



AGENDA FOR THE TOWN MATTERS COMMITTEE

MONDAY 25TH JULY 2022 IN THE GUILDHALL

There are stairs to the Council Chamber but if any member of the public has mobility issues the Council can relocate to the lower Guildhall.

You are hereby **SUMMONED** to attend the **Town Matters Committee** on **Monday 30th May 2022** 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, T Bennett, S Collinson, J Cummings, J Hannam, A Oliver, P Paine, B Piper 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. ELECTION OF CHAIR AND DEPUTY

To elect a Chair and deputy for the committee. No document.

3. CONFIRMATION OF MINUTES

To approve the minutes of 30th May 2022 and update on any matters arising. Document attached.

4. COMMUNITY AWARD 2023

To consider the Community Award process for 2023 (document attached):

- a. The categories of award presented and nomination process;
- b. Invitation process; and
- c. Medals.

5. SOUTH HAMS CITIZENS ADVICE REPORT

To note the latest impact report from South Hams Citizens Advice. Documents attached.

6. CLOSE CIRCUIT TELEVISION (CCTV) UPDATE

To note an update on funding for CCTV at trouble spots in the town. Document attached.

7. TOTNES PLAY AREA UPDATE

To note an update on upgrades to the play areas in Collapark and Westonfields. Verbal update.

8. CLIMATE EMERGENCY WORKING GROUP

To note that the Climate Change Working Groups held workshops on 23rd June and 19th July to complete the Climate and Ecological Emergency Action Plan. No document.

9. DATE OF NEXT MEETING

To note the date of the next meeting of the Town Matters Committee – Monday 26th September 2022 at 6.30pm.

Sara Halliday

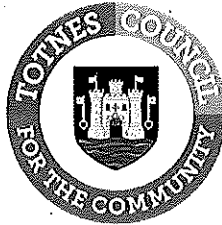
Committee and Cemetery Administrator

20th July 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 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.



DRAFT MINUTES FOR THE TOWN MATTERS COMMITTEE

MONDAY 30TH MAY 2022 IN THE GUILDHALL

Present: Councillors V Trow (Chair), J Cummings, J Hannam and P Paine.

Apologies: Cllrs T Bennett, A Oliver and L Webberley.

Not Present: Cllrs G Allen, S Collinson and B Piper.

In Attendance: Two members of the public, Cllr E Price, L Ferrier (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 Trow read out a statement about how the meeting would be conducted and recorded.

The apologies were received and accepted.

The Committee will adjourn for the following items:

PUBLIC QUESTION TIME

A member of the public reported that: the Steamer Quay Caravan Park is open again for the season and that the Caravan Club are applying for a long lease with an update expected at the end of the summer; residential food waste collections are not being made; and they requested that additional toilet facilities are provided on a permanent basis at Longmarsh as there are public health issues with wild campers on the green space and insufficient portaloos being brought in for events using the car park. The Committee asked officers to email South Hams District Council Environmental Health with the sanitation concerns in the car park and green space and copy in Berry Pomeroy Parish Council (as Longmarsh falls within their parish boundary).

A member of the public spoke in support of buskers being able to amplify their music in the town, item 4 on the agenda.

The Committee reconvened.

2. ELECTION OF CHAIR AND DEPUTY

To elect a Chair and deputy for the committee.

It was **AGREED** to postpone discussion of this item until the July meeting given attendance numbers. Cllr Trow would like to stand as Chair again and Cllrs Cummings, Hannam and Webberley are proposing to stand for the deputy chair position.

3. CONFIRMATION OF MINUTES

To approve the minutes of 28th March 2022 and update on any matters arising.

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

Item 2 – Citizens Advice. Resolved by Full Council. Citizens Advice will be contacted to suggest dates for a meeting with Councillors and District Councillors to discuss the energy and housing issues faced in the town.

Item 4 – Proportional Representation Electoral System. Resolved by Full Council. Responses from neighbouring town councils have not been supportive as their Councils are apolitical and they view the letter as being political in its content.

Item 7 – Commemorative Bench on Coronation Road. Resolved by Full Council that its land on Coronation Road can be used by Totnes Gardens to install a commemorative bench at their own cost.

4. BUSKERS CODE OF PRACTICE

To review the buskers code of practice to no longer permit amplification in the town, that the playing of loud music is included in future Public Space Protection Orders for the town, and to consider a request to South Hams District Council to erect 'no amplification' signs in the Shady Garden.

Cllr Paine suggested that a decibel monitor could be used by the Town Maintenance Officer when complaints were received. It was explained that including busking in the Public Space Protection Orders could give some powers to address those buskers behaving in an anti-social manner – like with drinking alcohol, it doesn't ban the activity in the town centre but helps the police and authorities address those causing a problem. To **RECOMMEND** to Full Council that:

- a. Part 1 of the 'Buskers' Code of Practice' is amended as follows (new text underlined):
'Music or voice shall not be at a level or be so loud, that it can be heard at a distance of 50 metres. No Considerate amplification - mains or generator powered - is permitted but we ask that you are considerate of residents and local businesses. Busking must not be intrusive or a nuisance in nearby premises (commercial or residential), or affect the use of the public telephones. If asked by a shop trader to stop busking in front of their premises, entertainers should do so.'
- b. It writes to South Hams District Council to request that signage is put up in the Shady Garden that says 'no amplification from Sunday-Thursday' and to ask when the next Public Space Protection Order review is due.

5. OPEN SPACES, SPORTS AND RECREATION AND S106 MONIES

To review the list of Open Spaces, Sports and Recreation facilities in Totnes and consider how unallocated S106 monies could be used to enhance these areas.

It was **AGREED** to invite the Rugby Club to a meeting to discuss their Borough Park lease and the idea of a gym/trim trail around the perimeter of the park with equipment spaced at intervals.

6. A-BOARDS ON FORE STREET AND HIGH STREET

To consider the recommendation of the Council Assets and Public Realm Working Group that the Council requests a meeting with Devon County Council for them to visit and walk round with Cllrs Adams and Price to address problem areas.

Cllr Paine suggested a format for a board which would use less pavement space by businesses. To **RECOMMEND** to Full Council that it requests a meeting with Devon County Council (DCC) and that a DCC officer visits and meets with Cllrs Adams and Price and Inclusive Totnes to address the problem areas.

7. BROWN BIN COLLECTION

To consider writing to South Hams District Council about the brown bin collection service in the town.

To **RECOMMEND** to Full Council that it writes to South Hams District Council to express its and residents' frustrations with the new refuse collection system, particularly brown garden waste bins.

8. RURAL SERVICES NETWORK

To consider the renewal of the Council's membership of the Rural Services Network (annual fee of £135).

To **RECOMMEND** to Full Council that it renews its membership for the coming year.

9. CLIMATE EMERGENCY WORKING GROUP

To note the minutes of the Climate Change Working Group held on 19th April and 17th May 2022 (standing item).

Noted.

10. SKATE PARK

To note an update on the Skate Park project.

Noted. The project has been retendered and a public consultation about the design is currently ongoing. It is hoped that the final design will be shared at a public event in July and that a planning application will be submitted in late summer. Once planning permission is granted then fundraising for the skate park build will be required.

11. DATE OF NEXT MEETING

To note the date of the next meeting of the Town Matters Committee – Monday 25th July 2022 at 6.30pm.

Noted.

Sara Halliday
Governance and Projects Manager

ITEM 4 – COMMUNITY AWARD 2023

The inaugural Community Award was presented at the Mayoral Choosing in May 2022. As part of the Town Matters Committee's discussion for this award in February it was agreed to review the process and consider expanding the criteria to include making an award to an individual and a group. The Committee are asked to consider the following and make recommendations to Full Council:

- a. Categories of Award – 2022 was an individual award. Should consideration be given to a group award for community or sports groups? Are there other categories that should be considered?
- b. Invitation Process – in 2022 all nominees were invited to the Mayoral Choosing Ceremony where the award was presented. With potentially more nominees (if the number of categories increases) it may not be practical to invite all to the ceremony. What are the Committee's thoughts?
- c. Medals – the medal awarded in 2022 was silver and cost approximately £50 plus engraving costs which was paid for from the Mayoral budget. It is suggested that a new medal is commissioned based on the Town Council logo (see below) made of pewter by a local supplier in Totnes which can be engraved on the back. The cost of a moulding for the new design would be £100 and then a unit cost of approximately £5 plus engraving.

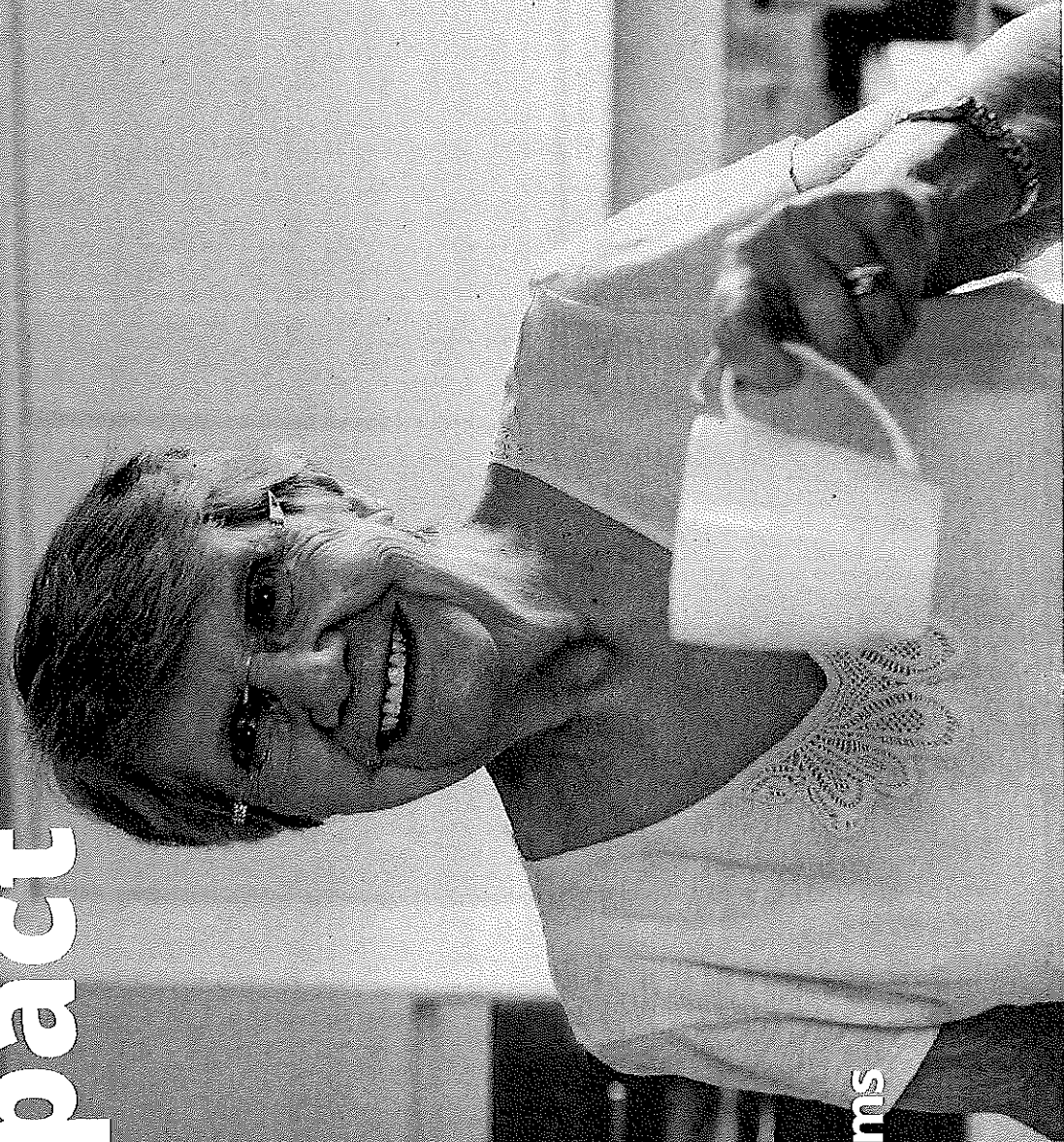


Our Impact

2021/22

citizens
advice

South Hams



ITEM
5

What we achieved in 2021/2022

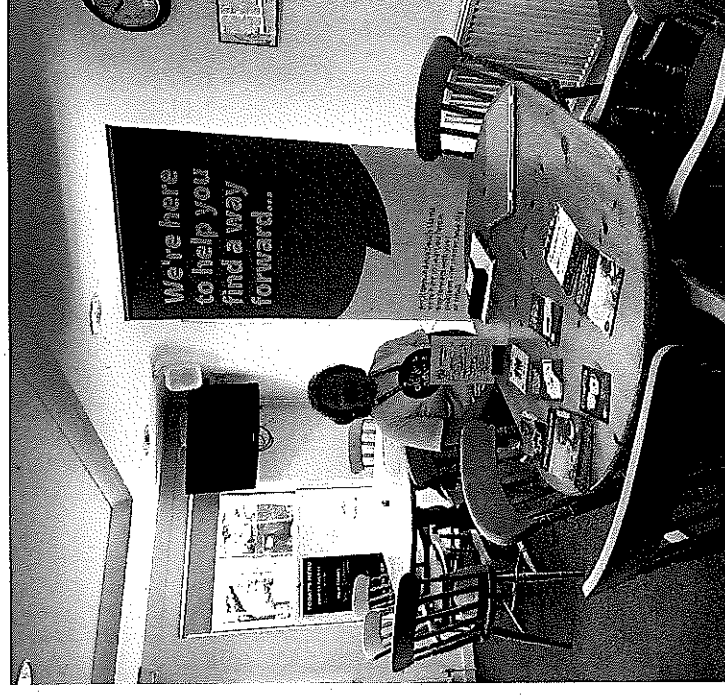
We supported thousands of people

- We helped more than **4,700** people over the phone, via webchat, email and in person with over **12,270** issues.
- We achieved more than **£1.4 million** in financial gains for the people we helped.
- We strengthened our **links with local community groups** and food banks to ensure those in need of our help were reached.
- We improved our Professional Referrals Systems so partner agencies can **refer people easily into our service.**

What we achieved in 2021/2022

We supported the community during the energy crisis

- We issued **£50,000** worth of fuel vouchers as part of the Household Support Fund.
- We held **five energy events** (socially distanced) to ensure we were reaching people that may not have been aware of our service.
- We **engaged our local MPs**, showing them how the energy price crisis was affecting their constituents.



What we achieved in 2021/2022

And we also...

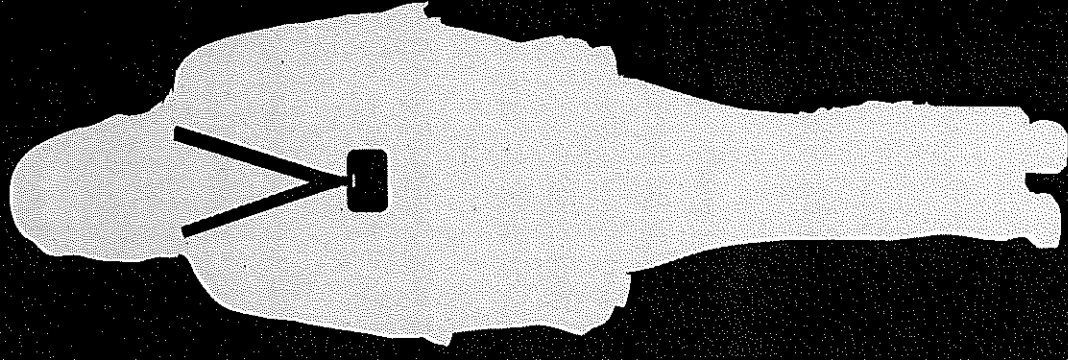
- Upgraded our **website** with accessibility tools for people with visual impairment
- Participated in **key national campaigns** - Scams Awareness Fortnight, Consumer Week, Big Energy Saving Winter, and Keep the Lifeline
- Through our advocacy work we participated in calling for **further support** for people during energy price crisis and the cost of living crisis
- Re-opened our face to face **outreach services**
- **Secured funding** to continue and expand our projects
- Were awarded '**Green**' by National Citizens Advice for our quality of advice

Our volunteers

Our incredible volunteers give their time, skills and experience to enable us to reach as many people as we do.

There are also has considerable benefits for them too, such as improved employability and social connection.

This year our trained volunteers gave up **£346,520** worth of volunteering hours to help deliver our services.



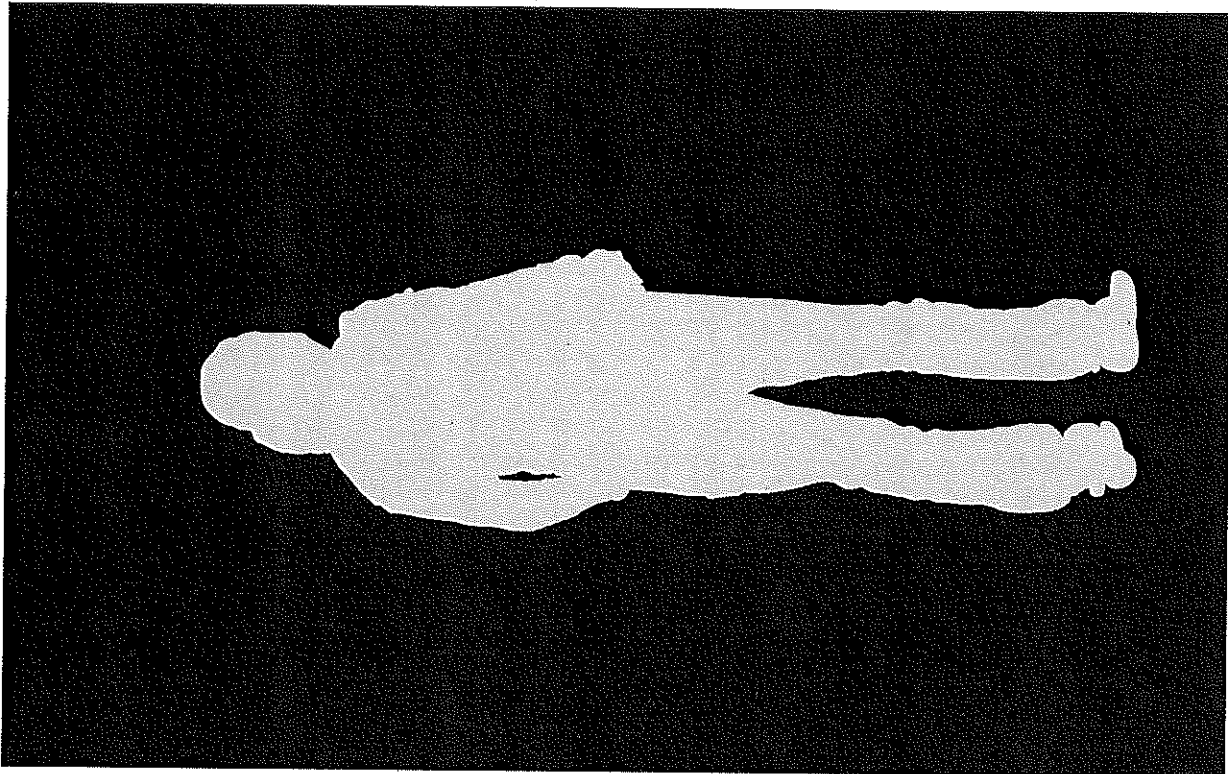
Eliza's story

Eliza approached us for help with her care package

Eliza approached us in February. She had acquired a brain injury which impacted her brain function and capabilities. Despite being provided adequate care whilst living in Plymouth she had been moved out of the area into more suitable accommodation and lost her care package overnight. This left Eliza living alone, feeling vulnerable and isolated, and reliant on the help of an elderly neighbour. She had been assessed by Devon County Council, and a care and support package had been designed, but no care provider had picked up the contract. Eliza's allocated social worker barely checked it.

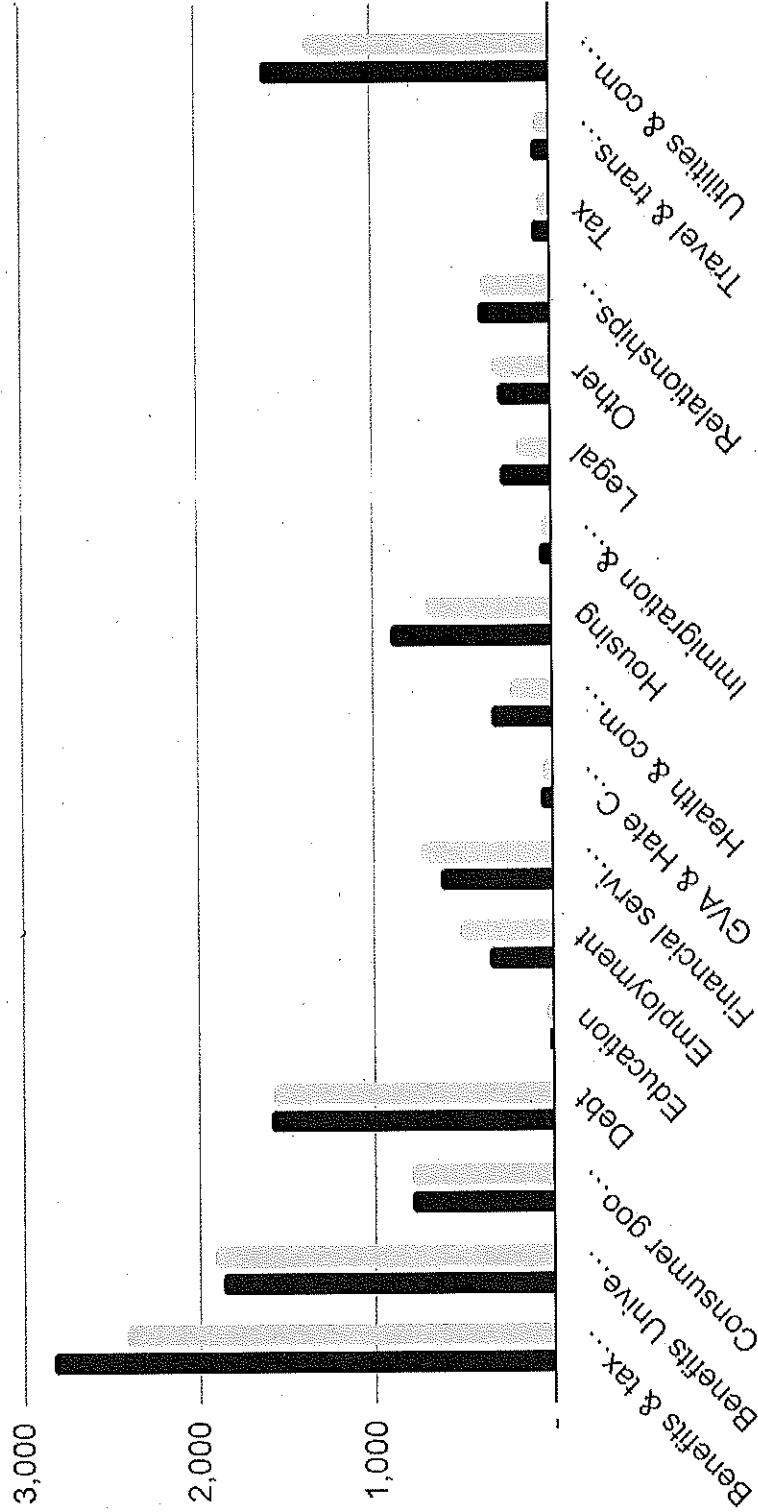
Thanks to intervention from a Healthwatch champion, who escalated her case all the way to the complaints department of the Clinical Commissioning Group, Eliza now has carers providing personal care twice a day. There are also plans for her to attend activities outside of her home to help her integrate into her new community.

Eliza is feeling much more able to cope in her new home and her new life in South Hams.



Advice trends

■ 2021/22 ■ 2020/21



Top 5 advice areas

Benefits, tax credits
+17% (PIP, AA)

Benefits Universal Credit
(no change)

Debt
(no change)

Housing
+28% (PRS tenancy agreements and possession; HA repairs/maintenance)

Utilities
+19% (Fuel vouchers; warm home, PSR)

Other local advice trends

-32% Employment - return to pre-pandemic levels

-15% Financial services - no savings from switching energy supplier

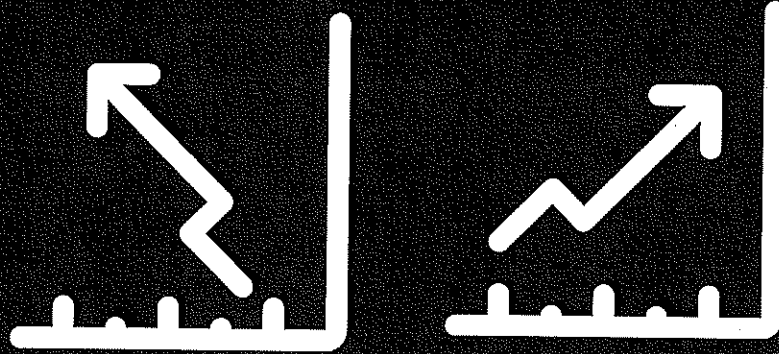
+45% Legal issues - Legal aid, power of attorney; court proceedings

+29% Tax - help with Council Tax

+27% Travel and transport - Blue Badge applications

+15% GVA & hate crime - domestic abuse

+6% Immigration - EU (pre)settled/status; dependents and partners





Client profile by Issues

Issues (part 1)	Issues (part 2)	Issues (part 3)	Number of clients
All	All	All	2,224

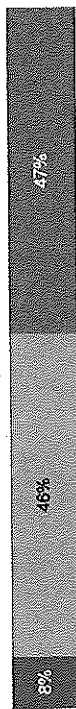
This reports shows the demographics for clients with selected AIC issues; we don't have profiles for all clients, percentages are based on clients with known profiles.

Gender



- Female
- Male

Disabled / Long term health condition



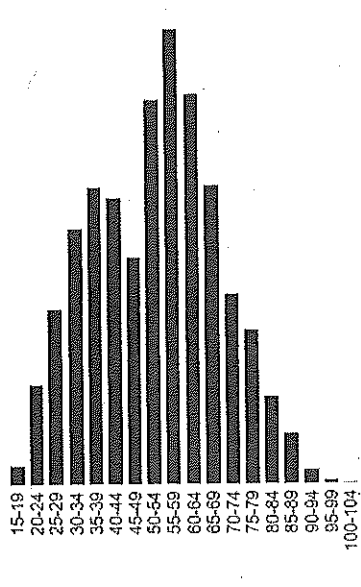
- Disabled
- Long-Term Health Condition
- Not disabled/no health problems

Type of disability (% of disabled clients)



- Mental Health
- Physical Impairment (non-sensory)
- Other Disability or Type Not Given
- Multiple Impairments
- Learning Difficulty
- Visual Impairment
- Hard of hearing
- Deaf
- Cognitive Impairment

Age



Ethnicity



- White
- Black
- Asian
- Mixed
- Other

21/22 client profile

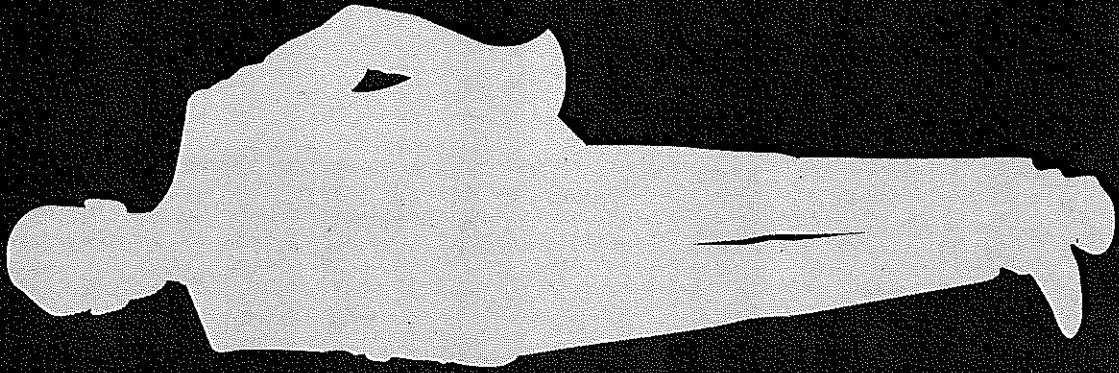
2/3 female

54% disability or LTH condition

25% with a mental health condition

24% pensionable age

3% ethnic minorities



What our clients say

"The help I received from Citizens Advice was excellent.

My situation was dire and causing me a great deal of stress. However, the help, knowledge and expertise of the people there have completely solved my problem and now without the stress and worry I can relax again.

I am grateful to you all."

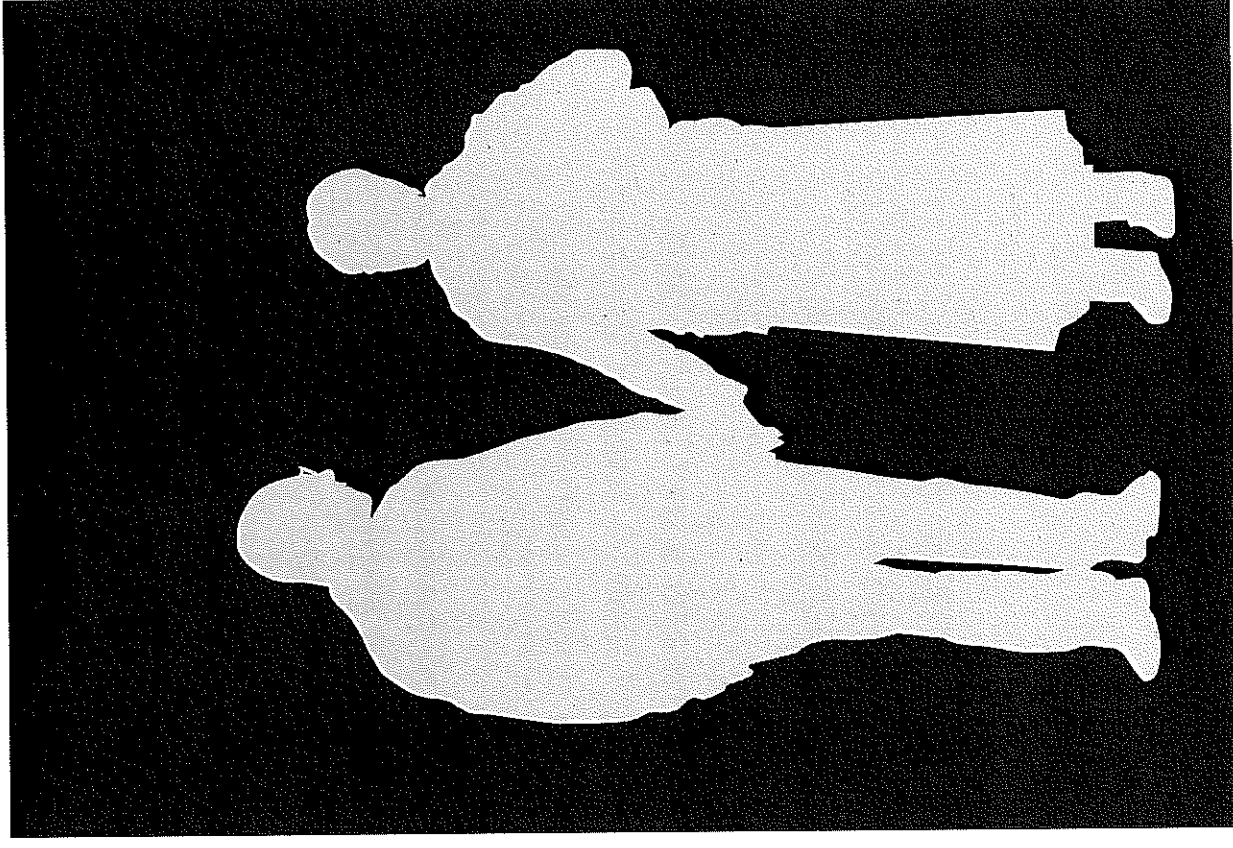
- *Jake, March 2022*

Jackie and Peter's story

They were facing eviction when they came to us

Jackie and Peter moved into a social housing property in Oct 2020. They struggled to keep warm through the winter and resorted to living mainly in one room because the storage radiators were expensive and ineffective. They sought help from their landlord but eventually resorted to removing the storage radiators, deciding to make use of electric heaters instead.

When they complained to their landlord about the condition of the property they were threatened with eviction for the removal of fixed assets. This is when Citizens Advice got involved.



Jackie and Peter's story

Understandably tensions were high. We facilitated dialogue between the parties, explaining that the landlord could not allow a precedent to be set with tenants removing fixed equipment themselves. However Jackie and Peter felt the housing association should have acted faster to improve the heating system.

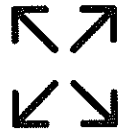
The housing association subsequently agreed to fit new storage heaters but wanted to charge the full £4,000 cost. We negotiated a halving of this liability and to spread the cost over an affordable period because Jackie and Peter had accrued debts with their energy suppliers.

Budgeting support was provided to help with managing the repayments and we are exploring whether the debts can be written off. A more competitive energy tariff can then be considered. Advice has been provided on energy efficiency measures.

With the cost of home heating set to rise even further this autumn, Jackie and Peter should experience reduced energy use and a warmer home this winter.

Looking ahead

We are preparing for the continuing effects of the cost of living crisis.
Our priorities are to:



build our workforce capacity to enable more demand to be met



develop a multi-skilled and IT literate workforce



improve the client journey through internal efficiencies



secure new funds and develop and strengthen partnerships

Business plan - our goals

Accessible to all

- Enable those most in need to easily access our service
- Research and understand our clients and people who might need us
- Strengthen our local communications and local campaigns

A local voice for local people

- Stronger local collaborations and partnerships
- Rebalance national versus local priorities

A great place to work and volunteer

- Increase workforce capacity through recruitment, training & retention
- Upskill our workforce in IT skills, team leadership and EDI awareness
- Ensure wellbeing, retention and development of volunteers and staff

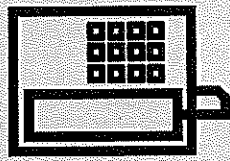
Efficient and effective

- Create efficiencies to improve organisational effectiveness
- Multi-skill some of our workforce to perform multiple roles
- Review and resource our IT infrastructure and systems

A sustainable organisation

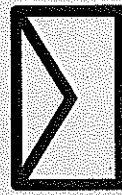
- Maintain current specialist teams and identify & develop growth areas
- Ensure long-term financial viability by securing further funding

How to contact us



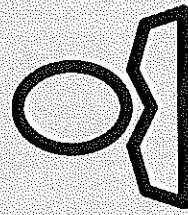
0808 278 7948 (free from mobiles and landlines)

Monday - Friday 10am - 4pm



Email us using the form on our website

southhamscab.org.uk



Come and see us

Follaton House, Totnes

Monday - Friday 10am - 1pm, 2pm - 4pm

Citizens Advice helps people find a way forward.

We provide free, confidential and independent advice to help people overcome their problems. We are a voice for our clients and consumers on the issues that matter to them.

We value diversity, champion equality, and challenge discrimination and harassment.

We're here for everyone.

southhamscab.org.uk



Published June 2022.
Citizens Advice South Hams is an operating name of South Hams Citizens Advice Bureau Ltd.
Registered charity 1091133.

ITEM 6 – CLOSE CIRCUIT TELEVISION UPDATE

Full Council in October 2021 resolved to support the installation of CCTV at anti-social behaviour trouble spots in the town through grant funding when the opportunity arises.

The Community Co-ordinator has identified the Government grant Safer Streets Fund Safer Streets Fund round 4 application process - GOV.UK (www.gov.uk) as a potential grant funding source. The Community Co-ordinator facilitated a small working group to build a case for Totnes and the Town Maintenance Officer has received a couple of quotes to install cameras to cover the main trouble spots of The Plains, around Happy Apple, the Lamb and Leechwell Gardens. However, applications can only be from a local authority (SHDC/DCC) or the Police. The deadline to submit the application was very short to gather the information required (the Police were collating crime statistics and South Hams District Council were due to submit the application). Due to timings and staff absences an application was not submitted but it is hoped that the information will be gathered in time for future grant funding rounds.

