



AGENDA FOR THE TOWN MATTERS COMMITTEE

MONDAY 22ND NOVEMBER 2021 IN THE GUILDHALL

You are hereby **SUMMONED** to attend the **Town Matters Committee** on **Monday 22nd November 2021** at **6.30pm** for a maximum of 90 minutes in the Guildhall for the purpose of transacting the following business:

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

1. WELCOME AND APOLOGIES FOR ABSENCE

The Chair will read out the following statement:

Welcome to everyone attending and observing the meeting.

A reminder that open proceedings of this meeting will be video recorded. 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. BALTIC WHARF

To update on the latest proposals and public consultation for the Baltic Wharf site from the developers TQ9 and Acorn. Verbal update [no more than 30 minutes] and background documents attached.

3. CONFIRMATION OF MINUTES

To approve the minutes of 27th September 2021 and update on any matters arising. Document attached.

4. COMMUNITY AWARD SCHEME

To consider the idea of an annual Community Award scheme, what it could include and how it would be administered. Document attached.

5. HM THE QUEEN'S PLATINUM JUBILEE

To consider the various national events to mark HM The Queen's Platinum Jubilee in June 2022 (beacon lighting, the Big Lunch, the Queen's Green Canopy) and determine any Town Council involvement in events. Document attached.

6. EMERGENCY PLAN

To review the Emergency Plan. Document attached.

7. COMMUNITY ENGAGEMENT

To consider the Council's community engagement plan for 2022 and make a recommendation to Full Council. Document attached.

8. COMMUNITY CHARTER

To consider the latest budget requirement for the community charter and make a recommendation to Full Council. Document to follow.

9. CLIMATE EMERGENCY WORKING GROUP

To note any update from the Climate Change Working Group on 16th November 2021 (standing item). Verbal update.

10. COMMUNITY CO-ORDINATOR UPDATE

To note a report from the Community Co-ordinator. Document attached.

11. DATE OF NEXT MEETING

To note the date of the next meeting of the Town Matters Committee – **Monday 31st January 2022 at 6.30pm.**

Sara Halliday
Committee and Cemetery Administrator
17th 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 Councillor Committee debates are permitted and anyone wishing to do so is asked to inform the Chairman of the respective Committee of their intention to record proceedings.

ITEM 2 – BALTIC WHARF

TQ9 and/or Acorn are due to attend to present their latest plans for phase 2 of the Baltic Wharf development. Below are the relevant policy extracts from the Joint Local Plan and the draft Totnes Neighbourhood Plan in relation to the site, river use and the local economy.

Extracts from the Joint Local Plan (page 221/222, approved March 2019):

Policy TTV21 Land at Baltic Wharf

Land at Baltic Wharf is allocated for a mixed-use redevelopment, including residential, marine / employment and commercial uses. Provision is made for in the order of 190 new homes and 3,300 sq.m. employment floorspace (Use Class B1 and B2). Development should provide for the following:

1. A continuing care retirement community including a nursing home (up to 60 bed spaces) an assisted living facility (up to 80 units) and communal facilities.
2. Retention of boatyard and associated facilities.
3. Footpath and cycle path provision including riverside access and connectivity to the Totnes – Ashprington route and towards the town centre.
4. Appropriate flood risk mitigation measures.
5. Submission of a site specific mitigation plan to ensure that all new development does not have any negative impact on the greater horseshoe bat species and their flight paths within the protected South Hams SAC.
6. An appropriate strategy to mitigate for any impact on the A385 Air Quality Management Area.
7. A high quality form of development which integrates with the existing area and the setting of nearby heritage assets.
8. Extensive public access to the riverside.
9. Investigation and remediation of contaminated land.

5.105 Baltic Wharf is an important brownfield regeneration site in a prominent location alongside the River Dart. It was allocated for development in previous plans and has been granted consent for a mixed-use scheme which is now being implemented. Phase one of the housing is largely complete, with the other elements of the scheme, including employment provision and further housing, to be commenced. In addition to the benefits of redeveloping the site for Totnes and the local economy more widely, the appearance of the site and its visual impact on the River Dart can be greatly enhanced.

5.106 The potential flood risk on this site is significant along the eastern edge immediately adjacent to the river. Proposals should find solutions to mitigate against this flood risk.

5.107 A site specific greater horseshoe bat mitigation plan must be submitted and approved before planning permission will be granted. The plan must demonstrate how the proposed development will retain continued ecological functionality for greater horseshoe bat use associated with the South Hams SAC, and that the development will not have an adverse effect on the SAC.

5.108 Within the Totnes area, six further sites are identified as being suitable for development (four of which have planning permission) for a range of uses including

residential and employment. The development of these sites will support the vision and objectives of the JLP and the spatial priorities for Totnes.

5.109 The specific requirements identified are additional to the generic requirements of other policies. The allocations should, therefore, be read alongside and considered against the other policies in the JLP.

From the draft Totnes Neighbourhood Plan:

4.5.1 The River Dart is a key feature in the local landscape and the prime reason for the town's location. The Dart valley is Totnes' essential landscape feature, has been a mainstay of its economy and is an important resource for leisure and recreation. Recent residential development has taken place on both sides of the river with the Quayside and Baltic Wharf developments (the latter as set out in JLP TTV21).

4.5.2 Making more of the river is a priority for the NP, building on its existing roles and uses. Any development adjacent to the River Dart should be in accordance with Totnes' inclusion in the Dart Estuary Maritime Conservation Zone which was designated in May 2019, and as set out in the Dart Harbour Authority Strategic Plan 2016-2026 and The Dart and Teign River Improvement Project.

4.5.3 Totnes marks the change of the River Dart from the river to the north of Totnes Bridge to the start of the tidal estuary. This results in the town being impacted by tidal as well as fluvial flooding. The convergence of the built-up areas creates a pinch point for the river and although the upper northern area of the flood zone is wider it overlaps the majority of the industrial area.

4.5.4 New development can help enhance local water quality through the way in which surface water is retained on site, through landscaping, and rain-water collection. This may also support adaptation to climate change and enhancing local environmental capacity. It is already a requirement of most new development that it effectively manages its surface water drainage. In addition, opportunities to simultaneously improve water quality should be taken.

4.5.5 The community highly values the access to the river and new development must not impinge on existing recreational and leisure uses such as: footpath and cycle provision; picnic areas; dog walking; water sports which need access into the river; educational information, riverbank/riparian maintenance; access for all; transport links to and from the town; and river taxi provision.

POLICY En5: THE RIVER DART

Development on or adjacent to the river should:

- a. conserve or improve local identity and the appearance of the riverside;
- b. maintain or enhance local biodiversity; and
- c. create increased opportunities for improved public access for all, leisure and community use.

5.1 The Local Economy

5.1.1 Totnes is a thriving market town, drawing on a significant rural hinterland. It is economically much stronger than might be expected for a town of its size. It is a gateway for the surrounding area, particularly through its railway station, attracts many visitors and tourists, contains a wide range of businesses of all kinds and supports a strong service sector. The high-quality environment and strong community attract investors, businesses, the self-employed and home workers, supported by a wide variety of independent and shared working spaces and good rail links.

5.1.2 According to the 2011 Census 3,565 people living in Totnes were employed or self-employed, almost 50% of whom worked in Totnes (including working from home). Overall, 5,093 people were employed in Totnes, 1,528 more than the town's resident working population, giving a strong net employment balance of +43%. This is a powerful indicator of the town's economic health, showing a robust local economy, and the NP aims to maintain and develop that strength of character.

5.1.3 The Census also shows that over 60% of the town population are of working age (16-65) with 17% younger and 22% aged 65 and above. This is a healthy economic age structure and shows the potential for the community to make a strong contribution to the robustness of the local economy and community, including through volunteering.

5.1.4 Totnes still functions as a true employment centre, providing employment for people from a wide hinterland as well as a significant proportion of its own population. It is also highly attractive as a place to live for those working in larger centres such as Exeter, Plymouth and elsewhere. None of the other main towns in South Hams provide both of these things.

5.1.5 The good connections Totnes enjoys, by both road and rail, reinforce its economic strength. On the other hand, local prosperity is to some extent constrained by the congestion the town suffers, lying as it does at a nodal point for road and rail, with several key routes converging on the town at the lowest bridging point on the River Dart. Proposals for development which will create new employment likely to generate significant traffic movements must be supported by a travel plan and transport assessment to demonstrate how movements will be handled and why the development will be acceptable.

5.1.6 The availability of new office and employment space in Totnes is also somewhat constrained, with only 7,700 square metres of employment space allocated for the town in the JLP. This is a relatively small provision for a town with such economic strength and although not the smallest allocation to a main town in the JLP it is less than 10% of the largest such JLP allocation. New development which will strengthen the local economy without harming the town's social or environmental qualities will therefore be supported.

5.1.7 Existing employment space must also be safeguarded, and this is even more important in view of the difficulty in finding suitable sites for new employment development. The JLP protects existing employment land and premises, especially for sites which have potential to contribute towards the regeneration of the community, the expansion of existing businesses or with access to wharves or deep water. Each of these categories is relevant for Totnes, and this NP reinforces the JLP in requiring that existing employment land and premises be safeguarded.

5.1.8 Retail, health and social care, education, and other public services make up some of the largest employment groups in Totnes. The importance of the public service sector is a common feature of many local economies.

5.1.9 Retail is the town's second largest employment sector, and the retail offer of the town, particularly its centre, is a vital component of its overall economic strength. The preponderance of independent shops, cafés and restaurants does much to give Totnes an edge over other centres, further enhanced by the tight knit historic core of the town. However, the rapidly changing face of high streets in the UK may have an impact on the types of retail and use of the properties over the coming years.

5.1.10 For a town of its size Totnes is also strong in manufacturing, science and technical activities, hospitality, the arts and entertainment. Such diversity and innovation are distinctive of the local economy, reflecting the cultural, environmental and alternative aspects of the town. New businesses which will reinforce the town's distinctive identity will be particularly welcomed.

5.1.11 The NP therefore gives specific support to economic innovation, company start-ups, fostering local economic clusters, and the infrastructure necessary to support healthy growth of the local economy such as superfast broadband and business meeting places.

POLICY E1: THE LOCAL ECONOMY

1. New employment and economic development should, without harming the town's social and environmental qualities:

- a. reinforce the local economy and the function of Totnes as a market town;
- b. enhance its reputation as a vibrant and distinctive place;
- c. enable innovation and diversification in the local economy, including the formation of clusters and networks of local enterprises; and
- d. enhance local employment opportunities and the trading experience of locals and visitors.

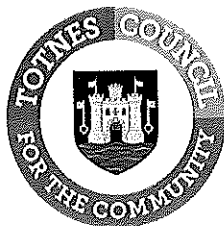
2. Businesses drawing on the town's distinctive character and identity will be particularly welcomed.

3. Development which will generate significant amounts of movement must be accompanied by a travel plan and transport assessment to demonstrate their acceptability.

5.1.12 It is considered that a minimum of two years of marketing empty premises needs to have taken place before a change of use is considered. Flexibility of approach, bearing in mind local requirements, when considering change of use needs to exist (for example retail to housing or leisure).

POLICY E2: EXISTING EMPLOYMENT LAND AND PREMISES

Existing employment land and premises will be safeguarded and kept available for such use unless it can be demonstrated that there is no reasonable prospect of their continued use for employment purposes.



DRAFT MINUTES FOR THE TOWN MATTERS COMMITTEE

MONDAY 27TH SEPTEMBER 2021 IN THE GUILDHALL

Present: Councillors V Trow (Chair), G Allen, S Collinson and P Paine.

Apologies: Councillor D Matthews and L Webberley.

Not Present: Councillor S Skinner.

In Attendance: One member of the public, S Branch (Marketing and Communications Manager) and S Halliday (Governance and Projects Manager).

1. WELCOME AND APOLOGIES FOR ABSENCE

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

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

Apologies were received from Cllrs Matthews and Webberley and were accepted.

The Committee will adjourn for the following items:

PUBLIC QUESTION TIME

A member of the public spoke about the background to forming links with the town of Salfit, the virtual meetings that have taken place and the request for the Town Council to formalise the virtual twinning of the two towns.

It was **AGREED** to bring forward agenda item 6.

The Committee reconvened.

6. VIRTUAL TWINNING

To consider a request to have a virtual twinning between Totnes with Salfit in the West Bank.

To **RECOMMEND** to Full Council that Totnes Town Council supports a virtual twinning between Totnes and Salfit and that Councillors participate in a Zoom meeting each year.

2. CONFIRMATION OF MINUTES

To approve the minutes of 22nd March 2021 and update on any matters arising.

The minutes were approved as an accurate record of proceedings. Matters arising:

Item 3 – This idea will be put on the November agenda.

Item 5 – Resolved by Full Council and a replacement flag will be purchased.

Item 7 – Resolved by Full Council and an email of support has been sent to Devon Highways.

Item 8 – Resolved by Full Council and all actions completed.

3. CLOSED-CIRCUIT TELEVISION (CCTV)

To consider whether the Council would support the principle of installing CCTV at known trouble spots for anti-social behaviour in the town (for example The Plains, The Lamb Garden).

To **RECOMMEND** to Full Council that it supports the installation of CCTV at anti-social behaviour trouble spots in the town through grant funding when the opportunity arises.

4. MINOR INJURIES UNIT

To consider writing to the NHS Commissioning Group (copying the local MP) about the continued closure of the Totnes Minor Injuries Unit

To **RECOMMEND** to Full Council that it writes to the NHS commissioning group and the local MP requesting that the Minor Injuries Unit is re-opened as a matter of priority. Cllrs are to provide the draft letter.

5. GAMBLING POLICY CONSULTATION

To consider the Council's response to the South Hams District Council consultation on the Gambling Statement of Principles (reviewed every three years).

To **RECOMMEND** to Full Council that it responds to the consultation that it is supportive of the revised policy.

7. SEAGULL PROBLEMS

To consider the seagull problem of noise, aggressive behaviour and public health impact in the town.

To **RECOMMEND** to Full Council that:

- a. the Royal Society for the Protection of Birds (RSPB) is invited to speak at an open meeting on the subject; and
- b. South Hams District Council are requested to provide wheelie bins on markets days for the secure placement of rubbish arising from food vendors.

8. GRAFFITI

To note an update to the Council's response to graffiti in the town.

It was **AGREED** to investigate whether the Town Council could apply for grant funding to purchase anti-graffiti paint which could held by the Council and drawn on by householders whose properties are targets for graffiti.

9. CLIMATE EMERGENCY WORKING GROUP

To note any update from the Climate Change Working Group on 20th April 2021.

Noted. To **RECOMMEND** to Full Council that it writes to South West Water requesting where and when sewage has been discharged into the River Dart.

10. COMMUNITY CO-ORDINATOR UPDATE

To note a report from the Community Co-ordinator.

Noted.

11. AIRBAND PROJECT

To note the Airband partnership with Connecting Devon and Somerset introducing a rural broadband project.

Noted.

12. DATE OF NEXT MEETING

To note the date of the next meeting of the Town Matters Committee – Monday 22nd November 2021 at 6.30pm.

Noted.

Sara Halliday

Governance and Projects Manager

ITEM 4 – COMMUNITY AWARD SCHEME

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

Recommendation – That the Town Matters Committee considers the information below and makes a recommendation to Full Council. TTC needs to determine the criteria and administration for such a scheme and it is suggested that the following questions are considered/scoped by the Committee as part of their recommendation to Full Council:

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

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

Town	Award Categories	Eligibility	Timings	Voting	Presentation
Kingsbridge	6: Arts & Culture; Business; Environment; Sport; Volunteer; & Young Champions.	<u>Nominees</u> work or live in the parish boundary, or their activities benefit the Kingsbridge community. [No details on eligibility of those nominating.]	Nominations received in March.	Kingsbridge TC assess the applications.	June Full Town Council Meeting.
Newquay	4: Individual; Group; Young Person; Mayor's Award.	None in terms of residency – 'anyone can nominate' – but need to make a positive difference to the community or bring the community together. Entries checked by Town Clerk to ensure criteria are met.	Nomination late January to early February. Voting early February to early March.	Public vote on the nominated candidates (except for Mayor's award) via TC website, hard copy forms available from TIC and Library/Information Service.	Annual Town Meeting in March.
Amersham	6: Citizen; Business; Team; Environmentalist; Young Citizen; and Mayor's Special Award.	<u>Nominations</u> by residents of parish and endorsed by two other residents. <u>Nominee</u> must be a resident or registered	Nominations in Jan-Feb	No info on voting (looks like a TC decision).	Certificate at Annual Town Meeting in March.

		member of an Amersham team, club or organisation.			
Battle	Variable - the TC reserves the right to make more than one award each year, or to make no award if there are no suitable nominations.	<p>Nominations from residents only.</p> <p>Nominees must be resident or work within the TC boundary.</p> <p>Cllrs can make nominations but they are then excluded from involvement in the decision making process.</p> <p>Cllrs and TC officers are not eligible for nomination.</p>	Nominations received February to end March.	TC Committee review nominations in April, with a recommendation to Full Council.	Certificate at Annual Town Meeting in May.
Faversham	1 – individual <u>or</u> group.	<p>One nomination per resident.</p> <p><u>Nominee</u> must live or work in the TC boundary</p>	Nominations in October, pre	Faversham TC down select to 3 nominations which then go to public vote via TC winter newsletter, TC website and social media.	Certificate at Annual Town Meeting in May.

ITEM 5 – HM THE QUEEN’S PLATINUM JUBILEE

The Committee is asked to consider the various national events that are taking place to mark HM The Queen’s Platinum Jubilee (70 years) In June 2022 and make any recommendations to Full Council. Full Council has committed to cleaning up the memorial stone on Station Road that was commissioned to mark HM The Queen’s coronation in 1953.

National Beacon Lighting – Thursday 2nd June

Part of a national chain of beacons all to be lit at 9.15pm on Thursday 2nd June 2022 (which is a Bank Holiday). The Council has previously lit beacons on Kingsbridge Hill as part of national events which the public are invited to attend (e.g. commemorating the end of the First World War). The Council has a brazier on a pole used for such events. Permission is needed from South Hams District Council for an event as it is their land.

The Big Lunch – Sunday 5th June

The Big Lunch is a community project led by The Eden Project, which is celebrated across the UK. It aims to bring together neighbours and communities through food and fun. Buckingham Palace has announced an exciting programme of events for the extra-long weekend and together the Eden project are once again inviting communities across the UK to come together for ‘The Big Jubilee Lunch’ on Sunday 5 June 2022.

The Government has produced some guidance about holding street parties and what requirements are and are not required (helping to dispel some urban myths such as usually not needing a license, insurance or a risk assessment if the event is only for resident - see [Your guide to organising a street party - GOV.UK \(www.gov.uk\)](http://www.gov.uk))

The Queen’s Green Canopy - ongoing (Information taken from the official website)

The Queen’s Green Canopy (QGC) is a unique tree planting initiative created to mark Her Majesty’s Platinum Jubilee in 2022 which invites people from across the United Kingdom to “Plant a Tree for the Jubilee”. Tree planting will commence again in October 2022, through to the end of the Jubilee year.

With a focus on planting sustainably, the QGC will encourage planting of trees to create a legacy in honour of The Queen’s leadership of the Nation, which will benefit future generations.

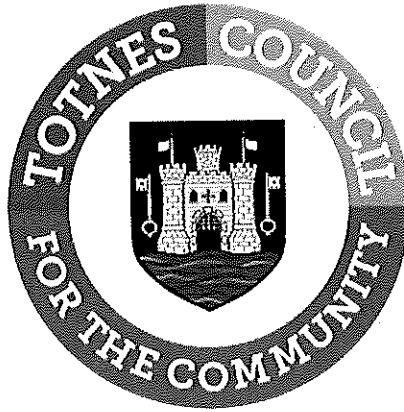
As well as inviting the planting of new trees, The Queen’s Green Canopy will dedicate a network of 70 Ancient Woodlands across the United Kingdom and identify 70 Ancient Trees to celebrate Her Majesty’s 70 years of service.

Villages, parishes, towns and counties are encouraged to get involved in Planting a Tree for the Platinum Jubilee in celebration of The Queen’s 70 years of Service to the Nation. You may wish to raise funds locally to plant significant trees, avenues or copses.

Councils have a valuable role to play in championing the QGC in their area. There are lots of ways they can get involved including supporting schools, community groups and other facilities, such as care homes and leisure centres, to plant trees; by coordinating activity with town and parish councils to ensure a good spread of new trees; and by working with partners to raise funds to support a local programme.

From October, you can photograph your Jubilee tree and upload it on to the QGC map.

You may also wish to mark the occasion with a commemorative plaque. The QGC is offering a physical, as well as a virtual commemorative plaque option, in keeping with an environmental initiative. Please visit our commemorative plaque page for more details.



Emergency Plan

TOTNES TOWN COUNCIL

AGREED DECEMBER 2018

NEXT REVIEW NOVEMBER 2021

This plan sets out how Totnes Town Council is likely to respond to various emergencies that the town and community might face.

Introduction

This Plan has been developed to complement the overall risk arrangements, help maintain critical services during and after any major disruption and promote recovery. The Council is often the most accessible tier of local government and has a role as a community leader, and as such would have a key role in helping the Town deal with and recover from a major emergency. The statutory responsibility lies with Devon County Council in conjunction with various other agencies, including the emergency services and South Hams District Council. The Town Council will support the principal authorities in implementing their Major Emergency Plan and make its resources available to them.

Objectives

The prime objective for this document is to identify the resources that are available within the town to support the Emergency Services and Principal authorities. The second objective is to assist other agencies to promote the importance of local emergency planning and to identify means of disseminating relevant information to householders and businesses.

Who to Contact

In the case of an emergency the first point of contact is 999. If the emergency is related to a need for access to one of the Town Council buildings, i.e. the Civic Hall or the Guildhall then the points of contact are as follows:

1. The Mayor – postholder changes annually, contact information available on the Town Council website.
2. The Town Clerk – current postholder Catherine Marlton. Emergency contact information
Work – 01803 862147
Home – REDACTED

Each member of staff will be issued with the staff handbook which has contact information for other staff. On discovering or being advised of a disaster which might affect business continuity or a major civil emergency, the member of staff will contact the Town Clerk and/or the Mayor.

The Town Clerk will:

- Ensure all members of staff are contacted, advised of the situation and either put on standby or advised of the action required.
- Convene any necessary meetings of staff and/or Members.
- Consider staff welfare issues and take necessary action.
- Advise statutory authorities (e.g. emergency services, HSE etc) and insurance company as necessary.
- Advise the Mayor by phone where possible.
- Advise other Councillors by e-mail.

Activating emergency access to the Guildhall or Civic Hall

Access will be granted to the Guildhall or Civic Hall by the Town Clerk or Mayor in the case of an absolute emergency and assuming that a keyholder can get to the building without risk to their safety and remain on site to provide the supervision and security as required.

Defibrillators

The Town Council owns and maintains two defibrillators in the town – outside the Royal Seven Stars Hotel at the bottom of Fore Street and outside the Visitor Information Point at the Civic Hall on the Market Square. Other units are available in the town but community groups need to ensure these are registered and accredited to ensure that the caller can be signposted to the nearest working unit.

Snow and Ice

The Town Council subscribes to Met Office weather updates. In the event of a red alert for snow the Town Council will:

- cancel all public meetings;
- advise staff to remain at home rather than travelling into the office;
- post updates on the website and social media with the latest advice from specialist agencies.

In the event of an amber weather warning or unexpected snowfall the Town Clerk has delegated authority to implement the above actions on a discretionary basis. Councillors and members of staff should not take any risks to travel into the office in the event of severe weather.

If any member of the community wishes to participate in the Snow Warden Scheme please contact the Town Council on 01803 862 147. Further information on the role and responsibilities are found at the following link - <https://new.devon.gov.uk/communities/opportunities/snow-warden-scheme>

Flooding

The Environment Agency has installed new flood defences to high risk areas of the town. They have volunteers to manually open and close the gates based on alerts they send out directly.

The Town Council is subscribed to Environment Agency updates and Met Office severe weather warnings and will publish these on social media to inform the community.

Residents and business owners are encouraged to register for updates on flooding directly at the following link: <https://www.gov.uk/sign-up-for-flood-warnings>

Alternatively you can register your details or cancel your account by calling Floodline: Telephone: 0345 988 1188, 24-hour service

For any serious flooding, or where lives are at risk, please call the emergency services by dialling 999.

Flooding in the road that has been caused by blocked drains or gullies can be reported to Devon County Council Highways on their website.

Pandemic

The Town Council subscribes to NHS and Public Health England updates and in the event of a pandemic will:

cancel all public meetings;

advise staff to remain at home rather than travelling into the office;

post updates on the website and social media with the latest advice from specialist agencies.

act as a co-ordinator for various community groups who are able to offer practical assistance.

Useful Links

South Hams District Council Emergency Planning information

<https://www.southhams.gov.uk/article/4028/Emergency-Planning-and-Response->

Devon County Council Emergency Planning information

<https://new.devon.gov.uk/emergencies/>

ITEM 7 – COMMUNITY ENGAGEMENT

Community Engagement Action Plan			
Originally reviewed 17th May 2016 by People Committee, updated April & September 2018, May 2019 and Nov 2021 [in bold italics]*			
Action	Recommendations	Updates	Cost (£)
Council/Councillors Create Role Description for councillors which emphasises the importance of communication.	To be added to Councillors Induction Pack and to include information on roles and expectations of link Councillors.	2018 & 2019* – New Councillor Induction note and updated Councillor Handbook cover this. The updated Induction Note has been sent to all Cllrs following the 2 nd May 2019 election.	Officer time – COMPLETE
Set up a series of Councillor Surgeries. [Administrator Comment: surgeries are a good idea but cannot be managed by the Council Offices – Cllrs need to be willing and available to host where they feel is best for the community they represent]	Agreed that this should be implemented quarterly and that other areas of the town should be used such as St John's Church, Daisy Centre and Follaton Community Centre. Possibility of having a stall at Totnes Show 2017? It was felt being a visible and active presence in the community was very important.	2018 – TTC had a stand at Totnes Show in 2017 and had booked a stand for 2018 (29 th July) but weather thwarted attendance. The previous Mayor held a monthly surgery at the St John's Community Café. 2019 – No surgeries arranged to date. It is suggested that Totnes Show attendance is not considered an effective use of funds and officer time.	£0 if the Guildhall or free public spaces are used (e.g. St John's Community Café).
Community/Citizens Award Scheme	See separate item/paper	On the November 2021 Town Matters agenda	Up to £500 agreed in principle by Council Matters subject to detailed process and costings
Community Charter	Event to be held on 5th Feb 2022		Approx £3k
Administration and IT Community group listing	It was suggested that the list of community groups collated by Thea for the Neighbourhood Plan should be used during consultations with the community.	An updated list has been used for recent Neighbourhood Plan consultations. The Council also has a database of local businesses to contact with updates and information.	No cost
Update/Revise the use of notice boards to provide easy identification	Shady Garden group is investigating having a notice board on the site. The Town Council has been offered a panel for our use and it	The Town Council noticeboard under the Civic Hall has been replaced and sited on the emergency doors for maximum visibility.	New notice board will have a

<p>of new notices for members of the public.</p>	<p>was recommended that we accept this, subject to checking the size of the panel. If the format of this board works then there could be more around key locations in the town.</p> <p>Cllr Whitty to inform the Clerk of design and size. Once cost is known then confirmation of having a panel will be considered.</p> <p>The Tourist Information noticeboard at the Rotherfold will be cleaned up and form part of the new Tourism structure in the town.</p>	<p>2018 – Civic Hall Notice Board is used to display all Full Council and Committee agendas as well as election information, but complaints that it is not very visible. Do we need a notice board nearer to the Guildhall Offices? The Rotherfold noticeboard has been updated by Visit Totnes to include its history and a local map.</p> <p>2019 – Will be reviewed as part of the Public Realm work.</p>	<p>cost - >£250 and if outside the Guildhall, a planning application would be required.</p>
<p>Update the website and ensure integration with the TIC website. Revisit social media options. Managed by: administration.</p>	<p>Website – upgrade to provide mobile compatibility and more modern format – currently taking place, some significant teething problems from a data transfer perspective but much more user friendly. TIC website needs to be updated – this is being investigated as part of the new information services structure.</p> <p>Twitter – follow all local businesses to build up followers.</p> <p>Facebook – individual pages for Civic Hall and Guildhall being used to promote events and raise the profile of these venues.</p>	<p>2018 - TTC website updated regularly.</p> <p>2019 – Potential for new Website. Officers have received social media training to understand where to post information for best effect. New website to be investigated with a focus on functionality and ease of use. Possible Councillor/member log in section for latest legal and community information.</p> <p>Facebook updated with events and TTC vacancies, and meeting dates are posted with a link to the website page. Visit Totnes website up and running.</p> <p>TTC has a new website and is regularly posting information to Facebook, Twitter and other social media platforms.</p> <p><i>Councillors have previously not attended free training offered but are asked to contact the Town Clerk with any training needs for investigation.</i></p>	<p>Officer time</p>
<p>All councillors to be trained in use of IT and social media.</p>	<p>Investigate free social media session for councillors – Cosmic. Councillors need to be informed that they are allowed to use electronic media during meetings as required for linked social media or/ agendas/council papers.</p> <p>Councillors are asked to consider whether all meeting papers could be sent out electronically unless requesting otherwise. Any Councillors requiring hard copies are asked to collect from the office in advance of meetings.</p>	<p>2018 – TTC Communications and Media Protocol (reviewed in July 2017) covers social media use.</p> <p>Meeting papers are sent electronically (except confidential), hosted on the website, with hard copies collected from the Council Offices (and posted on request).</p> <p>2019 – Councillors indicated at the induction meetings that Social Media Training would be useful. Officers asked to</p>	<p>£500 estimated cost</p>

<p>Agreement of Town Council on the reinstatement of Totnes matters as also proposed through the Neighbourhood Plan: if agreed format, frequency, editorial process, printing, distribution.</p>	<p>Recommend that we produce updates/newsletters following the quarterly surgeries with Councillors in order that current concerns and issues are responded to. Editorial content to be drafted by TC officers and Councillors and agreed by Full Council prior to publication. Circulated using the Totnes Directory, Facebook and websites. Design to be consistent and easily recognisable – designed professionally. A key message that needs to be conveyed is how the three layers of Council works and to whom to report different issues.</p>	<p>investigate costings and run through Council Matters/Full Council</p> <p>Information of upcoming social media courses will be shared with Councillors as part of routine training updates.</p> <p>2018 – no progress to date.</p> <p>2019 – Suggested that Councillors propose an allocation of £500 from the Community Outreach budget for a double page spread in Totnes Directory 3 to 4 times a year starting from July 2019 Ongoing, although there have been few inputs from Councillors</p>	<p>Totnes Directory can distribute 4000 A5 leaflets for £150. Would be additional printing costs. To take 1 page in the Totnes Directory every 3 months would cost £392 (£98 x 4). £500 estimated cost</p>
<p>Use the Annual Report at the Annual Meeting to disseminate information.</p>	<p>Completed for 2015/16 and ongoing.</p>	<p>2018 – Annual Town Meeting held 31st May 2017 and requested ideas on what to spend the precept on. Date for 2018 meeting – 31st May.</p> <p>2019 – Annual Town Meeting will be held on 23rd May.</p>	<p>No cost</p> <p>£100 estimated cost materials and refreshments</p>
<p>Use recognisable colours/branding for notices in public places – schools/surgeries etc</p>	<p>Town Team looking at public open spaces and signage.</p> <p>Consistent font, imagery etc. needs to be used across TC websites and documents to create a brand.</p>	<p>2018 - Visit Totnes and Totnes community engagement material in 2017 used logos in complementary colour schemes for print, website and social media posts. Also used for all information material prepared for Totnes Show 2018.</p> <p>2019 – the use of the core colours continues. Ongoing.</p>	<p>No cost</p>
<p>Meetings and Physical Presence</p> <p>Develop Council property for community use</p>	<p>The Civic Hall and Guildhall are now being actively managed by the Mayor's PA and the Council Venues WG. The Group is looking into</p>	<p>2019 – the Civic Hall administrator is now managing the bookings of the Civic Hall and there are a number of regular hirers as well as annual event held there. Ongoing.</p>	

	increasing public access to the buildings as an ongoing item.		<p>2018 – Public Question Time remains an agenda item for Full Council and Committees – use by the public is variable.</p> <p>2019 – Revised Standing Orders will now have a 30 minute informal public consultation time prior to Full Council. Committees will continue to have a 15 minute public session. Holding Full Council in alternative venues will have a cost.</p> <p><i>This could form part of the Standing Order review in January 2022.</i></p>	<p>This was discussed at a Mayors and Chairs meeting and it was agreed that responses from councillors to public questions is not appropriate. Items will all be referred in future to the appropriate committee for further discussion. However it was suggested by the People Committee that some training for all Councillors could help and that in some instances the Mayor could ask Chairs of Committees to answer questions factually and succinctly given the time constraints.</p> <p>We should encourage questions to be submitted in advance of Full Council. Use websites and social media to promote this practice and verbally during Full Council meetings.</p>	<p>Revisit Public Question Time at meetings to maximise its potential</p>	<p>See table below for various venue hire rates in Totnes, particularly in Follaton and Bridgetown (in bold).</p>	<p>Costs being collated</p>	<p>2019 – Officers to investigate costs for implementing:</p> <ul style="list-style-type: none"> • Built in audio recording • Projector • Temporary screen over window <p><i>This was made possible via Zoom during Covid restrictions and a more permanent solution is being explored with the return to in person meeting on a best endeavours basis. Whilst the Council has an aspiration to record and share meetings there is no legal requirement to do so, so should IT/internet restrictions fail the Council is not in breach of any local government regulations.</i></p>
<p>IT and audio equipment in the Guildhall</p>	<p>Money has been allocated in the annual budget to upgrade IT services in the Guildhall. However Councillors should consider how often the Guildhall will be used for meetings and where they intend to sit – to ensure placement of recording equipment is effective. The issue of whether all Full Council and committee meetings should be recorded in house and made available to the public should be a Full Council decision.</p>							

*2018, 2019 and 2021 are TTC officer comments.

ITEM 10 - COMMUNITY CO-ORDINATOR UPDATE

6-monthly Report up to November 2021 from Lesley Nel, Community Co-ordinator.

I'm pleased to say that after phone and zoom calls and actual meetings, I'm getting to know the needs of our local groups. I've been supporting them to look ahead, planning activities or the growth required for their organisation, working with them on business planning and strategic funding to deliver their plans, rather than short term quick fixes. However, I'm also supporting many of them to get smaller grants to cover more immediate costs for specific projects and for their regular or one-off activities if the right grant comes up. I receive community grant bulletins from 4 databases, and government grants including business and community from 3 sources; I've developed good relationships with National Lottery Officers and with SHDC Economic specialists which has helped with advance info on forthcoming grants.

Community Fundraiser has supported 8 local organisations to secure a total of £333,500, some of which is over 3 years, with a further £34,369 from a government grant that was spent on Re-opening the High Street Safely.

13 community groups have been supported through bid and project development, growth and grant advice with the value of £562,350 for bids submitted not yet confirmed from July 2021- October 2021.

