

## AGENDA FOR THE MEETING OF TOTNES TOWN COUNCIL

MONDAY 6<sup>TH</sup> SEPTEMBER 2021 IN THE GUILDHALL

Please note that public question time will be held prior to Full Council from 6.30pm

You are hereby **SUMMONED** to attend a Meeting of the Council, on **Monday 6<sup>th</sup> September 2021** at **7.00pm** for a maximum of 120 minutes the purpose of transacting the following business:

1. WELCOME TO ALL ATTENDING AND OBSERVING

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. If members of the public make presentations, they will be deemed to have consented to being recorded. By entering the Council Chamber attendees are also consenting to being recorded.

This meeting is limited to 120 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.

2. APOLOGIES FOR ABSENCE AND DECLARATION OF INTERESTS

To receive apologies and to confirm that any absence has the approval of the Council. The Mayor will request confirmation that all Members have completed or made any necessary amendments to their Declaration of Interests.

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*The Committee will adjourn for the following items:*

Reports from County and District Councillors.

- a. County Cllr Hodgson – no document.
- b. District Cllr Birch – document enclosed.
- c. District Cllr Rose – no document.
- d. District Cllr Sweett – no document.

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*The Council will convene to consider the following items:*

3. CONFIRMATION OF MINUTES

To approve and sign the minutes of the following Meeting:

*(Please note confidential minutes can be agreed but any discussion must be held in Part 2)*

- a. Full Council 19<sup>th</sup> July 2021 – document attached.

4. CONSIDERATION OF ANY MATTERS ARISING REQUIRING A DECISION

To consider any matters arising from the Minutes and to approve any recommendations from Committees (document enclosed):

*(Please note confidential minutes can be agreed but any discussion must be held in Part 2)*

- a. Full Council 19<sup>th</sup> July 2021.

5. TOWN WAYFINDING

To consider:

- a. The latest wayfinding report detailing options for the town centre. Document attached.
- b. Holding a public consultation to gauge the level of public support for the various options.

6. NEIGHBOURHOOD PLAN

- a. To recommend an examiner for appointment. CVs to follow by email.
- b. To consider the comments from Natural England in response to the Habitat Regulation Assessment. Document attached.
- c. To consider the response from South Hams District Council regarding the proposed policy amendment to include the original ATMOS project vision. Document attached.

7. PLANNING APPLICATION 2560/21/FUL

To consider planning application 2560/21/FUL for the redevelopment of the former Brutus Centre. Document attached.

8. RURAL SERVICES NETWORK MEMBERSHIP

To consider renewing the Town Council membership of the Rural Services Network at a cost of £130 a year. Document attached.

9. DELEGATED AUTHORITY

To consider continuing emergency delegated authority of the Town Clerk, and to consider recommencing in person committee meetings in September. Verbal update.

10. MONITORING OFFICER REPORT

To note the outcome of the South Hams District Council monitoring officer investigation. See [https://www.southhams.gov.uk/media/6472/Standards-Complaint-Decision-Notice-July-2021/pdf/v03\\_Final\\_SH\\_Decision\\_Notice\\_Final\\_Assessment\\_20210705.pdf?m=637654943709570000](https://www.southhams.gov.uk/media/6472/Standards-Complaint-Decision-Notice-July-2021/pdf/v03_Final_SH_Decision_Notice_Final_Assessment_20210705.pdf?m=637654943709570000)

11. LIST OF MEETING DATES

To note a list of upcoming meeting dates. Document attached.

12. NEXT MEETING

To note the next meeting date of Monday 4<sup>th</sup> October 2021, 6.30pm public session, 7.00pm formal meeting in the Guildhall.

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*The Council 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.*

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13. CONFIDENTIAL ITEMS FROM COMMITTEE (Standing Item)

To consider any recommendations or matters arising that are considered confidential in nature. No documents.

14. COMMERCIAL MATTERS

- a. To receive an update on the Elmhirst feasibility work undertaken and ongoing. Document to follow.
- b. To consider a draft project timeline. Document to follow.
- c. To note the budget already spent and ratify the overspend agreed under delegated authority of the Town Clerk. Document to follow.
- d. To consider a budget projection for the next stage of feasibility work. Document to follow.

15. GENERAL STAFFING UPDATE

To consider the following:

- a. The job description and recruitment timeline for the Green Travel Co-ordinator. Document attached.
- b. Absence of staff due to compassionate/sick leave. Verbal update.
- c. To note the casual caretaker vacancy. Verbal update.
- d. To note the ongoing Administrator vacancy. Verbal update.

16. CHRISTMAS EVENTS

To consider the format of the 2021 Christmas events and how to administer them. Verbal update.

Agenda produced by:

Catherine Marlton

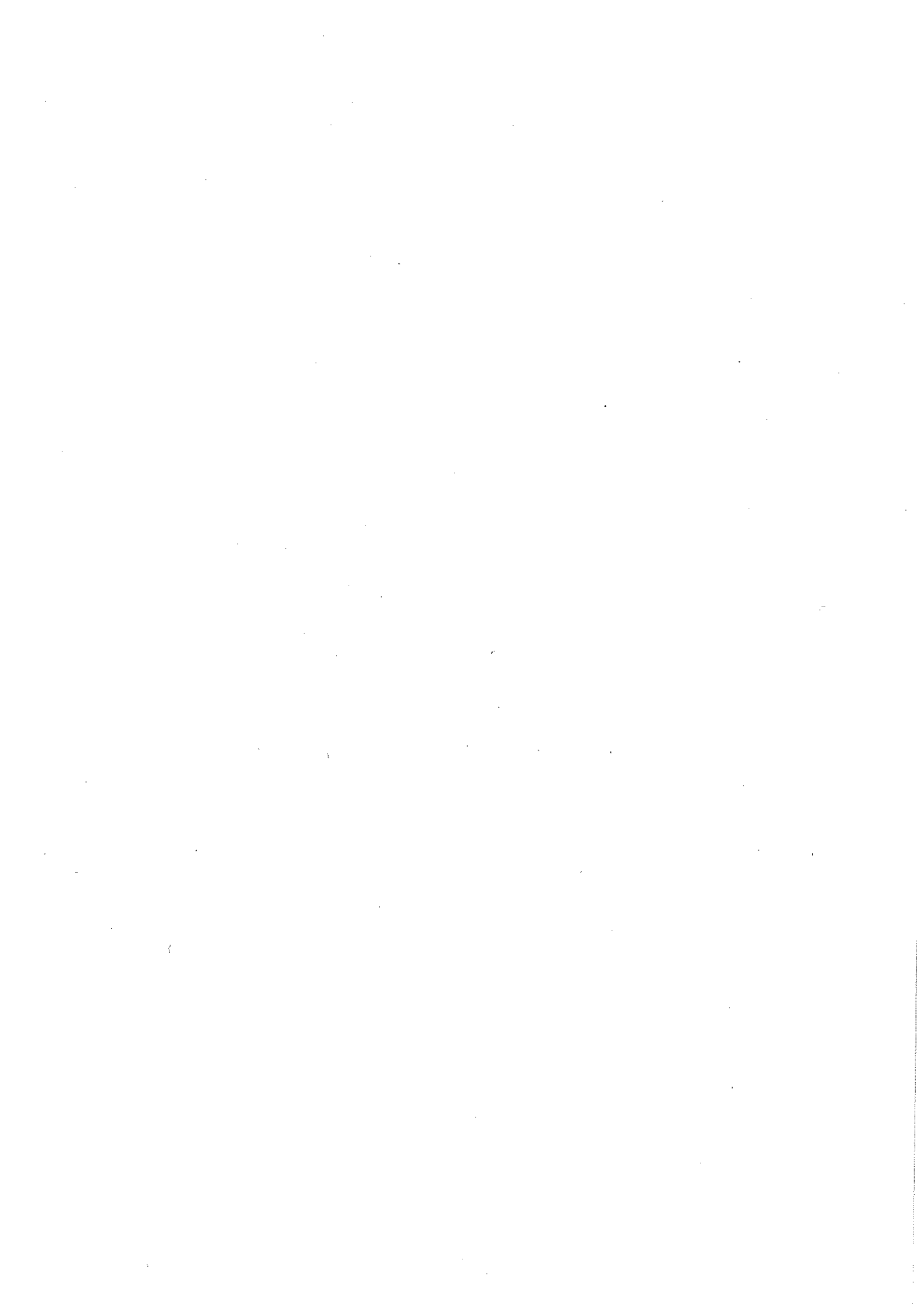
Town Clerk

1<sup>st</sup> September 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.





**ITEM 2B**

**John Birch**  
**SHDC Member for Totnes**  
Report to the Totnes Town Council  
meeting to be held on Monday 6 September 2021

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I report on the following matters.

**WASTE COLLECTION LATEST**

On 16 August 2021 SHDC announced that it has had to suspend its brown bin collection for four weeks as a result of FCC's, the Council's waste contractor, not having sufficient capacity. This is just another example of poor performance on the part of FCC. The brown bin collection has been deteriorating since the middle of July and during week commencing 9 August it was reported that 40% of the bins were missed.

The remaining waste collection service, such as recycling, shows no signs of improvement. The number of missed collections throughout the district is still at an unacceptable level bearing in mind that over 8,500 households are still on the old recycling system of blue and clear bags. On top of that 11,000 households are seeing their carefully sorted recycled waste being mixed up and thrown in the back of a wagon for eventual sorting elsewhere.

The SHDC waste collection returns for the 4 weeks prior to 23 August 2021 show an increase in incomplete collections for all services peaking during the week ending 15th August with over 3,000 missed recycling collections, 8,500 missed garden waste collections and almost 1,400 missed residual waste collections.

SHDC officers are being taken away from other council services to help FCC thus resulting in substandard services elsewhere.

At meetings with SHDC councillors two months ago FCC promised to come up with an Improvement Plan showing an improvement in its waste collection service by the middle of July. Nothing has materialised and the service it provides has deteriorated.

All in all FCC has failed miserably to fulfil its contractual obligations in providing a service that the residents of South Hams deserve and expect. Matters seem to be going from bad to worse. Residents deserve better than this.

We have now reached the stage at which the Executive at SHDC should tell FCC that it is time for it to step aside and make way for others who can deliver. I am sure many residents take the view that enough is enough and its time for a change.

In recognising a changeover is not going to be a straightforward process I propose that initially SHDC reduces FCC's area of responsibility within South Hams and introduce a more efficient organisation to take over the remaining area.

One option to consider is an approach to Teignbridge District Council with a view to exploring a partnership with its in-house waste collection department. To start off with that partnership could take over responsibility for the waste collection in the eastern area of South Hams including Totnes and Ivybridge.

Once the new organisation is up and running steps can then be taken to replace FCC in the western area of South Hams.

I believe the time has now come for the Executive at SHDC to accept that there is little chance of FCC bringing about an improvement in the waste collection service. That being the case other options need to be considered. I have requested that my proposal be put to the Executive for it to consider in dealing with this crisis.

#### NEW PLANNING APPLICATION BY CHURCHILL

Churchill Retirement Homes has submitted a new planning application for its proposed development at the old Co-op/Budgen site in the centre of Totnes. Its previous application was refused and Churchill is appealing the decision. The appeal is due to be heard on 28th and 29th September 2021. Presumably Churchill will withdraw its appeal in the event of the new application being approved.

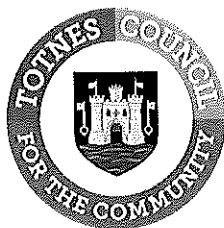
Full particulars of the new planning application can be found on the SHDC planning website and the reference is 2560/21/FUL.

The new application seeks to overcome the reasons for refusal in respect of the first application and includes the following.

- An attempt to avoid massing by spreading the development over two blocks with linkage. The development includes 27 one bedroom apartments and 15 two bedroom apartments.
- An improved public route between Station Road and Fore Street
- 25 public car parking spaces
- A financial contribution to the provision of affordable housing elsewhere in Totnes.
- Two new retail units adjacent to the two existing shops.

I understand that the new application will come before the SHDC's Development Management Committee on 8 September 2021 at which the Town Council will be able to make its views known.

Cllr John Birch  
SHDC Member for Totnes  
31 August 2021



**DRAFT MINUTES FOR THE MEETING OF TOTNES TOWN COUNCIL**

**MONDAY 19<sup>TH</sup> JULY 2021 IN THE GUILDHALL**

Present: Councillors B Piper (Chair), M Adams (left in confidential session as minuted), G Allen, C Allford, P Allford, S Collinson, A Galvin, R Hendriksen, J Hodgson, C Luker, P Paine, E Price, S Skinner (left the meeting at 8pm), V Trow and L Webberley.

Apologies: Cllr D Matthews and District Cllr Sweett.

In Attendance: District Councillors Birch and Rose, members of the press and public, C Marlton (Town Clerk) and S Halliday (Governance & Projects Manager).

**1. WELCOME TO ALL ATTENDING AND OBSERVING**

**2. APOLOGIES FOR ABSENCE AND DECLARATION OF INTERESTS**

To receive apologies and to confirm that any absence has the approval of the Council. The Mayor will request confirmation that all Members have completed or made any necessary amendments to their Declaration of Interests.

Apologies were received from Councillor D Matthews and District Councillor Sweett and were accepted by the Council.

*The Committee will adjourn for the following items:*

**Reports from County and District Councillors.**

- a. County Cllr Hodgson
- b. District Cllr Birch
- c. District Cllr Rose
- d. District Cllr Sweett

*It was **RESOLVED** to suspend standing orders.*

- a. County Cllr (C Cllr) Hodgson updated on the latest HATOC (Highways) meeting where she raised residents parking requests and the installation of pedestrian lights on the north side of Plymouth Road while the Western Bypass works overnight road closure is ongoing. She noted that a number of members of the new Council are concerned about speeding in residential areas and will feed back the comments made during the public session tonight to demonstrate the problems residents are experiencing. Cllr Hodgson has a motion about biodiversity at Council on Thursday.

Cllrs asked about pothole problems, illegal camping, and the lack of diversion signs for the Western Bypass closure from the Dartmouth direction and at the bottom of Fore Street which is causing chaos on narrow lanes unsuitable for high volumes of two way traffic.

- b. District Cllr (D Cllr) Birch updated that: Churchill Developments has appealed the planning decision on the Brutus Centre (former Co-op site) which is due to be heard in late September, and they have submitted a new application with revised plans for the site; Totnes Community Development Society will give an update on the ATMOS project to opposition Councillors; and waste collections have seen a slight improvement but there are still issues and the Oversight and Scrutiny Committee will discuss the matter further on Thursday.
- c. Cllr Rose updated on the Devon Youth Parliament event which all Councillors will be invited to attend. He answered questions about the recycling scheme, in particular assistance for those with mobility issues, and the chances of South Hams District Council opposition councillors getting support for a compulsory purchase order for the ATMOS site.
- d. Cllr Sweett was not present and no report was submitted.

*The Council reconvened.*

### **3. CONFIRMATION OF MINUTES**

**To approve and sign the minutes of the following Meetings:**

***(Please note confidential minutes can be agreed but any discussion must be held in Part 2)***

- a. Full Council 7<sup>th</sup> June 2021

The following minutes were considered:

- a. Full Council 7<sup>th</sup> June 2021. It was **RESOLVED** unanimously to approve and sign the Minutes.

**To note the following minutes:**

- b. Council Matters Committee 14<sup>th</sup> June 2021.

The following minutes were noted:

- b. Council Matters Committee 14<sup>th</sup> June 2021.

### **4. CONSIDERATION OF ANY MATTERS ARISING**

**To consider any matters arising from the Minutes and to approve any recommendations from Committees:**

***(Please note confidential minutes can be agreed but any discussion must be held in Part 2)***

- a. Full Council 7<sup>th</sup> June 2021.
- b. Council Matters Committee 14<sup>th</sup> June 2021.

- a. Full Council 7<sup>th</sup> June 2021.  
No matters arising.

- b. Council Matters Committee 14<sup>th</sup> June 2021.

Item 6 Financial Regulations - It was **RESOLVED** unanimously to approve the recommendation.

Item 7 Freedom of Information Publication Scheme - It was **RESOLVED** unanimously to approve the recommendation.

Item 8 Information and Data Protection Policy - It was **RESOLVED** unanimously to approve the recommendation.

#### **5. PHOTOVOLTAIC PANELS ON THE PAVILIONS**

**To consider a request from Totnes Renewable Energy Society (TRESOC) to support the installation of photovoltaic panels on the Pavilions.**

Cllr Hodgson explained the background to the request. It was **RESOLVED** unanimously that the Town Council supports the bid from the Totnes Renewable Energy Society (TRESOC) for the installation of photovoltaic cells on the Pavilions and requests that South Hams District Council, Fusion and TADPOOL make this possible.

#### **6. KEVICC CONSULTATION**

**To consider the Town Council response to the KEVICC consultation paper.**

The Clerk explained that delegated authority cannot be given to a group of Councillors to respond direct and that time was tight with the consultation deadline of 26<sup>th</sup> July. It was **RESOLVED** by a majority that: all Councillors to hold a Zoom meeting to draft the Council's proposed response to advise the Clerk; and that delegated authority is given to the Clerk to circulate for review the drafted response from the Zoom discussion, collate Councillors comments and respond to the consultation based on the views held by the majority of Councillors.

Councillors discussed concerns about the development of some areas of the lower school site for housing and the impact on the air quality in the area, and introduced an idea that the Town Council looks at purchasing the site to keep it as a facility for sports, arts and community use, whilst raising the funds required by KEVICC for much needed school improvements. It was **RESOLVED** to continue commercial sensitive discussions in Part 2 of this meeting.

Standing Orders were suspended to allow the KEVICC School Governors to comment. They stated that as residents of the town and with children at the school they want a decision which is good for the school and the town, and they cautioned about setting out a ambitious vision which then cannot be delivered as this will cause divisions in the town which are best avoided.

#### **7. TOWN PLANTERS – PHASE 2**

**To consider the costs for phase 2 of placing planters around the town.**

It was **RESOLVED** by majority to approve the additional planters and their locations.

#### **8. STAFFING POLICIES**

**To consider the following staffing policies:**

- a. **Working Time and Leave Policy.** It was **RESOLVED** to approve the recommendation by a majority.
- b. **Home Working Policy.** It was **RESOLVED** to approve the recommendation by a majority.
- c. **Absence Management Policy.** It was **RESOLVED** to approve the recommendation by a majority.

#### **9. ARTS WORKING GROUP**

**To note the minutes from the Arts Working Group.**

Noted.

#### **10. LIST OF MEETING DATES**

To note a list of upcoming meeting dates.

Noted.

#### **11. NEXT MEETING**

To note the next meeting date of Monday 6<sup>th</sup> September 2021, 6.30pm public session, 7.00pm formal meeting in the Guildhall.

Noted.

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*The Council 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.*

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#### **12. CONFIDENTIAL ITEMS FROM COMMITTEE (Standing Item)**

To consider any recommendations or matters arising that are considered confidential in nature.

No matters arising.

#### **13. EXPRESSION OF INTEREST**

To consider an application to the Cultural Development Fund for improvements in the town.

It was **RESOLVED** to submit the Expression of Interest subject to minor amendments to increase the revenue request and cut the character number down to acceptable limits.

#### **14. COMMERCIAL MATTERS**

To consider the following:

a. **The cost for a Visit Totnes promotional video.**

It was **RESOLVED** to approve the recommendation from the officer and commission the work from Soundview Media.

b. **The tender options for the Christmas Festival nights.**

It was **RESOLVED** to agree the revised tender and go back out to advert as per the timeline.

c. **The request for additional allotment land in Castle Meadow and associated costs.**

It was **RESOLVED** to decline the request from the Allotments Society in light of the need to keep as much open space for public use (not just allotment holders), the need to review maintenance or the entire site and the costs of implementing the scheme.

d. **Giving the Clerk delegated authority to submit the planning application for the Civic Hall Annex conversion (Birdwood House).**

It was **RESOLVED** to approve the plan and give the Clerk delegated authority to proceed.

Cllr Adams left the meeting feeling unwell.

e. **The cost of Community Charter facilitation for the Totnes Futures Forum.**

It was **RESOLVED** to approve a £3,000 spend from Community Outreach, noting the likely overspend in this budget line as a result.

#### **15. GENERAL STAFFING UPDATE**

To consider the following:

**a. An appointment to the Administrator 1 position.**

It was **RESOLVED** to appoint the applicant recommended by the interview panel (Cllr Price, Clerk, Finance/HR/Lettings Manager), subject to references.

**b. To give the Clerk authority to advertise a vacancy following a resignation.**

The Clerk currently has delegated authority to undertake the recruitment process and therefore this was **noted**.

**c. Absence of staff due to compassionate/sick leave.**

This was **noted**.

**d. To note the casual caretaker vacancy. Verbal update.**

This was **noted**.

**e. A temporary hour change for the Marketing Manager.**

Given the current understaffing and expected staff budget underspend it was **RESOLVED** to allow the Clerk to offer extra hours as needed, assuming it is possible within the set budget.

**CONTINUATION OF ITEM 6. KEVICC CONSULTATION**

Councillors continued to discuss concerns about the development of some areas of the lower school site for housing and the impact on the air quality in the area, and introduced an idea that the Town Council looks at purchasing the site to keep it as a facility for sports, arts and community use, whilst raising the funds required by KEVICC for much needed school improvements.

It was **RESOLVED** to:

- a) Allocate £10,000 spend from Professional Fees budget to cover any project coordination, legal and feasibility work in relation to this project, noting the likely overspend in this budget line as a result.
- b) Allocate £1,500 spend from Professional Fees budget to cover any support required for the ACV application, noting the likely overspend in this budget line as a result.
- c) Give the Clerk delegated authority to commission the support needed to get a proposal together in time for 15<sup>th</sup> September 2021 meeting of governors.

Ben Piper  
Mayor





Visit Totnes  
First Steps

Project Document

Date / Revision  
05.08.2011 / 002

Perch & Ponder

Perch & Ponder Ltd.  
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5, Oldmeadow, Redbridge, Essex, UK

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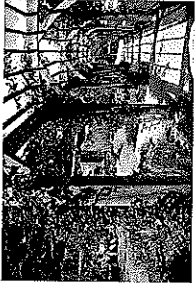
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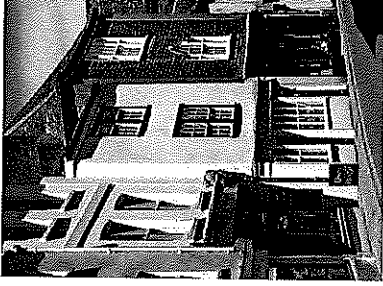
## Core purpose Aims & objectives

### Totnes Aim:

*“For visitors to the town to have a more relaxing, fulfilling and enjoyable experience resulting in them spending more time & money in town, being more inclined to share positive remarks & photos via social media and word of mouth, and leaving feeling better informed about the area’s history & heritage, local businesses & sustainability”.*



Increase dwell time and additional spend in the high street and back streets / more hidden areas (particularly The Narrows / Gistern Street / Leechwell Street / Ticklemore Street and The Guildhall)



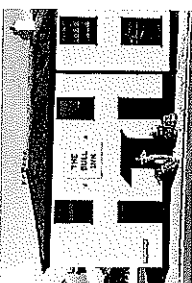
Provide a better overall visitor experience by enabling people to reach their desired destinations easier, more quickly and safely.

Promote public spaces in the town including Vire Island, Leechwell Garden, the Shady Garden, Steamer Quay, The Lamb Garden, and the Rotherfold as places to sit and relax

Promote sustainable navigation and travel, walking/cycle routes and public transport including Bob the Bus

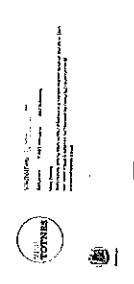
# VISIT TOTNES

Increase resident in football in and around the town

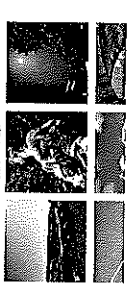


Showcase Totnes as an attractive historic market town with a vibrant, creative, friendly and environmentally sensitive personality which has great independent retail and food outlets with interesting & exciting events

Increase social media followers



Share stories, share spaces... make Totnes welcoming to all visitors and residents



Promote the Visit Totnes website



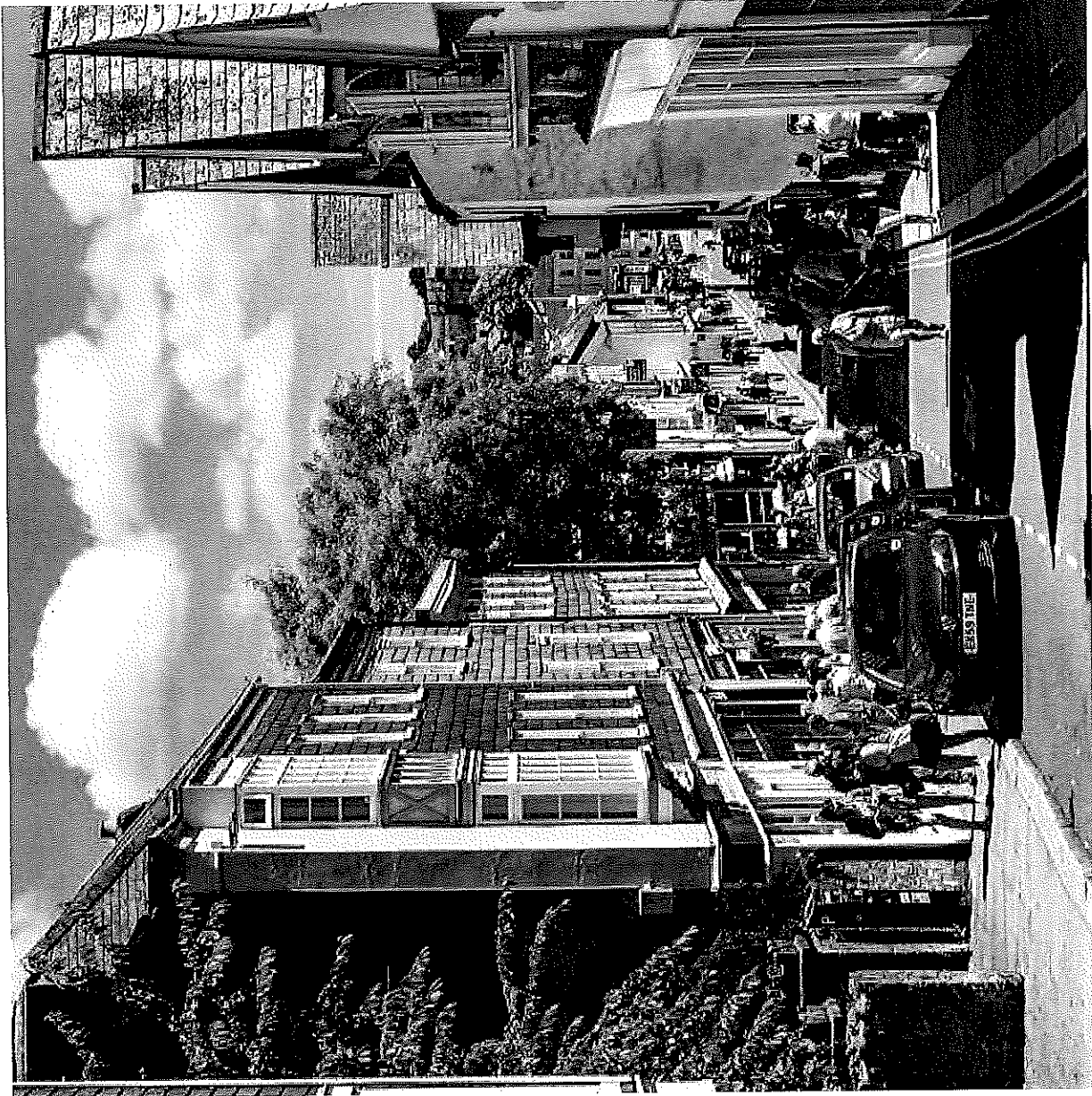
## Core purpose Why?

**The role of pedestrian wayfinding is to explain the environment, enable seamless walking and provide clear, accurate, quality information.**

It's so important to have the correct information provided at the right time, positioned at the right location, presented in the right format. By making the environment legible and navigable allows people to easily build a mental map of an area, creating a better visitor experience and enjoyment. Business, transport, tourism and the locals will all benefit from articulating and promoting the opportunities Totnes has to offer.

### **An improved wayfinding and information system will:**

- Increase confidence to walk, reduce walk times, and give better understanding of transport options
- Deliver increased visitors to key locations, increase dwell times, and give more reasons to return
- Improve the towns setting, and increase sense of community, a catalyst for landscape, art and community projects
- Enhance the image of Totnes as a destination and place to do visit all year round

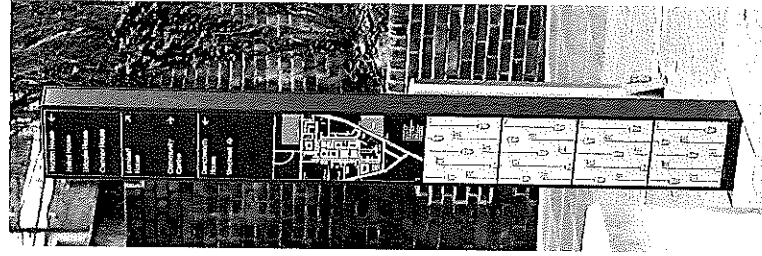
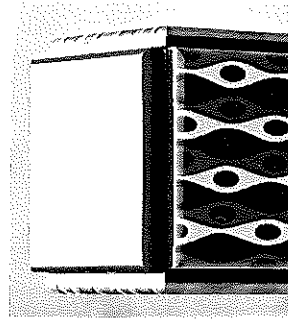
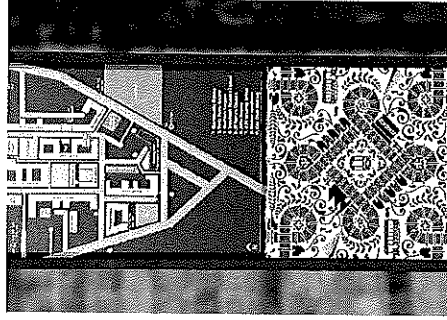
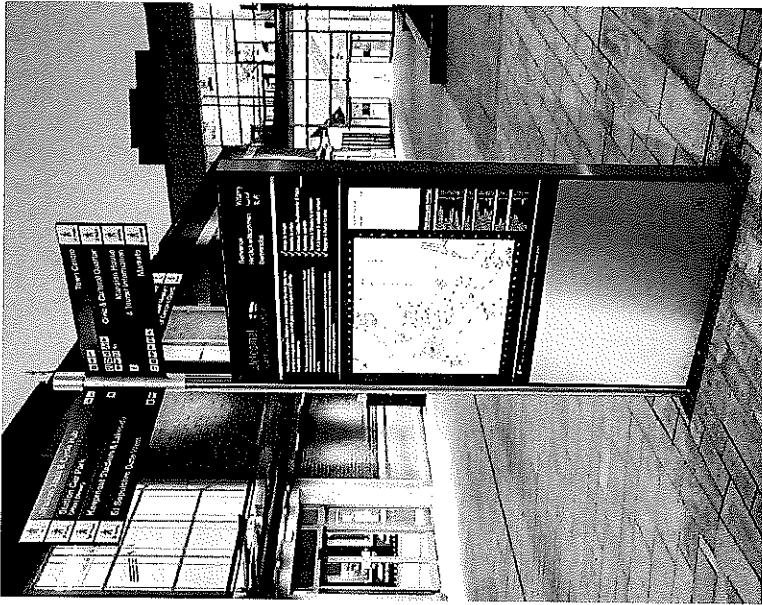


## Next steps System type

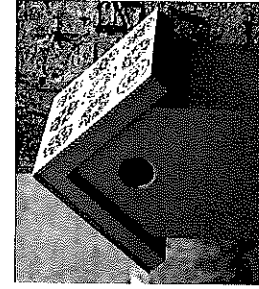
The following pages show three potential design styles for the Totnes wayfinding. Two of these are based around commercially developed sub-frames, one is completely bespoke. All consider the following:

### Principles for the suggested systems.

- Make the best combination of off-the-shelf and bespoke. Identify systems which use proven structures with adaptable form and outer materials.
- Use systems which allow a variety of materials to adapt to the different settings within Totnes - from shopping streets, to the river.
- Ensure that updates are can be made efficiently, considering ease and cost of updates, as well as material use.
- Use systems which can be added to consistently over time.



**Above.** One system, two very different results. The left image shows the hard urban/city finish we'd associate with 'off the shelf' street signs. Shiny metal panels, stainless steel, glass, heavy internal lighting... it's hard to see how this structure fits the town it is in, in what way it communicates the character of a place. The right images are exactly the same sub-structure, but with softer materials. The project included a set of tile patterns, derived through community engagement, and used across a variety of signs and street furniture - even bird boxes!



## Next Steps System type. Option 1 - Way2Go introduction

'Way2Go' is a modular system based around aluminium extruded legs, with variable internal cross supports incorporating interchangeable graphic and trim panels.

The external frame can be anodised, powdercoated, metal sprayed, or clad as the design requires.

The system can accommodate lighting or other electronics [solar power/ screens/ audio].

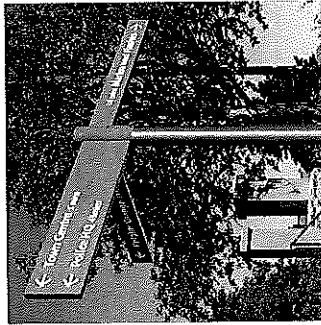
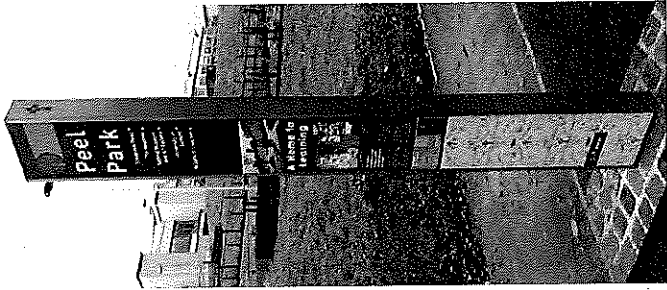
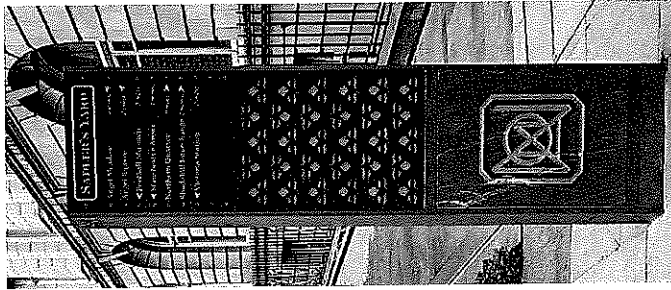
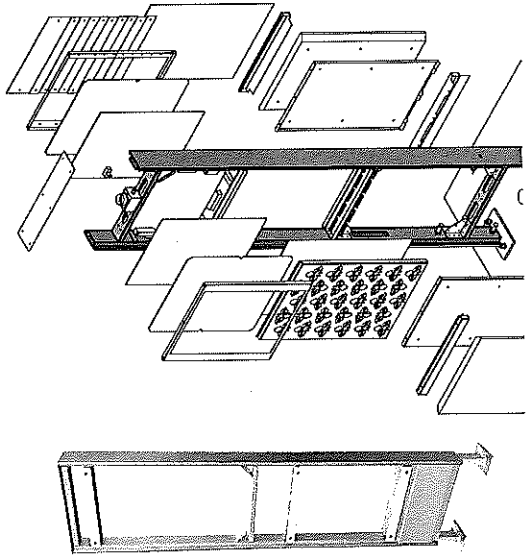
The internal frame is engineered to support a wide range of materials including; stone, timber, glass, composites, aluminium, stove enamelling etc.

Longevity can be engineered during the sign's manufacturing, including; anti-graffiti lacquers, anti-graffiti laminate and UV laminate.

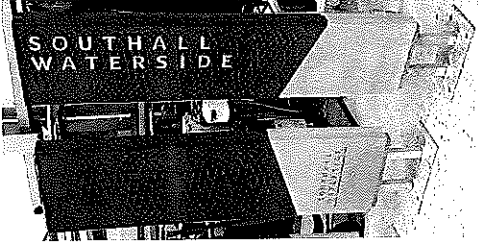
Height options: 2200mm; 2400; 2800mm

Width options: 350mm; 450mm; 600mm; 750mm

Depth: 140mm



A matching fingerpost system is available.

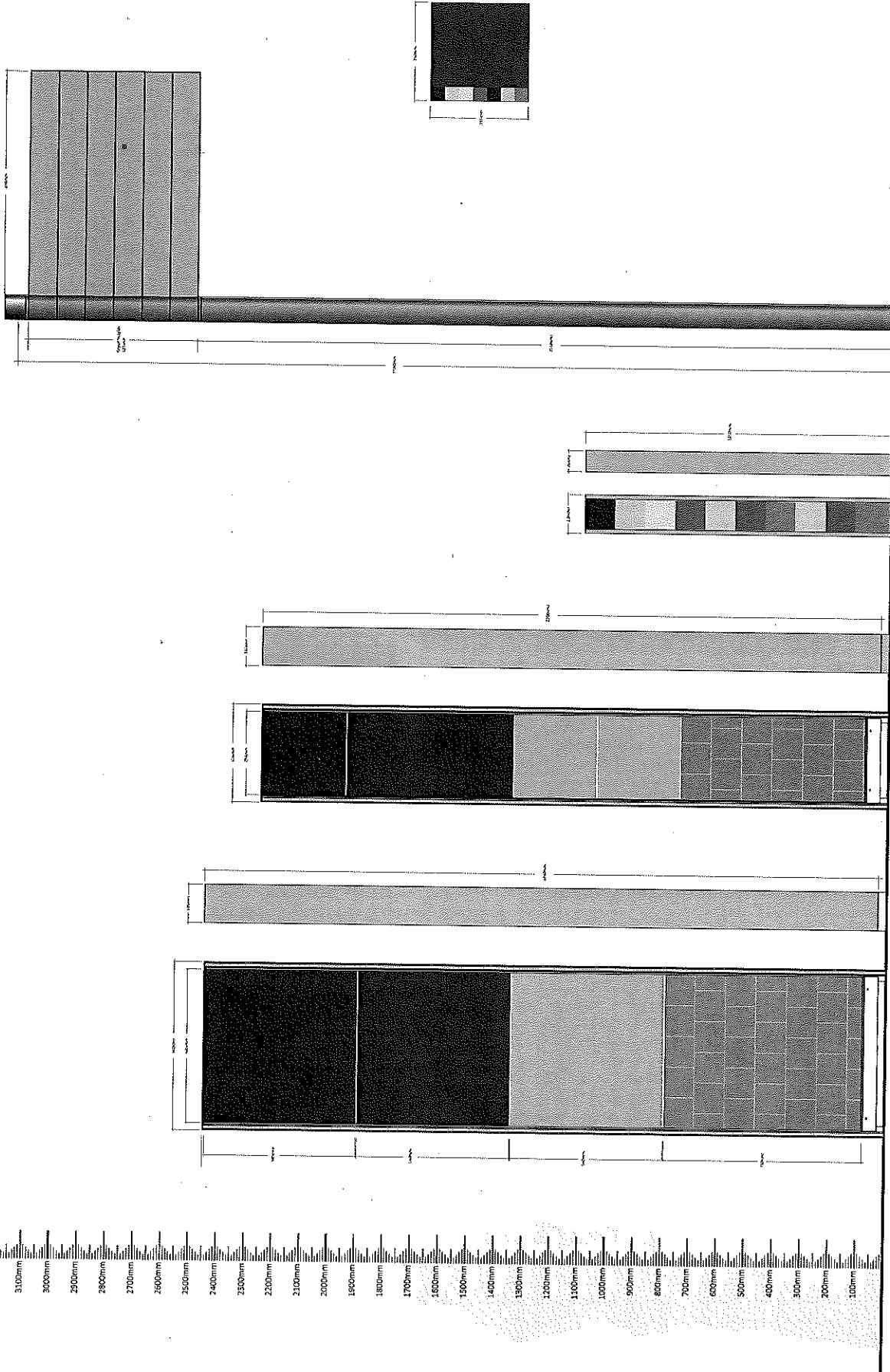
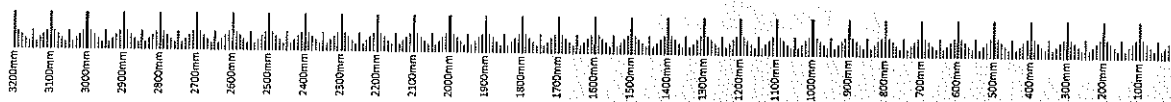


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# Next steps System type. Option 1 - Way2Go family



HUB TOTEM

AREA TOTEM

WAYMARKER

FINGERPOST

WALL PLATE

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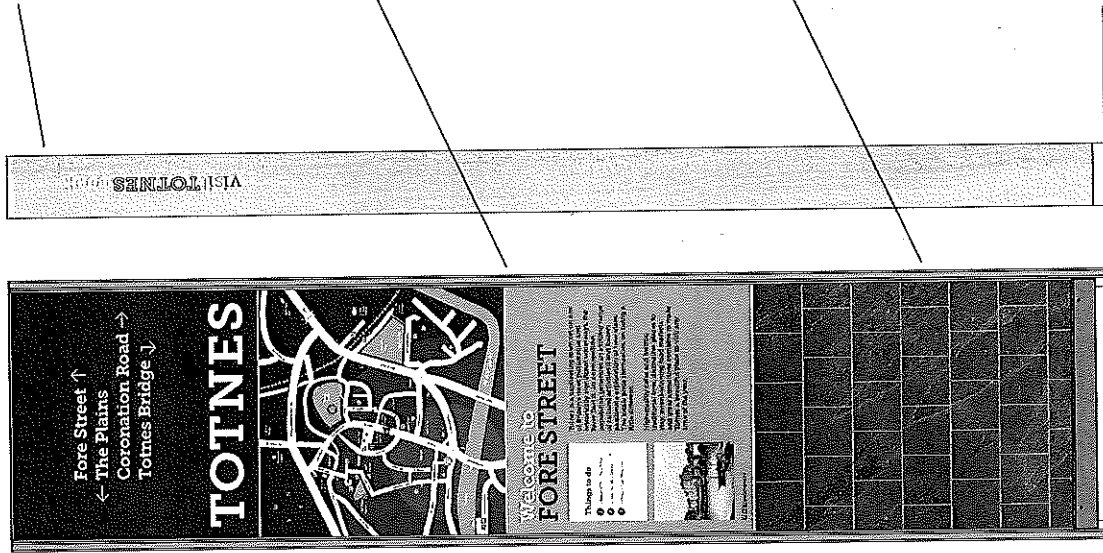
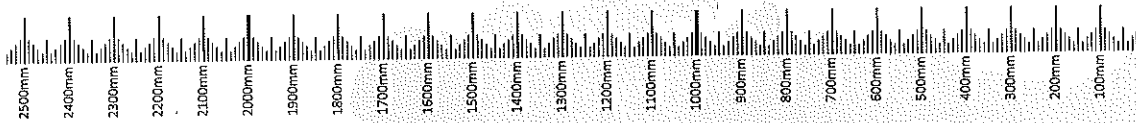
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# Next steps System type. Option 1 - Way2Go materials



Side caps. Timber, with engraved and backfilled graphic.

Graphic panels. Rear decorated glass. The advantages of this material are durability and ease of updating, with new graphics simply meaning a new print to the back of the glass. We would suggest using a low-reflection finish, for legibility and appearance.

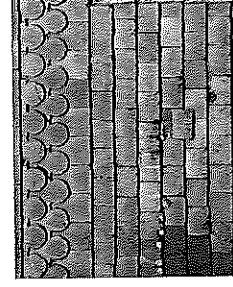
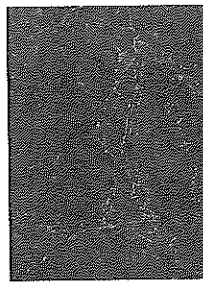
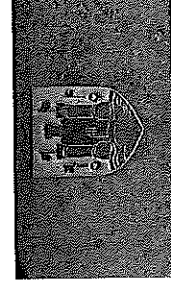
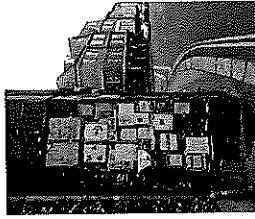
Kicker panel. Engraved slate panel, using a grid to quote the local architectural slate patterns. Graphics, or rubbing trail icons can be included here. An alternative material would be corian- this can be resurfaced and re-engraved three times for this type of sheet thickness.



We would suggest using a wood which will naturally silver over time.



'Stickers' is a possibility.



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## Next steps System type. Option 2 - Wood panels in metal frame

This is a bespoke system - but it has been designed in such a way that the underlying structure, and overlaid graphic panels, can be fabricated by anyone given access to the production drawings.

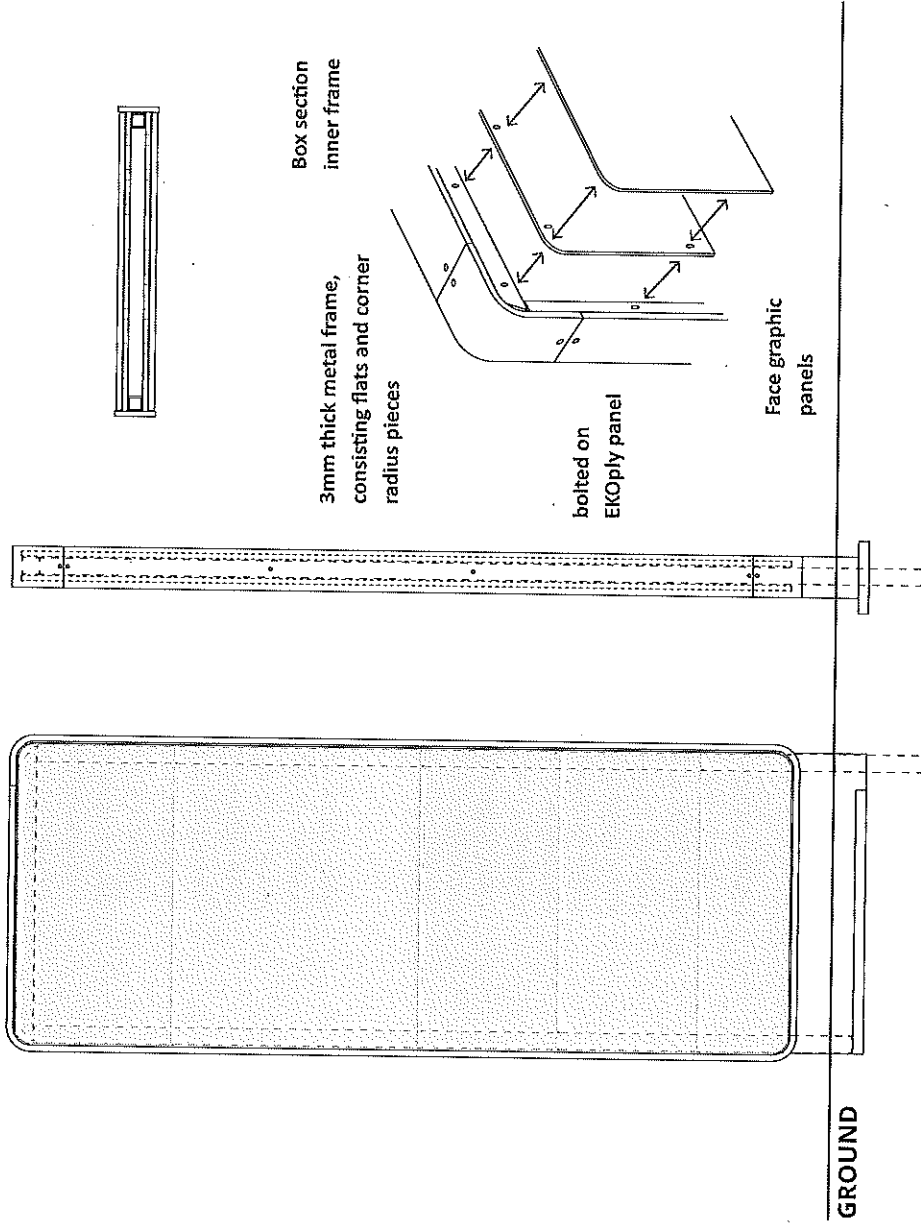
This makes for a system which can be added to over time, or which can be efficiently updated when information changes, but is also unique to Totnes, and is simpler in form than the commercially available systems shown for options 1 & 3.

The totems in this system consist of a steel box section frame, with a 3mm metal frame bolted to the box section. The frame consists of standard corner radius pieces, with the flats in between being variable to whatever width and height is required.

Each side of the totem has a backing panel of EKOply, over which the final graphic panels are fixed with tape. By unbolting the frame, a wire saw can be used to remove and update the graphic panels.

The graphic panels can mix materials, or be shaped to taste to 'tile' the space. In the examples shown, we've kept them to wood.

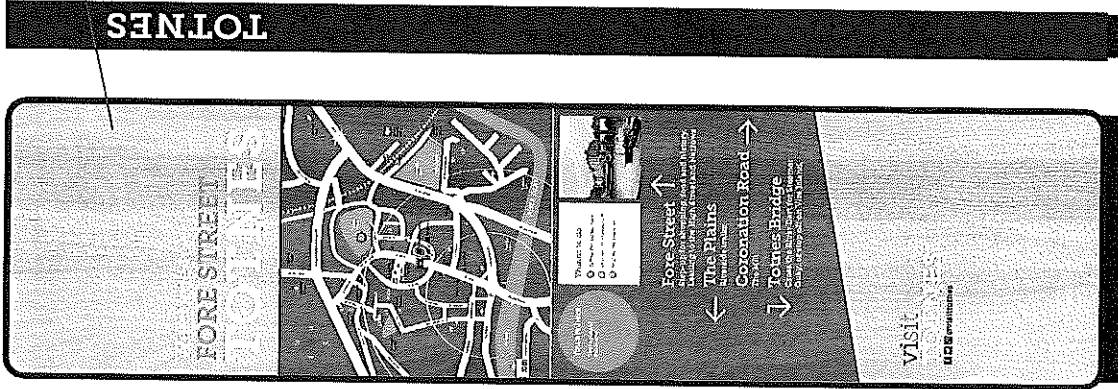
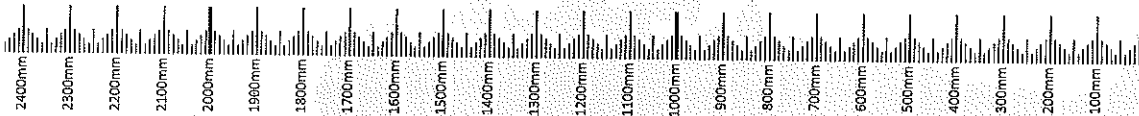
For the sign family, we have adapted the fingers of a customisable 'off-the-shelf' system, using a wood finish to match the graphic panels shown for this family.





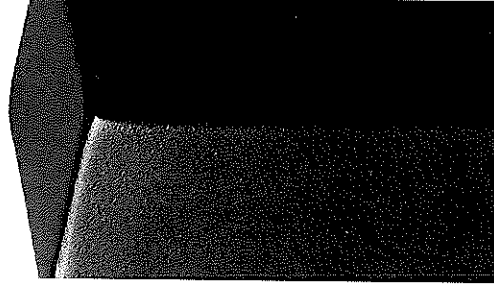
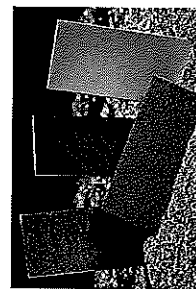
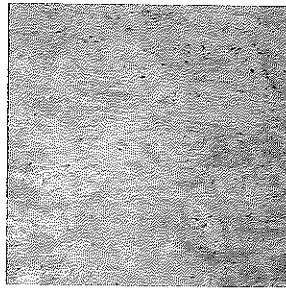
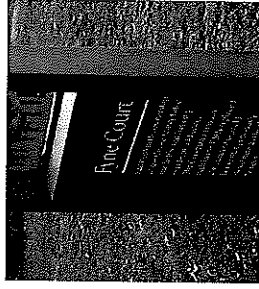
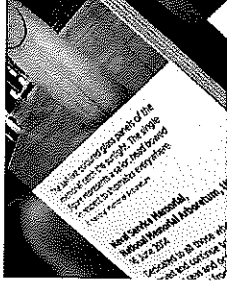
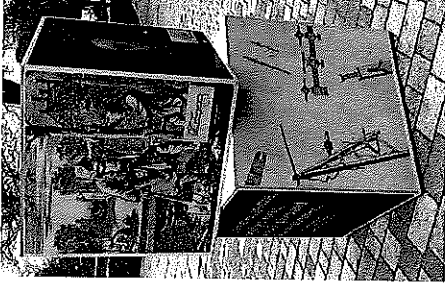


# Next steps System type. Option 2 - Wood panels in Metal frame



Graphics. Wood panels with combination of direct print and route-and-backfill. The graphics can be printed to a transparent material and applied to the wood as a sticker to allow easier updates.

Outer frame. Shown as a simple powdercoated finish with stencilled text. Powdercoating does allow for other effects and textures (eg, as the verdigris shown right).



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## Next Steps System type. Option 3 - Chameleon introduction

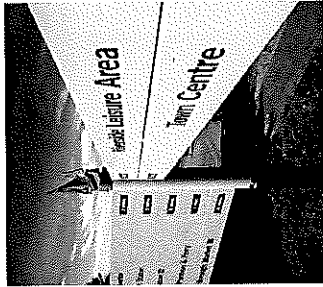
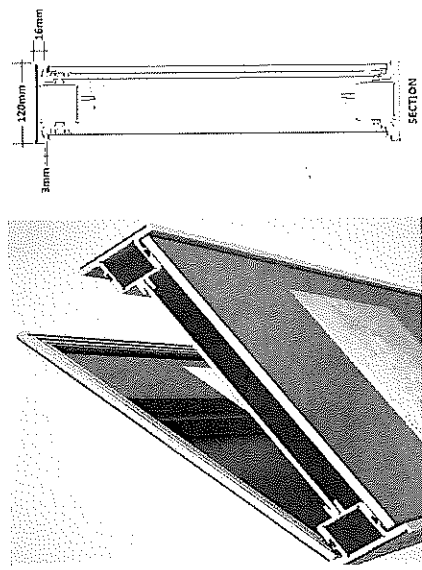
Chameleon is a flexible monolith sign that can be specified like a bespoke sign but has all the cost and performance attributes of a sign system. It consists of a pair of proprietary structural posts formed from aluminium extrusions that hold infill panels at the faces and sides.

The frame can be shot peened, sand blasted, painted, anodised or coated using the VeroMetal coating system.

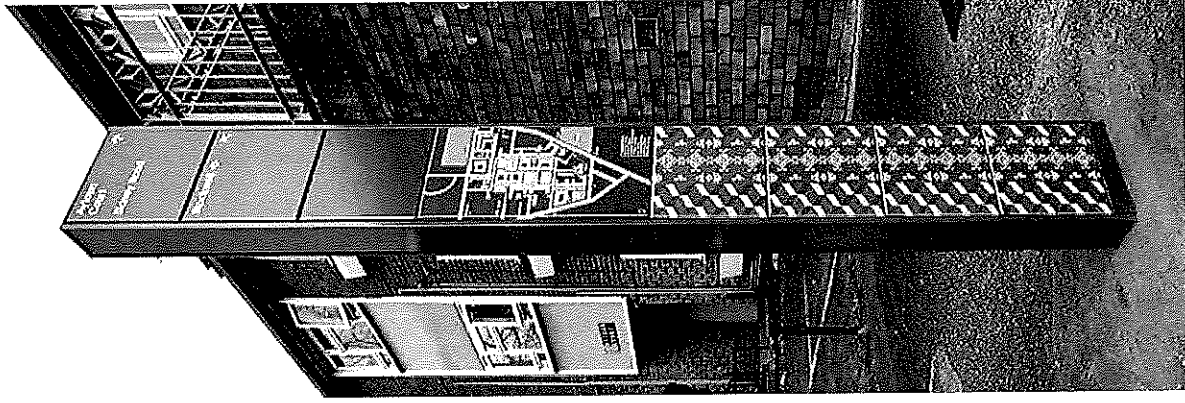
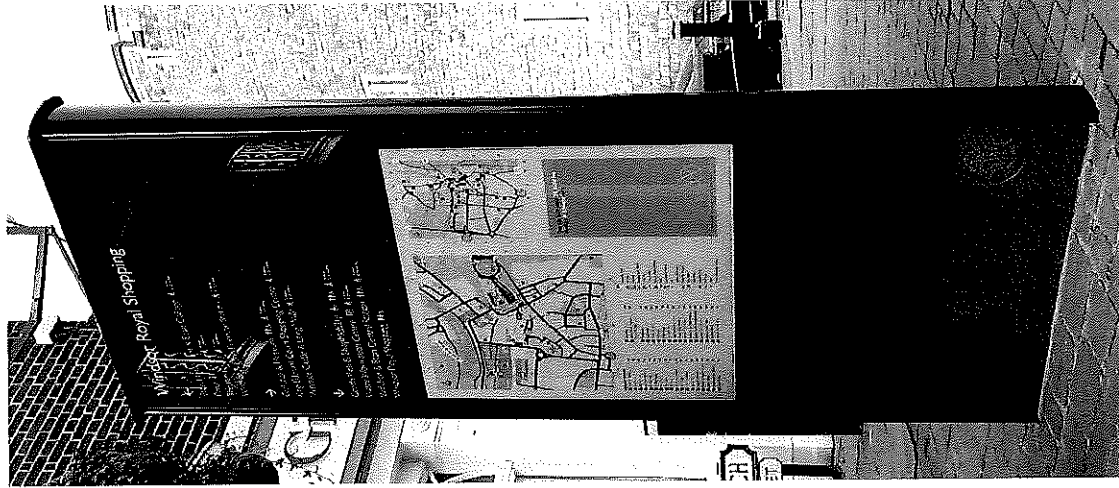
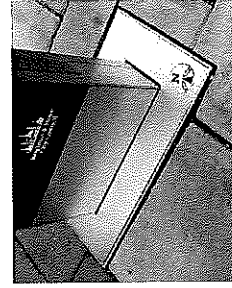
The frame is specifically designed to accommodate virtually any material that can be formed to a sheet. Typical materials might include: stainless steel, aluminium, laminate, steel, brass, bronze, glass, natural stone, granite, acrylic, timber or any combination of the above.

300-1200mm wide. Up to 4000mm tall. 120mm deep.

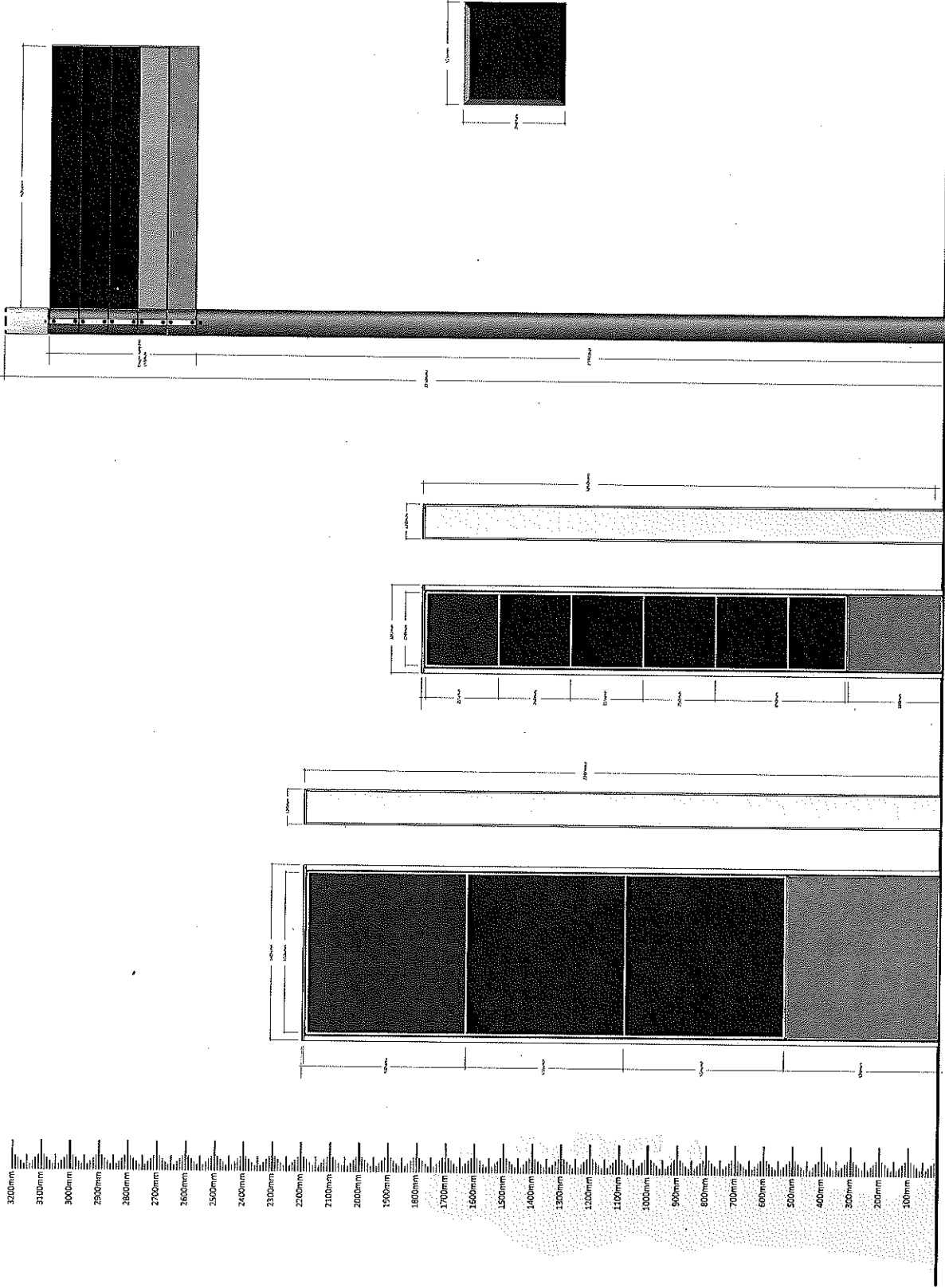
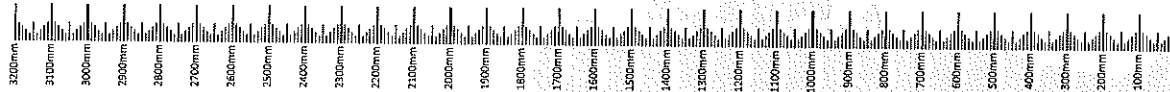
A matching 'octopus' fingerpost system is available.



A matching fingerpost system is available - shown here with custom finial.



# Next Steps System type. Option 3 - Chameleon family



HUB TOTEM

AREA TOTEM

WAYMARKER

FINGERPOST

WALL PLATE

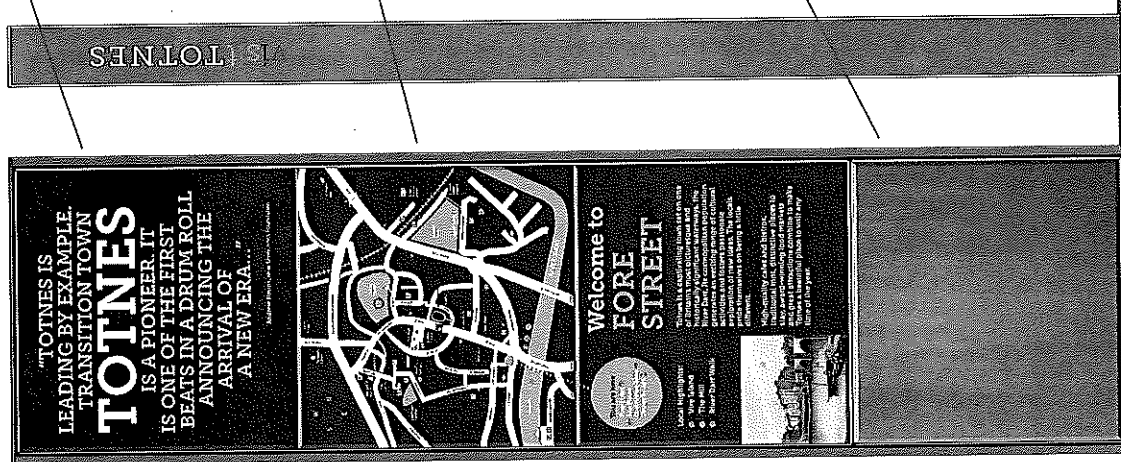
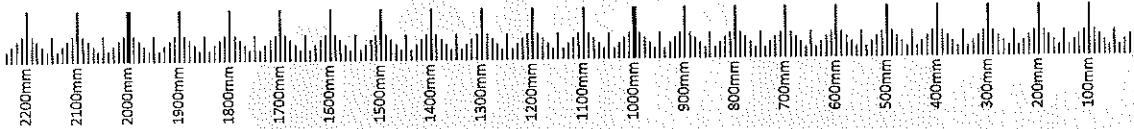
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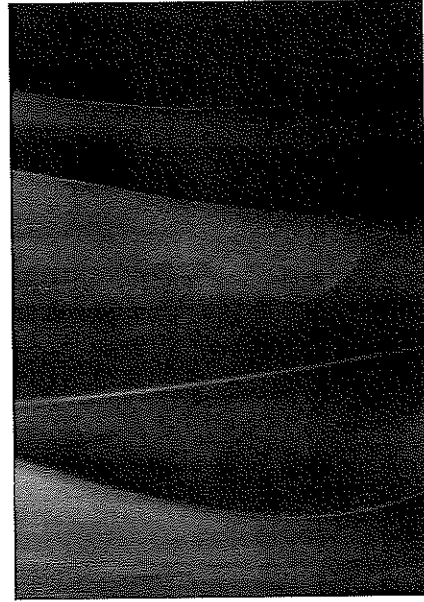
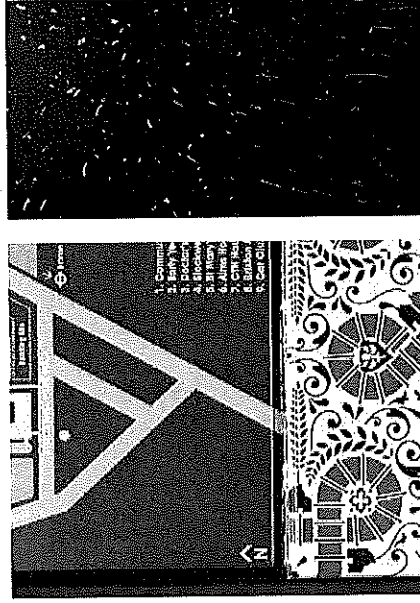
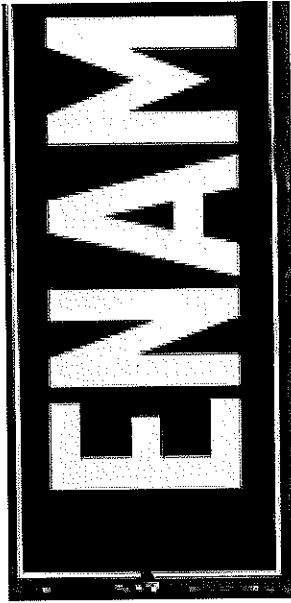
# Next Steps System type. Option 3 - Chameleon materials



Header. Vitreous enamel. This material has a classic finish, and great durability, but it's not ideal for graphics which may require updating. We've shown it used as a header, to include quotes which tell the viewer something timeless about Totnes.

Graphics. shown as direct print to a folded aluminium panel. Variations would be to apply as a clear sticker to the backing panel [for easier updates], or to use alternative panel materials, such as the Smile Plastics 'charcoal' shown far right.







Outer frame & kicker panel. Shown as a verometal finish. This is a 'real' metal coating, which can include textures and graphic imprints, and which will develop a patina appropriate to the metal type. We've suggested a tin style finish to weather to a slate finish.



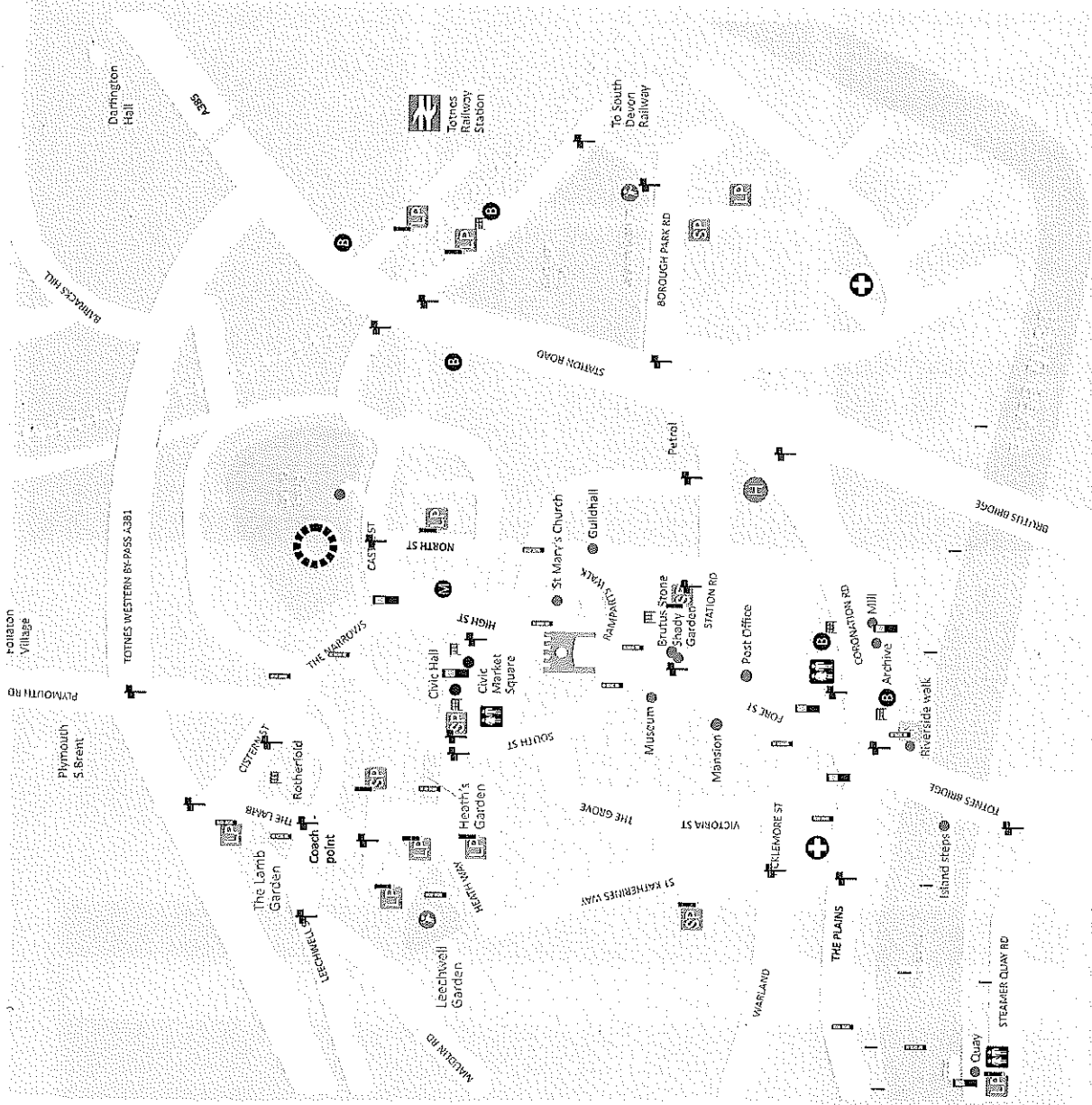
238

## Next steps Sign locations & system type

This page show a **distribution of sign system types** across the town.

-  **Fingerposts** Mostly used here to provide point-to-point navigation on journeys such as town-to-railway station. **Qty: 24**
-  **Arrival totem** Welcome & orientate at carparks and railway station. 1800x300x120mm **Qty: 10**
-  **Area totem** Welcome & information at destinations such as gardens, historic features and shopping streets. 1800x300x120mm **Qty: 15**
-  **Hub totem** Larger main-hub totems [eg. Civic Square, the Mill]. 2200x600x120mm **Qty: 6**
-  **Waymarkers** Small directional markers for leisure walks/small sidestreets. 1100x120x120mm **Qty: 8**
-  **Information panels** Existing large panels and poster case style systems to upgrade. **Qty: 7**

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# Content Considerations

## Core purpose How?

Designing an effective wayfinding scheme is based on the need and purpose, and information gleaned from the audit, Totnes' objectives and community consultation.

The wayfinding scheme covers the types of signs, how they look, the information they provide and their location. An effective and coherent wayfinding solution will be:

CONSISTENT	INCLUSIVE	SUSTAINABLE	CONNECTED	LOCAL
<p>Consistency of content and presentation is fundamental for effective wayfinding</p> <hr/> <ul style="list-style-type: none"> <li>Hierarchy</li> <li>Conventions</li> <li>Positioning</li> <li>Structures</li> </ul>	<p>The system must consider the needs of many user types</p> <hr/> <ul style="list-style-type: none"> <li>Physical access</li> <li>Contrast</li> <li>Accessibility</li> <li>Technology</li> </ul>	<p>Consideration of full life cycle, costing and ability to adapt to change</p> <hr/> <ul style="list-style-type: none"> <li>Reduce clutter</li> <li>Flexibility</li> <li>Extendable</li> <li>Future proof</li> </ul>	<p>Bring the town together, creating awareness of and routes between areas</p> <hr/> <ul style="list-style-type: none"> <li>Route legibility</li> <li>Fill in the gaps</li> <li>Trails</li> <li>Public art</li> </ul>	<p>Celebrate Totnes and empower the community and businesses</p> <hr/> <ul style="list-style-type: none"> <li>Landmarks</li> <li>Local character</li> <li>Historic names</li> <li>Place-making</li> </ul>

26

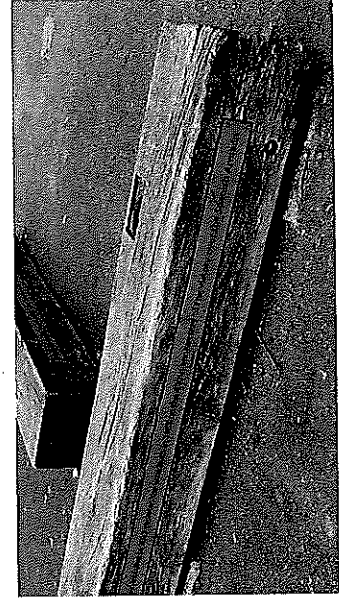
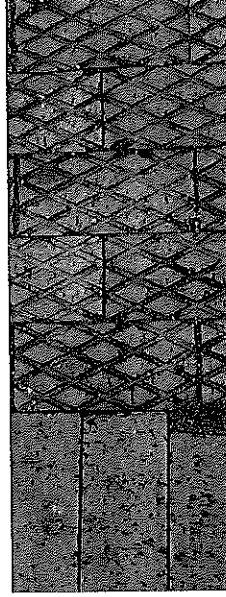
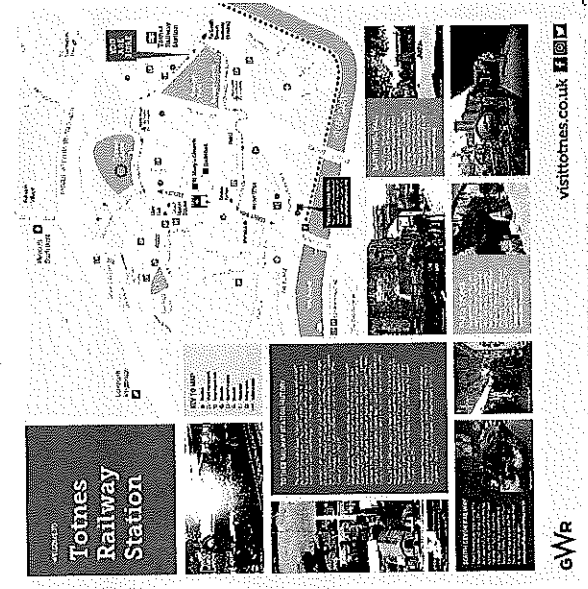


## Next steps Developing the family of signs

Having made our walkabout, did we experience a town which really communicates the creative, friendly and environmentally sensitive personality which Totnes wishes to showcase? Even whilst only being able to window shop was it clear that Totnes' retail offering is a refreshingly independent collection of shops and food outlets? Was it clear that this was a town visitors should return to all year round for a vibrant calendar of events? Did it communicate its history and community stories?

Totnes did communicate character, eg through the community gardens, it's independent shops and the architectural and material language. However, the towns signage and street presentation does not present the town in a joined up, holistic narrative, encouraging exploration, longer dwell or revisits.

How can a town wayfinding strategy help achieve the aims of the brief? The following pages show how a family of signs can work together to bring various narratives [orientation, wayfinding, interpretation] into a common, unified voice.

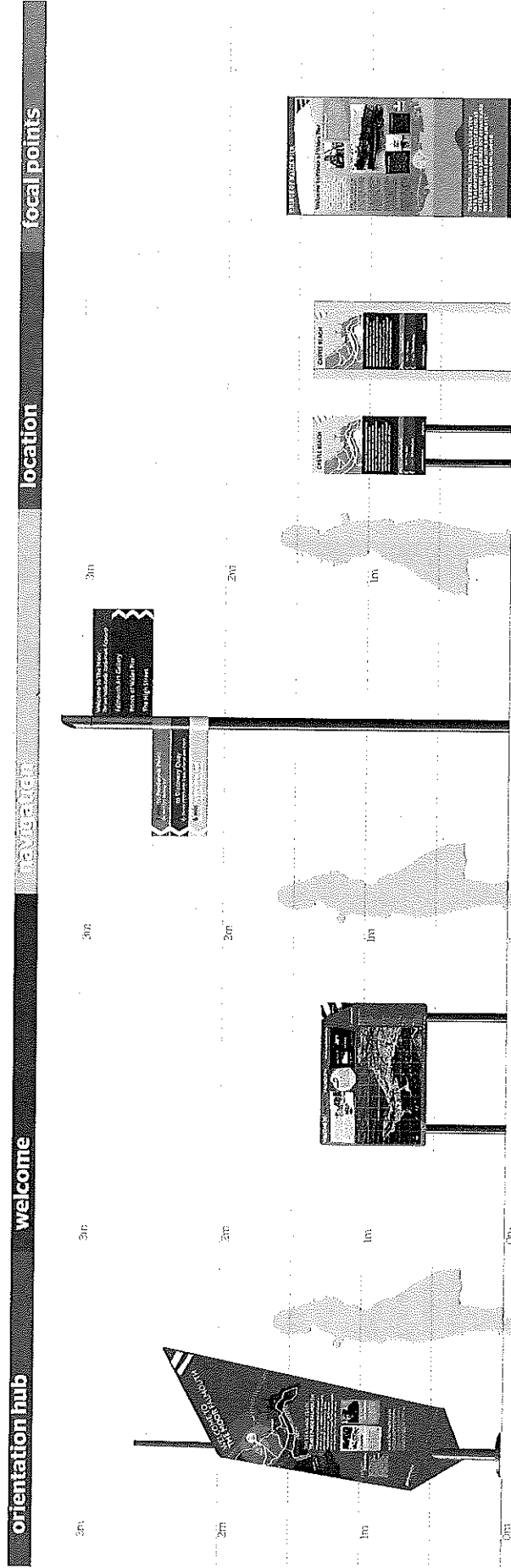
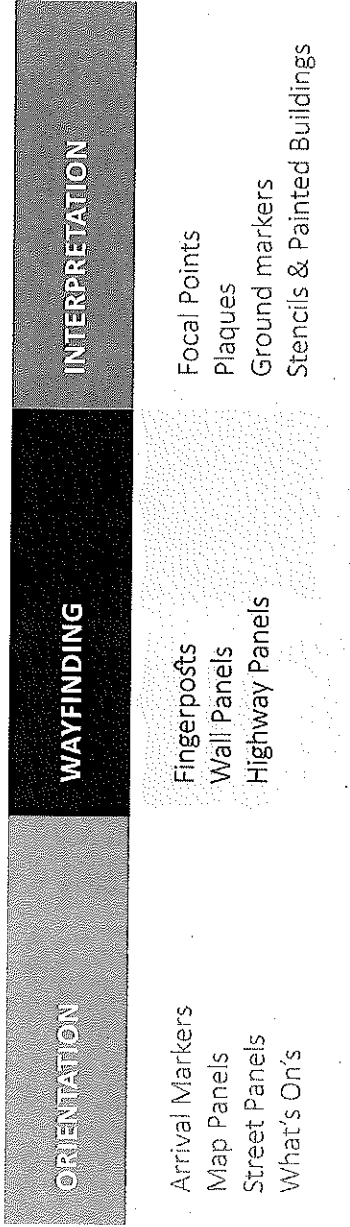


## Next steps A family of communications

We don't see a single information point or type of sign as the answer here.

Instead there should be multiple options for the viewer to engage with, understand, explore - to be informed and inspired about Totnes. A coordinated family of similar signs should be provided, using quality materials to reflect positively of Totnes that minimise vandalism, allow for easier maintenance and additions.

Example of how a family of signs work together to tell different parts of an overall narrative.



Systems at main gathering points around the town

Arrival point panels, economical system for car parks & public transport locations

Fingerposts point visitors to nearest locations, plus wider 'zones'

Street level welcome to draw visitors across all areas

Interpretation device

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## Next Steps A family of communications

### ORIENTATION

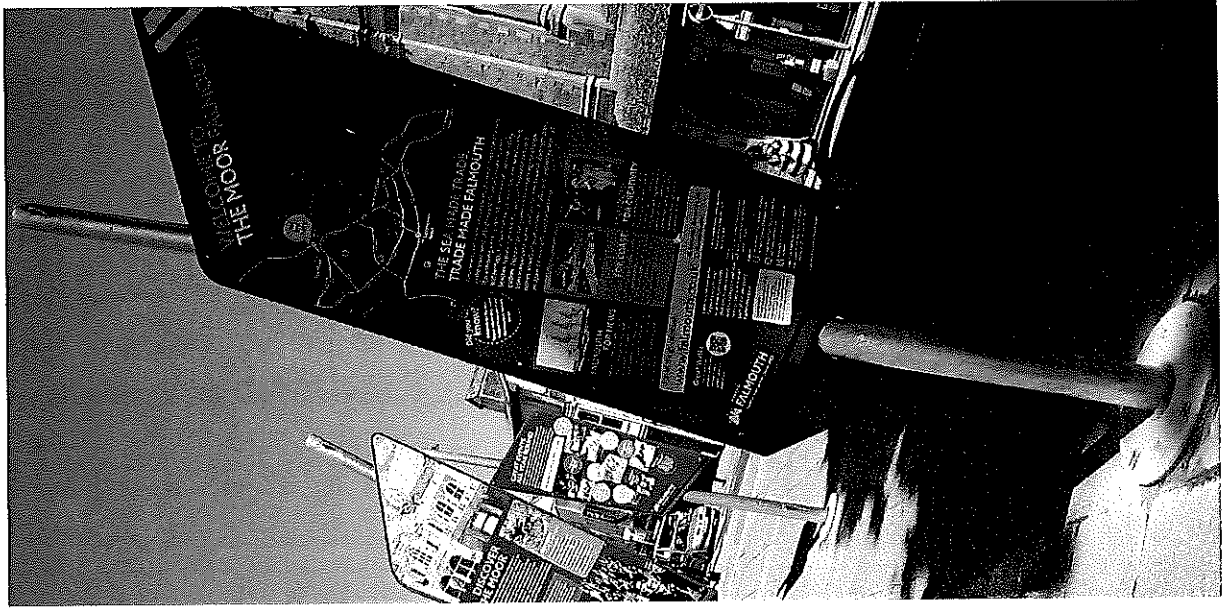
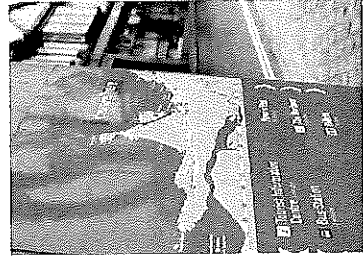
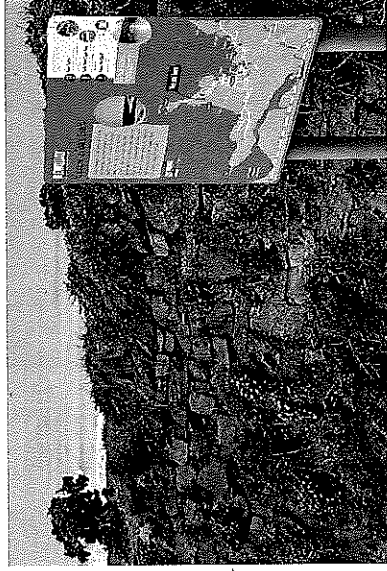
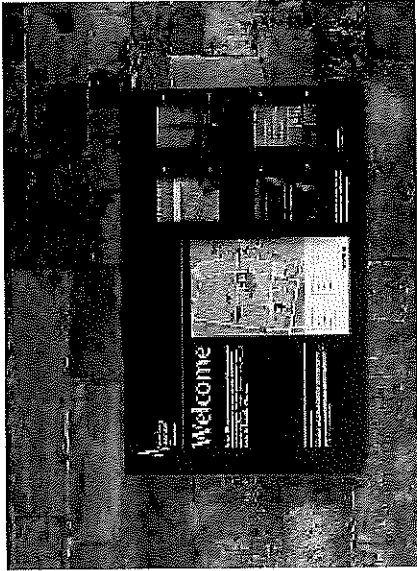
**These elements of the family are very much about first impressions.**

Arrival markers show when a pedestrian has arrived at a particular zone or destination.

Map panels at car parks and public transport links inform visitors where they are in Totnes. They'll include walking times to important locations and utilities, 'where to go next' suggestions, a 'did you know' to inspire exploration.

Street panels encourage visitors to keep walking down retail streets, with brief introductions to each street and a directory of businesses.

What's On's [both managed within cases, plus 'free post' areas to contain poster] market the town as a place of events and changing opportunities.



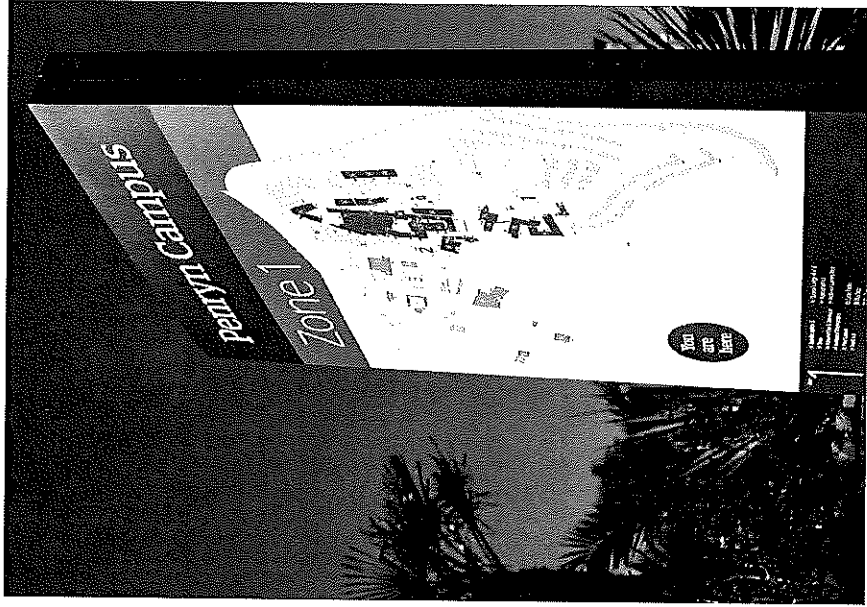
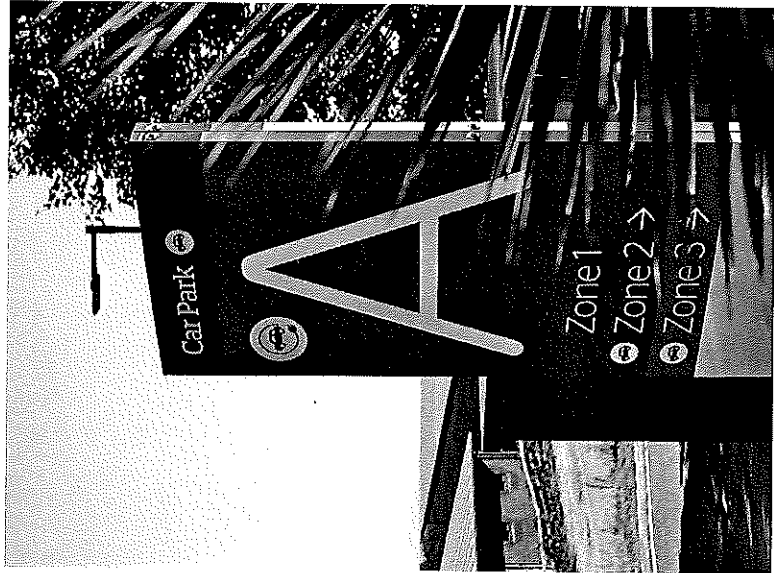
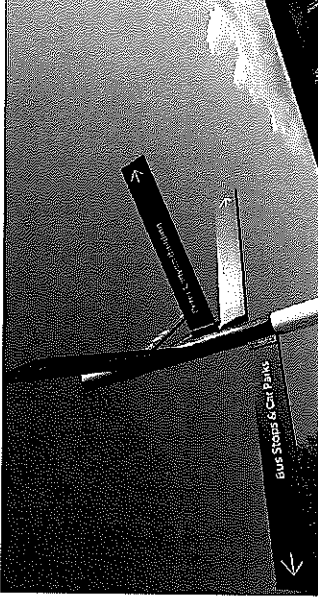
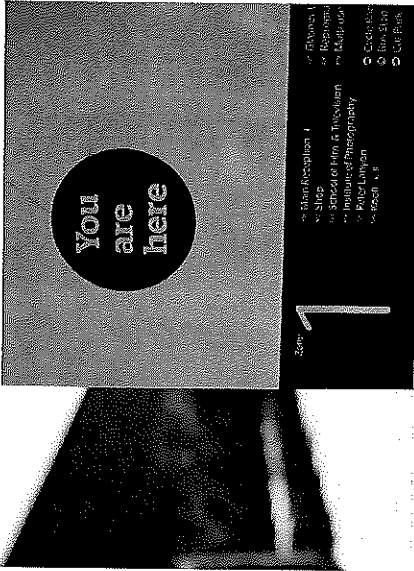
## Next steps A family of communications

### WAYFINDING

**These elements of the family are very much about visitor confidence.**

Connecting visitors to locations and utilities and facilitating on foot [or cycle] journeys beyond those a visitor might usually make - making a wider location appear explorable on foot by minimising uncertainty.

Wayfinding should include an element of interpretation to encourage visitors to make journeys and break from their usual patterns.



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## Next Steps A family of communications

### INTERPRETATION

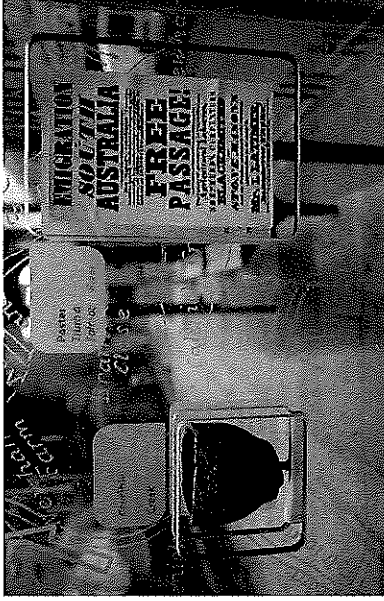
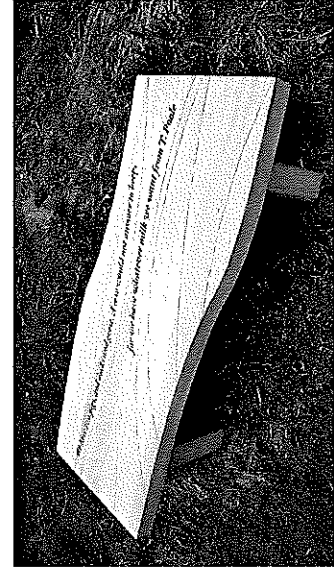
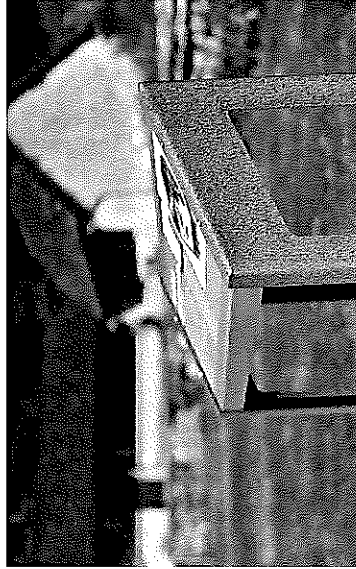
The use of hubs and trails helps to zone a town or a space they orientate visitors and reveal new stories to locals.

Focal points to truly understand Totnes create hubs to showcase what else the town has to offer

Wayfinding should give a reason to visit a location, not just direct people.

Signage should lay the foundations for public trails of exploration, activity and discovery.

The project should create a legacy for future community projects involving established businesses, for example with key hubs offering the potential for future landscaping elements: seating, planting, sculpture, etc.



## Next steps A family of communications

**We would propose a combination of bespoke and off the shelf sign solutions.**

Off the shelf systems, although often lower cost, can match bespoke systems for longevity and maintenance, so their use as component of a wider sign family can make budgets stretch further, particularly where they serve as a distinct part of the sign family [eg. standard fingerposts systems together with bespoke panels], or where the branding is strong enough to dominate the physical structure.

Bespoke systems are suggested in the scheme to cover a number of functions:

Firstly, as brand objects, iconic structures at the thresholds to a site, bespoke signs mark the destination, and set a tone for the visual language throughout. Bespoke structures allow us to choose fabrication materials, colours and dimensions not available off the shelf, and to render graphics into the structures in more physical ways, such as laser profiling.

To give greater flexibility for content, off the shelf systems tend to be designed to take a particular type of messaging (directional or interpretation.)

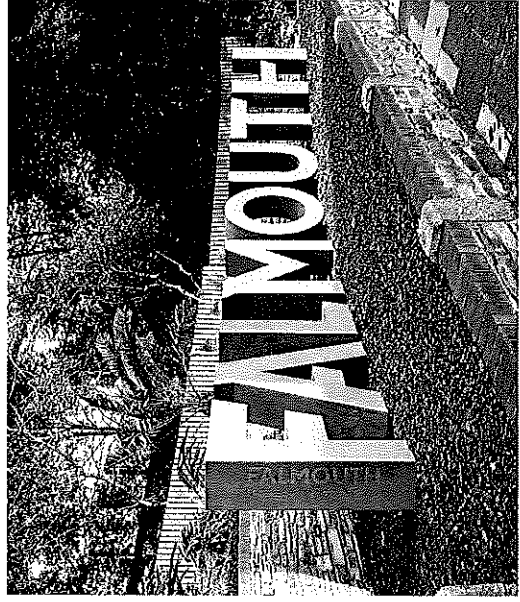
### Maintenance

The overall family of signs should set a high standard at the point of install, and then be able to maintain that standard through ease of updating and of cleaning/maintenance.

Off the shelf



Bespoke systems



## Next steps A family of communications

Here are two best practice examples of projects that use a combination of bespoke and off the shelf sign systems.

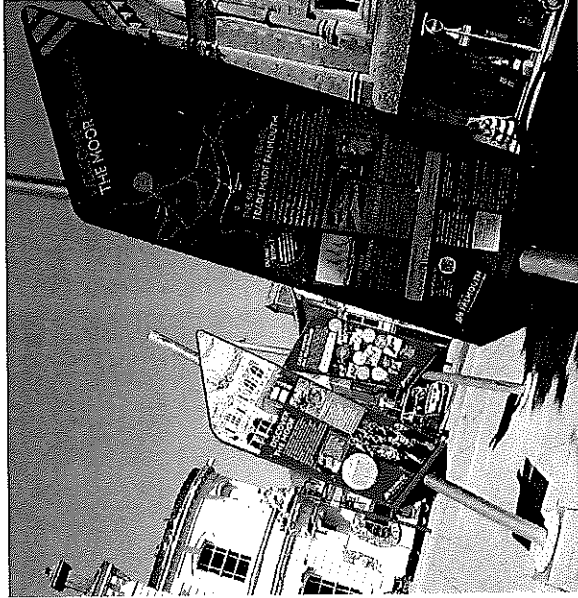


The approach for Newhailes House and Gardens was based on bespoke forms supported by off the shelf systems to allow for updates as the offering developed. The timber engraved totems were combined with off the shelf sign trays, in-bedded into the timber to create a complete system. The bespoke corten steel totems with fret cut detailing provided a layer of interpretation and story telling.



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The scheme for Falmouth town was prominently off the shelf systems with the key hub areas having a bespoke structure tailored specifically to the town. Through the use of colour and brand the suite of signs form a cohesive strategy.



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## Next steps A family of communications

**We have suggested Totnes needs a considered family of communications to achieve its stated aims and objectives, but what do you think?**

Do you agree that Totnes needs a new wayfinding system for visitors and the local community?

Do you agree this should be a family of signs to communicate diverse narratives with a common voice?

Do you think Totnes has too many or not enough signs?

From the examples shown, do you think it should be a bespoke, off the shelf or a combination of the two?

Is the current town map easy to understand? Are any town features missing?

Does the existing signage direct people to all required destinations? We have included the table to the right lists the destinations found on your existing finger posts style signs.

The next step in the process will be for a wider consultation questionnaire to be produced, so your feedback would be valued and appreciated at this stage.



### Marked destinations

Three styles: white 'highways style', blue 'cycle style', traditional black metal 'town style'

#### Highways style content:

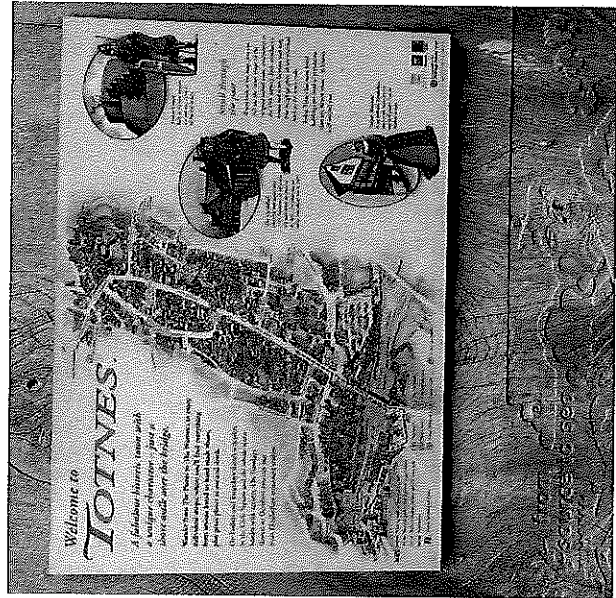
- Through traffic
- Steamer Quay [P]
- Town Centre [P]
- Long Stay [P]
- St John's Church

#### Town style content:

- Totnes Museum
- Town Centre
- Castle
- N.Gate
- Leech Well
- The Narrows

#### Cycle style content:

- Town Centre
- The Plains
- Darlington
- Information Centre
- Guildhall
- Toilets
- Station
- Leisure Centre





## First impressions walkabout

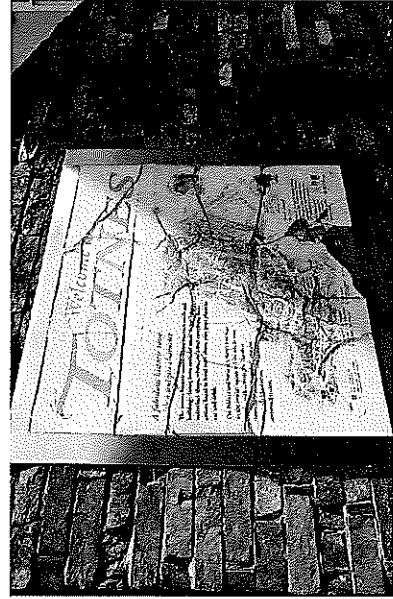
## Site Audit First impressions

Have you ever taken a walk around Totnes and tried to look through the eyes of someone who doesn't know the town?

If you came to Totnes and didn't know your way around, would the signs and the maps that you currently have help you to find your way to the shops? To the castle? To the train station?

What type of visual impression do the signs and maps that Totnes currently have leave in the mind of a new visitor?

Would you be confident that the town properly conveys the image we want people to have of Totnes?



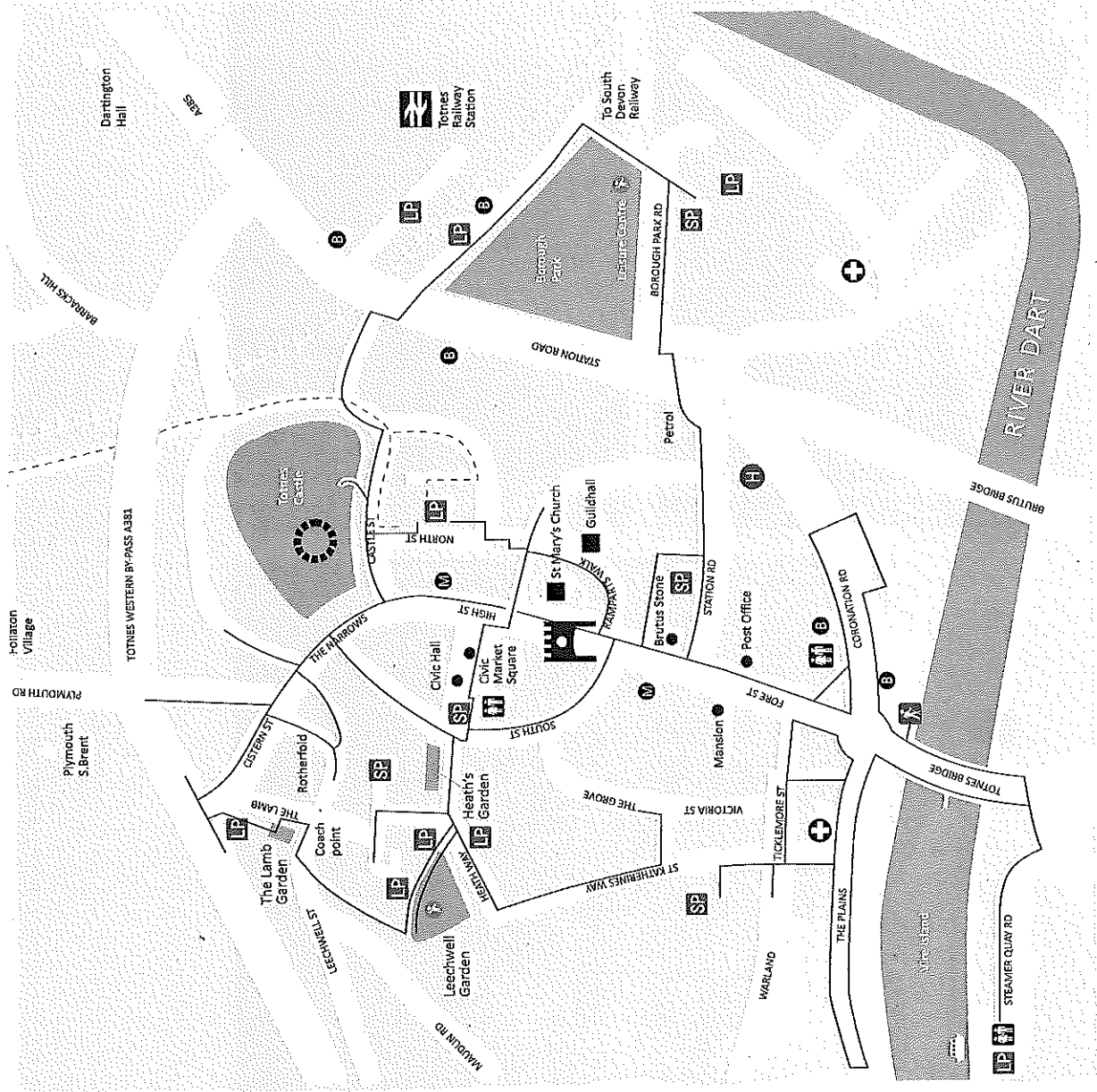


## Site Audit First Impressions

We visited Totnes on the 24th March, and walked the routes indicated by the magenta lines on the map.

Whilst we have some familiarity with the main shopping streets, much of this time was spent in areas new to us. The observations made over the following pages can fairly be described as being made by 'someone who doesn't know the town', someone who is viewing it through independent eyes.

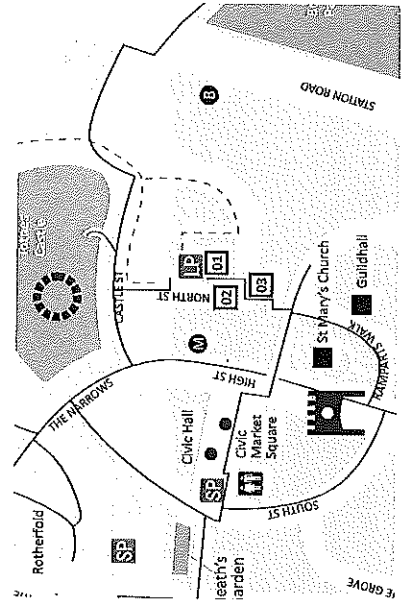
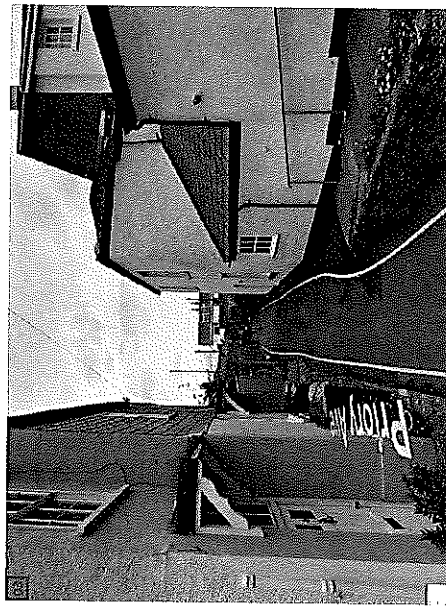
Throughout this walk-through we have included some images from an earlier visit. This was during a time when shops were open so it is useful to see some locations when the town is open, busier... and has more people and temporary signage/ a-frames on the streets..



37

## Site Audit First impressions

- 01 Following a sat-nav set for the town centre, we arrived at the North Street car park. There is a large amount of parking related reading at the pay-point, together with some 'No...' behavioural messaging, but there's nothing to orientate, or welcome' a visitor.
- 02 A very small pedestrian sign points to 'Guildhall'.
- 03 The walk toward the town then has a 'residential' feel, with no encouragement/confidence signing, and until we reach the Guildhall and St Mary's no particular visual target.



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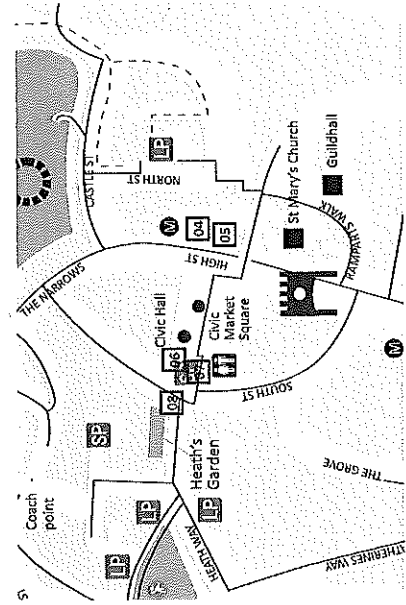
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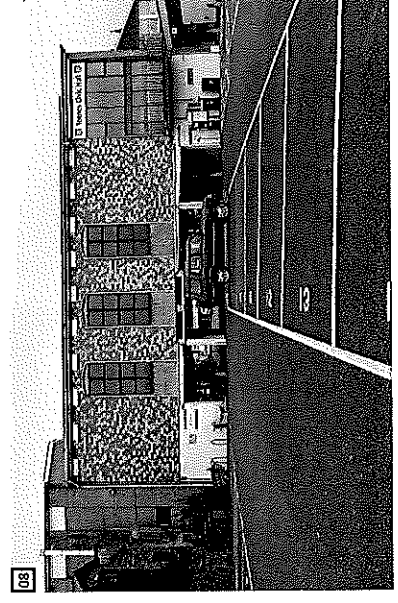
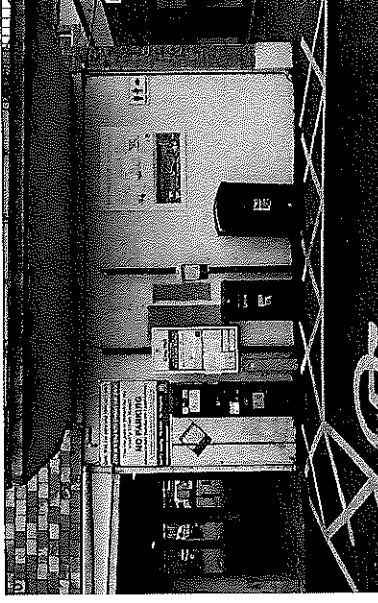
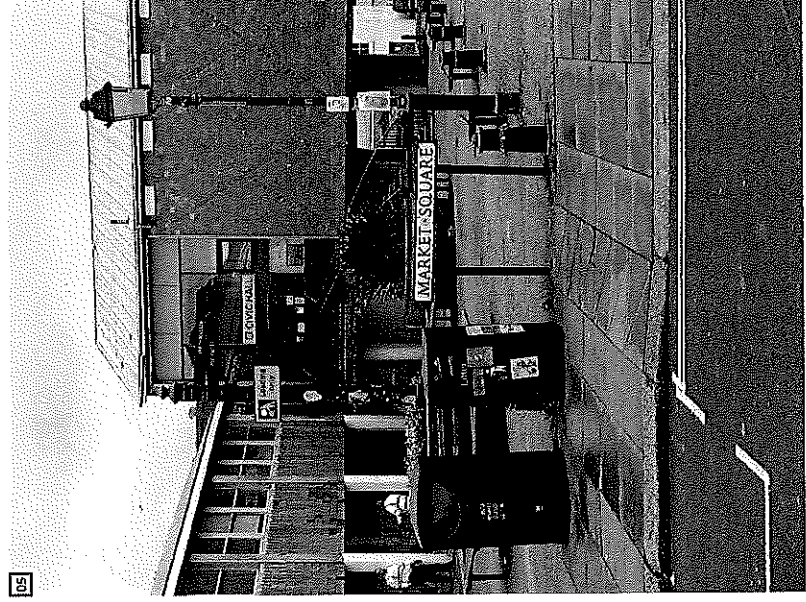
## Site Audit First Impressions

- 04 We began our main walk at the Market Square.
- 05 Whilst it feels like a 'hub' or orientation area, there's not currently a lot of visitor information (though two of the fingers on the fingerpost point to 'information'). There is a rather old town map against a wall [it was obscured by a van on this day, and would be obscured by stalls on a market day].
- 06 We felt the columns under the Civic Hall could be graphic wrapped to present greater welcome and orientation to visitors entering from car parks on this side of the town.
- 07 Car Park information panels, but again, nothing to really introduce the town, or suggest 'next steps'. There is an interpretation panel for the Civic Hall's solar power, but it's unclear who's talking... it seems to sit very well with Totnes' sustainable aims so could be part of a 'Visit Totnes' welcome panel.
- 08 The facade of the hall is a nice example of the slate finish seen across a number of the towns buildings.



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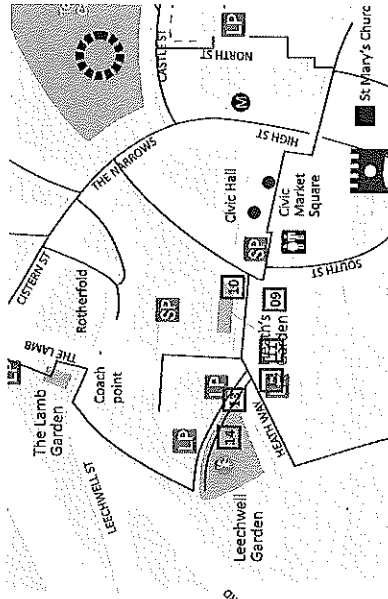
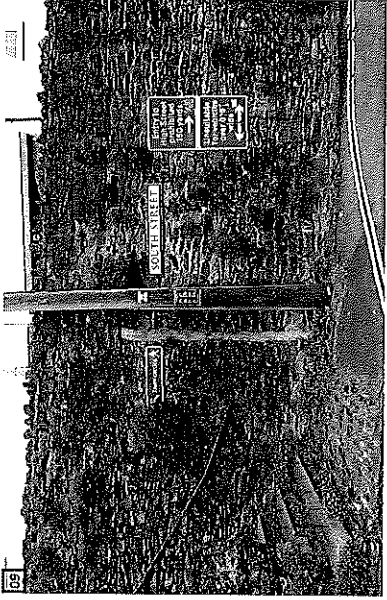
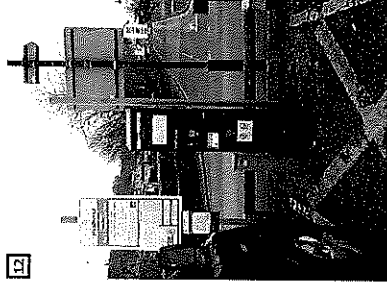


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## Site Audit First Impressions

- 09 With these steps being a route into the town for visitors coming in from a cluster of car parks on this side of the town we felt a slightly more prominent sign would be helpful- particularly one including an accessible option.
- 10
- 11 The car parks, again, have no useful 'welcome and orientate' messaging. Maps with a 'you are here', suggestions for things to do and see, walking times to significant locations, should feature at all arrival points - car parks, bus/coach stops, train stations, boat landing and cycle hubs.
- 12
- 13
- 14 The garden trail was a really nice discovery, and a sense of community definitely comes through the poster case and blackboard notices. As much as we appreciate the need for 'behavioural' messaging, there was a sign panel with an awful lot of red circles with crosses through them... use of friendly language can get the messages across with the need for a mass of 'No!' icons.



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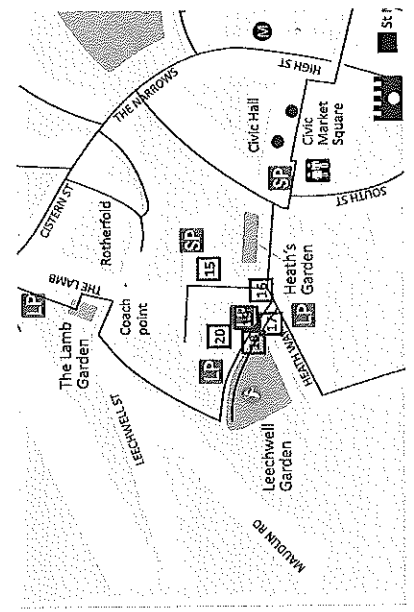
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40



## Site Audit First impressions

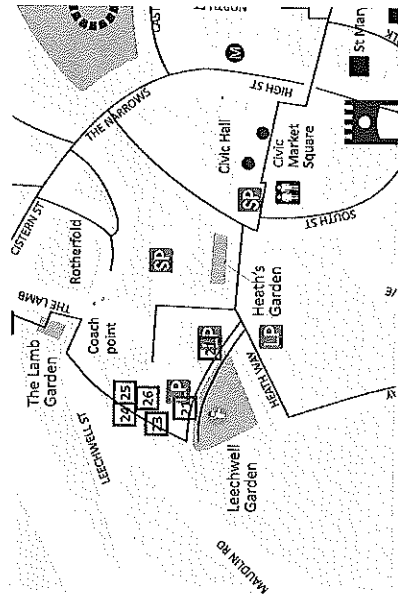
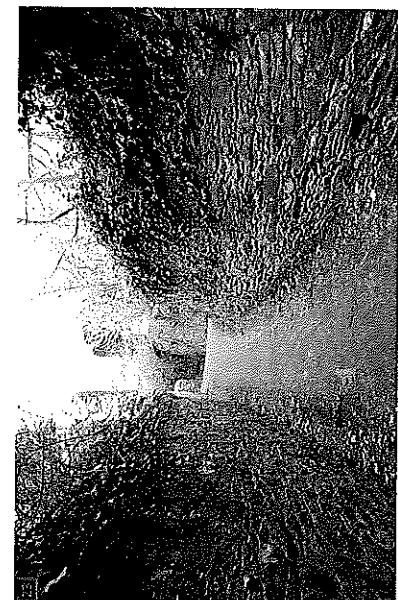
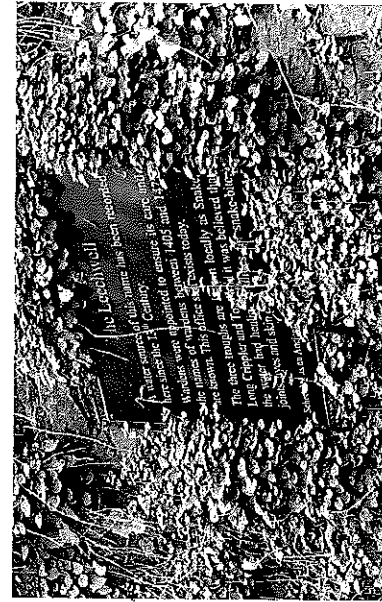
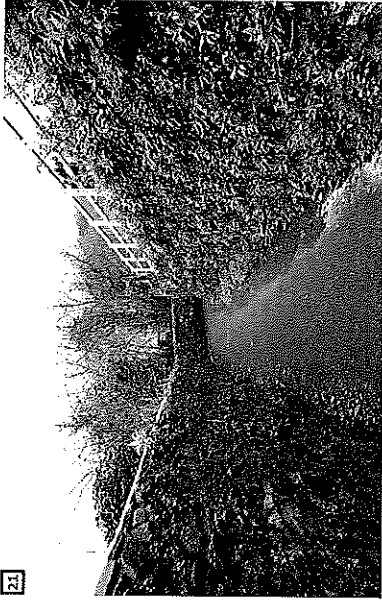
- 15 More car parks without orientation. Usually we suggest positioning such messaging at pay points, however, with greater use of touch-free, phone or app based payments we would now encourage positioning at the car park pedestrian exits. A high level information 'r' can be used to draw attention to those locations if required.
- 16 Entrances to the car parks were not all well signed. In pic 16 we have an entry to a car park, together with an entry to a second car park, as well as a path to Leechwell Garden and the Leechwell itself- but no sign.



77

# Site Audit First Impressions

- 21** This pathway felt like a good route for a marked trail of some sort... embedded tiles or metal plates set into the ground to lead people to the Leechwell. This wouldn't need to be word based, perhaps just toad's, slow worms and snakes to represent the wells, or ribbons, candles or sea shells as offerings left by visitors.
- 22** Nice gateway into the garden, but the messaging on the sign is rather heavy on the 'behavioural'.
- 24** Clearly the well itself doesn't require heavy signing... but the existing panel is a little high, and obscured.
- 25**
- 26** Looking back toward the car parks... no directional sign.

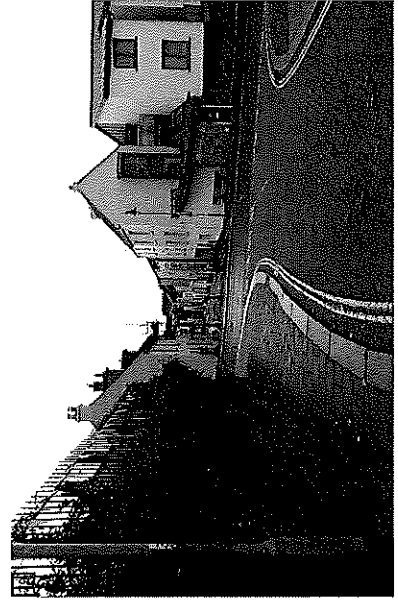
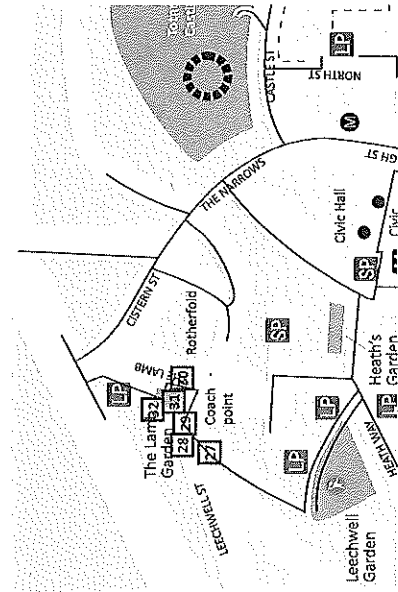
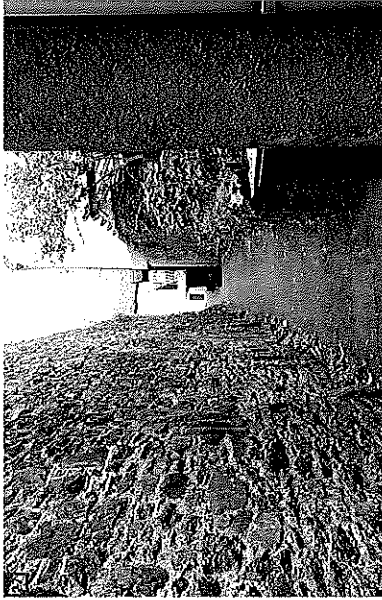


42



## Site Audit First Impressions

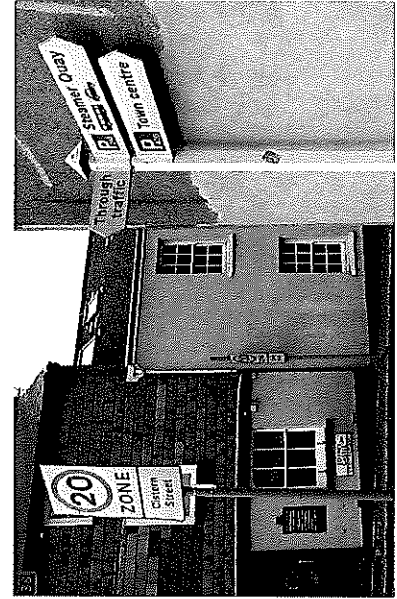
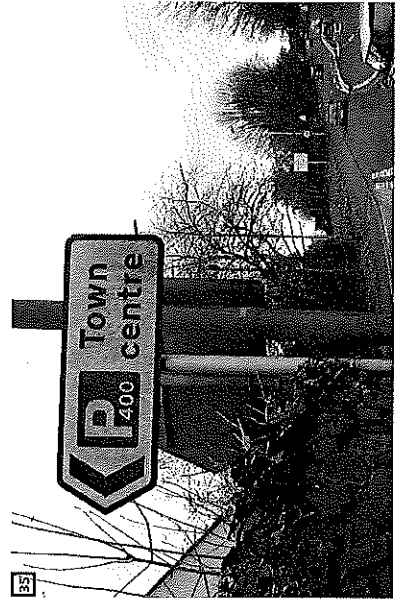
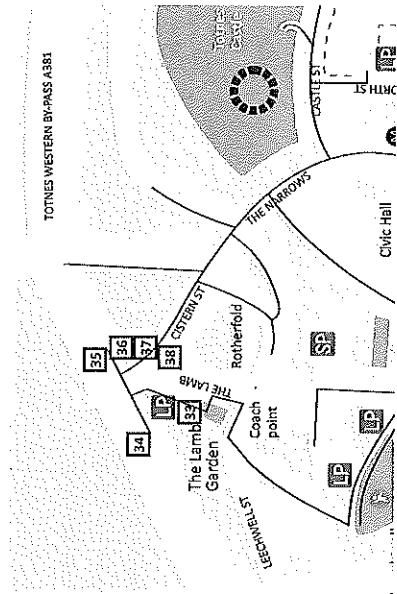
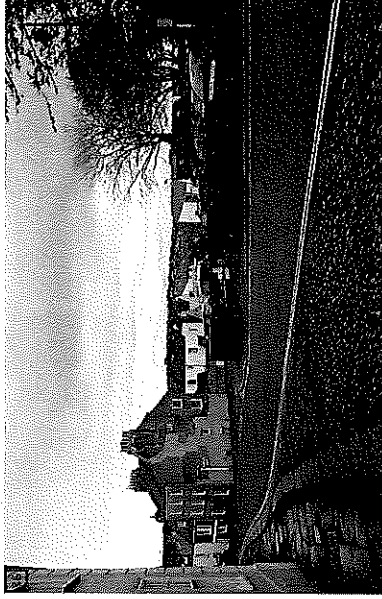
- 27 Looking up toward the top of town- no directional sign.
- 28 From Leechwell Street, there is a small plate on a post- but from even a short distance it could easily be mistaken for a private entrance to a house. There is the remains of what may have been a fingerpost.
- 29 The pedestrian walk through at the coach point has a bench and wall which would benefit from a welcome/ orientate point.
- 30 Another garden at close proximity to a car park. If we were visitors parked here, The Lamb garden would make a very good impression as the first and last thing we'd see in our time at Totnes. As with the other gardens, it's full of community engagement and character.



43

## Site Audit First impressions

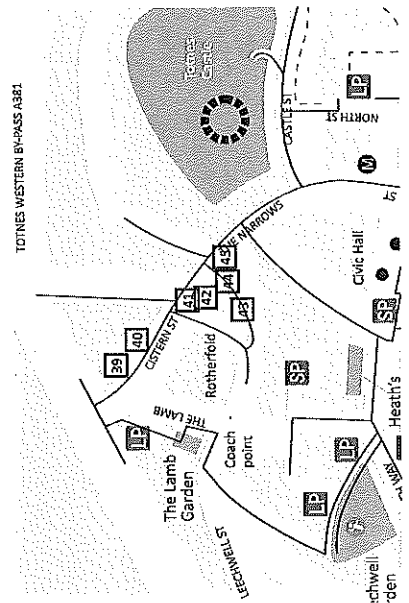
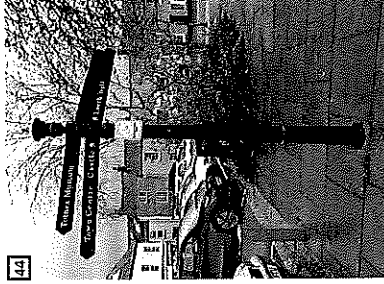
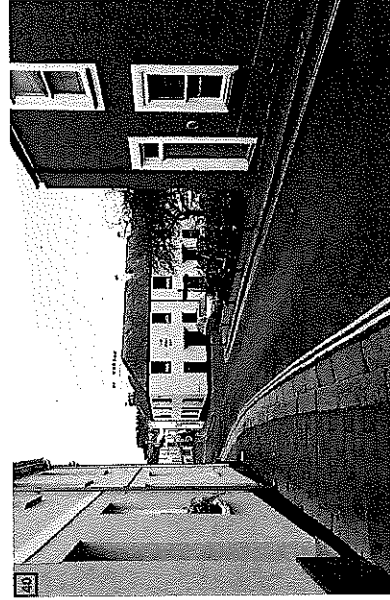
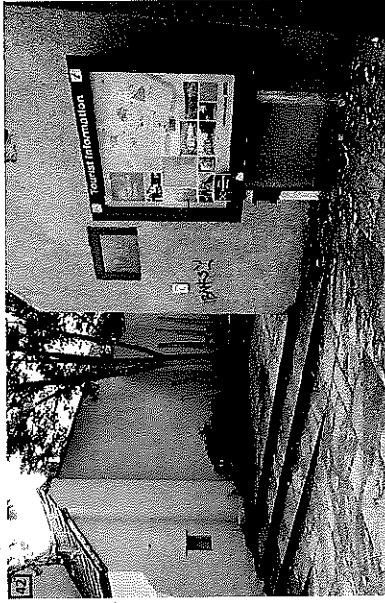
- 53 Car park signing without orientation.
- 54 Junction from the A381 by-pass. Signing feels quite light for the car parking. We have generally felt that we 'stumbled across' car parks rather than being confidently directed.
- 56 The white 'highways' fingerposts are confusing in that we believe them to be aimed at vehicle users rather than pedestrians. This means that the first sign we see in these images is directing us right, away from the Narrows, Castle, and the rest of the town.



44

# Site Audit First Impressions

- 39 Sign to the castle positioned very low on the side of a building. Would be better as part of a sign at image 39.
- 40 Rotherfold Square. There is a well positioned fingerpost, but its content is weak. Even for 'Town Centre', would that be better presented as 'The Narrows', 'Shops', 'Market Square', etc- ie, breaking it down to specific destinations.
- 41 The Visit Totnes map panel has good content, but is weakened by poor location and 'tired' postercase.

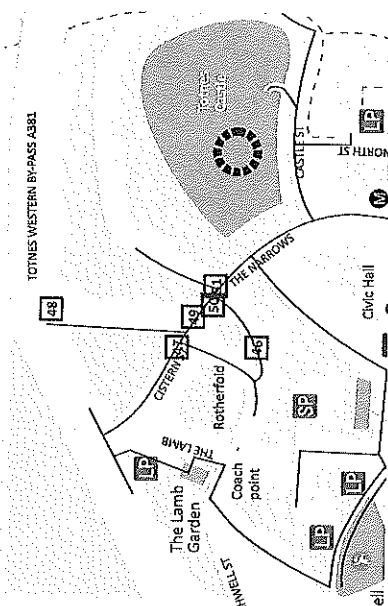
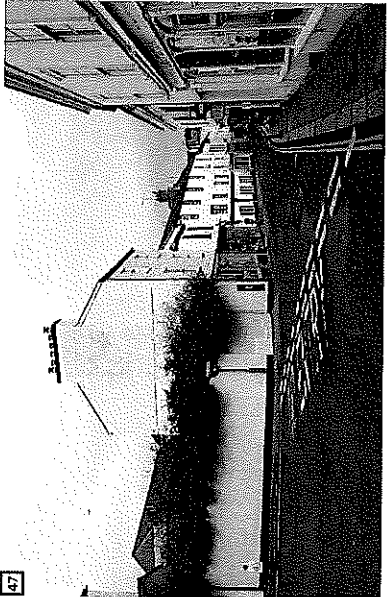
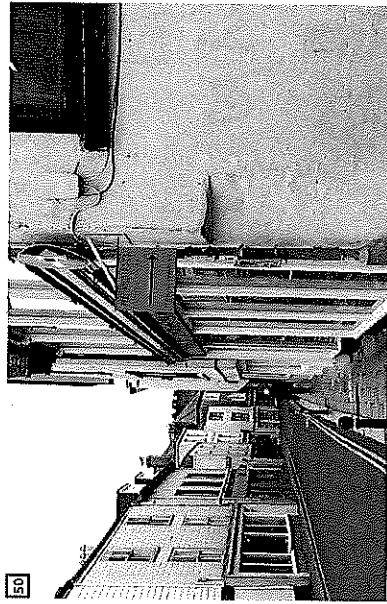
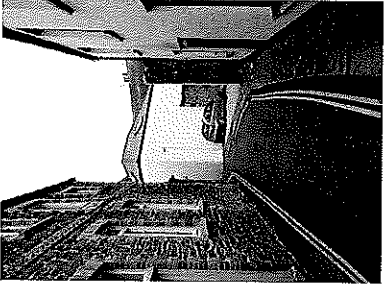
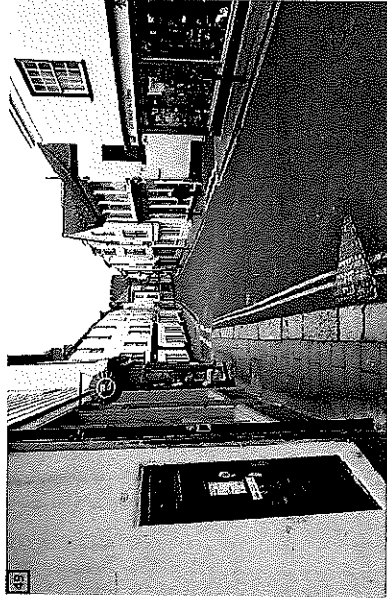


45

## Site Audit First impressions

- 46 It's easy to be drawn down side streets by attractive buildings and views, and whilst some will lead back to the main street it would be easy to miss large areas of shops [in this case, a sizable part of The Narrows.
- 47 Greater identity could be given to areas. The top of The Narrows is currently marked by a pair of vehicle 'No Entry' signs... but nothing to tell us that this is The Narrows.
- 48 Highways signing on the by-pass. Only a single sign to 'Town Centre' parking, whilst the town parking is really spread around in quite distinct locations.
- 49 Within the shopping street. Zoning of the town areas would allow for shop directories. As long as these are made in easily up-datable form they can be useful in engaging people with areas of a town, giving visitors the confidence (and reason), to venture onward into streets which might otherwise be seen as 'too far out'.

46

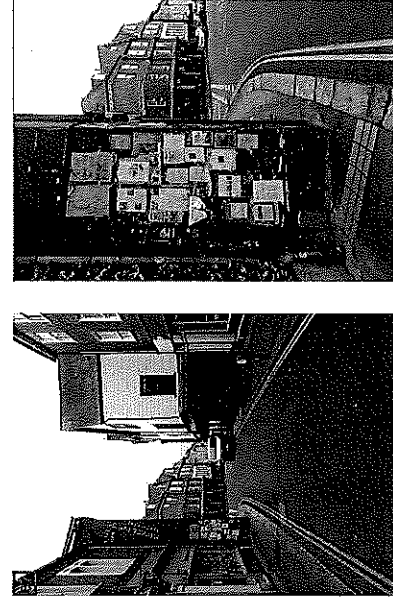
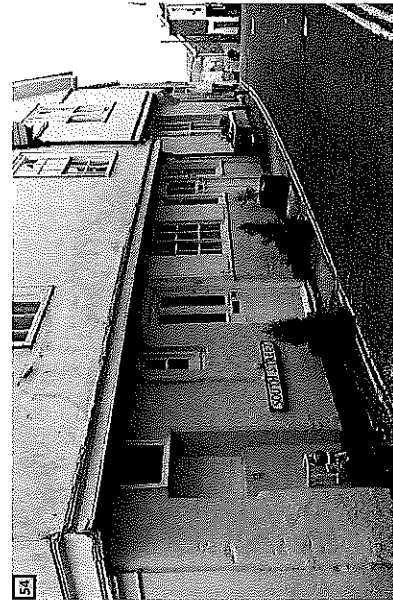
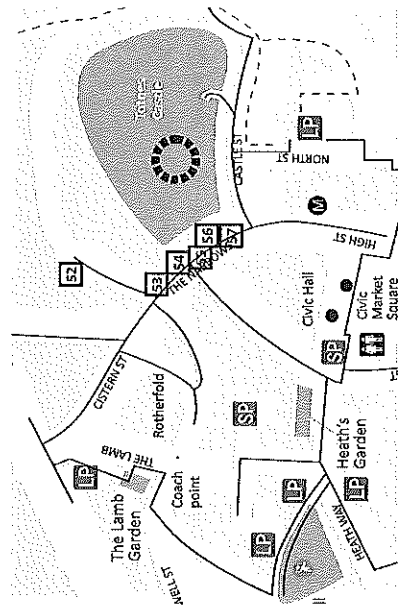
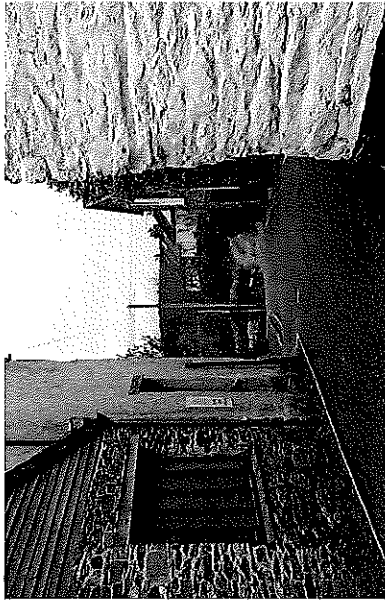




## Site Audit First impressions

- 52** It is possible to stray to far out... and into residential of industrial areas. It can be worth considering means of politely turning visitors around.
- 53** Once actually within the streets the narrowness of pavements and roads doesn't really leave the space for additional signs, so it's important to give orientation at the thresholds, and reduce the 'need' for further obstructions such as individual business a-frames.

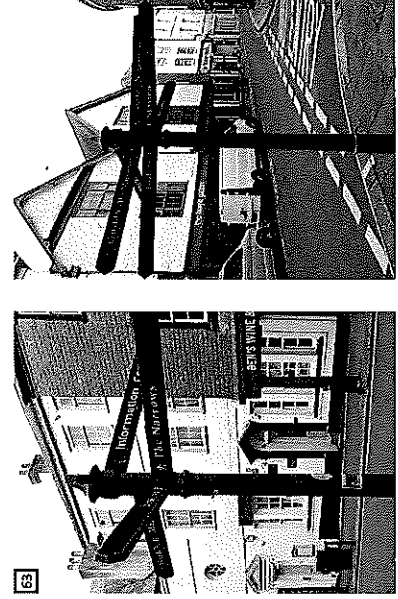
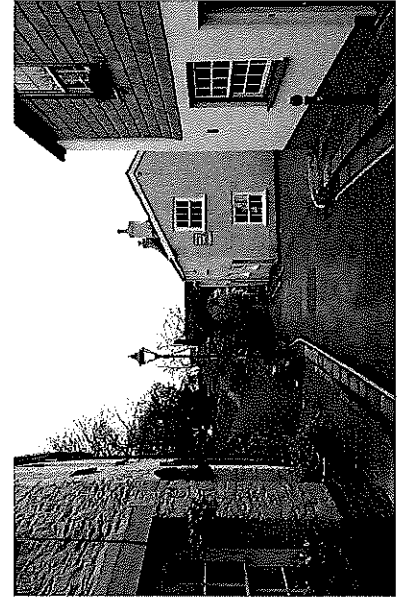
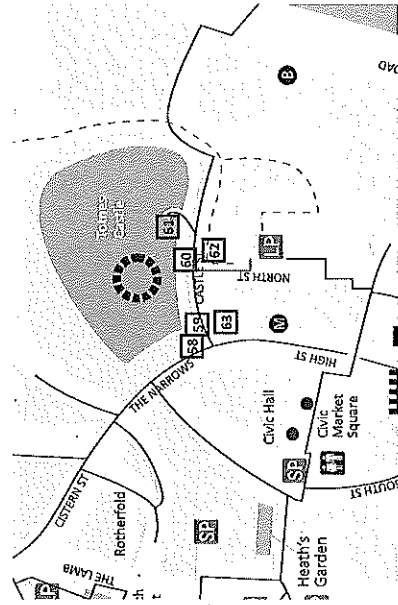
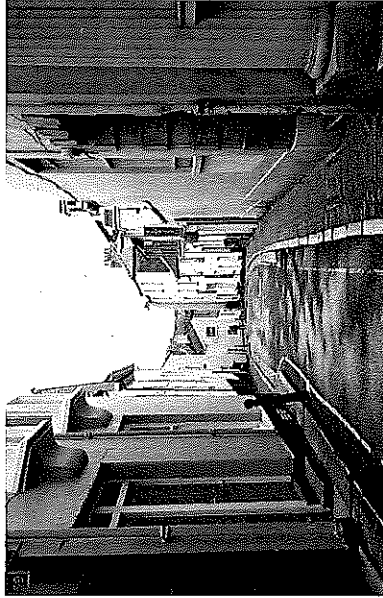
4.7





# Site Audit First impressions

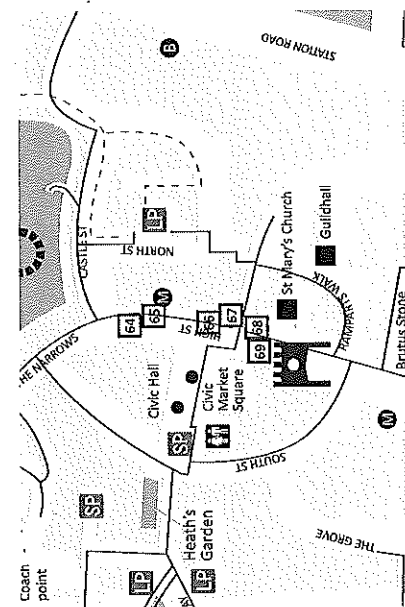
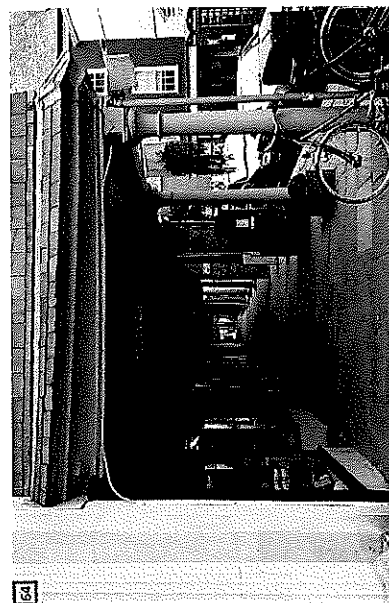
- 58 There is a fingerpost at the junction leading to the castle, but it is not of great visibility or legibility. It can also be useful to add walking times to destinations- giving visitors the confidence to walk to locations.
- 59 It would be helpful to have more information about the castle at the junction [is it open? how much does it cost? etc]
- 62 Walking back from the castle, we then pickup another highways sign which directs us back to a lower point in the town, potentially missing the run from Castle Street down to Market Square.



48

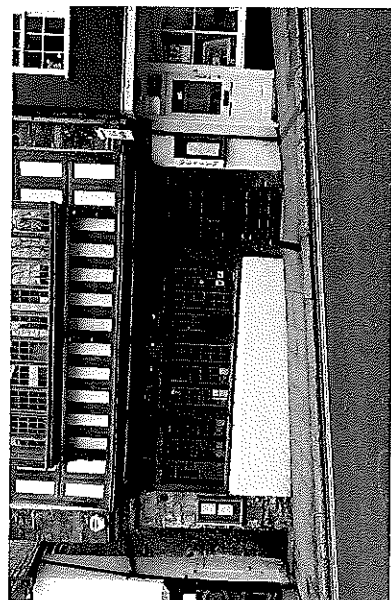
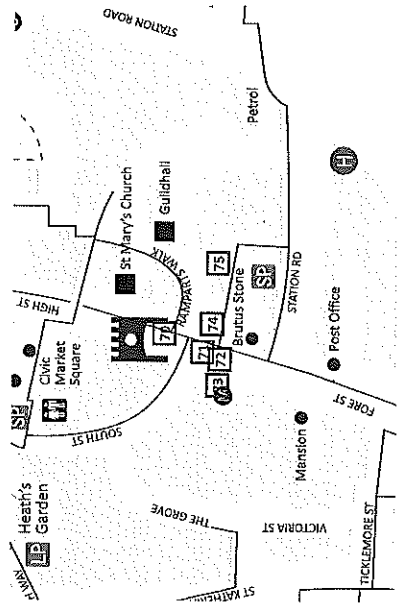
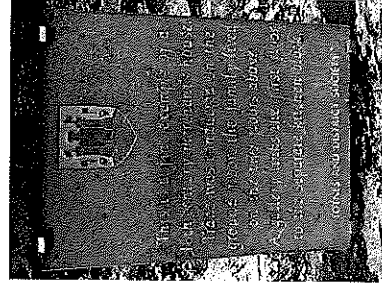
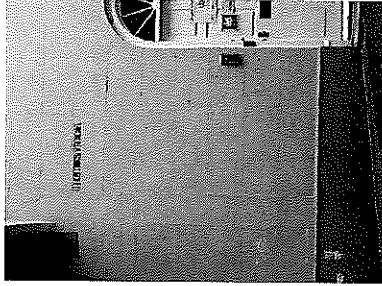
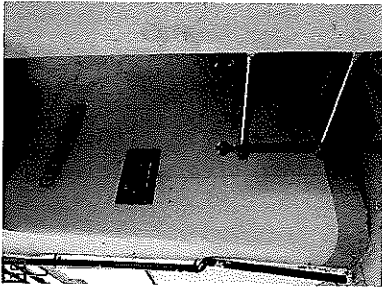
## Site Audit First impressions

- 64 The covered shop runs are interesting features, but there's some confusing legacy signage. 'Please's Passage' is signed strongly, but appears to be private flats.
- 66 We liked the use of the bookshop window to showcase student artwork.
- 67 Old, dark sign to the Guildhall lost in the passage.
- 68 Corner near St Mary's which seems a good location for a map and interpretation panel.
- 69 What is this feature?



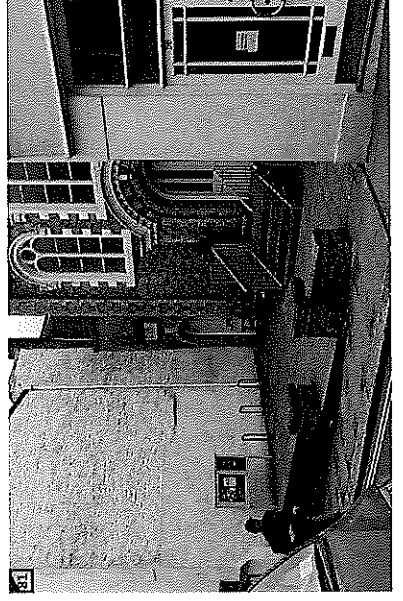
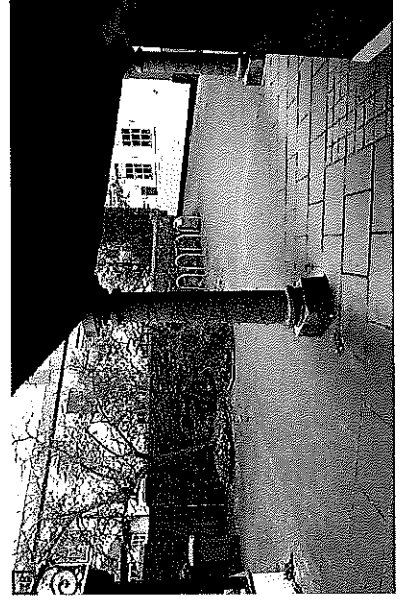
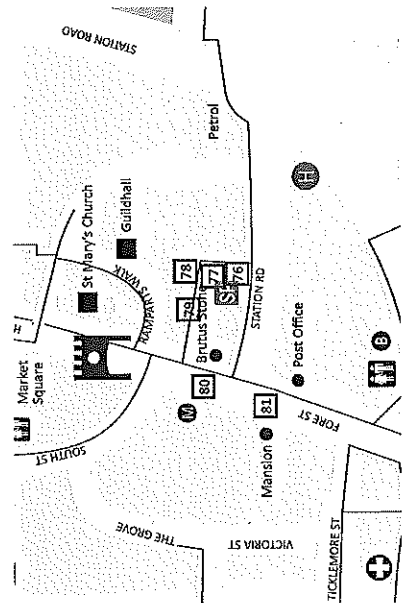
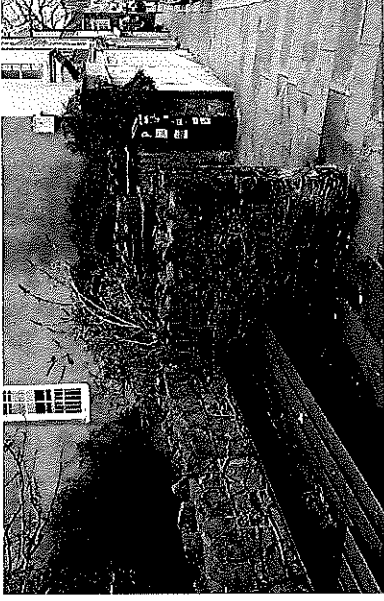
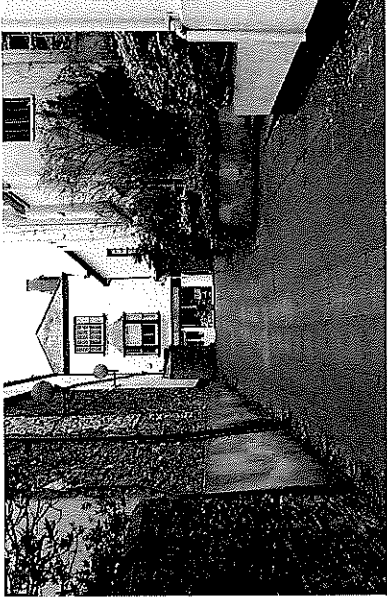
## Site Audit First impressions

- 70 Signs to the Guildhall lost in the passage, and only on one side. There are some nice tiled street signs (as High Street example).
- 71 Even though it's a great character building, it would be easy to walk past the Museum. It does feature a pair of posters, but the notices they contain are not eye catching.
- 72
- 73
- 74 We've used a picture from a previous visit, when businesses were open. This image demonstrates the need for a unified directory to welcome and orientate visitors to areas, rather than allowing the visual clutter and pathway obstructions which result from a 'free-for-all' approach.
- 75 What is this hoarding communicating at the moment? Is it actually being developed into a retirement living space or is it just advertising? Can developers be worked with to use some space for community and wider Totnes communication?



## Site Audit First impressions

- 76 The result of the closure of a building is that a large area now looks very uninviting and run down. As with the comment on image 75, could this hoarding be put to better use for the town and community?
- 80 Benches can include interpretation.
- 81 The chapel courtyard is a potential useful dwell space.

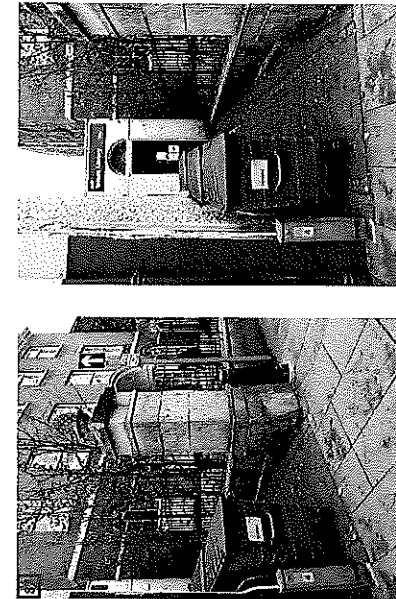
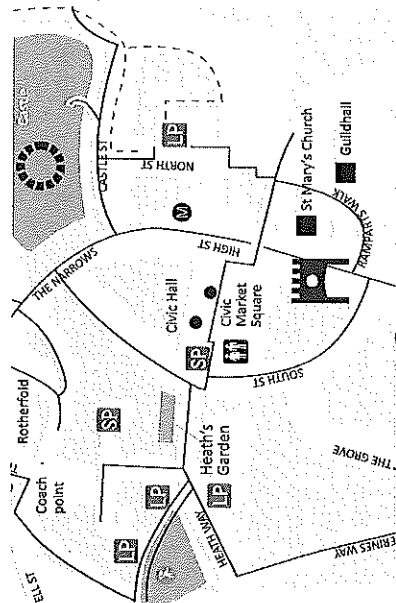
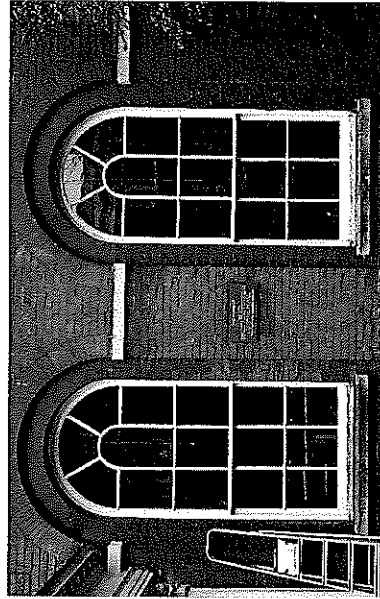
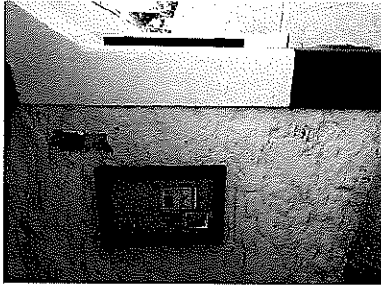
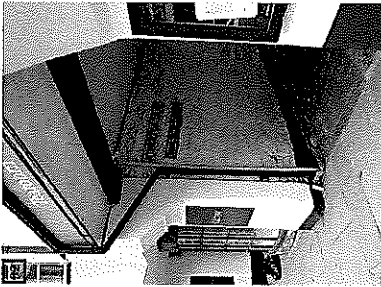


51



## Site Audit First impressions

- 82 Mixed communications and unused postcases.
- 83 What is the Brutus Stone?
- 84 This has the potential to be a nice dwell space just off the busy street. It could be a space to encourage visitors to remain within the shopping streets.
- 85 We've used this photo from a previous visit to show how quickly this area can become cluttered and obstructed by a-frames.
- 86 Legacy sign for the Mansion.
- 87 Very understated entrance to Totnes Library.

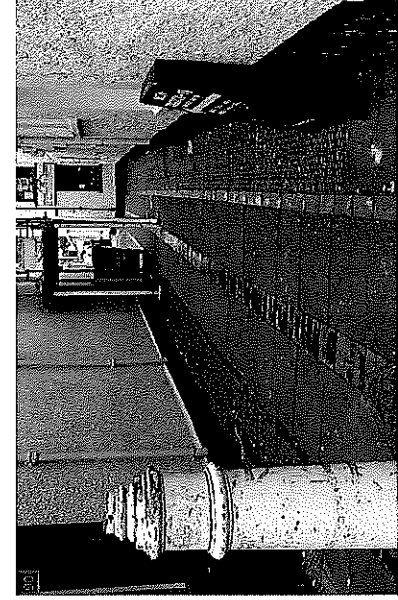
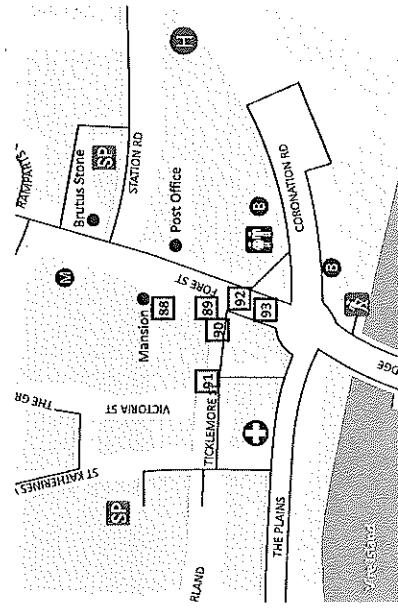
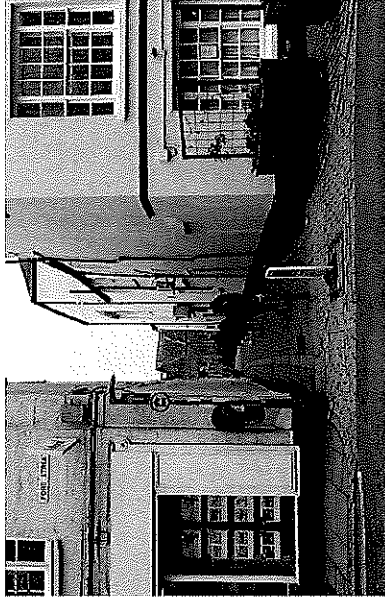
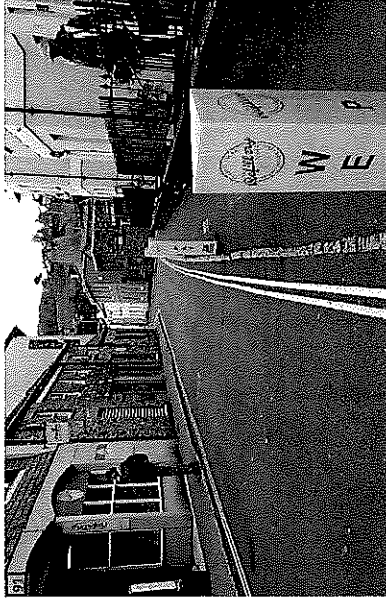
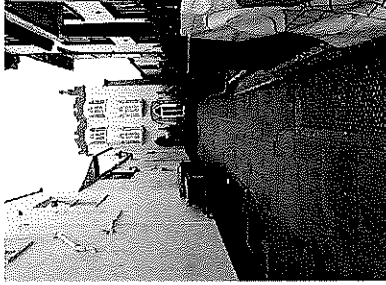
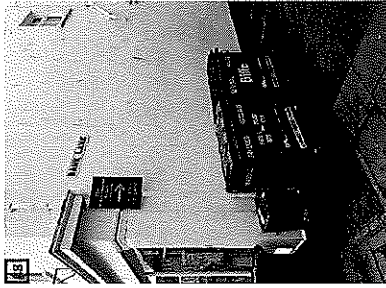


52



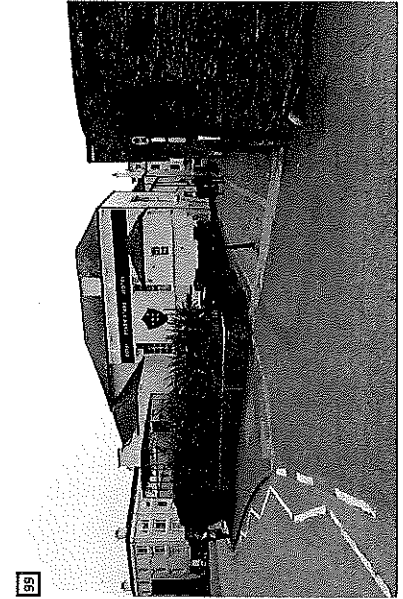
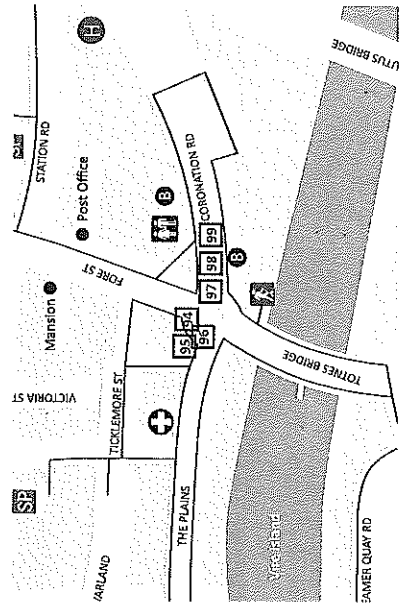
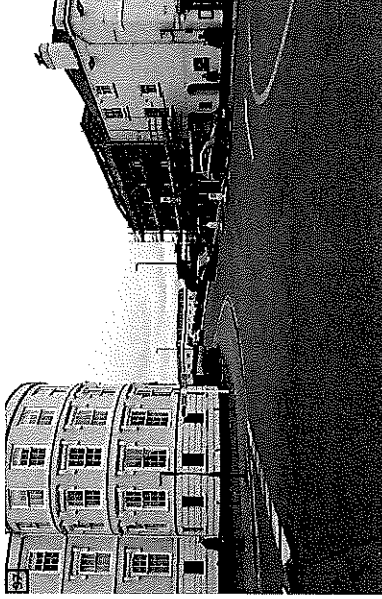
## Site Audit First impressions

- 88 The Watermans Arms sign. Is there anything else which could be added to encourage people to take this seemingly out-of-bounds route?
- 89 Cluttered junction to Ticklemore, plus use of bollards, another example of why a unified approach to street directories would help.
- 90 Route to various destinations... but no sign.
- 91 This feels like the end of the town, however there's plenty more to explore in every direction...



## Site Audit First impressions

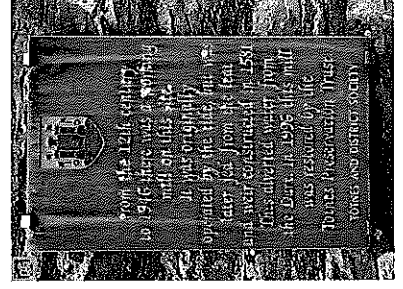
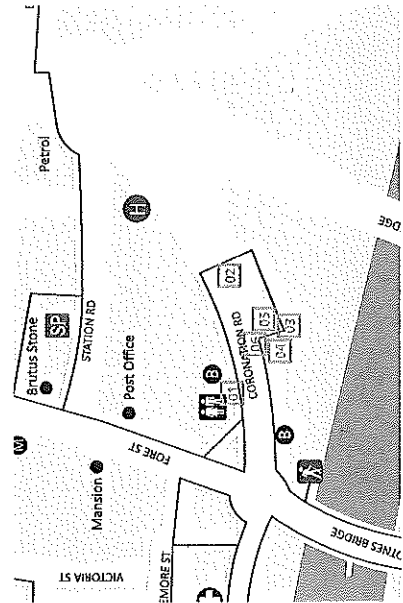
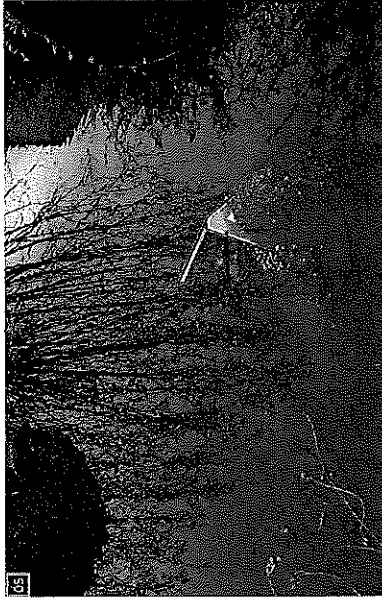
- 94 This is an important area, and really needs a full welcome and orientate point, including a town map.
- 97 Another confused 'highways' fingerpost giving vehicle directions, rather than pedestrian directions.
- 98 Combination of bus-stops, toilets, more businesses, and the cut-through back to Fore St, but no sign...



54

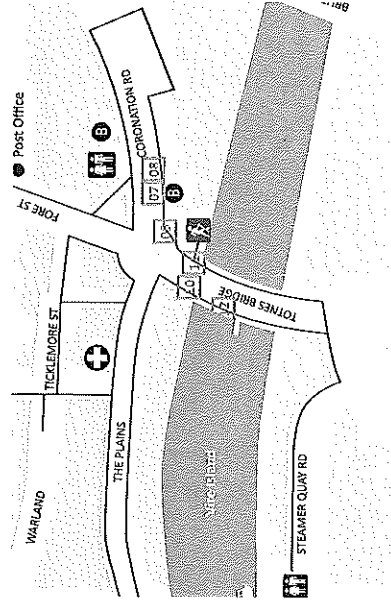
## Site Audit First impressions

- 01 More bike racks... There are a lot of bike racks about the town, but none include links to active travel, cycle routes/ schemes, etc.
- 02
- 03 Cut-through from Morrisons. This area feels a missed opportunity to create a first impression. Some of the other car parks first present us with vibrant community gardens... Here lacks any such moment of arrival or positive engagement.
- 04
- 05
- 06 One of a few 'Totnes and District Society' slate plaques.



## Site Audit First impressions

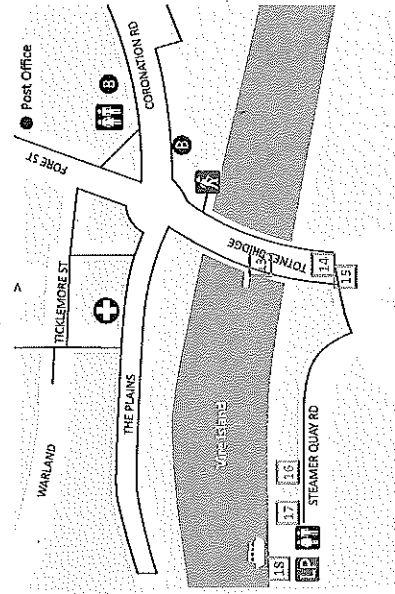
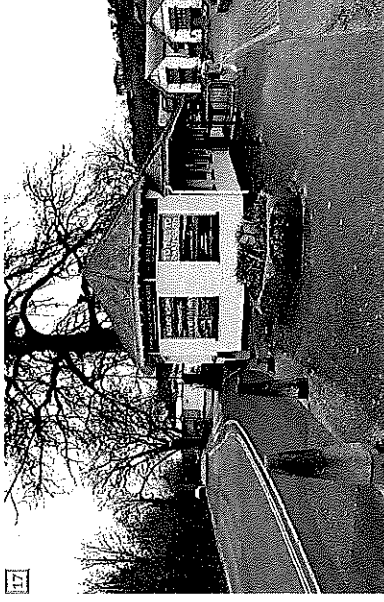
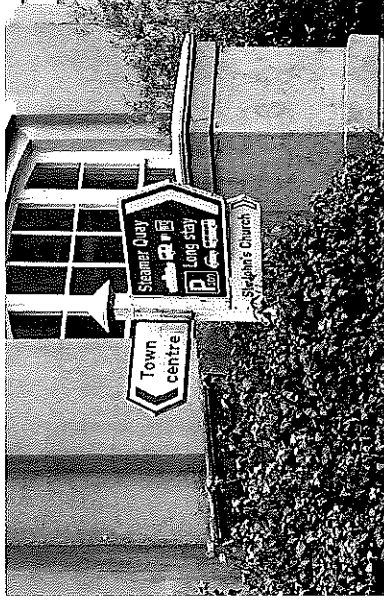
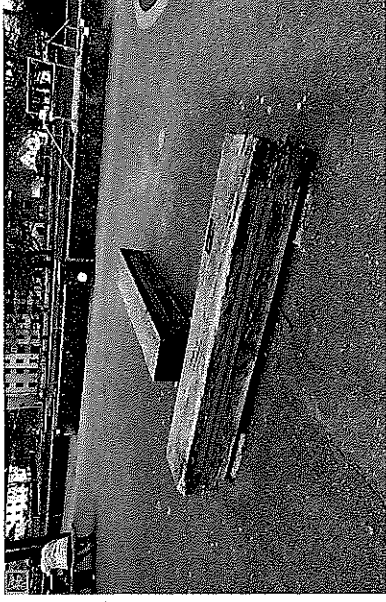
- 07 Bus stop. Old and tired town map, which is not correctly orientated to its location.
- 08 No pedestrian signing to encourage visitors to explore Vire Island or Steamer Quay [or to inform the visitor that they are only a short walk away].
- 09 Great outdoor spaces, but little interpretation.... how far can I walk here? Is it a circular route? What should I look out for?
- 10 We liked the painted signage on this building.





## Site Audit First impressions

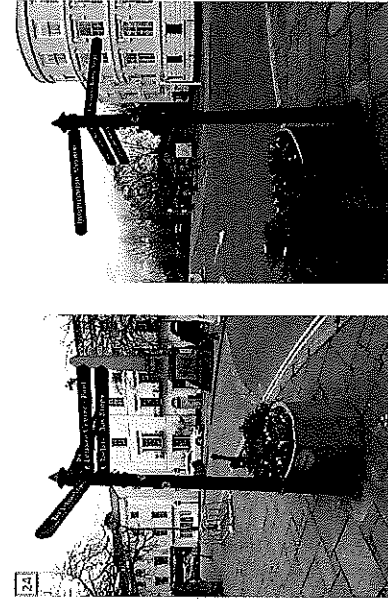
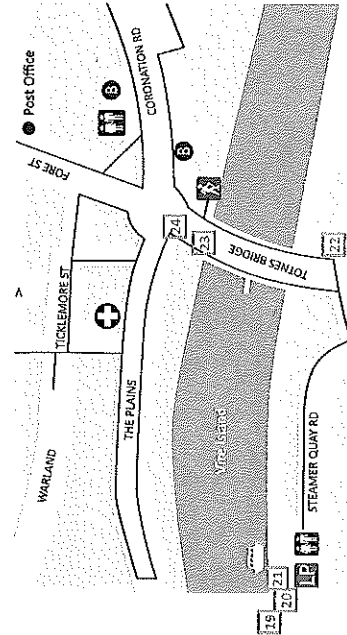
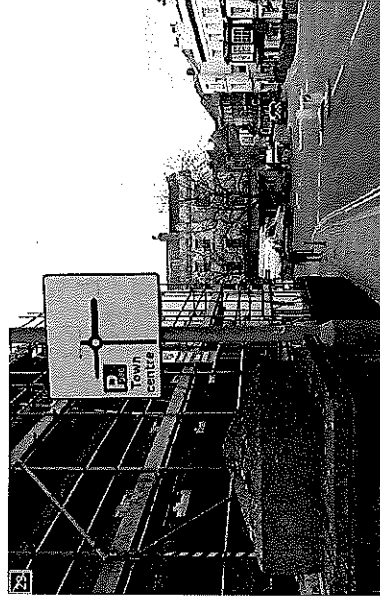
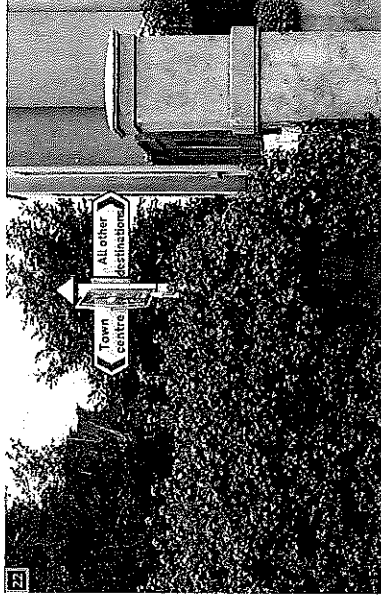
- 13 Only signage is for vehicle users, nothing to encourage pedestrians to venture further this way.
- 14 Wood and metal interpretation seating near the quay.
- 15 Boat trips... these connections to the local destinations are not clearly promoted until we arrive at the quay.
- 16 Car park, again without orientation.





## Site Audit First impressions

- 19 River views and great potential for activities.
- 20 There is an interpretation panel, but it doesn't interpret the actual location.
- 22 More vehicle based signage. The highways sign approaching the town appears very out of date.
- 24 Finger post on The Plains side of the bridge. The choice of some of it's destinations doesn't seem that helpful to visitors [leisure centre?].

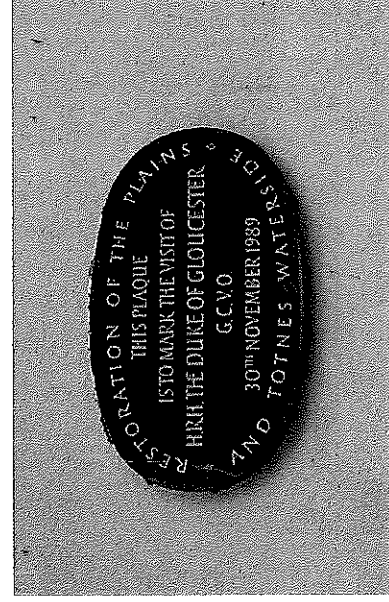
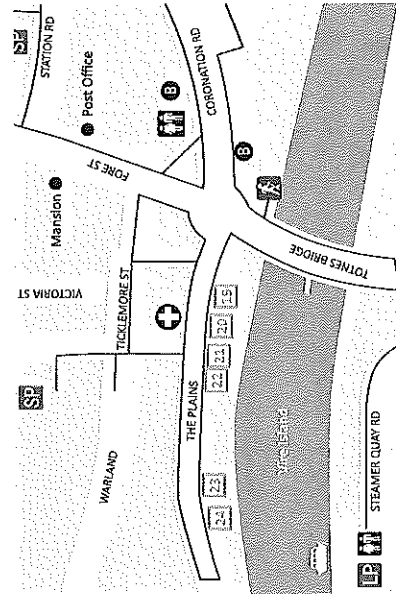
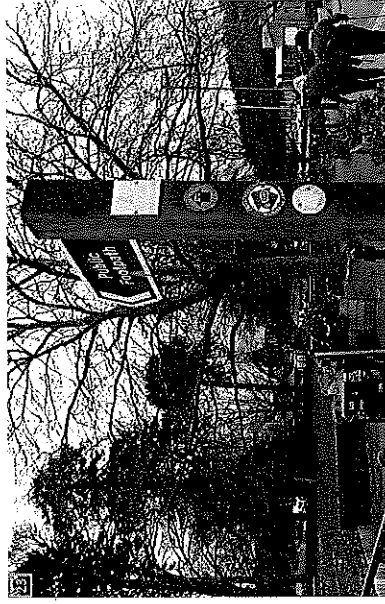
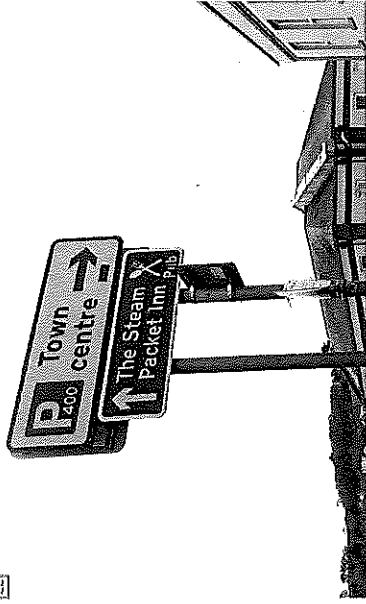


## Site Audit First Impressions

- 19 Another trail which is great in it's own right, but seems disconnected from Totnes presentation.
- 20 More bike racks without any active travel or trail route connections.
- 21 Slate plaque on The Plains
- 22 More generic use of 'Town Centre' for parking rather than recognising specific areas.
- 23 There are a lot of trails, but the waymarkers are quite unstructured [even stickers on lampposts]. We felt some of these may now have lost a number of markers/ become broken?

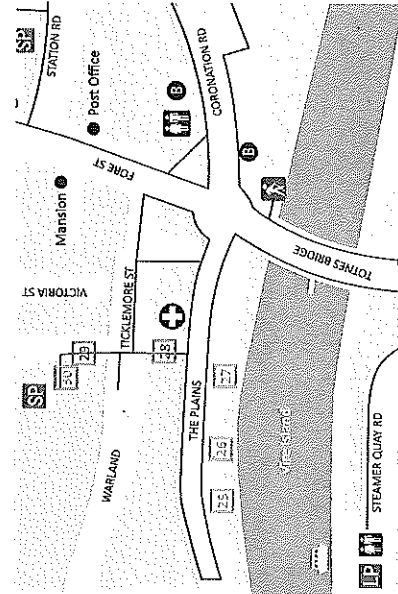


22



## Site Audit First impressions

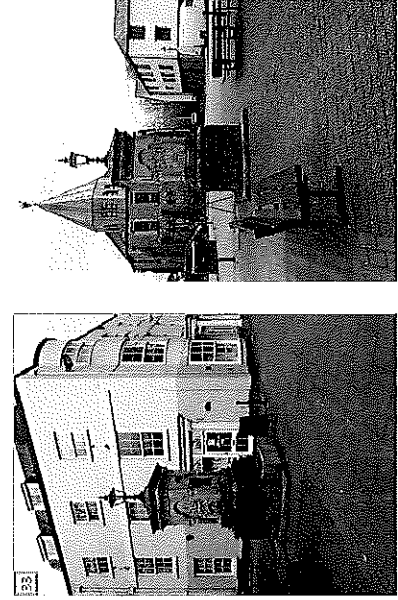
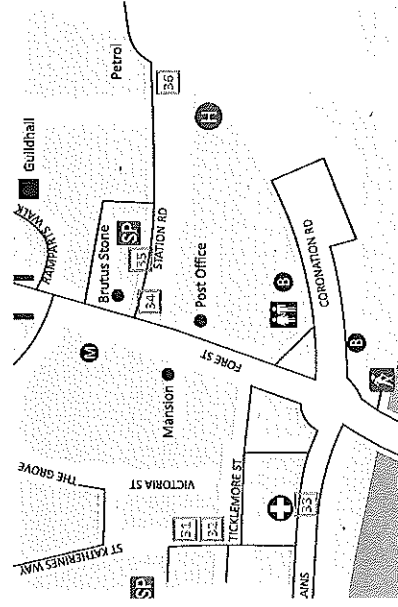
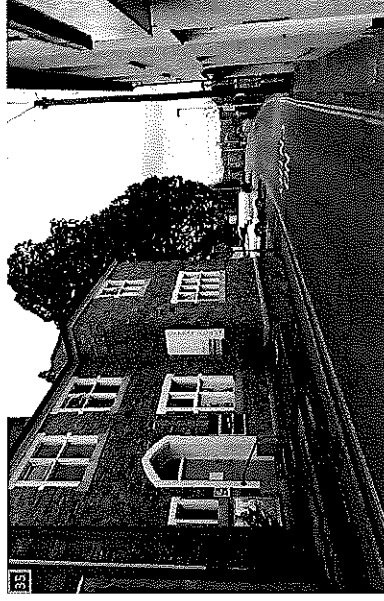
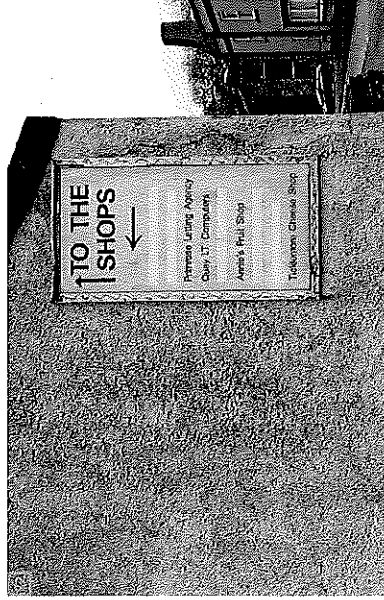
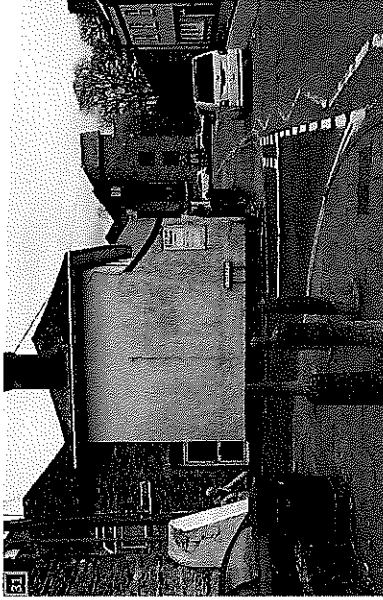
- 25 The waterside trails have enough wall space to accommodate some more interpretation [not just maps/panels, could be something more like a run of animal rubbing plates].
- 27 Pedestrian signage is quite light when walking back toward The Plains.
- 29 Another car park without orientation.



60

## Site Audit First Impressions

- 31 Example of how a common approach to street directories would help. To the shops, forwards and left...
- 32 Another good example of a small 'off street' square which can help increase dwell time within a shopping area.
- 33 Taking the 'flat' route toward the railway station. This route is light on orientation and directions. As visitors we quickly began to question our direction- particularly by the time we reached the roundabout.

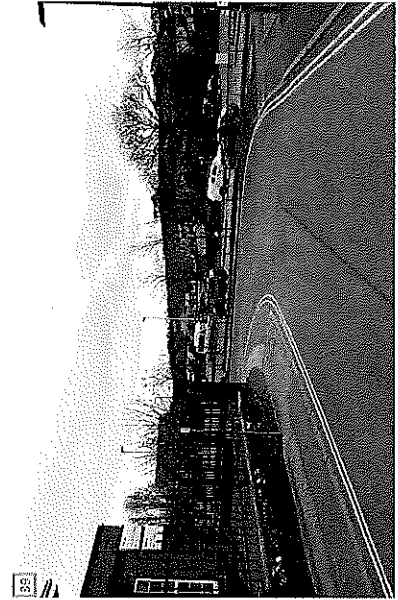
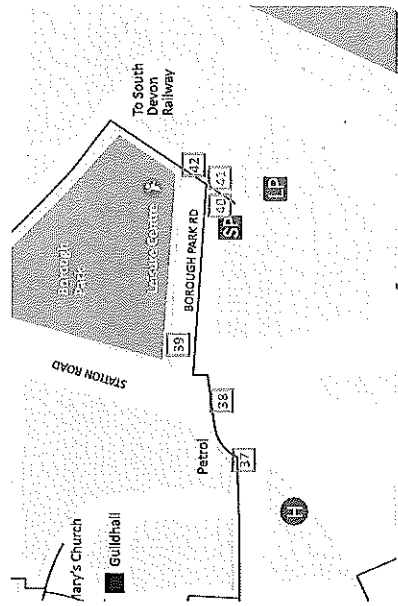


61



## Site Audit First impressions

- 37 Continuing the previous point, when looking both in the direction to and from the railway, this is not a very reassuring pedestrian route.
- 40 Car park without orientation. The small 'Town Centre' sign is not particularly helpful, partly as it's not adequately backed up along the route to town, and partly as there aren't other options [castle?]
- 42 Sign to a steam engine and a large white owl. Confusing as Totnes Railway Station is in a different direction.

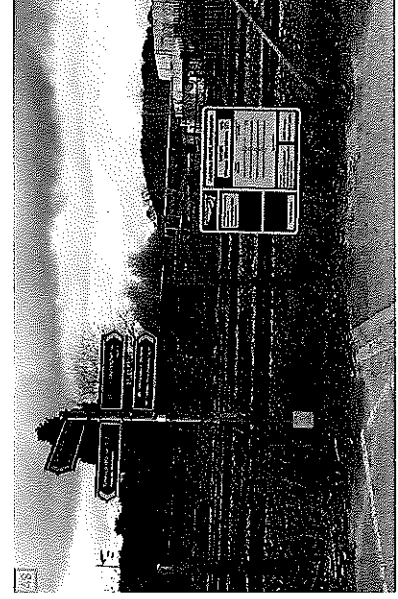
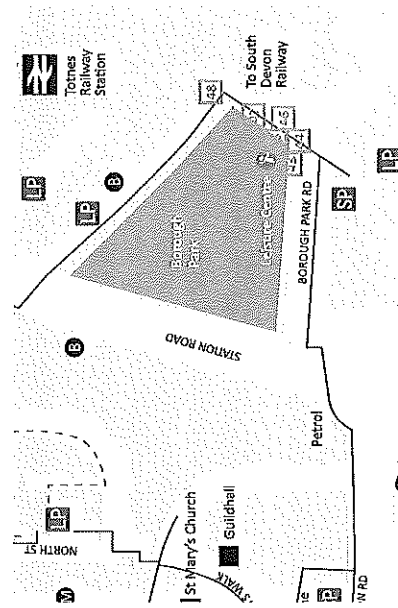


62



## Site Audit First Impressions

- 43 Cycle trail fingerpost. Apart from the one at the station, the rest of the cycle trail markings seem to be stickers on lamp-posts. We would encourage more connections to the numerous bike racks.
- 45 Tired postercase in Borough Park.
- 46 Access for all signs. Is this initiative still active?
- 47 A confidence sign would be useful at this divide in the path.



63

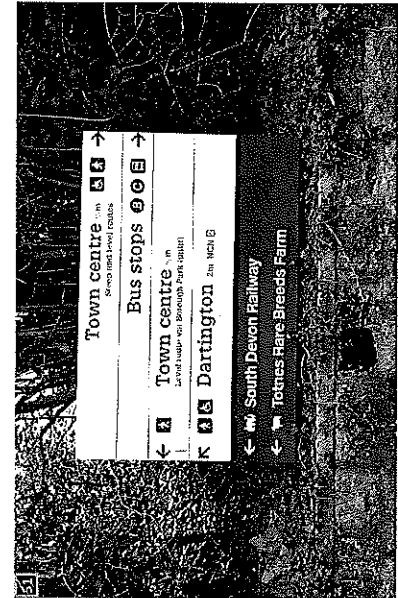
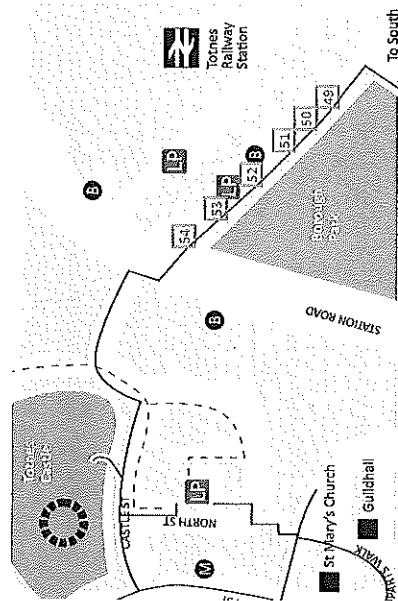
## Site Audit First impressions

**49** There are a decent number of helpful signs at the railway station [51,52,54,55], but they are scattered about, and not in the clearest positions.

**51** Good to differentiate between the different routes to town, and to include the distances. Is this a 'Bob the Bus' sign [Bob was parked up next to the sign]? If so, a simple route map would be good, just a simple schematic to show the drop-off and pickup points.

**52** A nice panel with some good information and images, but some more calls to action, 'things to do' would be good. Location wise it felt a little set back, it would be possible to walk past without noticing it.

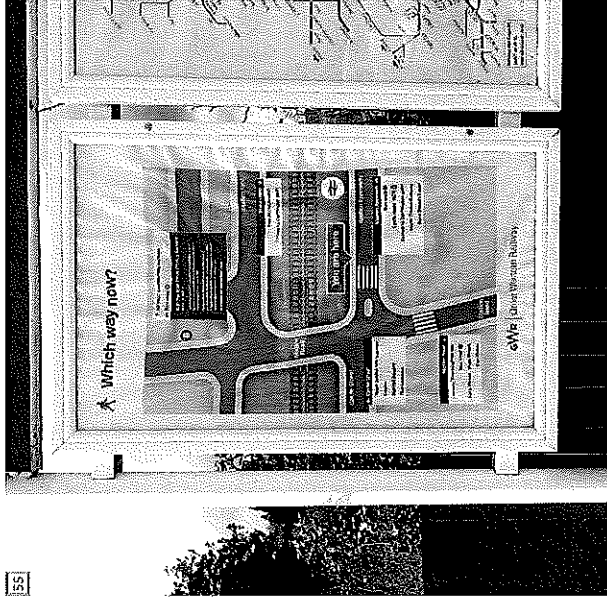
**53** Another bike rack without likes to active travel / cycle trails, etc



64

## Site Audit First impressions

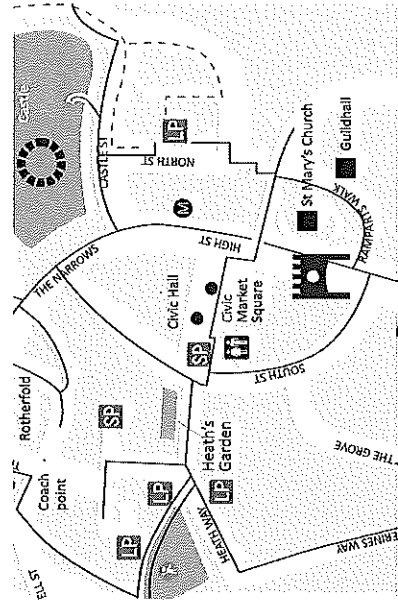
**55** We liked that this poster gave recognition to areas of the town (Market Square, The Narrows, The Plains, etc) rather than just defining everything as 'Town Centre' ...



**56**

**56** ...or 'Historic Town Centre', we're not sure what that constitutes.

**57** A confidence sign would be good here for pedestrians. The road is narrow and steep, and the location feels very residential, so a simple notice that the castle is very near would be reassuring.



**Perch & Ponder**

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Visit Totnes  
Site Audit Report



## **ITEM 6 – NEIGHBOURHOOD PLAN**

### **6b. Natural England comments on the Habitats Regulation Assessment (HRA).**

The comments submitted by Natural England are as follows:

#### **Totnes Neighbourhood Plan – Regulation 16 consultation**

Thank you for your consultation on the above dated 28 June 2021.

Natural England is a non-departmental public body. Our statutory purpose is to ensure that the natural environment is conserved, enhanced, and managed for the benefit of present and future generations, thereby contributing to sustainable development.

Natural England is a statutory consultee in neighbourhood planning and must be notified by the Local Planning Authority that the Plan proposal has been submitted to them by the Parish/Town Council or Neighbourhood Forum.

#### **Neighbourhood Plan – regulation 16 draft**

Policy C9: Steamer Quay – Natural England notes and welcomes the change to the policy wording from ‘will be permitted’ to ‘will be supported’, and accepts that this change makes the intention of the policy clearer, in that it does not allocate this site for ‘leisure or river related development’ but rather it sets out the general criteria against which the acceptability of a proposal will be tested, if a developer submits an application to the local planning authority for such a proposal. It does not preclude other types of development from coming forward.

#### **Habitats Regulations Assessment**

Natural England notes that the Habitats Regulations Assessment (HRA) has not been produced by your authority, but by a consultant on behalf of the qualifying body (Totnes Town Council). As competent authority, it is your responsibility to produce the HRA and be accountable for its conclusions. We provide the advice enclosed on the assumption that your authority intends to adopt this HRA to fulfil your duty as competent authority.

Para. 1.7 – the competent authority for this Neighbourhood Development Plan HRA is South Hams District Council rather than Devon Council.

Para. 4.2 – the Plan area is within 10km of the Lyme Bay and Torbay SAC and this site also has public access/disturbance identified as a pressure/threat in the Site Improvement Plan. For completeness, the SAC should be considered for screening.

Para. 5.1 – the assessment concludes that the Plan can be screened out from further stages of assessment because significant effects are unlikely to occur, either alone or in combination. On the basis of the information provided, Natural England concurs with this view.

#### **Strategic Environmental Assessment**

The submission documents don't appear to include the Regulation 9 Statement which sets out the reasons why it was determined that an environmental assessment is not required, as described in para. 028 Ref ID. 11-028-20150209 of the Planning Practice Guidance:



“Where it is determined that the plan is unlikely to have significant environmental effects (and, accordingly, does not require an environmental assessment), a statement of reasons for the determination should be prepared. A copy of the statement should be submitted with the neighbourhood plan proposal and made available to the independent examiner.

South Hams District Council have advised the following;

- That the HRA is reworded at paragraph 1.7 as requested.
- That the HRA is amended at paragraph 4.2 to include consideration of the Lyme Bay/Torbay SAC.
- That Totnes Town Council updates the Basic Conditions statement is amended in line with Natural England’s comment about a Strategic Environmental Assessment not being required.

**6c. Proposed policy amendment to include the original ATMOS project vision.**

Email from Tones Town Clerk to South Hams District Council:

Below is a request for an addition to the Totnes Neighbourhood Plan around the ATMOS site - my understanding is that you will need to check with the examiner who will agree or not to a 6 week consultation extension. If we get the ok back we will issue appropriate notices advising residents of the new consultation dates.

\*\*\*\*\*

The Joint Local Plan at clause 5.109 item 5 makes reference to a Community Right To Build Order that was made by South Hams District Council on 28 February 2017 and which came into operation on 1 March 2017 in respect of a site known as the ATMOS Project. The order was made pursuant to the Neighbourhood Planning (General) Regulations 2012 resulting from the Localism Act 2011.

The Order was made by South Hams District Council following a referendum which took place on 23rd November 2016 of which 85.69% of those voting in the local community voted ‘yes’ in support of the proposed Order granting planning permission for the Atmos scheme

This project the subject of the Order provides:

- 99 homes including 62 truly affordable houses linked only to this community, and 37 ring-fenced homes for older people
- Workspace for local businesses to provide at least 160 jobs
- Refurbishment of the Brunel Building, a health and wellbeing centre, space dedicated to the whole community (young and old alike)
- Community ownership of the majority of the land through a town wide share issue
- Flood defence for Totnes through redevelopment of the site
- Training opportunities through the build, management and maintenance of the site.
- traffic free and green public transport hub

**POLICY C4A**

The project/scheme being the subject of the Community Right To Build Order dated 28 February 2017 for the ‘development of the ATMOS’ Project, as listed above shall be implemented irrespective of its validity following the expiration of any time limits contained therein.

The importance of this project to the future of the community and residents is accepted.

The housing and employment / training opportunities as identified within the CRtB shall be achieved to resolve issues that currently exist in the Town.

The economic and environmental opportunities of this project offer great opportunities for improvements for the Town.

The national importance of this project should not be underestimated

\*\*\*\*\*

Please note that this is a formal request from my using delegated authority, having consulted the current 14 serving Councillors by email.

Reply from South Hams District Council:

Many Thanks for the submission that you have sent me in regard of the ATMOS site. I am concerned that the proposal, as set out in new Policy C4A, simply seeks to retain the Community Right to Build Order for the ATMOS site. Whilst I do believe that it would be legitimate to seek to include a Policy in the Neighbourhood Plan that allocates the ATMOS site, I do not believe simply requiring that any redevelopment of this site complies with the content of the CRBO meets with the purpose, guidance nor spirit of the Neighbourhood Planning legislation.

A site allocated within a Neighbourhood Plan must primarily reflect National and Local (JLP) Policy. The ATMOS site is a brownfield site, both National and Local Policy presumes in favour of the redevelopment of such sites. In the light of this it is not acceptable, under the aegis of the Neighbourhood Plan, to require the site be redeveloped for just one option. The ATMOS site, given its nature and characteristics, could be redeveloped for a range of options of which the CRBO is but one. The purpose of the NP, in allocating such sites, is to reflect the policy background and, where deviation is sought, for example to reflect local needs or conditions, fully and robustly justify that divergence. Given the potential that the ATMOS site offers it would be unreasonable for the Neighbourhood Plan to reduce those options by unjustifiably drawing the parameters for development too tightly or, as is being sought by the inclusion of Policy C4A as currently written, requiring a single outcome. Bear in mind that planning permission could be sought for alternative forms of development even if the CRBO were extant.

In the light of the above the Council will not support the approach towards amending the Totnes Neighbourhood Plan as set out in your email. I would also add that, for the reasons detailed above, I consider that it would be very unlikely, based upon my experience, that such a proposal would be supported by the appointed Examiner. In brief the proposal is too prescriptive, lacking in justification and unreasonable in the light of Government guidance

If you wish to seek to allocate the ATMOS site then I would suggest that this is done in the light of my advice. If a proposal is advanced that meets this guidance, I set out below the options for the inclusion of such a Policy at this stage of the Neighbourhood Planning process:

- 1) On appointment of an Examiner seek his/her opinion as to whether, if the current consultation were extended with a focus on the ATMOS proposal, the Examiner would proceed with an Examination which included consideration of that proposal. In administrative terms the

Town Council would resubmit the NP with the amendment as a fresh Reg 15 submission. The Council would then formally extend the Regulation 16 consultation six weeks (minimum) from recommencement. The decision, as to whether this process was satisfactory, would be a joint decision between the Examiner and the Council.

2) Let the Plan proceed through Examination/Referendum then seek immediately to modify the NP. This is a relatively straightforward process but would take longer than 1) and, since it is a material modification, require an Examination.

## ITEM 7 – PLANNING APPLICATION 2560/21/FUL

2560/21/FUL - Demolition of existing building and redevelopment of the site to form 2 no retail units, public car park and 42 Retirement Living apartments including communal facilities, access, car parking and landscaping (resubmission of 4198/19/FUL). Former Brutus Centre, Fore Street, Totnes, TQ9 5RW.

Applicant: Churchill Retirement Living Ltd

Info: 42 Retirement Living apartments including communal facilities (27 x 1 bedroom and 15 x 2 bedroom apartments), with car parking (14 for apartments, 25 public pay and display spaces) and recharging points for mobility buggies. Materials for the building include: render, pitched slate roof, hang tiles, local stone, cedar cladding (fibre cement so no fire risk). For more details see the planning application at <http://apps.southhams.gov.uk/PlanningSearchMVC/Home/Details/212560> and the Design and Access Statement at [file://ttc-server/users/Governance/Downloads/document-8429342%20\(1\).pdf](file://ttc-server/users/Governance/Downloads/document-8429342%20(1).pdf)

Please see attached design and access statement for more details, and there are additional supporting documents on the SHDC website accessed at the following link:  
<http://apps.southhams.gov.uk/PlanningSearchMVC/Home/Details/212560>

TTC comments submitted in March 2020 on application 4198/19/FUL from Churchill Retirement Living for this site, and with TTC Officer comments *in italics* about how the latest application may have addressed these concerns.

The Committee requests a site visit with the SHDC Planning Officer and a representative of Churchill Retirement Ltd to discuss the following questions:

- Does the residents car park contain a pick up and drop off point(s) (it is unclear from the plans). These are useful for relatives as well as community groups such as Totnes Caring. *The main entrance is now at the north of the building which gives an area for vehicles to turn towards the rear of the building.*
- There is insufficient space for the community bus to pick up residents. *This may be alleviated by the new entrance location and turning area. There is no mention in the Transport Statement about the community bus coming into the car park or immediate area.*
- There do not appear to be any disabled parking bays shown in the residents or public car parking areas. *This comment appears to not have been addressed – there are no details contained in the Transport Statement.*
- There are no EV charging points shown in the residents or public car park – designs should be future proofing for this. *This comment appears to not have been addressed – there are no details contained in the Transport Statement.*
- Why are the recommendations from the design consultation not being followed more closely?
- There does not appear to be any internal storage and a charging area for mobility scooters owned by the residents. *There is an external covered area for storage and charging of mobility buggies.*
- There are no PV panels shown on the roof design yet they are mentioned in the energy strategy. *PV panels are now included in the roof design.*
- Given the proximity of the development to the conservation area, timber framed rather than uPVC windows would be more appropriate. *The Design and Access Statement includes the following about*

*windows: proposing flush frame and casement white windows. These would be uPVC for low maintenance and high Green Guide rating.*

- The revised height of the development is an improvement on previous designs.



## RURAL SERVICES NETWORK MEMBERSHIP

MTG Member,

You will be aware we asked Councils who have been given free trial membership of the Rural/Market Town Group terminating in July 2021 to let us know by the end of this month about your willingness to continue with us as members.

We recognise that although Covid-19 measures are being relaxed councils are cautious and many of them are limiting the number of meetings, whilst seeking the most suitable accommodation for them. We recognise that current council agendas are filling up rapidly and that the current decision making process is more difficult than usual. Therefore, we at Rural Services Network have decided to help the town and parish councils currently in Rural/Market Town Group membership by extending your free trial period until the end of September 2021. We only ask you to please let us know by the end of September if you wish to be involved with the group in the future.

As a result:

Your Council will get a further two months of free membership.

If you, as we hope, wish to stay involved, you won't get invoiced until October and that your subscription will consequently be one of half the usual annual amount (running October 2021 to end March 2022).

The full annual subscription is £110 ( up to 5,000 population); £130 (5,000 to 10,000 population) or £150 (10,000 + population). It is deliberately intended not to be onerous anyway - so we simply halve that amount for this financial year to work out the amount that you council will be invoiced.

VAT will be added to the amount charged, but is recoverable by Councils.

We will invoice automatically during the month of October for this amount unless we hear from you that you have specifically decided you no longer wish to be members of the Group.

If you want to find out more about the Rural/Market Town Group, please visit our website. It includes information on all councils currently in membership, which currently includes 232 local councils from across the whole of England. We have targeted work to ensure that national spread, and we will now expand our approach list seeking to achieve involvement we hope from in excess of 400 local councils; giving by then given all rural/market towns the opportunity to be involved.

We would also like to take this opportunity to invite you to the Rural/Market Town Group meeting, which will take place on Tuesday, 12th October 2021. Please click here to register. We welcome elected main councillor representatives to the group and clerks (where one is yet to be assigned).

From the October to April period we will be looking to widen that service through the following initiatives:

Opening the promised Member Discussion Site via Facebook. This group's aim will be to discuss good practice, network and share information about delivering services in rural market towns and parishes across England.

Establish liaison arrangements to allow Councils to have greater focus on issues involving Older People in Rural Areas.

Undertaking work around the topic of Rural Enterprise.

If Rural Market Councils are to have an enhanced national profile and work together in the interest of their areas, as seems desirable at this difficult time, this Group clearly represents the opportunity and route to do that. We very much hope your Council will wish to continue with us on that journey.

## **ITEM 11 – LIST OF MEETING DATES**

### **September**

Council Matters Committee – 13<sup>th</sup> September at 6.30pm in the Guildhall.

Venues and Public Assets Working Group – 15<sup>th</sup> September at midday via Zoom.

Planning Committee - 20<sup>th</sup> September at 6.30pm in the Guildhall.

Climate Change Working Group – 21<sup>st</sup> September at 6.30pm via Zoom.

Arts Working Group – 23<sup>rd</sup> September at midday via Zoom.

Town Matters Committee - 27<sup>th</sup> September at 6.30pm in the Guildhall.

Traffic and Transport Forum – 29<sup>th</sup> September at 6.30pm via Zoom.

### **October**

Full Council – 4<sup>th</sup> October at 6.30pm in the Guildhall.

Council Matters Committee – 11<sup>th</sup> October at 6.30pm in the Guildhall.

Public Realm and Cemetery Working Group – 13<sup>th</sup> October at midday via Zoom.

Totnes Future Forum – 12<sup>th</sup> October at 6.30pm via Zoom.

Planning Committee - 18<sup>th</sup> October at 6.30pm in the Guildhall.

Venues and Public Assets Working Group – 20<sup>th</sup> October at midday via Zoom.

Climate Change Working Group – 26<sup>th</sup> October at 6.30pm via Zoom.

Traffic and Transport Forum – 27<sup>th</sup> October at 6.30pm via Zoom.

Arts Working Group – 28<sup>th</sup> October at midday via Zoom.

No Town Matters Committee – it falls during a school holiday.