



AGENDA FOR THE MEETING OF COUNCIL MATTERS COMMITTEE MONDAY 20TH MAY 2024 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 20th May 2024** at **6.30pm** in the Guildhall for the purpose of transacting the following business:

Committee Members: Councillors D Peters (Chair), C Beavis, T Bennett, J Chinnock, J Hannam, J Hodgson 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 15th April 2024 and update on any matters arising. Document attached.

3. BUDGET ALLOCATION

To consider a budget allocation for the community, economy, and environment and public realm objectives. Verbal update.

4. BUDGET MONITOR

To consider the Budget Monitor including the reserves projection. Document attached.

5. BUDGET OUTTURN STATEMENT

To note the budget outturn statement for financial year 2023/24. Document attached.

6. COMMUNITY GRANTS

To review the Community Grant applications and make a recommendation to Full Council. Document to follow.

7. COMMUNITY ECONOMIC PLAN

To consider engagement in the South Hams District Council's Community Economic Plan process. Document to follow.

8. INVESTMENT STRATEGY

To review the Council's investment strategy. Document attached.

9. COMPLAINTS PROCEDURE

To review of the Complaints Procedure. Document attached.

10. STAFF LOANS POLICY

To review the Staff Loans Policy. Document attached.

11. FIXED ASSET REGISTER

To note the amendment to the Fixed Asset Register. Document attached.

12. DATE OF NEXT MEETING

To note the date of the next meeting of the Council Matters Committee – Monday 8th July 2024 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)*

13. BANK STATEMENTS AND RECONCILIATIONS (Standing Item)

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

14. BUILDING CONDITIONS SURVEY

To consider a quote to carry out the 5-yearly building conditions survey (commercial). Document attached.

15. STAFFING UPDATE

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

Catherine Marlton

Town Clerk

15th May 2024

USE OF SOUND RECORDINGS AT COUNCIL & COMMITTEE MEETINGS

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

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



DRAFT MINUTES FOR THE MEETING OF COUNCIL MATTERS MONDAY 15TH APRIL 2024 AT 6.30PM IN THE GUILDHALL

Present: Councillors D Peters (Deputy Chair), L Auletta, C Beavis, T Bennett, J Hodgson and E Price.

Apologies: Councillors J Chinnock and J Hannam.

In Attendance: C Marlton (Town Clerk) and C Bewley (Finance and HR 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 11 March 2024 and update on any matters arising.

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

3. ELECTION OF CHAIR AND DEPUTY

To:

a. Make a recommendation to Full Council for the Chair of Council Matters Committee for 2024/25 (effective May 2024); and

To RECOMMEND to Full Council that Cllr Peters is appointed Chair of the Council Matters Committee.

b. Elect a deputy chair for the Committee (from May 2024).

It was **AGREED** to appoint Cllr Bennett as Deputy Chair from May 2024.

4. MAYOR'S ENGAGEMENTS AND BUDGET

To consider the Mayor's engagements since January 2024 and the current budget.

These documents were considered and expenditure was **AGREED**.

5. STANDING ORDERS

To review Standing Orders (including the creation of strategy delivery groups) and make a recommendation to Full Council.

To RECOMMEND to Full Council that the Standing Orders are adopted subject to the following amendments:

a) Changing the structure diagram to amalgamate the three strategy delivery topics into one meeting.

- b) Removing the cap of nine for the Strategy Delivery Group (SDG) to allow all Councillors to attend (minimum of three remains).
- c) Adding that the SDG will be made available as a hybrid meeting to encourage attendance.
- d) Day and time of the SDG is to be determined. In the circulated meeting table the SDG meetings should be headed as monthly not bi-monthly.

6. FINANCIAL RISK ASSESSMENT

To review the Financial Risk Assessment and Risk Register.

The Financial Risk Assessment was **AGREED**.

7. EARMARKED RESERVES

To review the earmarked reserves.

The Clerk's officer recommendation on Earmarked Reserves was **AGREED**.

8. CEMETERY FEES

To consider a review of the Cemetery Fees for financial year 2024/25.

It was **AGREED** to increase the cemetery fees by 5 percent for financial year 2024/25.

9. LEGIONELLA MANAGEMENT PLAN

To consider a Legionella Management Plan.

The Legionella Management Plan was **AGREED**.

10. ARTS AND EVENTS WORKING GROUP

To note the minutes of the Arts and Events Working Group held on 20th March and consider the recommendation at item 7.

Noted. The recommendation regarding a charitable gift offer from the Mayor's budget was **AGREED**.

11. COUNCILLOR CO-OPTION

To consider the proposed timeline for Councillor co-option for the Bridgetown Ward casual vacancy.

The Councillor Co-option timeline was **AGREED**.

12. GRAFFITI TAGGING

To consider putting up a monetary reward for information on the individuals who are responsible for the most prolific graffiti tagging in the town.

The proposal for a monetary award for information on graffiti was considered but was not agreed.

13. YEAR END TIMELINE

To note the year end timeline for financial year 2023/24.

Noted.

14. S137 VALUE FOR 2024/25

To note the revised S137 value for 2024/25.

Noted.

15. DATE OF NEXT MEETING

To note the date of the next meeting of the Council Matters Committee – Monday 20th May 2024 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)*

16. BANK STATEMENTS AND RECONCILIATIONS (Standing Item)

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

These were reviewed and **AGREED**.

17. TEMPORARY EMPLOYEE COSTS

To consider the cost of temporary employees (personal details).

Noted. It was **AGREED** to keep these costs under review going forward. It was clarified that the figures discussed were for the only two casual employees. The Town Council does not currently employ temporary or fixed term role.

18. STAFF ATTENDANCE

To note sickness and overtime balances (personal details). a

Noted.

19. STAFFING UPDATE

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

None.

The meeting closed at 8.35pm

Catherine Marlton
Town Clerk
April 2024

Budget Monitor - April 2024	21/22 YEAR END		22/23 YEAR END		23/24 YEAR END		2024/25		Comments
	Actual 31st March 2022 YEAR END	Actual 31st March 2022 YEAR END	Actual 31st March 2023 YEAR END	Actual 31st March 2023 YEAR END	Actual 31st March 2024 YEAR END	Agreed Budget	ACTUAL as of 30th April 2024	Expected year end	
Administration									
Salaries and pensions for all staff	294138	350889	388968	365000	30018	365000	365000		
Staff Training, Travel and Expenses	4244	2988	2910	4675	1637	4675	4675		
Staff Recruitment	1930	984	0	3025	0	3025	3025		
Phone and Broadband	2932	2984	3032	3850	2157	3850	3850		
Office Supplies & Hospitality	1100	1370	998	2530	200	2530	2530		
Photocopier	1536	1575	1469	1760	0	1760	1760		
Subscriptions	4463	4191	4203	4840	2857	4840	4840		
Professional Fees	53812	15062	3395	11000	325	11000	11000		
Insurance	7514	26105	30902	33992	0	33992	33992		
Website and IT	3696	4618	7179	8250	669	8250	8250		
Office Equipment	1999	1412	5970	1500	0	1500	1500		
Van Maintenance	258	207	441	1000	0	1000	1000		
TMO Tools and Consumables	1322	1162	1710	1500	28	1500	1500		
Miscellaneous income	-40	-180	-102	0	0	0	0		
SUB TOTAL	378904	413367	451075	442922	56419	442922	442922		
Civic and Democratic									
Mayoral Allowance	557	0	0	100	0	100	100		
Civic and Mayoral Events (expenditure)	959	3014	3682	3500	174	3500	3500		
Civic Events (income)	0	-717	-667	0	0	0	0		
Civic Regalia	110	212	95	230	0	230	230		
Mayoral Travel	7	185	170	330	33	330	330		
Councillor IT equipment	356	14	82	1500	0	1500	1500		
Councillor Training and Travel	210	514	495	1120	35	1120	1120		
Elections	9524	0	0	6000	268	6000	6000		
Councillor Allowances	2644	1970	4077	7800	0	7800	7800		
MOVED TO COMMUNITY DEVELOPMENT Community	4747	6165							
Outreach/Christmas	19114	11357	7934	20580	748	20580	20580		
SUB TOTAL	19114	11357	7934	20580	748	20580	20580		
Tourism									
Visit Totnes Marketing and event sponsorship	18966	20595	24655	24150	957	24150	24150		
Visit Totnes Guide and Website	12308	9056	6828	50	0	50	50		
Other TIC expenditure (Post/Phone/Uniform/etc)	306	220	996	-10000	0	-10000	-10000		
Bank Charges/Paypal fees	33	4	0	50	0	50	50		
Totnes Guide and Website Income	-12283	-10990	-9707	-10000	-530	-10000	-10000		
Advertising	-3289	-1750	-4183	14200	-1487	14200	14200		
SUB TOTAL	16041	17135	18589	14200	-1487	14200	14200		
Guildhall									
Cleaning	2644	2581	4260	7150	105	7150	7150		
Building Maintenance	6554	5226	22562	7500	2061	7500	7500		
Business Rates	6113	6469	9998	11000	2480	11000	11000		
Water	269	331	617	550	213	550	550		

	4801	11603	10729	27500	0	27500	Underspend expected
Utilities							
Equipment Maintenance	5996	2669	2970	1452	99	1452	
Wedding Licence renewals and marketing	2434	690	1040	2000	-400	2000	
Admissions income	0	-2699	-4770	-3000	-155	-3000	
Weddings & Hire Income	-4478	-3550	-2904	-3000	-325	-3000	
SUB TOTAL	24333	23320	44502	51152	760	51152	
	Actual 31st March 2022 YEAR END	Actual 31st March 2023 YEAR END	Actual 31st March 2024 YEAR END	Agreed Budget	ACTUAL as of 30th April 2024	Expected year end	
Civic Hall							
Cleaning and supplies	4605	3835	3805	6050	188	6050	
Feed in Tariff	2501	3081	2906	2600	0	2600	
Water	1055	1156	1280	1650	0	1650	
Utilities	3044	6012	5515	13200	0	13200	
Building Maintenance	13955	6917	26347	45000	-9755	45000	Underspend expected
Licences	70	70	70	70	0	70	
Misc & Marketing Civic Hall	26	567	538	750	0	750	
Equipment Maintenance	4299	2026	6155	5000	145	5000	
Paige Adams Grant towards Caretaking, Cleaning and Management costs	-30000	-33500	-33500	-35000	0	-35000	
Feed in tariff income and Water refund income	-6304	-7161	-7932	-6500	892	-6500	
Grant for boiler			-3479				
Equipment sales	-1000						
SUB TOTAL	-7749	-16997	1705	32820	-7541	32820	
	Actual 31st March 2022 YEAR END	Actual 31st March 2023 YEAR END	Actual 31st March 2024 YEAR END	Agreed Budget	ACTUAL as of 30th April 2024	Expected year end	
Property Maintenance							
Guildhall Cottage Maintenance	588	341	96	1100	0	1100	
Flat 5a Loan repay	9148	43159					
Flat 5a Maintenance	1853	1805					
Guildhall Office Maintenance	13						
Rental Property Management Fees	2001	1774	1111	1197	98	1197	
Town Clocks	1437	1599	1207	1000	48	1000	
Museum Maintenance	198	139	817	6050	0	6050	
Museum Rent income	-1	-1	0	-1	0	-1	
Eastgate Clock Rental	-3	0	0	-600	0	-600	
Guildhall Cottage Income (£975 a month)	-10756	-11700	-11700	-12600	-975	-12600	
Flat 5a Rental Income	-8660	-7103					
SUB TOTAL	-4182	30013	-8469	-3854	-854	-3854	
	Actual 31st March 2022 YEAR END	Actual 31st March 2023 YEAR END	Actual 31st March 2024 YEAR END	Agreed Budget	ACTUAL as of 30th April 2024	Expected year end	
Cemetery							
Business Rates	4441	4441	4291	4441	629	4441	
Water	173	167	212	193	0	193	
Waste collection	706	329	376	385	12	385	
Grounds Maintenance (Grass cutting and tree work)	20613	14516	23329	27500	-2068	27500	
Works and Maintenance (Memorials, Paths, Fences)	-32	0	200	550	0	550	
Chapel	0	0	0	2000	0	2000	
Cemetery Fees Income	-12000	-17250	-6953	-12000	-1152	-12000	
SUB TOTAL	13901	2203	21455	23069	1088	23069	

Open Spaces	Actual 31st March 2022 YEAR END	Actual 31st March 2023 YEAR END	Actual 31st March 2024 YEAR END	Agreed Budget	ACTUAL as of 30th April 2024	Expected year end
General Maintenance	162	502	29	605	0	605
St Marys Churchyard (Walls and trees)	857	5868	39	3300	0	3300
Castle Meadow Maintenance and Water	108	45	82	110	0	110
Castle Meadow and allotments income	-200	-200	-200	-200	0	-200
SUB TOTAL	927	6215	-50	3815	0	3815
Precept and Income						
Bank Charges	104	189	189	275	0	275
Precept and Income	-545986	-545986	-610253	-656022	-328011	-656022
Investment Income		-713	-11652	-2500	-992	-2500
Charity of Paige Adams RATE ABATEMENT	0	0	-100000	0	0	0
SUB TOTAL	-545882	-546510	-721716	-658247	-328895	-658247
Community Development						
Community Outreach/Christmas						
Community Grants(incl. S137 Funding)	52508	49770	24953	25000	0	25000
Strategic Priorities				127405	0	82405
Environment & Public Realm				6095	0	21095
Economy				0	0	15,000
Community				35500	195	50500
Community Projects	0	13200	502			
Neighbourhood Plan	3720	3234	0			
Arts and Culture and Events	9500	31806	19812			
Public Realm and Community Assets Projects	see below	75980	5306			
Climate Change/Green Travel	2312	9139	5807			
Community projects SHARED SPACE and public realm	22938					
Grant Funding/Projects Income	-34370	-32705	-3390	0	0	0
SUB TOTAL	£56,608	£150,424	£105,717	£194,000	£207	£194,000
TOTAL EXPENDITURE OVER INCOME	-£47,985	£90,527	-£79,258	£120,457	-£299,834	£120,457
						£0

Reserves impact	
Total actual general reserves as start of 2024/25	£694,039
Moved to Earmarked Reserves in 2024/25	£7,468
Total expected general reserves at end of 2024/25	£566,114

Budget Outturn - March 2024	2023/24						Comments
	20/21 YEAR END	21/22 YEAR END	22/23 YEAR END	Original Budget	Agreed amended budget	Expected year end	
Administration	Actual 31st March 2021 YEAR END	Actual 31st March 2022 YEAR END	Actual 31st March 2023 YEAR END			ACTUAL as of 31st March 2024	
Salaries and pensions for all staff	246894	294138	350889	411865	412023	388968	
Staff Training, Travel and Expenses	2287	4244	2988	3500	3500	2910	
Staff Recruitment	2575	1930	984	2750	2750	0	
Phone and Broadband	2343	2932	2984	3500	3500	3032	
Office Supplies & Hospitality	1564	1100	1370	2300	2300	998	
Photocopier	1496	1536	1575	1600	1600	1469	
Subscriptions		4463	4191	4400	4400	4203	
Professional Fees		53812	15062	10000	10000	3395	
Insurance	7431	7514	26105	29000	29000	30902	
Website and IT		3696	4618	7500	7500	7275	
Office Equipment	5082	1999	1472	15000	15000	5970	
Van Maintenance		258	207	1325	1325	744	
TMO Tools and Consumables		1322	1162	1650	1650	1710	
Miscellaneous Income		-40	-180	0	0	-102	
SUB TOTAL	269672	378904	413367	494390	494548	451075	
Civic and Democratic	Actual 31st March 2021 YEAR END	Actual 31st March 2022 YEAR END	Actual 31st March 2023 YEAR END	Original Budget	Agreed amended budget	Expected year end	
Mayoral Allowance	0	557	0	450	450	450	
Civic and Mayoral Events (expenditure)	743	959	3014	5750	5750	3682	
Civic Events (Income)	0	0	-717	0	0	-667	
Civic Regalia	0	110	212	220	220	95	
Mayoral Travel	0	7	185	300	300	270	
Councillor IT equipment	2069	356	14	2500	2500	2500	
Councillor Training and Travel	1085	210	514	1120	1120	495	
Elections	0	9524	0	12000	12000	0	
Councillor Allowances	3152	2644	1970	7200	7200	4074	
MOVED TO COMMUNITY DEVELOPMENT Community Outreach/Christmas	2436	4747	6165				
MOVED TO ADMIN Professional Fees	11032						
MOVED TO ADMIN Subscriptions	3009						
MOVED TO ADMIN Website and IT	293						
SUB TOTAL	23819	19114	11357	29540	29540	26733	
Tourism	Actual 31st March 2021 YEAR END	Actual 31st March 2022 YEAR END	Actual 31st March 2023 YEAR END	Original Budget	Agreed amended budget	Expected year end	
Visit Totnes Marketing and event sponsorship	6108	18966	20595	29500	29500	29500	
Other TIC expenditure (Post/Phone/Uniform/etc)	275	306	220	275	275	996	
Bank Charges/Paypal fees	0	33	4	50	50	50	
Visit Totnes Guide and Website	3135	12308	9056	6200	6200	6317	
Totnes Guide and Website Income	-468	-12283	-10990	-6500	-6500	-9707	
Advertising		-3289	-1750	-500	-500	-4183	
SUB TOTAL	9050	16041	17135	29025	29025	22973	
Guidhall	Actual 31st March 2021 YEAR END	Actual 31st March 2022 YEAR END	Actual 31st March 2023 YEAR END	Original Budget	Agreed amended budget	Expected year end	
Cleaning	2456	2644	2581	6500	6500	6500	
Building Maintenance	191	6554	5226	10000	10000	19000	
Business Rates	6113	6113	6469	10000	10000	10000	
Water	333	269	331	500	500	500	
							Overspend due to CCTV installation of E4530 and upstairs bathroom renovation E5032. Increase in 23/24 to include Flat

Utilities	3894	4801	11603	25000	25000	12000	10700	Budgeted high when energy costs were increasing and unpredictable
Equipment Maintenance	1291	5996	2669	1320	1320	2860	2970	Overspend due to heating maintenance work
Wedding Licence renewals and marketing	0	2434	690	1000	1000	1000	1000	
Admissions Income	0	0	-2699	-3000	-3000	-4770	-4770	Increase in visitor numbers and donations
Weddings & Hire Income	-832	-4478	-3550	-3000	-3000	3000	2900	
SUB TOTAL	13446	24333	23320	48320	48320	44090	44500	
Civic Hall	Actual 31st March 2021 YEAR END	Actual 31st March 2022 YEAR END	Actual 31st March 2023 YEAR END	Original Budget	Agreed amended budget	Expected year end	ACTUAL 31st March 2022	
Cleaning and supplies	1226	4605	3835	5500	5500	5500	5500	
Feed in Tariff	2762	2501	3081	2700	2700	2900	2900	
Water	1361	1055	1156	1500	1500	1500	1389	
Utilities	1762	3044	6012	12000	12000	6500	5515	Budgeted high when energy costs were increasing and unpredictable
Building Maintenance	2969	13955	6917	60000	60000	35000	26347	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	750	538	
Equipment Maintenance	3320	4299	2026	20000	20000	20000	6055	
Paige Adams Grant towards Caretaking, Cleaning and Management costs	-7500	-30000	-33500	-33500	-33500	-33500	-33500	
Feed in tariff income and Water refund income	-6728	-6304	-7161	-6800	-6800	6932	-7892	No shop water income since 22/23 due to shop closing down
Grant for boiler		-1000	0	0	0	3479	3479	Grant towards new boiler
Equipment sales		-749	-16997	62220	62220	28315	1705	
SUB TOTAL	-758	-7749	-16997	62220	62220	28315	ACTUAL 31st March 2022	
Property Maintenance	Actual 31st March 2021 YEAR END	Actual 31st March 2022 YEAR END	Actual 31st March 2023 YEAR END	Original Budget	Agreed amended budget	Expected year end	ACTUAL 31st March 2022	
Guildhall Cottage Maintenance	361	588	341	1000	1000	1000	96	
Flat 5a Loan repay	9148	9148	43159					PWLB loan paid off in 22/23
Flat 5a Maintenance	275	1853	1805					Included in Guildhall Maintenance from 23/24
Guildhall Office Maintenance	309	13						
Rental Property Management Fees	2089	2001	1774	1140	1140	1140	1157	
Town Clocks	3127	1437	1599	400	400	1250	6207	New £600 lease from Sept 23
Museum Maintenance	-3230	198	139	5500	5500	5500	627	
Museum Rent Income	-1	-1	-1	-1	-1	-1	0	Sub-lessees covering cost of new lease
Eastgate Clock Rental	-3	-3	0	-3	-3	-600	0	
Guildhall Cottage Income (£975 a month)	-10200	-10756	-11700	-12000	-12000	-12000	-12000	
Flat 5a Rental Income	-8340	-8660	-7103					Ceased in 22/23
SUB TOTAL	-6465	-4182	30013	-3964	-3964	-3711	3466	
Cemetery	Actual 31st March 2021 YEAR END	Actual 31st March 2022 YEAR END	Actual 31st March 2023 YEAR END	Original Budget	Agreed amended budget	Expected year end	ACTUAL 31st March 2022	
Business Rates	4441	4441	4441	4441	4441	4291	4291	
Water	144	173	167	175	175	179	202	
Waste collection		706	329	350	350	350	316	
Grounds Maintenance (Grass cutting and tree work)	18009	20613	14516	25000	25000	25000	23223	
Works and Maintenance (Memorials, Paths, Fences)	1357	-32	0	500	500	500	700	
Chapel	150	0	0	20000	20000	20000	0	
Cemetery Fees Income	-11435	-12000	-17250	-10000	-10000	-7000	-5853	
SUB TOTAL	12666	13901	2203	40466	40466	43320	21455	

	Actual 31st March 2021 YEAR END	Actual 31st March 2022 YEAR END	Actual 31st March 2023 YEAR END	Original Budget	Agreed amended budget	Expected year end	ACTUAL as of 31st March 2024
Open Spaces							
General Maintenance	80	162	502	550	550	550	79
St Marys Churchyard (Walls and trees)	322	857	5668	3000	3000	3000	39
Castle Meadow Maintenance and Water	800	108	45	100	100	100	82
Castle Meadow and allotments income	-208	-200	-200	-200	-200	-200	-200
SUB TOTAL	994	927	6215	3450	3450	3450	150
Precept and Income							
Precept and Income	98	104	189	250	250	250	189
Council Tax Grant (only guaranteed until 19/20)	-535280	-545986	-545986	-610253	-610253	-610253	-610253
Investment Income	-10020		-713	-1500	-1500	-10000	-11652
Charity of Paige Adams RATE ABATEMENT	0	0	0	-100000	-100000	-100000	-100000
SUB TOTAL	-545202	-545882	-546510	-711503	-711503	-720003	-721716
Community Development							
Community Outreach/Christmas							
Community Grants(incl. S137 Funding)	44168	52508	49770	35000	35000	57306	52727
Community Projects	0	0	13200	0	0	502	24953
Neighbourhood Plan	see below	3720	3234	0	0	0	0
Arts and Culture and Events	see below	9500	31806	26000	21000	21050	19812
Public Realm and Community Assets Projects	see below	see below	75980	73700	13700	10136	5306
Climate Change/Green Travel	3986	2312	9139	10000	10000	10000	5807
Public Toilets		0					
Caring Town/Totnes Caring services		0					
Citizens Advice Service		see above					
Neighbourhood Plan/Planning	71413	22938					
Community projects SHARED SPACE and public realm		0					
Community Grants Scheme/COVID 19		see above					
Arts and Culture and Events		0					
Heritage Support		0					
Grant Funding/Projects Income	-84500	-34370	-32705	0	0	-3390	3390
SUB TOTAL	£35,067	£56,608	£150,424	£194,700	£104,700	£120,557	£105,717
TOTAL EXPENDITURE OVER INCOME	-£187,710	-£47,985	£90,527	£186,644	£96,802	£31,093	-£79,258

Increase in interest rates

See breakdown below

Covered by grant funding income (see below)

See breakdown below

See breakdown below

£500 PA grant for Easter Festival, £2710 GWR grant for Xmas Festival, & £180 locality grant for diet leaflets

£65,709 expected underspend against agreed

Reserves impact	
Total actual general reserves as start of 2023/24	£614,781
Total actual general reserves at end of 2023/24	£694,039

2023/24	BUDGET	ACTUAL	NOTES
PUBLIC REALM and COMMUNITY ASSETS PROJECTS	13700	13700	Annual total allocation
Creditor figure b/f from 22 23	0	568	
Wayfinding phase 2	0	-1895	
Misc spend	0	-247	Metal paint, town sign maintenance, festoon lighting Civic Square
Totnes Gardens	-2500	-2397	
External sockets Market Square	0	-596	
Bunting	0	-276	
Replacement plants and repairs to planters over the year	-1200	-462	
Public Seating and benches	-5000		
Planting of flowers/beds/new planters	-5000		
TOTAL	0	8395	Underspend year end
2023/24 – proposed	BUDGET	ACTUAL	NOTES
ARTS AND CULTURE	21000	21000	Annual total allocation
Christmas late nights	-13000	-13765	Small overspend but more than covered by GWR grant
Public art	-5000	-3900	
Christmas light switch on	-3000	-2027	Small expected underspend
Misc spend		-121	
TOTAL	0	1187	Underspend year end
2023/24 – proposed	BUDGET	ACTUAL	NOTES
COMMUNITY OUTREACH	35000	35000	Annual total allocation (overspend for lights already agreed)
Town meeting room hire	-59	-58	
Civic Square Lights and Trees	-3000	-1465	
Christmas lighting	-45000	-46870	Additional costs around infrastructure and repairs
Christmas shop front competition	-675	-675	
Totnes Directory Updates	-2000	-789	
Defibrillator Pads/Serviceing	-500	-58	
Facebook/Comms	-500		
Community Consultation	-4630	-1633	Underspend due to lower cost for mail drop
Strategy setting		-1181	
TOTAL	-21364	-17729	Overspend agreed for Christmas lights



INVESTMENT STRATEGY

TOTNES TOWN COUNCIL

May 2024

Totnes Town Council has adopted the following Investment Strategy, which establishes formal policies and practices for the effective management and control of the Council's investments, and the associated risks, and should be read in conjunction with the Council's Financial Regulations.

1. Introduction

In preparing its Investment Strategy the Council is required to comply with the guidance notes issued under Section 15(1) of the Local Government Act 2003 and guidance within 'Governance and Accountability for Smaller Authorities in England' Practitioners Guide.

The legislation and associated guidance is optional for parish & town councils where investments are not expected to exceed £500,000 and no action is required below £10,000. However, for Councils where the sums involved exceed £500,000, the guidance is mandatory.

The Guidance recommends that a council produces an annual Investment Strategy which sets out its policy for managing the investments and giving priority to liquidity (ensuring the funds invested are available for expenditure when needed) and security (protecting the capital sum invested from loss). It is recommended that this Strategy be approved by the Full Council annually.

2. Definitions

Specified Investment - one which is made in sterling, is not long term (less than 12 months) not defined as capital expenditure and is placed with a body which has a high credit rating or made with the UK Government, a UK Local Authority or a parish or community council.

Non Specified Investment – any financial investment that does not meet the criteria to be treated as a specified investment and for which there can be greater risk and where professional investment advice might be required.

3. Investment Policy

Treasury Management Investments

Totnes Town Council acknowledges the importance of investing any temporary surplus funds held on behalf of the community in a prudent manner. The Council will aim to achieve, first and foremost, security and liquidity whilst seeking the optimum return on its investments commensurate with proper levels of security and liquidity.

In accordance with Section 15 (1) of the 2003 Act the Council will have regard to such guidance as DCLG may issue on behalf of the Secretary of State.

For prudent management of its treasury balances, Totnes Town Council will use:

- Deposits with banks, building societies, local authorities or other public authorities which are specified investments.
- Other recognised funds specifically targeted at the Public Sector which are specified investments.
- No investment in stocks or shares, or in non-specified investments.

The choice of institution and length of time which funds may prudently be committed so as not to compromise liquidity will be at the discretion of the Responsible Financial Officer, in consultation with the Chairman of the Council Matters Committee.

The contribution that these investments make to the objectives of the Town Council is to support effective treasury management activities.

Non-financial Investments

The Department for Communities and Local Government (DCLG) maintains that the borrowing of monies purely to invest, or lend and make a return, is unlawful and this Council will not engage in such activity.

The Responsible Financial Officer will carry out a risk assessment for any new non-financial investment proposals which will be provided to the Council Matters Committee. The risk assessment will include

- Whether and, if so how, the Council uses external advisors be they treasury management advisors, property investment advisors or any other relevant persons.
- How the Council monitors and maintains the quality of advice provided by external advisors.
- What other sources of information are used to assess and monitor risk.
- Risks associated with the liquidity of the asset and any debt.
- Any risk associated with the investment failing to achieve any expected net profit and the contingency plans for this scenario.

Information about any proposed investment and borrowing will be provided to members by the Responsible Financial Officer setting out any risks and opportunities in terms that a layman would understand to avoid the risk that locally elected members may not always have the background and expertise to understand the risks associated with the decisions that they are being asked to make.

Totnes Town Council will only invest in non-financial investments where a professional assessment has been obtained to confirm that there are reasonable grounds to believe the realisable value of the asset, including the attributable costs of purchase, will exceed the purchase price within 12 months of the purchase.

Borrowing to purchase land and buildings by Totnes Town Council will only be obtained through the Public Works Loan Board.

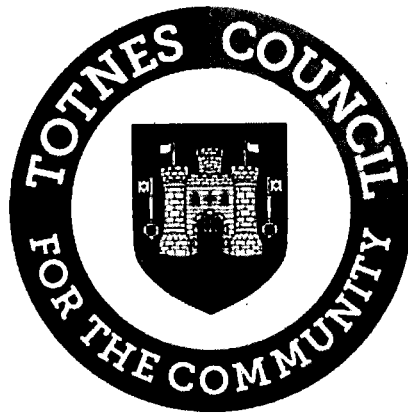
Where the Council has borrowed to finance any non-financial investments the Responsible Financial Officer will report the following indicators to the Council Matters Committee annually:

- Loan to Value Ratio
- Investment Cover Ratio (the total net income from property investments compared to the interest expense)
- Gross and net income (The income received from the investment portfolio at a gross level and net level, less costs, over time)

Where there has been a significant change in year on year performance against any of the indicators presented the Responsible Financial Officer should include an explanation to the Committee.

In addition the Responsible Financial Officer will report on any need to realise the capital tied up in the non-financial investments to ensure no capital loss arises.

The Council will review this Strategy annually and reserves the right to make variations to the Strategy at any time, subject to the approval of Full Council.



Complaints Policy and Procedure

TOTNES TOWN COUNCIL

AGREED MAY 2021

NEXT REVIEW MAY 2024

This Policy outlines how members of the public can make a complaint about the Council of the service it has received from one of its officers.

[Officer note: proposed new text is underlined and that suggested for deletion struck through.]

Introduction

The Town Council aims to provide all our customers with a good, prompt and courteous service. However, there may be times when things go wrong and you do not feel that you have received the service you expected or required. We want to know when this happens so that we can do our best to put things right. In order to do this we have a standard complaints procedure. Our complaints procedure is designed to make sure:

- It is easy for you to make your complaint
- It gets to the right person
- It is dealt with promptly
- If something is wrong, it gets put right

How To Make A Complaint

There are a number of ways you can make your complaint:

- You can write to us at Totnes Town Council, The Guildhall Offices, 5 Ramparts Walk, Totnes, Devon, TQ9 5QH
- You can come into the Council's reception (open 10am-4pm Monday to Friday)
- You can telephone us: 01803 862147
- You can email us at: administrator@totnestowncouncil.gov.uk

You need to make it clear that you are making a complaint and not just passing on information or making a comment. The Complaints procedure will only cover certain complaints (see list below).

Is It An Enquiry Or General Feedback?

If you want to contact us regarding an enquiry or with general feedback please visit, email or write in and clearly state that you are passing on information or making a comment.

How To Provide Information On Your Complaint

You can write a letter, visit us in reception or telephone us on 01803 862147. You will need to supply your name, address and telephone number so that we can reply to you.

You will need to provide details of your complaint.

The Council will not discriminate against a member of the public in the provision of services or goods based on their protected characteristics. These protected characteristics include age, disability, sex, gender reassignment, pregnancy, maternity, race (which includes colour, nationality, caste and ethnic or national origins), sexual orientation, religion or belief, or because someone is married or in a civil partnership. If you feel your complaint means that you are receiving a different level of service based on your protected characteristic, or that

you are the victim of an incident based on your protected characteristic, please say so in your complaint.

~~The Council has a policy for recording, monitoring and investigating racist incidents. If you feel your complaint means that you are receiving a different level of service based on your race, or that you are the victim of a racist incident, please say so in your complaint.~~

~~The Council also records basic details about the person making the complaint to ensure that our complaints system is applied equally. You will find a tear off panel on the complaints form you fill in.~~

What The Council Will Do

The Council will acknowledge your complaint within 3 working days and provide a response in 10 working days or let you know if it will take longer to investigate.

How Does The Complaint Process Work?

Internal Stage 1: An Officer from the relevant service will respond to your complaint. This will also be looked at and signed off by the Town Clerk.. They will try to resolve your complaint by providing relevant information or by taking appropriate action.

Internal Stage 2: If you are unhappy with the department's response please contact the Town Clerk who will investigate whether an independent review needs to take place or confirm the Council's first response in the Internal Stage 1 is still accurate and appropriate. The Mayor will also look at the response and sign the letter to confirm.

Internal Stage 3: If you are unhappy with the response received from the Town Clerk and the Mayor please contact the Town Clerk and request that your complaint is placed on the agenda for the next Full Council Meeting.

The Internal Stage 3 is the final stage of the internal complaints procedure. If you remain unhappy with the response you are entitled to refer the matter externally to the Monitoring Officer at South Hams District Council, Follaton House, Plymouth Road, Totnes, TQ9 5NE, Tel 01803 861234.

What We Investigate

- Failure to follow the Councils: procedures, policies, systems or rules
- Delays in providing any Council service
- Failing to provide any Council service
- Failing to meet published or advertised Council service standards
- Failing to meet statutory obligations
- Complaints against employees– attitudes and/or actions (either by employees or members of the public. Including racist incidents - but extreme racial incidents to be reported to Police)

- Failing to provide all relevant information when required to inform a decision. For complaints about Town Councillors please see our Local Code Of Conduct for Councillors.



STAFF LOANS POLICY

TOTNES TOWN COUNCIL

MAY 2024

Introduction

In certain circumstances the Council provides financial loans to its employees. The amount and conditions under which loans are provided may be varied from time to time, added to or even withdrawn.

This policy applies to all permanent employees not in a probationary period and also not under notice of dismissal. Temporary employees are not eligible for loans.

Loans must be used for their stated purpose. Failure to do so constitutes fraud and is regarded as a serious matter. This will lead to disciplinary action being taken which could result in dismissal.

Employees should carefully consider whether they are able to meet the loan repayments before applying for a loan under this scheme.

All applications should be completed and authorised in line with the procedure and forwarded to the Finance & HR Manager for processing. Loans must be processed through the Accounts Payable System and not paid through the payroll system.

The employee will be responsible for providing proof of purchase of the items concerned. Should the employee's employment be terminated for whatever reason, then the balance of the loan must be repaid to the Council before the last day of service in accordance with the loan agreement.

Personal Development Loan

An interest free loan of up to £250 for any tuition or course fees, including any supporting books, software, equipment and learning materials, to facilitate the personal development of the employee. This may be for skills based practical training such as driving lessons, swimming lessons, cookery lessons, etc. or educational training such as GCSEs, Open University courses, learning a foreign language, arts & crafts courses and other adult education training.

Course enrolment records must be in the employee's name and any equipment delivered must be to their home address.

Equipment purchased must be new and bought from a reputable dealer providing a minimum of a twelve month guarantee.

A copy of the personal development loan form is attached as Appendix 1.

Conditions relating to the granting of personal development loan

- ▶ Totnes Town Council (the Council) agrees to provide an interest free loan to the employee indicated on the attached form subject to the following conditions:
- ▶ The loan will be used solely to pay for tuition or course fees or for the purchase any supporting books, learning resources, equipment or software. Failure to do so constitutes fraud and is regarded as a serious matter. This will lead to disciplinary action being taken which could result in dismissal.
- ▶ The employee agrees to repay the loan by deductions from monies payable by the Council to the employee by way of salary due each month over 24 month.
- ▶ Should the employee's employment be terminated for whatever reason, the employee agrees to repay the balance of the loan in full. The outstanding sum will be deducted from any other sum due to the employee on termination
- ▶ Should monies still be owed to the Council at termination and remain outstanding one month later, then the employee agrees to repay to the Council the balance of the loan and interest on that balance at the Council's bankers' base rate plus an additional three per cent. The council reserves the right to recover any outstanding amount through application to the Courts
- ▶ The employee agrees to present a copy of receipts for the use of the loan to the Finance, HR & lettings Manager within one month of receiving the loan.
- ▶ The employee should discuss any difficulties arising from these arrangements with the Town Clerk.
- ▶ The employee's signature on the attached form signifies that they understand these conditions and agree to be bound by them.

Staff Personal Development Loan Application

Section A: Applicant's details					
Title		First name		Surname	
Address					
Job title					
<p>I understand and agree to abide by the terms and conditions attached with my personal development loan application.</p> <p>I agree to the loan being deducted from my salary in 24 monthly instalments. I also understand that should I leave the Council's employment before the loan is repaid in full, the whole outstanding balance will become repayable immediately and that some, or all, of this amount will be deducted from my final salary.</p> <p>Signed: _____ Date: _____</p>					
Please return the completed form to the Finance, HR & Lettings Manager.					

Section B: Personal Development training details	
Training provider	
Course/training details	
Cost of tuition/course	£
Start date	
Duration	
Books, learning materials, equipment, software etc required for the course/training	

Cost	£
Expected outcome/qualification/achievement from the course	

Section C: Approval			
Date application received		Monthly deduction	£
Start date for deduction element		End date for deduction element	
Cost centre			
Loan approved by (Town Clerk)		Date	

Terms and conditions	
1.	The loan will be used solely to pay for tuition or course fees or for the purchase any supporting books, learning resources, equipment or software. Failure to do so constitutes fraud and is regarded as a serious matter. This will lead to disciplinary action being taken which could result in dismissal.
2.	The loan is issued for standard (2nd) class travel between the employee's home and the University only.
3.	The loan must not exceed the duration of the employee's contract.
4.	The employee must have sufficient net pay to cover the monthly deduction of the loan.
5.	The loan is repayable by deduction from net salary over 24 months. It is not possible to extend this period of repayment. The first deduction will be made in the month following the one in which the loan is paid. For clarification, the Council determines the payment date to be that which it releases the money from its bank account and not when your bank credits your account.
6.	The maximum amount for a personal development loan is £250.
7.	An existing loan cannot be altered and must be repaid before a new loan can be granted. No further personal development loans will be made until the respective loan has been repaid. Only one loan will be made per annum.
8.	Employees are required to forward a copy of their receipts the Finance, HR & Lettings Manager within one month of receipt of the loan. Failure to produce this will result in the full repayment of the outstanding loan from the next available salary payment.
9.	In the case of termination of employment for whatever reason (e.g. resignation, retirement, redundancy, dismissal) before the loan has been repaid, the

outstanding balance will be recovered from the final salary payment. If there is insufficient payment to cover the sum outstanding, then payment for the difference must be made by alternative means prior to the employee's last day of employment. By applying for the loan, the borrower agrees to repay immediately any amount outstanding after such final salary recovery has been effected.

10. The Council reserves the right to withdraw this arrangement, or to add to or vary, these conditions at any time without prejudicing any agreement already in existence.

11. The Council reserves the right to refuse personal development loans to individuals at its discretion and the existence of this scheme does not confer any right on any person to loans or advances against salary for other purposes.

Fixed Asset Register - 2023/24									
Asset	Date of acquisition	Cost of acquisition	Useful life estimate	Value	Valuation method	Location	Insurance value	Replacement value	Date last physically vouched
Buildings:									
Guildhall	Transfer from SHDC		unlimited	1 Notional	Notional	Ramparts Walk, Totnes			n/a - immobile
Guildhall Offices	22/09/1993	£18,500	unlimited	1 Notional	Notional	5 Ramparts Walk, Totnes	£501,647	unknown	n/a - immobile
Flat	05/04/2002	£125,000	unlimited	125000	Cost	5A Ramparts Walk, Totnes			n/a - immobile
Guildhall Cottage		unknown	unlimited	1 Notional	Notional	Ramparts Walk, Totnes	£1,162,282	unknown	n/a - immobile
Cemetery Chapel		donated	unlimited	1 Notional	Notional	Totnes Cemetery, Plymouth Road, Totnes	£647,609	unknown	n/a - immobile
Museum	21/10/1955	£650	unlimited	1 Notional	Notional	70 Fore Street, Totnes	£4,575,425	unknown	n/a - immobile
Castle Meadow (3.01 acres)	Transfer from SHDC		unlimited	1 Notional	Notional	Lower Collins Road, Totnes	n/a	n/a	n/a - immobile
Land at Coronation Road (0.25 acres)	Transfer from SHDC		unlimited	1 Notional	Notional	Coronation Road, Totnes	n/a	n/a	n/a - immobile
Leases:									
Civic Hall (including Birdwood House)	25/10/1983	£75	99 yr lease	1 Notional	Notional	High Street, Totnes	£3,785,255	n/a	n/a - immobile
Contents:									
Guildhall, Offices & Flat	various	unknown	unlimited	75802	Historic Insurance Value	Ramparts Walk, Totnes	£210,161	unknown	daily
Civic Hall	various	unknown	unlimited	100000	Estimate following renovation work in 2015/16	High Street, Totnes	£93,882	unknown	Sep-23
Museum	various	unknown	unlimited	5455	Historic Insurance Value	70 Fore Street, Totnes	£9,488	unknown	n/a
Guildhall Cottage	various	unknown	unlimited	5053	Historic Insurance Value	Ramparts Walk, Totnes	none	none	Annually
Other:									
Civic Regalia	unknown	unknown	unlimited	1 Notional	Notional	Guildhall, Ramparts Walk, Totnes	£216,231	£216,231	daily
						Whiteley Avenue, Follaton			
						Higher Westonfields, Bridgetown			
						Western Bypass, Totnes			
Bus shelters x 6		unknown	unlimited	3969	Historic Insurance Value	Coronation Road, Totnes (Opp Royal Seven Stars)			n/a - immobile
						Station Rd - station entrance and outside Travis Perkins			
						Ashburton Rd - north and southbound at KEVICCs			
Noticeboards		unknown	40 years	5888	Estimated cost	Coronation Road, the Rotherfold and under the Civic Hall	£24,148	unknown	n/a - immobile
Seats at Totnes Cemetery x 2		£500	100 years	500	Cost	St Mary's Church, High Street, Totnes			weekly
Smart benches x 2	14/06/2021	£3,432	100 years	3432	Cost	Borough Park, Totnes			weekly
Planters	2021	£9,910	10 years	9910	Cost	High Street and Fore Street, Totnes			weekly
Picnic benches x 3	28/05/2022	£1,200	25 years	1200	Cost	Chapel, Totnes			weekly
Wayfinding signage	21/07/2022	£24,803	20 years	24803	Cost	Throughout Totnes Town Centre			n/a - immobile
Wall mosaics		£15,000	unlimited	15000	Cost	Market Square, High Street, Totnes			n/a - immobile
Solar Panels		n/a	20 years	15424	Insurance value June 2016	Civic Hall, High Street, Totnes	£24,035	unknown	n/a - immobile
War Memorial and fountain		n/a	unlimited	6624	Historic Insurance Value	St Mary's Church, High Street, Totnes	£4,084	unknown	n/a - immobile
Office and IT Equipment	various	unknown	10 years	14735	Estimated cost	The Plains, Totnes	£13,613	unknown	n/a - immobile
Nissan NV200 electric van (reg CK17 HTU)	26/10/2020	£14,790	10 years	14790	Cost	Guildhall Offices, Ramparts Walk, Totnes	Laptops - £3049	£14,735	daily
Festoon Lighting	20/07/2023	£1,366	20 years	1366	Cost	Guildhall Offices, Ramparts Walk, Totnes	£14,790	£1,366	daily
Defibrillators x 2		donated	10 years	38925	1 Notional (donated)	Market Square, High Street, Totnes	£3,738	£3,738	n/a - immobile
Xmas lights	24/10/2023	£38,925	10 years	38925	Cost	Off site storage by supplier	£42,000	£42,000	Dec-23
				470330					