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10 November 2017

OVERVIEW & SCRUTINY COMMITTEE

Dear Councillor

You are invited to a meeting of the above Committee which will take place on **Monday, 20th November, 2017** in the Council Chamber, Forde House, Brunel Road, Newton Abbot, TQ12 4XX at **4.00 pm**

Yours sincerely

NEIL AGGETT
Democratic Services Manager

Distribution:

The Members of the Overview & Scrutiny Committee as named below:

Councillors Haines (Chairman), Ford (Vice-Chairman), Brodie, Clarence, Colclough, Connett, Cox, Dennis, Dewhirst, Eden, Golder, Gribble, Hayes, Hocking, Hook, Jeffery, Keeling, Kerswell, Matthews, Mayne, Morgan, Nutley, Orme, Parker, Peart, Price, Prowse, Smith, Thorne and Winsor

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- (1) All other Members of the Council
- (2) Representatives of the Press
- (3) Requesting Town and Parish Councils

If Councillors have any questions relating to predetermination or interests in items on this Agenda, please contact the Monitoring Officer in advance of the meeting

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AGENDA

PART I

(Open to the Public)

Note:

Executive Members may observe proceedings

Executive Members may be invited to speak by the Chairman of the Committee

1. Apologies for absence
2. Public questions (if any)
3. Confirmation of minutes of the previous meeting (Pages 1 - 4)
4. Agreement of the agenda between Parts I and II
5. Declarations of interest
6. Matters of urgency or report especially brought forward with the permission of the Chairman
7. Call-in - to consider any call-ins

Overview

8. Community Safety Partnership (Pages 5 - 8)
9. Council tax recovery process and dealing with vulnerable taxpayers - presentation
10. Universal Credit - presentation (Pages 9 - 18)

Scrutiny

11. LEP - Productivity Strategy

To approve the Council's response to the Productivity Strategy.

12. T10 - Great Places to live, work; Going to Town; Investing in Prosperity
13. Performance Monitoring - Quarter 2 Data (Pages 19 - 72)

Future Programming

14. Executive Forward Plan (Pages 73 - 74)
15. Work Programme (Pages 75 - 78)
to identify any areas of work for future meetings of the Committee.

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OVERVIEW & SCRUTINY COMMITTEE

16 OCTOBER 2017

Present:

Councillor Haines (Chairman)
Councillor Ford (Vice-Chairman)

Other Members in Attendance:

Councillors Bullivant, Christophers, Russell and Fusco

Apologies:

Councillors Colclough, Golder, Hocking, Jeffery, Mayne, Nutley, Orme, Price and Prowse

Officers in Attendance:

Neil Blaney, Economy Manager
David Eaton, Environmental Protection Manager

168. MINUTES

The minutes of the meeting held on 11 September 2017 were approved and signed as a correct record.

169. CHAIRMAN'S ANNOUNCEMENT

The Chairman reminded Members that the new start time for the Committee had been agreed by Group Leaders on a trial basis. Members were encouraged to feedback their views, after the next meeting, on the benefits or otherwise of the new timings. He asked that they should not only consider their own needs but to consider the timings for new Members.

170. DRAFT UK AIR QUALITY PLAN FOR TACKLING NITROGEN DIOXIDE - PRESENTATION

The Council's Environmental Protection Manager provided a presentation on the UK Air Quality Plan for tackling nitrogen dioxide, during his presentation he made reference to the following:

- principle duties: to monitor, measure and report on local air quality and to identify any areas where local air quality is poor. Areas failing the National Objective require an action plan to improve air quality;
- 4 locations in Teignbridge where levels are above the National Objective and which have Air Quality Management Areas (AQMA's):
 - Dawlish (Iddesleigh Terrace);
 - Teignmouth (Bitton Park Road);

- Kingskerswell;
- Newton Abbot and Kingsteignton.

- Draft UK Air Quality Plan (AQP) 2017 – national screening had been carried out and identified 75 local authorities, 6 councils in the South West were identified in the draft AQP, these included Bournemouth, Bristol, Cheltenham, Plymouth, Poole and South Gloucestershire and and South Gloucestershire and were required to take additional measures to develop specific local plans to ensure they meet legal limits within 3-4 years;

- Final plan requires 29 local authorities to take additional measures to develop specific local plans to ensure they meet legal limits within 3-4 years. Teignbridge is not one of these authorities;

- Teignbridge has considered the Plan as good practice and has considered what it can do to bring forward compliance with the objectives;

- Additional measures considered from the UK AQ Plan included: non-charging clean air zones; accelerating fleet turnover, investment in retrofitting. The Council is investigating this with other local authorities.

During discussion, particular reference was made to:

- (a) opportunities for the Council to improve air quality, a suggestion the Council could work with taxi companies to highlight good practice such as fleet turnover;

- (b) AQMA – it was noted that Kingskerswell still had a AQMA, it was noted that DEFRA required 3 years of data before it could be revoked;

- (c) joint working. The Environmental Protection Manager advised that officers across Devon authorities were working to reduce any impact the imposition of a Clean Air Zone in Bristol may have on the rest of Devon;

- (d) Teignmouth Triangle and idling buses increasing pollution. It was agreed the officer would investigate the Members' concern outside of the meeting;

- (e) Balland Lane, Ashburton – it was agreed the officer would provide monitoring information to the Member.

The Chairman and Members thanked the officer for his presentation.

171. LEP WHITE PAPER AND ECONOMIC DEVELOPMENT PLAN - DISCUSSION ITEM

The Council's Economy Manager asked for expressions of interest from Members to sit on a review group to respond to the Local Enterprise Partnership productivity strategy which had been released for consultation. He advised that

officers would draft a response for consideration by the Group, the final document would be reviewed by Members at the next meeting.

Officers were also undertaking a review of the Economic Delivery Plan, Members were asked to assist with consultation with local businesses which would be used to inform the Plan and improve the strategy.

In response to a question, Members noted that officers were interacting with local businesses via social media, Chambers of Commerce and other business networks. Their support in contacting local businesses to complete the short questionnaire was encouraged, he also suggested that local Members would be aware of businesses and could be the link between them and the Council, they could be champions for the consultation process.

A Member raised her concern that the Council was not currently meeting its target for delivering employment land and was advised that currently there were no sites within the plan ready to come forward for development.

It was agreed that the Group Leaders would seek nominations.

172. EXECUTIVE FORWARD PLAN

The Executive Forward Plan was noted.

173. WORK PROGRAMME

The Committee noted its work programme for the remainder of the municipal year. The following item was highlighted for inclusion:

- Role of Local Members – the Monitoring Officer suggested a review group be formed to look at opportunities available to deliver community leadership and T10 Stronger Communities. It was agreed he would be asked to provide a detailed scoping document for the Group Leaders.

Cllr Mike Haines
Chairman

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TEIGNBRIDGE DISTRICT COUNCIL

OVERVIEW & SCRUTINY COMMITTEE

CHAIRMAN: Cllr Mike Haines

PORTFOLIO-HOLDER: Cllr Sylvia Russell

DATE: 20 November 2017

REPORT OF: Senior Community Safety Officer and Portfolio Holder for Environment

SUBJECT: Community Safety Partnership

PART I

RECOMMENDATION

The Committee is recommended to note this report.

1. PURPOSE

The purpose of this report is to provide Members with the opportunity to scrutinise the work of the Community Safety Partnership (CSP) as defined by Sections 19 and 20 of the Police and Justice Act 2006 and the Crime and Disorder (Overview & Scrutiny) Regulations 2009.

2. BACKGROUND

South Devon and Dartmoor CSP operates across Teignbridge, South Hams and West Devon and is a statutory partnership.

3. MAIN IMPLICATIONS

The CSP continues to focus on the most vulnerable within our community in response to information provided by the Devon Strategic Assessment and of course any emerging threats or risks. The CSP works collaboratively across Devon and the Peninsula to tackle issues such as child sexual exploitation, modern slavery, drug misuse, prejudice related crime, preventing violent extremism and domestic violence and abuse.

In 2016/17 the CSP has received a £24,000 grant of Safer Communities funding from the PCC via the Safer Devon Partnership.

TEIGNBRIDGE DISTRICT COUNCIL

4. KEY ACHIEVEMENTS

Achievements across South Devon and Dartmoor

- Phoenix courses to address ASB in young people delivered in Teignbridge in May 2016 and February 2017, In West Devon in February 2017 and South Hams in March 2017.
- Supported Domestic Homicide Review
- Provided Domestic Violence and Abuse services with personal attack alarms to be passed to those identified as vulnerable
- 9 Last Orders performance delivered in Schools across the area to address alcohol misuse
- Provision of ASB service across SDD which includes discussions about vulnerable adults as part of ASB meeting structure
- Use of Multi-Agency Response team approach around issues such as needle and drug paraphernalia finds in public toilets
- Continued close working with Integrated Offender Management
- Supported Be the Change to address reducing reoffending by contributing to volunteer training
- Extremely positive relationship developed with secondary schools in Teignbridge, West Devon and South Hams resulting in thematic meetings and work identified around drug misuse
- Continued development of relationship with Care Homes for looked after Children around community safety issues
- Promotion of materials for Safer Internet Day to 139 schools
- Child Sexual Exploitation training delivered to 10 staff from fairgrounds
- Training on Child Sexual Exploitation delivered to Taxi Drivers
- Facilitated Barnados training to hotels and other high risk sectors with 35 delegates attending
- Facilitated delivery of 10 Chelsea's Choice performances to raise awareness of CSE
- Engagement in Operation Hunstman to address Modern Slavery
- Promotion of Mental health toolkit
- Forum event with 80 delegates showcasing the work of the CSP
- Carers 4 Dementia sessions established as a pilot in Teignbridge Council
- Engagement with Operation Venus to address use of Psychoactive Substances and drug misuse
- Engagement in the Devon and Torbay Prevent Partnership
- Supported development and contributed to development of the Be Curious campaign and distributed the campaign when finished
- Purchase of educational resources to enhance delivery regarding alcohol misuse in schools
- 3 Substance misuse training days delivered by YSmart

TEIGNBRIDGE DISTRICT COUNCIL

- Supported the development of the Chelsea's Choice initiative in partnership across Devon
- Supported Devon wide work on raising awareness for those on the autism spectrum relating to community safety issues
- 6 Drink Wise Age Well courses were delivered across SDD with 117 professional trained
- Development of a sub group on County lines dangerous drugs networks

Achievements in Teignbridge

- Excellent information sharing continues with Housing, Legal, Environmental Health and other Teignbridge departments
- Close working with Teignbridge Secondary schools to address and raise awareness of community safety issues. This model is seen as best practice
- Facilitated regular multi agency licensing discussions to identify locations of concerns and ensure a joined up approach
- Supporting the development of Newton Abbot becoming a dementia Friendly town

Achievements in ASB

- Securing unoccupied buildings in Teignbridge. They have proved to be a honeypot for ASB and rough sleeping. We have worked closely with site owners, police, developers, housing, planning and building control to install robust security measures to keep out trespassers.
- Closure order granted for an address in Dawlish. Worked with police and the local community to evidence criminality and anti-social behaviour. The closure order was granted on a residential property to restrict named individuals from entering. The owner and others unconnected to the ASB were allowed to remain.
- We have established a new multi-agency process where regular meetings take place with housing outreach workers, Rise recovery staff, housing and the police to discuss homelessness in Teignbridge. It is successful in sharing risk information and to agree strategies to best support people back into housing and reduce incidents of ASB.
- Co-ordinating multi agency activity to address criminality and ASB taking place in and around a hotel in Teignmouth. A complex case requiring activity from police, fire, adult social care, health services, drug and alcohol services, environmental health, food safety and licensing. A closure order was in the process of being made when the owner was arrested for serious criminal offences and remanded in custody.

5. GROUPS TO BE CONSULTED

None

6. WITNESSES TO BE CALLED

None

TEIGNBRIDGE DISTRICT COUNCIL

7. TIME-SCALE

Any comments from the Overview and Scrutiny Committee will be reported to the next Community Safety Partnership meeting.

8. CONCLUSION

This report summarises the work of the Community Safety Partnership over the past twelve months.

Rebecca Hewitt
Senior Community Safety Officer

Cllr Sylvia Russell
Portfolio- Holder for
Environment

| | |
|--|----------------------------------|
| Wards affected | All |
| Contact for any more information | Rebecca Hewitt 01626 215873 |
| Background Papers (For Part I reports only) | Local Delivery Plan if requested |
| Key Decision | N |
| In Forward Plan | N |
| In O&S Work Programme | Y |
| Community Impact Assessment attached: | Y / N N/A |

OVERVIEW & SCRUTINY COMMITTEE

CHAIRMAN: Cllr Mike Haines

DATE: 20 November 2017
REPORT OF: Revenue, Benefits and Fraud Manager
SUBJECT: Universal Credit rollout

PART I

RECOMMENDATION

- a) That Members note the content of this report and the presentation on Universal Credit (UC) due to be delivered at Overview & Scrutiny by Civica's UC Implementation Manager.
- b) That Members consider any particular actions they would like us to take going forward, perhaps in relation to support for claimants or monitoring of impacts

1. PURPOSE

To update Members on the current position regarding UC in Teignbridge and the likely impacts when we move to the Full (Digital) Service in May 2018.

2. BACKGROUND

UC is a means-tested benefit for people of working age who are on a low income. It replaces the six existing means-tested benefits listed below:

- Income-based Jobseeker's Allowance
- Income Support
- Income-related Employment and Support Allowance
- Working Tax Credit
- Child Tax Credit
- Housing Benefit

UC is a working age benefit only. People of pensionable age continue to claim under original benefit provisions.

What's different about UC?

- UC is paid 'in and out of work'. No need to make a new claim for a different benefit when circumstances change.

TEIGNBRIDGE DISTRICT COUNCIL

- Claimants are expected to sign a Claimant Commitment agreeing to spend 35 hours a week actively preparing for and searching for work.
- UC is designed to incentivise people into work and therefore there is no limit to the number of hours someone will be able to work and still claim UC. Instead, the amount of UC will gradually decrease as earnings increase before entitlement ceases altogether.
- Claimants will be expected to complete and maintain their claim on line.
- In couple households, both partners will need to make a claim for UC. Currently, for legacy benefits, only one partner makes a claim
- Claimants will receive one single monthly payment made in arrears instead of fortnightly or weekly payments
- Claimants will need a bank or building society account into which UC can be paid.
- Claimants must have an email account to make a claim and will subsequently manage their claim via email or mobile phone according to preference.
- UC will be paid direct to the claimant and those with a rent liability will be expected to make their own arrangements to pay their landlord. This is already the case for private tenants receiving housing benefit but for most tenants in social housing the rent is paid direct to the landlord. This will change when UC is rolled out. Alternative payment arrangements can be put in place for tenants who are considered vulnerable e.g. learning difficulties, mental health conditions, drug/alcohol problems, domestic abuse etc., or who accrue rent arrears.

National rollout of UC

It was originally intended by the Government that UC would apply to all new claims from April 2014 and that all existing claims would migrate to UC between 2015 and 2017. Because of the complexities involved and difficulties encountered to date, the timeline for roll out has been reset and full roll out is not now expected to be complete until around 2021.

The Department for Work and Pensions (DWP) has also taken a phased approach to roll out in relation to both claimant type and the way claimants maintain their claims. Roll out originated with 'Live' Service which was restricted to the most straightforward cases, with claims maintained over the telephone. In May 2016 the DWP started to roll out 'Full' Service. This brought all claimant types into UC and required claimants to manage their claim online - claimants will be required to set up an online account to claim UC, report changes, message their work coach and find support.

TEIGNBRIDGE DISTRICT COUNCIL

Latest statistics and information on UC (both rollout types) from DWP

The latest data on the number of universal credit claims has been published by the DWP in 'Universal Credit: 29 Apr 2013 to 10 August 2017'.

The figures show that a total of 510,000 households were receiving universal credit in August 2017. Of these, 55 per cent had housing costs and, as a result, had the housing element included in their universal credit entitlement.

Of the households that received a payment of universal credit on the count date

- 55 per cent were entitled to support for housing;
- 45 per cent of those households with entitlement to support for housing were in the private rented sector, compared to 55 per cent in the social rented sector;
- 12 per cent of all households that were receiving payments of universal credit on 8 June 2017 had a managed payment of housing costs direct to their landlords
- 6 per cent of housing costs payments for private rented sector tenants are paid direct to their landlord
- over a third (34%) of claimants living in the social rented sector have a managed payment to landlords

Further reports and statistical information published by the DWP are available at appendix A

Roll out in Teignbridge

UC Live Service started to roll out in Teignbridge in November 2015. In line with the DWP's approach at that time, the roll out was restricted to single, newly unemployed individuals, without children, who would otherwise be claiming job seekers allowance.

This approach has kept numbers low. There are currently only 436 UC claimants in Teignbridge and only 98 of these have any housing costs.

From May next year Teignbridge will move to UC Full Service. This will extend UC to all working age people including families who make a new claim for benefit or report a significant change in circumstances. Existing Live Service claimants will be invited to claim UC under Full Service around three months after 'go-live'. This will be timed to fit in with their monthly payment cycles.

Existing legacy benefit claims will gradually be migrated across to UC but this will not be completed until 2021 so, unless they experience one of the qualifying changes of circumstance, claimants already receiving housing benefit will continue to do so for some time to come.

TEIGNBRIDGE DISTRICT COUNCIL

When we move to UC we will start to see a reduction in our housing benefit caseload for working age claimants. However, for the first year at least, our overall workload will not diminish as we are likely to experience, an increase in customer demand and council tax support change notifications. The presentation to be delivered at Overview and Scrutiny will provide statistical information about this based on the experiences of other local authorities who have already moved onto Full Service.

Support for claimants moving onto UC

Claimants in financial difficulty whilst awaiting their first UC payment can request a recoverable advance of up to 50% of their UC entitlement.

Alternative Payment Arrangements (APA) are available for claimants for whom the standard monthly UC payment is not suitable. There are three types of APA:

- direct payment of housing cost to the landlord (managed payment)
- splitting of payment between partners
- more frequent payment of benefit (e.g. fortnightly)

Discretionary Housing Payments are available for UC claimants in the same way they are for housing benefit claimants. The Council will administer these payments for both HB and UC claimants

The DWP recognise that some claimants need help and support to make and manage their UC claim and have appointed Vulnerable Leads, based in the job centres, to provide this support.

The DWP will also provide funding to local authorities to deliver Personal Budgeting Support and Assisted Digital Support where necessary. We have not yet had confirmation of the funding we will receive from the DWP but we will need to look at how we and/or our partners deliver this support to ensure our more vulnerable residents are properly supported to make and manage the transition onto UC.

We chair the Teignbridge Welfare Reform Group which meets on a regular basis to consider the impacts of welfare reforms across the district and appropriate mitigations. We meet regularly to share information and to co-ordinate our efforts. The DWP attend these meetings and provide regular UC updates.

Social landlords will be told by DWP when one of their tenants makes a claim for UC allowing for tenants to be given support and advice from the start of their UC claim and for the landlord to apply for an APA if needed. The majority of APAs are set up within the first 3 weeks of a claim and therefore the first UC housing element payment goes to the Landlord. This pre-supposes that the Landlord or the claimant has asked for it. About 25-30% of claimants with housing element are on a direct payment APA.

TEIGNBRIDGE DISTRICT COUNCIL

Known concerns/issues

Customers have difficulty in verifying their identity online. Only around 25% do this successfully. Those that struggle to do so need to make an appointment with their work coach and this delays the process and ultimately receipt of their first payment.

The support required for vulnerable households to apply for Universal Credit is substantial in terms of time. A housing benefit application takes an officer potentially 15 minutes to complete with a customer, the Universal Credit application can take around an hour, depending on how many household members there are and whether the verification system works for that application. There is also the additional time spent by an officer to call through to DWP to finalise the application by booking the first appointment which is often well in excess of 30 minutes. These factors are all being considered in terms of impact on services.

The '6 week period' (7 day waiting period, 1 month Assessment period, 7 days before payment made) from when a claimant makes their claim and receives their first payment has been a cause of some significant concern and has reportedly resulted in customers already on low incomes ending up in rent arrears and debt and in some cases homelessness. This is particularly the case where payments take longer than 6 weeks, because of delays around verification of housing costs for example. This '6 week period' has received significant attention nationally and although unconfirmed it is possible this period may now be reduced. NB the first 7 day waiting period does not apply to claimants moving from a legacy benefit to UC or to claimants with certain exceptional circumstances e.g. recent victim of domestic violence, care leavers etc. Where the 7 day waiting period does apply, claimants are not paid for this period.

UC claimants often fail to claim Council Tax Support which leads to arrears and the potential for recovery action. Where we become aware of a UC claim via notice from the DWP to stop housing benefit, we will treat this as a claim for CTR which will reduce the numbers affected. Staff will also be apprised of this fact to ensure appropriate enquiries are made of the taxpayer when pursuing arrears.

UC roll out will see an increased level of approaches from people unable to pay their rent and subsequently at risk of homelessness. The Smith report reviews the impact of roll out of UC on social tenants and showed households on UC were on average, £156 more in debt on rent accounts than compared to those on Housing Benefit for the same period. Croydon Council reports collection rates in temporary accommodation drop from 91% to 59% under Universal Credit. Both The Smith Report released in October 2017 and the Review of Sedgemoor Impact Universal Credit 2016 report highlight the need for robust processes to tackle UC issues effectively and note the increase of workload on officers attempting to prevent and resolve UC issues for those in temporary accommodation and in social tenancies.

http://britainthinks.com/pdfs/Safe-as-Houses_Universal-Credit_Oct-2017_FINAL-REPORT.pdf

Housing teams have proactively tackled homelessness for many years, aiming to keep time in Temporary Accommodation to a minimum. Guidance from the

TEIGNBRIDGE DISTRICT COUNCIL

Government instructs Local Authorities to not permit families to stay in B&B accommodation for more than 6 weeks. However, households applying for UC are sometimes awaiting payments for in excess of 6 weeks. If the household is not in the same temporary accommodation at the time the assessment is completed, the housing element will not be paid on these costs for that placement.

For example: Mr Smith is placed into a B&B in Torquay as no suitable vacancy is available elsewhere. He remains there for 4 weeks and he is assisted into a private tenancy. His UC claim has not been processed by the time he moves into the new tenancy. He updates his application to claim from the new address. The housing element is then only paid on the new address. Resulting in the local authority not receiving the costs of the temporary accommodation for the entire period.

Sedgemoor District Council commissioned services to support clients making UC claims via a service called Digilink, operated by volunteers through Citizen's Advice. Computer access and 1-2-1 assistance to obtain an email address and complete the online form were provided. The issues arising from this were limited opening sessions, incorrect information applied and applicants missing follow up appointments as unclear on the process and not accessing their portals regularly. Sedgemoor were forced into changing their approach for all homeless applicants as claims were not being submitted in timely manner or managed appropriately and Housing Officers now submit the claims with the clients going into temporary accommodation at the point of sign up. Therefore increasing the time taken to make placements, follow up reminders to clients to attend appointments, applications for direct payments (which were previously automatically completed by housing benefit) and chasing of claims via DWP.

Southwark is now attempting to reduce B&B placements to zero due to the financial implications of UC.

Some social landlords in the Teignbridge area have increased the initial "rent in advance" costs to secure a social tenancy in some instances up to 8 weeks rent in advance already in preparation for UC.

Preparing for UC

Working with colleagues in Housing we have started to lay some foundations ready for introduction of UC and have:

- migrated all of our housing benefit caseload over to payment by BACS rather than cheque. Every housing benefit claimant, paid direct, now has a bank account into which their UC payment can be made.
- Introduced an online claim form for housing benefit claimants which has around 99% take up. Our residents are already familiar with making digital claims either themselves or have support networks in place to help them to do so
- Identified digital access points across the district

TEIGNBRIDGE DISTRICT COUNCIL

- Upskilled staff to meet changing work demands and to provide holistic service to customers
- met regularly with Registered Social Landlords and our partners in the voluntary and community sector alongside DWP
- published all relevant information on our website.
- attended UC training sessions facilitated by DWP
- mapped caseloads across the district to identify areas most impacted by welfare benefits
- Captured impacts across Council Services including:
 - Internal Audit time spent on housing benefit may need to be reduced/refocussed
 - Potential difficulty in identifying concession rates for leisure memberships and garden waste collection service
 - Need to consider potential impact on market traders who may be affected by changes

There is more work to be done. We need to consider our support offer for residents, raise awareness among private landlords, extend staff training, review working practices, and update our web pages to reflect the move to Full Service. We also plan to review all current working age claimants who have their housing benefit paid direct to landlord to ensure they receive targeted support should they need to move onto UC. We also need to financially model the impact of reducing administration grant from 2018-19 on the costs of the service.

3. MAIN IMPLICATIONS

The implications that Members need to be aware of are as follows:

There are significant implications to TDC homelessness budgets. For example if we are successful in securing alternative accommodation for homeless applicants in temporary accommodation before the UC is assessed (4-6 weeks providing they attend all appointments), we will not receive the housing element (payment towards rental costs) for the time spent in temporary accommodation if the placements are in Bed & Breakfast accommodation.

We do not expect to see any reduction in Housing Benefit Admin Grant as a result of our move to UC until year two. This recognises the fact there is no reduction in workload in year one.

Housing Benefit workloads will start to reduce from May 2018, but based on experiences of other local authorities already in Full Service we know the overall

TEIGNBRIDGE DISTRICT COUNCIL

work volumes are likely to increase rather than decrease in the first year as we manage the transition to UC. More detail about this will be provided in the presentation.

4. GROUPS TO BE CONSULTED

N/A

5. WITNESSES TO BE CALLED

N/A

6. TIME-SCALE

Full Service is currently scheduled to rollout in Teignbridge from 31st May 2018

7. CONCLUSION

We have no control over the administration of UC, the roll out schedule or the rate at which our residents move onto UC. However, we will continue to plan and work together with our partners to ensure as smooth a transition to UC as possible and to make sure our residents are properly supported. We have forged strong links with our DWP Partnership Manager, the Job Centre Work Coaches and Vulnerable leads and this close working relationship, assisted by our imminent co-location will also help mitigate against some of the known issues with UC. The Teignbridge Welfare Reform Group is also proving valuable in providing a co-ordinated approach to UC and will ensure residents receive appropriate signposting, advice and guidance going forwards.

Tracey Hooper
Revenue, Benefits and Fraud Manager

| | |
|--|-------------------------------|
| Wards affected | <i>All</i> |
| Contact for any more information | <i>Tracey Hooper Ext 5266</i> |
| Background Papers (For Part I reports only) | <i>N/A</i> |
| Key Decision | <i>N/A</i> |
| In Forward Plan | <i>N/A</i> |
| In O&S Work Programme | <i>Yes</i> |

DWP research into the progress and impact of universal credit

The DWP has recently published on its universal credit website, a number of reports containing the results of in-house research it has carried out into the impact of universal credit in a number of areas. These reports include

[Universal Credit test and learn evaluation: families](#)

This report provides findings from qualitative and quantitative research with claimants who receive Universal Credit as a family.

[Universal Credit: understanding how it influences employment behaviour](#)

This report explores how Universal Credit has influenced employment behaviour, and how it may shape employment behaviour in the future.

[Universal Credit and social landlords: review of the Trusted Partner Pilot](#)

This research examines the role that social landlords can play as Trusted Partners in supporting their tenants who claim Universal Credit.

[Universal Credit employment impact analysis: update](#)

This analysis evaluates the short-term impacts of Universal Credit on labour market outcomes.

[Stopping Tax Credits and the Transition to Universal Credit: qualitative research to explore the customer experience](#)

This research explores experiences and information needs of tax credit customers as they make the transition to Universal Credit.

[Universal Credit Waiting Days: May 2016 to June 2017](#)

This publication provides ad hoc statistics on Waiting Days for claims to Universal Credit from May 2016 to June 2017.

[Universal Credit payment timeliness: January to June 2017](#)

This publication provides ad hoc statistics on payment timeliness for claims to Universal Credit for January to June 2017

[Universal Credit payment advances: May 2016 to June 2017](#)

This publication provides ad hoc statistics on payment advances for claims to Universal Credit for May 2016 to June 2017.

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OVERVIEW & SCRUTINY COMMITTEE

CHAIRMAN: Cllr Mike Haines

DATE: 20 November 2017

REPORT OF: Business Improvement and Development

SUBJECT: Quarter 2 2017-18 Council Strategy Performance

PART I

RECOMMENDATION

That Members note this report and the actions being taken to rectify performance issues detailed in the report.

1. PURPOSE

To update Members on progress with the Teignbridge Ten programmes

2. BACKGROUND

The Teignbridge Ten programmes (T10) are the 'super projects' that will have a high impact on and bring major benefits to the Council's seven key objectives. Each T10 has seven or more actions with performance indicator(s) and/or project(s) to monitor their progress against targets and milestones.

Every quarter an update on the progress of each T10 is compiled by the T10 managers and presented to Overview & Scrutiny Committee.

This T10 report covers the quarter 1 period from 1 July 2017 to 30 September 2017 and includes all PIs and reviews of the projects that have started. Reports are based on financial year quarters. Appendix A report is a detailed review of PI and Project progress.

Overview

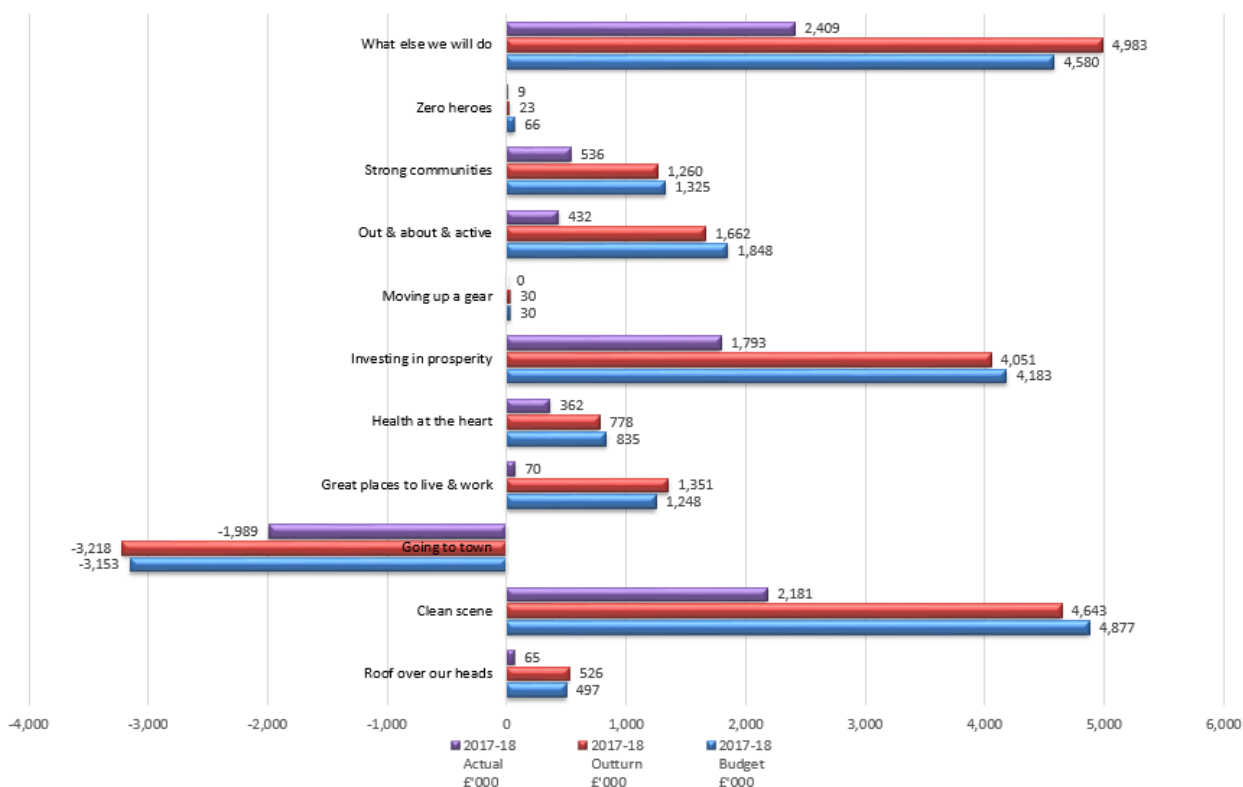
At the end of Quarter 2 2017-18:

- All T10 programmes are reported as being on track
- Overall 3 of the 31 PIs with targets are underperforming
- This quarter we have completed 1 project and currently have 68 live projects
- A total of 10 projects have a caution status

3. 2017-18 BUDGET by TEIGNBRIDGE TEN

The 2017-18 revenue and capital budgets have been split between T10 programmes, and the charts below shows outturn (year-end estimate) against budget for 2017-18 and the actual for 2017-18.

Council Strategy T10 projects 2017/18 revenue budget (£'000s)



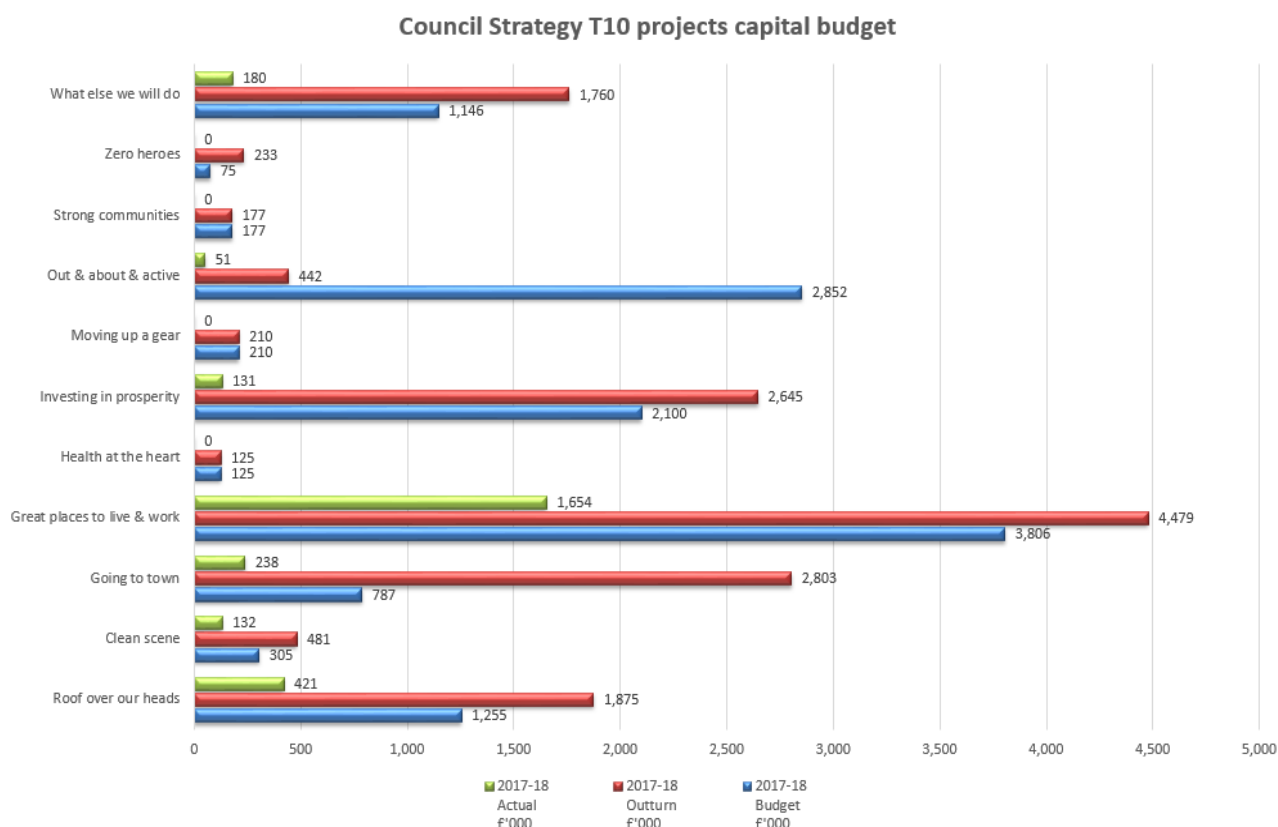
Notes

The table below provides an indication of the main/type of service costs in each of the T10 project areas – it does not show everything

| | |
|-----------------------------|--|
| What else we will do | Support and sundry expenses - only minor budget variations |
| Zero heroes | Climate change and energy efficiency, etc. - only minor budget variations |
| Strong communities | Member and committee services, electoral services, community grants, etc. - only minor budget variations |
| Out & about & active | Leisure services and open spaces - only minor budget variations |
| Moving up a gear | Mainly capital expenses |
| Investing in prosperity | Development management, economic development, revenues & benefits, etc. - only minor budget variations |
| Health at the heart | Health & food safety, environmental protection, etc. - only minor budget variations |
| Great places to live & work | Local Plan, Building Control, Resorts, museums, TICs, etc. - only minor budget variations |
| Going to town | Town centres, markets, parking etc. - only minor budget variations |
| Clean scene | Refuse collection, recycling, street & toilet cleansing etc. - only minor budget variations |

Roof over our heads

Housing assistance, homelessness prevention, private sector enforcement, etc. - only minor budget variations



Notes for the capital budget chart

2017-18 budget excludes provisional figures for town centre and industrial sites development. More detail available in the [capital programme](#) for 2017/18 (page 17-23).

| | |
|-----------------------------|--|
| What else we will do | Mainly ongoing IT projects |
| Zero heroes | Energy saving schemes starting later in year |
| Strong communities | No major budget variations |
| Out & about & active | Budget includes improvements to sports centres, playing fields and open spaces now rescheduled |
| Moving up a gear | Cycle schemes dependant on partners input |
| Investing in prosperity | Budget included industrial developments that have been rescheduled |
| Health at the heart | Property upgrades due later in year |
| Great places to live & work | Mainly provision for SANGS not yet required |
| Going to town | Outturn includes town centre developments that have been rescheduled |
| Clean scene | Bulking station works to be completed later in year |
| Roof over our heads | Schemes progressing, more due later in year |

4. MAIN IMPLICATIONS

There are no implications to consider on this matter.

5. GROUPS TO BE CONSULTED

None

6. WITNESSES TO BE CALLED

None

7. TIME-SCALE

The Council Strategy runs from April 2016 to 2025

8. CONCLUSION

The quarterly Council Strategy performance reports provide Members with an overview of performance for the Teignbridge Ten Programmes including achievements and details of any areas of poor performance.

Kay O’Flaherty/Liz Gingell, Business Improvement and Development

| | |
|--|---|
| Wards affected | All |
| Contact for any more information | Kay O’Flaherty, Liz Gingell |
| Background Papers (For Part I reports only) | Appendix A Q2 2017-18 Council Strategy performance report |
| Key Decision | No |
| In Forward Plan | Yes |
| In O & S Work Programme | No |

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Teignbridge District Council

ten year

2016 - 2025

strategy

25



 **Teignbridge**
DISTRICT COUNCIL
South Devon

Q2 2017-18 Performance Report

APPENDIX A

The Teignbridge ten

| |
|-------------------------------|
| A roof over our heads |
| Clean scene |
| Going to town |
| Great places to live and work |
| Health at the heart |
| Investing in prosperity |
| Moving up a gear |
| Out and about and active |
| Strong communities |
| Zero heroes |
| What else we will do |

Council Strategy 2016-2025

16 October 2017

| | |
|----------------------|-------------------------------------|
| Goal | 01 A roof over our heads |
| Lead Contact: | Cllr Humphrey Clemens, Amanda Pujol |
| RAG Status: | On track |

Summary Statement

Overall the project is on track. There are however, two projects marked as 'caution' in Q2. This is to reflect that the Housing Company has had to change focus and will report back to O and S in November and that there is a potential delay to the 2018 consultation of the draft Greater Exeter Strategic Plan (second stage). Details can be found in the project summaries.

1. Make sure plans take full account of all housing needs

Since the Local Plan was adopted in 2013, 38 gypsy and traveller pitches have been completed. The Plan target is 70 pitches over 20 years, 3.5 per year, which puts us well ahead of target. One self build unit has been completed. The future delivery of self build units will improve as sites with planning permission come forward for development.

Consultation on the Draft Greater Exeter Strategic Plan (second stage) is expected in Summer 2018. The Teignbridge Local Plan Review is underway and the project is on track for an Issues Consultation (first stage) to take place in Spring 2018.

2. Deliver affordable housing

So far we have delivered 94 affordable homes against an annual target of 124. This indicator is well ahead of target. The net additional homes provided is also ahead of target.

3. Evaluate options for delivering affordable rented housing

A presentation was provided to the O and S Committee on the 11th September 2017 by Mendip Council who is setting up a housing company . Officers are conducting further evaluation of the options and comments made by members and will present another report to O and S in November 17.

4. Improve housing conditions and reduce empty homes

The number of properties improved through intervention was 110 with a target of 180. This figure is ahead of target. The target for the number of empty homes impacting on new homes bonus has been met for the 9th year in succession.

5. Prevent homelessness wherever possible

So far we have prevented 250 households from becoming homeless by enabling them to remain in their own homes and 214 by finding them alternative accommodation. Both of these indicators are well ahead of target. Feasibility work continues on two potential sites for a temporary accommodation project that will provide 10, or 13 units of accommodation.

26

Key to Performance Status:

Performance Indicators:



Key to +/- Column:

+ Higher figures are better **-** Lower figures are better **OFF** Direction cannot be determined

Performance Indicators

27

| Code 2 | Title | +/- | Prev Year End | Annual Target | Current Target | Status | Q1 Act | Q2 Act | Q3 Act | Actual to Date | Officer Notes |
|-----------|--|-----|---------------|---------------|----------------|--------------------------|--------|--------|--------|----------------|--|
| CSROH 1.2 | <u>Net additional homes provided</u> | + | 664 | 620 | 310 (2/4) | Well ahead of target | 166 | 421 | | 421 | (Quarter 1 - 2) Please note there have been a very high number of late completions in this quarter, the actual amount was only 126 which is below the target of 155 (HW) |
| CSROH 4.2 | <u>Improve 180 dwellings through intervention (Y2-3)</u> | + | 172 | 180 | 90 (2/4) | Well ahead of target | 22 | 110 | | 110 | (Quarter 2) includes properties which have received central heating fund in Teignbridge (AD) |
| CSROH 2.1 | <u>Deliver an average of 124 affordable homes a year in urban areas as defined by the Local Plan (Y1-3)</u> | + | 146 | 124 | 55 (2/4) | Well ahead of target | 35 | 94 | | 94 | (Quarter 2) Homes completed in Newton Abbot, Bovey Tracey and Exminster (GD) |
| CSROH 5.2 | <u>Homelessness prevented by client remaining in existing home (Y1-2) TDC</u> | + | 440 | 440 | 220 (2/4) | Well ahead of target | 132 | 250 | | 250 | |
| CSROH 5.3 | <u>Homelessness prevented by assisting with alternative accommodation (Y1-2) TDC</u> | + | 363 | 363 | 182 (2/4) | Well ahead of target | 114 | 214 | | 214 | |
| CSROH 4.1 | <u>Number of empty properties impacting on the New Homes Bonus (Y2-3)</u> | - | 364 | 363 | 393 (2/4) | Ahead of target | 633 | 361 | | 361 | (Quarter 2) Target met for the 9th year in succession (GD) |
| CSROH 5.4 | <u>Number of households placed into temporary accommodation (Y1-2)TDC</u> | OFF | 82 | TPI | TPI | Not calculable/No status | 64 | 34 | | 34 | |
| CSROH 5.1 | <u>Number of rough sleepers as an estimate on a snapshot date (Y1-2)</u> | - | 3 | 4 | 4 | Data not due | n/a | n/a | n/a | n/a | (2017 - 2018) The annual rough sleeping count happens in mid November. (JT) |

Key to Performance Status:

| | | | | | | | | |
|-----------|---------------|------------------|----------------------|---------|----------|-------------------|-------------------|--------------|
| Projects: | No status set | Milestone Missed | Will not be achieved | Caution | On track | Ahead of schedule | Project completed | Data not due |
|-----------|---------------|------------------|----------------------|---------|----------|-------------------|-------------------|--------------|

Projects

Set up a Teignbridge District Council Housing Company (Y2-3) (HSP1.12) **Caution** **Project Responsible Officer: Graham Davey**

| Date | Review |
|------------|--|
| 06/10/2017 | A presentation was provided to the O&S Committee on the 11th September 2017 by Mendip Council, whois setting up a Housing Company on a more commercial basis than Teignbridge intends. Officers are conducting further evaluation of the options and comments made by O&S members and will present another report to O&S in November 2017. |
| 31/12/2017 | |

Delivery of the Local Plans* (CSO1) **Caution** **Project Responsible Officer: Simon Thornley**

| Date | Review |
|------------|--|
| 16/10/2017 | Greater Exeter Strategic Plan (GESP) Issues Consultation Paper (first stage) was published for a 6 week consultation period in Feb-April 2017. Consultation on the Draft Plan (second stage) is expected in 2018. There is a potential minor delay from the January 2018 draft date due to the need to investigate direct delivery as part of the GESP process and a review of the Local Development Scheme will be undertaken. The Teignbridge Local Plan Review is underway and the project is on track for an Issues Consultation (first stage) also to take place in 2018. |
| 31/03/2018 | |

28 Provision of a further supported housing scheme in Teignbridge (Y3) (HSP1.17) **On track** **Project Responsible Officer: Graham Davey**

| Date | Review |
|------------|---|
| 06/10/2017 | Pre-application planning and feasibility continues to progress on two potential sites in Newton Abbot and Dawlish. It is anticipated that proposals will be presented to members in December 2017. The schemes will deliver 10/13 units of accommodation, some being wheelchair accessible. |
| 31/12/2017 | |

Council Strategy 2016-2025

16 October 2017

Goal 02 Clean Scene

Lead Contact: Chris Braines, Cllr Kevin Lake

RAG Status:

On track

Summary Statement

All scheduled projects are underway and progress on the actions is summarised below,

1 & 3. Deliver and monitor effective cleansing services

The project to effectively plan for delivering cleansing services to increasing numbers of new properties is continuing.

The littering awareness and enforcement project is currently being delivered. A presentation on the campaign is being delivered to the Devon Authorities Strategic Waste Committee in November.

Work has started on scoping the new IT system to manage street cleansing functions.

An expression of interest has been made for £10,000 funding from WRAP's litter innovation fund to run a project to reduce rubbish entering the marine environment as litter from bins and household waste, primarily in our coastal resorts by the action of seagulls .

The expenditure for street cleansing and litter responsibilities is ahead of target at present but expected to balance out over the course of the financial year.

2. Fly Tipping and Community Environment Wardens

We are currently working with neighbouring authorities, Trading Standards, Environment Agency and the police to tackle persistent illegal commercial waste carriers who are fly tipping in our district. This multi agency investigation is likely to bring results during the early part of next year.

3. Community group involvement

The improved advice and health and safety information to assist safe working for community groups who undertake litter picking activities does not appear to have reduced interest with a further 8 supported events this quarter.

5. Recycling improvements

The trend for reduced residual waste per household continues as a result of the improved recycling and garden waste service. The Q2 actual remains ahead of target by 0.8kg/hh at 179.2kg.

The foil collection trial is progressing well using the external funding for communication work secured.

The cumulative recycling rate for Q2 has increased to 56.42% despite a significant reduction in the weight of leaf sweepings collected for composting.

Waste analysis funded through the Devon Strategic Waste Partnership is currently underway. This will enable us to increase our understanding of the contents of the current 'residual bin' and enable us to target activities and communications accordingly. This will also link to the Recycling Plan project which focuses on future plans and targets for the service.

6. Bathing water quality

29

Electronic signage has been in place in Shaldon, Teignmouth and Dawlish which has provided daily Pollution Risk Forecasting for these beaches. All signage has been audited by the Environment Agency and they were happy with measures in place.

A number of bathing water quality engagement activities were delivered. The Love Your Beach Group worked with the Marine Conservation Society, Teignmouth recycled art in the landscape (TRAIL), the Environment Agency and South West Water. We also worked with Teignmouth Town Council on dog fouling and the impact on bathing water quality.

The Love Your Beach group took part in a new Beachwise Campaign. We were selected with one other beach in Cornwall to trial a new campaign to raise awareness about not feeding the seagulls. This involved working with the Town Centre Development Manager and the Teignmouth Traders.

Teignmouth have also been selected along with 3 other beaches in the UK to take part in research by Keep Britain Tidy into Marine Litter. The research took place in September and we will be working with the group to look at behaviour change and put some actions in place for next summer to try and target littering in the Marine Environment.

7. Air quality standards

The Government's plan to improve air quality with a specific focus on Nitrogen Dioxide was produced on the 31st July 2017. Officers have assessed this document's relevance to the Council's Air Quality Management Areas. There are 29 Local Authorities required to take additional steps and develop specific local plans to ensure that they meet the legal limits within the next 3 - 4 years. Teignbridge District Council is not one of these authorities. This means that the government is satisfied that the measures we are taking and proposing to take are sufficient to achieve compliance. There are measures detailed in the national plan that could be used within Teignbridge to shorten the time for compliance. Officers are currently revising our draft Air Quality Action Plan to include these measures. When the draft is produced officers will consult with DEFRA prior to bringing back to members for approval.

8. Council policies on dog fouling and access restrictions

The consultation closed at the end of September. The total number of responses were 2,055. The project team are due to meet on the 10th October 2017 to discuss the initial analysis of the results. Details analysis of all of the comments made will take place during the month of October. The team is still on track to bring a report to Councillors with a proposed Public Spaces Protection Order during quarter 3.

30

Key to Performance Status:

Performance Indicators: No Data Concern Caution On target Ahead of target Well ahead of target

Key to +/- Column:

+ Higher figures are better - Lower figures are better OFF Direction cannot be determined

Performance Indicators

| Code 2 | Title | +/- | Prev Year (period) | Prev Year End | Annual Target | Current Target | Status | Q1 Act | Q2 Act | Q3 Act | Actual to Date | Officer Notes |
|-----------|---|-----|--------------------|---------------|---------------|----------------|----------------------|--------|--------|--------|----------------|---------------|
| CSCLS 5.4 | <u>Household waste collected: £'s per household</u> | - | £21.82 (2/4) | £42.51 | £48.50 | £24.25 (2/4) | Well ahead of target | £9.09 | £21.41 | | £21.41 | |

Performance Indicators

| Code 2 | Title | +/- | Prev Year (period) | Prev Year End | Annual Target | Current Target | Status | Q1 Act | Q2 Act | Q3 Act | Actual to Date | Officer Notes |
|--------------|---|-----|--------------------|---------------|---------------|----------------|--------------------------|---------|----------|--------|----------------|--|
| CSCLS 4.1 | <u>Number of community litter picks supported</u> | + | 12 (2/4) | 31 | 25 | 13 (2/4) | Well ahead of target | 12 | 20 | | 20 | |
| CSCLS 3.1 | <u>Improved street and environmental cleanliness - level of litter</u> | - | 2.00% (1/3) | 1.33% | 2.00% | 2.00% (1/3) | Well ahead of target | n/a | n/a | n/a | 1.50% (1/3) | |
| CSCLS 3.2 | <u>Street cleaning & litter responsibilities. £'s per household</u> | - | £11.32 (2/4) | £21.33 | £21.82 | £10.91 (2/4) | Ahead of target | £5.02 | £10.09 | | £10.09 | |
| 31 CSCLS 5.3 | <u>Residual household waste per household</u> | - | 181.28kg (2/4) | 351.20kg | 360.00kg | 180.00kg (2/4) | On target | 91.30kg | 179.20kg | | 179.20kg | (Quarter 1 - 2) Cumulative figure for Q2 is 179.2kg (EB) |
| CSCLS 5.1 | <u>Household waste recycled and composted</u> | + | 56.07% (2/4) | 55.70% | 59.00% | 59.00% (2/4) | On target | 55.70% | 56.42% | | 56.42% | (Quarter 1 - 2) Cumulative recycling rate for Q2 is 56.42%. (EB) |
| CSCLS 2.1 | <u>Number of incident types dealt with by Community Environment Warden Team</u> | OFF | 893 (2/4) | 1,522 | TPI | TPI | Not calculable/No status | 293 | 579 | | 579 | |

Key to Performance Status:

| | | | | | | | | |
|-----------|---------------|------------------|----------------------|---------|----------|-------------------|-------------------|--------------|
| Projects: | No status set | Milestone Missed | Will not be achieved | Caution | On track | Ahead of schedule | Project completed | Data not due |
|-----------|---------------|------------------|----------------------|---------|----------|-------------------|-------------------|--------------|

Projects

Targeted litter campaign including enforcement and community based activities (CSCLS 1.2) **On track** **Project Responsible Officer: Tracey Fey**

| Date | Review |
|------------|---|
| 09/10/2017 | Our pilot litter prevention campaign started on 11 th September and is running until 20 th October in the Newton Abbot area. We are targeting motorists throwing litter from vehicles and for the first two weeks of the campaign we ran the slogan 'Litterers we're all watching you', displaying banners at litter hot spots that we are monitoring throughout September and October. During the final four weeks we are also using the slogan 'See It Report It Hate It' to coincide with the launch of a brand new online form where offenders can be reported for throwing litter from vehicles. Advertising is being displayed on bus shelters, digital screens and nozzles at two supermarkets and two service stations and on our refuse trucks. We have also engaged with Newton Abbot residents at a town centre road show and we have seen positive feedback on social media channels. We are using different interventions at the sites we are monitoring including the installation of trial litter bins, increased patrols and banners/posters. Survey data and qualitative data from residents is being gathered during the campaign and we will be able to report on its success in Q3. |
| 31/12/2017 | |

Litter and Dog Waste Bin Policy (CSCLS 3.4) **On track** **Project Responsible Officer: Anna Lang**

| Date | Review |
|------------|---|
| 06/10/2017 | Project begun. Benchmarking and research of neighbouring authorities undertaken. National research underway. Awaiting publication from WRAP from recent National Litter Strategy. |
| 31/12/2017 | |

Bulky Waste Collection Service Review (CSCLS 5.8) **On track** **Project Responsible Officer: Chris Braines**

| Date | Review |
|------------|---|
| 22/09/2017 | Work has started to research approach used in other authorities, draft alternative pricing model and process map existing arrangements. |
| 29/12/2017 | |

Automate Recycling Compliance Process (CSCLS 5.9) **On track** **Project Responsible Officer: Chris Braines**

| Date | Review |
|------------|---|
| 06/10/2017 | Waste processes have been identified as a priority area for the process mapping and digitisation projects. It is anticipated that the work required to automate this process will form part of that workstream. |
| 29/12/2017 | |

Working with other agencies, communities and land owners to reduce fly tipping (CSCLS 2.2) **On track** **Project Responsible Officer: David Eaton, Anna Lang**

| Date | Review |
|------------|--|
| 13/10/2017 | Whilst there were no active investigations with our partners during this quarter, data on suspected offenders is still shared to build the intelligence picture. Officers continue to investigate fly tipping on private land and work with the landowners to locate evidence of the offenders. A recent case used the CCTV footage from the business to trace the offender who was issued with a £400 Fixed Penalty Notice. |
| 29/12/2017 | |

32

Good bathing water quality for Teignbridge beaches (CSCLS 6.1)**On track****Project Responsible Officer: Sarah Holgate**

| Date | Review |
|------------|---|
| 09/10/2017 | <p>All signage has been audited by the Environment Agency and they were happy with measures in place. Electronic signage has been in place in Shaldon, Teignmouth and Dawlish which has provided daily Pollution Risk Forecasting for these beaches. We carried out a number of bathing water quality engagement activities this summer. The Love Your Beach Group worked with the Marine Conservation Society, Teignmouth recycled art in the landscape (TRAIL), the Environment Agency and South West Water for 3 days of fun in August. We spent the time with Wallace the Wet Wipe Monster in Teignmouth, raising awareness about wet wipes in the marine environment and the impact on bathing water quality. The message is that only the three p's should go down the loo (Pee, poo and paper, and the kids loved it). As part of these activities we also spent a morning with the Teignmouth Sea Cadets who helped us mark the seafront surface water drains will yellow fish to raise awareness about "only rain down the drain". This message will help make campervans and other vehicles aware that pollution from surface water drains can impact the beach and the people that swim in the sea. We also worked with Teignmouth Town Council and spent a day raising awareness about dog fouling and the impact on bathing water quality. The involved some street art and various officers spending time speaking to dog owners and other interested people. The Love Your Beach group were also invited by South West Water to take part in a new initiative as part of the Beachwise Campaign. We were selected with one other beach in Cornwall to trial a new campaign to raise awareness about not feeding the seagulls. This involved working with the Town Centre Development Manager and the Teignmouth Traders to get key local businesses on board with the campaign. The businesses then displayed the campaigns poster in their window and put stickers advising not to feed to seagulls on all of the takeaway containers. We had a social media campaign where we displayed photos of the businesses supporting the idea. We also visited the businesses a couple of weeks into the campaign to see who was still taking part and how successful it had been. Teignmouth have also been selected along with 3 other beaches in the UK to take part in some research by Keep Britain Tidy into Marine Litter. We had to write an application as to why we wanted to take part and as a result we have been selected. The research took place in September and we will be working with the group to look at behaviour change and put some actions in place for next summer to try and target littering in the Marine Environment</p> |
| 31/12/2017 | |

33

Proactive monitoring of new properties to inform waste collection and street cleansing (CSCLS 1.3)**On track****Project Responsible Officer: Anna Lang**

| Date | Review |
|------------|---|
| 06/10/2017 | Approved planning applications now being mapped for use in round scheduling. Route optimisation work scheduled and ongoing. |
| 29/12/2017 | |

Updating Air Quality Action Plan (CSCLS 7.2)**On track****Project Responsible Officer: David Eaton**

| Date | Review |
|------------|---|
| 11/10/2017 | <p>The Government's plan to improve air quality with a specific focus on Nitrogen Dioxide was produced on the 31st July 2017. This document is called the air quality plan for nitrogen dioxide (NO2) in UK (2017). Officers have assessed this document and the proposals and the relevance to the Council's Air Quality Management Areas. From the plan there are 29 Local Authorities required to take additional steps and develop specific local plans to ensure that they meet the legal limits within the next 3 - 4 years. Teignbridge District Council is not one of these authorities. This means that the government is satisfied that the measures we are taking and proposing to take are sufficient to achieve compliance. However there are measures detailed in the national plan that could be used within Teignbridge to shorten the time for compliance. Officers are currently revising our draft Air Quality Action Plan to include these measures. When the draft is produced officers will consult with DEFRA prior to bringing back to members for approval.</p> |
| 31/12/2017 | |

Review existing Dog Fouling policy and consider introduction of Public Space Protection Orders (CSCLS 8.1)**On track****Project Responsible Officer: David Eaton**

| Date | Review |
|------------|---|
| 11/10/2017 | The consultation closed at the end of September. The total number of responses were 2,055. The project team are due to meet on the 10 th October 2017 to discuss the initial analysis of the results. Details analysis of all of the comments made will take place during the month of October. The team is still on track to bring a report to Councillors with a proposed Public Spaces Protection Order during quarter 3. |
| 29/12/2017 | |

New IT system to manage street cleansing (CSCLS 3.3)**Data not due****Project Responsible Officer: Anna Lang**

| Date | Review |
|------------|---|
| 02/08/2017 | The project has previously been reported as delayed, and will now be delivered across the 3 Strata served authorities. It is due to start in Q3 2017. |
| 30/12/2017 | |

Update Recycling Plan (CSCLS 5.5)**Data not due****Project Responsible Officer: Chris Braines**

| Date | Review |
|------------|---|
| 07/07/2017 | Since setting up this project developments elsewhere have created a requirement to delay. The delay will enable us to accommodate the overarching update to the joint Devon and Torbay Waste Management Strategy Review. It will also give us the time to assess the adoption of 3 weekly residual waste collections by neighbouring authorities in terms of performance and cost. The delay has been discussed with the PH for Environmental Services and Business Manager. The project completion date is now December 2019. The next milestone is now due 31/03/2019 |
| 31/03/2019 | |

Council Strategy 2016-2025

16 October 2017

| | |
|---------------|--|
| Goal | 03 Going to town |
| Lead Contact: | Neil Blaney, Cllr Jeremy Christophers |
| RAG Status: | On track |

Summary Statement

Overall the project is on track.

1. Designing and delivering small and large scale schemes - a public exhibition for the improvements to shop fronts in Market Walk was held in September 2017. A planning application for the work is due to be submitted shortly and work will start early 2018 subject to planning permission.

2. Running and improving Newton Abbot Markets - In the last quarter we have held several events aimed at increasing footfall into the markets and Market Hall, and promoted the markets through new adverts on and near the building with window stickers and flag banners. These adverts have also added colour to the Halcyon Road elevation. The Draft Code of Practice is also nearing completion and should be complete by the next quarter. A coach study has given us a good evidence base to understand the impact coach trips have on the town, and how we can work to improve this experience by providing dedicated parking spaces for the coaches.

3. Town centre health checks - As part of the survey work for the Council Strategy we have sought opinion on satisfaction with the town centres and Newton Abbot Markets. These results are still being processed. A survey of businesses on our database has given us a good understanding of some of the issues facing businesses in the district. These surveys will be used to inform the refresh of the Economic Development Plan.

4. Working with and supporting continued town centre management - A letter has been sent to the five Town Councils (Ashburton, Bovey Tracey, Buckfastleigh, Chudleigh and Moretonhampstead) about the potential for a shared Peripatetic Town Centre Manager. A job description is being finalised, to be discussed when officers meet the Councils.

5. 6. Using our powers to bring about improvements and support business growth - A draft Business Charter has now been produced, setting out the Council's commitment to businesses and what standards they can expect from us. The Charter has been produced with input from across the Council and all teams. The Charter will be part of the engagement and consultation work for the refreshed Economic Development Plan.

Improving accessibility and encouraging more town centre living - there is no progress on this action since the last report.

7. Supporting evening cultural and leisure opportunities - the Council and Newton Abbot Town Council jointly ran three family-friendly Summer Nights food festivals in Newton Abbot town centre. The Councils continue to work together to promote similar events.

35

Key to Performance Status:

Performance Indicators: No Data Concern Caution On target Ahead of target Well ahead of target

Key to +/- Column:

+ Higher figures are better - Lower figures are better OFF Direction cannot be determined

Performance Indicators

| Code 2 | Title | +/- | Prev Year End | Annual Target | Current Target | Status | Q1 Act | Q2 Act | Q3 Act | Actual to Date | Officer Notes |
|-----------|--|-----|---------------|---------------|----------------|-----------|--------|--------|--------|----------------|---------------|
| CSGTT 7.1 | <u>% of businesses with a food hygiene rating of 5</u> | + | 89% | 90% | 90% (2/4) | On target | 89% | 89% | | 89% | |

Key to Performance Status:

Projects: No status set Milestone Missed Will not be achieved Caution On track Ahead of schedule Project completed Data not due

Projects

36

Newton Abbot town centre masterplan (CSGTT 7.2) Caution **Project Responsible Officer: Tom Butcher**

| Date | Review |
|------------|---|
| 12/10/2017 | Masterplan review ongoing in view of local plan review. Revised recommendations to be finalised and exhibited early 2018. |
| 18/10/2017 | Draft Masterplan under final review. Publication and adoption delayed due to further negotiations being undertaken with key stakeholders and to allow for detailed proposals to be included. Project milestones to be updated. Final Masterplan due to publication Early 2018 |

Peripatetic Town Centre Manager (CSGTT 4.2) Caution **Project Responsible Officer: Allie Clark**

| Date | Review |
|------------|---|
| 13/10/2017 | A letter has been sent to the five Town Councils (Ashburton, Bovey Tracey, Buckfastleigh, Chudleigh and Moretonhampstead) about the potential for a shared Peripatetic Town Centre Manager. A job description is being finalised, to be discussed when officers meet the Councils. A request for funding will also be made through the budget setting process. The milestones for this project need to be reviewed in light of the delays in securing funding. |
| 29/12/2017 | |

Best Bar None* (CSGTT 7.3) Caution **Project Responsible Officer: Rob Kingdon**

| Date | Review |
|------------|--|
| 13/10/2017 | The scheme has not yet commenced in Newton Abbot due to lack of support from licensees. The milestones for this project are going to be reviewed. |
| 31/12/2017 | |

Delivery of the Local Plans* (CSO1) Caution **Project Responsible Officer: Simon Thornley**

| Date | Review |
|------------|--|
| 16/10/2017 | Greater Exeter Strategic Plan (GESP) Issues Consultation Paper (first stage) was published for a 6 week consultation period in Feb-April 2017. Consultation on the Draft Plan (second stage) is expected in 2018. There is a potential minor delay from the January 2018 draft date due to the need to investigate direct delivery as part of the GESP process and a review of the Local Development Scheme will be undertaken. The Teignbridge Local Plan Review is underway and the project is on track for an Issues Consultation (first stage) also to take place in 2018. |
| 31/03/2018 | |

Running and improving Newton Abbot markets (CSGTT 2.2) On track **Project Responsible Officer: Neil Blaney**

| Date | Review |
|------------|---|
| 13/10/2017 | <p>Consultation with market traders on the revised Code of Practice has now been completed. The team are reviewing the responses received and will amend the document before to reflect any accepted changes. The traders to be issued with final version by December 2017, which they will all be required to sign up to. The document will be published on the Council's website.</p> <p>The draft plans for the Market Hall and Market Square have not progressed yet. This work requires the input of specialist consultants to look at design, layout and costs. A request for this budget forms part of the Economic Development team's 'Business Efficiency Service Transition' (BEST) 2020 work. As budgets are not confirmed until February the milestones relating to this work need to be pushed back.</p> <p>Through partnership and better inter-departmental working we are also looking to maximise opportunities. An aim for the markets includes attracting a younger demographic, improve the experience of the markets and increase footfall into the hall. We have undertaken a series of events such as 'Making Markets Matter', a national initiative which included fun activities, demonstrations and promotion. We have also worked with the Leisure and Green Spaces team and Hannahs at Seale Hayne to have a 'family fun day' in the Market Square, including a prize character hunt through the indoor market. Such activities have proven to be such a success and mutually beneficial that they will be developed further.</p> <p>To promote the markets we have invested in newspaper adverts, banner flags outside the entrance doors on Sherborne Road and Market Square, and promotional window stickers on two vacant windows on Sherborne Road next to the cinema. Footfall within the market hall was down 6% on the previous year in 2016-17, the Making Markets Matter event increased footfall on the day by almost 10% to around 2,000 extra visitors.</p> <p>We undertook a Coach Tour Visitor Study in spring 2017, to ascertain the value of coach trips into Newton Abbot town centre. The main conclusions, based on 229 completed surveys were:</p> <ul style="list-style-type: none"> • The vast majority of coach tour visitors are 65+ and spend roughly 2 hours in the town. On average each coach tour visitor/couple spends £23.68 during their stay in Newton Abbot • In 2016 a total of £75,302.40 was spent by coach tour visitors in Newton Abbot, although we suspect this figure could be much higher • The majority of coach tour visitors purchased something from the indoor/outdoor markets during their visit • 99% of respondents would recommend Newton Abbot to their friends <p>As a result of this work we are trialling 3 coach parking spaces within the town. Subject to future regeneration plans, these spaces could be retained permanently. This survey will be carried out annually.</p> <p>The timescales for this project plan need to be revised to take account of the delays, and these will be updated for the next review.</p> |
| 29/12/2017 | |

Annual survey of traders and customers (CSGTT 2.3) On track **Project Responsible Officer: Neil Blaney**

| Date | Review |
|------------|--|
| 13/10/2017 | As part of the annual survey for the Council Strategy there were two questions specifically linked to the town centre and markets. The responses to the survey are still being collated so the results aren't available in time for this quarterly report. We have also undertaken specific market focused surveys which have resulted in the following actions: |

37

Annual survey of traders and customers (CSGTT 2.3)**On track****Project Responsible Officer: Neil Blaney**

| Date | Review |
|------------|--|
| | <ul style="list-style-type: none"> • Trialling 3 coach parking spaces within the Western Service Yard • Events programme including Christmas, Easter, Making Markets Matter, Summer Nights and Halloween with bigger plans for Christmas 2017 • Summer Nights also being the first street food events held in the town and had free parking from 4:00pm to encourage footfall • Attract a younger demographic, with targeted events for families (e.g. Family Fun Day, character hunts in the hall, martial arts demos) • Improved signage for Market Hall <p>Alongside surveys we continue to work with traders in the development of an updated Code of Practice, which is due to be finalised before Christmas 2017, and regular ad hoc feedback. The feedback from this work has informed the BEST2020 Plan on behalf of the Markets and influenced the actions listed above.</p> |
| 31/12/2017 | |

Business surveys - how our town centres are doing regularly, listening to customers, businesses (CSGTT 3.4)**On track****Project Responsible Officer: Neil Blaney**

| Date | Review |
|------------|--|
| 13/10/2017 | The purpose of the survey was to gauge how local businesses in Teignbridge are faring and to reveal the main challenges they face. The survey was distributed via email to over 2,400 businesses on the Council's mailing list on 18 th July 2017, with the survey closing a month later. The initial plan was to keep the survey open until 30 th September, but it was felt that a month long survey would be appropriate mindful that this will be an annual survey. The survey was also promoted on the Council's Twitter and Facebook feeds, and local chambers of commerce and the local branch of the Federation of Small Businesses were also asked to distribute the survey to their members. |
| 13/10/2017 | A total of 54 participants took part in the survey. While this is a small sample size, so therefore cannot be used as a true reflection of the state of the Teignbridge economy, it does give an insight into the pressures and issues facing our local businesses. The responses to the survey flagged issues such as a need for support and guidance on improving skills, exporting, and finding new commercial space. We have approached the businesses offering to help them with these issues. |
| | The results of the survey have been sent to all contributors, and circulated as part of the Members Newsletter. The results will also be posted on the Council's website under the 'Business' pages. |

38

Create a Council Charter for Businesses and what they can expect* (CSGTT 5.1)**On track****Project Responsible Officer: Neil Blaney**

| Date | Review |
|------------|--|
| 13/10/2017 | On the 6 th September a draft Council Charter, created with input from departments within the Council who come into contact with businesses, was endorsed by the Corporate Leadership Team (Extended). The Charter forms part of the early engagement work being undertaken to inform the revised Economic Development Plan, which will take place until December 2017 and include discussions with a wide range of businesses. Each business will be given a copy of the charter, or a link to where it can be found online, and we will seek the views of businesses on it. Once the engagement work has been completed, the Charter will be finalised and taken to Executive for endorsement. It will also form part of the final Economic Development Plan. |
| 29/12/2017 | |

Place based town centre projects with improvements to accessibility (CSGTT 1.2)**On track****Project Responsible Officer: Tom Butcher**

| Date | Review |
|------------|--|
| 12/10/2017 | Wider transport planning on going to link sustainable and public transport |
| 30/03/2018 | |

Council Strategy 2016-2025

16 October 2017

Goal 04 Great places to live and work

Lead Contact: Cllr Humphrey Clemens, Nick Davies

RAG Status:

On track

Summary Statement

All projects are underway and one has been completed. Progress on the actions is summarised below together with an explanation where the status is assessed as a caution or concern.

1. Design Guidance

The first three chapters of the Design Guide are on the website and provide advice on the layout strategies, urban structure and design of buildings in new development. The final chapters will be published this year and the complete guide will be adopted as a Supplementary Planning Document (SPD) early next year.

2. Ensuring Neighbourhoods are real communities

The draft Development Framework Plan for Houghton Barton was published for consultation in February, a month later than originally anticipated. The final version will be considered by Planning Committee and Executive later this year. This is later than the originally anticipated project end but is justified by the need to ensure that all the technical evidence is up to date. This delay has not significantly affected the progress of development. Work is also under way on a Masterplan for Wolborough; consultants have been procured to prepare a draft masterplan and public consultation on a draft Framework Plan is expected in Spring 2018. New developments in the area performed well on quality in 2016/17 when measured against Building for Life 12 criteria and 82.2% of residents were satisfied with new developments, which indicates that the "Great Places to Live and Work project is on track. These projects are measured annually, so will be updated in the Q4 report.

3. Protecting landscapes and heritage

Work on a landscape/renewable energy policy has been commissioned and final draft reports on solar energy and wind proposals have been produced. Before adopting these policies as SPD they need to be screened for Strategic Environmental Assessment (SEA), before being presented to Planning Committee and Executive. Due to this uncertainty the project is identified as "caution". Baseline data has been provided for Conservation Area and Locally Listed Building projects, performance targets have been set for delivery and work is underway to meet those targets. These projects are measured annually so will be reported in Q4.

4. Working towards overall improvement in biodiversity

Work is complete on the Suitable Alternative Natural Green Space (SANGS) at Dawlish and it has successfully opened to the public as Dawlish Country Park. Planning permission has been granted for 5Ha of the SANGS land at South West Exeter and Council has approved the purchase of all of the SANGS land. The first acquisition is anticipated in Spring 2018. Projects identified in the South East Devon European Site Mitigation Strategy are being delivered

39

on target. Over £100,000 of Section 106 money was secured from developers to fund other biodiversity improvements in the first 2 Quarters of this year. A draft policy document for protecting Cirl Bunting habitat has been prepared and is being used to negotiate with developers. The document will be presented to Planning Committee on 24th October. As this is marginally later than anticipated, and because the policy still has to be adopted by partner authorities, the project is shown as a Caution. Work is underway on an SPD to protect Greater Horseshoe Bats. There is agreement from all five partner authorities, in partnership with Natural England, to adopt the document, enabling consistency across the whole of the South Hams Special Area of Conservation. A draft SPD will be taken to Planning Committee before the end of the year. The Pollinator Pledge has raised awareness of the importance of wildflower meadows and, among other initiatives, an area adjacent to the car park at Dawlish Country Park has been seeded with a native wildflower mix.

5.Supporting improvements to walking, cycling and public transport

6.9km of new cycle routes were provided in 2016/17 to improve sustainable travel options and 1,240 sq m of employment space has been provided in the first 2 quarters of this year to improve work opportunities within easy reach of Teignbridge residents.

Key to Performance Status:

Performance Indicators: No Data Concern Caution On target Ahead of target Well ahead of target

Key to +/- Column:

+ Higher figures are better - Lower figures are better OFF Direction cannot be determined

Performance Indicators

| Code 2 | Title | +/- | Prev Year End | Annual Target | Current Target | Status | Q1 Act | Q2 Act | Q3 Act | Actual to Date | Officer Notes |
|----------|---|-----|---------------|---------------|----------------|-----------|------------|-------------|--------|----------------|--|
| CSGP 2.3 | <u>Sqm of employment space completed</u> | + | 2,200sq.m | TPI | TPI | No Target | 285sq.m | 1,240sq.m | | 1,240sq.m | (Quarter 2) 1280 gain in B uses minus 40 in change of use to A1 (HW) |
| CSGP 4.1 | <u>Section 106 Money Secured For Biodiversity</u> | + | £271,499.16 | TPI | TPI | No Target | £19,797.06 | £101,885.37 | | £101,885.37 | |

Key to Performance Status:

Projects: No status set Milestone Missed Will not be achieved Caution On track Ahead of schedule Project completed Data not due

Projects

40

Prepare & Adopt A Landscape / Renewable Energy Policy Document (CSGP 3.3) **Caution** **Project Responsible Officer: Maureen Pearce**

| Date | Review |
|------------|---|
| 02/10/2017 | The reports, "Solar Photovoltaic (PV) Developments in the Landscape (Supplementary Planning Document)" and "An Assessment of the Landscape Sensitivity to Onshore Wind Energy Developments in Teignbridge District", are now complete. However, before they can be formally adopted, they need to be screened for Strategic Environmental Assessment (SEA) which is now being done. When SEA screening has been completed, the reports can be presented to the Planning Committee, before a period of public consultation and formal adoption by the Executive. Due to this uncertainty the project is identified as a concern. |
| 29/12/2017 | |

Adopt A Policy Document For Cirl Bunting Habitat Mitigation (CSGP 4.2) **Caution** **Project Responsible Officer: Jonny Miller**

| Date | Review |
|------------|---|
| 17/10/2017 | The guidance document is finalised and going to the 24th October planning committee for adoption. It will then be taken to DCC and Torbay Council committees by their Officers. This has taken longer than expected due to working with other Local Planning Authorities. |

Delivery of the Local Plans* (CSO1) **Caution** **Project Responsible Officer: Simon Thornley**

| Date | Review |
|------------|--|
| 16/10/2017 | Greater Exeter Strategic Plan (GESP) Issues Consultation Paper (first stage) was published for a 6 week consultation period in Feb-April 2017. Consultation on the Draft Plan (second stage) is expected in 2018. There is a potential minor delay from the January 2018 draft date due to the need to investigate direct delivery as part of the GESP process and a review of the Local Development Scheme will be undertaken. The Teignbridge Local Plan Review is underway and the project is on track for an Issues Consultation (first stage) also to take place in 2018. |
| 31/03/2018 | |

41

Adopt Supplementary Planning Document For Wolborough (CSGP 2.5) **On track** **Project Responsible Officer: Fergus Pate**

| Date | Review |
|------------|--|
| 16/10/2017 | Consultants appointed to prepare a technical masterplanning study that will inform a draft Wolborough Framework Plan. The project remains on track for public consultation on a draft Framework Plan in Spring 2018. Legal advice has confirmed that a comprehensive masterplan for the Wolborough allocation will be required before planning permission is granted. Whilst the Council led Framework Plan is expected to perform this role, it is feasible that further developer led masterplanning work could result in an acceptable outcome. |
| 31/03/2018 | |

Adopt Supplementary Planning Document For Houghton Barton (CSGP 2.4) **On track** **Project Responsible Officer: Robert Kelley**

| Date | Review |
|------------|--|
| 29/09/2017 | Comments received during the NA1 Draft Development Framework Plan SPD consultation are currently being considered carefully. It is intended that the final Framework Plan will be presented for consideration by Planning Committee and Executive in late 2017. This is later than the initially considered project end but is justified by the need to ensure that all the technical evidence is up to date and appropriate, including in particular the Greater Horseshoe Bat mitigation strategy. This short delay does not have any timing implications for the submission of planning applications and the progress of the development. |
| 31/12/2017 | |

Devon Pollinator Pledge (CSGP 4.7) **On track** **Project Responsible Officer: Sian Avon, Mark Payne**

| Date | Review |
|------------|---|
| 12/10/2017 | An area adjacent to the new car park at Dawlish Countryside Park has been seeded with a native wildflower mix to provide additional pollinator habitat and an attractive feature upon arrival. The establishing grassland has continued to look good with unexpected swathes of Mayweed and Corn marigold persisting within new grassland seeding. These are an arable feature we hope to retain within managed strips near the Barley. Decoy's pitch side Pollinator patches are looking promising - and across six of the primarily grassland Countryside sites the necessary management of main baling works by agricultural contractor have been commissioned and are underway. |
| 31/12/2017 | |

Preparation And Adoption Of Residential Design Guide* (CSGP 1.3) **On track** **Project Responsible Officer: Maureen Pearce**

| Date | Review |
|------------|---|
| 02/10/2017 | The project is well advanced and the commissioned work from a consultant is largely complete. When all of the chapters have been completed it will be adopted as a supplementary planning document (SPD). The Introduction, Principal Layout Strategies, Urban Structure chapters, and most of the Building Design section have been consulted on internally within Planning and are published for information on Teignbridge's web site for public and officer use. Work continues on the remainder of the Building Design section, progressing shortly onto the Street Design and Green and Blue Infrastructure. The project temporarily slowed over the summer as the Urban Design Officer was called to South Hams (his post is shared), but will accelerate in the autumn as work patterns are adjusted to compensate for the summer arrangements. So although progress has not kept up with the original timetable the original end-date remains unchanged. |
| 31/12/2017 | |

Implementation Of Projects In South East Devon European Site Mitigation Strategy (CSGP 4.3) **On track** **Project Responsible Officer: Maureen Pearce**

42

| Date | Review |
|------------|---|
| 02/10/2017 | <p>The fifth meeting of the South East Devon Habitat Regulations Executive Committee (SED HREC) will be held on 23rd October.</p> <ul style="list-style-type: none"> • Tender for Petalwort monitoring at Dawlish Warren remains on hold. Some staff changes at Natural England (NE) have meant further delays so still awaiting response/further information on licensing/consents from NE. • Devon Loves Dogs launched 23rd July. Website live, literature completed and first members have joined (membership stands at 48). Other events attended, preparing for Killerton Apple & Cider event & dog walk event at Dawlish SANGS. • Dawlish SANGS opening event held on 4th Sept with an estimated 300-400 visitors, involvement from TDC Green Spaces Rangers, Habitat Mitigation Officers and Devon Loves Dogs • Exe Estuary Management Partnership consultation on codes of conduct delayed due to extended zonation review. Additionally, user groups now requesting amended consultation - revised completion (estimated) Mar 2018. • The SEDHRP consultation on revised zoning final proposals ended 10/08/17. Recommendations are being taken to SED HREC in October 2017. Media interest managed via cross authority Communications cooperation. • Exe Estuary Patrol Boat - purchase remains on hold pending decision on revised zoning • Mitigation Strategy - work undertaken to rebase original assumptions and revise Strategy costs. Approved by SED HREC at meeting in July 17. Exeter City Council drafting a report to take revised charges through Council, which East Devon District Council will use as a basis for their reports. TDC to address reported shortfalls via SANGS forward funding repayments from partners. • 2017-18 Annual Business Plan approved by SED HREC in July 17, identifies new projects for Dawlish Warren & Exe Estuary |
| 31/12/2017 | |

Adopt A Greater Horseshoe Bat SPD (CSGP 4.6)**On track****Project Responsible Officer: Michelle Luscombe**

| Date | Review |
|------------|--|
| 28/09/2017 | Internal draft of Supplementary Planning Document (SPD) completed and circulated amongst partner authorities and Natural England for comment. Subject to agreement by partner authorities and Natural England, it is intended to take the draft SPD to Planning Committee by the end of 2017 to seek approval for public consultation. This will depend on consensus being agreed by all partner authorities and Natural England on ongoing technical issues relating to the management of the SAC for Greater Horseshoe Bats. |
| 31/12/2017 | |

SW Exeter Suitable Alternative Natural Greenspace (SANGS) (CSGP 4.5)**On track****Project Responsible Officer: Fergus Pate**

| Date | Review |
|------------|---|
| 16/10/2017 | 37ha countryside park. Approved by the joint Habitat Regulations Executive Committee (HREC) as the priority SANGS for the west of Exeter. Longer term funding contribution from the HREC secured. Change of use planning permission granted for approximately the first 5ha. Planning pending on the balance. Council has approved purchase of all of the SANGS land. The first acquisition is anticipated by spring 2018, with phased acquisition of further phases in subsequent years. Arrangements for works to create the SANGS and manage them thereafter are not yet finalised. A bid to the Housing Infrastructure Fund has been submitted to Government seeking financial support. |
| 31/03/2018 | |

Dawlish Suitable Alternative Natural Greenspace (SANGS) (CSGP 4.4)**Project completed****Project Responsible Officer: Fergus Pate**

| Date | Review |
|------------|--|
| 10/10/2017 | Project complete and countryside park successfully opened to the public. Further work with the joint Habitat Regulations Executive Committee required to secure funding for ongoing management of the SANGS. |

43

Council Strategy 2016-2025

13 October 2017

| | |
|----------------------|------------------------------------|
| Goal | 05 Health at the heart |
| Lead Contact: | Paul Nicholls, Cllr Sylvia Russell |
| RAG Status: | On track |

Summary Statement

The overall programme is on track. Progress on the actions are summarised in the individual project or performance indicator reviews in this report.

1. Health interventions, educational and physical activity programmes to local communities most in need

The temporary reallocation of staff within Environmental Health is continuing to impact upon our ability to develop and implement new public health projects and interventions aimed at contributing towards the improvement of the health and wellbeing of the Teignbridge residents and our staff and relaunch the Health Exchange.

Although we are continuing to work with NHS and South Devon and Torbay Clinical Commissioning Group colleagues, Devon County Council Public Health Torbay Council etc. through the Joined Up Prevention Board which meets on a monthly basis. We also recently took part in the Sustainability and transformation partnership (STP's) Integrated Care Model Programme 'Blueprint Design Workshop' the outcome of which will be reported to the CCG and NHS Chief Officers in the coming weeks.

Unfortunately Best Bar None continues to receive a lack of support from the Newton Abbot licensees which is currently preventing its implementation. The milestones will be reviewed in due course. We are still intending to launch the scheme and will work with the Enigma Nightclub in Newton Abbot, all Wetherspoons in Teignbridge and the Buckfastleigh licensing forum. However this work is not likely to happen until January 2018.

2. Working with others to target home improvement measures such as loans and grants for those in greatest need

The Performance Indicator tracks performance only and is dependent on the number of applications and referrals received from other agencies.

3. Deliver disabled facility grants DFGs to enable those with long term health and care needs to remain at home independently

The Housing team are continuing to work with Devon County Council and other partners. A meeting is taking place in October regarding the delivery of disabled facility grants and Better Care funding to explore the use of this funding for other works to meet the needs of the better care fund outcomes.

4. Working with others to deliver and support specialist and adapted housing to meet identified needs

Devon County Council are undertaking a county wide review of the need for extra care housing, the outcome of which will inform our Housing and Planning policies. In the meantime the Housing Enabling Team are working with housing providers to provide facilities where need is evidenced.

5. Design new developments to create places that are safe, inclusive, and accessible to all and promote interaction and a healthy, active lifestyle

The Residential Design guide is progressing well and when all of the chapters have been completed it will be adopted as a supplementary planning document (SPD).

44

Key to Performance Status:

Performance Indicators:

| | | | | | |
|---------|---------|---------|-----------|-----------------|----------------------|
| No Data | Concern | Caution | On target | Ahead of target | Well ahead of target |
|---------|---------|---------|-----------|-----------------|----------------------|

Key to +/- Column:

| | | | | | |
|---|---------------------------|---|--------------------------|-----|--------------------------------|
| + | Higher figures are better | - | Lower figures are better | OFF | Direction cannot be determined |
|---|---------------------------|---|--------------------------|-----|--------------------------------|

Performance Indicators

45

| Code 2 | Title | +/- | Prev Year End | Annual Target | Current Target | Status | Q1 Act | Q2 Act | Q3 Act | Actual to Date | Officer Notes |
|-----------|--|-----|---------------|---------------|----------------|-----------------|--------|--------|--------|----------------|--|
| CSHAH 2.2 | <u>Give 30 grants and loans to local households to help them improve their home (Y1-3)</u> | + | 27 | 30 | 15 (2/4) | Ahead of target | 7 | 16 | | 16 | |
| CSHAH 2.4 | <u>Number of properties receiving free or subsidised energy efficiency measures</u> | + | 92 | 120 | 140 (2/4) | On target | 84 | 144 | | 144 | (Quarter 2) 144 completed through the Local Energy Advice Programme (LEAP) referrals scheme (AD) |
| CSHAH 3.2 | <u>Assist 156 residents to remain independent through a disability facilities grant (Y1-3)</u> | + | 156 | 156 | 63 (2/4) | On target | 31 | 60 | | 60 | (Quarter 2) There are 24 grant applications approved and 30 grants in progress at present. We are meeting in October with DCC regarding the delivery of DFGs and Better Care funding to explore the use of this funding for other works to meet the needs of the better care fund outcomes. (AD) |
| CSHAH 2.3 | <u>Give 20 grants to park home owners to help improve thermal efficiency (Y1-3)</u> | + | 21 | 20 | 4 (2/4) | On target | 3 | 4 | | 4 | (Quarter 2) There are 7 applications which have been approved and 16 enquiries which will see the target achieved in quarter 3 and 4. The Council's statement of Intent for EcoFlex funding will enable park home owners to access other funding via energy companies and Teignbridge Council will be supporting the use of this other funding. (AD) |
| | | | | | | | | | | | |

| Performance Indicators | | | | | | | | | | | |
|------------------------|---|-----|---------------|---------------|-----------------|--------------------------|-----------|-----------|--------|----------------|--|
| Code 2 | Title | +/- | Prev Year End | Annual Target | Current Target | Status | Q1 Act | Q2 Act | Q3 Act | Actual to Date | Officer Notes |
| CSHAH 5.8 | <u>Working days lost due to sickness absence - average per employee</u> | - | 9.99 days | 7.70 days | 3.85 days (2/4) | Caution | 1.76 days | 4.13 days | | 4.13 days | (Quarter 2) In Q2 we observed a slight increase in sickness absence and analysis of sickness absence trends is ongoing. The year to date total of 4.13 days per FTE is approximately 20% lower than the same time in 16/17 (5.15 days per FTE). The HR team continue to support managers to implement our sickness absence policy fairly and consistently across the Council. (KC) |
| CSHAH 3.1 | <u>Total number on housing register requiring a wheelchair adapted property</u> | OFF | 24 | TPI | TPI | Not calculable/No status | 39 | 24 | | 24 | |

46

Key to Performance Status:

| | | | | | | | | |
|-----------|---------------|------------------|----------------------|---------|----------|-------------------|-------------------|--------------|
| Projects: | No status set | Milestone Missed | Will not be achieved | Caution | On track | Ahead of schedule | Project completed | Data not due |
|-----------|---------------|------------------|----------------------|---------|----------|-------------------|-------------------|--------------|

Projects

| Best Bar None* (CSGTT 7.3) | | Caution | Project Responsible Officer: Rob Kingdon |
|-----------------------------------|---|----------------|---|
| Date | Review | | |
| 13/10/2017 | The scheme has not yet commenced in Newton Abbot due to lack of support from licensees. The milestones for this project are going to be reviewed. | | |
| 31/12/2017 | | | |

| Reassess the need for and viability of 'extra care' housing (Y2-3) (HSP1.13) | | On track | Project Responsible Officer: Graham Davey |
|---|--|-----------------|--|
| Date | Review | | |
| 06/10/2017 | Haydon Court, Newton Abbot is now fully allocated with a waiting list for the 50 rented properties. Approval has been given by the landlord, Aster Housing Association, for officers to interview the residents to understand what they like about the scheme and what could be improved. The Housing Strategy Officer is currently talking to Devon County Council staff who are undertaking a county wide review of the need for extra care housing, which will inform our Housing and Planning policies. The Housing Enabling Team continue to discuss with housing providers their ability to provide facilities if need | | |

| Reassess the need for and viability of 'extra care' housing (Y2-3) (HSP1.13) | | On track | Project Responsible Officer: Graham Davey |
|--|---|-----------------|--|
| Date | Review | | |
| 31/12/2017 | is evidenced. | | |
| Healthy Lifestyles Campaign* (CSOAA 7.2) | | On track | Project Responsible Officer: Nikki Taylor, James Teed |
| Date | Review | | |
| 12/10/2017 | Officers have been developing a local campaign which links into the National Public Health Active 10 campaign. Our local initiatives and opportunities will be promoted with social media advertising, radio advertising and website updates, alongside printed media and newsletters. Training for some leisure staff has been booked for the water based referral plans, and a further float-fit (water based activity mats) training session is booked for early in October. Meetings have taken place with the new cycle hire centre in Dawlish Warren. They are in the early stages of developing an Active Mum's programme and Breeze rides for beginners with the support of officers, to be rolled out in the spring/summer of 2018. | | |
| 31/12/2017 | | | |
| Smoke Free Play Parks (CSHAH 1.7) | | On track | Project Responsible Officer: Hollie Warran |
| Date | Review | | |
| 12/10/2017 | All coastal holiday parks have signed up to the scheme and have installed a sign (or two) provided by Teignbridge. Two more Parish Council's have installed the signs and another is due to collect one. The Community Projects Officer promoted the scheme at the Teignbridge Association of Local Councils (TALC) on 28th September in attempt to engage with the remaining Town and Parish Councils that have not yet signed up to the scheme. Other holiday parks in the district are yet to be engaged with, however the majority of those with playparks have already been identified. | | |
| 31/12/2017 | | | |
| Raise Awareness & Deliver Initiatives To Prevent Increase In Melanoma (CSHAH 1.4) | | On track | Project Responsible Officer: Sarah Holgate, Hollie Warran |
| Date | Review | | |
| 12/10/2017 | Contacts have been obtained for conducting mole checks for the public and Teignbridge staff next year and we are looking at developing an eye catching sun safety factsheet to be handed to all outdoor workers (staff). It will be provided to new outdoor staff in the new starter packs. This is to replace the existing ones which are currently given to waste and resorts staff. A3 posters were mounted in 'A-frames' and displayed around the resorts, including at Teignmouth Lido, Shaldon Approach Golf and RNLI lifeguard huts. Social media was used to communicate sun safety messages as well as promote Public Health England's #CoverUpMate campaign. Suncream dispensers have been provided to the RNLI huts, Shaldon Golf and the Lido for public use in emergency situations. | | |
| 31/12/2017 | | | |
| Identify Specific Localities For Priority Action Or In Need Of Change (CSHAH 1.2) | | On track | Project Responsible Officer: Robert Kelley |
| Date | Review | | |
| 16/10/2017 | The Health at the Heart programme team are meeting on the 13th November to review the public health profiles using the PHE fingertips tool and aim to identify our key public health priorities and any specific populations at risk. <ul style="list-style-type: none"> Public Health Profiles: https://fingertips.phe.org.uk/ Public Health Outcomes Framework: https://fingertips.phe.org.uk/profile/public-health-outcomes-framework | | |

Increase Staff & Member Awareness Of Mental Health & Dementia (CSHAH 1.3) On track **Project Responsible Officer: Rebecca Hewitt**

| Date | Review |
|------------|---|
| 13/10/2017 | <p>We have undertaken an evaluation of the Carers for Dementia Scheme and the results are positive. Further meetings are planned to agree the future development of the scheme.</p> <p>A number of departments have already identified their Safeguarding Ambassadors who will be given an awareness raising session on dementia. We are continuing to follow up on suggestions to make our Leisure centres more dementia friendly.</p> <p>We have supported the development of Newton Abbot and Teignbridge Dementia Action Alliance who are in the early stages of developing an action plan.</p> |

Preparation And Adoption Of Residential Design Guide* (CSGP 1.3) On track **Project Responsible Officer: Maureen Pearce**

| Date | Review |
|------------|--|
| 02/10/2017 | <p>The project is well advanced and the commissioned work from a consultant is largely complete. When all of the chapters have been completed it will be adopted as a supplementary planning document (SPD). The Introduction, Principal Layout Strategies, Urban Structure chapters, and most of the Building Design section have been consulted on internally within Planning and are published for information on Teignbridge's web site for public and officer use. Work continues on the remainder of the Building Design section, progressing shortly onto the Street Design and Green and Blue Infrastructure. The project temporarily slowed over the summer as the Urban Design Officer was called to South Hams (his post is shared), but will accelerate in the autumn as work patterns are adjusted to compensate for the summer arrangements. So although progress has not kept up with the original timetable the original end-date remains unchanged.</p> |
| 31/12/2017 | |

Removing Barriers To Participation In Sport And Activity* (CSOAA 6.3) On track **Project Responsible Officer: Nikki Taylor, James Teed**

| Date | Review |
|------------|---|
| 12/10/2017 | <p>Many events and initiatives have continued in our parks and open spaces, including Walk this Way health walks, Teignmouth skatepark Jam 2017 with 100 children and young people taking part, beginner breeze rides and Active Mums rides. Leisure recently participated in UK Active's National Fitness Day event, offering access to activities in all of our leisure centres. Leisure staff have had discussions with the Intercom Trust to look at understanding and supporting transgender participation in leisure activities.</p> <p>Rangers have requested changes to kissing gates on adjacent land to ease accessibility for pushchair and wheelchair users to the new Dawlish Countryside site. The new site leaflet has given information on bus access. Plans are being made to change entrance gates at Churchills Local Nature Reserve and Eastcliff Park to facilitate pushchair and wheelchair access.</p> |
| 31/12/2017 | |

Delivery of the Local Plans* (CSO1) On track **Project Responsible Officer: Simon Thornley**

| Date | Review |
|------------|---|
| 16/10/2017 | <p>Greater Exeter Strategic Plan (GESP) Issues Consultation Paper (first stage) was published for a 6 week consultation period in Feb-April 2017. Consultation on the Draft Plan (second stage) is expected in 2018. There is a potential minor delay from the January 2018 draft date due to the need to investigate direct delivery as part of the GESP process and a review of the Local Development Scheme will be undertaken. The Teignbridge Local Plan Review is underway and the project is on track for an Issues Consultation (first stage) also to take place in 2018.</p> |

48

Council Strategy 2016-2025

16 October 2017

Goal 06 Investing in prosperity

Lead Contact: Cllr Jeremy Christophers, Tony Watson

RAG Status:

On track

Summary Statement

Overall the project is on track.

1. Promptly grant regulatory decisions - A draft Business Charter has now been produced, setting out the Council's commitment to businesses and what standards they can expect from us. The Charter has been produced with input from across the Council and all teams. The Charter will be part of the engagement and consultation work for the refreshed Economic Development Plan.

The Council continues to meet the targets for dealing with planning applications within statutory timescales of 8 weeks for minor planning applications and 13 weeks for major planning applications.

2. Investing money into new commercial estates and buildings - the resolution to approve the Aldi application in Newton Abbot will see serviced employment land gifted to the Council. Work is ongoing to identify new opportunities to acquire land to bring forward more employment land.

3. Giving commercial advice and support to businesses - the business advice service funded by the Council has now stopped, but businesses can still access free advice from the Growth Hub service run on behalf of the Heart of the South West Local Enterprise Partnership. The Economic Development team continues to support businesses seeking to grow, through assistance with finding new sites, accessing funding and making connections with others who can help.

4. Working with the Greater Exeter councils - The Councils in the Greater Exeter area continue to work closely on projects and opportunities, in line with the Shared Economic Strategy. There are no specific updates since the last quarterly report, but the officers meet monthly to develop the objectives of the Strategy.

5. Work with local businesses and education providers - The Economic Development team continue to link businesses with the South Devon University Technical College and South Devon College. The team are seeking to develop stronger links with Exeter College and the secondary schools within the district.

6. Ensure Local Plan continues to prioritise economic development - The Economic Development officers from the Greater Exeter area are jointly feeding in to the Greater Exeter Strategic Plan process. For the Teignbridge Local Plan refresh officers continue to work closely to monitor the effectiveness of the current policies and allocations. The recent refusal of the application at Peamore has missed an opportunity to address the historic under delivery of employment land in Teignbridge.

7. Grasp all reasonable opportunities to improve the area's economic base - through the South Devon Local Action Group (LAG) and Dartmoor Local Enterprise Action Fund (LEAF) project the Council has been instrumental in helping inward investment in businesses in Teignbridge. Businesses who are creating new employment have been able to access grants of up to 40%, resulting in projects totalling £1.3m. The figure provided is a composite for both SDC LAG and GD LEAF and is total 'to date', with the potential to almost double before the end of scheme.

A new round of funding is due to open shortly for Coastal Community Funds and proposals are being developed in readiness for that opportunity.

49

8. Scrutinise the Connecting Devon and Somerset broadband programme - the start of the programme has been delayed by 6 months but is now up and running. The first round of schemes across Devon and Somerset have been commenced. While there are no sites in Teignbridge in that round, future rounds will include sites in the District. An announcement of future phases will be made later this year. Coverage from the Phase 1 programme has seen a 30% increase in coverage across the District, compared with a target of 25%.

Key to Performance Status:

Performance Indicators:

No Data

Concern

Caution

On target

Ahead of target

Well ahead of target

Key to +/- Column:

+

Higher figures are better

-

Lower figures are better

OFF

Direction cannot be determined

Performance Indicators

| Code 2 | Title | +/- | Prev Year End | Annual Target | Current Target | Status | Q1 Act | Q2 Act | Q3 Act | Actual to Date | Officer Notes |
|--------------|--|-----|---------------|---------------|----------------|----------------------|---------|----------|--------|----------------|---|
| CSIIP 1.1 | <u>Processing of major planning applications</u> | + | 80.00% | 60.00% | 60.00% (2/4) | Well ahead of target | 100.00% | 92.31% | | 92.31% | |
| 50 CSIIP 5.1 | <u>Total number of days of work placement provided to young people</u> | + | 75 days | 60 days | 30 days (2/4) | Well ahead of target | 50 days | 130 days | | 130 days | |
| CSIIP 1.2 | <u>Processing of minor planning applications</u> | + | 80.56% | 65.00% | 65.00% (2/4) | Ahead of target | 76.09% | 69.95% | | 69.95% | |
| CSIIP 1.3 | <u>Planning Appeals Allowed</u> | - | 34.0% | 30.0% | 30.0% (2/4) | Concern | 31.3% | 33.3% | | 33.3% | (Quarter 2) Explanation – 12 appeals were allowed out of 36. If we had won one more it would have been 11 out of 36, which would have met the 30% target. So the “concern” status is caused by one appeal decision. There are still 2 quarters left and it is forecast that over the course of the year the target will be achieved. (ND) |
| CSIIP 3.5 | <u>Total rateable value £000 of business premises in Teignbridge</u> | + | £82,811 | | | No Target | £84,802 | £84,993 | | £84,993 | |

Performance Indicators

| Code 2 | Title | +/- | Prev Year End | Annual Target | Current Target | Status | Q1 Act | Q2 Act | Q3 Act | Actual to Date | Officer Notes |
|--------|-------|-----|---------------|---------------|----------------|--------|--------|--------|--------|----------------|---------------|
|--------|-------|-----|---------------|---------------|----------------|--------|--------|--------|--------|----------------|---------------|

Key to Performance Status:

| | | | | | | | | |
|-----------|---------------|------------------|----------------------|---------|----------|-------------------|-------------------|--------------|
| Projects: | No status set | Milestone Missed | Will not be achieved | Caution | On track | Ahead of schedule | Project completed | Data not due |
|-----------|---------------|------------------|----------------------|---------|----------|-------------------|-------------------|--------------|

Projects

Improved broadband provision (CSIIIP 8.1) **Caution** **Project Responsible Officer: Neil Blaney**

| Date | Review |
|------------|---|
| 13/10/2017 | <p>There has been a 6 month delay in the start of the Phase 2 programme. A revised coverage plan has been developed following completion of BT's work for the Phase 1 programme, which gives us a clearer picture of coverage and gaps. This can be refined further, and Connecting Devon and Somerset (CDS) have people working on this presently.</p> <p>The coverage provided for Teignbridge from Phase 1 has delivered 28.6k premises, giving a coverage of 80%. While this is below the target of 90% it this needs to be seen in the context of the starting point of 50% coverage. At the start of the project the national average was 66% existing coverage, building to 90%, so an increase of 26%. For Teignbridge an increase of 30% coverage is above the national average and is in the top quartile with respect the CDS programme.</p> <p>As a result of Teignbridge's investment the coverage plan revision has included greater coverage than originally proposed by Gigaclear, and the amount of subsidy per property by CDS has also increased above what was originally planned.</p> <p>The rollout timescale is being finalised. Once the dates have been set CDS will present to Full Council and the Teignbridge Association of Local Councils. These presentations will be about providing updates, but also seeking out opportunities to work with the local communities which have connectivity issues and are within the areas identified as 'out of programme'.</p> <p>The milestones for this project need to be reviewed in light of the delay in commencing the project.</p> |
| 29/12/2017 | |

Delivery of the Local Plans* (CSO1) **Caution** **Project Responsible Officer: Simon Thornley**

| Date | Review |
|------------|---|
| 16/10/2017 | <p>Greater Exeter Strategic Plan (GESP) Issues Consultation Paper (first stage) was published for a 6 week consultation period in Feb-April 2017. Consultation on the Draft Plan (second stage) is expected in 2018. There is a potential minor delay from the January 2018 draft date due to the need to investigate direct delivery as part of the GESP process and a review of the Local Development Scheme will be undertaken. The Teignbridge Local Plan Review is underway and the project is on track for an Issues Consultation (first stage) also to take place in 2018.</p> |
| 31/03/2018 | |

Create a Council Charter for Businesses and what they can expect* (CSGTT 5.1) **On track** **Project Responsible Officer: Neil Blaney**

| Date | Review |
|------------|--|
| 13/10/2017 | <p>On the 6th September a draft Council Charter, created with input from departments within the Council who come into contact with businesses, was endorsed by the Corporate Leadership Team (Extended). The Charter forms part of the early engagement work being undertaken to inform the revised Economic Development Plan, which will take place until December 2017 and include discussions with a wide range of businesses. Each business will be given a copy of the charter, or a link to where it can be found online, and we will seek the views of businesses on it.</p> |

51

Create a Council Charter for Businesses and what they can expect* (CSGTT 5.1)**On track****Project Responsible Officer: Neil Blaney**

| Date | Review |
|------------|---|
| | Once the engagement work has been completed, the Charter will be finalised and taken to Executive for endorsement. It will also form part of the final Economic Development Plan. |
| 29/12/2017 | |

Facilitating links between businesses and education providers (CSIP 5.2)**On track****Project Responsible Officer: Neil Blaney**

| Date | Review |
|------------|--|
| 13/10/2017 | We are currently considering a request for funding support for the Exeter Employment and Skills Board, to deliver projects targeting increased apprenticeship support, tackling the levels of those Not in Education, Employment or Training (NEET). We continue to work closely with South Devon College and the South Devon University Technical College, introducing businesses to the educators to ensure that their future skills needs can be planned for, and allow students access to opportunities for genuine work experience. The timescales on outputs for this project need to be reviewed in light of the discussions with the education providers and businesses, to ensure that we set realistic and achievable targets when projects do commence. |
| 30/03/2018 | |

Update Economic Development Delivery Plan (CSIP 7.1)**On track****Project Responsible Officer: Neil Blaney**

| Date | Review |
|------------|--|
| 13/10/2017 | <p>Work has commenced on creating a new Economic Development Plan. An appraisal has been undertaken of the Economic Development Delivery Plan 2012-15, which has now been published on the Council's website. The Plan had six main objectives:</p> <ul style="list-style-type: none"> • Supporting industry and promoting enterprise • Connecting and supporting business • Supporting skills and labour market participation • Reducing worklessness and deprivation • Supporting the rural economy • Increasing town centre competitiveness <p>Each objective had a series of actions, setting out how they would be delivered. The key outcomes of that Plan are:</p> <ul style="list-style-type: none"> • Of the 32 actions set out in the Plan 5 have been completed, 12 are ongoing, 8 need revision and 7 are outside of our control; • A number of significant projects have been delivered in line with the Plan's objectives including the purchase of Market Walk, the development of Pavilions and Estuary Court in Teignmouth, and the facilitation of the South Devon UTC. • The reason more actions haven't been completed were due to some unrealistic expectations on what could be delivered within the resources available. To deliver the Plan would have required a team of 10 full-time officers and a budget of £2million. Other actions were outside of the Council's control or influence. • The review has allowed us to focus how we will approach the new Economic Development Plan <p>We have now begun the process of the Plan update, which will be in two phases. The first phase runs up to Christmas 2017 and is a targeted engagement process, getting out to speak with businesses and representative groups such as Chambers of Commerce. The second will be a more formal process once we have crystallised the feedback from businesses into achievable actions, which will be included in the draft Economic Development Plan. This will sit alongside the Council's own corporate objectives as set out in the Council Strategy, in particular the 'Going to Town' and 'Investing in Prosperity' projects. The timescale for the second phase will see work commence in the New Year, and a draft document ready for</p> |

52

Update Economic Development Delivery Plan (CSIIIP 7.1)**On track****Project Responsible Officer: Neil Blaney**

| Date | Review |
|------------|--|
| 28/09/2018 | engagement and consultation by April 2018. |

Bringing forward new employment land (CSIIIP 2.2)**On track****Project Responsible Officer: Donna Best**

| Date | Review |
|------------|--|
| 18/09/2017 | Acquisition negotiations continue with various landowners. |
| 31/12/2017 | |

Greater Exeter Greater Devon (CSIIIP 4.1)**On track****Project Responsible Officer: Neil Blaney**

| Date | Review |
|------------|--|
| 13/10/2017 | <p>We are working with the other Greater Exeter authorities to investigate the potential for access to local market data on commercial transactions, to supplement the shared Commercial Property Register. This gives us greater intelligence on local supply and demand.</p> <p>The Economic Development teams are also working together to provide input into the Housing and Economic Land Availability Assessment (HELAA) for the Greater Exeter Strategic Plan (GESP).</p> <p>The recent refusal of the planning application at Peamore has unfortunately impacted on our ability to bring businesses into the area. There is now a risk that the 5 hectare site, which is included within our current list of permitted sites, may not now come forward due to a lack of commercial viability because of the high costs of opening up the site. There are no other large scale employment sites at an advanced stage of being brought forward at present, which also undermines the Council's ability to deliver on its Local Plan targets for bringing forward new land, or help meet existing need for businesses to expand and grow.</p> |
| 31/12/2017 | |

53

Council Strategy 2016-2025

16 October 2017

Goal 07 Moving up a gear

Lead Contact: Cllr Humphrey Clemens, Fergus Pate, Simon Thornley

RAG Status:

On track

Summary Statement

1. Improving the A382 into Newton Abbot and a Forches Cross A383 link

The planning application for A382 widening (Newton Abbot Hospital to Drumbridges) was approved in June 2017 and a Growth Deal contribution has been secured for the first phase of delivery between Newton Abbot and Forches Cross.

There has been an application for a Judicial Review of the A382 planning decision but this is not holding delivery of the scheme up at present. Land is being assembled in order to bring the scheme forward and initial compulsory purchase documents are being issued to landowners, which is a standard process in bringing schemes like this forward and doesn't mean that any Compulsory Purchase Order will necessarily be required.

The avenue link between Forches Cross and the Ashburton road is designed, ready for a planning application early in 2018. A Growth Deal contribution has been secured. Park and change and cycle links are expected at Houghton Barton but will not form part of the planning application. They will need to be brought forward as part of the wider allocated developments at Houghton Barton.

2. Bus improvements and park and ride services

Updated proposals for an A30 park and ride are not anticipated in 2017. A park and change is expected to come forward with development at Forches Cross.

3. Supporting new railway stations

Specification changes applied by Network Rail mean that the new rail station at Marsh Barton, towards which Teignbridge has committed funding, has been procedurally delayed. Funding has not yet been identified for progressing feasibility work associated with a new station at Exminster and improved use of the Newton Abbot to Heathfield railway line but bids have been made through the budget setting process. Kingskerswell will be reviewed subsequently.

4. Encourage a cycling revolution

Recent cycle scheme delivery has included complex sections of the Teign Estuary trail between Dawlish and Dawlish Warren. Next steps will include design, funding bids and delivery between Dawlish and Teignmouth. New cycle hire business has now opened and electric bike facilities are coming forward at Dawlish Warren. Overall, around 35km of new cycleway have been delivered in the past 5 years, including 6.9km in 2016/17. A further 7.9km are expected in 2017/18. This includes a 1.2km shared use path parallel to Ashburton Road and junction and crossing improvements along Exeter Rd/Jetty Marsh that is due to start in November 2017 with the full scheme completed by 2019.

5. Innovative transport schemes

Car club facility opened at Newton Abbot Station and another one forthcoming at Mile End, Newton Abbot. Emerging development frameworks propose electric car charge point facilities in key public areas.

54

6. Development supported by sustainable transport facilities

Individual new developments continue to be supported by improved transport facilities. The existing and emerging Development Frameworks for development allocations across the district incorporate sustainable transport facilities (including walking and cycle routes) as a centrepiece of their proposals. The Infrastructure Delivery Plan and capital programme also continue to prioritise sustainable transport, including through funding commitments towards Marsh Barton station and more than £600,000 being identified as a contribution towards pedestrian and cycle facilities during the years to 2019/20. Work is ongoing to ensure that sustainable transport remains at the forefront of future Local Plans, including through the Greater Exeter Strategic Plan. Bids have been submitted to the Government's Housing Infrastructure Fund for funding to support delivery of key transport infrastructure at Dawlish and South West Exeter, including:

Dawlish

- Dawlish DA2 link road

SW Exeter

- A379 pedestrian and cycle bridge
- Chudleigh Rd realignment
- A379 junction improvements
- Marsh Barton Station and SW Exeter park and ride

Key to Performance Status:

55

| | | | | | | | | |
|-----------|---------------|------------------|----------------------|---------|----------|-------------------|-------------------|--------------|
| Projects: | No status set | Milestone Missed | Will not be achieved | Caution | On track | Ahead of schedule | Project completed | Data not due |
|-----------|---------------|------------------|----------------------|---------|----------|-------------------|-------------------|--------------|

Projects

Providing a new Avenue linking the A383 to Forches Cross, A382 (CSMUG 1.2) Caution **Project Responsible Officer: Fergus Pate**

| Date | Review |
|------------|---|
| 16/10/2017 | Growth Deal 3 contribution of £3m secured for the route. Design work completed ready for a planning application to be submitted by DCC early in 2018. Delays against initial programme are due to coordination with emerging housing development proposals at Houghton Barton but there is no insurmountable barrier to delivery. |
| 29/12/2017 | |

Rail improvements (CSMUG 3.2) Caution **Project Responsible Officer: Fergus Pate**

| Date | Review |
|------------|---|
| 16/10/2017 | There has been a delay at Marsh Barton Station due to changes in design requirements from Network Rail, requiring additional work by Devon County Council. Work is ongoing to resolve these, which may also have financial implications for the project. A bid has been made to the Government New Stations Fund and the Housing Infrastructure Fund. Teignbridge's contribution to the overall cost cannot be increased without the District Council's approval. Internal bids for consultancy budget to consider Exminster Railway Station and Newton Abbot/Heathfield line feasibility have been submitted and will be reviewed during the budget setting process. |
| 29/12/2017 | |

| Bus and Park and Ride services (CSMUG 2.1) | | Caution | Project Responsible Officer: Fergus Pate |
|--|--|-----------------|--|
| Date | Review | | |
| 16/10/2017 | A planning application for a park and ride site at the A30 Alphington junction was submitted by Devon County Council but the application has since been withdrawn to consider comments received, which is why there is a "caution" against the project status. Growth Deal funding of £3m for the Forches Cross to Ashburton Road (A382-383) expects a park and change facility to be provided at Forches Cross. This is likely to be incorporated into future development proposals at Houghton Barton. Connections between the site and Newton Abbot will be easier to achieve and more reliable once the (now consented) enhancements to the A382 Bovey Tracey Road have been implemented. Consideration of bus provision is a factor in the work on the Newton Abbot town centre masterplan. (project GSGTT 7.2) | | |
| 31/01/2018 | | | |
| Delivery of the Local Plans* (CSO1) | | Caution | Project Responsible Officer: Simon Thornley |
| Date | Review | | |
| 16/10/2017 | Greater Exeter Strategic Plan (GESP) Issues Consultation Paper (first stage) was published for a 6 week consultation period in Feb-April 2017. Consultation on the Draft Plan (second stage) is expected in 2018. There is a potential minor delay from the January 2018 draft date due to the need to investigate direct delivery as part of the GESP process and a review of the Local Development Scheme will be undertaken. The Teignbridge Local Plan Review is underway and the project is on track for an Issues Consultation (first stage) also to take place in 2018. | | |
| 31/03/2018 | | | |
| A382 widening (CSMUG 1.1) | | On track | Project Responsible Officer: Fergus Pate |
| Date | Review | | |
| 16/10/2017 | Planning permission for this was granted on 8 June 2017, however, the decision is subject to judicial review by Sibelco, a local minerals operator (submitted 20 July). Growth Deal funding of £6.5m has been secured for the first phase of the project between Newton Abbot and Forches Cross. Land assembly has commenced. Subject to the judicial review it is anticipated that phase 1 of the scheme will commence by 2019. | | |
| 30/06/2018 | | | |
| Transport provision in future plans (CSMUG 6.2) | | On track | Project Responsible Officer: Fergus Pate |
| Date | Review | | |
| 16/10/2017 | Draft GESP now expected in 2018. Work is underway by Devon County Council and their contractors to update models and information, which will provide an input into future Greater Exeter Strategic Plan (GESP) work. The draft GESP consultation will include the initial approaches to transport planning for the area. | | |
| 30/06/2018 | | | |
| Cycle provision (CSMUG 6.3) | | On track | Project Responsible Officer: Jonny Miller |
| Date | Review | | |
| 17/10/2017 | Recent cycle scheme delivery has included complex sections of the Teign Estuary trail between Dawlish and Dawlish Warren. Next steps will include design, funding bids and delivery between Dawlish and Teignmouth. New cycle hire business has now opened and electric bike facilities are coming forward at Dawlish Warren. Overall, around 35km of new cycleway have been delivered in the past 5 years, including 6.9km in 2016/17. A further 7.9km are expected in 2017/18. This includes a 1.2km shared use path parallel to Ashburton Road and junction and crossing improvements along Exeter Rd/Jetty Marsh that is due to start in November 2017 with the full scheme completed by 2019. | | |

56

Council Strategy 2016-2025

16 October 2017

| | |
|----------------------|--|
| Goal | 08 Out and about and active |
| Lead Contact: | Cllr Phil Bullivant, Lorraine Montgomery |
| RAG Status: | On track |

Summary Statement

Projects are all progressing and the actions are summarised below;

1. Review of Leisure Needs Assessments and development of a Leisure Strategy

Work is ongoing looking at the constraints of the existing facilities and developing options to improve/ extend the indoor leisure offer for the community.

2. Improvement Plans for local Sport Facilities and open spaces

Work has continued on the pitch strategy action plan to identify improvements. Talks are underway with hockey clubs, South Dartmoor College and Stover School to develop a bid for a new hockey surface.

Homeyards Botanical Gardens, the opening ceremony took place on 15th September and Dawlish Countryside Park, site launch open day took place on 4th September.

3. Preparation of a residential design guide

The project is well advanced and the commissioned work from a consultant is largely complete. When all of the chapters have been completed it will be adopted as a supplementary planning document (SPD). Much of the document is available for use.

4. Open Space events for Schools and Communities

School and university visits have continued at Dawlish Warren National Nature Reserve and Decoy Country Park. Other school activities took place in Courtenay Park, Coombe Valley Nature Reserve and Dawlish Countryside Park.

5. Provision of Volunteer Task Days in Open Spaces

This quarter volunteers have contributed time at events at Dawlish Warren National Nature Reserve, the new Dawlish Countryside Park, Decoy Country Park, and Orley Common.

6. Removing Barriers to Participation in Sport and Activities

Initiatives have continued in our parks and open spaces, including Walk this Way health walks, Teignmouth Skatepark jam, beginner Breeze rides and Active Mum's rides. Leisure recently participated in UK Active's National Fitness Day event, offering access to activities in all of our leisure centres

57

7. Healthy Lifestyles

Officers are developing a local campaign which links into the National Public Health Active 10 campaign. Training for some leisure staff has been booked for the water based referral plans.

8. Activities to promote cycling

Showcase events took place promoting beginner rides for ladies, and Active Mum's rides. A wheeled sports event took place at Teignmouth Skatepark and local young people have been trained in scooter and skateboard coaching. Partnership work with Sustrans took place looking at active travel plans for walking, cycling and scootering to school.

Key to Performance Status:

Performance Indicators:

No Data

Concern

Caution

On target

Ahead of target

Well ahead of target

Key to +/- Column:

+

Higher figures are better

-

Lower figures are better

OFF

Direction cannot be determined

Performance Indicators

58

| Code 2 | Title | +/- | Prev Year End | Annual Target | Current Target | Status | Q1 Act | Q2 Act | Q3 Act | Actual to Date | Officer Notes |
|-----------|--|-----|---------------|---------------|----------------|----------------------|--------|--------|--------|----------------|--|
| CSOAA 6.1 | <u>Number of young people (under 18) who participate in activities we organise</u> | + | 32,453 | 32,500 | 16,250 (2/4) | Well ahead of target | 13,671 | 26,142 | | 26,142 | (Quarter 2) Figures are inclusive all Green Spaces, Active Leisure and Leisure Centre activities. (LM) |
| CSOAA 6.2 | <u>Number of older (over 60) people participating in events we organise</u> | + | 68,534 | 70,000 | 35,000 (2/4) | Well ahead of target | 21,976 | 45,256 | | 45,256 | (Quarter 2) Figures inclusive of Green Spaces, Active Leisure and Leisure Centre activities (LM) |
| CSOAA 8.1 | <u>Number Of Participants Attending Cycle Events & Activities That We Organise</u> | + | 481 | 500 | 250 (2/4) | Well ahead of target | 128 | 320 | | 320 | |

Key to Performance Status:

Projects:

No status set

Milestone Missed

Will not be achieved

Caution

On track

Ahead of schedule

Project completed

Data not due

Projects

Delivery of the Local Plans* (CSO1) Caution Project Responsible Officer: Simon Thornley

| Date | Review |
|------------|--|
| 16/10/2017 | Greater Exeter Strategic Plan (GESP) Issues Consultation Paper (first stage) was published for a 6 week consultation period in Feb-April 2017. Consultation on the Draft Plan (second stage) is expected in 2018. There is a potential minor delay from the January 2018 draft date due to the need to investigate direct delivery as part of the GESP process and a review of the Local Development Scheme will be undertaken. The Teignbridge Local Plan Review is underway and the project is on track for an Issues Consultation (first stage) also to take place in 2018. |
| 31/03/2018 | |

Healthy Lifestyles Campaign* (CSOAA 7.2) On track Project Responsible Officer: Nikki Taylor, James Teed

| Date | Review |
|------------|--|
| 12/10/2017 | Officers have been developing a local campaign which links into the National Public Health Active 10 campaign. Our local initiatives and opportunities will be promoted with social media advertising, radio advertising and website updates, alongside printed media and newsletters. Training for some leisure staff has been booked for the water based referral plans, and a further float-fit (water based activity mats) training session is booked for early in October. Meetings have taken place with the new cycle hire centre in Dawlish Warren. They are in the early stages of developing an Active Mum's programme and Breeze rides for beginners with the support of officers, to be rolled out in the spring/summer of 2018. |
| 31/12/2017 | |

59

Develop Improvement Plans For Local Sports Facilities & Skateparks (CSOAA 2.2) On track Project Responsible Officer: Nikki Taylor

| Date | Review |
|------------|---|
| 12/10/2017 | Work has continued on the pitch strategy action plan to identify improvement plans. This is to be prioritised and matched to possible funding streams. Playing pitches were renovated over the summer months and new goal posts provided for one pitch. Improvements also took place to the teeing off areas of the Approach Golf at Shaldon. Improvements also continued at Shaldon and Dawlish Marina Bowling Greens. Talks are underway with hockey clubs, South Dartmoor College and Stover School to develop a bid for a new hockey surface at Stover. |
| 31/12/2017 | |

Preparation And Adoption Of Residential Design Guide* (CSGP 1.3) On track Project Responsible Officer: Maureen Pearce

| Date | Review |
|------------|---|
| 02/10/2017 | The project is well advanced and the commissioned work from a consultant is largely complete. When all of the chapters have been completed it will be adopted as a supplementary planning document (SPD). The Introduction, Principal Layout Strategies, Urban Structure chapters, and most of the Building Design section have been consulted on internally within Planning and are published for information on Teignbridge's web site for public and officer use. Work continues on the remainder of the Building Design section, progressing shortly onto the Street Design and Green and Blue Infrastructure. The project temporarily slowed over the summer as the Urban Design Officer was called to South Hams (his post is shared), but will accelerate in the autumn as work patterns are adjusted to compensate for the summer arrangements. So although progress has not kept up with the original timetable the original end-date remains unchanged. |
| 31/12/2017 | |

Develop A Strategy For Leisure Provision (CSOAA 1.4) On track **Project Responsible Officer: Lorraine Montgomery**

| Date | Review |
|------------|---|
| 12/10/2017 | Strategy development has continued. Work is ongoing looking at the constraints of the existing facilities and developing options to improve/extend the Indoor Leisure offer for the community. Action plans for playing pitch improvements are being drawn up and matched to possible funding streams. Meetings have taken place with other local authorities and leisure providers to identify possible routes for delivery of improvements. |
| 31/12/2017 | |

Develop Improvement Plans For Open Spaces (CSOAA 2.3) On track **Project Responsible Officer: Chrissie Drew**

| Date | Review |
|------------|--|
| 12/10/2017 | Homeyards Botanical Gardens - the opening ceremony took place on 15th September organised between Friends of Shaldon, Shaldon Primary School and Greenspaces team. Dramatisation written by local playwright was re-enacted by pupils and a flag hoisting marked close of the ceremony. Cream teas served were from the castle. A design workshop was held in the newly renovated castle, with landscape architects and the friends group to plan the restoration of the Italianate garden and decide a plant list. Dawlish Countryside Park - the Rangers continued to establish the park ready for the opening event, this included the creation and installation of attractive rustic cleft chestnut bench seats and cycle racks, designing, commissioning of bespoke timber sign mounts and interactive sculpture to interpret and celebrate the site's local distinctiveness. Also the installation of brass rubbing trail, interpretive map boards, viewpoint sign and site leaflet. The Rangers worked with the site neighbours and the Dawlish Gardens Trust to spread locally sourced tree mulch. The cutting and baling grass growth on barley patches post Skylark nesting took place. Planning, preparation and delivery of site launch open day which took place on 4th September with marquee, cream teas and activities including Devon Loves Dogs, interactive Stone Age activities and woodland crafts. The event attracted over 300 people despite a necessary one day delay due to poor weather. |
| 31/12/2017 | |

69

Programme Of Events For Schools And Communities (CSOAA 4.1) On track **Project Responsible Officer: Chrissie Drew**

| Date | Review |
|------------|--|
| 12/10/2017 | Dawlish Warren Rangers delivered talks/walks for 548 students on 21 visits by schools. Wolborough Primary School and Haytor View visited Decoy Country Park for Ranger lead walks/activities (55 pupils in total). Bearnas Primary School visited Courtenay Park to litter pick and build bug hotels as part of their Community Volunteering Day that involved the recycling team. Hazeldown School visited Coombe Valley Nature Reserve over 3 days as part of their Trash Bash project. Rangers & recycling provided educational and seasonal activities. Over 300 people attended the open day for Dawlish Countryside Park including many children. The day included participatory events on a Stone Age theme including 'Could you cut it in the Stone Age?' Neolithic worked flints have been found on the site. Over 30 people turned out at dusk to join the Rangers in a search for nightjars and glow worms up at Ideford Common and a woodland crafts event took place at Eastcliff Park. In addition RNLI provided beach safety talks for 2 weeks in Teignmouth this summer. |
| 31/12/2017 | |

Develop A Plan Of Activities To Promote Cycling In Teignbridge (CSOAA 8.2) On track **Project Responsible Officer: Nikki Taylor**

| Date | Review |
|------------|--|
| 12/10/2017 | A number of showcase events took place promoting beginner rides for ladies that haven't been on a bike in years and Active Mum's rides. Leaflets, taster sessions and stalls were put up at Bakers Park, Newton Abbot's Market Walk, and Teignmouth Den as part of Green Spaces and Active Leisure's events programmes. Press releases and leisure centre newsletters have also promoted opportunities locally for beginners. A wheeled sports event took place at Teignmouth Skatepark and a number of local young people have been trained in scooter coaching and |

Develop A Plan Of Activities To Promote Cycling In Teignbridge (CSOAA 8.2)**On track****Project Responsible Officer: Nikki Taylor**

| Date | Review |
|------------|---|
| 31/12/2017 | skateboard coaching qualifications locally. Discussions to expand the Active Mums rides and Breeze Beginner rides have taken place in Dawlish Warren with the new cycle hire centre and partnership work with Sustrans is being delivered to local schools in their active travel plans for walking cycling and scootering to school. |

Removing Barriers To Participation In Sport And Activity* (CSOAA 6.3)**On track****Project Responsible Officer: Nikki Taylor, James Teed**

| Date | Review |
|------------|---|
| 12/10/2017 | Many events and initiatives have continued in our parks and open spaces, including Walk this Way health walks, Teignmouth skatepark Jam 2017 with 100 children and young people taking part, beginner breeze rides and Active Mums rides. Leisure recently participated in UK Active's National Fitness Day event, offering access to activities in all of our leisure centres. Leisure staff have had discussions with the Intercom Trust to look at understanding and supporting transgender participation in leisure activities. Rangers have requested changes to kissing gates on adjacent land to ease accessibility for pushchair and wheelchair users to the new Dawlish Countryside site. The new site leaflet has given information on bus access. Plans are being made to change entrance gates at Churchills Local Nature Reserve and Eastcliff Park to facilitate pushchair and wheelchair access. |
| 31/12/2017 | |

Volunteer Task Days (CSOAA 5.1)**On track****Project Responsible Officer: Sian Avon, Philip Chambers**

91

| Date | Review |
|------------|---|
| 12/10/2017 | Dawlish Warren volunteers contributed 161 man days over 32 days with visitor centre volunteers staffing the centre on 25 days over the quarter. The Dawlish Warren rangers organised a beach clean event to contribute to the Marine Conservation Society National Beach Watch Beach Clean weekend. 30 Volunteers attended on the day. Away from Dawlish Warren this quarter's seasonal tasks have included scything bracken on one of the District's most beautiful limestone grassland sites, caring for Decoy's secret orchard and coppicing hazel for wildflowers and dormice. Additional workdays have been held with Dawlish Garden's Trust at the new Dawlish Countryside site with the installation of the brass rubbing trail posts and spreading of tonnes of mulch. Volunteers redeployed from Dawlish warren also assisted greatly with the events on the open day. |
| 31/12/2017 | |

Council Strategy 2016-2025

16 October 2017

Goal 09 Strong communities

Lead Contact: Neil Aggett, Cllr John Goodey

RAG Status:

On track

Summary Statement

Progress is being made with all the actions in the Strong Communities programme.

1. Encourage Councillors to help develop and deliver local ideas

The Electors Fund grant funding round is now open - round 1 has provided £38k of grants and the Councillor's Community Fund provides an opportunity for the distribution of £69k and members can input to, coordinate and help facilitate grant ideas.

2. Help with community-led planning to shape the future

There are 16 designated Neighbourhood Areas in the District with two Made plans, namely Newton Abbot and Exminster. Abbotskerswell and Bishopsteignton Neighbourhood plans were successful at referendum on 28th September 2017 and due to form part of the Development Plan at the end of October 2017. In addition Ogwell has successfully completed its examination with a referendum on the plan anticipated for February 2018. Other neighbourhood plan groups are steadily progressing the preparation of their neighbourhood plans.

The following Parish & Town Councils have been reviewing their parish plans:

- **Whitestone & North Bovey** Parishes: both continue to work on the Parish Plans
- **Starcross:** Annual Parish Meeting was held on Saturday 13th May to establish whether there is a need to look at producing a new Parish Plan.
- **Bridford:** Parish Council resolved to adopt the revised Parish Plan updated January 2017
- **Hennock:** Parish Council has conducted a Housing needs Survey which achieved a 26% response rate. The Parish Council is discussing the need for new/ updated Parish Plan and is setting up a working group.

3. Provide grant funding to support community activities and growth

Rural Aid has provided £40K of grant funding to rural communities. Completed for 2017.

4. Encourage networking between the voluntary, business and community sectors

The Buckland Hub digital inclusion project has been delivered via a service level agreement with Newton Abbot Community Interest Company (CIC) creating a new interactive website linked with social media. A successful Buckland Fun day was held on 26th July with over 500 visitors. Communities around Teignbridge took part in the National Big Litter Pick.

5. With others, help communities become more resilient, resourceful, and sustainable to provide safer places to live

Support for community litter picks continues with advice and support to ensure health and safety considerations can be met.

Key to Performance Status:

Performance Indicators: No Data Concern Caution On target Ahead of target Well ahead of target

Key to +/- Column:

+ Higher figures are better - Lower figures are better OFF Direction cannot be determined

Performance Indicators

| Code 2 | Title | +/- | Prev Year End | Annual Target | Current Target | Status | Q1 Act | Q2 Act | Q3 Act | Actual to Date | Officer Notes |
|----------|--|-----|---------------|---------------|----------------|-----------|--------|--------|--------|----------------|--|
| CSSC 3.1 | <u>£1,000's grant income sourced by Teignbridge CVS and accessed by community group</u> | + | £466 | TPI | TPI | No Target | £207 | £578 | | £578 | |
| CSSC 4.1 | <u>Number of people using community transport services we give grants to</u> | + | 4,138 | TPI | TPI | No Target | 4,563 | 3,646 | | 3,646 | |
| CSSC 2.1 | <u>% of the Teignbridge residents residing within a designated Neighbourhood Plan area</u> | + | 65% | 70% | 70% (2/4) | No Target | 64% | 64% | | 64% | (Quarter 2) No new areas designated. No new population data which may increase the denominator. (DK) |
| CSSC 2.2 | <u>Number of Assets of Community Value currently on the successful nominated list</u> | + | 25 | TPI | TPI | No Target | 26 | 25 | | 25 | (Quarter 2) one asset removed as it was disposed of and converted into residential (DK) |

Key to Performance Status:

Projects: No status set Milestone Missed Will not be achieved Caution On track Ahead of schedule Project completed Data not due

Projects

| <u>Delivery of the Local Plans* (CSO1)</u> | | Caution | Project Responsible Officer: Simon Thornley |
|--|--|----------------|---|
| Date | Review | | |
| 16/10/2017 | Greater Exeter Strategic Plan (GESP) Issues Consultation Paper (first stage) was published for a 6 week consultation period in Feb-April 2017. Consultation on the Draft Plan (second stage) is expected in 2018. There is a potential minor delay from the January 2018 draft date due to the need to investigate direct delivery as part of the GESP process and a review of the Local Development Scheme will be undertaken. The Teignbridge Local Plan Review is underway and the project is on track for an Issues Consultation (first stage) also to take place in 2018. | | |
| 31/03/2018 | | | |

63

Encouraging networking (CSSC 5.1)**On track****Project Responsible Officer: Neil Aggett**

| Date | Review |
|------------|--|
| 10/10/2017 | During this quarter, desk research has been undertaken (seeing what other councils are doing and reviewing web based solutions to information sharing) to inform an on-line web based project that would provide community information throughout the district. To this end Teignbridge CVS has submitted an outline proposal which would include an interactive map. This proposal is at an early stage and further discussions will be taking place in Q3 to consider a way forward. |
| 31/12/2017 | |

Encourage Councillors to help develop and deliver local ideas (CSSC 1.1)**On track****Project Responsible Officer: Neil Aggett**

| Date | Review |
|------------|---|
| 17/10/2017 | Overview & Scrutiny has been asked to appoint a review group to examine the community leadership role of local members, how it works and what improvements could be made. |

Helping communities become more resilient, resourceful, sustainable and safer places (CSSC6.1)**On track****Project Responsible Officer: Rebecca Hewitt**

| Date | Review |
|------------|--|
| 13/10/2017 | The Community Safety Partnership are delivering a number of projects that will help communities be more resilient and safer places to live. Below are a couple of examples of that work. We are working collaboratively with other Community Safety partnership across Devon to produce a 'Safer in Devon' website to provide information for the community on key community safety issues. It is currently in its developmental stage. The Be Curious campaign has been commissioned to ask communities to be aware of concerning behaviour that could be an indicator of modern slavery, radicalisation or child sexual exploitation this will be promoted via social media, through materials and again on the Safer in Devon website when that is completed. Teignbridge is linked in to delivering the Devon and Torbay Prevent Action Plan. Training is planned for the next two months to raise awareness of Prevent in Teignbridge. |
| 31/12/2017 | |

64

Council Strategy 2016-2025

16 October 2017

Goal 10 Zero Heroes

Lead Contact: Cllr Jeremy Christophers, David Eaton

RAG Status:

On track

Summary Statement

The overall programme is on track with a number of projects being completed last quarter and new projects starting. The actions are summarised below along with emerging projects and ideas being considered by the Zero Heroes Project Team.

1. Monitor energy consumption from council buildings and estates and develop projects to further reduce our consumption and spend on utilities

We currently have data for our electricity and gas consumption which is on track for the time of year. However, we have identified an issue with the accuracy of our meter reading for our water consumption. This is currently under investigation so no data has been provided.

2. Use renewable energy and more energy efficient equipment in our buildings

The council continues to benefit from the renewable energy production at Forde House, Newton Abbot Leisure Centre and Dawlish Leisure Centre. This is both in energy, carbon reductions and financial benefit.

3. Reduce waste and recycle more from our own operations and buildings

The project to audit the current recycling provision has now been completed. A new project to implement the recommendations has been started. The first phase will be new recycling bins in the customer areas of our Leisure Centres. The impact of these bins will be monitored and reported at a later date.

4. Use technology to reduce the miles travelled by our workforce

A project team has been set up with officers from Teignbridge, Exeter and East Devon with colleagues from Strata. A trial of devices is planned which will assist identifying the correct product and the potential demand from officers

5. Promote work on reducing our environmental impact to encourage others to do the same

A substantiate amount of work has been completed by our recycling team over the summer promoting and encourage residents to do more for the environment. This ranges from talks to schools, stands at local fetes and carnivals and organised litter picks. Recently the Council received a Special Commendations for Dawlish Leisure Centre as Large Scale Project of the Year 2017 at the Energy Efficiency & Healthy Homes Awards.

Key to Performance Status:

Performance Indicators:

No Data

Concern

Caution

On target

Ahead of target

Well ahead of target

Key to +/- Column:

+ Higher figures are better - Lower figures are better OFF Direction cannot be determined

Performance Indicators

| Code 2 | Title | +/- | Prev Year End | Annual Target | Current Target | Status | Q1 Act | Q2 Act | Q3 Act | Actual to Date | Officer Notes |
|----------|---|-----|---------------|---------------|----------------|-----------|--------------|--------------|--------|----------------|---|
| CSZH 1.2 | <u>Electricity consumption</u> | - | 209,696kWh | TPI | TPI | No Target | 163,063kWh | 155,231kWh | | 155,231kWh | |
| CSZH 1.1 | <u>Gas consumption</u> | - | 4,480,325kWh | TPI | TPI | No Target | 2,942,258kWh | 1,968,203kWh | | 1,968,203kWh | |
| CSZH 1.3 | <u>Water consumption</u> | - | 607,110m3 | TPI | TPI | No Target | 19,607m3 | | | 19,607m3 | (Quarter 2) See the programme review for details of the PI data availability (TC) |
| CSZH 2.1 | <u>Renewable energy as a % of the total energy used in buildings that have renewable source</u> | + | 195% | | | No Target | 386% | 577% | | 577% | |

Key to Performance Status:

Projects: No status set Milestone Missed Will not be achieved Caution On track Ahead of schedule Project completed Data not due

Projects

| | | | |
|--|---|-----------------|---|
| IT Server Room project (CSZH 2.3) | | On track | Project Responsible Officer: David Eaton |
| Date | Review | | |
| 13/10/2017 | The migration of the servers is about half way through and Strata aim to complete this work by the end of November. After this point there will only be limited computing equipment in place (phone systems) and network elements to support the local needs. On completion the energy savings can be calculated. | | |
| 30/11/2017 | | | |
| Global desktop rollout (CSZH 2.4) | | On track | Project Responsible Officer: David Eaton |
| Date | Review | | |
| 13/10/2017 | This project has now been implemented at Teignbridge and energy savings are being made. Officers are working with Strata to calculate the savings which will be presented in quarter 3. | | |

Tracking project for mobile workers (CSZH 4.3)**On track****Project Responsible Officer: David Eaton**

| Date | Review |
|------------|--|
| 13/10/2017 | <p>A project team has been set up with officers from Teignbridge, Exeter and East Devon with colleagues from Strata. Work is being undertaken regarding potential integration of devices to existing lone worker and mobile worker monitoring systems. A trial of devices is planned which will assist identifying the correct product and the potential demand from officers.</p> <p>As previously identified this collaborative approach had delayed the start of the project and this is reflected in a more realistic and amended completion date of 31/03/18.</p> |
| 31/12/2017 | |

Examine the potential for electric car charging points (CSZH 5.2)**On track****Project Responsible Officer: Becky Wotton**

| Date | Review |
|------------|---|
| 11/10/2017 | <p>We have submitted a joint application with Devon County Council and neighbouring authorities on the 2nd August called Devon and Exeter Low Carbon Energy and Transport Technology Innovator (DELETTI). We anticipate being able to update members on this bid during quarter 3. If this bid was to be unsuccessful officers will consider alternative sources of funding to ensure that we can deliver Electric Charging Points within our car parks located within our Air Quality Management Areas.</p> |
| 31/12/2017 | |

Recycling improvements in our buildings (CSZH3.3.)**On track****Project Responsible Officer: Elizabeth Burston**

| Date | Review |
|------------|---|
| 13/10/2017 | <p>The Leisure Centre team have now confirmed which recycling bins they would like to buy and put into the reception areas of the three main leisure sites; Newton Abbot Leisure Centre, Dawlish Leisure Centre and Broadmeadow.</p> <p>As the main waste that could be recycled more at these sites is plastic, the decision was made to purchase plastic bins and see how well used these are with more signage and stickers on the bins in the reception areas. An order for these bins is being put in shortly and they will be in situ shortly. Recycling Officer will monitor collection records of these bins and address any contamination issues that may occur.</p> |
| 31/12/2017 | |

67

Council Strategy 2016-2025

31 October 2017

Goal What else we will do - our supporting actions

Lead Contact: Cllr Stuart Barker, Cllr John Goodey, Kay O'Flaherty, Steve Wotton

RAG Status: On track

Summary Statement

The projects within this programme are progressing well and all services continue to work together to improve the way services are delivered efficiently across the authority.

1. Cost and efficiency

This quarter we are on target or ahead of target with the cost of all our services per head of population, the £ income generated and £ of external funding received. Building alterations are well underway at the Forde House office which will enable closer partnership working, make best use of our office space and provide rental income from the Department for Work and Pensions, who will be moving in later this year.

The BEST2020 programme of service reviews has started. This will focus on business planning and linking the day-to-day, operational Business Plans with the Council Strategy to ensure that we are looking at and planning for future service delivery.

2. Customers and innovation

New digital technology has been procured and a project to implement new ways of working and culture change has now started. This 18 month project will enable customers to complete more enquiries online, support officers to use mobile technology and ensure we are able to support customers going forward.

The remodelling of reception to create a Customer Support area is on target with building works currently taking place.

Key to Performance Status:

Performance Indicators:

No Data

Concern

Caution

On target

Ahead of target

Well ahead of target

Key to +/- Column:

+

Higher figures are better

-

Lower figures are better

OFF

Direction cannot be determined

| Performance Indicators | | | | | | | | | | | |
|------------------------|--|-----|---------------|---------------|-------------------|----------------------|-------------|-------------|--------|----------------|---|
| Code 2 | Title | +/- | Prev Year End | Annual Target | Current Target | Status | Q1 Act | Q2 Act | Q3 Act | Actual to Date | Officer Notes |
| CSWE 6.3 | <u>£ cost per head of population on all Services</u> | - | £99.04 | £125.58 | £62.79 (2/4) | Well ahead of target | £20.56 | £41.98 | | £41.98 | |
| CSWE 2.1 | <u>£ Income generated</u> | + | £52,505,473 | £49,942,550 | £24,971,275 (2/4) | Well ahead of target | £12,960,212 | £39,307,996 | | £39,307,996 | |
| CSWE 2.2 | <u>£ External funding received</u> | + | £3,189,276 | £1,029,160 | £514,580 (2/4) | Well ahead of target | £811,350 | £2,620,627 | | £2,620,627 | |
| CSWE 8.2 | <u>% customer complaints dealt with within 20 days</u> | + | 66% | 70% | 70% (2/4) | Well ahead of target | 68% | 86% | | 86% | |
| 69 CSWE 3.2 | <u>% of telephone enquiries dealt with at first point of contact</u> | + | 36% | 35% | 35% (6/12) | Concern | 34% | 30% | | 30% | (September) This is the % of enquiries dealt with at the first point of contact for July, August and September. During that period all systems were unavailable all day on 13th September. Calls still came into the council but staff were unable to access any systems to answer them. (LG) |

Key to Performance Status:

| | | | | | | | | |
|-----------|---------------|------------------|----------------------|---------|----------|-------------------|-------------------|--------------|
| Projects: | No status set | Milestone Missed | Will not be achieved | Caution | On track | Ahead of schedule | Project completed | Data not due |
|-----------|---------------|------------------|----------------------|---------|----------|-------------------|-------------------|--------------|

Projects

Review of satisfaction surveys (CSWE 3.3) **On track** **Project Responsible Officer: Liz Gingell**

| Date | Review |
|------------|---|
| 10/10/2017 | The Teignbridge Ten satisfaction survey consultation closed on 4 October. We have received over 800 responses which are currently being analysed. |
| 29/12/2017 | |

Register of Partnerships (CSWE 4.1) **On track** **Project Responsible Officer: Liz Gingell**

| Date | Review |
|------------|---|
| 10/10/2017 | The partnership toolkit has been revised and circulated to Managers and the Customer Access and Business Improvement Group. Testing will be carried out in October. |
| 29/12/2017 | |

Customer Access to services (CSWE 3.4) **On track** **Project Responsible Officer: Kay O'Flaherty, Amanda Pujol**

| Date | Review |
|------------|--|
| 10/10/2017 | Procurement of the digital platform product has now been completed and initial meetings are being set up with the suppliers to install and build software. The four project workstreams are moving forward, completing tasks identified in the project plan. The business transformation programme has been branded One Teignbridge to reflect a strong sense of 'one' (one council, one approach, one place and making the customer feel as if they are the number one priority). Launch events are currently being planned for both Members and officers to take place early November. A number of related projects have now been incorporated into the One Teignbridge programme including the re-design of reception re-design, implementation of Anywhere365 telephony and Open Portal, a self-service platform for accessing Council Tax and benefits information. The One Teignbridge Transformation Board will lead on the governance of these associated projects. |
| 31/12/2017 | |

70

BEST2020 programme (CSWE 3.5) **On track** **Project Responsible Officer: Kay O'Flaherty**

| Date | Review |
|------------|---|
| 10/10/2017 | Following the launch of this year's BEST2020 programme all managers have been asked to complete a revised business plan template. This enables services to focus on the function and objectives of their service, highlight key performance indicators and manage risks, identify any budgetary requirements and capture improvement initiatives for the year ahead. When all plans have been submitted a series of review meetings will take place with all services. This is an opportunity to discuss the business plans and identify where any additional support may be required. A summary of findings will be completed and used to inform the 2018/19 budget setting process. |
| 15/01/2018 | |

Complaints Review Board – improvement and change projects (CSWE 8.4) **On track** **Project Responsible Officer: Liz Guy**

| Date | Review |
|------------|--|
| 18/10/2017 | During quarter 2 the Complaints Review Board will be undertaking quality checking to ensure that the training and introduction of corporate complaint response templates earlier in the year was successful. The percentage of complaints responded to within 20 days has risen, this is early evidence of the success of these initiatives. |
| 01/01/2018 | |

Medium Term Finance Strategy (CSO1)**On track****Project Responsible Officer: Steve Wotton**

| Date | Review |
|------------|---|
| 16/10/2017 | The medium term financial strategy is being developed as part of the annual budget process. An initial 2018-19 budget summary has been produced based on the 2017-18 budget with reported budget variations. Possible/projected changes to both expenditure and income will be factored into the budget figures over the next few years, with possible options included in the final budget report. |
| 31/12/2017 | |

Investment Strategy (CSO2)**On track****Project Responsible Officer: Steve Wotton**

| Date | Review |
|------------|--|
| 16/10/2017 | Preliminary talks with officers and members have taken place to establish appetite for investment based on the existing, and projected, medium term financial strategy and capital programme. An investment strategy will be developed based on the financial projections and potential borrowing requirements for capital projects. |
| 16/04/2018 | |

Strata strategy - work plans (CSO3)**On track****Project Responsible Officer: Neil Aggett**

| Date | Review |
|------------|--|
| 16/10/2017 | Strata, the Council owned IT company, continues to deliver projects and services identified in the agreed Business Plan with the three partner councils. New door controlled entry systems will be provided soon to Forde House Offices which will include the DWP. Progress is being made with an important convergence project, iTrent, an HR system that will provide payroll and self-service HR systems for staff, managers and job applicants. Work will begin shortly on Firmstep, a digital platform to provide a 24 hour self-help portal for customers and opportunities for improved internal systems to provide improved services for customers. Further details on this "One Teignbridge" project will be shared with councillors on 3 November 2017 prior to the Council meeting. The Garden Waste renewal has worked well with over 20,000 users signing up on line. Strata has also successfully supported an on-going programme of staff relocations within the Forde House offices as room is made for the arrival of the DWP's in Forde House. Further information is available in the Strata reports to the Joint Scrutiny Committee viewable on line and the minutes are brought to this committee. |
| 31/03/2018 | |

71

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Forward Plan of anticipated key decisions by the Executive for the next 12 months commencing 1 November 2017 v1
(K) Indicates a key decision to be made by the Executive
(R) Is a recommendation to Council.

| Matter for Consideration | Date of Decision | Private Decision | Documents to be considered in preparing report | Report Author(s) & Contact Name & Number | Agenda inc. Report Published |
|--|------------------|------------------|--|--|------------------------------|
| Revised Proposals for Teignbridge Housing Delivery Vehicle | 05/12/2017 | Yes | | Report of Amanda Pujol – Business Manager Housing & Health | 27/11/2017 |
| Supplementary Planning Document NA1 – Houghton Barton | 05/12/2017 | No | | Report of Simon Thornley – Business Manager, Spatial Planning Contact: 01626 215706 | 27/11/2017 |
| Budget Monitoring – including revenue, capital and treasury management – quarterly review of budget variations and treasury management | 05/12/2017 | No | | Report of Martin Flitcroft – Finance Manager Contact: 01626 215246 | 27/11/2017 |
| Initial Financial Plan Proposals 2018/19 to 2020/21 – to consider the initial financial plan proposals 2018/19 to 2020/21 to be published for comments over the next six weeks and the council tax base 2018/19 (R) | 09/01/2018 | No | | Report of Martin Flitcroft – Finance Manager Contact: 01626 215246 | 22/12/2017 |
| Newton Abbot – Cattle Market | 09/01/2018 | No | | Report of Tony Watson – Business Manager, Economy & Assets Contact: 01626 215828 | 22/12/2017 |
| Final Financial Plan Proposals 2018/19 to 2020/21 – to consider Teignbridge’s final budget proposals for the next three years | 08/02/2018 | No | | Report of Martin Flitcroft – Finance Manager Contact: 01626 215246 | 29/01/2017 |
| Affordable Housing Supplementary Planning Document and Starter Homes | TBC | No | | Report of Simon Thornley – Business Manager, Spatial Planning Contact: 01626 215706 | TBC |
| Supplementary Planning Document NA3 – Wolborough | TBC | No | | Report of Simon Thornley – Business Manager, Spatial Planning Contact: 01626 215706 | Q2 2018 |
| Habitat Regulations Mitigation – Revised Strategy Charges | TBC | No | | Report of Nick Davies – Business Manager, Planning | TBC |

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OVERVIEW & SCRUTINY COMMITTEE WORK PROGRAMME 2017 - 2018

75

| November 2017 | Report | Lead Officer / Next Steps |
|---|--------|---------------------------|
| Community Safety Partnership | | |
| Dealing with Vulnerable Customers - presentation Council Tax | | |
| Performance Monitoring - Q2 | | |
| T10 - Great places to live work, going to town, investing in prosperity | | |

| January 2018 | Report | Lead Officer / Next Steps |
|---------------------------------------|--------|---------------------------|
| Budget consultation | | |
| Teignbridge Housing Company - Part II | | |

| February 2018 | Report | Lead Officer / Next Steps |
|----------------------|---------------|----------------------------------|
| Budget | | |

| March 2018 | Report | Lead Officer / Next Steps |
|---|---------------|----------------------------------|
| T10 - Clean Scene, Zero Heroes | | |
| Council Strategy Performance Reports - Q3 | | |

| April 2018 | Report | Lead Officer / Next Steps |
|-------------------|---------------|----------------------------------|
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| May 2018 | Report | Lead Officer / Next Steps |
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**PROPOSAL FORM
FOR ITEMS FOR CONSIDERATION BY
OVERVIEW & SCRUTINY**

Submitted by:

Item for Consideration:

Expected outcome ie. new policy, new action, new partnership, review and/or scrutinise the performance of other public bodies or of the Council in relation to its policy objectives, performance targets and/or particular service areas:

Priority for matter to be considered:

High (up to 3 months)

Medium (3-9 months)

Low (over 9 months)

Basis on which priority has been set

The suggested item should be included in future programme(s) because: (please tick as appropriate)

- (a) It is a district level function over which the district has some control
- (b) It is a recently introduced policy, service area of activity which would be timely to review
- (c) It is a policy which has been running for sometime and is due for review
- (d) It is a major proposal for change
- (e) It is an issue raised via complaints received
- (f) It is an area of public concern
- (g) It is an area of poor performance
- (h) It would be of benefit to residents of the district
- (i) Which of the Council's objectives does the issue address:
.....

(j) Is there a deadline for the Council to make a decision? (If so, when and why?)

Members are requested to provide information on the following:-

(k) What do you wish to achieve from the review?
.....

(l) Are the desired outcomes likely to be achievable?
.....

(m) Will it change/increase efficiency and cost effectiveness?

Additional information – an explanatory sentence or paragraph to be provided below to support each box which has been ticked.