



AGENDA FOR THE MEETING OF COUNCIL MATTERS COMMITTEE MONDAY 13TH NOVEMBER 2023 AT 6.30PM 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 **Council Matters Committee** on **Monday 13th November 2023 at 6.30pm** in the Guildhall for the purpose of transacting the following business:

Committee Members: Councillors B Piper (Chair), C Beavis, T Bennett, J Chinnock, J Hannam, J Hodgson, D Peters and 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 9th October 2023 and update on any matters arising. Document attached.

3. BUDGET MONITOR

To consider the Budget Monitor including the reserves projection and Christmas budgets. Documents attached.

4. DRAFT STRATEGIC PLAN

To note any update on the draft Strategic Plan for 2023-2027 and the timeline for Council considerations. Document attached.

5. INITIAL DRAFT 2024/25 BUDGET

To consider an initial draft budget for financial year 2024/25. Document attached.

6. PAYMENT CONTRARY TO THE CIVIC BUDGET AND MAYORAL ALLOWANCE POLICY

To consider the suspension of the Civic Budget Policy as set out in section b) for the payment of a gift for the recent Vire visit. Document attached.

7. RISK REGISTER

To consider a draft Town Council risk register. Document attached.

8. BUSINESS CONTINUITY PLAN

To consider a draft Town Council business continuity plan. Document attached.

9. INCREDIBLE EDIBLES MEMORANDUM OF UNDERSTANDING REVIEW

To review the Memorandum of Understanding with Incredible Edibles for the fruit and nut trees in Totnes Cemetery. Document attached.

10. ARTS AND EVENTS WORKING GROUP

To note the minutes of the Arts and Events Working Group held on 18th October and consider the recommendations (items 1, 2 and 8). Document attached.

11. DATE OF NEXT MEETING

To note the date of the next meeting of the Council Matters Committee – Monday 11th December 2023 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)*

12. BANK STATEMENTS AND RECONCILIATIONS (Standing Item)

To consider the bank statements and reconciliations for October (financial). Documents attached.

13. STAFF RECRUITMENT

To consider the recruitment timeline for the green travel coordinator vacancy (staffing). Document attached.

14. STAFFING BUDGET

To consider the staffing budget and information on staff roles (staffing and financial). Document to follow.

15. STAFFING UPDATE

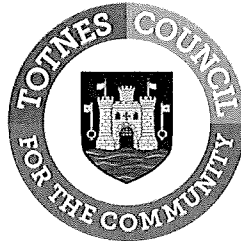
For any general or urgent updates that required confidential sharing with Councillors (staffing). Verbal update.

- a. To consider an officer request for a loan.

Catherine Marlton
Town Clerk
8th November 2023

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.



DRAFT MINUTES FOR THE MEETING OF COUNCIL MATTERS MONDAY 9TH OCTOBER 2023 AT 6.30PM IN THE GUILDHALL

Present: Councillors B Piper (Chair), C Beavis, T Bennett, J Chinnock, J Hodgson, D Peters and E Price.

Apologies: Cllr Hannam.

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

1. APOLOGIES FOR ABSENCE

The Chair read 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

There were no members of the public present.

The Committee will reconvene to consider the following items:

2. CONFIRMATION OF MINUTES

To approve the minutes of 11th September 2023 and update on any matters arising.

The minutes were **AGREED** as an accurate record of the proceedings.

3. BUDGET MONITOR

To consider the Budget Monitor including the reserves projection and Christmas budgets.

An amended Budget Monitor was circulated due to an auto sum error. This was considered and **AGREED**.

4. MAYOR'S ENGAGEMENTS AND BUDGET

To consider the Mayor's engagements since July 2023 and the current budget.

This was considered and **AGREED**.

5. HUMAN RESOURCES (HR) POLICIES

To review the following HR policies:

- a. Discipline Policy and Procedures.
- b. Grievance Policy.
- c. Whistleblowing Policy.

Policies a-c were unanimously **AGREED**.

6. COMMUNITY GRANTS

To consider running a second round for community grant applications.

It was **AGREED** to delay a decision and to revisit in January. It was also **AGREED** that the Town Clerk would contact Caring Town to obtain their strategic priorities and thoughts on the structure of community support funding. To **RECOMMEND** to Full Council that Cllrs Chinnock and Peters are link councillors/representatives on outside bodies for the TQ9 Partnership meetings.

7. SAVINGS ACCOUNT BALANCES

To note the savings account balances.

Noted. The balances are: £80681.49 - Charity Bank Instant Access and £323582.68 - Nationwide 35 day Access.

8. COUNCIL ASSETS AND PUBLIC REALM GROUP

To note the minutes of the Council Assets and Public Realm Working Group held on 19th September.

Noted. Cllr Hodgson will take the birdboxes back to Climate Emergency and Cllr Peters will make them when the specification is agreed. The following recommendations relating to requests from Totnes Gardens were **AGREED** unanimously:

- Three new planters for Coronation Road - turn down.
- Take over planting and maintenance of the three planters near the bus stop - £150 to Totnes Gardens to maintain the Visit Totnes Planters.

9. DATE OF NEXT MEETING

To note the date of the next meeting of the Council Matters Committee – Monday 13th November 2023 at 6.30pm in the Guildhall.

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)*

10. BANK STATEMENTS AND RECONCILIATIONS (Standing Item)

To consider the bank statements and reconciliations for September (financial).

These were reviewed and unanimously **AGREED**.

11. INTERNAL AUDIT SERVICE

To consider appointing an internal audit service for 2023/24 (commercial).

The quotes were considered and Devon Audit Partnership were appointed.

12. STAFF ATTENDANCE

To note sickness and overtime balances (personal details).

Noted.

13. STAFFING UPDATE

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

It was **AGREED** that the Town Clerk could delay commencement of the Community Governance qualification for a couple of years due to capacity and financial restrictions.

Catherine Marlton

DRAFT

Wedding Licence renewals and marketing	0	2434	690	1000	1000	1000	1000	1000	
Admissions Income	0	0	-2699	-3000	-3000	-3000	-4335	-4335	
Weddings & Hire Income	-832	-4478	-3550	-3000	-3000	-3000	-1540	-3000	
SUB TOTAL	13446	24333	23320	48320	48320	48320	22282	51849	
Civic Hall	Actual 31st March 2021 YEAR END	Actual 31st March 2022 YEAR END	Actual 31st March 2023 YEAR END	Original Budget	Current Agreed budget	ACTUAL as of 31st October 2023	Expected year end		
Cleaning and supplies	1226	4605	3835	5500	5500	2135	5500		
Feed in Tariff	2762	2501	3081	2700	2700	0	2700		
Water	1361	1055	1156	1500	1500	785	1500		
Utilities	1762	3044	6012	12000	12000	2189	12000		
Building Maintenance	2969	13955	6917	60000	60000	4119	35000	Expected underspend as roof repairs delayed to next year	
Licences	70	70	70	70	70	70	70		
Misc & Marketing Civic Hall	0	26	567	750	750	117	750		
Equipment Maintenance	3320	4299	2026	20000	20000	3614	20000		
Paige Adams Grant towards Caretaking, Cleaning and Management costs	-7500	-30000	-33500	-33500	-33500	0	-33500		
Feed in tariff income and Water refund income	-6728	-6304	-7161	-6800	-6800	340	-6800	No shop water income since 22/23 due to shop closing down	
Equipment sales		-1000	0	0	0	0	0		
SUB TOTAL	-758	-7749	-16997	62220	62220	13369	37220		
Property Maintenance	Actual 31st March 2021 YEAR END	Actual 31st March 2022 YEAR END	Actual 31st March 2023 YEAR END	Original Budget	Current Agreed budget	ACTUAL as of 31st October 2023	Expected year end		
Guildhall Cottage Maintenance	361	588	341	1000	1000	0	1000	PWLB loan paid off in 22/23	
Flat 5a loan repay	9148	9148	43159					Included in Guildhall Maintenance from 23/24	
Flat 5a Maintenance	275	1853	1805						
Guildhall Office Maintenance	309	13							
Rental Property Management Fees	2089	2001	1774	1140	1140	648	1140		
Town Clocks	3127	1437	1599	400	400	367	1000	New £600 lease from Sept 23	
Museum Maintenance	-3230	198	139	5500	5500	697	5500		
Museum Rent income	-1	-1	-1	-1	-1	0	-1		
Eastgate Clock Rental	-3	-3	0	-3	-3	0	-600	Sub-lessees covering cost of new lease	
Guildhall Cottage Income (£975 a month)	-10200	-10756	-11700	-12000	-12000	-6825	-12000		
Flat 5a Rental Income	-8340	-8660	-7103					Ceased in 22/23	
SUB TOTAL	-6465	-4182	30013	-3964	-3964	-5113	-3961		
Cemetery	Actual 31st March 2021 YEAR END	Actual 31st March 2022 YEAR END	Actual 31st March 2023 YEAR END	Original Budget	Current Agreed budget	ACTUAL as of 31st October 2023	Expected year end		
Business Rates	4441	4441	4441	4441	4441	4291	4291		
Water	144	173	167	175	175	55	175		
Waste collection		706	329	350	350	192	350		
Grounds Maintenance (Grass cutting and tree work)	18009	20613	14516	25000	25000	10949	25000		
Works and Maintenance (Memorials, Paths, Fences)	4357	-32	0	500	500	50	500		
Chapel	150	0	0	20000	20000	0	20000		
Cemetery Fees Income	-11435	-12000	-17250	-10000	-10000	-3677	-10000		
SUB TOTAL	12666	13901	2203	40466	40466	11860	40316		
Open Spaces	Actual 31st March 2021 YEAR END	Actual 31st March 2022 YEAR END	Actual 31st March 2023 YEAR END	Original Budget	Current Agreed budget	ACTUAL as of 31st October 2023	Expected year end		
General Maintenance	80	162	502	550	550	29	550		
St Marys Churchyard (Walls and trees)	322	857	5868	3000	3000	21	3000		
Castle Meadow Maintenance and Water	800	108	45	100	100	52	100		
Castle Meadow and allotments income	-208	-200	-200	-200	-200	0	-200		
SUB TOTAL	994	927	6215	3450	3450	102	3450		

Precept and Income	Actual 31st March 2021 YEAR END	Actual 31st March 2022 YEAR END	Actual 31st March 2023 YEAR END	Original Budget	Current Agreed budget	ACTUAL as of 31st October 2023	Expected year end	
Bank Charges	98	104	189	250	250	125	250	
Precept and Income	-535280	-545986	-545986	-610253	-610253	-610253	-610253	
Council Tax Grant (only guaranteed until 19/20)	-10020							
Investment Income	0	0	-713	-1500	-1500	-4409	-8000	Increase in interest rates
Charity of Paige Adams RATE ABATEMENT	0	0	0	-100000	-100000	0	-100000	
SUB TOTAL	-545202	-545882	-546510	-711503	-711503	-614537	-718003	
Community Development	Actual 31st March 2021 YEAR END	Actual 31st March 2022 YEAR END	Actual 31st March 2023 YEAR END	Original Budget	Current Agreed budget	ACTUAL as of 31st October 2023	Expected year end	
Community Outreach/Christmas				35000	35000	42521	56364	See breakdown below
Community Grants (incl. 5137 Funding)	44168	52508	49770	50000	25000	24953	24953	An overspend may happen but would be funded from the salary of the community fundraiser role.
Community Projects	0	0	13200	0	0	502	502	Covered by grant funding income (see below)
Neighbourhood Plan	see below	3720	3234	0	0	0	0	
Arts and Culture and Events	see below	9500	31806	26000	21000	1789	21000	See breakdown below
Public Realm and Community Assets Projects	see below	see below	75980	73700	13700	-1407	13700	See breakdown below
Climate Change/Green Travel	3986	2312	9139	10000	10000	4877	10000	
Public Toilets		0						
Caring Town/Totnes Caring services		0						
Citizens Advice Service								
Neighbourhood Plan/Planning	71413	see above						
Community projects SHARED SPACE and public realm		22938						
Community Grants Scheme/COVID 19		0						
Arts and Culture and Events		see above						
Heritage Support	0	0						
Grant Funding/Projects Income	-84500	-94370	-32705		0	-3210	-3210	£500 PA grant for Easter Festival & £2710 GWR grant for Xmas Festival
SUB TOTAL	£35,067	£56,608	£150,424	£194,700	£104,700	£70,025	£123,309	
TOTAL EXPENDITURE OVER INCOME	-£187,710	-£47,985	£90,527	£186,644	£96,802	-£221,030	£85,154	£11648 expected overspend against agreed

Reserves Impact	
Total actual general reserves as start of 2023/24	£614,781
Based on the current projected 2023/24 budget, year end reserve estimate	£529,627

2023/24 - proposed	BUDGET	NOTES
PUBLIC REALM and COMMUNITY ASSETS PROJECTS	13700	Annual total allocation
Totnes Gardens	-2500	
Replacement plants and repairs to planters over the year	-1200	
Public Seating and benches	-5000	
Planting of flowers/beds/new planters	-5000	
TOTAL	0	

2023/24 - proposed	BUDGET	NOTES
ARTS AND CULTURE	21000	Annual total allocation
Christmas late nights	-13000	
Public art	-5000	
Christmas light switch on	-3000	
TOTAL	0	

2023/24 - proposed	BUDGET	NOTES
COMMUNITY OUTREACH	35000	Annual total allocation
Town meeting room hire	-59	
Civic Square Lights and Trees	-3000	
Christmas lighting	-45000	Based on tenders received
Christmas shop front competition	-675	Agreed FC 3 rd July
Tornes Directory Updates	-2000	
Defibrillator Pads/Serviceing	-500	
Facebook/Comms	-500	
Community Consultation	-4630	Agreed FC 3 rd July - see below
TOTAL	-21364	

ITEM 4 – DRAFT STRATEGIC PLAN

Proposed Timeline:

13 Nov 23 – Council Matters Committee to consider further development of the Strategic Plan and draft 2024/25 budget.

14 Nov 23 – Council meeting on the detail of the Strategic Plan.

11 Dec 23 – Council Matters Committee to consider final draft Strategic Plan and final draft 2024/25 budget for recommendation to Full Council.

8 Jan 24 – Full Council considers the Strategic Plan for adoption and sets the final 2024/25 budget.

Budget Planning - 2024/25		21/22 YEAR END	22/23 YEAR END	2023/24 Current		PROPOSED for 2024/25	Projected for 2025/26	Projected for 2026/27	DETAILS
	Administration	Actual 31st March 2022 YEAR END	Actual 31st March 2023 YEAR END	Current Agreed budget	Expected year end (as at 31st October)	2024/25 PROJECTED (10% inflation and 5% precept increase)	2025/26 PROJECTED (5% inflation and 5% precept increase)	2026/27 PROJECTED (5% inflation and 5% precept increase)	
1	Salaries and pensions for all staff	294138	350889	412023	412023	439854	463831	487023	Assumes 5% pay award each year, existing staffing
2	Staff Training, Travel and Expenses	4244	2988	3500	7500	7925	4500	4725	Includes £3250 in 23/24 & 24/25 for Clerk's community governance training (see proposed cut below) and attending annual training conferences
3	Staff Recruitment	1930	984	2750	2750	3025	3176	3335	Usually underspent but difficult to cut in case needed
4	Phone and Broadband	2932	2984	3500	3500	3850	4043	4245	
5	Office Supplies & Hospitality	1100	1370	2300	2300	2530	2657	2789	
6	Photocopier	1536	1575	1600	1600	1760	1848	1940	
7	Subscriptions	4463	4191	4400	4400	4840	5082	5336	
8	Professional Fees	53812	15062	10000	10000	11000	11550	12128	Varies year on year, likely to be underspent in the current year but needed as contingency.
9	Insurance	7514	26105	29000	30902	33992	35692	37476	Costs and availability of providers has become increasingly difficult for all councils
10	Website and IT	3696	4618	7500	7500	8250	8663	9096	Includes phased upgrade of old computers and equipment.
11	Office Equipment	1999	1412	15000	10000	1500	1575	1654	
12	Van Maintenance	258	207	1325	1325	1000	1050	1103	
13	TMO Tools and Consumables	1322	1162	1650	1650	1500	1500	1500	
14	Miscellaneous income	-40	-180	0	-100	0	0	0	
15	SUB TOTAL	378904	413367	494548	495350	521026	545166	572349	
16	Civic and Democratic	Actual 31st March 2022 YEAR END	Actual 31st March 2023 YEAR END	Current Agreed budget	Expected year end	2024/25 PROJECTED (10% inflation and 5% precept increase)	2025/26 PROJECTED (5% inflation and 5% precept increase)	2026/27 PROJECTED (5% inflation and 5% precept increase)	
17	Mayoral Allowance	557	0	450	450	488	488	488	Proposed possible cuts under savings section
18	Civic and Mayoral Events (expenditure)	959	3014	5750	5750	5750	5750	5750	Proposed possible cuts under savings section
19	Civic Events (income)	0	-717	0	-633	0	0	0	
20	Civic Regalia	110	212	220	220	230	240	250	
21	Mayoral Travel and Expenses	7	185	300	300	330	347	364	
22	Councillor IT equipment	356	14	2500	2500	1500	1500	1500	Reduced now that new Council is in place
23	Councillor Training and Travel	210	514	1120	1120	1120	1120	1120	
24	Elections	9524	0	12000	12000	6000	6000	6000	Usually underspent but difficult to cut in case needed

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26	Councillor Allowances	2644	1970	7200	7200	7800	7800	7800	Usually underspent as not all Councillors claim
27	SUB TOTAL	14367	5192	29540	28907	23218	23245	23272	
28	Tourism, Comms and Business engagement	Actual 31st March 2022 YEAR END	Actual 31st March 2023 YEAR END	Current Agreed budget	Expected year end	2024/25 PROJECTED (10% inflation and 5% precept increase)	2025/26 PROJECTED (5% inflation and 5% precept increase)	2026/27 PROJECTED (5% inflation and 5% precept increase)	
29	Visit Totnes Marketing and event sponsorship	18966	20595	29500	29500	43150	45508	47573	See breakdown below. Proposed possible cuts under savings section
30	Other TIC expenditure (Postage, Uniform, Stationery etc)	306	220	275	947	300	300	300	
31	Bank Charges / Paypal	33	4	50	50	50	50	50	
32	Totnes Guide Map	12308	9056	6200	6200	0	0	0	Included in the marketing budget above
33	Totnes Guide Map advertising income	-12283	-10990	-6500	-6500	-10000	-10000	-10000	
34	Poster and Planter Advertising Income	-3289	-1750	-500	-3480	0	0	0	Included in the marketing income code above
35	SUB TOTAL	16041	17135	29025	26717	33500	35658	37923	
36	Guildhall and offices	Actual 31st March 2022 YEAR END	Actual 31st March 2023 YEAR END	Current Agreed budget	Expected year end	2024/25 PROJECTED (10% inflation and 5% precept increase)	2025/26 PROJECTED (5% inflation and 5% precept increase)	2026/27 PROJECTED (5% inflation and 5% precept increase)	
37	Cleaning	2644	2581	6500	6500	7150	7508	7883	
38	Building Maintenance	6554	5226	10000	14500	10000	10500	11025	
39	Business Rates	6113	6469	10000	10000	11000	11550	12128	
40	Water	269	331	500	500	550	578	606	
41	Utilities	4801	11603	25000	25000	27500	28875	30319	
42	Equipment Maintenance	5996	2669	1320	1684	1452	1525	1601	
43	Wedding Licence renewals and marketing	2434	690	1000	1000	2000	500	500	
44	Admissions income	0	-2699	-3000	-4335	-3000	-3000	-3000	
45	Hire Income (weddings, etc)	-4478	-3550	-3000	-3000	-3000	-3000	-3000	
46	SUB TOTAL	24333	23320	48320	51849	53652	55035	58061	
47	Civic Hall	Actual 31st March 2022 YEAR END	Actual 31st March 2023 YEAR END	Current Agreed budget	Expected year end	2024/25 PROJECTED (10% inflation and 5% precept increase)	2025/26 PROJECTED (5% inflation and 5% precept increase)	2026/27 PROJECTED (5% inflation and 5% precept increase)	
48	Cleaning and supplies	4605	3835	5500	5500	6050	6353	6670	
49	Feed in Tariff	2501	3081	2700	2700	2600	2600	2600	
50	Water	1055	1156	1500	1500	1650	1733	1819	
51	Utilities	3044	6012	12000	12000	13200	13860	14553	
52	Building Maintenance	13955	6917	60000	35000	45000	15750	16538	Current year end includes new boiler which is essential. New roof budgeted for in 24/25
53	Licences	70	70	70	70	70	70	70	
54	Misc & Marketing Civic Hall	26	567	750	750	750	750	750	
55	Equipment Maintenance	4299	2026	20000	20000	5000	5000	5000	
56	Paige Adams Grant towards Caretaking, Cleaning and Management costs	-30000	-33500	-33500	-33500	-35000	-35000	-35000	

57	Feed in tariff income	-6304	-7161	-6800	-6800	-6500	-6500	-6500
58	Equipment sales	-1000	0					
59	SUB TOTAL	-7749	-16997	62220	37220	32820	4615	6500
60	Property Maintenance	Actual 31st March 2022 YEAR END	Actual 31st March 2023 YEAR END	Current Agreed budget	Expected year end	2024/25 PROJECTED (10% inflation and 5% precept increase)	2025/26 PROJECTED (5% inflation and 5% precept increase)	2026/27 PROJECTED (5% inflation and 5% precept increase)
61	Guildhall Cottage Maintenance	588	341	1000	1000	1100	1155	1213
62	Flat 5a Loan repay	9148	43159					
63	Flat 5a Maintenance	1853	1805	0	0			
64	Guildhall Office Maintenance							
65	Property Management Fees	2001	1774	1140	1140	1197	1257	1320
66	Eastgate Clock (Utilities and Maintenance)	1437	1599	400	1000	1000	1000	1000
67	Museum Maintenance	198	139	5500	5500	6050	6353	6670
68	Museum Rent income	-1	-1	-1	-1	-1	-1	-1
69	Eastgate Clock Rental	-3	0	-3	-600	-600	-600	-600
70	Guildhall Cottage Income (est. £1000 per month)	-10756	-11700	-12000	-12000	-12600	-13230	-13892
71	Flat 5a Rental Income (est. £900 per month)	-8660	-7103					
72	SUB TOTAL	-4182	30013	-3964	-3961	-3854	-4067	-4290
73	Cemetery	Actual 31st March 2022 YEAR END	Actual 31st March 2023 YEAR END	Current Agreed budget	Expected year end	2024/25 PROJECTED (10% inflation and 5% precept increase)	2025/26 PROJECTED (5% inflation and 5% precept increase)	2026/27 PROJECTED (5% inflation and 5% precept increase)
74	Business Rates	4441	4441	4441	4291	4441	4441	4441
75	Water	173	167	175	175	193	202	212
76	Waste collection	706	329	350	350	385	404	424
77	Grounds Maintenance (Grass cutting and tree work)	20613	14516	25000	25000	27500	28875	30319
78	Works and Maintenance (Paths, Fences, etc)	-32	0	500	500	550	578	606
79	Chapel	0	0	20000	20000	2000	2000	2000
80	Cemetery Fees Income	-12000	-17250	-10000	-10000	-12000	-12500	-13000
81	SUB TOTAL	13901	2203	40466	40316	23069	24000	25003
82	Open Spaces	Actual 31st March 2022 YEAR END	Actual 31st March 2023 YEAR END	Current Agreed budget	Expected year end	2024/25 PROJECTED (10% inflation and 5% precept increase)	2025/26 PROJECTED (5% inflation and 5% precept increase)	2026/27 PROJECTED (5% inflation and 5% precept increase)
83	General Maintenance	162	502	550	550	605	635	667
84	St Marys Churchyard (Walls and trees)	857	5868	3000	3000	3300	3465	3638

Likely to be underspent current year as TMO undertaking regular maintenance.

Possible to save here in future years by reducing the contract and undertaking work in house - however costings are pros/cons would need consideration.

£18k over usual maintenance in current year budget for roof repairs as needed.

Given recent maintenance work we could underspend here in future years shown - however we have to allow for a contingency given the age of the wall and costs of repairs

85	Castle Meadow Maintenance	108	45	100	100	100	110	116	121	Hedge maintenance undertaken by the Cemetery contract. TMO team strim and do other maintenance.
86	<i>Allotments income</i>	-200	-200	-200	-200	-200	-200	-200	-200	
87	SUB TOTAL	927	6215	3450	3450	3450	3815	4016	4227	
88	Precept and Income	Actual 31st March 2022 YEAR END	Actual 31st March 2023 YEAR END	Expected year end	Current Agreed budget	Expected year end	2024/25 PROJECTED (10% inflation and 5% precept increase)	2025/26 PROJECTED (5% inflation and 5% precept increase)	2026/27 PROJECTED (5% inflation and 5% precept increase)	
89	Bank Charges	104	189	250	250	250	275	289	303	
90	Precept and Income	-545986	-545986	-610253	-610253	-610253	-640766	-672804	-706444	
91	<i>Investment Interest</i>		-713	-8000	-1500	-8000	-2500	-2500	-2500	
92	<i>Charity of Paige Adams RATE ABATEMENT</i>	0	0	-100000	-100000	-100000	0	0	0	
93	SUB TOTAL	-545882	-546510	-718003	-711503	-718003	-642991	-675015	-708641	
94	Community Development/Community Conversation	Actual 31st March 2022 YEAR END	Actual 31st March 2023 YEAR END	Expected year end	Current Agreed budget	Expected year end	2024/25 PROJECTED (10% inflation and 5% precept increase)	2025/26 PROJECTED (5% inflation and 5% precept increase)	2026/27 PROJECTED (5% inflation and 5% precept increase)	
95	Community Outreach and Christmas	4747	6165	56364	35000	56364	29000	22000	22000	See breakdown below. Does not include expansion of Christmas light coverage.
96	Community Grants: Cost of Living	52508	49770	24953	25000	24953	50000	50000	50000	Could include retention of a smaller grant pot and include resources to replace Community Fundraiser role as decided
97	Community Grant: TRAYE			0	0	0	8750	8750	8750	Request from TRAYE for annual support
98	Skate Park	0	13200	502	0	502				
99	Neighbourhood Plan/Planning	3720	3234	0	0	0	34750	34750	34750	See breakdown below
100	Arts, Culture and Events	9500	31806	21000	21000	21000	20000	20000	20000	See breakdown below
101	Public Realm and Community Assets Projects	22938	75980	13700	13700	13700	10000	10000	10000	See breakdown below. Proposed possible cuts under savings section
102	Climate Change/Green Travel	2312	9139	10000	10000	10000	25761	27511	29383	To respond to community priorities and increasing workload
103	Additional of a Grounds and Maintenance role 25 hours a week	0	0	0	0	0	0	0	0	
104	Grant Funding/Project income	-34370	-32705	-3210	0	-3210	0	0	0	
105	SUB TOTAL	£56,608	£150,424	£123,309	£69,700	£123,309	£149,261	£151,011	£152,883	

	POSSIBLE SAVINGS				2024/25 PROJECTED (10% inflation and 5% precept increase)	2025/26 PROJECTED (5% inflation and 5% precept increase)	2026/27 PROJECTED (5% inflation and 5% precept increase)	
104								
105	Community Governance qualification deferred			-3250	-3250	0	0	Agreed in principle with Councillors. Not possible in contracted hours and high cost of training.
106	Proposed staffing reductions - detail is confidential			-26133	-44027	-45000	-45000	Please note that the figures against 25/26 and 26/27 are indicative only at this stage.
107	Reduce Climate Change implementation budget			0	-5000	-5000	-5000	There is no firm plan for how to spend this budget at the moment and it has been underspent in previous years. It may be prudent not to cut both this budget and the role hours given this work scored highly in the Community Conversation
108	Delete 'in house' Visit Totnes and Town Council events (Summer Fair, Spring Festival etc)			0	-9000	-9450	-9922.5	£10,000 is allocated in Arts for supporting external events such as the Totnes Festival and Bridgeown Alive Festival. It is not (in the officer view) financially feasible to do both and in house events have a staffing time cost despite employing a freelance event manager.
109	Delete digital Visit Totnes signage project			0	-10000	-10000	-10000	Not a priority in light of the community conversation results.
110	Reduce Community Grants:Cost of living			0	-8750	-8750	-8750	To cover TRAYE Community Grant allocation
111	Reduce Mayoral Allowance			0	-388	-388	-388	Consistent underspend in previous years
112	Reduce Mayoral Civic Budget			0	-2250	-2250	-2250	Consistent underspend in previous years
113	Remove road closure training for community members - not a priority with current commitments			0	-2750	-2750	-2750	Great idea in theory but challenging to train volunteers to man and apply for closures - the training and signage is expensive and there is no guarantee those individuals will be able to turn out for every event needed to make the financial savings of paying a contractor.
114	SUB TOTAL SAVINGS			-£29,383	-£85,415	-£83,588	-£84,061	£282k savings over 4 year term
115	TOTAL			£55,771	£108,101	£80,074	£83,225	

Reserves impact - estimated long term forecast	
Reserves at the start of 2023/24	£614,781
Expected 2023/24 outturn (spend from reserve)	£55,771
Total estimated reserves as end of 2023/24	£559,010
Reserves impact for following 3 years	
Expected 2024/25 outturn (spend from reserve) with 10% increase for inflation to most costs, 5% staff pay award	£108,101

Based on the expected year end as of 31st October above
Within acceptable limits

Total estimated reserves as end 2024/25	£450,909	Within acceptable limits
Expected 2025/26 outturn (spend from reserve) with 5% increase for inflation to most costs, 5% staff pay award	£80,074	
Total estimated reserves as end 2025/26	£370,835	Within acceptable limits
Expected 2026/27 outturn (spend from reserve) with 5% increase for inflation to most costs, 5% staff pay award	£83,225	
Total estimated reserves as end 2026/27	£287,610	Very slightly under acceptable reserve level but possible this will improve with small underspends on budget lines year on year.

2024 - 2025 - proposed	BUDGET	NOTES
PUBLIC REALM and COMMUNITY ASSETS PROJECTS	20000	Annual total allocation
New public seating/bins/maintenance and cleaning	-5000	
Totnes Gardens	-3000	Grant for buying materials and plants for group of volunteers
OSSR actions such as public exercise equipment or table tennis table	-7000	Perhaps to be used as match funding for external grants
Planter maintenance, repair, replanting and rationalisation	-5000	As planters age out we could reduce the number and consider a different style/self
TOTAL	0	

2024 - 2025 - proposed	BUDGET	NOTES
ARTS AND CULTURE	34750	Annual total allocation
Support for external events	-10000	By application - £24k currently requested
Road closure training for community members	-2750	Great idea but has been identified as a possible saving.
Public Art	-5000	Further projects like the Civic Hall pillars, possible graffiti coverage, displays at entry points to town
Christmas late night events	-14000	Important economic driver for businesses. Have asked SHDC for financial support.
Christmas light switch on	-3000	Overwhelmingly positive feedback from local residents. Free family event
TOTAL	0	

2024 - 2025 - proposed	BUDGET	NOTES
COMMUNITY OUTREACH AND FESTIVE LIGHTING	29000	Annual total allocation
Annual Town meeting	-250	Hall hire and misc.
Christmas lighting erection and Christmas Tree	-17250	Improvements needed.
Upgrade 'Welcome to Totnes' sign	-7750	Possible to reduce this or delay by refurbishing in house but not guaranteed.
Christmas light competition	-750	Not essential but well received this year and probably necessary if we are not expanding the lights to other areas.
Totnes Directory Newsletters	-2000	
Defibrillator pads and servicing	-500	
Community engagement comms social media	-500	
TOTAL	0	

2024 - 2025 - proposed	BUDGET	NOTES
VISIT TOTNES	43150	Annual total allocation
Via Destination Management Organisations Membership	-2,000.00	
Targeted tourism: locally available print publications	-3,500.00	Advertising and memberships
Paid social media campaigns	-3,500.00	
Coach drivers pack	-250.00	
Develop our existing What's On service	-1,000.00	
Co-ordination of external events under Visit Totnes branded banner – EG Summer Festival	-1,000.00	Events
VT/JTC events	-8,000.00	
2025 Map and Guide	-6,500.00	
Traditional PR	-500.00	
Website	-3,000.00	Promotional tools
Itineraries	-600.00	
Organic Social Media	0.00	
Partnership with other towns – eg Discover Dartmouth	0.00	
Data capture	-1,000.00	
Tourism Partnership	0.00	
Business Partnership	-300.00	
Digital information boards	-10,000.00	
Devon Local Visitor Economy Partnership	0.00	Other
Walking routes - OS Maps	0.00	
Blogs	0.00	
Photography / video	-2,000.00	
Business direct mail / contact	0.00	
Planters/Town Mill advertising	0.00	
	0.00	



Majestic

22

Majestic Totnes (194)

Station Road

Totnes

TQ9 5JR

01803 867090

tot@majestic.co.uk

SALE

194-9-9123577

22/10/2023 12:07

CASHIER: 907190 BR

CUSTOMER: 398919743

ECO CORKSCREW GIFT BAG MAJ/B22CR

36063 1x 1.49 SR 1.49

Price Per Item

ECO BOTTLE PRINT GIFT BAG MAJ/B2

36062 1x 1.49 SR 1.49

Price Per Item

BALFOUR 1503 BRUT

23054 1x 25.99 SR 25.99

Price Per Item

CHAPEL DOWN BACCHUS

35049 1x 17.99 SR 17.99

Price Per Item

TOTAL

ITEMS

4

46.96

MASTERCARD

46.96

Expiry: [REDACTED]

VAT INCLUDED IN ABOVE TOTAL AMOUNT

Rate SR 20.00% 7.83 IN 46.96



Transaction in accordance with notified terms and conditions

VAT no.: 563 0589 32

AWRS: XAAW00000104261



TOTNES TOWN COUNCIL

RISK REGISTER

Risk Scores Matrix

	Impact		
	Low	Medium	High
High	Medium	High	High
Medium	Low	Medium	High
Low	Low	Low	Medium

Likelihood

No.	Risk description	Likelihood	Potential Impact	Gross Risk	Risk owner	Management/Control of Risk	Residual risk
Assets							
A1	Inadequate insurance cover or over insurance increasing costs unnecessarily.	High	High	High	Town Clerk and Council Matters Committee.	Insurance cover reviewed annually with brokers. Buildings reinstatement valuation survey carried out July 2022. Annual review of asset register by Clerk.	Medium
A2	Fire in council owned/leased property.	Medium	High	High	Town Clerk	Insurance includes cover for fire. Fire risk assessments carried out for all council run buildings annually. Fire alarms fitted in all council run buildings and testing done weekly. Fire extinguishers in place in all council run buildings and serviced annually. Emergency evacuation procedures notified to all staff and users of the buildings. A contract is in place for an emergency response out of hours. Town Maintenance Officer (TMO) has responsibility for ensuring hazardous substances are stored safely and buildings are kept free from fire hazards. Copies of fire risk assessments are requested from the Museum leaseholders and confirmation of any corrective action needed is obtained. A fire alarm is fitted at the museum and fire extinguishers are in place.	Medium

A3	Poor security of buildings/property leading to vandalism, theft, fire, flood, leaks, weather and accidental damage.	Low	High	Medium	Town Clerk.	All buildings/properties and contents are insured. Insurance is reviewed annually. Buildings secured outside working hours. Burglar alarm systems and external CCTV for Guildhall. Fire alarm systems in all properties. Regular fire alarm checks carried out. Annual servicing of fire extinguishers. A contract is in place for an emergency response out of hours.	Low
A4	Maintenance of assets: Inadequate maintenance of buildings etc.	Low	Medium	Low	Town Clerk.	TMO's role includes monitoring and maintaining council buildings. Buildings conditions survey carried out in January 2018 and all appropriate recommendations were actioned. The 2023/24 budget includes allocations for replacing the Civic Hall Annexe roof and the Chapel roof as well as allocations for general maintenance of all the Council's buildings.	Low
A5	Loss or theft due to poor security of valuables and cash (e.g. civic regalia).	Medium	High	High	Town Clerk.	All valuables and cash are insured. Insurance is reviewed annually. Cash and valuables stored in locked strong room out of hours. Building alarmed and a contract is in place for an emergency response out of hours. Building has external CCTV.	Medium
A6	Risk to the public in council owned open spaces (Cemetery, Castle Meadow and Coronation Rd).	Medium	High	High	Town Clerk, TMO and Governance and Projects Manager.	Tree risk assessment carried out by a professional tree surgeon every 4 years and any recommendations actioned. TMO monitors trees for safety and inspects after any storm/high winds.	Low

									The Governance and Projects Manager has undertaken the training required to carry out headstone risk assessments and completes these on the recommended frequency. Any recommendations from the risk assessments are actioned. As part of the role, the Caretaker and Maintenance Assistant is required to check the Cemetery and Castle Meadow weekly for rubbish and hazards, and the safety of the exterior of Cemetery Chapel.		Medium
A7	Damage or theft of Council vehicle and equipment.	Medium	Medium	Medium	Medium	Town Clerk and TMO.		The Council van and tools & equipment are insured. The van is parked where it is covered by CCTV.		Medium	
Finance											
F1	Precept sum inadequate. Requirement not submitted in time.	Low	Medium	Low	Low	Town Clerk and Councillors.		Budget and Precept considered by Council Matters Committee in December and Full Council in January each year. Precept is set as a result of a full report detailing requirements for the forthcoming year has been reviewed by the Council Matters Committee. The precept deadline is noted and complied with by the Clerk/RFO. The adequacy of reserves are reviewed annually at year end. Charges are reviewed annually.		Low	
F2	Inadequate budget preparation leading to inability to fulfil obligations.	Low	Medium	Low	Low	Town Clerk and Councillors.		A fully costed budget proposal with alternative precept options is considered by Council Matters Committee and Full Council annually. The impact of the		Low	

									different precept options on proposed activities of the council are considered.	
F3	Poor security of Funds at Bank due to failure of bank	Low	High	Medium	Town Clerk and Councillors.	Low	Medium	Town Clerk and Councillors.	The Council's Bank is a large high street bank which has the minimum credit rating specified in the Financial Regulations.	Low
F4	Lack of an agreed investment policy for surplus funds.	Low	Medium	Low	Town Clerk and Council Matters Committee.	Low	Low	Town Clerk and Council Matters Committee.	The Council has an Investment strategy which is reviewed every 2 years.	Low
F5	Bank errors and/or inadequate checks leading to financial irregularities.	Low	High	Medium	Town Clerk and Council Matters Committee.	Low	Medium	Town Clerk and Council Matters Committee.	Bank reconciliation are completed each month by the Finance Manager and are reviewed by the Clerk. They are submitted to the Council Matters Committee meetings and are signed as reviewed by the Mayor or Committee Chair quarterly. There is a Primary User (Clerk) and a Secondary User (Finance Manager) set up on internet banking with appropriate authorities. Suitable controls are in place for use of the Debit card. Annual Internal Audit of controls is carried out annually by Independent firm.	Low
F6	Inadequate financial records leading to financial irregularities. Loss through theft or dishonesty. Payments for goods or services not received. Unauthorised payments.	Low	High	Medium	Town Clerk and Finance Manager	Low	Medium	Town Clerk and Finance Manager	Clerk appointed as the Proper Financial Officer. Financial Regulations adhered to and reviewed annually. Annual Internal Audit of controls carried out by Independent firm. Bank reconciliation completed each month by the Finance Manager and are reviewed by the Clerk. They are submitted to the	Low

F10	Inability to meet election costs	Low	Low	Low	Town Clerk and Councillors.	Provision made in budget annually. Sufficient reserves held to cover any costs in excess of the budget allocation.	Low
F11	VAT: Errors in calculation. Payments not made/claimed to/from HMRC. Wrong treatment of VAT resulting in a fine or liability.	Medium	Medium	Medium	Town Clerk and Finance Manager.	Compliance with HMRC regulations. Professional advice sought where correct VAT treatment is not known. Input VAT only claimed where proper VAT invoices are held. Clerk and Finance Manager have attended training. Quarterly returns made. RBS Software used to compile returns. Returns reviewed by Internal Audit.	Low
F12	Annual Return not submitted on time. Incorrectly completed.	Low	Medium	Low	Town Clerk and Finance Manager.	Clerk/RFO aware of date. Clerk and Finance Manager have attended training. Accounts prepared by RBS Software Accounts. Annual Return must be signed off by the Internal Auditor.	Low
Liability							
L1	Legal proceedings against the Council causing the reputation of the Council to be put at risk, officers / Members being personally accountable, and possible significant resource implication.	Medium	High	High	Town Clerk and Councillors.	Access to legal advice through NALC, SLCC, and independent solicitors. Insurance cover gives financial protection. Council protocols and procedures designed to prevent actions outside the law.	Medium
L2	Poor procedures for Health and Safety of staff, visitors and contractors	Medium	Medium	Medium	Town Clerk.	Public Liability insurance in place (limit of indemnity £10m). Insurance cover reviewed annually with brokers.	Low

	leading to risk of financial liability if Council found to be at fault.					Health & Safety Policy and Lone Working Policy in place. Risk assessment programme in place and risk assessments are completed for all events put on by the Council. All new staff, Councillors and Volunteers are issued with an Induction booklet and relevant policies. H&S and risk assessment requirements included in facilities bookings terms and condition which are on the Council's website. Fire instructions for Civic Hall users are on the Council's website. PAT testing carried out annually. Asbestos register in place.		
L3	Non-compliance with Employment Law. Acts outside the Employment Law could lead to financial liability.	Low	Medium	Low	Town Clerk and Finance Manager.	Employer Liability insurance in place (limit of indemnity £10m). Insurance cover reviewed annually with brokers. Contract held with South West Councils to provide HR support and advice.	Low	
L4	Risk that the Council does not act within its legal powers. Ultra Vires Acts incurring financial liability.	Medium	Low	Low	Town Clerk and Councillors.	Clerk to verify legal position for any new proposal. Use of advice from NALC/DALC/SLCC. Members Code of Conduct in place and reviewed regularly.	Low	
L5	Failure to comply with key legislative requirements	Low	Low	Low	Town Clerk.	Clerk to verify legal position for any new proposal. Use of advice from NALC/DALC/SLCC. Clerk keeps up-to-date with changes in legislation by networking and attending meetings/conferences with other Clerks.	Low	

L6	Legal costs attributed to removal of trespassers from Council owned land.	Low	Low	Low	Town Clerk.	The access width and uneven terrain at the Cemetery and Castle Meadow would make them an unattractive site for travellers with caravans. Both sites offer very little shelter from the weather and would therefore not be attractive to rough sleepers. No issues of this kind have arisen to date.	Low
Reputation and Administration							
R1	Register of Members' Interests is incomplete. Failure to declare interests.	Medium	Low	Low	Town Clerk	Regular reminder to members. Standing agenda item for Full Council meetings. Induction programmes in place for new Councillors.	Low
R2	Breach of confidentiality by staff or councillors.	Medium	Medium	Medium	Town Clerk	Code of Conduct in place. Data Protection Policy and Privacy Policy in place which all staff and councillors have been made aware of. Regular reminders issued to Councillors/staff. Included in new Councillors' and staff Inductions.	Low
R3	Improper and untimely reporting of meetings via the minutes.	Low	Medium	Low	Town Clerk and Governance and Projects Manager.	Full Council meetings are held monthly and receive the minutes of Committee meetings held in the interim. The Governance and Projects Manager has responsibility to ensure the minutes are made available to press and public via the Council website within a month of a meeting.	Low
R4	Lack of business continuity planning resulting in the risk that	Medium	High	High	Town Clerk.	IT systems backed-up to i-cloud. IT support provided by contractor who would be able to reinstate systems.	Medium

						Insurance cover in place and reviewed annually. Internal staff cover arrangements identified where possible although budgetary constraints do not allow a staffing structure with cover for all staff. Written procedure documents established for financial processes and cemetery procedures.	
R5	Council business cannot operate due to fire, flood, extreme weather event, power outage, act of terrorism, or any other significant event.	Low	Medium	Low	Town Clerk and Governance and Projects Manager.	Staff involved in managing the Cemetery and completing the records have had appropriate training. Cemetery records are kept in locked filing cabinets with access restricted to specific staff. Scanned copies of burial records from 1856 to 2018 are kept on the server back-up.	Low
R6	Risk to business continuity through inadequate staffing capacity and cover.	Medium	Medium	Medium	Town Clerk	The staffing structure is reviewed annual when the draft budget is prepared to ensure capacity is sufficient and appropriate for the coming year. Insurance cover in place for long term staff absence from accidents. Administrators have cover responsibility for each other in their job descriptions. Budgetary constraints do not allow a staffing structure with cover for staff in officer or management roles. External support would need to be sought and brought in as cover for any business critical duties arising from long term absence of officer or management staff.	Medium

R7	Failure to effectively manage media relations.	Low	Medium	Low	Town Clerk and Communications and Marketing Manager	Written procedures have been established for financial processes and cemetery procedures. The Council website is kept up-to-date. The Communications and Marketing Manager prepares or vets all communications with the public and media. A Communications and Media Protocol is in place and is reviewed every 2 years.	Low
R8	Risk to reputation from a qualified audit being returned.	Low	Low	Low	Town Clerk.	Financial Regulations and Standing Orders are in place and reviewed regularly. The requirements for the completion of the Annual Return are followed. Year-end closedown services are purchased from RBS Rialtas to provide an independent review of the accuracy of the Annual Return. Explanations for variances on the Annual Return of more than 15% between totals for individual boxes or of £100,000 or more year on year are provided. All supporting information and answers to queries from the External Auditors are provided promptly.	Low
R9	Risk to reputation with poor event management processes and risk to public safety.	Low	Medium	Low	Town Clerk.	Large events are contracted out to an experience Event Management provider. Risk assessments are completed for all council run events. Staff involved in administering in-house events have undertaken training on how to run safe and successful events.	Low

IT and Data Security									
I1	Failure of back-up Systems.	Low	High	Medium	Town Clerk	All files are on the One Drive cloud based system. This has a 2 stage recovery.	Low	A designated Councillor working group monitors events.	
I2	Server failure.	Low	High	Medium	Town Clerk	All programmes and documents can be re-installed so the risk is only for the working server is being sourced and built. Finance PC to be separated from server to preserve the server and overnight hard drive back-ups to be set up for quicker recovery.	Low		
I3	Data corruption.	Medium	High	High	Town Clerk	One Drive keeps the two latest versions of documents and contract with IT service provider would enable quick recovery.	Low		
I4	Virus or other corruptive Elements.	High	High	High	Town Clerk	Antivirus software is deployed on the server. Staff accessing the server from home will have antivirus software on their equipment and will be advised to only work on documents on the web. Staff made aware that documents must not be downloaded on to home PCs and loaded back onto the server.	Medium		
I5	Infiltration/Hacking.	High	High	High	Town Clerk	IT provider to provide training on identifying risky e-mails. Microsoft Defender for Office 365 is in place which is a cloud-based email filtering	High		

									service that helps protect against advanced threats to email and collaboration tools, like phishing, business email compromise, and malware attacks.	
I6	Failure to comply with Data Protection Act.	Medium	Medium	Medium	Medium	Medium	Town Clerk	Low	Office 365 is based in the EU and therefore complies with GDPR regulations.	Low
I7	Failure of IT systems, networks or suppliers.	Medium	High	High	High	High	Town Clerk	Low	Phone lines provided by reputable company. Office 365 has not had recent outages.	Low
I8	Failure to comply with software licence agreements.	Low	Low	Low	Low	Low	Town Clerk	Low	IT service provider administers the software licences for Microsoft. Annual fees paid for Payroll and Accounts packages.	Low
I9	Access to email system once a Councillor or member of staff leaves/resigns.	Low	Medium	Low	Low	Low	Town Clerk	Low	The Town Clerk and IT service provider can disable e-mail accounts and server access once Councillors or staff have left.	Low



TOTNES TOWN COUNCIL

BUSINESS CONTINUITY PLAN

Purpose

The purpose of this plan is to prepare our business in the event of extended service outages caused by factors beyond our control and to restore services to the widest extent possible in a minimum time frame.

Outcome

The outcome of this plan is to ensure that the business is able to maintain a good level of service for our customers.

Plan objectives

- Serves as a guide for those implementing our business continuity plan
- Assists in avoiding confusion experienced during a crisis by documenting, testing and reviewing recovery procedures.
- References and points to the location of critical data.
- Provides procedures and resources needed to assist in recovery.
- Ensure Councillors are kept up to date should the plan be activated

Key staff

If a disaster occurs the members of our team tasked with enacting this plan are:

The Town Clerk, Management Team, Administrators and Town Maintenance Officer.

Staff Welfare

It must be recognised that an incident that results in the enacting of this plan may also cause additional pressures for staff. Staff members need to be given clear direction about the priorities of the business. Managers must ensure that they monitor staff more closely to ensure that their welfare is maintained.

Staff should be aware of what their role is when a major disruption occurs. Clear and concise communication with staff is pivotal to having an organised response. Staff must be made aware of what communication methods are going to be used so they can find out the latest information, if they are going to be working from a different location than normal.

Managers who suspect that staff members have suffered undue stress or even trauma from the business disruption must consider providing assistance for those staff who have been affected.

Communicating with and by staff

The Town Clerk or a member of the Management Team will communicate with staff all updates and news regarding any emergency incident.

All communication with the press will to be through the Town Clerk and Communications and Marketing Manager, none through other members of staff.

Any interview with the press will be undertaken by the Mayor or Deputy Mayor.

Communicating with Councillors

The Town Clerk or a member of the Management Team, shall, in the first instance, notify the Mayor and Deputy Mayor of any updates and news regarding an emergency incident followed by communication to all councillors.

Communicating with the Public

Communications with the public should be via the TTC website, social media, local news outlets and notice boards all to be issued by the Administrators on instruction from the Clerk or a member of the Management Team.

Equipment

The Council server and staff e-mail accounts are Internet based so all staff can work away from the office in an emergency using their own PCs or work laptops.

The telephones are also Internet based and these can be diverted to telephones away from the office or to mobile phones.

The Town Maintenance Officer and the Caretaker and Maintenance Assistant have work mobile phones and their numbers are shared with all members of staff. The Casual Caretaker also has a work mobile phone that could be redeployed if necessary.

Data Protection

When working away from the office or from home, as a result of an unexpected office closure, all data on the Council's server (One Drive) must be protected in accordance with the Totnes Town Council Information and Data Protection Policy and working practices must be in line with General Data Protection Regulations.

Event	Minimise Impact / Mitigation	Immediate Action	Continuity	Longer Term
<p>Damage to Guildhall and offices due to fire, storm, flood, terrorism, etc.</p>	<p>Minimise Impact / Mitigation</p> <ul style="list-style-type: none"> • Maintain adequate insurance cover • Fire risk assessment in place • Fire equipment regularly checked, serviced and maintained • Fire emergency alarms checked and serviced • Fire equipment inspection logs updated and maintained • Gas supply and equipment facilitating use of gas is serviced regularly in accordance with legislation and/or manufacturers recommendations • Storage of chemicals, combustible materials and ignition flash points are rigorously controlled and stored in accordance with legislation and/or manufacturers recommendations • Electrical equipment is subjected to regular inspections • Electrical wiring and other fixed electrical equipment is inspected, checked and findings recorded and defects rectified • Building work to be undertaken by competent tradesmen • Security of the building is rigorously maintained. • A contract is in place for an emergency response out of hours. 	<p>Immediate Action</p> <p>Emergency services to be contacted in the first instance where applicable (fire services, police, ambulance etc.). TMO or most senior council officer present to liaise with emergency services.</p> <p>If event occurs during the working day, staff to relocate to the Civic Hall for a team meeting to allocate immediate action tasks/duties.</p> <p>Clerk to contact Mayor and advise all councillors.</p> <p>TMO to liaise with the Guildhall Cottage tenants to check they have evacuated if necessary or are aware of the emergency.</p> <p>Clerk to inform insurance Company.</p>	<p>Continuity</p> <p>Staff to relocate to working from home.</p> <p>Arrange for telephone calls to be diverted as appropriate.</p> <p>Update the Council website to show offices closed due to unforeseen circumstances and advise public to use phone or e-mail to contact the Council.</p> <p>Contact hirers of the Guildhall to cancel any affected bookings.</p> <p>Contact Guildhall Cottage tenants to advise on next steps regarding their return to their property.</p>	<p>Longer Term</p> <p>In conjunction with the Insurers, arrange for repairs to the premises.</p> <p>Review cause and update risk assessment and procedures to minimise the risk from future occurrences.</p>

<p>Damage to Civic Hall due to fire, storm, flood, terrorism, etc.</p>	<ul style="list-style-type: none"> • Maintain adequate insurance cover • Fire risk assessment in place • Fire equipment regularly checked, serviced and maintained • Fire emergency alarms checked and serviced • Fire equipment inspection logs updated and maintained • Gas supply and equipment facilitating use of gas is serviced regularly in accordance with legislation and/or manufacturers recommendations • Storage of chemicals, combustible materials and ignition flash points are rigorously controlled and stored in accordance with legislation and/or manufacturers recommendations • Electrical equipment is subjected to regular inspections • Electrical wiring and other fixed electrical equipment is inspected, checked and findings recorded and defects rectified • Building work to be undertaken by competent tradesmen • Building kept secure when not in use by hirers. • A contract is in place for an emergency response out of hours. 	<p>Emergency services to be contacted in the first instance where applicable (fire services, police, ambulance etc.). TMO to liaise with emergency services.</p> <p>TMO to notify nearby businesses to evacuate if necessary.</p> <p>Clerk to contact Mayor and advise all councillors.</p> <p>Clerk to inform insurance Company.</p> <p>Clerk/TMO to inform freeholder (SHDC).</p>	<p>Contact hirers to cancel affected bookings.</p> <p>Update the Council website to show the Civic Hall as closed due to unforeseen circumstances.</p>	<p>In conjunction with the Insurers and freeholder, arrange for repairs to the premises.</p> <p>Review cause and update risk assessment and procedures to minimise the risk from future occurrences.</p>
<p>Loss of Council documents due to fire, flood, theft or other causes.</p>	<ul style="list-style-type: none"> • Ensure valuable documents are stored securely in fire/flood proof cabinets • Provide secure storage of paper documents 	<p>Clerk to contact Mayor and inform Councillors.</p> <p>Clerk to inform insurance company if necessary.</p>	<p>Council to discuss at next meeting.</p>	<p>Review procedures to ensure improvements implemented where necessary.</p>

	<ul style="list-style-type: none"> • Ensure backup copies of paper documents are available i.e. electronic version, photocopy stored at an alternative location, copies obtainable from bank etc 	<p>Review CCTV if appropriate to identify any culprits and report to Police if necessary.</p> <p>Consider security controls – change of locks or passwords.</p>	<p>Instigate use of stored / backup material or obtain duplicates.</p>	
<p>Loss of Council electronic data due to corruption or damage, fault or breakdown of hardware.</p>	<ul style="list-style-type: none"> • Ensure online data protected by robust passwords which are regularly updated • Computers subject to annual electrical test and rolling upgrade programme 	<p>IT contractors to be contacted to give advice and deal with the issue.</p> <p>Data to be reinstated from cloud back-up.</p> <p>Clerk to inform Councillors.</p> <p>Clerk to inform insurance company if necessary.</p> <p>Update physical and electronic security procedures as required.</p>	<p>Review incident with IT contractor to improve procedures.</p> <p>Assess whether any breach of data protection regulations has occurred and whether any notification to the Information Commissioner is required.</p>	<p>Review procedures to ensure improvements implemented where necessary.</p>
<p>Loss of equipment due to theft, damage, fault or breakdown.</p>	<ul style="list-style-type: none"> • Maintain adequate insurance cover • Ensure regular maintenance carried out • Regularly review security arrangements 	<p>Report theft / criminal damage to police.</p> <p>Review CCTV if appropriate to identify any culprits and report to Police if necessary.</p> <p>Report loss to insurance company.</p>	<p>Arrange hire of equipment where possible.</p> <p>Arrange purchase of new equipment within current financial regulations.</p>	<p>Review risk assessment, security of equipment and maintenance schedule.</p>

<p>Loss of Clerk due to death, sudden/longer term illness, incapacity or resignation.</p>	<ul style="list-style-type: none"> • Ensure staffing team are aware of their responsibilities • Ensure all key tasks listed • Access to log in details, passwords and keys available 	<p>Management team to meet with Mayor to agree required immediate action and to allocate duties.</p> <p>Call team meeting to advise staff about the situation and what immediate action plans have been agreed.</p> <p>Mayor to inform Councillors and District Council.</p> <p>Inform insurance company to ascertain financial support available depending on the circumstances.</p> <p>IT contractor to be contacted to provide management team with access to Clerk's e-mails and PC.</p> <p>Call extraordinary meeting to confirm temporary cover arrangements.</p>	<p>To reallocate Clerk's responsibilities within the team on a temporary basis or consider locum support as necessary.</p> <p>For incapacity or long term illness, start absence management process and offer support to the Clerk as required.</p> <p>If loss is due to death or resignation obtain Council's agreement to commence recruitment processes for a permanent clerk.</p> <p>If loss is due to death, offer support to the Clerk's family and advise on any financial support available to them through the Council's insurance.</p> <p>Issue a press release about loss or temporary arrangements.</p> <p>Contact IT service provider to disable access to e-mail account/server.</p>	<p>Ensure any temporary replacement or new Clerk has the necessary support through their induction to the role.</p> <p>Issue a press release about new or ongoing temporary arrangements.</p>
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<p>Death or serious injury to member of staff whilst carrying out Council duties.</p>	<ul style="list-style-type: none"> • Ensure staff trained or acquainted with their duties with regard to H&S regulations • Ensure lone working risk assessments are completed and staff are aware of the requirements in the risk assessments • Ensure staff are not working alone when working at heights 	<p>First Aider to attend and Emergency services to be contacted in the first instance where applicable (fire services, police, ambulance etc.).</p> <p>Clerk to contact the member of staff's next of kin.</p> <p>Clerk to review CCTV if incident in CCTV coverage to identify what went wrong.</p> <p>Clerk to inform the Mayor and Councillors.</p> <p>Clerk to inform the insurance company.</p> <p>Clerk to inform HSE if appropriate.</p> <p>Clerk to call a team meeting to advise other members of staff and to offer support where needed.</p> <p>Clerk or Line Manager to make interim</p>	<p>Consider the need to recruit a temporary replacement and obtain Council approval.</p> <p>Offer support to the member of staff's family and advise on any financial support available to them through the Council's insurance.</p> <p>If loss is due to death, obtain Council's agreement to commence recruitment processes for a permanent replacement.</p> <p>Implement any action required by the HSE if the injury was work related.</p> <p>Issue a press release about loss if considered appropriate.</p>	<p>Review cause of death or serious injury and update risk assessment and procedures to minimise the risk from future occurrences if work related.</p>
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<p>Loss of a member of staff due to death, sudden/longer term illness, incapacity.</p>	<p>Ensure staffing team are aware of their responsibilities</p> <ul style="list-style-type: none"> • Ensure written procedures exist for all key tasks where cover is not an option • Access to log in details, passwords and keys available 	<p>arrangements for duties/tasks to be covered.</p> <p>Clerk and Management team to meet to agree required immediate action and to allocate duties.</p> <p>Clerk to inform the Mayor and Councillors.</p> <p>Call team meeting to advise staff about the situation and what immediate action plans have been agreed.</p> <p>Inform insurance company to ascertain financial support available depending on the circumstances.</p> <p>IT contractor to be contacted to provide Clerk with access to the member of staff's e-mails and PC.</p>	<p>Consider the need to recruit a temporary replacement and obtain Council approval.</p> <p>Offer support to the member of staff's family and advise on any financial support available to them through the Council's insurance.</p> <p>If loss is due to death, obtain Council's agreement to commence recruitment processes for a permanent replacement.</p> <p>Contact IT service provider to disable access to e-mail account/server.</p>	<p>Ensure any temporary replacement or new permanent post holder has the necessary support through their induction to the role.</p>
<p>Loss of Councillors due to multiple resignations (causing Council to be inquorate)</p>		<p>Clerk to inform remaining Councillors & staff.</p> <p>Clerk to inform South Hams District Council's Monitoring Officer.</p>	<p>South Hams District Council to decide on temporary working strategy for Council business to be maintained followed by the instigation of a by</p>	<p>Review and resolve the cause of the multiple resignations.</p>

<p>Loss of Internet connection resulting in no phones and no access to the server.</p>	<ul style="list-style-type: none"> • Obtain Internet services from a reliable provider with good customer support record • Spare work mobile phone kept in Finance Office for emergency use. 	<p>Cancel or postpone any immediately imminent Council meeting. Update website with any immediate implications for the public.</p>	<p>election or co-option procedure. Issue a press release about temporary arrangements. Contact IT service provider to disable access to e-mail accounts.</p>	
		<p>Make enquiries to ascertain whether the loss of connection is specific to the Council offices or a town-wide problem. For town-wide connection loss, establish how long the loss is expected to last. Clerk to decide if staff living outside the area should go home to work. For a Council infrastructure problem, contact Internet provider to arrange emergency investigation and repair. Arrange for telephone calls to be diverted to a mobile phone.</p>	<p>If the problem is expected to persist after the end of the working day, the Clerk should assess which staff should come into work the next day and what duties they can perform.</p>	<p>Review the cause of the connection loss and consider any infrastructure upgrades that may be needed.</p>

<p>Loss of utilities to the Guildhall offices.</p>	<ul style="list-style-type: none"> Gas supply and equipment facilitating use of gas is serviced regularly in accordance with legislation and/or manufacturers recommendations Electrical equipment is subjected to regular inspections Electrical wiring and other fixed electrical equipment is inspected, checked and findings recorded and defects rectified Building work to be undertaken by competent tradesmen Ensure regular maintenance carried out 	<p>Make enquiries to ascertain whether the loss of electric/gas/water is specific to the Council offices or a town-wide problem.</p> <p>For town-wide issue (e.g. power cut), establish how long the issue is expected to last. Clerk to decide if staff living outside the affected area should go home to work.</p> <p>For a Council infrastructure problem, the TMO should call in emergency contractors to look into and repair the problem.</p>	<p>If the problem is expected to persist after the end of the working day, the Clerk should assess which staff should come into work the next day and what duties they can perform.</p> <p>If necessary, arrange for telephone calls to be diverted to a mobile phone.</p>	<p>Review the cause of the issue and consider any infrastructure upgrades that may be needed.</p>
<p>Loss of significant amount of funds due to cyber crime or bank failure.</p>	<ul style="list-style-type: none"> Maintain adequate cyber insurance cover Ensure online data protected by robust passwords which are regularly updated Ensure adequate controls are in place for making bank and card payments Ensure banking/card passwords and PINs are kept secure Use a Bank which has the minimum credit rating specified in the Financial Regulations 	<p>Report theft / criminal activity to the bank and the police.</p> <p>Report loss to insurance company.</p> <p>Clerk to inform the Mayor and Councillors.</p> <p>Place a temporary stop on orders.</p>	<p>Liaise with bank and insurance company on how and when funds will be returned.</p> <p>Contact creditors to advise of any delay to payments.</p> <p>Arrange staff meeting if payment of wages is going to be impacted.</p>	<p>Review procedures to ensure improvements implemented where necessary.</p>

<p>Insurance policy is withdrawn by Insurers due to a breach of terms and conditions.</p>	<ul style="list-style-type: none"> • Insurance cover requirements review carried out annually with Broker • Any checks on members or staff required by Insurance Company carried out as required 	<p>Clerk to inform the Mayor and Councillors.</p> <p>Clerk to arrange a temporary closure of Council offices and all Council activities.</p> <p>Update website to inform the public of the Council closure.</p> <p>Insurance broker to be contacted to find alternative insurance cover.</p>	<p>Accept new insurance cover and advise Councillors that cover has been arranged.</p> <p>Reopen Council offices and activities.</p> <p>Update website to inform the public that the Council has re-opened.</p>	<p>Review the cause of the breach of terms and conditions to minimise the risk from future occurrences.</p>
<p>Pandemic/epidemic affecting service delivery</p>		<p>Follow Government advice on when to close Council offices.</p> <p>If the Government issue a stay at home order: Staff to relocate to working from home unless order allows for staff to be in work to carry out essential services. Arrange for telephone calls to be diverted to mobile phones.</p> <p>Update the Council website to show offices closed and advise public to use phone</p>	<p>Continue to follow government advice on when the Council offices can re-open.</p> <p>Postpone any Council meetings that cannot legally be held remotely.</p> <p>Clerk to check on staff welfare. Arrange regular Zoom/Teams meetings with staff to provide support.</p> <p>Ensure premises and working practices are suitable to ensure a safe</p>	

		or e-mail to contact the Council. Contact hirers of the Guildhall and Civic Hall to cancel bookings.	return to work when allowed.	
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Totnes Town Council and Incredible Edibles

Memorandum of Understanding

~~14 April 2021~~ XX November 2023

1 Background

1.1 Incredible Edibles have formed this partnership with Totnes Town Council for the growing of fruit and nut trees in Totnes Cemetery.

1.2 It is an equal partnership for the mutual benefit of the Totnes and district community to harvest the fruit and nuts when they are available.

2 Key Objectives

2.1 The overarching aim of this partnership is to set out what each partner expects from the other for the growing of trees on Council land where the statutory function is the burial of the deceased.

2.2 Specific objectives for both parties are:

Incredible Edibles

2.2.1 Maintenance – The fruit and nut trees should be pruned annually at the appropriate time of the year to maintain shape and accessibility of the fruit and nuts. Where possible the lowest branches should be no less than 3 feet from the ground to enable grounds maintenance by the Council.

2.2.2 Signage – Signage explaining the purpose of the trees is welcomed and must be maintained and secured in the ground at locations agreed with Council officers.

2.2.3 New Planting – Any proposed new planting of trees must be agreed by Totnes Town Council.

2.2.4 Tree Risk Assessment – Incredible Edibles should carry out an annual tree risk assessment and provide a copy to the Town Council. After high winds a visual check of the trees should be conducted to identify any damage and potential hazards.

2.2.5 Insurance – Incredible Edibles should ensure that they have the relevant public liability insurance for their volunteers and employees when they are attending to the trees in the cemetery.

Totnes Town Council

2.2.6 General Cemetery Maintenance – Totnes Town Council will make every effort that its officers and contractors do not damage the fruit and nut trees and signage whilst going about their duties in maintaining the cemetery. The Town Council accepts no responsibility for any damage to the trees by members of the public, Council officers or those working in the cemetery for legitimate purposes.

2.2.7 Burials – Totnes Town Council has a statutory obligation to provide burial spaces for the town and its residents. Should it be found that a fruit or nut tree has been planted next to a grave which needs to be opened for an interment, the Town Council has the right to remove the tree or cut back its branches to ensure the interment can take place in a safe manner.

2.2.8 Insurance – Totnes Town Council holds public liability insurance but this does not cover any loss, accident or injury incurred as a result of an Incredible Edibles activity.

3 Monitoring

3.1 Both partners commit to ongoing monitoring, with the aim of ensuring accountability and performance against the objectives set. Should either partner have a concern they should raise it at the earliest opportunity. Totnes Town Council's Town Maintenance Officer will regularly monitor the situation on site as part of routine visits and report any observations through the [Public Realm and Cemetery Council Assets and Public Realm Working Group](#).

4 Review

4.1 The content of this MOU will be reviewed every two years to ensure its relevance and to reflect any local changes.

5 Disclaimer

5.1 It should be noted that by signing this document or by participating in the Memorandum of Understanding, the partners are not committing to legally binding obligations. It is intended that the partners remain independent of each other and that their collaboration and use of the term 'partner' does not constitute the creation of a legal entity, nor authorise the entry into a commitment for or on behalf of each other.

Signed on behalf of Totnes Town Council

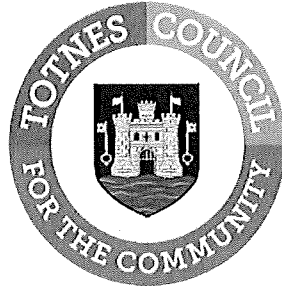
..... Date

[NAME, POSITION]

Signed on behalf of Incredible Edibles

..... Date

[NAME, POSITION]



Arts Working Group Notes

Wednesday 18th October @ 12:00pm

Those Present:

Committee Members: Cllrs Hannam, Piper, Presswell and Price

Additional Councillors: Cllrs Auletta, Bennett and Beavis

TTC: Catherine Marlton, Lucy Ferrier, Lisa Baumback

Invitees: Paul Liengaard

1. Discuss Totnes Festival 2024

An update on festival plans and request for funding was received from Paul Liengaard. The discussion by members around the festival and the benefits was extremely positive and just the sort of thing we would love to see delivered in Totnes. South Hams District Council have agreed some funding for a Totnes and South Hams wide festival. Totnes Town Council received a request for funding of £5,000 to be paid this Autumn with a further £15,000 payable in the next financial year.

Action: While the Arts Working Group are unable to recommend a budget allocation in the current 23/24 financial year it is **RECOMMENDED** to Council Matters that the request for £15,000 be considered as part of the 2024/25 budget setting process. In order to be able to consider this request a full breakdown of the expected event costs is needed, in particular how the Council's funding would be allocated and other confirmed sources of income/grant funding.

2. Discuss request for £9,000 from Bridgetown Alive for the Bridgetown Community Festival.

Action: While the Arts Working Group are unable to recommend a budget allocation in the current 23/24 financial year it is **RECOMMENDED** to Council Matters that the request for £9,000 be considered as part of the 2024/25 budget setting process. In order to be able to consider this request a full breakdown of the expected event costs is needed, in particular how the Council's funding would be allocated and other confirmed sources of income/grant funding.

3. Note progress on the art under Civic Hall.

Noted

4. Receive post event review of the Summer Fair

Received in advance and noted.

5. Note plans and budget for Christmas Lights Switch On Event.

Noted

Action: Councillors were asked to attend to help during the event and for the clearing up.

6. Note plans for Christmas Markets and Late Night Shopping events.

Plans were noted but a few questions were raised:

- Cllrs were keen for community groups like Jamming Station to be involved.
Action: Jo from Miss Ivy will continue to enlist their involvement.
- Cllrs were keen for buskers to have designated spaces to play but also wanted to know how this might be managed.
Action: Comms and marketing manager will put out some comms on social media aimed at buskers. Jo from Miss Ivy will arrange scheduling slots for those who express an interest.
- Cllrs did not want Christmas tunes to be played out loud over the PAs. However, they thought the offer from SoundArt radio would be acceptable.
Action: Jo from Miss Ivy will ensure that message is conveyed to SoundArt.
- Cllrs wanted to know if all the entertainers have had their booking confirmed.
Action: Jo from Miss Ivy will inform entertainers over the next week.

7. Note plans for Community Lantern Procession, organised by Totnes Carnival, to take place during the December 19 market.

Noted

Action: Councillors will be making a lantern for the procession on the 15 and 16 November in the Guildhall. All councillors encouraged to attend.

8. Discuss appropriate action for covering the graffiti on the Civic Hall.

It was noted that in addition to the graffiti on the gable end of the Civic Hall there has also been some other graffiti around the area. It was agreed that it is not possible to just remove the graffiti, so the options are to either paint over it and colour match as much as possible or paint a mural over the affected areas.

Cllr Auletta highlighted that the wall opposite the entrance to the toilets in the market square could be a good space for community art. Agreed to discuss this and other possible locations for community art at the next AWG meeting.

Action: It was **RECOMMENDED** to Council Matters that the graffiti patch is painted and colour matched on the one side of the gable affected to minimise costs. Cllrs also requested that anti-graffiti paint is used.

9. Review phone box adoption/upgrades.

Deferred until the next meeting.

10. Any Other Business

None

11. Date of next meeting – Wednesday 17 January @ 12:00