

FULL COUNCIL

26th September 2022

UPDATES AND INFORMATION

Councillor updates, conferences and events

Cllrs Brown, Hladkij & Rea – Community Resilience Group – 17th August
Cllr Lannin – Charing Meetings Training – September
Cllr Wilson (with Mayor Cllr Hladkij) – Bedford, Virginia visit – w/c 5 September
Cllr Hladkij and Cllr Abbott – Chamber of Commerce Meeting – 13th September
Cllr Hladkij – South Hams Mayors and Clerks Meeting – 23rd September

Forthcoming training/conferences/representation

TBC - DALC AGM – 5 October 2022
Cllr Abbott - New Councillor Training - September/October 2022
Cllr Brown – New Councillor Training – October 2022
Cllr Rea – Community Resilience Forum – November 2022

General Information

Erme Court

It is clear that use of the car park has reduced as there are consistently empty spaces. It is not clear how this has impacted the businesses on Erme Court, The Watermark and the wider town. The situation has precipitated further difficulties with the managing agents and further financial management concerns have been raised with the company for clarification.

Sustrans Project

Graham Wilson of PL:21 has been working with Sustrans to develop a project to greatly improve and make a safe and attractive to use cycle path between Bittaford and Ivybridge. This month he has successfully gained the funding required to take it to the next stage, a detailed feasibility study at a cost of around £7,000. The Town Council will receive the grants and commission Sustrans to conduct the study. This has been a collaboration with SHDC Cllr Tom Holway, Ugborough Parish Council and has been widely supported by the County Council and Dartmoor National Park amongst others.

Wheeled Sports Facility at Filham

Progress has been made with some ground surveys with funding gained from the group taking place. Discussions continue with the allotment tenants with regard to how the layout will work in terms of vehicle access and building layout.

Verges

A plan is still being formulated and costing being established for a proposed regime for the 2023 season. But a final proposal is not yet ready.

Town Public Realm

The Parks Team have revamped the bins in Fore Street using funding from SHDC Cllrs Abbott, Jones and Pringle, and look much better. We shared this on social media as this was something the Town Council took the lead on. If there are any other projects like this Councillors wish to bring forwards the team can assist them to execute it.

Christmas

A further stakeholder meeting needs to be held regarding the festival, but new lights have been ordered which includes non-festive festoon lighting elements which can be left up all year for other potential evening events. Arrangements are being made to use the Glanvilles Mill car park and Miss Ivy is curating a larger event than last time, incorporating this extra space and linking The Bridge Project building and the Leisure Centre.

The Christmas Day event is developing and a meeting with volunteers will need to be held to discuss if the event can go ahead and how it will be delivered.

Community Resilience Group

The Group met and went through the plan and started making updates. The plan will develop at each group meeting.

Citizens Advice Impact

The Council made a grant to the South Hams Citizens Advice Service of £1500 in the year 2021-2022. Attached is a report of their impact in the town for that period.

Jonathan Parsons
Town Clerk

Our Impact in Ivybridge

2021/22

**citizens
advice**

South Hams



What we achieved in 2021/2022

- We helped almost **300** people, with over **1,500** issues
- We achieved more than **£308,000** in financial gains for the people we helped
- In April we re-established our **weekly presence** at the Watermark
- We strengthened our links with **local community groups** in the Ivybridge area
- We held a **Scams Awareness** event in Glanvilles Mill to raise awareness of financial scams

Advice trends

Top 5 advice areas

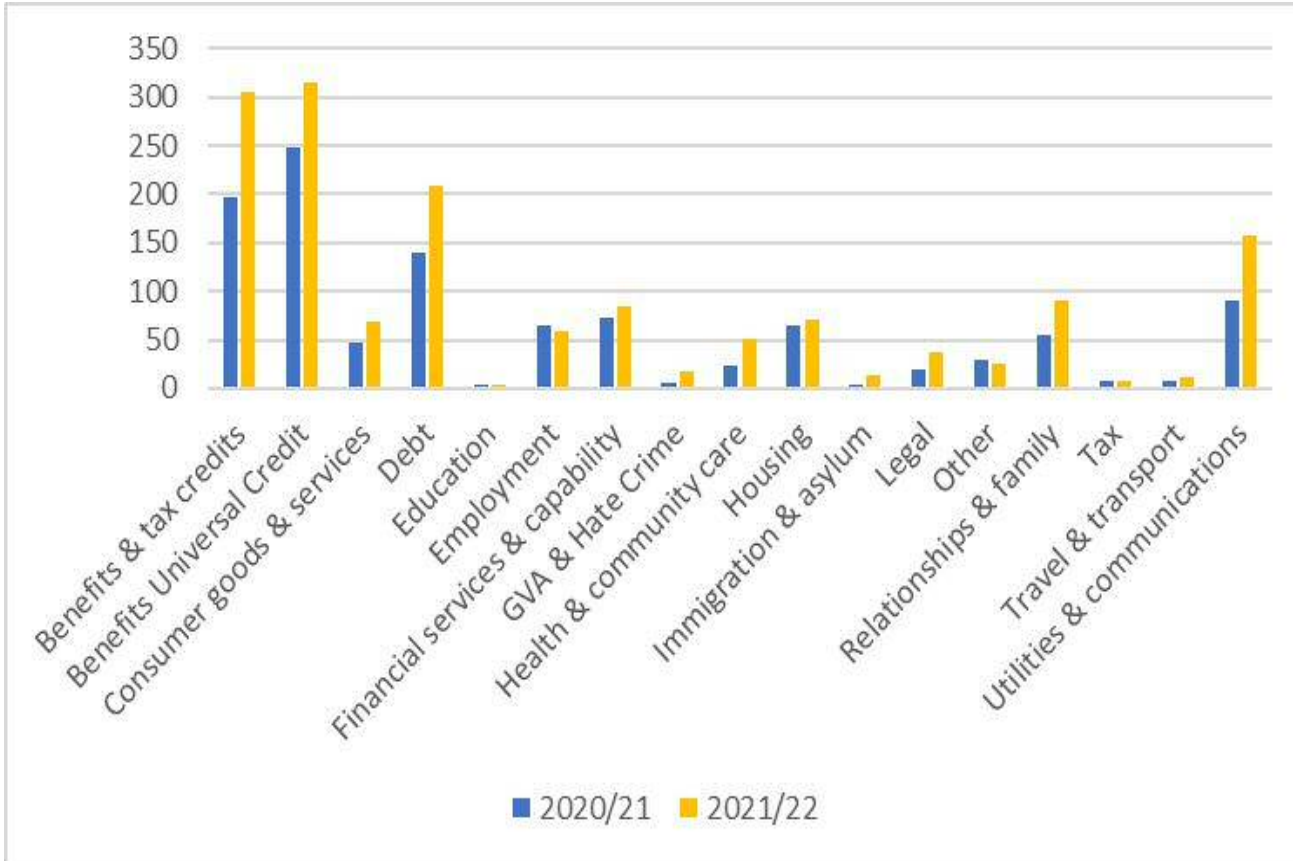
Benefits Universal Credit
+27%

Benefits & Tax credits
+56%

Debt
+50%

Utilities
+74%

Relationships & Family
+64%



Advice issue	2020/21	2021/22	Change YoY	% change
Benefits & tax credits	196	306	110	56.1
Benefits Universal Credit	249	316	67	26.9
Consumer goods & services	47	68	21	44.7
Debt	139	209	70	50.4
Education	3	3	0	0.0
Employment	65	59	-6	-9.2
Financial services & capability	73	84	11	15.1
GVA & Hate Crime	5	17	12	240.0
Health & community care	24	51	27	112.5
Housing	65	71	6	9.2
Immigration & asylum	4	14	10	250.0
Legal	20	38	18	90.0
Other	30	25	-5	-16.7
Relationships & family	55	90	35	63.6
Tax	7	8	1	14.3
Travel & transport	7	12	5	71.4
Utilities & communications	91	158	67	73.6
Grand Total	1,080	1,529	449	41.6

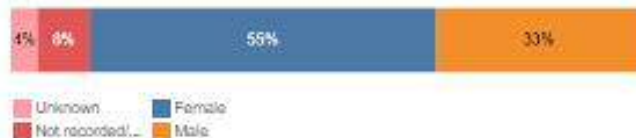
Client profile by Issues

citizens
advice

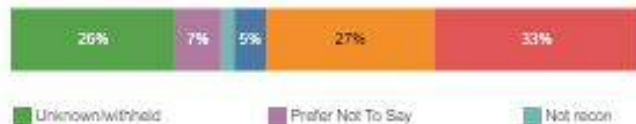
Issues (part 1) (All) Issues (part 2) (All) Issues (part 3) (All) Number of clients 286

This reports shows the demographics for clients with selected AIC issues; we don't have profiles for all clients, percentages are based on clients with known profiles.

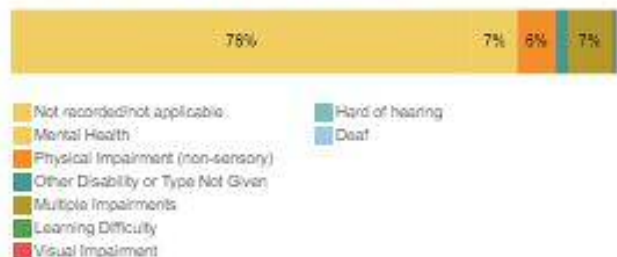
Gender



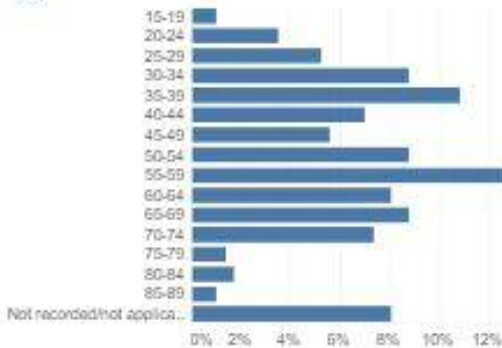
Disabled / Long term health condition



Type of disability (% of disabled clients)



Age



Ethnicity



21/22 client profile

55% female

32% disability or LTH condition

7% with a mental health condition

20% pensionable age

Outcomes

We achieved more than **£308,000** in financial gains for the people we helped.

Financial outcomes summary

	Number of outcomes	Client count	Total	Average per outcome	Average per client
Income gain	89	45	£206,148	£2,316	£4,581
Re-imburements, services, loans	1	1	£975	£975	£975
Debts written off	7	6	£84,356	£12,051	£14,059
Repayments rescheduled	6	2	£8,756	£1,459	£4,378
Not recorded/not applicable	87	53	£8,568	£98	£162
Grand Total	190	81			

Roy's story

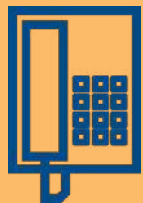
Roy approached us at our Ivybridge outreach. He needed help with his benefits as there were some discrepancies that he couldn't understand that were causing him a great deal of confusion and distress.

After a specialist benefit adviser looked at his situation in more detail it became apparent that Roy had been underpaid over the course of several months due to an error by the DWP.

With the support of our adviser Roy was able to take this issue up with the DWP and get them to agree to report the error to the relevant managers. Roy is now due a back-payment from the DWP of over £9,000 and is incredibly relieved to have sorted the situation.



How to contact us



0808 278 7948 (free from mobiles and landlines)

Monday - Friday 10am - 4pm



Email us using the form on our website

southhamscab.org.uk



Come and see us

The Watermark, Ivybridge

Every Monday 9.30am-12.30pm

Follaton House, Totnes every day 10am-1pm and 2-4pm.

Citizens Advice helps people find a way forward.

We provide free, confidential and independent advice to help people overcome their problems. We are a voice for our clients and consumers on the issues that matter to them.

We value diversity, champion equality, and challenge discrimination and harassment.

We're here for everyone.

southhamscab.org.uk



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Citizens Advice South Hams is an operating name of South Hams Citizens Advice Bureau Ltd.
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