Handle negative issues clearly and decisively

Publicity in Election Periods

The rules governing publicity change when an election has been announced. In the period between the notice of an election and the election itself all proactive publicity about candidates or other politicians is halted. This applies to local, national or European elections.

During this period council publicity should not deal with controversial issues or report views, proposals or recommendations in a way that identifies them with individual Councillors or groups of Councillors. This is to make sure that no individual or political party gains an unfair advantage by appearing in corporate publicity.

In these circumstances, where a quote is required, the relevant officer may be quoted, in accordance with the guidelines in this protocol.

Young People and Publicity

Guidelines should be followed if commissioning photographs of children (i.e. under 18 years of age) or if planning photography of children at events and using visual media for publicity purposes. Please refer to Chapter 18 of Council Constitution – The Child and Vulnerable Adults Protection Policy for further information on this subject.

The Media

The local press generally only covers stories relevant to people living and working in Totnes and the immediate surrounding areas. They include newspapers such as the Totnes Times (paid for) and community magazines such as Totnes Directory (paper) and Totnes Pulse (digital). Other local media include radio stations such as Soundart Radio, BBC Radio Devon and Heart all of which have specific target audiences.

Regional media includes newspapers like the Herald Express and Western Morning News.

It is rare that Totnes Town Council would be involved in media communications at a national, international or specialist level however the protocol remains pertinent in these cases.

Identifying Newsworthy Items and Handling Media Enquiries

It is the responsibility of everyone working within the Council to identify worthy news items and this should be done as early as possible. These might include Mayoral engagements, the Christmas Markets or promoting successes of the Council. Ideas for news items should be sent to the Clerk and the Marketing & Communications Manager.

The Clerk will co-ordinate all media enquiries into the office. In certain circumstances it may be appropriate for the lead officer, Councillor or the Mayor to respond to the enquiry, in line with this protocol.

Council officers who are directly approached by a member of the media should not attempt to answer questions themselves without gleaning the full facts and should confer with the Clerk before responding. However simple, factual queries will be dealt with appropriately by the office.

Councillors who are directly approached by a member of the media may respond in accordance with the guidance contained in this protocol.

The Council should not pass comment on leaks, anonymous allegations or allegations about individual staff and Councillors. The Council is open and accountable and should always explain if there is a reason why it cannot answer a specific enquiry.

News or Press Releases

News / press releases are one of the key techniques for publicising Council activities, decisions and achievements.

There are two types of press releases – Official Council Press Releases and Councillor Press Releases.

Official Council Press Releases: An official Council release is made on behalf of the Council as a whole; it will be written by an officer and authorised by the Clerk. It is non-party political and will normally include a quote from the relevant Councillor(s). This is usually the Mayor or Committee Chair.

Official Council press releases will follow a corporate style appropriate for the media being targeted and a central record will be maintained. All releases will accurately reflect the corporate view of the Council, contain relevant facts and include an approved quotation from the appropriate Councillor. Matters of style, presentation, punctuation, grammar etc are the responsibility of the author.

Releases will not promote the views of specific political groups, publicise the activities of individual Councillors, identify a political party or persuade the general public to hold a particular view.

All official Council news/press releases will be placed on the Council's website within one working day of issue.

It should be borne in mind that a news or press release is not always the best way to publicise an activity or event and alternative ways of advertising it should be considered e.g. posters, mailings, websites, social networking etc.

Councillor Press Releases: Councillor press releases are personal and are written and issued by the Councillor responsible. This release may or may not be political and should not include the name of any officer, use the Council crest or the Council telephone number as a point of contact. It would be beneficial for copies of intended releases, especially those of a factual nature, to be provided to the Clerk. Councillors seeking advice can contact the Clerk or a member of the management team for advice.

Interviews

Any officer contacted by a journalist requesting an interview should refer the journalist to the Clerk, the Mayor or the appropriate Committee Chair. The person put forward for interview will depend on the situation and the information required by the journalist.

Officers should never give their opinion on specific Council policy but must keep to the corporate line and key messages. Their role is to provide expertise and factual knowledge only, in support of the Council's approved and agreed policies.

Media Activity Ahead of Meetings

The media pick up many stories from agendas and reports ahead of meetings. All Council and Committee agendas are automatically published on the Totnes Town Council website.

Members of the media are welcome to attend and regularly do attend Council and Committee meetings. During meetings Members should be mindful that any comments and messages are put across in a manner which gives the journalist an accurate picture, rather than relying on the journalist's interpretation of what can be a complex issue or report.

Non-Council Related Media Activity

Officers and Members of the Council who have contact with the media in a personal capacity or as members of non-Council related organisations must not refer to their Council posts and must make it clear to the journalist concerned that they are speaking in a personal capacity or on behalf of the non-Council related organisation.

Managing Negative Issues

From time to time the Council has to respond to negative issues. It is important that these situations are managed carefully so as to limit the potential for negative publicity.

Members and Officers must alert the Clerk as soon as a potentially negative issue which may attract media interest comes to light. They should not wait until contact is made by the media.

Members and Officers must be prepared to work together to prepare holding statements, other information and carry out research even if no media have contacted the Council about an issue.

Correcting Inaccurate Reporting

Should the media (a newspaper or broadcaster) publish/broadcast something inaccurate about the Council, a quick decision needs to be taken on any action necessary to correct it.

The issue should be discussed with the Clerk to decide what action is appropriate. This could be a letter or news release, a conversation with the journalist concerned, a personal letter to the editor or legal advice. Also to decide who the most appropriate person is to take the necessary agreed action i.e. the Mayor, Committee Chairman or Lead Officer.

It should be noted that in the case of minor inaccuracies which have little or no impact on the message being conveyed, it can sometimes be counterproductive to complain. Each case must be judged individually. Occasionally the Council will get something wrong. In these cases damage limitation is the key – this can usually be achieved by holding hands up, apologising and stating how we are going to learn from the error or put it right.

Newsletter

Quarterly, the Council creates its own newsletter that is distributed by the Totnes Directory. This is a free leaflet delivered to all households in Totnes. It aims to promote council policies, services, activities and initiatives. The content is created in house in consultation with any appropriate Councillors. Ideas for articles will be welcomed and these should be passed directly to the Clerk or a member of the management team.

Social Media

What is social media?

'Social media' is the term commonly given to websites, online tools and other Information Communication Technologies (ICT) which allow users to interact with each other in some way – by sharing information, opinions, knowledge and interests. As the name implies, social media involves the building of communities or networks, encouraging participation and engagement. This protocol will also apply to any new or emerging technologies or systems which may develop in the future.

Current examples include podcasts, message boards, social networking, such as Facebook, Twitter, Instagram and SnapChat and content sharing websites such as Flickr and YouTube.

The aims of this protocol are:

- To ensure that social media used to communicate with the public, partners or other stakeholders by all Town Council staff in the performance of their duties is aligned to the view of the Town Council.
- To ensure that all Town Council social media sites are easily identifiable as originating from the Town Council and correctly apply the council's logo and brand guidelines.
- To protect the reputation of the Town Council while embracing the possibilities of this channel.
- To ensure that any Council communication through social media meets legal requirements and is consistent with other communication activities.

- To prevent the unauthorised use of Town Council branding on employees' or Councillors personal social media sites.

Applying this protocol: Council-run channels

- Town Council staff considering the use of, or wishing to use, social media as a channel for a project or campaign must first discuss and agree this with the Town Clerk and Mayor.
- Social media channels already featuring the Council's logo or branding must comply with brand guidelines.
- The unauthorised use of the Town Council logo or branding on social media channels may result in action under the disciplinary procedure.
- Individual employees must not post any items on sites unless this has been reviewed by a colleague or Councillor before publication to avoid unintentional errors being posted.

Applying this protocol: personal use of social media channels

If you already make reference to your employment/involvement in the Council on a personal internet site as defined above, or you intend to create such a site, you should inform the Town Clerk who will advise you of the appropriateness of doing this in line with the advice below:

- Do not engage in activities on the internet that might bring the Council into disrepute.
- Do not use the Council logo on personal web pages.
- Do not reveal information which is confidential to the Council - consult the Town Clerk if you are unsure.
- Do not include contact details or photographs of service users or staff without their permission.
- Under no circumstance should offensive comments be made about the Council, Councillors, or colleagues on the Internet. This may amount to cyber-bullying or defamation and could be deemed a disciplinary offence.

Social media campaigns

Employees or Councillors who are considering social media campaigns should firstly consult the Town Clerk for guidance. Coordinating efforts and using a corporate account can ensure that the project has a clear purpose, fits into the existing Town Council views and is suitable for the target audience they wish to reach.

Social Media Tips and Advice

Social Media or Social Networking is both a broadcast medium and a receiving medium.

From the business point of view:

- It can be used as a receiving medium to gather opinions about the Council which have appeared on the social media networks. As such it is an invaluable tool to add to our understanding of what people think about us. As such this is a benign and useful tool.
- It is possible to broadcast using the same social media networks to engage with and talk to those who are interested enough to have a view. As such it is a useful and powerful tool.

From a personal point of view:

- Individuals employed by the council are entitled to use whatever system they like outside of their working time and working persona, to engage in the social aspects of the media – both broadcasting and receiving.
- However great care should be taken to ensure the private/work line is not crossed.
- It is good practice to follow the stricture of never mentioning work, your opinions of your colleagues or processes and projects on your own private Social Media Networks. This aspect is covered in 'LEGAL ISSUES'.

Freedom of Information and Data Protection

Council Members are reminded that they must not misuse Council resources for political or other inappropriate purposes. Should the Council receive a request for information under the Freedom of Information Act 2000 on a topic on which there is correspondence (email or written), normally that correspondence would have to be disclosed, unless it was exempt. The fact that the disclosure of the correspondence may prove embarrassing would not, in itself, prevent disclosure.

In addition, care should be taken when processing personal data. The Data Protection Act 1998 prevents the use of personal information other than for the purposes for which it was supplied. Members should bear this in mind when using any personal data which may be supplied to them by their constituents.

Refer to the Information Policy, Chapter 14 of the Council Constitution for further information and guidelines in this respect.

Internet Acceptable Use Policy

Internet use covers all websites (including the Totnes Town Council website), networking sites such as Facebook, Twitter, Instagram etc, forums and blogs which may be used by both Officers and Councillors.

If the above are used in an official capacity or on Council related business, the guidance in this protocol must be adhered to and they must be used in a responsible and appropriate manner.

Under the consideration of Acceptable Use, when acting in the capacity of Totnes Town Council, websites should not:

- contain content that may result in actions for libel, defamation or other claims for damages
- be used to process personal data other than for the purpose stated at the time of capture
- promote any political party or used for campaigning
- promote personal financial interests or commercial ventures
- be used for personal campaigns
- be used in an abusive, hateful or disrespectful manner

- If social media is used in an unofficial capacity, Members and Officers should restrain from making remarks that could be construed as bringing the Council into disrepute. Please see "SOCIAL MEDIA".

APPENDIX 1 – ADMINISTRATION OF TWITTER AND FACEBOOK

Totnes Town Council encourages open and two-way conversation with our constituents, partner agencies, members of the many communities in which it participates and the general public.

Such dialogue is crucial in its effort to engage with citizens and to support its values of openness, fairness, flexibility and teamwork.

The council expects employees and Councillors to exercise personal responsibility whenever you participate in social media. This includes not breaching the trust of those with whom you are engaging.

General operating guidelines:

1. Do not publish any information which is not already in the public arena.
2. Be accurate, fair, thorough and transparent.
3. Ask a colleague or Councillors to check wording for accuracy.
4. Be mindful that what you publish may be public for a long time.
5. Respect copyright laws.
6. Do not publish or report on conversations that are meant to be private or internal to Totnes Town Council without permission. Do not cite or reference customers, partners or suppliers without their approval. When you do make a reference, link back to the source where possible.
7. Respect your audience. Do not publish anything that would not be acceptable in the workplace. You should also show proper consideration for others' privacy and for topics that may be considered objectionable or inflammatory, such as politics and religion.
8. Remember that you are an ambassador for the council and be cordial at all times.
9. Do not correct other contributors' spelling or grammar.
10. If a contributor makes a comment that is defamatory or likely to cause extreme offense, edit or remove it where possible. If this is not possible, report it to the operator of the website. Contact the user to explain why you took this action, and if appropriate ask them to post the comment again without the offensive content.
11. All feedback to the council through social networking sites should be fed back to the Town Clerk, and as appropriate, Full Council. Feedback that requires a response must be acknowledged promptly. Where action is required, bear in mind that excessive delay will have a negative impact on the council's reputation.
12. Passwords for Town Council social media sites must not be shared with any unauthorised persons and these must be changed when a member of staff leaves office.

Authorisation:

Types of tweets and posts authorised employees can send out as part of their daily responsibilities from the official Totnes Town Council twitter account:

- Informing the community about upcoming public meetings such as Full Council.
- Sending out last minute/next month availability for the Civic Hall.

- Sending out updates on improvements/changes such as the availability calendars on the website.
- Posting photos after successful events or before to promote tourist attractions such as the market.
- Giving out relevant advice in situations such as adverse weather
- Sending updates on the progress of long term traffic disruptions (such as the gas works in January)
- Sending out notices of unavoidable office closures for the Guildhall and TIC
- Promoting events in the area such as the Christmas Market.
- Posting photos of improvements around the town, such as cleaned up bus shelters, repainted public areas and the Christmas lights.

Examples:

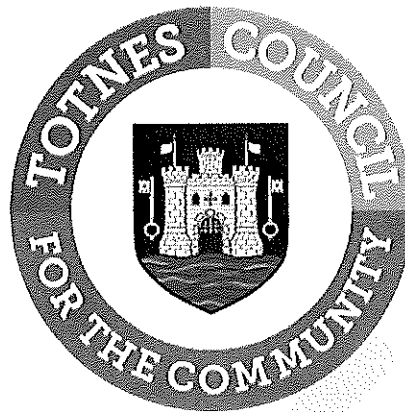
- *Drive carefully tomorrow morning as heavy rain is predicted for rush hour. For updates follow @metofficeSWEng*
- *Please bring flooding photos/video to Totnes flood drop in sessions at the Civic Hall on 10th January from 7pm till 10pm*
- *The roadworks are progressing well. Please remember we are open for business! Further details can be found on www.totnestowncouncil.gov.uk*
- *Special offer - last minute availability in the Civic Hall on Saturday 20th February, 10% discount on list price. Please contact us for info.*
- *Great progress being made in removal of graffiti in the town – see the team hard at work here (link to be added)*
- *Totnes Traders are hard at work planning the Christmas Markets. If you are interested in having a stall please contact*
- *Richard Branson will be opening the new ??? on Saturday at 3pm. Please contact (link to be added) for further information.*
-

Types of tweets or posts that require permission of the Town Clerk *and* Mayor (or 2 Councillors as a minimum) in order to be sent from the official Totnes Town Council twitter account:

- Responding to complaints or negative reports or entering into debate.
- Supporting other local organizations and businesses to support a cause.
- Responding to contentious queries and current media stories regarding the local area or the Town Council.

Examples:

- *The Boundary Commission is asking how many Councillors should represent SHDC in future. Click here to give your views.....*
- *Further to the article in the Totnes Times on Monday the mayor announces ????. Press release in full at www.totnestowncouncil.gov.uk*
- *Totnes Town Council supports the call for a review of Council Tax benefit funding. Click here for further information.*



Appraisal Policy

TOTNES TOWN COUNCIL

AGREED

NEXT REVIEW APRIL 2021

This policy sets out the appraisal process for Council officers.

This protocol applies to all Town Council employees and Councillors.

Totnes Town Council is committed to maximising individual performance and potential and will provide the necessary feedback, support and training to ensure that high standards of performance are maintained throughout the organisation.

Appraisals are an opportunity for people to seek and receive balanced feedback on their work performance from their manager. It is also an opportunity to identify and plan for future individual learning and development needs.

1. Purpose of Appraisal

The main purposes of an appraisal are to:

- Discuss positive achievements over the past 12 months and identify reasons for good performance.
- Discuss instances over the past 12 months where targets have not been met, jointly identifying factors preventing those goals being achieved.
- Agree standards of performance and behaviour by setting objectives, priorities and targets that are realistic and achievable.
- Provide a formal written record of performance and evidence of key objectives planned for the future.
- Encourage individuals to develop their skills and competencies through a planned approach to personal development and training, supported by the organisation.
- Discuss any training, personal or professional development needs and agree a Performance Plan to ensure that set objectives can be met and high levels of performance maintained.
- Explore long term training and development needs or educational goals that will support individual career pathways and develop the level of skills and expertise within the organisation.
- To ensure that performance has been to a sufficient level to warrant an annual salary increment (assuming there is progression for the employee within their allocated pay scale). This decision will be taken by the Town Clerk on completion of the appraisal and the Chair of the Council for the Town Clerk.

2. The Appraisal Cycle: Timetable

The annual appraisal process for all staff should take place during the spring/early summer of each year. The first Appraisal will be that of the Town Clerk at the end of the Mayoral year and as per the Standing Orders is completed by the Mayor and another Councillor of the Clerk's choosing. This will enable the targets and objectives set for the Clerk to be aligned with the Council's priorities for the new financial year.

After the Clerk's appraisal the management team appraisals will be done next followed by the rest of the staff. This will enable the Clerk to set objectives for staff that link in with the Council's priorities for the year and the objectives set for the Clerk.

All new employees will have a 6 week, 3 month and 5 month review during their initial 6 month probationary period.

3. Responsibility

Both Line Managers and individuals have a shared responsibility throughout the appraisal process to ensure objectives are met and reviewed as appropriate. Individuals also have a responsibility to prepare for appraisals and to ensure they complete their part of the process on time.

4. Setting Objectives

The Clerk/Line Manager will agree individual objectives based on team and organisational objectives. It is hard to generalise about the number of objectives an individual will be set, however, as a guide, the number of key objectives should be a maximum of six.

5. Individual Preparation

The Appraisal Form has been produced to assist individuals in identifying relevant events and issues that can be discussed at the appraisal. It is important that some thought is given to identifying future priorities and tasks for the next twelve months. Consideration should also be given to how the proposed objectives can be achieved and the resources, training, advice or support that will be needed to achieve them.

6. Line Manager Preparation

The Finance, HR & Lettings Manager will set out a timetable for appraisals each year which will allow the individual enough time to adequately prepare for the meeting. Prior to the meeting the Clerk or the member of staff's Line Manager will undertake a full review of performance and achievements over the previous year, using the current Appraisal Form as a starting point.

7. The Annual Appraisal Meeting

The appraisal should be a two way discussion. The meeting should:

1. Review: objectives from previous 12 months & discuss individual's actual performance. Both parties should concentrate on established facts rather than on unsubstantiated opinions.
2. Explore: what factors affected individual performance examining both internal and external constraints and issues.
3. Agree: next year's performance objectives and identify any support and development plans for next twelve months. Targets set should be achievable and realistic in light of available resources including time, and should be capable of being monitored.
4. Plan: identify training and development needs and plan for implementation including costs and timescales.

8. Administration

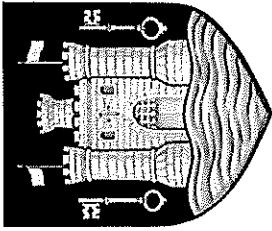
At the appraisal the Clerk/Line Manager and individual will initially review the individual's previous objectives and the degree to which these have been met. They will then work through the areas set out on the appraisal form. After the appraisal, the Clerk/Line Manager will then be responsible for writing up the appraisal form, recording the discussions that took place at the meeting. The completed form will be given to the appraisee to read, add their comments and return to the Clerk for final signature. All signed Appraisal Forms will be passed to the Finance, HR & Lettings Manager to action any salary increment (which is back dated to 1st April of that year) and be recorded on Personnel files.

The Finance, HR & Lettings Manager will arrange any training for staff that has been identified on the appraisal forms, and a record kept of all training undertaken by staff during the year.

9. **Who else will see the Appraisal Report?**

Completed appraisal reports will be treated in confidence and access will be restricted. After the Town Clerk has seen the reports they will be kept in individual personal files. The Town Clerk appraisal form will be shown to the Council Matters Committee for information.

DRAFT



TOTNES TOWN COUNCIL

FINANCIAL RISK ASSESSMENT

COMPLETED BY:	Catherine Marilton & Christina Bewley
DATE:	April 2021
REVIEW DUE:	April 2022

Area	Risk(s) Identified	Risk Level	Potential Impact	Management/Control of Risk	Action Required	Responsibility and due date	Completed
Assets							
Insurance	Inadequate cover or over insurance increasing costs unnecessarily.	Low	High	Insurance cover reviewed annually with brokers. Buildings reinstatement survey carried out July 2013 which removes under-insurance clause on buildings. Annual review of asset register.	Maintain existing procedures.	N/A	N/A
Security of buildings/property	Vandalism, theft, fire, flood, leaks, weather and accidental damage.	Medium	High	All buildings/properties and contents are insured. Insurance is reviewed annually. Buildings secured outside working hours. Burglar alarm systems for Guildhall. Fire alarm systems in all properties. Regular fire alarm checks carried out. Annual servicing of fire extinguishers	Maintain existing procedures.	N/A	N/A
Maintenance of assets.	Inadequate maintenance of buildings etc.	Low	Low	Buildings conditions survey carried out in January 2018 and all appropriate recommendations have been actioned. A project to renovate the older annexe of the Civic Hall has been approved and will be in 2021.	Continue to monitor the conditions of the buildings and consider the need for a new conditions survey in 2023	Clerk & Deputy	Ongoing.

Security of valuables and cash (e.g. civic regalia)	Loss or theft.	Medium	High	All valuables and cash are insured. Insurance is reviewed annually. Cash stored in locked strong room out of hours. Building alarmed.	Maintain existing procedures.	N/A	N/A
Finance							
Adequacy of Precept	Precept sum inadequate. Requirement not submitted in time.	Low	Medium	Budget and Precept considered by Council Matters Committee (formerly Operations Committee) in December and Full Council in January each year. Precept is set as a result of a full report detailing requirements for the forthcoming year has been reviewed by the Council Matters Committee (formerly Operations Committee). The precept deadline is noted and complied with by the RFO. The adequacy of reserves are reviewed annually at year end. Charges are reviewed annually.	Maintain existing procedures.	N/A	N/A
Budgetary Process	Inadequate budget preparation leading to	Low	Medium	A 5 year rolling budget is considered by Council Matters Committee (formerly Operations Committee) and Full Council annually.	Maintain existing procedures.	N/A	N/A

	inability to fulfill obligations.								
Security of Funds at Bank	Failure of bank	Low	High	The Council's Bankers should have the minimum credit rating specified in the Financial Regulations and should be covered by the FSCS Compensation Scheme.	Banking arrangements have been reviewed and alternative investment options will be pursued once the Civic Hall annexe renovation project has been completed.	Clerk & Deputy By end of March 2021.			
Investments	No Council investment policy exists	Low	Medium	Council should have an approved policy.	Council to agree an investment policy.	Clerk By end of 2020			
Banking	Bank errors and/or inadequate checks leading to financial irregularities.	Low	High	Bank reconciliation completed each month by the Finance Manager and are reviewed by the Clerk. They are submitted to the Council Matters Committee meetings and are signed as reviewed by the Committee Chair quarterly. Primary User (Clerk) and Secondary User (Finance Manager) set up on internet banking with appropriate authorities. Suitable controls established for the Debit card use.	Maintain existing procedures.	N/A	N/A		

Financial controls and records	Inadequate records leading to financial irregularities. Loss through theft or dishonesty. Payments for good not received. Unauthorised payments. Income due to the Council not collected or banked.	Low	Medium	Annual Internal Audit of controls carried out by Independent firm. Clerk appointed as the Proper Financial Officer. Financial Regulations adhered to and reviewed annually. Annual Internal Audit of controls carried out by Independent firm. Bank reconciliation completed each month by the Finance Manager and are reviewed by the Clerk. They and submitted to the Council Matters Committee meetings and are signed as reviewed by the Committee Chair quarterly. Budget monitor report reviewed by Clerk monthly and by the Council Matters Committee at each meeting. Invoices raised monthly and receipts issued for all cash income. Cash donations/collections counted by two staff. Petty cash float counted monthly by two staff.	Maintain existing procedures.	N/A	N/A
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Computer records	Loss of data through system failure or theft.	Low	High	Finance and Payroll packages backed-up to server on completion of each input session. Sever backed-up daily to icloud. Anti-virus software installed on server. Contractor used for all hardware and software issues.	Establish written terms of service with IT support contractor.	Clerk By end of Aug 2020.	
Quotes and Tenders	Best value not achieved. Breach of the Public Contracts Regulations.	Low	Low	Financial regulations detail procedures to be followed. Annual Internal Audit of controls carried out by Independent firm.	Maintain existing procedures.	N/A	N/A
Salaries	Incorrect payments to staff. Incorrect deductions made. Non-compliance with Pension Regulations. Payments not made to HMRC.	Low	Medium	SAGE payroll calculates wages and deductions monthly. Full payment submission to HMRC made monthly via SAGE. BACS payments of wages processed by Secondary User and checked and authorised by Primary User. Annual Internal Audit of controls carried out by Independent firm. Pensions Auto-enrolment rules adhered to.	Maintain existing procedures.	N/A	N/A
Election Costs	Inability to meet costs	Low	Low	Provision made in budget annually	Maintain existing procedures.	N/A	N/A

VAT	Errors in calculation. Payments not made/claimed to/from HMRC. Wrong treatment of VAT resulting in a fine or liability.	Medium	Medium	Compliance with HMRC regulations. Professional advice sought where correct VAT treatment is not known. Input VAT only claimed where proper VAT invoices are held. Clerk and Deputy have attended training. Quarterly returns made. RBS Software used to compile returns. Returns reviewed by Internal Audit.	Maintain existing procedures.	N/A	N/A
Annual Return	Not submitted on time. Incorrectly completed.	Low	Medium	Clerk/RFO aware of date. Clerk and Finance Manager have attended training. Accounts prepared by RBS Software Accounts. Annual Return must be signed off by the Internal Auditor.	Maintain existing procedures.	N/A	N/A
Liability							
Health and Safety of Staff, Visitors and Contractors	Liability incurred if Council found to be at fault.	Medium	Medium	Public Liability insurance in place (limit of indemnity £10m). Insurance cover reviewed annually with brokers. Health & Safety Policy and Lone Working Policy in place. Risk assessment programme in place and risk assessments are completed for all events put on by the Council.	Maintain existing procedures.	N/A	N/A

				<p>All new staff and Councillors are issued with an Induction booklet and relevant policies. H&S and risk assessment requirements included in facilities bookings terms and condition which are on the Council's website. Fire instructions for Civic Hall users are on the Council's website. PAT testing carried out annually. Asbestos register in place.</p>			
Compliance with Employment Law	Acts outside the Employment Law could lead to financial liability.	Medium	Medium	<p>Employer Liability insurance in place (limit of indemnity £10m). Insurance cover reviewed annually with brokers. Contract held with South West Councils to provide HR support and advice.</p>	Medium	<p>Maintain existing procedures.</p>	N/A
Ensuring the Council acts within its legal powers.	Ultra Vires Acts incurring financial liability.	Medium	Low	<p>Clerk to verify legal position for any new proposal. Clerk studying for CILCA qualification. Use of advice from NALC/DALC/SLCC. Members Code of Conduct in place and reviewed regularly.</p>	Medium	<p>Legal advice to be sought where required.</p>	N/A
						Clerk Ongoing.	

Administration									
Register of Members' Interests	Incomplete register of interests. Failure to declare interests.	Medium	Low	Regular reminder to members. Standing agenda item for all meetings. Induction programmes in place for new Councillors.	Maintain existing procedures.	N/A	N/A		
Councillor/staff propriety	Breach of confidentiality.	Medium	Medium	Code of Conduct in place. Data Protection Policy and Privacy Policy in place which all staff and councillors have been made aware of. Regular reminders issued to Councillors/staff. Included in new Councillors' Induction.	Maintain existing procedures.	N/A	N/A		
Reports and records	Improper and untimely reporting of meetings via the minutes.	Medium	Medium	Full Council meetings monthly to receive and approve minutes of Committee meetings held in the interim. Minutes to be made available to press and public via the Council website within 5 working days of a meeting.	Maintain existing procedures.	N/A	N/A		
Business continuity	Risk that Council business cannot operate due to fire, flood, extreme weather event,	Low	High	IT systems backed-up to i-cloud. IT support provided by contractor who would be able to reinstate systems. Insurance cover in place and reviewed annually.	Establish a Business Continuity Plan.	Clerk & Deputy By end of Aug 2020			

	power outage, act of terrorism, or any other significant event.			Internal staff cover arrangements identified. Written procedure documents established for financial processes and cemetery procedures.			
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ITEM 15 – YEAR END TIMELINE

Following notification from the External Auditors on the accounts deadlines, the proposed year end schedule is:

6th May 2021 – RBS year-end closedown by remote access (booked).

May 2021 – e-mail paperwork to Internal Audit for remote review and respond to queries.

End of May/early June – Internal Audit report received.

7th June 2021 FC meeting – Internal Audit report submitted, AGAR & Accounts approved. Documents signed at meeting by Chair and Clerk. (Statutory deadline is 30th June 2021)

8th June 2021 – publish notice of the period for exercise of public rights.

8th June 2021 – submit signed AGAR and supporting paperwork to External Auditors

14th June 2021 – 23rd July 2021 – Period for exercise of public rights

By the 30th September 2021 (statutory deadline) – publish the final audited accounts and confirmation of conclusion of audit

