



Minutes of Crediton Town Council's Policy & Forward Planning Committee, held on Tuesday, 5th January 2016, at 6.00 pm, at the Council Offices, Market Street, Crediton

Present: Cllrs Mrs L Brookes-Hocking (Committee Chairman), Mr A Wyer, Mr F Letch and Mr D Webb

In Attendance: Mrs Clare Dalley, Town Clerk

57 To receive and accept apologies

It was **resolved** to receive and accept apologies from Cllrs Mr B Dixon and Mrs A Hughes (Proposed by Cllr Brookes-Hocking)

58 Declarations of Interest

Cllr Letch declared that as a member of more than one authority, that any views or opinions expressed at this meeting would be provisional and would not prejudice any views expressed at a meeting of another authority.

59 Order of Business

There were no changes to the order of business.

60 Chairman's and Clerk's Announcements

There were no announcements.

61 Policy & Forward Planning Committee Minutes – To approve and sign the minutes of the Policy & Forward Planning Committee Meeting held on 1st December 2015.

Copies had been circulated with the agenda. It was **resolved** to approve the minutes of the Policy & Forward Planning Committee Meeting held on 1st December 2015, as a correct record and they were duly signed by Cllr Brookes-Hocking. (Proposed by Cllr Wyer)

62 Matters Arising

There were no matters arising.

63 To recommend a street name to Mid Devon District Council for the residential development of 10 properties at former Newcombes Centre, Crediton.

It was **resolved** to recommend Newcombes Rise as the street name for the residential development of 10 properties at former Newcombes Centre, Crediton. (Proposed by Cllr Brookes-Hocking)

64 To receive an update on the road widening scheme at Marsh Lane and the Town Council's request for the installation of a safe crossing place between the junction of Hawkins Way and the Leisure Centre.

The Clerk advised that no further information had been received since the last meeting. It was **resolved** for the Town Clerk to contact Lee Chester at Lords Meadow Leisure Centre to explain the need for the safe crossing point and the current situation. (Proposed by Cllr Brookes-Hocking)

65 To receive an update on the proposed closure of MDDC's Crediton offices, the negotiations between the Town Council and the District Council and to consider and agree any further actions required.

Cllr Brookes-Hocking advised members that she, Cllr Letch and the Town Clerk have met with Liz Reeves, Head of Customer Services at Mid Devon District Council (MDDC), as agreed. Mrs Reeves' objective is to ensure that as of 1st April 2016, all MDDC customers in Crediton are able to access MDDC services in some other way.

Initials... *LBH*

The Clerk explained the content of the most recent discussions which included the Town Council's insistence on MDDC operating weekly surgeries in Crediton and retention of the public access computer. A copy of the meeting summary is attached as Appendix One. All members agreed with the actions taken and the Clerk advised that the next meeting with Mrs Reeves was scheduled for Wednesday 13th January 2016.

- 66 **To receive an update on the progress of the feasibility study being carried out by Devon Communities Together, regarding Crediton Town Council taking on the ownership and management of the Mid Devon District Council Market Street building, and to consider and agree any further actions required.**

The Clerk provided members with the feasibility study summary, which is attached as Appendix Two, and confirmed that Devon Communities Together had been instructed to carry out the work. The stakeholder letter had been drafted by the Clerk and would be sent the following day. On Thursday 14th January 2016, Tom Butts and Dawn Eckhart of Devon Communities Together will be visiting the building in order to have a look round and the Clerk hoped to use this opportunity to introduce them to stakeholders located in the building. All members approved of the process being undertaken.

- 67 **To receive and consider a report from Lauren Strand, Youth Worker at Crediton Methodist Church and to consider and agree any further actions required.**

It was **resolved** to note the report and for the Clerk to write to Ms Strand to congratulate her and her team on the work they have achieved over the last 12 months and acknowledge how the grant funding provided by the Council had been wisely spent. (Proposed by Cllr Letch)

Cllr Wyer recommended that the youth team should maintain impetus on engaging with Year 6 students at Landscore and Hayward's Schools.

- 68 **To receive an update on the progress of Crediton Neighbourhood Plan**

Cllr Brookes-Hocking confirmed the plan is progressing slowly and is already at the end of this funding period. Cllrs Brookes-Hocking and Wyer agreed to meet as soon as possible to sort out the grant aid and the report to the funding body.

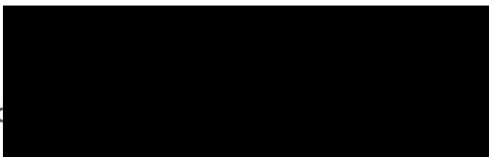
- 69 **To discuss this Committee's aims and objectives for the next six years in order for them to be considered in the development of Crediton Town Council's Strategic Plan.**

The Committee began to think about its aims and objectives for the Strategic Plan and acknowledged that this could take several months. One idea suggested was for the Town Council to own a versatile space within Crediton, possibly on the High Street, which could be used for commercial and community purposes.

- 70 **Close**

The meeting closed at 7.41 pm.

Signed



Date: 02/02/2016 (Chairman)

Initials

ALB

Impact of customers on the closure of Crediton area office

Current service provision	Possible replacement service provision	Comments	Meeting notes 17.12.15
1. Cashier facility,	<p>The post office is next door to the building and can take cash and card payments. Any post office or .Payzone outlet can also take payments for rent, ctax, invoices and business rates.</p> <p>On - line payments- main funds</p> <p>Touch tone telephone payments for the main funds</p> <p>Direct debit for the main funds.</p> <p>Cheque in the post for payments that cannot be made by other means.</p>	<p>The post office does not have monthly balances so some assistance may still needed for balance enquiries.</p> <p>DD campaign</p> <p>Continue to take cheques</p> <p>Investigate other payment methods, apple pay etc. for wider community</p> <p>Send out information to housing tenants and council tax charge</p>	<p>One to one meetings to be held with all services to ensure PR starts on this in January 2016.</p> <p>Order swipe cards</p> <p>Provide a leaflet detailing all options.</p> <p>Send this with annual bills if possible.</p>

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		payers with alternative payment methods available, target Crediton and surrounding area.	
2. Selling items	<p>Waste bags- ask local outlets to sell them, on sale at the leisure centre.</p> <p>Radar keys</p> <p>Parking permits</p> <p>Residential permits</p>	<p>Would Crediton TC be happy to sell any of these items?</p> <p>Yes- can arrange themselves</p> <p>Will need to consider arrangements for residential permits.</p>	<p>Waste will need to contact Clare to discuss this. Bags are for sale at LMLC and other outlets are being sort.</p> <p>Parking permits- will update after 121 with service manager.</p>
3. Enquiries for all services	<p>Surgeries, provide one to one contact at a venue in Crediton, Library, Market Chambers, Lords Meadow Leisure centre.</p> <p>Promote use of on-line services, public access PC's available in the library (and still in the office?), while CAB and CTC are in the building.</p> <p>Telephone contact with Phoenix House, provide internal line in Market</p>	<p>May be a resource issue with this.</p> <p>Can customers send items electronically using scanner at the office/library? HB to investigate and promote what they accept electronically.</p>	<p>CTC would like a weekly surgery if possible. Resource is limited so LR will need to consider what can be achieved and review service provided in Cullompton.</p> <p>Documents cannot be</p>

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	<p>Chambers?</p> <p>Email contact with Tiverton public access PC in Market Chambers.</p>		<p>scanned and sent, will need to send in the post.</p> <p>Public access/phones etc. are dependent on retaining MDDC ICT.</p>
<p>4. Room bookings in the market chambers</p>	<p>Booking could be taken over the phone in Tiverton.</p> <p>Could create on line form.</p>	<p>Would Crediton TC want to take this over?</p> <p>Provide more keys & fobs for evening meetings to remove the need for staff call out?</p>	<p>Will depend on outcome of building discussions. If MDDC remains LL then CTC would expect remuneration for doing this work.</p>
<p>5. Town square booking</p>	<p>Booking could be taken over the phone in Tiverton.</p> <p>Could create on line form.</p>	<p>Would Crediton TC want to take this over?</p> <p>Would CTC be doing this for MDDC or would they take over the square?</p>	<p>Will depend on outcome of building discussions. If MDDC remains LL then CTC would expect remuneration for doing this work.</p>
<p>6. Housing benefit Including assisted claims</p>	<p>Telephone service provided from Tiverton</p> <p>on line – could assisted service be provided by other voluntary</p>	<p>39 assisted claims completed in last 6 months</p> <p>May need to offer a surgery</p>	<p>Discuss with CAB would they be able to assist with this. Will public access PC</p>

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	<p>organisation?</p> <p>Documents to support applications</p> <p>Explanation of entitlement</p>	<p>initially.</p> <p>Need to promote the fact that documents can be scanned and sent direct to Tiverton.</p> <p>Is there a scanner that can be located at the office or at the leisure centre/library etc.</p> <p>Need to retain public access PC and promote other places where there is access to a PC-library.</p>	<p>remain?</p> <p>Not possible.</p> <p>Post or via surgery</p> <p>Telephone Tiverton or via surgery</p>
7. Housing tenancy sign ups	<p>Will need to be done in Tiverton</p> <p>Appointment based at location in the area or in Market Chamber?</p>	-	Will update after 121 with service managers
8. Housing repairs	Telephone	possible internal connection ?	If not customers will need to use own phone.
9. View planning applications	On line or at Tiverton.	Could CTC have a large screen for viewing plans in the Council chamber?	Will update after 121 with service manager
10. Handing in	Post document by royal mail to Tiverton.	The total number of Housing Benefits DMS documents	Will update after 121 with

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documents/verification	<p>Cover in surgery?</p> <p>investigate possibility of public access facility to scan direct?- NO</p>	<p>created by the staff at Crediton in this period are as follows:</p> <p>Diane: 1202</p> <p>Sandie : 1678</p> <p>Pat: 289</p> <p>Total:3169</p>	<p>service manager</p>
11. Burials	<ul style="list-style-type: none"> - Admin to be covered in Tiverton - Estimated work time 3 hours a week. 	<p>Ensure website provides information.</p> <p>Contact by phone to Tiverton, may need call centre to provide support when staff not available in the team.</p> <p>Are any records kept at the Crediton office, where would these be kept in future?</p>	<p>Will update after 121 with service manager</p>
12. LWA	<p>Taking in LWA requests- will need to be on line or by</p> <p>Surgeries?</p> <p>Giving out food vouchers and fuel top ups?</p>	<p>Need facility to scan and send documents to Tiverton.</p> <p>Can wiser money do out reach in Crediton. Use of interview room?</p> <p>Will need to think how the voucher fuel card gets to the</p>	<p>Could leisure centre support this as open longer hours</p>

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		customer.	
13 Council Tax	<p>Payments – various alternative</p> <p>Enquiries – on the phone</p> <p>Website- on line forms</p> <p>Surgeries if really needed.</p>	<p>Increase calls to CF</p> <p>Need to improve letters</p> <p>DD take up</p>	Will update after 121 with service manager
14. storage of items for waste- bins etc	Would the leisure centre help with this?		Will update after 121 with service manager
15. wardens - lifelines	Payment is by invoice and can be made at the post office..	Pickup/return of equipment- need to consider how this will be done.	Could leisure centre support this?
16. work hub for staff	Many staff use the office as a hub, to use computer etc. rather than coming back to Tiverton	<p>Mobile working</p> <p>Agree use of common area with existing tenants?</p>	This will depend on ICT arrangements and use of interview rooms
17. Outside agency surgeries currently available in the office.	<p>What is held now will this continue?</p> <ul style="list-style-type: none"> • Plough & Share • Chat 		<p>Chat – use CAB room</p> <p>Tues pm</p> <p>Friday-am</p> <p>P & C use MDDC interview room Friday</p>

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	<ul style="list-style-type: none"> Housing 		<p>pm</p> <p>Housing tenancy use MDDC interview as & when.</p> <p>Housing needs – once every 3 weeks Thursday pm</p>
18. Security of the building	Tenants would need to open/close the building?	Key holders?	Will depend on out come of use of building.
19. Cleaning of the building	Continue current contract?		Will depend on out come of use of building
20 ICT provided in the building	Will current arrangements remain?		Still waiting a quote from ICT

Other items

- 1 Town Council would like to move downstairs into the area currently occupied by MDDC- can this be confirmed if possible or not ASAP, if possible before Christmas?
2. Town Council carrying out a feasibility study on the building January to March 16
3. Interview rooms – can these be shared by all tenants as booked when needed?

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4. Would TUPE be applied if a member of MDDC were to work for CTC for a period after closure.

5. What ICT will still be provided into the building by MDDC and at what cost? If removed this will impact on the suggested services that can still be provided to customers.

6. Can we provide a leaflet giving details of all alternative arrangements for customers.

7. Will MDDC contribute towards the provision of a receptionist to work with the CTC for 6-9 months, estimated cost £7,000.

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Catalyst Support Proposal: Credton Council Building Feasibility Study



This document outlines the support from Catalyst to enable the leasehold transfer and management of the Mid Devon District Council building to Credton Town Council. The Town Council has been granted funding for this feasibility study by Devon County Council.

This document contains a timetable of work and milestones, a breakdown of associated costs and an overall project cost.

In summary, the outcomes of this work will be:

- Key stakeholders that are engaged in developing the future plans for the building and a wider community that are well informed throughout the project
- A business plan defining the aims and objectives for the council building and square and options for how it can be achieved based upon a good body of evidence
- Good understanding of long term feasibility of taking on the freehold of building and square from Mid Devon District Council after the current 3 year lease period expires

Your primary contact for this project will be:

Tom Butt, Senior Projects Officer
tom@devoncommunities.org.uk
01392 248919 ext 171

Tom Butt

Proposed Action	How it will be delivered	CTC Steering Group	Catalyst roles	Outcomes	Timetable
1. Catalyst support and advice	Advice and support over email and telephone Anticipated attendance at 1 x steering group per month	Setting agendas and documenting minutes/action points from steering group meetings Write communications strategy and appoint steering group member as responsible for communication	Provide advice and guidance as necessary Provide 'critical friend' analysis throughout project and overview of process	Ensure the steering group and Catalyst are working well together and understand what is required Clear lines of communication and community and is well informed	December 2015 – March 2016
2. Consultation with stakeholders (Mid Devon District Council, CAB, Community Transport and others)	Formal letter and follow up communication with stakeholders 1 x meeting per stakeholder in Jan 1 x workshop with all stakeholders to collect feedback and develop options in Feb	Send initial formal letter to stakeholders informing of process and DCT involvement – by mid Jan Identify information required from stakeholders Provide contact information for stakeholders	Engage with stakeholders to seek information required and develop detailed picture of current status, future plans and impacts of removal of MDDC service Ensure all necessary information is received and logged	Consulted, well informed and on board primary stakeholders Information required to inform short term options for building from April 2016 Good body of evidence to use in the development of the business plan for the management of the building (and square)	January – February 2016
3. Develop Council building Business Plan	Using desktop research and collected local information Drawing on	Provide local information and guidance as necessary Attend x1 meeting to review data gathered and	Develop a solid business plan covering capital and revenue costs for the management of the council building (and	Business Plan to support leasehold asset transfer of building and funding applications from	January – March 2016

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Proposed Action	How it will be delivered	Steering Group	Catalyst role	Outcomes	Timetable
	transferable best practice	refine options Review and agree final business plan	square), reflecting the vision, aims and objectives identified	April 2016	
4. Future freehold considerations	Using desktop research and collected local information Drawing on transferable best practice	Provide local information and guidance as necessary	Research feasibility of CTC taking over freehold of building and square including preparation for negotiating freehold Explore potential capital funding package	Short report outlining feasibility of CTC taking over freehold of building and square	March 2016

Notes: CCD staff time will be charged at the following community client rates (these costs include all management, financial support and office costs):

Consultant Rates - Tom Butt; £350 per day@7 hours 15 mins
Estimated 9 days work = **£3,150**

Dawn Eckhart; £360 per day@7 hours 15 mins
Estimated 4.5 days work = **£1,620**

Estimated Total : £ 4,770 + VAT (where applicable)

Additional Costs:

- VAT at standard rate (20%) where applicable,
- Travel at 45pence per mile where accrued, other costs such as photocopying, postage, agreed in advance with client.

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