

## AGENDA FOR THE MEETING OF COUNCIL MATTERS MONDAY 8<sup>TH</sup> NOVEMBER 2021 AT 6.30PM IN THE GUILDHALL

You are hereby SUMMONED to attend the **Council Matters Committee** on **Monday 8<sup>th</sup> November 2021 at 6.30pm** in the Guildhall for the purpose of transacting the following business:

**Committee Members:** Councillors E Price (Chair), M Adams, J Hodgson, P Paine, B Piper, N Stopp, V Trow.

### 1. WELCOME AND APOLOGIES FOR ABSENCE

The Chair will read out the following statement:

Welcome to everyone attending and observing the meeting.

A reminder that open proceedings of this meeting will be video recorded. 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 90 minutes and therefore members are asked to raise their points succinctly and not repeat the same view expressed by colleagues if it does not add to the debate.

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

*The Committee will adjourn for the following items:*

### PUBLIC QUESTION TIME

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

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

### 2. CONFIRMATION OF MINUTES

To approve the minutes of 11th October 2021 and update on any matters arising. Document attached.

### 3. BUDGET MONITOR

To consider the Budget Monitor. Document attached.

### 4. DRAFT 2022/23 BUDGET

To consider a draft budget for 2022/23. Document attached.

### 5. COUNCIL RISK ASSESSMENTS

To consider a summary of the Council's various risk assessments. Document attached.

## 6. CLOSED-CIRCUIT TELEVISION POLICY

To review the Closed-Circuit Television policy. Document attached.

## 7. DATE OF NEXT MEETING

To note the date of the next meeting of the Council Matters Committee – Monday 13<sup>th</sup> December 2021 at 6.30pm in the Guildhall. No document.

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

## 8. BANK STATEMENTS AND RECONCILIATIONS (Standing Item)

To consider the bank statements and reconciliations. Documents attached.

## 9. STAFFING UPDATE (Standing Item)

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

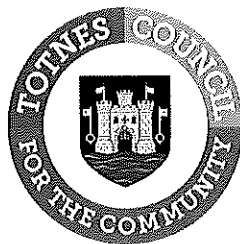
- Staffing of Elizabethan Market in 2022.
- Civic Hall Caretaker post.

Catherine Marlton  
Town Clerk  
3<sup>rd</sup> November 2021

### USE OF SOUND RECORDINGS AT COUNCIL & COMMITTEE MEETINGS

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

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



## DRAFT MINUTES OF THE MEETING OF COUNCIL MATTERS MONDAY 11<sup>TH</sup> OCTOBER 2021 AT 6.30PM IN THE GUILDHALL

**Present:** Councillors E Price (Chair), J Hodgson and B Piper.

**Apologies:** Cllr M Adams and P Paine.

**Not Present:** Cllr V Trow.

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

### 1. APOLOGIES FOR ABSENCE

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

Cllr Price read out a statement about how the meeting would be conducted and recorded.

The apologies were accepted.

*The Committee will adjourn for the following items:*

### PUBLIC QUESTION TIME

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

There were no members of the public in attendance.

*The Committee reconvened.*

### 2. CONFIRMATION OF MINUTES

To approve the minutes of 13th September 2021 and update on any matters arising.

The minutes were approved as an accurate record of proceedings.

### 3. BUDGET MONITOR

To consider the Budget Monitor.

The Clerk highlighted changes to the budget forecast for election costs, underspend on staffing costs due to recruitment, and delays to capital expenditure. It was **AGREED** to accept the budget monitor.

### 4. HUMAN RESOURCES POLICIES

To review the following human resources policies:

#### a. Discipline Policy and Procedures.

The policy was reviewed and **AGREED**.

#### b. Grievance.

The policy was reviewed and **AGREED**.

**c. Maternity, Paternity and Adoption Leave and Pay.**

The policy was reviewed and **AGREED**.

**d. Whistleblowing.**

The policy was reviewed and **AGREED**.

**e. Recruitment, Retention and Selection.**

The policy was reviewed and **AGREED**.

**f. Bullying and Harassment.**

The policy was reviewed and **AGREED**.

**5. ARTS WORKING GROUP**

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

Noted. The budget has been agreed through Full Council. It was **AGREED** that arrangements for ticket sales for the New Year's Eve event needs to be clarified to determine if VAT needs to be applied.

**6. SECURITY UPGRADE**

**To note security upgrades of the Guildhall.**

Noted. Alarming will be added to the window in the Guildhall following the recent vandalism as the previous system didn't trigger the alarm when damaged. It was **AGREED** that extending CCTV outside of the Guildhall should be incorporated as part of a wider town review.

**7. PUBLIC TOILETS**

**To note any update from South Hams District Council (SHDC).**

Noted. The Council has budgeted to pay SHDC to keep the toilets free in 2021/22. The last payment was made in February 2021 (financial year 2020/21) and the Clerk has requested an update from SHDC about arrangement for the current financial year and for 2022/23.

**8. S137 BALANCE & ALLOCATIONS**

**To note the current financial year allocations.**

Noted.

**9. DATE OF NEXT MEETING**

**To note the date of the next meeting of the Council Matters Committee – Monday 8<sup>th</sup> November 2021 at 6.30pm.**

Noted.

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

**10. BANK STATEMENTS AND RECONCILIATIONS (Standing Item)**

To consider the bank statements and reconciliations.

These were reviewed and **AGREED** unanimously.

**11. STAFFING RESTRUCTURE**

To consider adding capacity to the maintenance team.

The confidential report from the Clerk outlined the annual budget implications and reasoning for the restructure was considered and discussed. It was unanimously **AGREED** to restructure the staff team to cover the increasing maintenance and caretaking requirements and advertise for an Assistant Town Maintenance and Caretaking Officer.

**12. STAFFING UPDATE (Standing Item)**

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

None.



Budget Planning - 2022/23		2021/22 Current				20/21 YEAR END			19/20 YEAR END			Comments		
1	Administration	Actual 31st March 2021	Actual 31st March 2020	Actual 31st March 2021	Actual 31st March 2020	Actual 31st March 2021	Actual 31st March 2020	Actual 31st March 2021	Actual 31st March 2020	Actual 31st March 2021	Actual 31st March 2020	Actual 31st March 2021	Actual 31st March 2020	Comments
		YEAR END	YEAR END	YEAR END	YEAR END	YEAR END	YEAR END	YEAR END	YEAR END	YEAR END	YEAR END	YEAR END	YEAR END	
2	Salaries and pensions for all staff	327000	327000	327000	327000	327000	327000	327000	327000	327000	327000	327000	327000	
3	Staff Training and Travel AND expenses	4500	4500	4500	4500	4500	4500	4500	4500	4500	4500	4500	4500	To include team building event
3	Staff Recruitment	1250	1250	1250	1250	1250	1250	1250	1250	1250	1250	1250	1250	Increase to reflect difficulties in recruitment
2	Phone and Broadband	2700	2700	2700	2700	2700	2700	2700	2700	2700	2700	2700	2700	Increase extension fees for increases in staff
4	Office Supplies	1750	1750	1750	1750	1750	1750	1750	1750	1750	1750	1750	1750	
3	Photocopier	1600	1600	1600	1600	1600	1600	1600	1600	1600	1600	1600	1600	
4	Subscriptions	3500	3500	3500	3500	3500	3500	3500	3500	3500	3500	3500	3500	Increase for zoom, adobe & canva monthly subs
5	Professional Fees	6250	6250	6250	6250	6250	6250	6250	6250	6250	6250	6250	6250	
4	Insurance	8000	8000	8000	8000	8000	8000	8000	8000	8000	8000	8000	8000	
5	Website and IT	5000	5000	5000	5000	5000	5000	5000	5000	5000	5000	5000	5000	
6	Office Equipment	10000	10000	10000	10000	10000	10000	10000	10000	10000	10000	10000	10000	
5	Van Maintenance	750	750	750	750	750	750	750	750	750	750	750	750	
6	TMO Tools and Consumables	1500	1500	1500	1500	1500	1500	1500	1500	1500	1500	1500	1500	
7	TMO Tools and Consumables	1500	1500	1500	1500	1500	1500	1500	1500	1500	1500	1500	1500	
7	Car park permits income and green sacks	-40	-40	-40	-40	-40	-40	-40	-40	-40	-40	-40	-40	
6	SUB TOTAL	259940	259940	259940	259940	259940	259940	259940	259940	259940	259940	259940	259940	
7	Civic and Democratic	373800	373800	373800	373800	373800	373800	373800	373800	373800	373800	373800	373800	
8	Mayoral Allowance	410	410	410	410	410	410	410	410	410	410	410	410	
7	Civic and Mayoral Events (expenditure)	5750	5750	5750	5750	5750	5750	5750	5750	5750	5750	5750	5750	
8	Civic Events (Income)	0	0	0	0	0	0	0	0	0	0	0	0	
9	Civic Regalia	200	200	200	200	200	200	200	200	200	200	200	200	
8	Mayoral Travel and Expenses	400	400	400	400	400	400	400	400	400	400	400	400	
9	Councillor IT Equipment	1500	1500	1500	1500	1500	1500	1500	1500	1500	1500	1500	1500	
10	Councillor Training and Travel	1000	1000	1000	1000	1000	1000	1000	1000	1000	1000	1000	1000	£50 x 16
9	Elections	6000	6000	6000	6000	6000	6000	6000	6000	6000	6000	6000	6000	
10	Community Outreach/Christmas	6000	6000	6000	6000	6000	6000	6000	6000	6000	6000	6000	6000	
11	Councillor Allowances	6560	6560	6560	6560	6560	6560	6560	6560	6560	6560	6560	6560	
10	SUB TOTAL	28720	28720	28720	28720	28720	28720	28720	28720	28720	28720	28720	28720	
11	Tourism	20000	20000	20000	20000	20000	20000	20000	20000	20000	20000	20000	20000	This does not include staff costs
12	Visit Towns Marketing	6108	6108	6108	6108	6108	6108	6108	6108	6108	6108	6108	6108	
11	Pension costs	12636	12636	12636	12636	12636	12636	12636	12636	12636	12636	12636	12636	
12	Other TIC expenditure (Postage, Uniform, Stationery etc)	275	275	275	275	275	275	275	275	275	275	275	275	
13	Bank Charges / Paypal	20	20	20	20	20	20	20	20	20	20	20	20	
12	Totnes Guide	14219	14219	14219	14219	14219	14219	14219	14219	14219	14219	14219	14219	
13	Totnes Guide and Website Income	-16844	-16844	-16844	-16844	-16844	-16844	-16844	-16844	-16844	-16844	-16844	-16844	
14	Poster and Planter Advertising Income	0	0	0	0	0	0	0	0	0	0	0	0	
13	SUB TOTAL	15294	15294	15294	15294	15294	15294	15294	15294	15294	15294	15294	15294	
14	Guildhall	22450	22450	22450	22450	22450	22450	22450	22450	22450	22450	22450	22450	
15	Cleaning	1545	1545	1545	1545	1545	1545	1545	1545	1545	1545	1545	1545	
14	Building Maintenance	4160	4160	4160	4160	4160	4160	4160	4160	4160	4160	4160	4160	
15	Business Rates	6015	6015	6015	6015	6015	6015	6015	6015	6015	6015	6015	6015	
16	Water	120	120	120	120	120	120	120	120	120	120	120	120	
15	Utilities	3046	3046	3046	3046	3046	3046	3046	3046	3046	3046	3046	3046	Expect large increase with energy prices increase
16	Equipment Maintenance	1281	1281	1281	1281	1281	1281	1281	1281	1281	1281	1281	1281	

17	Weeding, licence renewals and marketing.	71	0	2500	2500	1901	2500	1000	1000	1000	
16	Admissions Income	-2994	0	-3000	-3000	0	0	-3000	-3000	-3000	
17	Hire Income (Weddings, etc)	-2566	-82	-2750	-2750	-2785	-2750	-2750	-2750	-2750	
18	SUB TOTAL	10678	13446	14950	14950	9771	19763	16150	16150	16150	
17	Civic Hall	Actual 31st March 2020 YEAR END	Actual 31st March 2021 YEAR END	Original Budget	Current Agreed budget	As at 30th Sept 2021	Expected year end	PROPOSED BUDGET 2022 2023	PROPOSED BUDGET 2022 2023	PROPOSED BUDGET 2022 2023	
18	Cleaning and supplies	4362	1226	5500	5500	2423	5500	5500	5500	5500	
19	Feed in Tariff	2156	2762	2000	2000	0	2000	2000	2000	2000	
18	Water	3389	3361	2000	2000	591	4500	4500	4500	4500	
19	Utilities	3617	1762	4500	4500	1163	4000	4000	4000	4000	
20	Building Maintenance	10771	2969	175000	175000	6756	15000	200000	200000	200000	Delayed work on office conversion
19	Licences	70	70	250	250	70	70	100	100	100	
20	Misc & Marketing Civic Hall	515	0	1000	1000	20	500	750	750	750	
21	Equipment Maintenance	6493	3320	5000	5000	1629	5000	5000	5000	5000	
20	Poige Adams Grant towards Caretaking, Cleaning and Management costs	-31500	-7500	-30000	-30000	0	-16500	-39500	-39500	-39500	
21	Feed in tariff income and Water refund income	-5099	-6728	-5200	-5200	1031	-5200	-5200	-5200	-5200	
22	SUB TOTAL	-7286	-758	160050	160050	13683	11870	180150	180150	180150	
21	Property Maintenance	Actual 31st March 2020 YEAR END	Actual 31st March 2021 YEAR END	Original Budget	Current Agreed budget	As at 30th Sept 2021	Expected year end	PROPOSED BUDGET 2022 2023	PROPOSED BUDGET 2022 2023	PROPOSED BUDGET 2022 2023	
22	Guildhall Cottage Maintenance	65	361	2000	2000	307	2000	1000	1000	1000	Ongoing loan repayment
23	Flat 5a Loan repay	9148	9148	9150	9150	4574	9150	9150	9150	9150	
22	Flat 5a Maintenance	9	275	2000	2000	362	2000	1000	1000	1000	
23	Guildhall Office Maintenance	579	309	5000	5000	6	50	2000	2000	2000	
24	Property Management Fees	1962	2089	2000	2000	967	2000	2250	2250	2250	
23	Town Clocks (Rent, Utilities and Maintenance)	1543	3127	2250	2250	810	2250	2250	2250	2250	
24	Museum Maintenance	6122	-3230	5000	5000	0	5000	5000	5000	5000	
25	Museum Rent Income	-1	-1	-1	-1	0	-1	-1	-1	-1	
24	Forigate Clock Rental	-1	-3	-3	-3	0	-3	-3	-3	-3	
25	Guildhall Cottage Income (£975 a month)	-10200	-10200	-10200	-10200	-4361	-10200	-11700	-11700	-11700	
26	Flat 5a Rental Income (£775 per month)	-8340	-8340	-8340	-8340	-4170	-8340	-9300	-9300	-9300	
25	SUB TOTAL	886	-6465	8856	8856	-1505	3906	-604	-604	-604	
25	Cemetery	Actual 31st March 2020 YEAR END	Actual 31st March 2021 YEAR END	Original Budget	Current Agreed budget	As at 30th Sept 2021	Expected year end	PROPOSED BUDGET 2022 2023	PROPOSED BUDGET 2022 2023	PROPOSED BUDGET 2022 2023	
27	Business Rates	4069	4441	4750	4750	4441	4441	4750	4750	4750	
26	Water	127	144	150	150	54	150	150	150	150	
27	Waste collection	///	///	450	450	472	450	450	450	450	
28	Grounds Maintenance (Grass cutting and tree work)	21179	18009	23000	23000	7085	23000	23000	23000	23000	
27	Works and Maintenance (Memorials, Paths, Fences, Refuse collection)	1495	1357	2000	2000	-292	750	1000	1000	1000	Most covered by TMO now
28	Chapel	0	150	10000	10000	0	0	1000	1000	1000	Unlikely to start another project whilst CH Annexe conversion in progress.
29	Cemetery Fees Income	-11275	-11435	-8000	-8000	-5015	-8000	-8000	-8000	-8000	
28	SUB TOTAL	15495	12666	32350	32350	6745	20751	22350	22350	22350	
29	Open Spaces	Actual 31st March 2020 YEAR END	Actual 31st March 2021 YEAR END	Original Budget	Current Agreed budget	As at 30th Sept 2021	Expected year end	PROPOSED BUDGET 2022 2023	PROPOSED BUDGET 2022 2023	PROPOSED BUDGET 2022 2023	
30	General Maintenance	0	80	500	500	64	500	500	500	500	
29	St Marys Churchyard (Walls and trees)	444	322	500	500	74	500	500	500	500	
30	Castle Meadow Maintenance and Water	57	800	250	250	108	150	100	100	100	No water usage
31	Castle Meadow and allotments income	-210	-308	0	0	0	0	-200	-200	-200	Allotments only
30	SUB TOTAL	261	994	1250	1250	246	1150	900	900	900	
31	Precept and Income	Actual 31st March 2020 YEAR END	Actual 31st March 2021 YEAR END	Original Budget	Current Agreed budget	As at 30th Sept 2021	Expected year end	PROPOSED BUDGET 2022 2023	PROPOSED BUDGET 2022 2023	PROPOSED BUDGET 2022 2023	
32	Bank Charges	150	98	300	300	44	100	100	100	100	



	Precept and Income	-494000	-535280	-545986	-545986	-545986	-545986	-545986	-545986	-545986	-545986	-545986	-545986	-545986	To be adjusted when calculator received from SHDC
31	Council Tax Grant (ended after 20/21)	-20040	-10020												
32	Charity of Paige Adams RATE ABATEMENT	0	0	-105000	-105000	-105000	-105000	-105000	-105000	-105000	-105000	-105000	-105000	-105000	
32	SUB TOTAL	-513880	-545202	-650686	-650686	-650686	-650686	-650686	-650686	-650686	-650686	-650686	-650686	-650686	
33	Community Development	Actual 31st March 2020 YEAR END	Actual 31st March 2021 YEAR END	Original Budget	Current Agreed budget	As at 30th Sept 2021	Expected year end	PROPOSED BUDGET 2022	PROPOSED BUDGET 2022	PROPOSED BUDGET 2022	PROPOSED BUDGET 2022	PROPOSED BUDGET 2022	PROPOSED BUDGET 2022	PROPOSED BUDGET 2022	
34	S137 Grants		4168	50000	50000	49608	50000	50000	50000	50000	50000	50000	50000	50000	
33	COVID-19		20566	13200	13200	0	0	13200	13200	13200	13200	13200	13200	13200	
34	Skate Park			20000	20000	0	0	0	0	0	0	0	0	0	
35	Public Toilets		14790	1000	1000	0	0	0	0	0	0	0	0	0	
34	Electric van purchase		461	1000	1000	0	0	0	0	0	0	0	0	0	
35	TMD Tools	9252	2595	1000	1000	0	0	0	0	0	0	0	0	0	
36	Neighbourhood Plan/Planning	6185	5413	10000	13100	2789	13100	19700	19700	19700	19700	19700	19700	19700	
36	Arts and Culture			188000	188000	847	178659	200000	200000	200000	200000	200000	200000	200000	
36	Community Public Assets Projects	76024	16564	7500	7500	0	7500	0	0	0	0	0	0	0	
37	Heritage Support	0	3986	10000	10000	25	10000	10000	10000	10000	10000	10000	10000	10000	
37	Climate Change/Green Travel	-1945	-84500	0	0	0	-84369	0	0	0	0	0	0	0	
38	Grant Funding/Project Income	£89,616	£35,067	£299,700	£302,800	£53,269	£225,890	£393,900	£393,900	£393,900	£393,900	£393,900	£393,900	£393,900	
37	SUB TOTAL	-£116,503	-£187,711	£293,890	£297,890	-£276,037	£166,584	£405,684	£405,684	£405,684	£405,684	£405,684	£405,684	£405,684	
38	TOTAL														

£127,305

Reserves impact	
Reserves at the start of 2021/22	£657,323
Expected 2021/22 outturn	£166,584
Total estimated reserves as start of 2022/23	£490,739
If option A is ratified - estimated 2022/23 year end reserves	£85,055
If option B is ratified - estimated 2022/23 year end reserves	£185,055
If option C is ratified - estimated 2022/23 year end reserves	£285,055

PUBLIC REALM 2021/22 Current Year	Original budget total
Coronation Road: wildflower bed, new trees:	188000
Moorashes: all works, plants, materials etc:	-400
Wild flower seeds for this and for all sites:	-200
Plants, bedding, compost, plant food etc for Town wide planting:	-400
Watering hoses, taps, cans, etc for planters and tubs:	-750
Incidentals	-100
UPDATED: Wayfinding design and consultation right through to siting of new signage	-150
Wayfinding implementation	-15000
Bins and seating	Under budget on the original estimate - agreed and project ongoing
Collapark investment	-45000
	Ongoing project as above - hope to start first phase implementation in the current financial year.
	CATHERINE - has chased SHDC for an update - SUGGEST MOVING THE £10K ALLOCATION FORWARD A YEAR AS PER

ARTS AND COMMUNITY 2021/22 Current Year	Original budget	AGREED CURRENT
COMMUNITY OUTREACH ALLOCATION	6000	6900
Civic Square Light and Trees	-1060	-1060
Town Wide Christmas Lights grant to Chamber of Commerce	0	0
Totnes Directory Updates	0	0
Defibrillator Pads/Serviceing	-3000	-800
Facebook/Comms	-2000	-250
Community Consultation events/marketing materials required	-200	-250
	-1000	-500
	-200	-3000
	-500	Isabel Carlisle project Community Charter
TOTAL	-900	1040
		Underspend projected

Bridgetown investment	-10000	FOR DISCUSSION - No projects have been forthcoming. Green roof on bus shelter? Consider approaching the school or
Market Square - ramp improvements	-40000	Subject to planning permission work should start in the current financial year - if not this will need to be rolled forward in the
Vehicle activated signage	-10000	CATHERINE AND JACQJ are chasing an update on this project but given how long permissions take it is unlikely to be spent in this financial year.
Other Traffic Calming measures	-50000	FOR DISCUSSION - do we need to do this current year? Or could we redirect? A survey is needed of all the bin locations in
UPDATED: Tidy Totnes RR Campaign	-750	Agreed by the WG
NEW: Branding and moving Guildhall planters x 2, Extension of town centre planting onto the Plains/Cornie Road/Steamer Quay	-4700	
NEW: Replacement plants and repairs to planters over the year	-750	Agreed by the WG - estimated figure only
ALREADY SPENT - Traffic signs, Bark, Liners, Backboards	-459	Spent
Upgrade of mini roundabout	0	Not being progressed in the current financial year
TOTAL	£9,341	Underspend expected IF we can progress the projects above - more likely an £80k underspend if the traffic improvements

DRAFT PUBLIC REALM 2022/23	ALLOCATION FOR THE YEAR	
Coronation Road: wildflower bed, new trees:	100000	
Moorshales: all works, plants, materials etc:	-400	Totnes Gardens
Wild flower seeds for this and for all sites:	-200	Totnes Gardens
Plants, bedding, compost, plant food etc for Town	-400	Totnes Gardens
Watering hoses, taps, cans, etc for planters and tubs:	-1000	Totnes Gardens
Incidentals	-150	Totnes Gardens
Wayfinding implementation	-250	Totnes Gardens
Bins and seating	-25000	Phase 2 of ongoing project
Collapark investment	-10000	Previously agreed, delayed joint project with SHDC
Market Square - resurfacing and steps	0	MOVED TO A NEW COMMUNITY ASSETS PROJECTS LINE
Vehicle activated signage	-10000	Minimum expenditure needed - given the delay in getting progress on the traffic calming designs it could be more like
Other Traffic Calming measures	-50000	£100k plus in total
Replacement plants and repairs to planters over the year	-2600	Estimated figure
TOTAL	0	

ARTS BUDGET ALLOCATION	10000	Amended agreed budget
Professional support for Civic Hall from electrician	-100	-396 Insurance for 2020 lights PAID
Christmas Festival domain	-100	-54 PAID
May Day Event facilitated by NDP Circus	-1500	-99.19 PAID
Seachange request for support	0	-1500 PAID
LIGHT SWITCH ON / Christmas Festival nights	-6500	-800 PAID
Community Christmas Workshop	-1000	-5000 £2275 coordination, £2275 other costs. AGREED Arts WG 23 September
Winter Wandaland	-250	0 Covered under Christmas light switch on
Summer arts events/installations TBC	-1500	-250 TO BE CONSIDERED
Phoneboxes	-650	0 No longer required
Halloween event/trail TBC	-1500	-650 TO BE CONSIDERED
TOTAL	-9100	-2500 AGREED Arts WG 23 September
		Underspend projected

DRAFT ARTS/ EVENTS AND COMMUNITY 2022/23	PROPOSED ALLOCATIONS
COMMUNITY OUTREACH ALLOCATION	8450
Civic Square Lights and Trees	-3000
Additional lighting around Christmas	-2000
Totnes Directory Updates	-2000
Defibrillator Pads/Serviceing	-200
Facebook/Comms	-250
Community Consultation events/marketing material as required	-1000
ARTS AND EVENTS BUDGET ALLOCATION	19700
Professional support for Civic Hall from electrician	-100
Christmas Festival domain	-100
May Day Event external facilitation	-1500
Summer Festival external facilitation	-7500
Halloween event external facilitation	-1500
Christmas Festival external facilitation	-7500
Community Christmas Workshop	-1500

TOTNES TOWN COUNCIL  
RISK ASSESSMENTS SUMMARY 2021

<u>Area/activity</u>	<u>Date completed</u>	<u>Findings</u>	<u>Action required</u>	<u>By whom?</u>	<u>By when?</u>
Finance	Apr-21	Buildings conditions survey carried out in January 2018 and all appropriate recommendations were actioned.	Consider the need for a new buildings conditions survey in 2023.	Town Clerk	Ongoing
		Risk to security of funds at bank. The funds held at the bank should be covered by the FSCS Compensation Scheme but the balance currently exceeds the amount covered by the scheme.	Banking arrangements have been reviewed and alternative investment options will be pursued once the Civic Hall annexe renovation project has been completed.	Town Clerk & Finance, HR & Lettings Manager	Overdue
		No Council investment policy exists.	Council to agree an investment policy.	Town Clerk	Overdue
		Risk to data through lack of agreement with IT contractor	Establish written terms of service with IT support contractor	Town Clerk	Overdue
		No business continuity plan in place.	Establish a Business Continuity Plan.	Town Clerk & Deputy	Overdue
Fire - Civic Hall	26/10/2021	Possible risk from contractors working in the building.	Ensure contractors are required to provide sufficient details on the working methods to be used so that any potential fire risks can be identified in advance and appropriately managed.	Town Maintenance Officer	Ongoing
Fire - Guildhall	26/10/2021	Possible risk from contractors working in the building.	Ensure contractors are required to provide sufficient details on the working methods to be used so that any potential fire risks can be identified in advance and appropriately managed.	Town Maintenance Officer	Ongoing
		Clerk's office door is not a fire door.	If the planned office move does not go ahead consider fitting a fire door to the office, and consider the need to block the chimney vent off.	Town Maintenance Officer	If office move is significantly delayed.
Legionella - Civic Hall & Guildhall	26/10/2021	None			

ITEM 5

Civic Hall	26/10/2021	Potential increase in risks when Birdwood renovation work is undertaken.	Review each booking at the start of and during the building work to assess any possible impact on the hire. Review the fire risk assessment at the start of, during and after the building work. Check the Civic Hall daily for cleanliness and the ramp for accessibility during the building work.	Town Maintenance Officer/CH Administrator.	Throughout building work.
Tourist Information Office	26/10/2021	Lone working.	For 2022 season the installation of a full height screen to section off the staff area from public area is planned.	TMO and Marketing and Communications Manager.	Feb/March 2022
Guildhall	26/10/2021	None			
Guildhall Offices	27/10/2020	Risk of slips and trips.	Corridors and walkways to be kept clear of obstructions and staff to regularly check their work areas for loose cables and leads or other trip hazards.	All staff	Ongoing
		Risk to security of people and assets, including when staff are lone working.	Security arrangements to be kept under regular review.	Clerk	Ongoing
Lightning	07/09/2018	None	Annual inspections carried out by professional contractor.		
Totnes Cemetery	26/10/2021	The Insurancers require a recorded weekly inspection of the inside and outside of the Chapel as it is empty.	Weekly recorded check of inside and outside of Chapel to be undertaken.	TMO (cover - Administrator)	Ongoing
		Risk of fees not being collected if not paid in advance of interments.	Town Clerk to review processes with staff if payments are not being received in advance.	Town Clerk	As required
Castle Meadow	26/10/2021	None			
Trees	11/10/2021	Awaiting report from tree surgeons who carried out the risk assessment inspection.	Any remedial work that is identified will be completed.	TMO	W.i.e.
Bus shelters	27/10/2020	None			

Display screen equipment	When new staff start or staff move desks.	See individual risk assessments on file - list attached.	Any actions required as a result of the DSE risk assessments completed by staff are addressed immediately.	Finance, HR & Lettings Manager	Completed.
Lone working	When new staff start who may be required to work alone.	See individual risk assessments on file - list attached. For the Guildhall Offices it has been agreed that the offices will be closed to the public if staff find themselves lone working due to staff sickness or leave.	Any actions required as a result of staff lone working risk assessments are addressed immediately.	Clerk & Finance, HR & Lettings Manager	Completed
Events & Other	When required.	See individual risk assessments on file - list attached.	Any actions required are addressed at the time of the event. All individuals identified to take action or involved in the management of the event/activity receive a copy of the risk assessment.	Clerk & Finance, HR & Lettings Manager & any staff identified in the individual risk assessments	Completed at time of the event/activity.
New and expectant mothers	When required.	See individual risk assessments on file - list attached.	Any actions required are addressed at the time of the risk assessment.	Finance, HR & Lettings Manager	Completed at the time of the risk assessment.



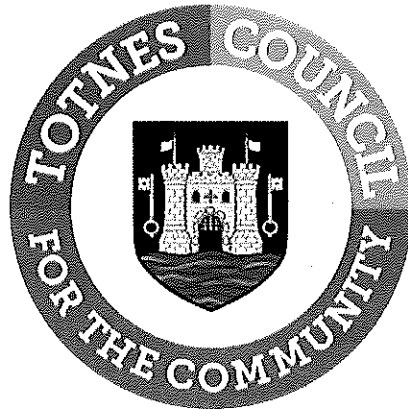
<u>RISK ASSESSMENTS - completed</u>									
<u>Area/Function</u>	<u>Date of Assessment</u>								
	<u>2011-2014</u>	<u>2015</u>	<u>2016</u>	<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>	<u>2021</u>	
<b>Properties</b>									
Civic Hall - Fire	Sep-14	10/08/2015	29/06/2017	17/09/2018	13/08/2019	28/10/2020	26/10/2021		
Guildhall - Fire	01/05/2013	01/05/2015	26/02/2016	22/06/2017	13/09/2018	13/08/2019	28/10/2020	26/10/2021	
Museum - Fire	Sep-14	Identified as Museum Trust's responsibility as leasees							
Civic Hall	02/07/2013 & 01/08/2013	16/02/2015	22/06/2017	21/08/2018	09/08/2019	28/10/2020	26/10/2021		
Tourist Information Office					20/08/2018	09/08/2019	29/10/2020	26/10/2021	
Guildhall			05/08/2016	22/06/2017	20/08/2018	09/08/2019	27/10/2020	26/10/2021	
GH Offices	02/07/2013	16/02/2015	22/06/2017	20/08/2018	20/08/2018	09/08/2019	27/10/2020	26/10/2021	
Legionella - GH & CH	18/08/2014		20/07/2017 & 07/09/2017	21/08/2018	08/08/2019	29/10/2020	26/10/2021		
Lightning					07/09/2018	Annual inspections carried out.			
<b>Public Realm</b>	<u>2013</u>	<u>2015</u>	<u>2016</u>	<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>	<u>2021</u>	
Cemeteries/Churchyards	16/10/2012		11/03/2016 & 17/10/2016	22/06/2017	20/08/2018	09/08/2019	29/10/2020	26/10/2021	
Cemetery Memorials/Headstones				Feb-17					5 yearly - due Feb 22
Grounds Maintenance:									
Trees				25/10/2017				11/10/2021	
Grounds Maintenance Contractor					01/03/2018			to be requested	

Castle Meadow	20/04/2014	16/02/2015				22/06/2017	20/08/2018	15/08/2019	27/10/2020	26/10/2021	
Bus shelters			11/03/2016			22/06/2017	20/08/2018	09/08/2019	27/10/2020	26/10/2021	
Maintenance work: None completed to date											
<b>Other</b>	2013	2015	2016	2017	2018	2019	2021	2021	2021	2021	
Assets/Finance/Legal/Administration	Jul-13		Mar-16	22/06/2017	Sep-18	May-19	Apr-20	Apr-21			
Display Screen Assessments									see DSE sheet		
<b>Events:</b>											
Xmas tree in Civic Square	22/11/2011			16/11/2017	21/09/2018	01/11/2019	29/10/2020	18/10/2021			
Totnes Show				13/06/2017	28/07/2018						
Civic Funeral				10/08/2017							
Civic Service Buffet Reception in CH				12/10/2017	21/09/2018						
Community Arts workshop					21/09/2018	07/11/2019					
Table Top Sale					21/09/2018						
Xmas market					21/09/2018	12/12/2019					
WW1 Commemoration Beacon Lighting					05/11/2018						
Xmas Lights Switch-on					16/11/2018	07/11/2019				in progress	
Monthly Arts & Crafts Markets						30/05/2019 & 13/08/2019					
Remembrance Sunday event										14/10/2021	
<b>Lone working:</b>											
Town Ranger - S Howrihane					23/11/2018	15/08/2019	Left				
CH Caretaker - P Donovan					29/11/2018	15/08/2019	Left			18/05/2021	Left
TI Assistant - L Newhouse						21/05/2019	Left				
TI Assistant - J Gallagher						08/08/2019				07/05/2021	
TMO - J Nicholas										29/06/2020	Left
TMO - T Hussey										05/03/2021	
<b>Other:</b>											
New & Expectant Mothers - A Lumsden								30/05/2019			



COVID-19 Guildhall Offices									18/5/20 & 25/05/2021		
COVID-19 Civic Hall opening									28/10/20		
COVID-19 CH Council meetings									18/08/2020	12/04/2021	
COVID-19 Guildhall hiring									06/07/2020 & 29/10/20	14/05/2021	
COVID-19 TIC opening									11/08/2020	12/04/2021	





## **Close-Circuit Television (CCTV) Policy**

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TOTNES TOWN COUNCIL

AGREED OCTOBER 2018

NEXT REVIEW NOVEMBER 2021

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*This Policy outlines the principles for the Council's use of CCTV around the exterior of the Guildhall building.*

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## 1. Introduction

1.1 The use of Closed-Circuit Television (CCTV) is viewed by Totnes Town Council as a key element in its promotion of security and safety. CCTV cameras are installed on the Guildhall and Council Offices front door.

1.2 The Town Council will have due regard to the Data Protection Act 1998, Crime and Disorder Act (1998), the General Data Protection Regulation (GDPR) and any subsequent data protection legislation, and to the Freedom of Information Act 2000, Regulation of Investigatory Powers Act (2000), Investigatory Powers Act (2016), the Protection of Freedoms Act 2012, the Human Rights Act 1998, the Information Commissioner's Office CCTV Code of Practice and the Surveillance Camera Code of Practice (2013).

1.3 This policy sets out to ensure the effective use of CCTV to prevent crime, identify the perpetrators of crime, enhance community safety and reduce the fear of crime. Its aim is to ensure that all residents, visitors and businesses have the confidence to undertake their activities during the day or night without fear and with confidence in their safety and the security of the environment.

1.4 Ownership of recorded material remains at all times the property of Totnes Town Council.

1.5 The CCTV cameras are operated from the Town Clerk's office in the Council building and images are recorded digitally.

1.6 The Committee responsible for monitoring and running the effectiveness of the system will be the Council Matters Committee.

## 2. Purpose Statement

2.1 The system is intended to provide an increased level of security at the Town Council and historic Guildhall.

2.2 The CCTV system will be used to respond to the following key objectives, which will be subject to annual assessment:

- To detect, prevent or reduce the incidence of crime
- To prevent and respond effectively to all forms of harassment and public disorder
- To create a safer community
- To gather evidence by a fair and accountable method

2.3 In this respect, cameras have been sited so that their primary view is of public areas.

2.4 Respect for privacy is an important consideration and the system will not be used to monitor individuals undertaking day to day activities in areas under surveillance.

2.5 To ensure that the public is aware that they are entering an area where a scheme is in operation, signs have been placed at the entrance to all areas covered. All signs will be fit for purpose and careful consideration will be given to placement, size, opportunity to view etc.

2.6 The signs will indicate that CCTV cameras are operating and will be displayed at the perimeter of the area covered by the scheme.

2.7 The signs will identify the owner by name and provide a daytime contact telephone number.

### 3. Ownership Details

3.1 For the purposes of the Data Protection Act 1998 the beneficial owner of the system is:  
Totnes Town Council  
The Guildhall Offices  
5 Ramparts Walk  
Totnes  
TQ9 5QH

3.2 The system is registered with the Information Commissioner under registration Z7595350.

### 4. Data Protection Implications

4.1 The scheme is registered under the Data Protection Act and Totnes Town Council undertakes to co-operate at all times with the Information Commissioner.

4.2 Data will be held and stored only for the purpose set out in this policy and in accordance with its provisions.

4.3 Totnes Town Council is the Data Controller and has designated authority to the Town Clerk for the day to day running of the system. In their absence, the Governance and Projects Manager will assume authority.

### 5. The Digital Recorders and the Recording of Images

5.1 All images are recorded onto digital recorders in the Council office.

5.2 All CCTV equipment will be kept in good working order and be serviced according to manufacturer's recommendations.

5.3 When a fault develops on the CCTV system, it shall be reported immediately to the service engineer.

- 5.4 The system time clock and/or recording device time clocks shall be checked on a quarterly basis and set to the correct hour with reference to a reliable time signal e.g. Speaking Clock (123).
- 5.5 All CCTV equipment shall be kept in the Council office and password protected to prevent unauthorized or unlawful processing of personal data and against accidental loss, damage or destruction of personal data.
- 5.6 Any data held for evidential purposes will be kept away from other personal data in a secure location.
- 5.7 No unauthorised copies will be made of any personal data except with the permission of the Data Controller who shall record the reason and ensure that all copies are numbered and that they are only disclosed to authorised parties. The Data Controller will also ensure such personal data is not kept for longer than is necessary and is destroyed as if it were an original recording.
- 5.8 Digital recordings will be retained for no longer than 31 days, unless they are required to be used as evidence in any legal proceedings. After 31 days, the images will be deleted. Recorded material will be used only for purposes defined in this policy.
- 5.9 Access to recorded material will only be permitted as defined in this policy.
- 5.10 Recorded material will not be sold or used for commercial purposes or the provision of entertainment.
- 5.11 Ownership of recorded material and copyright in recorded material is that of Totnes Town Council.

## 6. Recorded Images as Evidence

- 6.1 The Police will apply verbally for access, in accordance with an agreement made with Totnes Town Council, where the Police reasonably believe that access to the recorded images is necessary for the investigation and detection of a particular offence or offences or the prevention of crime.
- 6.2 The Police may obtain access under the provisions of the Police and Criminal Evidence Act 1984.
- 6.3 Recorded material resulting from the operation of the system will normally only be made available to the Police for criminal prosecution purposes.
- 6.4 On occasion, specific requests may be received from other organisations with prosecution powers such as HM Customs and Excise, South Hams District Council, the Health and Safety Executive and Trading Standards. In the event that the evidence is required in connection with a prosecution that will assist in the achievement of the key objectives of the system, the evidence will be supplied if agreed by the owners and after consultation with the Police. Any evidence

supplied will be subject to an undertaking that it will only be used strictly in accordance with this policy and for the reasons for which it has been supplied.

6.5 Since recorded material may be admitted in evidence, it must be of good quality, accurate in content and treated according to defined procedures to provide continuity of evidence and to avoid contamination of the evidence.

6.6 Appropriate security measures will be taken against unauthorised access to, alteration, disclosure, destruction or accidental loss of recorded material.

6.7 USB drives/DVD discs required for evidential purposes will be treated as exhibits and will be retained and stored according to procedures agreed with the Police, as follows:

- An original exhibited Master USB/DVD will be produced only on receipt of a written request from the Police (please see Appendix 2).
- The Master USB/DVD will be retained under secure storage by the Data Controller and secured with a tamper proof label.
- An exhibited working copy will also be produced if required.
- The Master USB/DVD will be given a unique reference number (comprising date, in dd/mm/yyyy format, together with the associated crime reference number) which shall be indelibly marked on the disc.
- A register will be maintained in which a record of the Master USBs/DVDs held by the Data Controller will be logged. The register will be securely stored by the Data Controller in the Town Council's offices at all times unless it is required for production in court.
- The Data Controller will log the issue of a working copy and the authorised police officer receiving the USB/DVD will sign for it.
- If necessary, the Town Clerk will provide the Police with statements required for evidential purposes.

6.8 Third party access to recorded images may be permitted in connection with civil disputes by court order or be extended to lawyers acting for defendants or victims in connection with criminal proceedings.

6.9 No other access will be allowed unless approved by the owners and for reasons that fall within the purposes and objectives of the system and in accordance with this policy and the Data Protection Act.

## 7. Control and Operation of Cameras

7.1 Only those staff with direct responsibility for using the equipment shall have access to the operating controls.

7.2 All use of the cameras shall accord with the purposes and key objectives of the system and shall comply with this policy.



7.3 Cameras shall not be used to look into private property. Where appropriate operational procedures and technological measures will be adopted to impose restraints upon the use of cameras in connection with private premises.

7.4 The system will only be viewed/operated by trained operators. This will apply to staff from the Devon and Cornwall Constabulary and staff employed by Totnes Town Council. The Data Controller will maintain a list of all trained personnel.

## 8. Accountability

8.1 In accordance with the Code of Practice and the Data Subject Access Rights of The Data Protection Act 1998, anyone wishing to acquire a copy of the policy or to request further information with regard to accessing the recorded data under the Data Protection Act 1998 should be directed to contact the Data Controller in writing.

8.2 Copies of this policy will be made available by:  
The Data Controller, The Guildhall Offices, 5 Ramparts Walk, Totnes TQ9 5QH

## Subject Access Requests

## 9. Access to Personal Data under the Data Protection Act

9.1 Under the terms of data protection legislation, individual access to personal data, of which that individual is the data subject, must be permitted providing:

- The request is made in writing (please see Appendix 1).
- A specified fee is paid for each individual search.
- The Data Controller is supplied with sufficient information to satisfy them as to the identity of the person making the request.
- The person making the request provides sufficient and accurate information about the time, date and place to enable the Data Controller to locate the information which that person seeks. (It is recognised that a person making a request is unlikely to know the precise time. Under those circumstances it is suggested that within one hour of accuracy would be a reasonable requirement.)
- The person making the request is only shown information relevant to that particular search and which contains personal data of her/himself only, unless all other individuals who may be identified from the same information have consented to the disclosure.
- In the event of the Data Controller complying with a request to supply a copy of the data to the subject, only data pertaining to the individual should be copied (all other personal data which may facilitate the identification of any other person should be concealed or erased).

9.2 The Data Controller is entitled to refuse an individual request to view data under these provisions if insufficient or inaccurate information is provided, however every effort should be made to comply with subject access procedures and each request should be treated on its own merit.

9.3 In addition to the principles contained within the data protection legislation, the Data Controller/Town Clerk should be satisfied that the data is:

- Not currently and, as far as can be reasonably ascertained, not likely to become, part of a 'live' criminal investigation.
- Not currently and, as far as can be reasonably ascertained, not likely to become, relevant to civil proceedings.
- Not the subject of a complaint or dispute which has not been actioned.
- The original data and that the audit trail has been maintained.
- Not removed or copied without proper authority.
- For individual disclosure only (i.e. to be disclosed to a named subject).

9.4 Upon receipt of a bona fide request to verify the existence of relevant data and payment of the appropriate fee (currently £10.00), the Town Clerk will ensure:

- No undue obstruction of any third party investigation to verify existence of data.
- The retention of data which may be relevant to a request.
- That there is no connection with any existing data held by the Police in connection with the same investigation.

9.5 Any member of staff receiving a subject access request must note the name and address of the person making the request in order that the appropriate form may be sent to them. The details should then be passed without delay to the Data Controller or Governance and Projects Manager.

9.6 The Data Controller, or Governance and Projects Manager, will then send by first class mail a subject access request application form.

9.7 The Data Controller will only deal with subject access requests that are in writing and that are accompanied by a fee of £10.00.

9.8 On receipt of the completed form and the fee, the Data Controller will assess if there is sufficient information to locate the data subject contained within the reply. If not he/she will, without delay, write to the Data Subject and request the necessary information. If a reply is not received within 7 working days he/she shall disregard the request and record the reason for so doing.

9.9 On receipt of a subject access request and the required fee, the Data Controller shall process the request within 31 days.

9.10 Only the Data Controller or Governance and Projects Manager will attempt to locate the images and be responsible for decisions regarding disclosure.

9.11 The Data Controller or Governance and Projects Manager will decide if disclosing images will identify third parties and whether those images are held under a duty of confidence.

9.12 Any images so held will have the images of third parties blurred out or disguised.

9.13 Data Subjects may be asked if they merely wish to view their data, otherwise they will be provided with a copy of the CCTV data in standard USB/DVD format.

9.14 All third party viewings will take place in a private area away from the CCTV recording and monitoring facility.

9.15 If subject access is denied, the Data Controller will record the details of the refusal and inform the enquirer of the decision in writing.

9.16 If the Data Controller receives a request to cease processing personal data on the grounds that it is likely to cause unwarranted damage or distress, they must respond in writing to the individual within 21 days and state whether or not they will comply with the request, giving reasons for the decision.

9.17 The Data Controller will maintain a record of all such requests and the resultant decision.

## 10. Primary Request to View Data

10.1 Primary requests (i.e. those from law enforcement agencies) to view data generated by the CCTV system are likely to be made by third parties for any one or more of the following purposes:

- Providing evidence in criminal proceedings (Police and Criminal Evidence Act 1984, Criminal Procedures & Investigations Act 1996).
- Providing evidence for civil proceedings or tribunals.
- The investigation and detection of crime.
- Identification of witnesses.

10.2 Third parties will be required to show adequate grounds for disclosure of data within the above criteria, this may include, but is not limited to:

- Police
- Statutory authorities with powers to prosecute
- Solicitors
- Plaintiffs in civil proceedings
- Accused persons or defendants in criminal proceedings

10.3 All primary requests will be recorded in a spreadsheet administered by the Town Clerk.

## 11. Secondary Request to View Data

11.1 A 'secondary' request for access to data may be defined as any request being made which does not fall into the category of a primary request. Before complying with a secondary request, the data controller shall ensure that:

- The request does not contravene, and that compliance with the request would not breach, current relevant legislation (eg. Data Protection Act 1998, Human Rights Act 1998, section 163 Criminal Justice and Public Order Act 1994, etc).

- Any legislative requirements have been complied with (e.g. the requirements of the Data Protection Act 1998).
- Due regard has been taken of any known case law (current or past) which may be relevant (eg. R v Brentwood BC ex p. Peck).
- The request would pass a test of 'disclosure in the public interest'.

11.2 If, in compliance with a secondary request to view data, a decision is taken to release material to a third party, the following safeguards shall be put in place before surrendering the material:

- In respect of material to be released under the auspices of 'crime prevention', written agreement to the release of the material should be obtained from a police officer, not below the rank of Inspector. The officer should have personal knowledge of the circumstances of the crime/s to be prevented and an understanding of the CCTV System Code of Practice.
- If the material is to be released under the auspices of 'public well-being, health or safety', written agreement to the release of material should be obtained from a senior officer within the Local Authority. The officer should have personal knowledge of the potential benefit to be derived from releasing the material and an understanding of the CCTV System Code of Practice.

## 12. The Media

12.1 Where it is decided that the public's assistance is needed in order to assist in the identification of victim, witness or perpetrator in relation to a criminal incident. As part of that decision, the wishes of the victim of an incident will be taken into account. In all cases of media disclosures for the purposes of this clause the police authority will have the sole discretion of disclosure.

## 13. Training

13.1 All staff that handle or manage personal data derived from the CCTV system will receive appropriate training in the following fields:

1. Recognition of a subject access request
2. Recognition of a request to prevent processing likely to cause a Data Subject unwarranted damage or to prevent automated decision taking
3. The use of appropriate forms
4. What action to take on receipt of a request
5. How enquirers might be provided with a copy of this policy
6. How enquirers might make a complaint about the CCTV system either to the owner or Information Commissioner

## 14. Complaints

14.1 Any use of the CCTV system or materials produced which is outside the policy and is inconsistent with the objectives of the system will be considered gross misconduct.

14.2 Misuse of the system will not be tolerated; continuing public support is vital. Any person found operating outside this policy without good and reasonable cause will be dealt with under the Council's disciplinary system. If any breach constitutes an offence under criminal or civil law then court proceedings may be taken.

14.3 Any complaint concerning misuse of the system will be treated seriously and investigated by the Town Clerk. The Town Clerk or Governance and Projects Manager will ensure that every complaint is acknowledged in writing within seven working days, which will include advice to the complainant of the enquiry procedure to be undertaken.

14.4 Where appropriate the Police will be asked to investigate any matter recorded by the CCTV system which is deemed to be of a criminal nature.

## 15. Major Incidents

15.1 In the event of a major incident arising, such as serious public disorder, bomb threats/explosions or serious fires, the Police will be given authority to supervise the CCTV. Such authority will be given by the Town Clerk or Governance and Projects Manager verbally or in writing under the constraints of The Regulation of Investigatory Powers Act 2000.

## Appendix 1 Totnes Town Council CCTV Subject Access Request

These notes explain how you can find out what information, if any, is held about you on the CCTV System.

### Your Rights

Subject to certain exemptions, you have a right to be told whether any personal data is held about you. You also have a right to a copy of that information in a permanent form except where the supply of such a copy is not possible or would involve disproportionate effort, or if you agree otherwise. Totnes Town Council will only give that information if it is satisfied as to your identity. If release of the information will disclose information relating to another individual(s), who can be identified from that information, the Council is not obliged to comply with an access request unless

- The other individual has consented to the disclosure of information, or
- It is reasonable in all the circumstances to comply with the request without the consent of the other individual(s)

### Totnes Town Council's Rights

Totnes Town Council may deny access to information where the Act allows. The main exemptions in relation to information held on the CCTV System are where the information may be held for:

- Prevention and detection of crime
- Apprehension and prosecution of offenders
- Giving you the information may be likely to prejudice any of these purposes

### Fee

A fee of £10.00 is payable for each access request, which must be in pounds sterling. Cheques should be made payable to 'Totnes Town Council'.

**THE APPLICATION FORM: (N.B. ALL sections of the form must be completed. Failure to do so may delay your application.)**

#### Section 1

Asks you to give information about yourself that will help the Council to confirm your identity. Totnes Town Council has a duty to ensure that information it holds is secure and it must be satisfied that you are who you say you are.

#### Section 2

Asks you to provide evidence of your identity by producing TWO official documents (which between them clearly show your name, date of birth and current address) together with a recent

full face photograph of you.

**Section 3**

You must sign the declaration. When you have completed and checked this form, take or send it together with the required TWO identification documents, photograph and fee to:  
Data Controller, Totnes Town Council, The Guildhall Offices, 5 Ramparts Walk, Totnes TQ9 5QH.

**Totnes Town Council CCTV Subject Access Request Form**

This form is used to confirm the identity of the Data Subject, the identity and authority of the applicant (where applicable) and to assist in locating personal data relating to the Data Subject.

Please complete it and send it to the address at the end of the form. If you need any help please call 01803 862147.

**SECTION 1**

Data Subject's full name.....

Date of Birth.....

Address

.....  
.....  
.....

.....Post code.....

Telephone No.....

E-mail address.....

(a) Are you the Data Subject? Yes / No

**If you answered 'Yes', go straight to Question 3. Otherwise, please provide the information below.**

Your full name.....

Address

.....  
.....  
.....

.....Post code.....

Telephone No.....

(b) If you are NOT the Data Subject, state your relationship to them.

What is your relationship to the Data Subject?.....

(c) If you are NOT the Data Subject, describe your entitlement to receive details of their personal data, and the written authority enclosed (e.g. from the Data Subject) which supports this entitlement.

Why are you entitled to their Personal Data?.....

What written authority have you enclosed?.....

Our search for information relating to the Data Subject will be based on the information provided below.

CCTV footage (please tick).....

Date and time of incident when you believe image was captured (within 1 hour).....

Location of incident.....

Brief description of incident.....

Brief description of the clothing worn by the Data Subject at time of incident.....

**SECTION 2**

We must see the original documents and we cannot accept photocopies. Note that Totnes Town Council will return all documents as soon as possible via recorded delivery. If you deliver your



documents in person we will return them to you after verification - please call 01803 862147 for further information.

(a) You must **confirm the Data Subject's identity** by sending one of the documents listed below.

Please tick to indicate which documents you have enclosed.

- i) Full Valid Driving licence issued by a member state of the EC/EEA.....
- ii) Birth Certificate or Certificate of Registry of Birth or Adoption certificate.....
- iii) Full Valid Current Passport or ID Card issued by a member state of the EC/EEA or Travel Documents issued by the Home Office or Certificate of Naturalisation or Registration or Home Office Standard Acknowledgement Letter (SAL).....

*If the Data Subject's name is now different from that shown on the document you submit to confirm his/her identity, you must also supply original documentary evidence to confirm the Data Subject's change of name e.g Marriage Certificate, Decree Absolute or Decree Nisi papers, Deed Poll or Statutory Declaration.*

(b) You must also **confirm the Data Subject's address** by sending us one of the documents listed below.

Please tick to indicate which documents you have enclosed.

- i) Gas, electricity, water or telephone bill in the Data Subject's name for the last quarter.....
- ii) Council Tax demand in the Data Subject's name for the last quarter.....
- iii) Bank, building society or credit card statement in the Data Subject's name for the last quarter....
- iv) Letter to Data Subject from solicitor/social worker probation officer in the last quarter.....

(c) You must also send us a **recent passport sized photograph of the Data Subject.**

**SECTION 3**

In exercise of the right granted to me under the terms of the Data Protection Act 1998, I request that you provide me with a copy of the personal data about the Data Subject which you process for the purposes I have indicated overleaf.

I confirm that this is all of the personal data to which I am requesting access. I also confirm that I am either the Data Subject, or am acting on their behalf.

Signed.....

Print name.....

Date.....

**Make sure you have:**

- (a) completed this form
- (b) signed the declaration above
- (c) enclosed originals of identification documents

Send to: **Data Controller, Totnes Town Council, The Guildhall Offices, 5 Ramparts Walk, Totnes TQ9 5QH.**

We recommend that you send your form and documents by a secure method e.g. Recorded Delivery.

**SECTION 4 – FOR OFFICIAL USE ONLY**

Application checked and legible? ..... Date Application received.....

Identification documents checked?.....

Details of Document Produced.....

.....

Documents Returned?.....

Member of staff completing this section

Name .....Location.....

Signature .....Date.....

Request - Granted / Denied

If Granted, please complete the following section:

Camera Number.....

Operators Details.....

Video Print Log Reference Number.....

Master DVD Reference Number.....

Date of Issue.....

Subject Access Signature or Proof of delivery address.....

.....  
CCTV Managers Name.....

CCTV Managers Signature.....

Comments.....  
.....  
.....

**Before returning this form**

- Have you completed ALL Sections in this form?

**Please check:**

- Have you enclosed TWO identification documents?
- Have you signed and dated the form?
- Have you enclosed the £10.00 (ten pound) fee?

**Further information:** These notes are only a guide. The law is set out in the Data Protection Act, 1998.

Further information and advice may be obtained from: **The Information Commissioner, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. Tel. (01625) 545745**

Appendix 2

Totnes Town Council  
The Guildhall Offices  
5 Ramparts Walk  
Totnes  
TQ9 5QH

Date:  
Telephone:  
Direct Dial:

My Ref:

Ask for:                      Extension:

Dear Sirs,

**Authority to view / request copy of CCTV digital hard drives.**

In accordance with Totnes Town Council’s CCTV Policy, please permit .....to view the digital hard drives following a recent incident.

a. OIS log Number and Date or Crime Reference Number .....

OR

b. Which occurred at about .....(time/date/location)

**i. I also ask that you retain the original exhibited master copy DVD(s) and produce an exhibited working copy with a supporting statement of evidence if required. (The Master DVD(s) must be retained under secure storage until the Police Liaison Officer confirms criminal proceedings have concluded).**

**ii. IN RELATION TO MAJOR INCIDENTS ONLY – that you produce a master and working copy DVD(s) from the digital hard drive and hand both to the officer against signature.**

Yours faithfully

.....  
Requesting Officer

.....  
(Printed surname)

Time.....

