

AGENDA FOR THE MEETING OF COUNCIL MATTERS MONDAY 13TH JUNE 2022 AT 6.30PM IN THE GUILDHALL

You are hereby SUMMONED to attend the **Council Matters Committee** on **Monday 13th June 2022** at **6.30pm** in the Guildhall for the purpose of transacting the following business:

Committee Members: Councillors B Piper (Chair), M Adams, G Allen, J Hodgson, P Paine, E Price.

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 16th May 2022 and update on any matters arising. Document attached.

3. ELECTION OF DEPUTY CHAIR

To elect a deputy chair for the Council Matters Committee. No document.

4. BUDGET MONITOR

To consider the Budget Monitor. To follow.

5. MAYOR'S ENGAGEMENTS AND BUDGET

To consider the Mayor's engagements since March 2022 and the current budget. Document attached and to follow.

6. VEXATIOUS BEHAVIOUR POLICY

To review the Vexatious Behaviour Policy. Document attached.

7. COUNCIL ASSETS AND PUBLIC REALM WORKING GROUP

To consider the actions from the Council Assets and Public Realm Working Group held on 17th May 2022. Document attached.

8. TOWN MAINTENANCE OFFICER RECRUITMENT

To consider the recruitment timeline for the Town Maintenance Officer. Document attached.

9. COMMUNITY GRANTS

To note an update from the Community Fundraiser. Document attached.

10. DATE OF NEXT MEETING

To note the date of the next meeting of the Council Matters Committee – Monday 11th July 2022 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)*

11. BANK STATEMENTS AND RECONCILIATIONS (Standing Item)

To consider the bank statements and reconciliations. Document to follow.

12. STAFFING REVIEW

To consider the Terms and Conditions of the Green Travel Co-ordinator and Community Co-ordinator positions (personnel). Document to follow.

13. TOTNES MUSEUM

To consider a verbal update on the museum lease and vote on any action required (legal). No document.

14. CIVIC HALL LEASE

To consider a verbal update on the Civic Hall lease and vote on any action required (legal). No document.

15. CASTLE MEADOW ACCESS

To note a verbal update on Castle Meadow access, boundary and insurance (legal). No document.

16. STAFF ATTENDANCE

To note sickness and overtime balances. Verbal update.

Catherine Marlton

Town Clerk

8th June 2022

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 16TH MAY 2022 AT 6.30PM IN THE GUILDHALL

Present: Councillors B Piper (Chair), G Allen (left the meeting at 18.55), J Hodgson, P Paine, and E Price.

Apologies: Councillor M Adams.

In Attendance: Two members of the public, 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.

A member of the public raised the condition of the paving stones on the pavement in the Narrows.

The TRESOC (Totnes Renewable Energy Society) Operations Director spoke about Energy Local Totnes, £25k grant funding from Devon County Council to install 250kW of solar panels on roofs in Totnes and to set up an energy club for Totnes. Local consumers pay less than the standard grid price and the generators of the energy are paid slightly more. Energy Local Totnes will be separate from TRESOC and have a local energy adviser. Need a generator with 3 phase supply and are approaching the Town Council to kick off the scheme as there are existing panels on the Civic Hall and the required supply. The Council would need to sign up to Green Energy UK and give up its current export feed in tariff agreement.

The Clerk raised that Transition Town Totnes currently get 40 per cent of the feed in tariff so their views on the proposal would be required. It was **AGREED** that officers will look at the Council's current energy supplier and contract provisions to compare pricing rates with the Energy Local Totnes proposal.

The Committee reconvened.

2. CONFIRMATION OF MINUTES

To approve the minutes of 11th April 2022 and update on any matters arising.

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

3. BUDGET MONITOR

To consider the Budget Monitor.

The Clerk updated that it's very early in the financial year to comment, £19K has come in from S106 for the green travel role and the cost of building materials has increased and therefore works on Birdwood could increase (but is not reflected at this stage until things become more certain). It was **AGREED** to accept the document.

4. INVESTMENT STRATEGY

To review the Investment Strategy.

It was **AGREED** to accept the revised Investment Strategy.

5. WORKING TIME AND LEAVE POLICY

To review the staff Working Time and Leave Policy.

The Clerk explained that the changes were to updates to the COVID isolation guidance and emergency unpaid leave. It was **AGREED** to accept the revised Working Time and Leave Policy.

6. ARTS WORKING GROUP

To consider the actions from the Arts Working Group held on 27th April 2022.

The following actions were considered:

1. Events Grant –the Clerk explained that the remaining funds (£2550) of the community art grants could be reopened for 3 weeks for groups to apply for funding. However, the Community Christmas Workshop and Tuesday Christmas Festival evenings could use further funds than those currently allocated as keeping the market smaller will mean the amount of income will be reduced but organisation costs much the same. It was **AGREED** not to re-open grant funding at this point and if the Clerk receives any applications the proposals will come to a future Council Matters Committee for consideration; and that the £600 in the Arts and Cultural budget remains unallocated.
3. Christmas Festival Evenings - The Clerk will write a brief for the Christmas evenings and get quotes for a provider to oversee the event, bringing quotes to Council Matters in June.
4. Civic Hall – the Clerk is waiting for confirmation from South Hams District Council about the uplift for decoration under the Civic Hall.
5. Plymouth Road Phone Box – the TMO will paint and lock the box with an invitation for art to be installed within it.

7. BUDGET OUTTURN STATEMENT

To note the budget outturn statement for financial year 2021/22.

Noted.

8. DATE OF NEXT MEETING

To note the date of the next meeting of the Council Matters Committee – Monday 13th June 2022 at 6.30pm.

Noted.

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

9. BANK STATEMENTS AND RECONCILIATIONS (Standing Item)

To consider the bank statements and reconciliations.

These were reviewed and **AGREED** unanimously.

10. STAFFING UPDATE (Standing Item)

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

A verbal update was noted, no decisions were required.

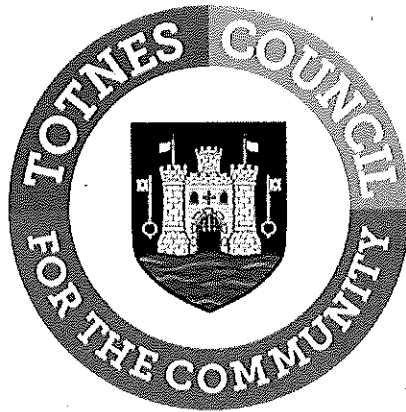
11. CASTLE MEADOW BOUNDARY

To update on the Castle Meadow boundary (legal).

It was **AGREED** that the livestock fencing will no longer be maintained by the Council as the use of the meadow for grazing has ceased. Following legal advice it was confirmed that the Town Council no longer needs to maintain the livestock fencing. This position would be reviewed if livestock were reintroduced. The Town Maintenance Officer will be asked to inspect said fenceline for deterioration that could cause a health and safety concern

ITEM 5 – MAYORAL ENGAGEMENTS

Date	Event	Location
March		
13	Lord Mayor of Plymouth Civic Service	Plymouth
21	Lifeworks Charity Dinner	Barrel House Totnes
22	OPCC Drugs seminar	Bideford
April		
8	Meeting with Dart Harbourmaster	Guildhall
12	Stepping Stones	St Mary's Church hall
May		
19	Mayor Choosing	Guildhall and St Mary's Church
20	LM of Plymouth Mayor Choosing	Crowne Plaza Plymouth
26	Inclusive Totnes Photo	The Mansion
31	Piano Concert for Ukraine	St Mary's Church



Policy for Dealing with Habitual or Vexatious Complainants

TOTNES TOWN COUNCIL

AGREED JUNE 2019

NEXT REVIEW JUNE 2022

This policy sets out guidance and procedures to help deal with people who repeatedly complain to the Council or who complain in an unreasonable way.

There are times when nothing further can be done to solve a real or perceived problem and continual contact with the person complaining is time consuming and costly for the Council in both Councillor and officer time.

This policy explains how to decide if a complaint should be classed as habitual or unreasonable. It then gives advice about how the complaint should be recorded. Finally, options are listed to help process such complaints or cease contact with particular complainants.

1. Introduction

1.1 As with any organisation, there will be times when Totnes Town Council receives complaints from members of the public, also calls on staff time from people who may visit and raise issues more often than others. Some complaints are received by telephone or in writing, and some by a visit to the Town Council Offices. To set out the procedure for dealing with complaints, the Town Council has an established Complaints Policy.

1.2 In the event that a complainant or a visitor/correspondent begins to make an unreasonable level of contact with the Town Council and has the potential to impact on/hinder the normal day to day running of the Town Council, the Town Clerk will implement a policy for dealing with frequent or vexatious complainants/correspondents.

1.3 Habitual or vexatious complainants can be a problem for Council Officers and Councillors. The difficulty in handling such complainants is that they are time consuming and can be wasteful of resources in terms of Officer and Member time. While the Council endeavours to respond with patience and empathy to the needs of all complainants there are times when there is a need to be realistic about the extent to which the matter can reasonably be resolved, to assist or to rectify a real or perceived problem.

1.4 It is recognised that complainants can use repeated Freedom of Information (FOI) or Subject Access Requests (SAR) as a means of perpetuating a complaint which has been determined and therefore the term complaint in this policy includes requests made under the Freedom of Information Act 2000 and the Data Protection Act 1998 as well as those made under the Council's complaints procedure.

2. Habitual or Vexatious Complainants

2.1 Definitions. For the purposes of this policy, terms used are clarified below:

Complainant – a person raising a complaint.

Correspondent – a person contacting the Town Council to notify of matters, ask questions or request information (in writing, email, by phone or in person).

Habitual – 'done repeatedly or as a habit'.

Unreasonable - it is the element of unreasonableness that means that complaints or complainants may be treated in accordance with this policy.

Vexatious – a term recognised in law and means 'denoting an action or the bringer of an action that is brought without sufficient grounds for winning, purely to cause annoyance to the defendant'.

2.2 For Totnes Town Council, unreasonable and unreasonably persistent complainants are those complainants who, because of the frequency or nature of their contacts with the Council, hinder the Council's consideration of their complaints or of the Council's day to day business.

2.3 A complaint in itself may be reasonable or unreasonable. Similarly, the persistent nature of a complainant may be reasonable or unreasonable. In some situations a complainant needs to be

persistent to achieve the right outcome. This is why some complaints get referred to the Local Government Ombudsman and are upheld. In other situations, the level of persistent behaviour becomes unreasonable. It is appreciated therefore that there needs to be a balance when applying this policy.

2.4 Unreasonable and unreasonably persistent complainants may have justified complaints or grievances but are pursuing them in inappropriate ways, or they may be intent on pursuing complaints which appear to have no substance or which have already been investigated and determined. Their contacts with the Council may be amicable but still place very heavy demands on staff time, or they may be very emotionally charged and distressing for all involved.

2.5 Sometimes the situation between the Council and a complainant can escalate and the behaviour moves from being unreasonable and unreasonably persistent to behaviour which is unacceptable, for example, abusive, offensive or threatening. Such complainants are in a very small minority, but their behaviour may result in the Council having to restrict access to Council premises.

2.6 This policy covers behaviour which is unreasonable, which may include one or two isolated incidents, as well as unreasonably persistent behaviour, such as an accumulation of incidents or behaviour over a longer period.

3. Process

3.1 Stage 1. Where complaints continue and are considered to be habitual or vexatious in accordance with the criteria set out in Schedule A, the Clerk of the Council will inform the individual informally that their behaviour is considered by the Council to be unreasonable or unacceptable, and request a changed approach.

3.2 Stage 2. After taking into account the considerations set out in Schedule B and if there is no improvement in behaviour the Council will consider the matter, and, if considered necessary, will inform the complainant in writing that their behaviour falls under the terms of the habitual and vexatious complaints policy.

3.3 A copy of the Policy will be sent to the individual with a letter giving details of any restrictions which will apply. Schedule C details the options available for dealing with such complainants.

3.4 The letter should also state the length of time the restrictions are to apply and that any legitimate new complaint made in an acceptable manner will always be considered.

3.5 Review. Once a complainant has been determined to be habitual or vexatious, their status will be kept under review for one year. If a complainant subsequently demonstrates a more reasonable approach then their status will be reviewed. The status of a complainant judged to be unreasonably persistent or vexatious will be reviewed by the Town Clerk and three of the Members listed in Schedule C after six months and, if applicable, at the end of any extension period agreed.

The complainant will be informed if the review results in an extension of restrictions to their contact with the Council.

3.6 Stage 3. Where there is dispute about action taken or not taken by the complainant may refer the matter to the Local Government Ombudsman.

4. Schedule A – Criteria for Determining Habitual or Vexatious Complainants

4.1 Complainants (and/or anyone acting on their behalf) may be deemed to be habitual or vexatious where previous or current contact with them shows that they meet any of the following criteria:

4.2 Where complainants:

- a. Persist in pursuing a complaint where the Council's complaints process has been fully and properly implemented and exhausted.
- b. Persistently change the substance of a complaint or continually raise new issues or seek to prolong contact by continually raising further concerns or questions whilst the complaint is being addressed. Care must be taken, however, not to disregard new issues which are significantly different from the original complaint as they need to be addressed separately.
- c. Are repeatedly unwilling to accept documented evidence given as being factual or deny receipt of an adequate response in spite of correspondence specifically answering their questions or do not accept that facts can sometimes be difficult to verify when a long period of time has elapsed.
- d. Repeatedly do not clearly identify the precise issues which they wish to be investigated, despite the reasonable efforts of staff to help them specify their concerns, and/or where the concerns identified are not within the remit of the Council to investigate.
- e. Regularly focus on matters which are not sufficiently serious to an extent which is out of proportion to their significance and continue to focus on these points. It is recognised that determining what is 'not sufficiently serious' can be subjective and careful judgement will be used in applying this criterion.
- f. Have threatened verbally, or used physical violence towards employees at any time. This will, in itself, cause personal contact with the complainant and/or their representative to be discontinued and the complaint will, thereafter, only be continued through written communication. A complainant who threatens either verbally or in writing or uses actual physical violence towards an employee will be regarded as a vexatious complainant. The complainant will be informed of this in writing together with notification of how future contact with the Council is to be made. It should also be noted that Totnes Council in consultation with the affected individuals will refer any actual or threatened verbal or physical abuse to Devon and Cornwall Police for investigation.
- g. Have, in the course of addressing a registered complaint, had an excessive number of contacts with the Council – placing unreasonable demands on employees. A contact may be in person, by telephone, letter, email or fax or any other means. excessive contact will be determined taking into account the specific circumstances of each individual case.
- h. Have harassed or been verbally abusive towards employees dealing with the complaint. Employees recognise that complainants may sometimes act out of character in times of stress,

anxiety or distress and will make reasonable allowances for this. Some complainants may have a mental health problem and there is a need to be sensitive in circumstances of that kind.

i. Are known to have recorded meetings or face-to-face/telephone conversations without the prior knowledge and consent of other parties involved.

j. Make unreasonable demands on the Council and fail to accept that these may be unreasonable, for example, insist on responses to complaints or enquiries being provided more urgently than is reasonable or within the Council's complaints procedure or normal recognised practice.

k. Make unreasonable complaints which impose a significant burden on the resources of the Council and where the complaint:

- clearly does not have any serious purpose or value; or
- is designed to cause disruption or annoyance; or
- has the effect of harassing the Council; or
- can otherwise fairly be characterised as obsessive or manifestly unreasonable

l. Make repetitive complaints and allegations which ignore the replies which have been supplied in previous correspondence.

5. Schedule B – Considerations Prior to Taking Action under the Policy

5.1 Different considerations will apply depending on whether the investigation of the complaint is ongoing or whether it has been concluded. To some extent the latter is easier to deal with. It is in effect the complainant simply refusing to take no for an answer, and the Council has the option of ending all communication with the complainant, and where appropriate referring the complainant to the Ombudsman. However, where the complaint is ongoing there needs to be some continuing contact with the complainant.

5.2 The decision to designate someone as a habitual and vexatious complainant is onerous and could have serious consequences for the individual. Before deciding whether the policy should be applied Councillors should be satisfied that:

- the complaint is being or has been investigated properly;
- any decision reached on it is the right one;
- communications with the complainant have been adequate; and
- the complainant is not now providing any significant new information that might affect the Council's view on the complaint or that the way in which the complainant has acted is unreasonable.

6. Schedule C – Options for Dealing with Habitual or Vexatious Complainants

6.1 When complainants have been identified by the Clerk as potentially fulfilling the criteria set out later in this document, the Clerk will convene a panel of three Members drawn from: the Mayor, Deputy Mayor, Chairman of Council Matters Committee (or the Deputy Chair), to seek agreement to treat the complainant as a habitual or vexatious complainant and for the appropriate course of action to be taken.

6.2 The Clerk on behalf of the Council will notify complainant, in writing, of the reasons why their behaviour has been treated as habitual or vexatious and the action that will be taken unless the behaviour is changed.

6.3 If the disruptive behaviour continues, the Town Clerk will issue a reminder letter (or other means of notification if absolutely necessary) to the complainant, advising them that their way in which they will be allowed to contact the Town Council in future will be restricted. The Town Clerk will make this decision in consultation with three Members drawn from those listed at the start of this section.

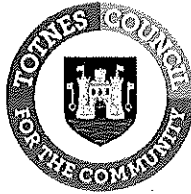
6.4 Any restriction imposed on the complainant's contact with the Council will be appropriate and proportionate and the complainant will be advised of the period of time over which the restriction will be in place. In most cases restrictions will apply for 6 months at which time they will be reviewed. (Restrictions may be lifted sooner if the complainant's behaviour merits this.)

6.5 Where a complainant continues to behave in a way that is unacceptable, the Town Clerk, in consultation with the panel of three Members set out above, may decide to refuse all contact with the complainant and stop any investigation into his or her complaint.

6.6 The fact that a complainant is judged to be unreasonably persistent or vexatious, and any restrictions imposed on Council's contact with them, will be recorded and notified to those who need to know within the Council.

6.7 Examples of restrictions - restrictions will be tailored to the individual circumstance and may include:

- a. Banning the complainant from making contact either in person or by telephone except through a third party (eg solicitor, Councillor or friend acting on their behalf).
- b. Banning the complainant from sending emails to individuals and/or all Council Officers and insisting they only correspond by postal letter.
- c. Requiring contact to take place with one named member of staff only.
- d. Restricting telephone calls or personal visits to the Council to specified days and/or times and/or duration.
- e. Requiring any personal contact to take place in the presence of an appropriate witness.
- f. Letting the complainant know that the Town Council will not reply to or acknowledge any further contact from them on the specific topic of that complaint.



**COUNCIL ASSETS & PUBLIC REALM WORKING GROUP NOTES
TUESDAY 17TH May 2022 AT 12PM**

Present: Cllrs M Adams, B Piper, E Price

TTC Officers: Clerk, Finance HR and Lettings Manager, Communications and Marketing Manager, Governance and Projects Manager and Reception Administrator (notes).

1. To appoint a Deputy for the working group

Cllr Piper was appointed as Deputy Chair.

2. To approve notes from the last meeting, March 2022, and consider any matters arising. Notes were all agreed by the Working Group.

3. To consider Civic Hall capacity and door upgrades

The Councillors agreed to looking at options for replacing the Civic Hall door from the steps and it was suggested that the crests on the old door handles are preserved. The officer updated that creating a door from the main hall that leads directly onto the staircase to the fire escape could help improve capacity. All agree the idea for increasing capacity and exploring options for an additional exit.

Action: Finance HR and Lettings Manager to acquire quotes for the internal and external work and to check how many the hall capacity would be increased to.

4. To review the budgets

The Clerk updated the working group on the 22/23 budgets. Work on the Collapark playground should begin in the autumn.

5. To consider the grass cutting and maintenance of Castle Meadow inc. Issue of dog littering – Council Matters has AGREED that the livestock fencing will not be maintained by TTC anymore. It was suggested that the public are encouraged to use the space more by ensuring it is marked on wayfinding signs. To **RECOMMEND** to Council Matters to cut back grass once a year, with general maintenance like strimming of paths carried out by TMO, get costs for 3 picnic benches and the No Dogs signs to remain as part of Phase One.

6. To consider applying to the Community Payback scheme for weed clearance along St Mary's wall All in agreement with the scheme. It was noted that TTC would need to provide gravel. To **RECOMMEND** to Council Matters that the Council applies for the project to be considered by the Community Payback scheme as detailed.

7. To consider A-board signage on Fore Street/High Street

All agreed there is an issue with obstructions on the pavements.

Action: Cllr Adams and Price to have a look around the town in the first instance. To **RECOMMEND** to Town Matters that the Council requests a meeting with DCC and that they visit and meet with Cllrs Adams and Price to address problem areas.

8. To update on the interim uplift of the Market Square

Ahead of main uplift the TMO has a To Do list of works to be done such as sanding/painting of the bollards, railings and under the Civic Hall, and installation of planters and the mosaic panels. Also have agreed to Birdwood House conversion.

9. Wayfinding update

Fabricator of the wayfinding signs has been instructed for installation, with a few tweaks made as discussed at Council Matters. DCC are content, SHDC haven't responded. More quotes due to be received next week. Clerk and Communication & Marketing Manager are due to view samples next week.

10. Date of next meeting: 19th July 2022, 12.00pm

ITEM 7 – COUNCIL ASSETS AND PUBLIC REALM WORKING GROUP RECOMMENDATIONS

5. To consider the grass cutting and maintenance of Castle Meadow inc. Issue of dog littering.

To **RECOMMEND** to Council Matters to cut back grass once a year, with general maintenance like strimming of paths carried out by TMO, get costs for 3 picnic benches and the No Dogs signs to remain as part of Phase One.

6. To consider applying to the Community Payback scheme for weed clearance along St Mary's wall.

To **RECOMMEND** to Council Matters that the Council applies for the project to be considered by the Community Payback scheme as detailed.

Background: Following concerns raised about cracks appearing in the St Mary's Church wall, a structural survey was commissioned by the Town Council which recommends that the wall should have a dry top and base to help preserve its structural safety, and therefore should be kept clear of vegetation. At present there is ivy growing along the top of some sections of the wall, and the base of the wall along Ramparts Walk is congested with vegetation growing in the gutter. Clearing away the vegetation will reduce the retention of water and allow the gutter to function as designed.

It is suggested that the Town Council applies to the community payback scheme (formerly known as community service) for a project for manpower to clear the vegetation along the base of the wall in Ramparts Walk. The idea of the scheme is for community payback to make reparations and bring benefits to the community, as well as the work taking place in an area where the workers are visible to the public. Similar projects in the county have included pathway and storm drain clearance, so this project should be within the scope and abilities of a group.

The report from the structural survey conducted on the wall says:

"The wall is in fair condition but in need of some repair and maintenance, due to being significantly affected by ivy and vegetation growth, primarily at high level. There are also areas of weak and open-jointed pointing and stonework, all requiring localised repair and repointing."

Once the vegetation is removed then repairs can be conducted. The report suggests stitching the wall using 6mm stainless steel Heli-ties, resined into stone and fixed into mortar. All repointing should be done with a lime mortar, and the re-bedding of the coping stones.

ITEM 8 – TOWN MAINTENANCE OFFICER RECRUITMENT

Wednesday 8th June 2022 - out to advert in local press, devon.gov.uk, job centre, indeed, facebook and website.

Wednesday 29th June 2022 at midnight – closing date

Thursday 30th June 2022 – shortlisting and invitations to interview sent out

Thursday 7th July 2022 – Interviews

Monday 11h July 2022 – appointment ratified by Council Matters

Tuesday 12th July 2022 – offer correspondence sent to successful candidate subject to the usual checks.

Monday 25th July 2022 – preferred start date

Community Coordinator

Report May 2022

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.

Table 1. Grants secured between August 2020 and October 2021:

Organisation	Funder	£
Totnes Caring	Julia & Hans Rausing Trust	37,516
Caring Town	National Lottery Community Fund	138,000
TRAYE	National Lottery Community Fund	88,000
NDP Circus	SHDC/Govt	15,000
Bob the Bus	SHDC/Govt	20,000
Chamber of Commerce	SHDC/Govt	15,000
Totnes Town Council	SHDC/Govt High Streets Fund	34,369
Resilient Lives	Awards for All	10,000
A Totnes Tale	Art Council	10,000
Totnes Bike Hub	Cycling UK	2,750
Total		370,635

It's important to remember that some groups spend a lot of time writing bids, and although their projects fit specific funder's criteria and guidance, sometimes only 8- 15% of bids are successful. In other cases, I work with groups supporting their ideas and clarifying their projects, budgets and governance and then there's a gap when I don't hear from them – sometimes due to covid and resource capacity if it's a small group and only one person leading on bids, sometimes they just seem to be overwhelmed with what they're doing and don't have time to pick up where we left off. This is clearly demonstrated by the numbers of groups I've supported in Autumn 2021.

Table 2. Groups supported (inc any bids submitted not yet confirmed) July 2021- October 2021:

Organisation	Support offered	Funder
Intergr8	Growth, planning, grant advice	Not followed up
Jamming Station	Bid development, submitted	Youth Music, unsuccessful
Jamming Station	Bid development, submitted	SCOPS Trust, unsuccessful
St John's Church	Bid development, submitted	Faith New Deal, Grant seems to have been scrapped

St John's Church	Bid development, submitted	Community Fund, unsuccessful
Totnes Arts Festival	Project development, grant advice and support	2 successful bids (see below); still awaiting Arts Council decision
Bridgetown Together	Project development	
Action to Prevent Suicide	Growth, planning, grant advice, grant support to Stage 2 application	EDP, Social Investment Business, awaiting decisions
Action to Prevent Suicide	Funding bid support	Comic Relief, awaiting decisions
Skate Park	Project development	
FoodinCommunity	Growth, planning, grant advice	Not followed up
Transition Towns Totnes	Grant advice	Not followed up
TTC Elmhirst Project	Grant advice	Not completed
Landworks,	Grant advice	Not followed up
Totnes Bike Hub	Project dev, grant advice, two bids submitted	Awaiting decisions
Black Bird Collective/Party in the Town	Bid development, submitted	SCOPS Trust, unsuccessful
The Link Orchestra	Governance and organisation structure advice; Project development, bid support	Bid to Andrew Lloyd Webber Foundation tbc
Totnes Arts Events	Bid supported and submitted, tbc	Awards for All
Paige Adams Trust	Bid submitted for summer play	Woodward Foundation, tbc
Paige Adams Trust	Bid submitted for Civic Hall lift	Foyle Foundation, tbc

However, there have been some successes since October, and very likely several that haven't reported back to me yet

Organisations supported and grants secured between May 2021/May2022

Organisation	Funder	£
Caring Town	National Lottery Community Fund	138,000
TRAYE	National Lottery Community Fund	88,000
NDP Circus	SHDC/Govt	15,000
Bob the Bus	SHDC/Govt	20,000
Chamber of Commerce	SHDC/Govt	15,000
Totnes Town Council	SHDC/Govt High Streets Fund	34,369
Resilient Lives	Awards for All	10,000
A Totnes Tale	Art Council	10,000
Totnes Bike Hub	Cycling UK	2,750
Resilient Lives/Pizza Pirates	SHDC Community Recovery	9,000
Action to Prevent Suicide	DCT COMF	25,000

Paige Adams Trust/Civic Hall	SHDC Community Recovery	13,500
Totnes Bike Hub	SHDC Community Recovery	9,700
Resilient Lives	DCT COMF	12,750
NPD Totnes Festival	SHDC Community Recovery	30,000
FoodinCommunity	SHDC Community Recovery	22,500
Jamming Station	Youth Music Recharge Fund (3 yrs)	90,000
total		545,569

May 17th 2022:

I'm currently supporting the following groups with project development and finding appropriate funding:

Totnes Arts Events	Now have their own constitution and bank account – support for additional funding for the childrens field as part of the Totnes Festival PLAY@Totnes
Jamming Station	3 yr bid to deliver business plan
The Mend Assembly	General funding for additional workshops and networking
Mother Roots	Break-away group from Transition Town, support for set up, constitution, project development and funding
Skate Park Partnership	Support for consultation on designs and funding prep
Caring Town Totnes	Support for mental health partnership and emerging Food poverty partnership
Youth Mental Health Foundation	Funding support for online modular training course
Stepping Stones CIC	Funding support to deliver ongoing work
CCTV partnership	Establishing a partnership to lead on funding bid to install CCTV at strategic location through town
Totnes Bike Hub	Funding support for a Volunteer Coordinator

Round 2 of the Totnes Town Council Community Grants opens on September 1st 2022, and closes on Friday September 30th, with applications going to Council Matters committee on October 10th and Full Council on November 7th for decisions.

