

MINUTES OF THE **MEETING OF THE COUNCIL** HELD ON **WEDNESDAY 26th JULY 2017** AT 7.00 P.M. AT THE TOWN HALL, 9 DEVON SQUARE, NEWTON ABBOT

PRESENT Councillors Mrs A Jones (Mayor) Presiding
K L Purchase (Dep Mayor)

Councillors

Mrs C Bunday	Mrs S Kingdom
Mrs J Cleave	C N Parker
D Corney-Walker	M Pilkington
C Coyle-Moore	Ms L Roberts
M Hocking	M Ryan
D Howe	Mrs L Sheffield
R Jenks	T Ward
M Joyce	

Freeman: Mr Henry Cole

Representative of the Press: Sam Hall – Mid Devon Advertiser

By Invitation: County and District Councillor Mrs Jackie Brodie
County and District Councillor Gordon Hook
District Councillor Phillip Bullivant

In attendance: Philip Rowe – Town Clerk
Samantha Scott – Deputy Town Clerk
Sally Henley – Town Development Manager
Alexandra Robinson – Committee Administrator

The Mayor invited her Chaplain, The Reverend Prebendary Alan White, to deliver prayers.

120. APOLOGIES AND WELCOME

An apology for absence was submitted on behalf of Councillor Rob Hayes. The Mayor welcomed Mr Andrew Wilson and Mr Vincent Willson from Citizens Advice Teignbridge.

121. TOWN COUNCIL PRESENTATION

The Mayor congratulated both the Town Clerk and Deputy Town Clerk for their commitment to the Town Council and noted their length of service as ten and twelve years respectively. She highlighted their achievements and key points of their service to date. Councillors endorsed the Mayor in expressing their gratitude to both Officers for their service to the Town Council, where upon the Mayor presented both Mrs Samantha Scott and Mr Philip Rowe each with a Certificate of Excellence, in recognition of their work and length of service.

122. INTERESTS

Councillor Mrs Lesley Sheffield declared a personal interest in Minute 125 below.

123. **MINUTES**

The minutes of the Council Meeting held on 31st May and Special Meeting held on 28th June 2017 were received and signed as correct records.

124. **PUBLIC PARTICIPATION**

None.

125. **PRESENTATION – CITIZENS ADVICE TEIGNBRIDGE**

The Mayor introduced Mr Vincent Willson, Chief Officer and Mr Andrew Wilson, Chairman of Board of Trustees of Citizens Advice Teignbridge and invited them to update Members on the work of Citizens Advice locally.

Mr Andrew Wilson provided Members with a background to the service that had been provided in Newton Abbot since 1972. He acknowledged that following many successful years of working with the support of the Town Council that there had been a period without the high standard of communication that Citizens Advice would expect their staff to deliver. He was pleased to welcome and introduce the newly appointed Chief Officer, Mr Vincent Willson who brought a great deal of experience to the role and together they were pleased to have the opportunity to update Members on the work of the organisation on this occasion and would be willing to update the Town Council on a more regular basis.

Mr Vincent Willson provided a case study example to demonstrate the process of assisting clients and achievements made in improving the well-being and financial position for the majority of cases. This in turn had a positive effect for the local economy and went some way towards reducing the demand on NHS services by assisting clients with non-clinical concerns which would have previously been raised with the local GP. With the aid of presentation slides Mr Willson highlighted the following key areas:

- ❖ Citizens Advice aim to meet the needs of the problems people face,
- ❖ Offer a free, independent and confidential advice service,
- ❖ Improve Policy and Practice for large numbers who raise difficulties in common themes or practices based upon evidence of client experiences,
- ❖ Citizens Advice Teignbridge had offices in Dawlish, Teignmouth Buckfastleigh (pilot project in local GP surgery) as well as Newton Abbot,
- ❖ The team comprised 90 volunteers supported by 5 full time members of staff
- ❖ The service faced a number of challenges, which included public perception that they were a Government organisation;
- ❖ Funding was increasingly difficult to achieve despite a growing demand for services;
- ❖ They receive few donations due to the low-incomes for the majority of their clients.

Mr Willson provided some statistics to support his presentation:

- ❖ 7218 Clients requested advice last year which amounted to 18,798 contacts as many cases required more than one meeting. From this the CA handled 14,412 separate issues the main ones being in relation to Benefit Claims, Debt, Housing and Employment but not exclusively.
- ❖ The majority of clients still met 'face-to-face' for advice (58%) with a much smaller number using email or social media.
- ❖ The positive financial impact that the service brings, collectively amounted to, an income gain of £3million per year which equated to an increase in income of approximately £5,000 per client. This was of huge benefit to clients' personal well-being and for the local economies in which they live.

The CA need continued investment to support the growing demand for their services and to date this had been invested in telephone call handling and the development of 'self-help' advice on social media to reach a greater number of clients. In concluding his presentation, Mr Willson thanked the Town Council for their continued support over many years and invited questions from Members.

Members raised a variety of questions which highlighted the following key areas:

- Changes in the regulations for landlords regarding tenant deposits and letting fees,
- Pilot Study at GP surgery in Buckfastleigh to assist clients with non-clinical based advice,
- Balance of meeting the growing demand for advisory services matched with the capacity to deliver with limited funding and resources,
- The staffing structure was organised to provide clients with an initial contact with a general advisor and a referral to more specialist advisor based upon the nature of their enquiry,
- Welcome additional volunteers, there is an ongoing recruitment programme,
- Stringent training programme to ensure the quality of the advice delivered and is supported by local staff and by the National scheme, and
- Skilled volunteers once trained often achieve paid employment within the service or external positions.

Members commended the work of the Citizens Advice Teignbridge and the Mayor thanked both Mr Vincent Willson and Mr Andrew Wilson on behalf of the Town Council for their valuable update, following which they left the meeting.

Councillor Mrs Lesley Sheffield having previously declared a personal interest did not take part in the discussion thereon.

126. **REPORTS OF COUNTY AND DISTRICT COUNCIL REPRESENTATIVES**

A. County and District Councillor Mrs Jackie Brodie reported on the following issues in which she had a direct involvement:

- ❖ The approval of the East-West Cycle Route through the town,
- ❖ Highweek Experimental Traffic Order, proposed for trial period of 18 months to improve traffic flow in the local roads,
- ❖ The Queens Hotel, Newton Abbot,
- ❖ Proposal to apply for 20-mph zone in town centre and key residential roads,
- ❖ Applications for minor traffic/waiting restrictions – suggestions to be submitted this week,
- ❖ Ashburton Road – new bus stop has approval but the location to be agreed,
- ❖ Ashburton Road, pavement to be extended to the ‘Redrow’ development area,
- ❖ Recently launched Car Club located at the railway station, ideally suited to town centre residents or those with restricted parking facilities,
- ❖ Request to report HGV traffic on King Street.

B. District Councillor Phillip Bullivant reported on the following issues in which he had direct involvement:

- Welcomed the Road Improvements intended for the A382,
- Response to the Experimental Road Traffic Order in Highweek had been mixed but most residents accept it is important to try a resolution,
- New cycle lane and footpath out to the new housing developments beyond Mile End Road are welcomed,
- NA3 Development – consideration should be given to a link road to the A380 as an alternative by-pass route during consultation,
- Following the success of Albany House a new second site is being sought,
- As newly appointed to Portfolio Holder for Recreation and Leisure he would welcome suggestions and ideas,
- Reported local effects of the storms on Dawlish Leisure Centre and recent fire at the Beachcomber in Teignmouth,
- The South West Youth Games, held at Oakhampton last month, awarded children of all abilities in recognition for their commitment to the sports, in addition to the competitive awards. The event included 2,000 competitors from across the region,
- Dawlish Warren Regeneration Project,
- CIC adopted management of improvements to the Penn Inn Island, and
- Penn Inn primary gateway to the town – needs improvement.

C. County and District Councillor Gordon Hook reported on the following issues in which he had direct involvement:

- 30-mph speed restriction applied to St Marychurch Road and junction with Twickenham Road,
- On street parking restrictions (double yellow lines),
- Review and relaxation of parking restrictions in roads adjacent to Decoy Primary School,
- Reduction in Policing levels coupled with increase in crime figures, supported by the Town Council in letter to Chief Constable and Police & Crime Commissioner,

- Greater Exeter Strategic Plan required input by the Town Council to protect against further development in Newton Abbot,
- Consultation on NA3 development,
- Teignbridge District Council Housing Strategy – collaborative working with local housing associations to achieve increased affordable housing,
- Wolborough High Street planned closure for October half-term to carry out essential repairs to main road,
- School Exclusion figures and Home Tutoring,
- Signage to enforce ‘zig-zag’ hatching outside school entrances,
- Pot-hole repairs finished to poor standard, and
- Devon County Council new contractor, Skanska received poor feedback on the quality of their work.

D. District and Town Councillor Colin Parker reported on the following issues in which he had direct involvement:

- Welcomed the 30-mph speed restriction applied to St Marychurch Road, and
- Wolborough High Street, planned essential repairs to the road with additional resources to minimise disruption.

E. District and Town Councillor Mrs Ann Jones reported on the following issues in which she had direct involvement:

- Following meeting with Mayor of Totnes a joint meeting among Council Leaders and local Mayors to discuss Police resources across the region.

127. **MAYORAL ANNOUNCEMENTS**

The Council received the list of engagements (previously circulated) which the Mayor had carried out since 31st May 2017.

The Mayor acknowledged that she had thoroughly enjoyed all the events attended however she drew particular attention to the following: -

- ✎ The Crowning of her daughter as the Carnival Queen,
- ✎ The 2017 Carnival to which she thanked Councillor Mrs Carol Bunday and Mrs L Ryan for their guidance during a busy but very successful week,
- ✎ The Band Concerts which had been well attended and
- ✎ The visit to the Town Hall by the students from Besigheim.

The Mayor commented that she was looking forward to her forthcoming engagements, in particular, her forthcoming trip to Besigheim in September, as part of the bi-annual Wine Festival as organised by the Twinning Association. It was noted the Mayor would be accompanied on the visit by Councillor Mrs C Bunday.

128. **PROCEEDINGS OF COMMITTEES**

- A. The Minutes of the Meeting of the **Planning Committee** held on 6th June 2017 as presented by the Chairman, Councillor D Howe, were received and approved;

- B. The Minutes of the Meeting of the **Community & Heritage Committee** held on 21st June 2017 as presented by the Chairman, Councillor Mrs J Cleave, were received and approved;
- C. The Minutes of the Meeting of the **Planning Committee** held on 27th June 2017 as presented by the Chairman, Councillor D Howe, were received and approved;
- D. The Minutes of the Meeting of the **Finance & Audit Committee** held on 28th June 2017 as presented by the Chairman, Councillor C Parker, were received and approved;
- E. The Minutes of the Special Meeting of the **Policy & Resources Committee** held on 12th July 2017 as presented by the Chairman, Councillor M Ryan, were received and approved,
- F. The Minutes of the Meeting of the **Planning Committee** held on 18th July 2017 as presented by the Chairman, Councillor D Howe, were received and approved.

129. **POLICY DOCUMENTS**

The Mayor introduced the Policy documents, previously circulated as referred from the Policy and Resources Committee held on 12th July 2017. Following the review of the documents it was;

RESOLVED that the:

- a) Ethical Funding Policy, and
- b) Social Media Policy, be hereby, approved and adopted.

130. **LATE CORRESPONDENCE**

None.

131. **DATE OF NEXT MEETING**

The next meeting of the Council was to be held on Wednesday 27th September 2017.

Chairman