

November 2025 – January 2026 Clerks Report

Full Council – 2nd February 2026

Meetings and training attended (excluding weekly staff and management meetings, weekly meetings with the Mayor, and monthly team meetings):

November 2025

3 – Totnes Caring Community Fundraiser
3 – Full Council
5 – Guildhall Cottage site meeting
5 – Community Audit
6 – Community Audit
6 – Totnes Police Team
9 – Remembrance Sunday
10 – Moor to Sea Clerk Cluster
10 – Council Matters
11 – Met with Eat Festival
11 – Council Culture presentation on community engagement techniques
11 – Community Audit
12 – Totnes Parish Cluster Meeting
12 – TTC/SHDC/DCC Town Team Meeting
13 – DALC Meeting
17 – Community Audit
18 – LGR Steering Group
19 – LGR Sub Group
19 – Staff probation review meeting
25 – Devon SLCC Larger Councils meeting
25 – Christmas Light Switch On
27 – SHDC Meeting car parking
27 – Marketing and Comms Audit

December 2025

1 – Budget prep meeting with Finance Manager
1 – Full Council
2 – Community Economic Plan Steering Group
2 – Christmas Market 1/3
3 – Economy Working Group
4 – Meeting with IT contractor
4 – Youth Space Meeting
4 – TQ9 Partnership
8 – Budget setting session with members
8 – Council Matters
9 – Christmas Market 2/3
10 – Transport Feasibility

10 – Cllr John Birch
10 – DALC
11 – *Annual Leave*
15 – AI Use/IT Security with IT contractor
16 – Christmas Market 3/3
17 – Community Audit
17 – Marketing and Communications Report Meeting
18 – Legal meeting
18 – Marketing and Communications Report Meeting
22 onwards – *Annual Leave*

January 2025

5 – Full Council
5 – Paige Adams Trust
8 – South Hams Clerks and Mayors
8 – Legal meeting
8 – Community Audit
12 – Totnes Pulse
12 – Marketing and Comms Audit Briefing
12 – Council Matters
14 – Heritage Partners
15 – DCC Budget Briefing
15 – TTC/SHDC/DCC Town Team Meeting
15 – Legal Meeting
17 – Data Protection/Information Security Training 1/3
19 – Data Protection/Information Security Training 2/3
20 – Community Economic Plan Project Planning
21 – Christmas Markets De-brief
22 – Communication Plan initial meeting
22 – Emergency Planning/Community Resilience with SHDC
23 – Data protection/Information Security Training 3/3
27-29 – SLCC Practitioners Conference

Clerk General updates not covered elsewhere:

Well, the Christmas break feels like a million years ago already! The run up to Christmas is always frantic, but so far January has not been exactly quiet....

- The Christmas Light Switch On was great this year. We invested in better speaker equipment for use for these and other events going forward. Lovely feedback from families who attended. Few tweaks to timings next year but overall amazing. Report from Lisa below:

Christmas Lights Switch-On Report 2025

The 2025 Christmas Lights Switch-On was very well attended and received positive feedback from the community.

Event Delivery

- Tree lights were installed just an hour before the event but worked perfectly during the countdown.
- The Bouncy Castle operated smoothly using a hand-stamp system to ensure fairness. A small number of families were disappointed when it had to be closed before everyone had a turn.
- Craft activities were popular, especially lantern-making, supported effectively by volunteers.
- Entertainment was highly praised, with the brass band saying it was the best setup they've ever had at the event.
- Stewarding by the maintenance team kept queues orderly and ensured good access around the site.

School Performances

- All schools performed well.
 - Some St John's parents were disappointed by higher noise levels during their children's performance compared with the Grove's.
 - This is likely due to timing and audience movement. After discussions with both schools, we propose swapping performance times next year, with St John's potentially allowing performer families to leave early to attend.
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- The Christmas Markets were brilliant as well. A full report will be coming to members with a detailed debrief and some suggested tweaks for 2026. The first week, being early in the month, was slightly quieter than usual so we will look to review that for next year. The second week was a tribute to the skills of the Event organiser, Jo, who was juggling changeable severe weather warnings and flooding at the bottom of town. The atmosphere was lovely, despite the challenges. The last week was the busiest and was of course host to the fantastic Lantern procession. A huge thank you to all the volunteers and community members who spent months planning and making lanterns and the Cllr team who headed up 'Peggy' the Pegasus sculpture in her final year of joining the fun. We have some amazing photos and video for use on social media and future marketing of events.
 - Christmas Lights have been a challenge from beginning to end, with even now the complete removal being delayed due to the weather making it unsafe for the contractors to operate. This has also impacted the Eastgate clock. We hope to get this resolved soon but it is rather out of our hands. Sara is looking at options for the coming year and members will receive a report to consider with further details.

- The Marketing and Communications Audit has been completed, with a report on how to implement the recommendations being considered by Council Matters in February (confidential papers due to staffing matters). Useful meetings have been had with community partners like Totnes Pulse around possible opportunities that can be built in.
- Our new Marketing and Communications Officer, Bryony, has settled in well. Both she and Kayleigh are working with me and will be meeting with members about producing a Communications Strategy, which was one of the recommendations of the Marketing and Communications Audit.
- The projects from the Community Economic Plan work is being considered by working groups and members will be asked to review these, and our existing priorities and delivery targets towards the end of February.
- Local Government Reorganisation trundles on A consultation will be going live in February from the government, seeking views and asking specific questions on each and every proposal submitted. I have to admit to being disappointed that we are hearing that Town and Parish Councils are not considered a statutory consultee in this process despite the potential for huge changes to our sector. However we can and should respond as any member of the public, both as a body corporate and a individually.
- The Parish Clerk Cluster meetings continue monthly and the next wider meeting to include members is scheduled for early March, by which time we hope to have some further information on Local Government Reorganisation.
- We are doing some research and initial work on Emergency Planning preparations in response to the Gas outage in Kingsbridge/Salcombe and also following feedback from Exmouth and Brixham Clerks around how Town and Parishes engage in times of crisis. There is an opportunity to learn some lessons and work with other towns, villages and statutory authorities to ensure we respond in the right way, without overlapping with others. I am attending the Resilience Forum, hosted by Devon Communities Foundation, on 26th March and work will continue.
- The remedial work planned to the wall outside the Guildhall offices has expanded. Further work is planned to consider how best proceed, either taking down and rebuilding or supports being added. Fencing will remain in place during this time and we are speaking to the Conservation Officer on how best to proceed with the repair, as Listed Building Consent will be required. Further information to follow.
- Initial remedial works at the museum are underway, as per previous agreement and with the Listed Building Consent in place. Further meetings will be held with Trustees and professionals to work out the next phase of works to apply for permission for.
- Work continues on the Community Audit with Devon Communities Foundation. A survey of local groups has 46 replies and is now closed, and individual meetings will be held next week. Ian Blackwell will be updating the Community Working Group next week. It is important that we start considering the Community funding asap to give some certainty to key local groups.
- I attended the annual SLCC Practitioners Conference this week, which was well attended and provided some useful updates, as well as an opportunity to meet colleagues and discuss Local Government Reorganisation and other challenges. Notes I took from some of these sessions are below, with further information available on request.

Digital Skills and Modernising (including AI use)

- AI Officer and Member Days offered by Cloudy – which we might take up, we are looking at a range of training opportunities.

Devolution lessons from Dunstable Town Council

- TUPE – set expectations and culture from day 1 or it will create problems.
- Building relationships is important
- Conservative approach with listed building maintenance
- Community development approach to use of under utilised buildings.
- Be cautious if you do not have the freehold.
- Get valuation done
- Town Rangers/Maintenance is the most positive, publicly visible service so take advantage
- Direct service delivery if you can rather than contracting out – added value of cross working, flexibility, sustained delivery.
- Quality awards matter – Green Flag/Investors in People etc

Governance and Accountability

- JPAG review
- Make sure auditors report are public (we do)
- Publish detailed accounts online (we do)
- Internal auditor must be trained/qualified (they are)
- New guidelines launch Spring 2027 for 27/28 Audit year
- Digital AGAR from Spring 2028 (we have been asked to trial this)

Devolution and LGR – Falmouth Town Council

- No day 1 changes, took a long time to filter down.
- Originally £430k precept to now £6.2 million budget – £4 ish million of which is precept. £1.9m borrowing.
- £480 per band D in a population in 26,000. Large student population.
- Used to contract out, not in house services but this has now changed. 8 to now 95 members of staff
- Clerk started in 2003, role changed significantly in 2009 and continues to develop and change with a wider management team, strategic links with other Larger Councils, professional bodies.
- Radical changes to scheme of delegation were required to grow the Council
- Clerk manages 6 service leads and 3 specialist direct reports
- Clerk and RFO (s151) role has recently been separated.
- 16 Councillors with Councillor Champion roles within that (similar to our structure with link Cllrs)
- Although the LGR happened in 2009, it wasn't until 2013 when localism started to happen.
- Very important to grow core capacity in terms of the team and skills to create organisational resilience and ability to take on services and assets. It is important to have capacity and expertise to plan for and then deliver – growing can be painful but it is important to resource properly.
- Starting point for taking things on is 'can you do it better'. Can you deliver it in local delivery partnerships? Can you take the service in house to provide local employment and improve the economy? Can you provide a community service for local people? Can you create revenue to offset other costs. Can you protect a heritage asset?

- Not just about asset transfer, it is also local service delivery run via the Town Council.
- A good relationship with the Unitary Council is essential to making progress. There also needs to be evidence (Do the residents want it, how do we know this? What is the cost?).
- Care needs to be taken to interrogate terms, Freehold v Leasehold v Agency (and consideration to overage and clawback).
- Officer to officer relationships and rapport between authorities is essential, trust, confidence and mutual respect is required.
- Takes a while to build but the Town Council needs to be seen as a ‘trusted custodian’. Local communities tend to prefer a Town Council to own/manage oversee an asset than a larger Unitary which is further away and disconnected from communities.
- Sometimes there is a tapering grant – for example with toilets in Falmouth, but that was originally supposed to taper over 3 years and ended up being only 12 months.
- Good to partner with local delivery partners, for example youth intervention – pay those that are the experts, who are local and have the knowledge. Now delivering more for less to local young people.
- Good communications are key. Sometimes the answer will be – you can’t take it on, it’s too expensive, there is not enough community support. But once it is gone it is very difficult to resurrect.

Public Office – Accountability Bill (Hillsborough Law)

- Direct response to catastrophic failures – Post Office scandal, Hillsborough, Grenfell, Infected Blood, Grooming cases
- Unusually strong cross-party support
- Reached second reading in November, third reading is delayed because intelligence agencies were excluded but there has been a big push back. So, bill is currently paused while the government reviews.
- Core architecture of the bill is unlikely to change.
- Local Councils will be obligated to be frank, candid and transparent in case of an inquiry. The scope of ‘public officer’ and ‘public authority’ will include our sector.
- There may be more obligations for Clerks/Chief Execs as head of the organisation to be proactive about meeting the bill requirements.
- For example – coroners’ inquests into death on Council property.
- There will be a requirement to be proactive in notifying authorities and offer active assistance in any enquiry or investigation.
- Audit reforms will also intersect and be shaped by this.
- We need reliable records, strong audit trails.
- Organisations and officers should be consistent, with one version of the truth – not multiple versions. Messaging systems such as Whatsapp should be handed over if asked, not deleted. We should not use these messaging apps for Council business.
- It also covers contractors delivering public services. I.e grounds maintenance etc.
- This is about reckless or deliberate obstruction.
- New offence – ‘Misleading the Public’ if you knowingly or deliberately mislead. There could be serious custodial sentences attached.
- Parity of representation will be introduced. Bereaved families will receive non means tested legal aid where a public authority is represented. Legal spend from an authority must also be proportionate – not David and Goliath.

- Decide on ‘Candour Leads’ – so as soon as something goes wrong, you issue a ‘Do not delete anything’ across all platforms. Candour training of staff and Members will likely be required.
- Updates needed to Ethical Codes – not just a single page in a long Code of Conduct Policy that no one reads. Whistleblowing Policy must be updated, known about and clear.
- Duty of Candour needs to be embedded into contracts with third parties.
- Suggested to do list – when this comes in.
 - Add Duty of Candour to Standing Orders
 - Consider the Code of Conduct – this duty applies to staff, councillors, volunteers and third party contractors. NALC/SLCC are looking at how this new ethical code will be crossover with the existing mandatory code of conduct.
 - Brief Councillors
 - Use consistent file names and folders
 - Store emails and key evidence
 - Create a simple investigation checklist
 - Identify who leads
 - Add a simple Candour Clause to contracts
 - Make volunteers aware of record keeping
 - Promote honest reporting
 - Avoiding defensive emails or discussions
 - Making transparency normal
 - Understand that serious concealment or misleading the public may be a criminal offence
 - Make sure all Councillors understand the basics.
- Transparency as the default – encourage everyone to admit mistake early.
- There are no excuses or exemptions.

Community Led Planning – Dr James Derounian

- The case of the disappearing Neighbourhood Plan... concerns about the cuts to Locality Funding and whether Neighbourhood Plans will continue to be used in determining planning applications.
- Ran through the layers of policy – NPPF/Local Plan/Neighbourhood Plan
- History of community led plans, Skeffington in the 60’s, Parish Plans / Design Statements early 00’s, Big Society 2010, Localism Act 2011.
- In community led planning – more is said than done. Rhetoric in government is in favour of bottom-up local involvement but this does not always turn into delivery on that promise, because there is an overwhelming need/push for development.
- Ran through positives and negatives of having/working on having a NP
- Positives
 - Foster community ownership and smooth the way for community development.
 - Utilises local knowledge to prevent inappropriate development.
 - Engender greater community confidence.
 - Asset based community development (A B C D)
 - Can develop or identifies opportunities via community mapping – vacant buildings, repurposing of existing.
 - Can price a community backed mandate. Can act as a stepping stone to more ambitious community led initiatives.

- If the LPA has a CIL Policy (which SHDC does not) it would increase CIL payments from 15% to 25%
 - Negatives
 - Heavy burden carried by volunteers
 - How long it takes to complete, during which time development continues to happen
 - Built in obsolescence – it expires and then what.
 - Rumour and misinformation can create community division
 - It can raise expectations in the community that development can be blocked or shaped more than it actually does in practice.
 - Planning policy is complex and it is difficult to master the technicalities, jargon etc that is expected.
 - In 2025 UK Government informs communities that ‘they cannot proceed with commissioning new NP planning support services’ – which means specialist support and funding has terminated.
 - New Homes Bonus – discussed whether anyone has negotiated any down to Town and Parish sector – no was the answer in the room.
 - Implications of LGR was briefly discussed – the need to review/refresh NP in with new policies but with some concern as to the right time to do that and that the plans will still be limited by other policies and government targets.
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- I would encourage all members to view and respond to the survey SHDC have circulated around their 2026/27 budget proposals, which can be found here:

Click **HERE** to complete the survey.

The final budget proposals will be approved at SHDC Full Council on **Thursday 12 February**.

- Please note that the many sector updates and future dates are now coming out via the weekly Members Bulletin and will no longer feature in the Clerk’s Report.
- Please note the Clerks Report is usually every two months, with the next report due in April 2026.

Governance and Projects Manager:

- Public Realm:
 - ‘Town Team’ collaborative working meetings with South Hams District Council (SHDC) and Devon Highways are continuing on a monthly basis. Recent items such as bollards, drain clearance, problems with the SHDC car parking app, general maintenance have been discussed.
 - Vire Island – SHDC carried out a thorough cut back of the vegetation in Dec 25 (no comments or complaints received from members of the public during or after this work). Visibility along the island is much improved which it is hoped with reduce the anti-social behaviour problems it can experience.
 - Bus Shelters – refurbishment of the Whitely Road shelter at Follaton is complete.
 - SHDC Asset Review – SHDC proposal for dual waste bins, bin removal and bench upgrades went to the Environment and Public Realm Working Group for comment – the Town Council is being asked for comments and the opportunity to fund additional bins or benches, but is not being formally consulted on the proposed changes. This will have an impact on the XL heritage style bins that will be removed (the Clerk is exploring options for what to do with these bins).

- Environment and Public Realm Working Group – members met with the SHDC officer to discuss Borough Park
- Christmas Lights – the installation of the Christmas Lights has (yet again) taken a lot of officer time with the new contractor. The problems with the wrapped trees and drop lights on The Plains persisted, resulting in the TMO and team removing the wiring in Nov and Dec to enable the trees to be wrapped with ‘Twinkly Lights’ whose colours (and patterns, if wished) can be programmed as required. A Statement of Work has been created covering each area to assist with the installation in 2026 with the aim of trying to obtain a ‘right first time’ approach to the installation rather than the need for remedial work throughout the season.
- Planning Committee – the Committee received a presentation from the Bowden Pillars project in December which is ahead of any formal planning application being submitted. SHDC have been contacted with the comments on the Conservation Area Appraisal and Management Plan.
- Neighbourhood Plan Health Check – following Full Council resolution, the company has been actioned to begin the health check of the Totnes Neighbourhood Plan.
- Council Grants – the charities and community groups in receipt of a Council Grant in June 2025 have been contacted and asked to submit a report of how the funds were used and an evaluation of who they helped the project/the community. A report is due to go to Council Matters in February 2026.
- Website – a review of the documents hosted on the Town Council website have been reviewed to ensure that all policy documents meet accessibility requirements ahead of this year’s audit and the new Assertion 10 requirement looking at GDPR. All Council papers since January 2025 (as a minimum) have been posted in PDF format with the exception of the budget documents.
- Cemetery - the number of interments in 2025 (12) was fewer than in 2024 (17, a busy year). Since the last report there have been three interments. There have been the usual enquiries about purchasing plots, deed transfers, memorial applications, and locating graves, and three letters have been sent requesting the removal of decorative items and/or planting on the graves.
- Strategic Plan Delivery Objectives – updated on a monthly basis with inputs from colleagues so that these can be used by the Working Groups.
- Guildhall display cabinets – there has been a review of the contents of the cabinets when carrying out an off-season clean, and suggestions to rationalise the display material will be made to the Council Matters Committee in February.

Town Maintenance Officer:

Castle Meadow tidy up making all the concealed areas more open and to hopefully stop some of the antisocial behaviour. This is an ongoing job and being carried out providing places for insects and bugs to flourish. We are creating bug hotels with some of the branches and we are also using some to reinforce the top hedge to deter people accessing the castle grounds. The work has attracted positive feedback from members of the public.

Lots of work around the Christmas festivities. From the light switch on event, to late night shopping and removing all the faulty lights from 5 trees on the Plains to allow for new lights to be installed.

Now completed the Ventilation Fans being fitted into the Civic Hall toilets. This was part of the Condition Survey ongoing works.

Whiteley Avenue bus stop is nearing completion. All the old Perspex panels that had been painted have been removed and replaced with new clear panels on the roadside and galvanised steel panels on the hedge side. All topped off with a painting of the framework.

Continuing to plug away at Guildhall Cottage. The team have recently removed the old cementitious render as requested by Richard Guage and Luisa. A new asbestos survey needs to be carried out as there are several areas that look suspect on the walls and ceilings. A survey has been arranged by Catherine on the building using a specialist surveyor.

The Squirrel Drey above the Mayors chamber has now been removed and the neighbours have trimmed their Magnolia Tree. Over twenty bags of sticks making the drey were removed from the roof space. The squirrel equivalent of a housing estate.

The new window for the attic at the museum has been agreed and I am currently requesting a Certificate Of Lawfulness to carry out the replacement.

Riviera Stone started work on the Guildhall Offices courtyard wall which one complete will allow the two new large wooden solid gates to be installed. (update – new information shows that more extensive work is required, further information to follow). This will greatly enhance the area, although there is a long way to go putting right many years of neglect and the use of incorrect materials. Eg non breathable paints on lime walls, stonework pointing with sand and cement over lime joints trapping the moisture behind.

Looking forward:

- We need to look at replacing the doors at the stepped entrance to the Civic Hall
- Fire door replacements at the Civic Hall, so that they comply with Fire regulations.
- Repair all the gutters at the Civic Hall as every joint leaks.
- Repair two of the windows at the rear of the Civic Hall as currently broken.
- Look at Birdwood House to assess the extent of the wood rot and worm attack within the whole Birdwood side building.
- External brick on the gable end wall showing signs of quite major cracking along with rusting of window lintels again causing cracking to external brick and internal plaster. There is also some major brickwork cracks at the rear above the fire exit next to the bar.
- Limestone repairs and carving the stone to match the original in various areas of Follaton Chapel.
- Full external repairs and redeco of the Guildhall, the offices and the cottage to prevent further degradation.

Civic Hall and Guildhall Activities:

Civic Hall

Community bookings: The Civic Hall continues to be a vibrant hub for community activities. Recent events include TRAYE lantern making, Totnes Independent School Christmas Concert, Park School Christmas Concert, the United Free Church Carol service, Torbay Symphony Orchestra, Totnes Literary Festival (hoping to be an annual event), Christmas Light Switch on, Christmas Late night markets, Bal folk concert, Holistic Fair and Christmas Well-Being Fair.

There has also been a growth in community music engagement, with two daytime community choir groups now meeting weekly (Mondays and Wednesdays) . In addition, there is also an

evening Harmony Choir who are continuing its sessions and a male voice choir is scheduled to commence weekly Thursday evening rehearsals from April.

Commercial Bookings: The hall hosted its first successful comedy night with nearly 300 people in attendance, which has led to two additional bookings for 2026.

Live music events have been held by Cabaret Voltaire who have already booked in 4 more dates for other bands to perform in February, March, June and October (with the possibility of others).

Facilities Update:

The introduction of the new electronic floor cleaner has proven invaluable, enabling reasonably efficient turnaround between back-to-back bookings and supporting both daytime and evening events to run on the same day.

Guildhall:

Facilities Improvements: The Guildhall has had an upgrade with the installation of a new stair carpet – the first in over 20 years. We are now awaiting the arrival of custom-made brass stair-rods to complete the refurbishment.

Wedding Bookings: Wedding reservations are increasing steadily with 13 already confirmed for 2026 (and even one for 2027). This builds on the strong performance of previous years: 18 weddings in 2025, 14 in 2024 and 9 in 2023.

The Guildhall is scheduled to reopen for the 2026 season on April 1st.

Marketing and Communications:

SOCIAL MEDIA - stats last 90 days [11 Oct 2025 – 8 Jan 2026]

VISIT TOTNES:

Facebook: **349,300 content views** [289,463 from organic posts; 59,819 from paid]; **4100 interactions; 438 new followers**. This is 198.8% increase from the previous 3-month period – to be expected during the Christmas markets.

The views are almost double from the same period last year, entirely due to more money and focus on paid ads for the Christmas market in 2024, something we made an active decision not to focus on this year.

Instagram: **179,430 content views** [153,233.52 organic; 26,196.48 paid]; **156 clicks to website; 289 new follows**.

TOTNES TOWN COUNCIL

Facebook: **267,900 content views** [220,277 from organic posts; 47,657% from paid]; **1,900 interactions; 197 follows**. Again, around 100% increase in views, engagement etc. on previous 3-month period – but it also marks a 200% increase in views from the across same time period the previous year, which shows positive organic growth in the channel.

Instagram: **27,289 content views** [27,234.42 from organic posts; 54.58 from ads]; **23 clicks to website; 74 new followers**.

WEBSITE VISITORS

Users on both of our sites between 11th October – 8th Jan

Totnes Town Council - 13,628 Users

Visit Totnes - 44,289 Users

Initial priorities for the New Marketing and Communications Officer were:

- (a) Ensuring the Christmas Market and related events are adequately promoted through our communication channels during the festive season
- (b) Contacting all the advertisers for the Totnes Guide and revising the design ready for print mid/end January.

The Christmas Market promotion was a success, and The Guide is on schedule.

The first three months in post have provided valuable insight into the current working models for both brands. This has identified opportunities within the Visit Totnes brand to explore more sustainable and equitable approaches, as well as opportunities to strengthen Totnes Town Council's communications as a means of enhancing engagement with the local community. At present, further action is paused pending the outcomes of the external audit.

Correspondence Log – (Redacted):

Date	email/phone/ in person	Details	Response
30/10/20 25	email	Details from Totnes Ukelele regarding the festival next year including info about the locations they intend to busk in.	Asked to keep in touch so our Comms and Marketing officer can advertise the event on Visit Totnes.
30/10/20 25	email	Concern over restriction to parking in Civic Hall car park.	Referred to SHDC but also suggested this may be temporary due to the works going on.
30/10/20 25	email	Cemetery enquiry - looking for family member	Not at Plymouth Road cemetery.
30/10/20 25	phone	Call to police about ASB in Market Square	Will attend
31/10/20 25	email	Enquiry about name of lane by leat at Morrisons -Colebrook Lane or Mill Lane	Directed to archives who may have old maps.
31/10/20 25	online report it tool	TTC reported to SHDC regarding very slippery flagstones in the Rotherfold.	
31/10/20 25	phone	Request for any detailed maps showing street names in Totnes.	Explained nothing definitive but emailed copy of the VT Guide and BA! Sculpture map.
03/11/20 25	email	Castle Meadow - request for a path to be cut through.	Replied to say autumn cut of the area is due soon but that muddy path problem is not easily solved.
03/11/20 25	email	-	The Mansion - letter re planters (Full Council decision)
03/11/20 25	email	-	United Free Church - letter re planters (Full Council decision)

03/11/20 25	email	-	Footworks - letter re planters (Full Council decision)
03/11/20 25	email	-	Totnes Gardens - letter re planters (Full Council decision)
05/11/20 25	email	Overflowing bin on Station Road outside Catholic Church	Replied to complainant and reported the problem to SHDC (ref ENQ/206091)
05/11/20 25	phone	Enquiry - trying to track down a shop's name and contact details	Info supplied
06/11/20 25	email	-	Letter of formal complaint to Cllr Oram about 24hr licence at Morrisons Service Station & ASB in Borough Park (Full Council decision)
06/11/20 25	email	-	Email about preferred bike rack location in Totnes (Full Council decision)
10/11/20 25	email	Request for interview with Governance and Projects manager for a research paper about Energy Local Totnes.	Referred to TTT
10/11/20 25	phone	Enquiry as to who is responsible for opening and closing the flood defense gates on the plains.	Referred to the environment agency.
10/11/20 25	email	Concern regarding a family who have moved from the area	Referred to SHDC housing
11/11/20 25	message to Clerk	Complaint regarding bin collection at the cemetery happening before 5am.	DCW contacted and email reply confirms that the cemetery will now be put at the end of the route so will be collected at lunchtime. A note has been put on the system so cover drivers are made aware.
17/11/20 25	in person	Report of regular seagull feeding by one individual at the slip in the car park at Longmarsh. This causes chaos on the water for novice and junior rowers. Refusal to stop when asked politely.	Reported to SHDC General Enquiry Ref: [[ENQ/207877]].
18/11/20 25	email	Request to put up posters around town.	Informed this was not in our remit. Contact DCC regarding lamp posts.
19/11/19 30	email	Enquiry about Berry Pomeroy Road closure.	Directed to DCC to check. This is not on our website.
24/11/20 25	email	Overflowing litter bins and seagulls	Explained that SHDC have turned down an XL bin at this location but TTC will make request again.

24/11/20 25	email	Enquiry about entertainment finishing times for the Christmas Markets. Noise last year was disruptive for families with young children.	Clerk suggested communicating in advance to highlight the problems of noise after 9pm in the community. Clerk will also contact them but has no authority to enforce.
25/11/20 25	From TTC to Narrows Businesses	Thanking for all they do to contribute to the festive atmosphere on market nights but also request to be mindful of other residents regarding noise after 9pm.	
26/11/20 25		Email of thanks for organising the Christmas Lights Switch On.	
29/11/20 25	email	Request from Totnes Trust to put a bench nr the Mill Leat/Colebrook Cottages	Informed this will go to a Working Group in the New Year.
01/12/20 25	phone	Request for new bus pass	Directed to DCC
04/12/20 25	email	Query over Christmas window competition categories.	Informed that comments will be considered next year.
05/12/20 25	Emails		Emails sent to contact in the Heritage Trust and Vire Twinning Association following Full Council resolutions.
05/12/20 25	phone	Busking Complaint	Asked to call back if still going in 1 hour.
08/12/20 25	email	Enquiry about lack of parking in Pathfields area whilst the building work is going on due to construction workers using the on-street parking spaces.	Directed to SHDC and DCC.
08/12/20 25	letter	Request for more supermarkets on the Dairy Crest site and notification of weeds around the bus stop on Coronation Road	No return address for reply.
09/12/20 25	phone	Resident of Warland calling to enquire if we have any sand bags due to the flooding today and another high tide due this evening.	Directed to SHDC but all sandbags need to be purchased from homeowners and are not provided by the council.
09/12/20 25	email	Enquiry about on-street parking suspension during works to clear a building in town.	Directed to DCC.
11/12/20 26	email	Free parking in Totnes in Dec	Explained that it is SHDC scheme for Dec only.
12/12/20 25	email	Enquiry from SHDC regarding road closures at the Xmas markets and request for more stewards in certain areas.	

13/12/20 25	email	Overflowing wheelie bins on Fore Street.	Directed to SHDC.
15/12/20 25	In person and phone	Enquiry about pre-purchasing a grave and Deed of Grant transfer of ownership.	Documentation and costs emailed out.
16/12/20 25	phone	Request for CAB	Directed to correct number.
17/12/20 25	Online reporting	Overflowing bin at Heath's Garden.	Reported to SHDC RI/23890.
18/12/20 25	phone	Request from a resident of Warland who was concerned about further flood risk to their property, for sandbags.	Informed that these are not supplied by TTC or SHDC and they need to be purchased by individuals.
22/12/20 25	email	Request for TTC letter of support for a change of use and licencing application for a business in the town.	Replied to say that any application will be dealt with as part of the planning process and should not pre-determine applications.
22/12/20 25	email and phone	Complaint about the surface condition of a grave.	Explained that the area has been topped up to fill holes/sinking. Area will be grass seeded.
22/12/20 25	email	Enquiry about memorial bench in cemetery and whether planting is permitted on graves	Responded to say no to plant (enclosing regs) and that bench request will go to the Working Group on March 26.
02/01/20 26	email	Request for double yellow lines on Follaton Rise.	Referred to Highways and directed to Cllr Hodgson and the Traffic and Transport Steering Group.
02/01/20 26	letter	Request for the leat at Morrisons to be cleaned and cleared.	Informed this is not a TTC asset so unable to maintain it. Suggested contacting Morrisons to see if it belongs to them.
05/01/20 26	Phone	Enquiry about snow wardens due to very icy roads and footpaths. MoP was originally directed to us by DCC.	Directed to grit bin map on DCC website. Explained that the snow warden role is a voluntary one and there is no one in this position in our area.
05/01/20 26	Phone	Enquiry about snow warden and getting salt for gritting roads.	Directed to grit bin map on DCC website. Explained that the snow warden role is a voluntary one and there is no one in this position in our area.
05/01/20 26	In person	Report of dug up tree at Castle Meadow.	Town Maintenance Team repaired.
05/01/20 26	Phone	Enquiry about getting support for a relative.	Directed to Totnes Caring
06/01/20 26	Phone	Enquiry about getting rock salt delivered during the icy spell and whether there is a snow warden.	Directed to grit bin map on DCC website. Explained that the snow warden role is a voluntary one and there is no one in this position in our area.

06/01/20 26	email from clerk to DCC	Highlighting issues raised on social media regarding icy highways, snow wardens and defects in pavements.	It has been noted that the defect to pavement in Mill Lane has now been fixed.
06/01/20 26	In person	Report of walker on Harpers Hill encountering an aggressive individual. This was reported to the police so no action needed by TTC. For information only.	
06/01/20 26	DCC online reporting	Reported defect in pavement on DCC website.	
07/01/20 26	email		Email with TTC comments on the Torbay Local Plan consultation
07/01/20 26	email	Follow up request for NO DOGS sign on Castle Meadow gates.	Replied to say signs will be updated this year but there is no 'no dogs' rule.
08/01/20 26	Facebook	Notification of damaged bollard/pavement on Ticklemore Street.	Reported on the DCC reporting tool. Devon Highways - Report - W261927851
11/01/20 26	phone message	Notification of damaged gate at Castle Meadow.	Town Maintenance Team repaired.
12/01/20 26	Email	Questions about unmetered power use for Christmas lights.	Replied with updated information.
12/01/20 26	email	Request from someone moving to the area regarding support in applying for schools.	Suggested contacting local schools directly. Contacts provided.
13/01/20 26	email	Request for policies regarding Borough Park usage.	Directed to SHDC as it is their asset and directed to OSSRW policy on TTC website.
14/01/20 26	Phone	Request for support for someone who is homeless.	Directed to SHDC.
14/01/20 26	Phone	Out of county request for support for someone who is homeless.	Directed to SHDC.
15/01/20 26	Online Report to DCC	Report pothole on Weston Lane by St John's School	Devon Highways - Report - W261931592 update - should be repaired by April 22.
15/01/20 26	Online Report to DCC	Report pothole on old bridge	Devon Highways - Report - W261931591
15/01/20 26	Email	Planning application and Committee discussion date requested	The application will go to the Feb meeting.
16/01/20 26	Facebook	Report of dangerous driving in Totnes. Dashcam footage available.	Advised to contact the police on 101

16/01/2026	Email	Parish Paths Partnership - forms and returns	Liaised with Totnes Ramblers rep to pass on forms and provide information.
17/01/2026	letter	Follow up letter regarding the state of the leat by Morrisons.	Informed that SHDC have responsibility for waste, road sweeping and fly tipping. Directed to their online 'report a problem' portal.
19/01/2026	Email		Email to request the Electoral Register for 2026 from SHDC.
20/01/2026	Email		Email to all district Cllrs with Planning Committee decision on application 1926/25/FUL, Morrisons Service Station.
20/01/2026	Email		Email to DCllr Allen with the Council's decision to commission a Neighbourhood Plan health check.
20/01/2026	email	Requesting information for community grants in 2026.	Replied to explain that an audit is ongoing and process uncertain at this stage but check the website page (link provided).
21/01/2026	email	Concern over pedestrian safety on old bridge and on the crossing at the Will's monument. Request to have monument removed.	Informed that Traffic and Transport have been looking into safety on the bridge. Also, the Will's monument is grade 2 listed so cannot be moved.
22/01/2026	Phone	Suggestion by Member of public to apply for the UK town of culture bid. https://www.gov.uk/government/publications/uk-town-of-culture-2028-expression-of-interest/uk-town-of-culture-2028-expression-of-interest-guidance-for-bidders	
22/01/2026	Email	Email about the management of KEVICC school.	Suggest they contact link cllrs for young people or report to OFSTED or DfE.
22/01/2026	Email	Access to garden via cemetery, Plymouth Road gate enquiry.	Replied to say access can be provided but at their own risk. Notification needed to unlock the gate.
22/01/2026	Email	Enquiry about cleaning of memorial stones in the cemetery.	Replied to explain limited restrictions and attaching a copy of the cemetery regulations
27/01/2026	Phone	Asked for time on Eastgate clock to be set.	Informed this can't be done until the lights have been removed. This hasn't happened yet due to storms.

27/01/20 26	Phone	Request from for businesses to keep advertising A-boards inside when windy.	Directed to DCC who are responsible for roads and pavements or SHDC who issue licenses for seating. Comment shared with Clerk and Economy officer
28/01/20 26	Facebook	Enquiry about whether we advertise job vacancies.	Informed that we don't cover job vacancies but directed to the 'advertise with us' page on VT to show what we can advertise.
28/01/20 26	email	Cemetery Enquiry - locating graves	Information provided
29/01/20 26	phone	enquiry about who owns a parcel of land	Confirmed it isn't a TTC or SHDC asset but unable to confirm ownership.
29/01/20 26	email	From Modbury Parish Council regarding planning objections. Information for all Parish and Town councils.	