

Forde House  
Newton Abbot

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1 April 2019

## EXECUTIVE

Dear Councillor

You are invited to a meeting of the above Committee which will take place on **Tuesday, 9th April, 2019** in the **Council Chamber - Forde House** at **10.00 am**

Yours sincerely

PHIL SHEARS  
Managing Director

Distribution:

- |  |  |
|--|--|
| (1) The Members of the Executive:              |  |
| Councillor Jeremy Christophers<br>(Leader)     | The Leader and Portfolio Holder for Strategic<br>Direction |
| Councillor Humphrey Clemens<br>(Deputy Leader) | Portfolio Holder for Planning & Housing                    |
| Councillor Phil Bullivant                      | Portfolio Holder for Recreation & Leisure                  |
| Councillor Stuart Barker                       | Portfolio Holder for Corporate Resources                   |
| Councillor Timothy Golder                      | Portfolio Holder for Economy, Skills and Tourism           |
| Councillor John Goodey                         | Portfolio Holder for Community Neighbourhoods              |
| Councillor Kevin Lake                          | Portfolio Holder for Environment Services                  |
| Councillor Sylvia Russell                      | Portfolio Holder for Health & Well-being                   |

A link to the agenda on the Council's website is emailed FOR INFORMATION (less reports (if any) containing Exempt Information referred to in Part II of the agenda), to:

- (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**

## **Public Access Statement**

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- If you would like this information in another format, please telephone 01626 361101 or e-mail [info@teignbridge.gov.uk](mailto:info@teignbridge.gov.uk)
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- Reports in Parts I and III of this agenda are for public information. Any reports in Part II are exempt from publication due to the information included, under the provisions of the Local Government Act 1972.

## **A G E N D A**

### **Part I**

1. Apologies for absence
2. Minutes (Pages 1 - 6)  
To approve the minutes of the meeting on 5 March 2019.
3. Agreement of the Agenda between Parts I and II
4. Matters of urgency/matters of report brought forward with the permission of the Chairman
5. Declarations of Interest
6. To note action taken under delegated powers as set out in Part III of the agenda
7. Public Questions (if any)
8. Notice of Motion under Council Procedure Rule 4.5(l) (if any)
9. Digital Strategy (Pages 7 - 38)  
To consider the Digital Strategy report.
10. Newton Abbot Town Council Proposal at (part of) Newfoundland Way Car Park (Pages 39 - 44)  
To consider the Newton Abbot, Newfoundland Way Car Park report.

11. Executive Forward Plan (Pages 45 - 48)

To note forthcoming decisions anticipated to be made by the Executive over the next 12 months.

**Part III**

**(FOR INFORMATION ONLY)**

The following Portfolio Holder decisions had been made since the last meeting of the Executive:

PH Decision 3-2019 – Approval of a rent subsidy for the voluntary organisation - 1<sup>st</sup> Dawlish Scouts, Seabourne Hall, at 75% (£550 rent p.a) - PH for Economy, Skills and Tourism

PH Decision 4-2019– Approval for amendment to the Council's policy for delivering the Government Discretionary Rate Relief Scheme to extend the formula-based allocation, used in years one and two of the scheme, into year three of the scheme - PH for Corporate Services

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## **EXECUTIVE**

### **5 MARCH 2019**

#### Present:

Councillors Christophers (Leader), Clemens (Deputy Leader), Bullivant, Barker, Golder, Goodey, Lake and Russell

#### Members in Attendance:

Councillors Clarence, Dennis, Haines, G Hook and Wrigley

#### Officers in Attendance:

Phil Shears, Managing Director

Amanda Pujol, Interim Head of Service Delivery and Improvement

Donna Best, Estates & Development Manager

Estelle Skinner, Green Infrastructure Officer,

James Toler, Housing Strategy Officer

Sarah Selway, Democratic Services Manager (Exeter City Council)

Roger North, Senior Engineer, Engineering Design Group, Devon County Council

### **13. MINUTES**

Minutes of the meeting on 7 February 2019 were confirmed and approved and signed as correct record.

### **14. MATTERS OF URGENCY/MATTERS OF REPORT BROUGHT FORWARD WITH THE PERMISSION OF THE CHAIRMAN**

The Leader reminded Members of the need to ensure that they read all the Committee reports prior to attending meetings and conducted themselves in a respectful manner.

### **15. DECLARATIONS OF INTEREST**

There were no declarations of interest.

### **16. TO NOTE ACTION TAKEN UNDER DELEGATED POWERS AS SET OUT IN PART III OF THE AGENDA (IF ANY)**

**RESOLVED** that the delegated decisions be noted.

**17. TENANCY STRATEGY - REVIEW**

The Housing Strategy Officer presented the report to secure Members' endorsement of Teignbridge Council's Tenancy Strategy. Members were advised that under Section 150 of the Localism Act 2011 Councils have a duty to prepare and publish a tenancy strategy.

The Portfolio Holder for Planning & Housing proposed the recommendation, this was seconded by the Leader.

**RESOLVED** the Teignbridge District Council's Tenancy Strategy be approved.

**18. RURAL DEVELOPMENT PROGRAMME FOR ENGLAND - LOCAL ACTION 2015-2020**

The Portfolio Holder for Economy Skills & Tourism presented the report to update Members on the Council's involvement in two parallel economic development schemes - the South Devon Coastal Local Action Group and the Greater Dartmoor Local Economic Action Fund (SDC LAG and GD LEAF). The Council had contributed £16,400 per annum (2015-20) towards the schemes which had offered European derived funding for small and medium companies to invest, expand and create new employment within the District. The report was for noting.

The Portfolio Holder for Economy Skills & Tourism proposed the recommendation, this was seconded by the Leader.

**RESOLVED** that the progress of the South Devon Coastal Local Action Group and the Greater Dartmoor Local Economic Action Fund 2015-2020 be noted.

**19. MOVING FORWARD WITH THE TEIGN ESTUARY TRAIL**

The Green Infrastructure Officer presented the report on the proposals to agree a contribution to Devon County Council towards the costs of preparing a planning application for the section of Teign Estuary Trail between Passage House, Kingsteignton and Teignmouth urban edge. This would be funded through the Community Infrastructure Levy (CIL) receipts.

Members welcomed this cycle route, in partnership with Devon County Council, which would not only be a tourist trail but also a safe commuter trail from Teignmouth to Newton Abbot. They acknowledged that this had been a challenging route to deliver and acknowledged Roger North for his efforts.

The Portfolio Holder for Planning and Housing proposed the recommendation, this was seconded by the Portfolio Holder for Health & Wellbeing.

**RESOLVED** that:-

- 1) funding of a £200,000 contribution towards the preparation of a planning application for the Teign Estuary trail be approved; and
- 2) the Business Manager Strategic Place and the Solicitor to the Council be given delegated authority to complete an associated funding agreement with Devon County Council.

**20. BRUNSWICK STREET, TEIGNMOUTH**

The Portfolio Holder for Economy & Tourism presented the report to update Members on the Brunswick Street project and to seek the approvals required to further the scheme. He advised that the regeneration of the area would provide a much needed hotel and the possibility of a health and well-being centre for Teignmouth.

The Portfolio Holder for Economy & Tourism proposed recommendations 1 and 2 as per the circulated report with amendments to recommendation 3 and an additional recommendation as follows:-

- 3) The Council's freehold interest in 1 Northumberland Place is marketed for sale and the capital receipt invested into the Brunswick Street project; and
- 4) That Teignmouth Arts Advisory Group (TAAG) are offered first refusal to purchase 4/5 Northumberland Place, at an open market purchase price, subject to completion within six months and, that the capital receipt be reinvested into the Brunswick Street project.

This was seconded by the Portfolio Holder for Health & Wellbeing.

Members welcomed the opportunity being given to TAAG to purchase 4/5 Northumberland Place.

The Leader commented that this project would regenerate the site by facilitating a hotel in Teignmouth, give TAAG the opportunity to realise their ambition of purchasing 4/5 Northumberland Place and the potential, subject to consultation by the NHS, for a new town centre medical centre.

**RESOLVED** that the following be approved:-

- 1) £85,000 be committed to acquire specialist work required to prepare the business case to advance the hotel scheme;
- 2) Subject to planning permission, demolish derelict buildings at Brunswick Street and clear the site in preparation for development on an estimated contract value of £130,000;
- 3) The Council's freehold interest in 1 Northumberland Place is marketed for sale and the capital receipt invested into the Brunswick Street project; and

- 4) That Teignmouth Arts Advisory Group (TAAG) are offered first refusal to purchase 4/5 Northumberland Place, at an open market purchase price, subject to completion within six months and, that the capital receipt be reinvested into the Brunswick Street project.

## **21. SUPPORTING THE FORMATION OF SOUTH WEST MUTUAL**

The Portfolio Holder for Corporate Services presented the report to agree support for the formation of the South West Mutual Bank and provide funding to take the proposal to next stage of the process. He commented that with banks closing branches there was a need for provision for residents who did not have bank accounts or access to internet banking. The bank would also support small businesses in the district.

The Portfolio Holder for Corporate Services proposed the recommendation, this was seconded by the Leader.

**RESOLVED** that:-

- 1) The grant £49,995 funded from capital receipts to support the formation of South West Mutual Bank be approved; and
- 2) That the Chief Finance Officer be delegated responsibility to conclude the acquisition of 3,333 shares in South West Mutual.

## **22. COUNCILLORS COMMUNITY FUND**

The Portfolio Holder for Community Neighbourhoods presented the report on changes to the Councillors Community Fund in the new financial year. A survey had been undertaken of Councillors and 23 responses received. Overview and Scrutiny Committee comments of 4 March 2019 were noted in particular the reference to the streamlining of the application process and the involvement of the Councillors at the first stage of the application.

The Chairman of Overview and Scrutiny Committee stated that further work was required on the streamlining process and that the Committee had agreed that Councillors should be involved at the outset of any application received.

The Portfolio Holder for Community Neighbourhoods proposed the recommendation from Overview and Scrutiny Committee as circulated, this was seconded by the Portfolio Holder for Recreation & Leisure.

**RESOLVED** that the following amendments to the Councillor Community fund Scheme be approved:-

- 1) That carry forward of funds into the next financial year in Election years cease with immediate effect;
- 2) That any underspend on grants within the current financial year 2018-2019 could be allocated to the Crowdfunding initiative; this would allow community groups to access any residual funds;
- 3) Fund administration: a more streamlined method of submitting requests be sought. For example, an application could be submitted automatically to the grant co-ordinator, with a copy to the ward councillor, who could then sanction the application by email. This will reduce paperwork and speed up response; and
- 4) An up to date spreadsheet of allowances remaining be available on the website.

### **23. CONSTITUTION REVIEW**

The Leader stated that it was important that Group Leaders nominate Members to undertake this important piece of work to review the constitution which would govern the way forward for the Council and support the standards and behaviour of Councillors.

The Leader proposed the recommendation, this was seconded by the Portfolio Holder for Community Neighbourhoods.

**RESOLVED** that a Constitution Working Group (as outlined in the report) be established.

### **24. EXECUTIVE FORWARD PLAN**

The Portfolio Holder for Economy Skills & Tourism clarified that a report on a policy for Electric Vehicles would be add to Executive 2 July 2019.

**RESOLVED** that the Forward Plan be noted.

Chairman

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TEIGNBRIDGE DISTRICT COUNCIL

**EXECUTIVE**

LEADER: Cllr Jeremy Christophers

PORTFOLIO HOLDER: Cllr John Goodey

**DATE:** 9 April 2019

**REPORT OF:** Business Improvement & Development Team

**SUBJECT:** Digital Strategy

**PART I**

**RECOMMENDATIONS**

**The Executive is recommended to**

**Resolve**

**That** The Committee is recommended to approve the Digital Strategy.

**1. PURPOSE**

To share the new digital strategy with Executive Members.

The digital strategy, Digital First @ Teignbridge (appendix A) provides an overarching view of how we will work in the future to provide access to our services. The new strategy covers three key areas: customer access, creating a digitally empowered workforce and a robust technical supporting framework. It aims to deliver the same services more efficiently, at less cost, in the way that the majority of customers prefer to transact, 24/7.

**2. BACKGROUND**

The digital strategy replaces the previous Access to Services strategy, which was never shared with Full Council. The intention is to share the new digital strategy with Members, gain their approval and support, and enable them to be advocates of new ways of accessing services.

We recognise that not everyone will be able to access our digital services so will ensure that we promote the different ways that customers can obtain the support they need to help them do so. By moving those who can to digital self-service

## TEIGNBRIDGE DISTRICT COUNCIL

channels we can direct our remaining resources to help vulnerable customers or those with more complex queries.

The early work carried out as part of the new digital strategy has produced some real successes; Teignbridge is 'ahead of the game' in joined up, end-to-end digital service delivery in the South West, and is also achieving some recognition at a national level.

Digital First @Teignbridge has been brought together following in depth research into best practice, consultation with SLT, CMT and wider digital champions across the authority. It incorporates what has already been agreed through the One Teignbridge Transformation programme and includes wider initiatives that are monitored through the Council Strategy reporting mechanism.

### **Next Steps**

Continuing to deliver successful outcomes relies on critical collaborative work with Strata as our delivery partner; and adequate budgetary provision is essential for future technical development.

Working in partnership with Strata we will develop an ICT roadmap that helps to identify future technological innovations that will support a 'next generation' council.

### **3. MAIN IMPLICATIONS**

It is important to explore a range of opportunities when identifying funding for initiatives that deliver the digital vision. By considering options such as the Strata convergence plan, developing individual business cases that identify suitable savings or by taking advantage of external funding opportunities, it will be possible to maximise funding potential.

### **4. GROUPS CONSULTED**

The report was taken to Overview & Scrutiny on 4 February 2019.

### **5. TIME-SCALE**

The timescale for delivery is 3-5 years, after which time the strategy will be reviewed to ensure it is fit for purpose after this date.

### **6. JUSTIFICATION**

The strategy sets out how we will provide access to services in the future.

TEIGNBRIDGE DISTRICT COUNCIL

**7. DATE OF IMPLEMENTATION (CONFIRMATION OF DECISION SUBJECT TO CALL-IN)**

10.00 a.m. on 16 April 2019.

**Kay O'Flaherty**  
**BID Team Leader**

**Cllr John Goodey**  
**Portfolio Holder for Community**  
**Neighbourhoods**

BELOW TO BE FILLED IN BY REPORT AUTHOR:

<b>Wards affected</b>	All
<b>Contact for any more information</b>	Kay O'Flaherty
<b>Background Papers (For Part I reports only)</b>	Digital Strategy & Business Impact Assessment
<b>Key Decision</b>	Y
<b>In Forward Plan</b>	Y
<b>In O&amp;S Work Programme</b>	Y
<b>Community Impact Assessment attached:</b>	Y
<b>Appendices attached:</b>	A: Digital First@Teignbridge B: Digital Access BIA 2017

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# Digital First @Teignbridge

**Teignbridge District Council's  
Digital Strategy**

## Making us fit for future

Our vision for customer access is to be a **'next generation'** council that meets the challenges of the future by designing streamlined, cost-effective digital processes that are easy to use.

*Teignbridge has created a reputation for being a forward thinking council, and as such we continuously look ahead to find innovative ways to meet the needs and expectations of our customers.*

*Our Council Strategy 2016-2025 sets the direction for the work we do, but with ever reducing public sector funding, we must look at the most efficient way of delivering all that we set out to achieve.*

*Delivery of services online and making self-serve the secure 'go to' choice for our customers, means that not only can we meet the growing public demand for online interactions and transactions, we can boost efficiency and save on vital resources. By doing this we have more time to focus on those customers with more complex needs, and the business critical challenges that we need to meet on a daily basis.*

*- Cllr Jeremy Christophers, Leader of the Council*

*This Teignbridge digital strategy more than meets the government's digital aspirations for local public services, at the same time it focuses on what we can best do to meet our customer needs.*

*Gaining customer trust is critical. Having the systems, resourcing, training and support in place – our staff are well placed to listen to and assist our customers and at the same time deliver the outcomes we're setting out to achieve.*

*This is not a finite piece of work, but an ongoing, flexible programme, assisted by our technical partners Strata Service Solutions. By adopting a pro-active approach and adapting as technology and trends move forward, we will be ahead of the game and prepared for what comes next.*

*- Cllr John Goodey, Portfolio Holder for Community Neighbourhoods*

# Our digital strategy

## *Making us fit for future*

### Introduction

Like all public sector organisations we need to balance increasing demand on our services with reduced resources and a finite budget. Rapid technological advancement is changing how we do things, and this, coupled with the swift uptake of mobile devices, high speed broadband and the use of social media, highlights that we can't continue to operate in traditional ways.

### Our objectives

- Building a future digital service delivery that enables us to work smarter
- Supporting the workforce to become digitally enabled through upskilling and providing them with the robust technology to do their job
- Providing robust technology that is resilient, secure and enables streamlined business processes
- Providing data that will enable us to continually review our strategic direction and be fit for the future
- Direct our limited resources to where we need them most

This digital strategy provides an overarching view of how we will work in the future to provide access to our services. It will bring smarter tools to help deliver the aims and actions set out in the Teignbridge ten year Council Strategy (2016-2025).

We're setting a model for new ways of work that exploit the right kind of technology which makes online contact the first choice for customers.

### ► Round the clock services

Our research demonstrates that there is a growing appetite to access our services round the clock, and customers want to receive regular updates when reporting or applying for services. In order to meet these challenges we are required to think creatively about how we deliver services in the future so that we can continue to support our customers and ensure we meet their increased expectations.

### ► We're already making change

We have already made significant progress by creating an effective website that is 'mobile friendly', and reducing expensive payment methods. Other successes include no longer taking cash at our offices (a very costly administration process.) We are the top Devon council for receiving council tax payments by direct debit, and our ongoing promotions over the years have resulted in many of our customers switching to accessing our services online.

### ► The bigger picture –Teignbridge Council Strategy 2016-2025

This digital strategy provides an overarching view of how we will work in the future to provide access to our services. This will bring smarter tools to help deliver the aims and actions set out in the projects within the Teignbridge ten year Council Strategy

To support the ten major objectives set out in the council strategy, a series of underlying themes have been set out, these are:

- Make sure we spend money effectively on priorities and areas of need
- Increase our income
- Be customer focused
- Work in new and smarter ways, and together with our partners and others
- 15 ● Make sure the council and community get the best use of our land buildings
- Continuously improve efficiency
- Welcome innovation
- Deliver services fairly according to the Teignbridge Vision and Values

Two projects already under way within the council strategy demonstrate the way we are moving forward:

- ▶ The ‘Investing in prosperity’ project aims to roll out a significantly improved broadband programme across the Teignbridge district by 2020 through the ‘Connecting Devon and Somerset’ partnership. This will achieve better communication and success for business and local communities.
- ▶ Under the ‘Strong communities’ project we are working with other Devon local authorities and the police to provide an online crowdfunding platform to raise funds for a variety of community initiatives.

## Locally

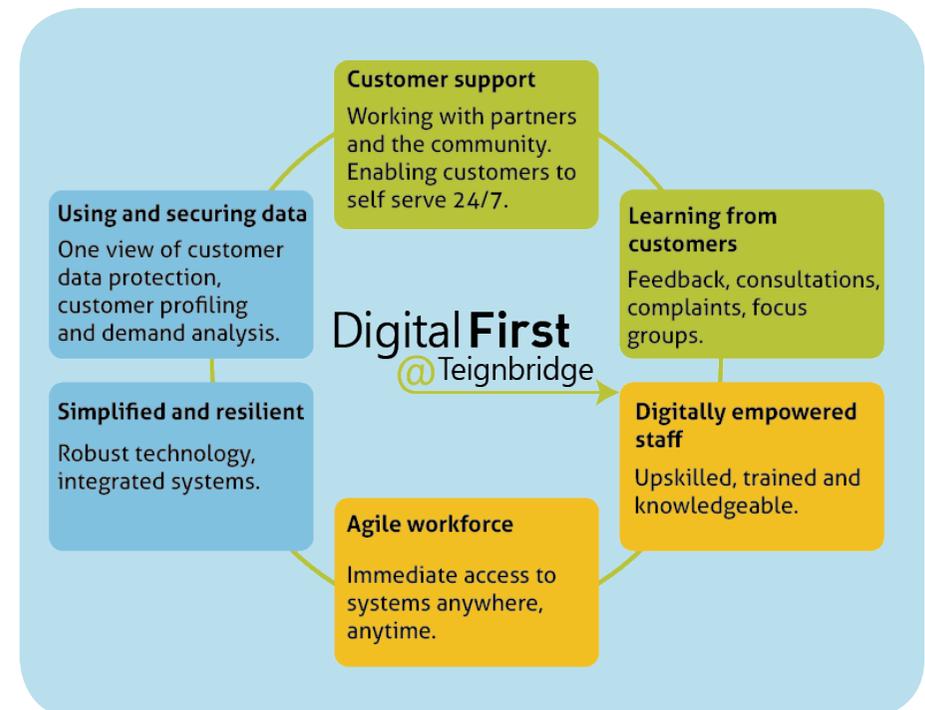
**88%** of Teignbridge residents surveyed said they could use a search engine to look for information online (2016)

**90%** of the adult population in Teignbridge have used the internet before

## Nationally

It is expected that by 2023, smartphone ownership will be above **90%** for all adults and **85%** for adults between the ages of 55-75

**84%** of people said they could complete an online application form, which includes personal details, if asked to



# Customer access

## *Making online the first choice for interacting with council services*

We are continually developing systems that will allow customers to access our services wherever and whenever they wish. Investment in technology that works across different departments will place the customer at the centre of service delivery.

Processes will be re-designed in the way we want customers to interact with us. It will enable us to strip out any unnecessary, unproductive steps without diminishing quality of service, and at the same time improve the customer experience.

### ► **'My account'**

By developing the opportunity for customers to register for their own accounts it will be possible for them to manage all transactions in one place and track progress of requests without having to chase the council for updates. This will lead to a seamless end-to-end experience that is more efficient for the council and provide better service to the customer.

### ► **Safe and secure**

Customer trust is key to the transition process. Safe, secure and reliable processes will give customers confidence in our new ways of working and make the digital offering the platform of choice over conventional communication channels.

### ► **Getting the customer view**

Through regular consultation and engagement with our residents we will ensure that they recognise the benefits of accessing our services digitally. This will form part of a focused plan to move customers from face to face and telephone contact to digitally enabled channels.

We will regularly involve customers in focus groups and user testing to ensure our new processes meet their needs and that the technology is fit for purpose.

By continually monitoring and measuring demand, and seeking customer experience, we will be well placed to meet future needs.



### Customer support

Working with partners and the community. Enabling customers to self serve 24/7.

### Learning from customers

Feedback, consultations, complaints, focus groups.

## Access for all

### ► Knowing our customers

We do know who our customers are, and recognise that not everyone will have the necessary skills to digitally access our services. They may not have the technology they need, or they may not have the skills, or ability, to use it.

We promote all the different ways that customers can obtain the support they need to help them self-serve through our Customer Support team, both in-house and on the phone, and by providing up to date information on our website of where people can go to get online and to get help.

By moving those customers who can self-serve to online services we can ensure that we direct our remaining resources to vulnerable customers, or those with complex queries that are better dealt with by more traditional methods.

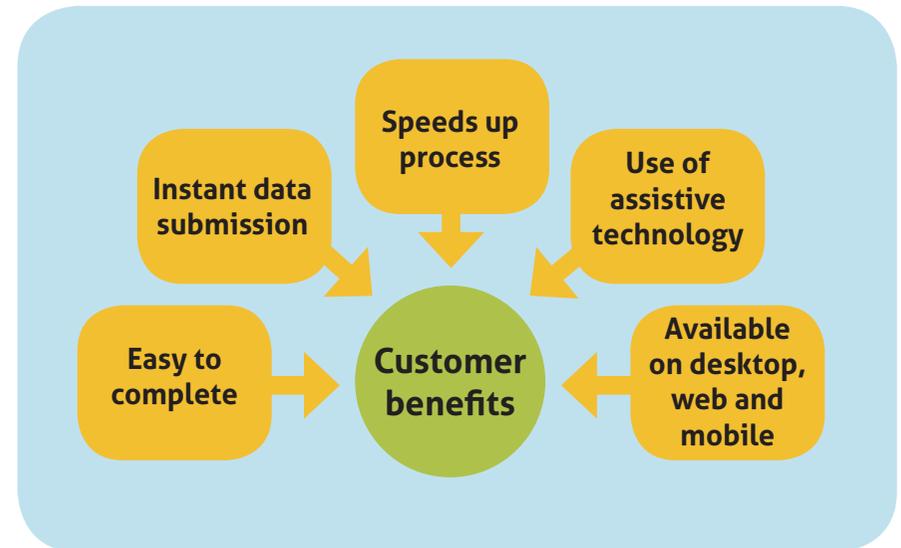
### ► Digitally assisting customers through partner organisations

In order to help as many customers as possible to get online, we are working closely with our partners, including Citizens Advice, the CVS and Library Services, in a variety of ways to ensure digital inclusion.

Projects have included:

- Funding CAB Newton Abbot to purchase a range of i-pads for a year-long customer assistance programme.
- Working with the CVS through council grants to enable a number of outreach workers in the community to assist less able, or more rural, customers to access council and other services online.

Both these projects are sustainable and ongoing initiatives.



### Teignbridge Council Strategy customer survey 2017

**94%** of those asked had access to a computer, tablet or smartphone

**88%** said they could confidently use a computer to access council services

**76%** of respondents have used the council's website  
More than a third of all respondents were aged 65 yrs +

# Digitally empowered workforce

## *Making sure we have the skills to get the job done*

We will continue the move to paperless ways of working by using technology that allows our staff to update their cases whilst out and about. This will reduce the need to enter information into conventional systems when they return to the office, and make better use of their time. It will also save money on printing, paper and travel costs.

### ► **Mobile technology**

By using mobile technology (smartphones, tablets) we can focus on outcomes instead of process, and this means empowering our staff with the right technology and necessary support to work more flexibly and cost-effectively.

Throughout the public sector 'agile' working practices (less office-desk-based) have been found to save on operating costs, improve productivity and empower staff to deliver better results. This leads to better service delivery to our customers and highlights the benefits of being digital first.

### ► **A digitally capable organisation**

Capability impacts on all areas of its business: services to customers, internal support services, and how it communicates and works together. Growing the skills and capability of individuals is critical; digital communication makes it easier for people to work together without barriers, allows for innovation and collaboration.

For some staff the use of new technology may be a daunting prospect, and it is vital that they not only have the right equipment to work in new ways, but also have the confidence to use the technology to its full advantage.

To ensure our workforce has the appropriate level of digital skills we are implementing a digital skills framework that enables all staff to have the right tools to do their job and to support our customers with digital access wherever practicable.

Acquiring the skills to engage with customers through popular social media channels gives staff the ability to communicate in a less formal way; they can relay information, signpost and respond to enquiries quickly, and identify trends and individual issues for fast resolution.

### ► **Supporting staff through culture change**

Changing the way we work means the culture of the organisation has to develop to meet new expectations.

With powerful communication messages and appropriate support, we will ensure that everyone recognises the opportunities for improvement that this will bring.

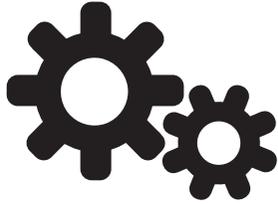
This investment in both technology and staff will result in providing the capability to meet the requirements of our customers.

**Digitally empowered staff**

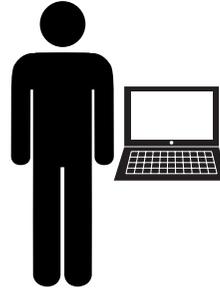
Upskilled, trained and knowledgeable.

**Agile workforce**

Immediate access to systems anywhere, anytime.



**Efficient IT systems**



**Digitally empowered staff**



**Mobile working**



**Increased productivity**



**Lower costs**

# Supporting framework

## *Making informed decisions using robust technology*

### ► Resilient technology

Our technical infrastructure plays a key role in enabling our workforce to deliver a better service. To ensure customers are confident accessing our services through a digital platform it is essential that the technology works every time. A resilient infrastructure that is secure and stable is fundamental to successful channel shift. Many arguments against using digital methods highlight fears over data sharing and security; if customers have a poor experience they may revert to more traditional methods.

### ► Technical expertise

Technology underpins everything that we do and is the means to achieve efficient ways of working. Intuitive, mobile, customer friendly technology is key to this success. However, it is important that the development of new technologies is approached in a programmed way.

Investing in 'point solutions' in isolation of each other can only provide minimal benefits. We will continue to work in collaboration with our I.T partners, Strata Service Solutions Ltd, to balance where the business wants to be with finding the appropriate technology to support it, and create a workable plan, a roadmap for future technical solutions.

### ► Keeping up with digital trends

Developing a strategy in isolation of I.T trends will lead to increasing inefficiencies and a lack of effectiveness in dealing with customer demand. It is important to continually horizon scan for new and innovative ways of providing easily accessible services through digital means that fit with our direction of travel.

### ► Skilled people and proper investment

Recruitment and retention of staff with the skills to support and develop technology, along with ongoing investment to keep us abreast of technological advancements, is essential to maintain a digital platform that meets the needs of future customers.

### ► Data is the key to quality performance and progress

Coupled with robust technology, the effective management and interpretation of data plays a fundamental role in supporting the new digital framework.

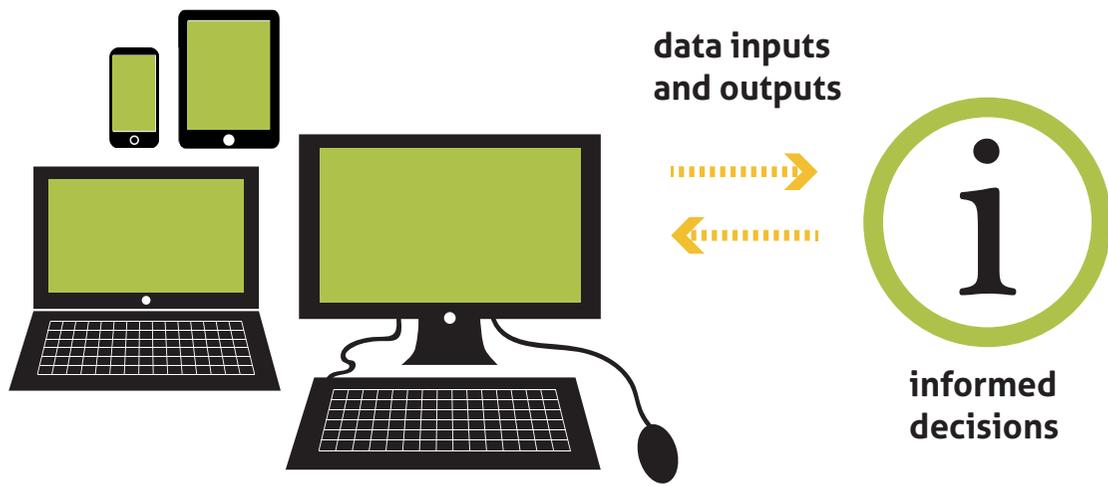
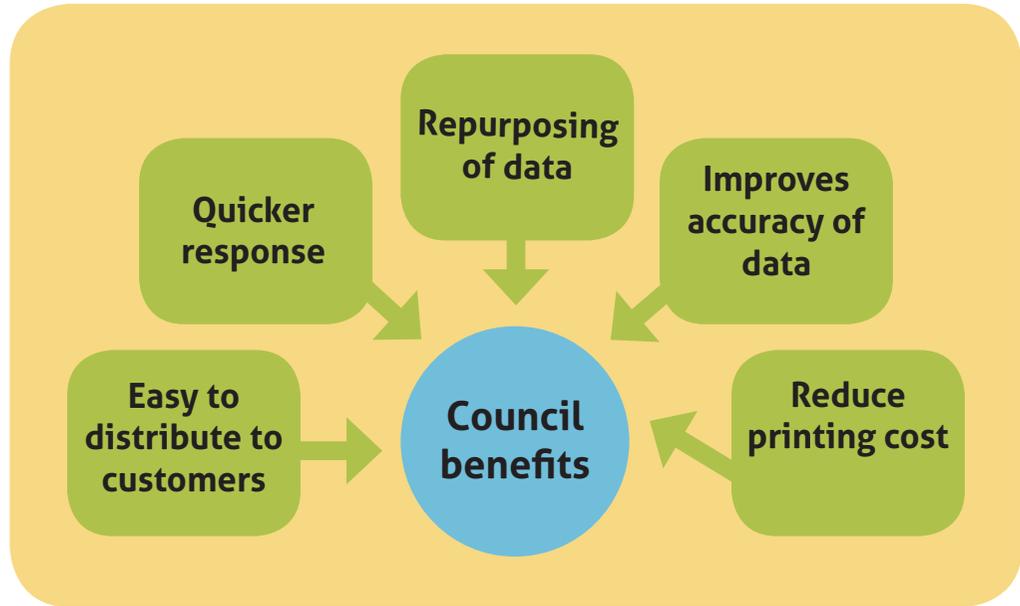
Collecting and analysing the right data will drive performance, and inform the design and delivery of services. Predictive analytics based on previous customer interactions can give a tailored service that leads customers to feel valued and informed about things that matter to them.

### ► Continuous monitoring

Progress will be monitored closely to ensure the council continues to perform well. Key metrics will help demonstrate what success looks like. Using local and national business intelligence and an evidence based approach to decision making will help to future proof the council, and determine our future strategic direction.

**Simplified and resilient**  
Robust technology,  
integrated systems.

**Using and securing data**  
One view of customer  
data protection,  
customer profiling  
and demand analysis.



# Digital First @Teignbridge



## Supporting information and references

[www.teignbridge.gov.uk/councilstrategy](http://www.teignbridge.gov.uk/councilstrategy)

[www.gov.uk/government/publications/government-digital-inclusion-strategy/government-digital-inclusion-strategy](http://www.gov.uk/government/publications/government-digital-inclusion-strategy/government-digital-inclusion-strategy)

[www.ons.gov.uk/businessindustryandtrade/itandinternetindustry/bulletins/internetusers/2017](http://www.ons.gov.uk/businessindustryandtrade/itandinternetindustry/bulletins/internetusers/2017)

[www.gov.uk/government/publications/government-digital-strategy/government-digital-strategy](http://www.gov.uk/government/publications/government-digital-strategy/government-digital-strategy)

[www.ons.gov.uk/businessindustryandtrade/itandinternetindustry/bulletins/internetusers/previousReleases](http://www.ons.gov.uk/businessindustryandtrade/itandinternetindustry/bulletins/internetusers/previousReleases)

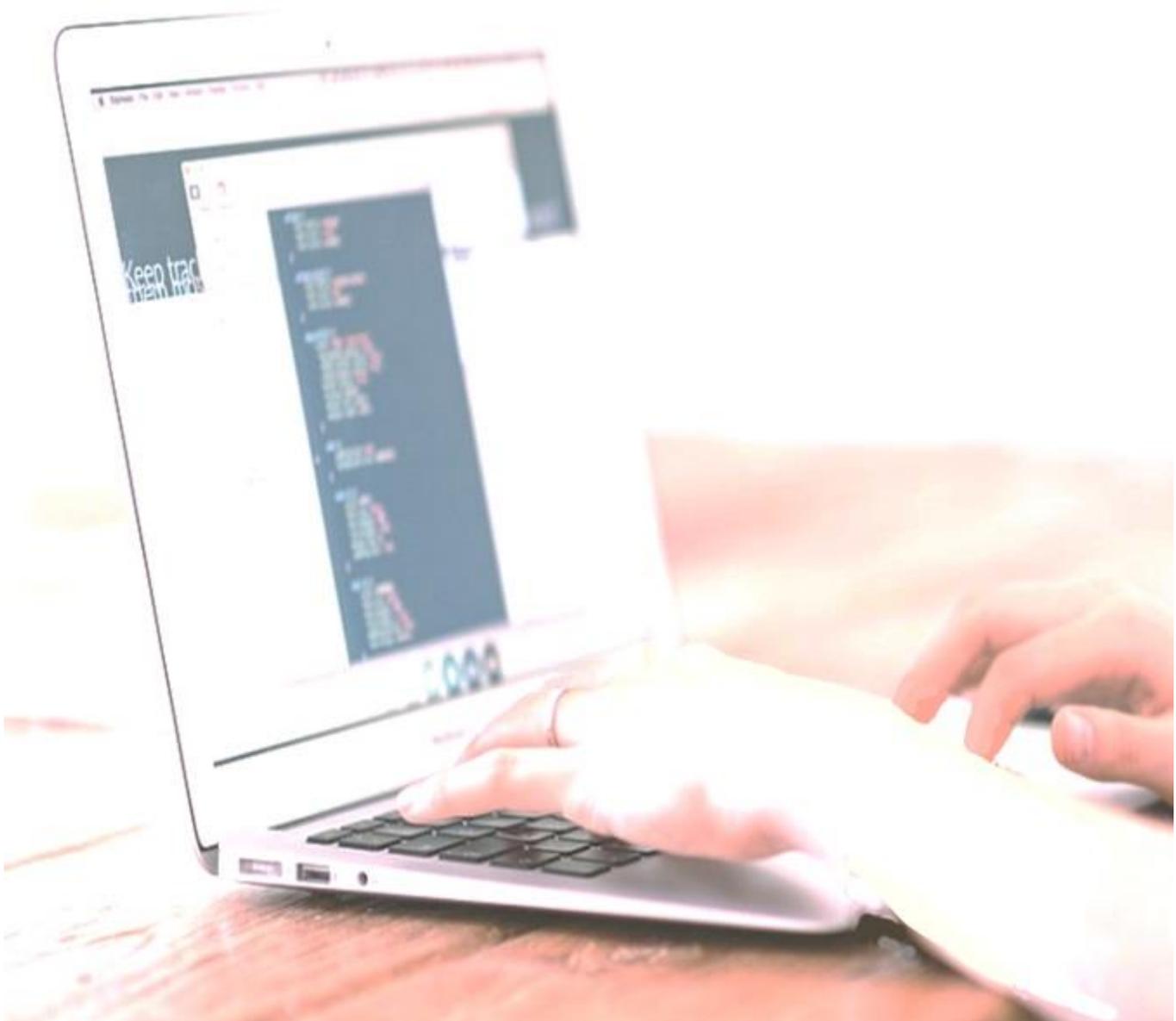
[www.teignbridge.gov.uk/media/7294/communications-strategy-final.pdf](http://www.teignbridge.gov.uk/media/7294/communications-strategy-final.pdf)

*Making a healthy and desirable place where people want to live, work and visit*

# Digital access

## Business Impact Assessment

July 2017



Ref No: OA2017

Proposal: Transforming business to deliver services digitally

## **Business Impact Assessment**

Conducted by: Housing services

Date: June 2017

### 1. Aims of the proposal

#### **The proposal**

We currently provide an digital option for a number of services and the range and sophistication of our offer continues to increase. We also make available the more traditional ways of getting a service, such as in-person phone calls and visits or filling out paper forms.

The council is proposing to make the digital option one of the principal means of doing business and to move away from these more traditional alternatives. Increasingly, customers expect us to keep abreast of technology, yet as an organisation we cannot continue to foster multiple channels of doing business. The council is facing severe financial pressure and moving more interactions/transactions online is a key, sustainable way forward.

There is no desire to completely remove alternative channels of access but to drive down the need for them.

For the vast majority of customers, who already use online options, this change will have no impact. For customers who currently don't use the online option it will require a change of practice. The ability of some groups to make that change may be challenging and this assessment seeks to identify these difficulties and suggest solutions.

This assessment is particularly concerned with groups who share certain protected characteristics, but also highlights other groups, such as people living in rural areas and those living in poverty.

#### **Overview**

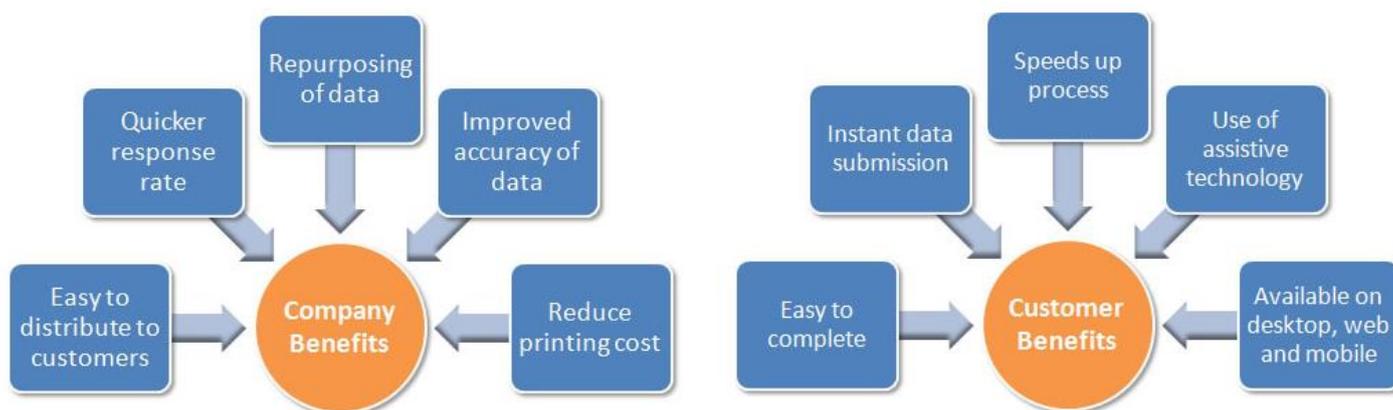
An increasing number of commercial and public services are now either all, or in part online. In the commercial sphere, insurance, banking, hotels/travel agents and utility companies all operate online and even basic grocery shopping is available from household names, alongside smaller niche suppliers. An online option has moved from being at the margins to the centre and is increasingly seen as the usual way to carry out many transactions.

In the public sector, passports, driving licences, tax returns and a whole host of local and national government services can be accessed online. Some options, such as the filing of corporation tax returns with HMRC are only available online, with more mainstream services, such as Universal Credit making the move in the near future.

#### **The benefits of self service**

A move to digital services has a number of benefits for the customer, the council and the environment. Digital technology can help deliver local services more efficiently, tailor services better to user needs and provide services to customers around the clock. By prioritising online access to services over the more traditional paper forms the council hopes to continue to increase customer self-service, thereby reducing the amount to time and cost of staff to manually enter data. It will save on expensive resources and help to meet the constraints of reduced funding for local government.

## Digital benefits for customers and company



If we successfully transform our services so they are digital by default, we can earn a reputation for offering high-quality, responsive, convenient and up-to-date services that are more efficient and convenient for users.

## 2. Digital assistance and equality

**Digital assistance:** In 2017, around 1 in 10 adults had never used the internet. Whilst we appreciate that not everyone wants to use computers, mobile devices, or the internet, as an organisation we must move with the times and offer products and services as others do. Where customers do have access we already harness this potential by actively encouraging them and promoting services: our job is to increase the supply of online tools, making them easy, efficient, trustworthy and accessible round the clock and at no additional cost.

Where customers need help to get online we will adopt a more supportive approach. The skills needed to master computer and online skills are not going to be learned overnight, but we must take steps to actively promote online services to those who could potentially make the transition.

The council has to ensure fair access to services. We recognise that not everyone is online and that not everyone will be able to use digital services independently.

What we provide for people who aren't online will depend on their needs. Many people who are offline will keep using the services in non-digital ways, such as face to face, by phone and through intermediaries.

To help people access the internet, self help computers and wifi have been installed in the Reception at Forde House, Newton Abbot. If customers are unable to use a computer, or the internet, they will be offered help and support appropriate to their needs. Staff will be able to print our webpages to signpost residents to places where they can find computers, an internet connection, or even help and advice. Organisations such as Devon libraries and voluntary services, such as Citizens' Advice can also offer free access to computers and the internet.

Through our digital inclusion and assisted digital programmes, we will help more people to use online services. To persuade people to use our digital services, we need to improve the quality of online services to make them clearly preferable to the alternatives.

We also need to make people aware of the services that are available. A number of techniques can be used to raise awareness and encourage people to use digital channels. As we continue to roll out more online services we will consider which methods are most appropriate to the context of the service and the needs of our clients and customers.

### Get Connected

Get online with Teignbridge: [teignbridge.gov.uk/getonline](http://teignbridge.gov.uk/getonline)

## Equality issues

To better understand issues and support the organisational transition to digital services the council has taken into account a range of data and research findings from within the organisation and from other government departments and statistical bodies.

Our research so far has not identified any negative impacts in terms of gender, race, religion or belief, sexual orientation, or on carers. However, we have identified some possible issues and impacts with regards to communication, whether it is related to English not being a first language, illiteracy, or other communication difficulties relating to disability, culture and age.

There are also issues around an individual's ownership of, or access to, technology, for example an individual may not be able to access, afford or use the internet because they do not own a computer, or don't know how to use a computer, or the internet.

Age has been flagged up as a particular issue here, with the internet seen as more of a challenge to older users. There is also a suggestion that age, combined with other factors, such as low income, poor transport in rural communities and lack of broadband facilities makes it more difficult for some people to use online services. Whilst there is little difference in the rates of internet use between men and women in all age groups under 65 years of age, a higher proportion of men aged 65 and over are regular internet users.

Evidence suggests there is little difference in internet usage across ethnic groups, though some claimants may encounter problems accessing digital services because of language issues, whilst others may prefer face-to-face contact. Anyone who has language difficulty will still be able to access our services as they do now and translation services will continue to be offered where necessary.

Online services will generally use similar language used on the more traditional paper documents, so there would be no additional impact for those unable to read. In fact, online assistive tools can now read text aloud. Again, the nature of public sector, or charitable work, will mean that staff can help complete an online form, or explain a procedure, just as they currently do.

## 3. Environment impacts

<b>The proposal indicates the following impacts on the environment.</b>	<i>Please score</i> <b>+3 ← 0 → -3</b>
a. Natural environment (wildlife, landscape, trees)	+2
b. Built environment (townscape, design, archaeology, conservation)	0
c. Climate change (adaptation, mitigation)	+1
d. Resource use (land, energy, water, minerals)	+1

### 3a. Natural environment (wildlife, landscape, trees) +2

By reducing printing and disposal there will be less impact on the environment.

### 3c. Climate change (adaptation, mitigation) +1

By reducing printing and disposal there will be less impact on the environment.

### 3d. Resource use (land, energy, water, minerals) +1

By reducing printing and disposal

## 4. Value and financial impacts

The proposal indicates the following financial impacts.	Please score
	<b>+3</b> ← <b>0</b> → <b>-3</b>
a. Jobs, or training opportunities	0
b. Business investment within the area	+1
c. Tourism	0
d. The supply, or quality of housing	0
e. Access to services and benefits	+1
f. Reduce cost, or increase income	+2
g. Increase capital receipts/funding	0

### 4b. Business investment within the area

Improved broadband coverage will allow more business to get online and promote their good and services. Upskilled residents through learning/access programmes at school/college will help business recruit skilled staff and create a larger online market.

### 4e. Access to services and benefits +1

By offering services digitally people can access information and services at times and in ways that are convenient to them.

### 4f. Reduce cost, or increase income +2

Reduced printing, storage and disposal costs. An online application is more efficient and cost-effective to run as customers will fill in forms, not staff.

## 5. Social impacts and duties

The proposal indicates the following social impacts.	%	Please score
		<b>3</b> ← <b>0</b> → <b>-3</b>
<b>a. Age Children</b> (Under 16)	16.3%	0
<b>Young</b> (16-24)	9%	+1
<b>Working age</b> (25-59)	42.8%	+2
<b>Older</b> (60+)	32%	0
<b>b. Women</b>	48.4%	0
<b>c. Men</b>	51.6%	0
<b>d. Transgender</b>	0.01%	0
<b>e. BAME (Black, Asian, minority ethnic)</b>	3%	0
<b>f. LGB (lesbian, gay, bisexual)</b>	5%	0
<b>g. Marriage and Civil Partnership</b>	52%	0
<b>h. Religion and belief (or none)</b>		0
<b>i. Disability</b>	21%	-1
<b>j. Pregnancy and Maternity</b>		0
<b>k. Rural</b>	27%	-2
<b>l. Economic Deprivation</b>	21.8%	-1

\* **Bold** = 'Protected characteristics'

### Characteristics most affected by the proposal

1. Age
2. Disability
3. Low income (economic deprivation) – the ability to afford a computer, or mobile device
4. Rural location – a lack of broadband coverage, poor transport

## 5a. Age

Evidence shows that virtually all adults aged 16 to 34 years were recent internet users (99%), in contrast with 41% of adults aged 75 years and over. Young people will benefit more because they are already accustomed to using digital media. Working age couples will benefit from 24/7 digital access because of their busy lives.

Evidence suggests that this gap is closing, with recent internet use by retired adults increasing by almost 22% since 2011 to 61% in 2017. The 65 to 74 age group increased from 52% to 78% respectively. Increasing numbers see it as a way of expanding their ability to participate and we must be ready to meet their expectations.

Teignbridge population estimates suggest that 26% of the district is over 65 years old. This means that the retirement age population is already 8% ahead of England.

Some older customers have raised concerns about both access to technology and a lack of computer skills, or familiarity with the internet. It would also be fair to say that some older residents continue to embrace more traditional forms of communication.

### Mitigation

We recognise that there will continue to be some residents who cannot use on-line services, however there are a number of remedies available to the older, less experienced user who is not online. As with all access issues, the nature of public sector, or charitable work will mean that staff can help complete an online form, or help explain a procedure, just as they currently do if asked to assist with completing a paper form.

For those unable to self-serve, staff will provide a service appropriate to the client's needs, whether it be advice over the telephone, in person at the council offices, or even a home visit if deemed necessary. Where appropriate, we will signpost customers to the most appropriate organisation, or channel for their needs.

There are a number of initiatives, specifically aimed at our older and inexperienced users. As of 2018 Teignbridge Council will provide a 'floor walking service' at Forde House. A team will be on hand to assist customers get on line, giving customers access to four self-help terminals, providing appropriate advice and support.

Teign Housing, the largest housing association in the area, supports its tenants by holding a weekly advice hub in Newton Abbot. Every Wednesday trained staff are on hand to help tenants surf the web, set up email and social media accounts, as well as assist with more complicated issues such as maximising benefits and setting up online banking.

## 5c. Men (predominantly) +1

Men are more likely to use the internet than women – so they will benefit more.

## 5i. Disability -1

Approximately 21% of Teignbridge residents have their activities limited by long term health issues, or disability. This is 3% higher than the national average and is likely to be a reflection of our older population, which is predicted to grow.

### Internet use by disabled adults

In 2017 22% of disabled adults had never used the internet, but this is 3% fewer than in the previous year.

Of those disabled adults aged 16 to 24 years, 97.1% were recent internet users, compared with 99.5% who were not disabled. Of disabled adults aged 75 years and over, 34% were recent internet users, compared with 50% who were not disabled. Across all age groups, the proportion of adults who were recent internet users was lower for those that were disabled, compared with those that were not.

Some disabilities, depending on their nature and severity, will have little, or no impact on the customer's ability to access a service, whether it be online, or otherwise. However, some individuals may have issues accessing our services, particularly individuals with:

- A visual impairment, which could impact on the ability to understand, or complete forms easily and accurately
- Arthritis, which could affect an individual's ability to use a pen or computer
- Learning disability, which could impact on the ability to understand guidelines and use computers
- Dyslexia, or dyspraxia, which could impact on the ability to easily understand information

Online services will generally use similar language to that used on the more traditional paper documents, so there would be no additional impact by moving services online. In fact, some disabled customers welcome the internet as it is a means to their independence, particularly for those with mobility problems, who use it as their lifeline to the outside world. Additionally, online assistive tools can increase the font size of webpages and even read text aloud. Feedback suggests that issues for disabled customers are about making the internet easy to use, with the service provided being as accessible as possible and customised to meet their needs.

### **Mitigation**

We recognise that there will continue to be some residents who cannot use on-line services, however there are a number of remedies available.

To mitigate the risk that some disabled people may not be able to access services online, alternative access routes will be offered. Where claimants have particular needs, or their claims are complex, processes will be put in place to identify this and where appropriate, they will be referred to an agent. This may include contact by phone, face to face at the council offices, or even a home visit where necessary.

The Forde House 'floor walking service' at Forde House will be on hand to assist customers get on line, giving customers access to self-help terminals, providing appropriate advice and support.

### **5k Rural Communities -1**

Around 24% of Teignbridge residents live in rural towns with a populations of between 3,000 to 8,000 people. A further 16% live in smaller settlements, ranging from rural villages and hamlets to more isolated dwellings.

Poor transport links and lack of broadband in rural areas can make it more difficult for some people to use online services. When considering channel shift, there is a real issue that many Teignbridge residents don't yet have useable broadband, and in some areas, particularly Dartmoor, rurality means lack of mobile signal as well.

### **Mitigation**

Teignbridge Council assisted internet accessibility through a £5,000 grant from the Welfare Support Fund enabling internet access in Moretonhampstead, Ipplepen, Buckfastleigh, Ashburton and Teignmouth. This helped provide internet access in the community.

For more information on broadband provision across the district see Appendix A.

### **5I. Economic deprivation -1**

While there has been a rise in internet use, the poorest households remain much more likely to lack what is today considered a basic need and the gap does not seem to be narrowing. In practice, this means missing out on the many benefits that accompany internet use such as higher pupil attainment rates, claiming benefits online, an increased likelihood of securing a job and opportunities to save money on household bills through 'switching', or paying online.

Missing out on such opportunities is a huge disadvantage for anyone today, but particularly so for those on low incomes who are already disadvantaged.

Clearly it is impossible to access an online service without access to a computer, or the internet. However, access does not mean ownership and it is not necessary to purchase equipment to access a service. Many residents will be able to turn to friends, colleagues, or relatives to access digital equipment.

In September 2018 all access to welfare benefits will have to be online. Claimants will have to verify a personal account on the GOV.uk portal to register with the Department of Work and Pensions.

## Mitigation

Increasingly, public bodies and charitable organisations are providing computer and internet access, for example, in libraries, community centres, charities, local authorities and places of worship. Many of these organisations provide additional support at no extra cost. There are also commercial providers, such as cafes and restaurants who offer free internet connection via wifi.

When dealing with customers who do not own a computer, staff can encourage client self-help by printing our 'Get Online' webpage to give clients. This page provides information about where to get online

[teignbridge.gov.uk/getonline](http://teignbridge.gov.uk/getonline)

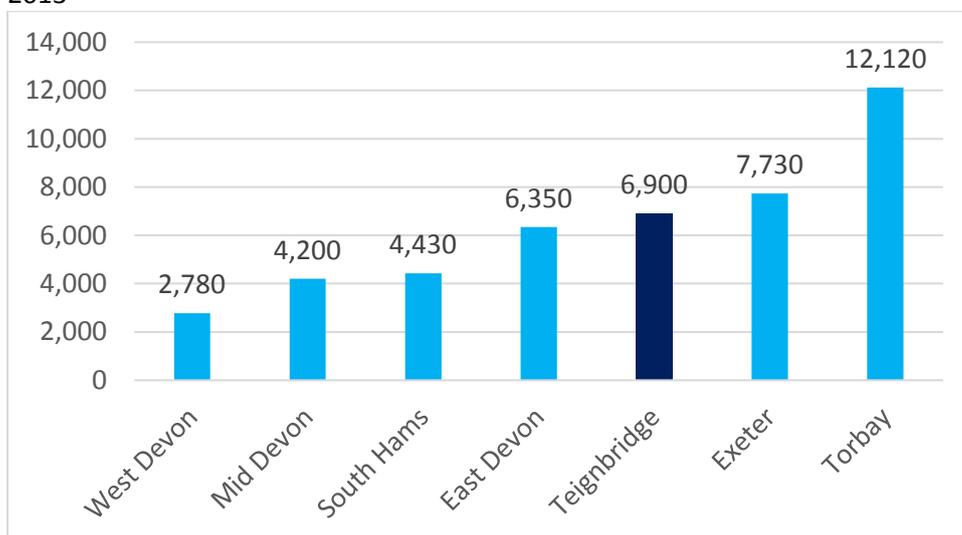
The Teign Housing, weekly advice hub in Newton Abbot will help their tenants on Wednesdays. Libraries can provide digital access and some, limited assistance in logging in... and signpost to other organisations for training. CAB are providing digital training to voluntary community groups specifically for Universal Credit.

## Internet use by adults on a low income

Recent internet use by adults who were economically inactive, increased by 16% to 86% from 2011 to 2017.

## Total number of recipients claiming both Housing Benefits and Council Tax Benefits in Teignbridge

2013



## 7. Summarise potential impacts and planned mitigations:

Have representatives of those likely to be affected by the proposal been <b>consulted</b> ?	<b>No</b>
Are there ongoing plans to <b>monitor</b> the impact of the proposals	<b>Yes</b>
Are there any relevant <b>Human Rights</b> considerations?	<b>No</b>

## 8. Duties

Under the Equality Act 2010 s.149 the Council must annually publish what actions we have taken in response to our three equality duties. This proposal contributes to the duties in the following ways:

### a) The elimination of discrimination, harassment, victimisation and other prohibited conduct

We recognise that not everyone who uses government services is online, and that not everyone will be able to use digital services independently. The council has to ensure fair access to services for those who are entitled to them.

What we provide for people who aren't online will depend on the service and the needs of the user. Many people who are offline will keep using the services in non-digital ways, such as face to face, by phone and through intermediaries. In some cases, people may be offered help to use the digital channel.

We call this 'assisted digital'. This is an integral part of providing digital by default services. We will consider how we will provide this assistance to ensure those users who need this help receive a consistent service across the multiple services they use.

**b] The advancement of equality of opportunity by:**

Digital by default means digital services which are so straightforward and convenient that all those who can use digital services will choose to do so, while those who can't are not excluded. We want those who are able to use our digital services to access information and services at times and in ways that are convenient to them, but that are more efficient and cost-effective to run.

**c] The fostering of good relations between people by:**

We will provide training for partnership agencies on how to complete online applications to further increase community based support. [www.teignbridge.gov.uk/equalityduties](http://www.teignbridge.gov.uk/equalityduties)

## 9. Managers' evaluation

<input checked="" type="checkbox"/>	No major change required
<input checked="" type="checkbox"/>	Adjustments have been made to better advance equality
<input checked="" type="checkbox"/>	Continue despite having identified some potential for adverse impacts.
<input checked="" type="checkbox"/>	Cease the proposal. It shows actual or potential unlawful discrimination.

## 10. Recommended actions

1. To make the online option the principal means of doing business and to move away from the more traditional methods, particularly online forms and payments
2. To promote computer access and the use of online services to those who have the potential to move to digital channels
3. To support those who cannot use computers, or the internet, making reasonable adjustments, depending on their needs

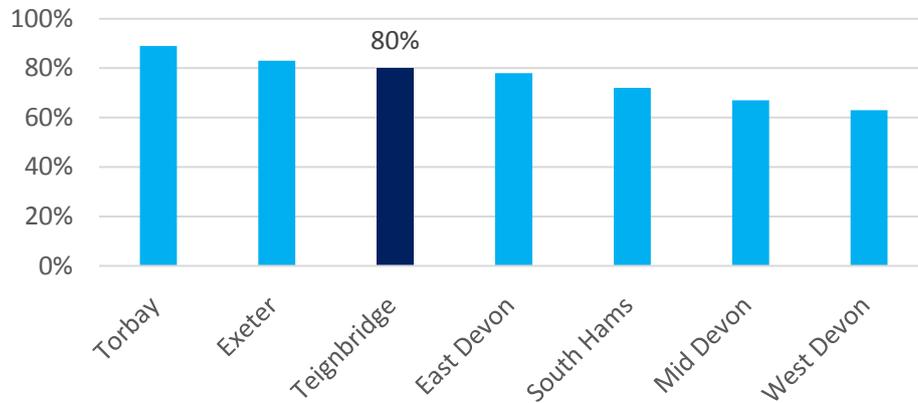
## 11. Sign off

		Business Manager		BID
		Amanda Pujol		Kay O'Flaherty
Signed			Signed	
Date		5 January 2017	Date	09 September 2017
Review date		April 2018	Review date	April 2018

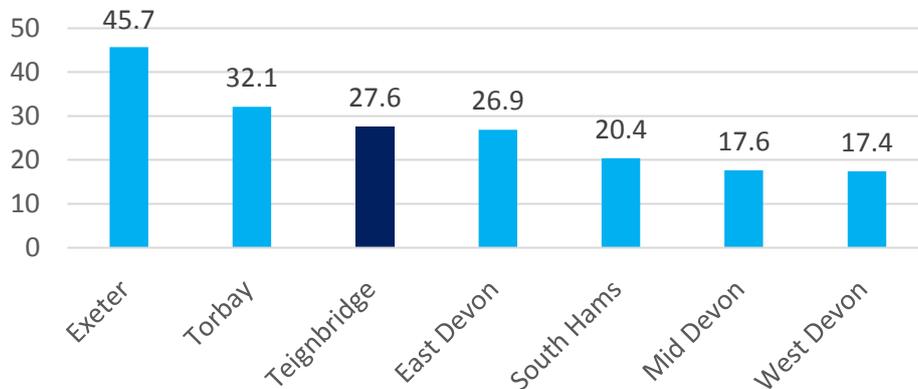
## Appendix

### Broadband

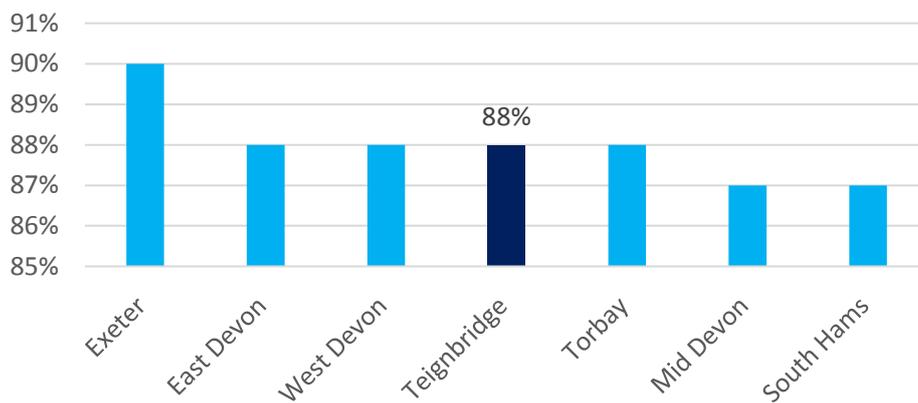
#### Percentage of addresses with superfast broadband availability (%) (2016)



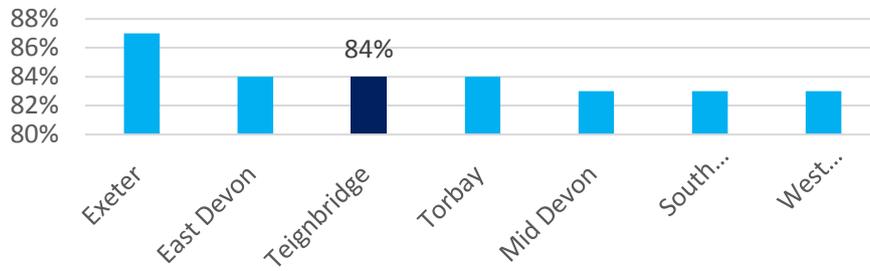
#### Average maximum broadband speed (Mbit/s) (2016)



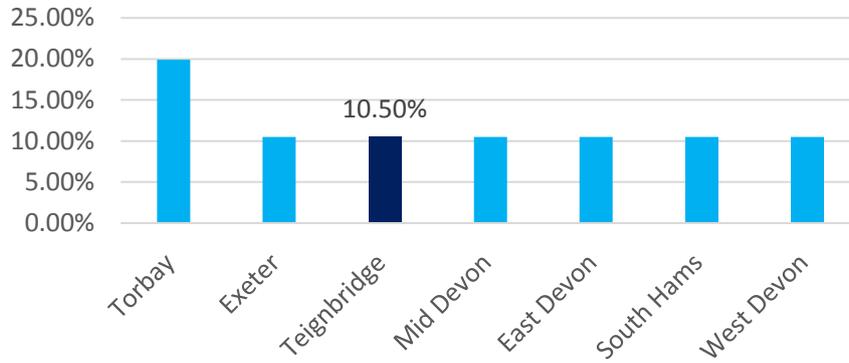
#### Percentage of people who said they could use a search engine to look for information online if asked to (%) (2016)



#### Percentage of people who said they could complete online application forms which include personal details if asked to (%) (2016)



### Percentage of the adult population that had never used the internet (%) (2017)



[Source LG Inform, Ofcom, Ipsos Connect](#)

### Internet use by age

Virtually all adults aged 16 to 34 years were recent internet users (99%), in contrast with 41% of adults aged 75 years and over.

Since the survey began in 2011, adults aged 75 years and over have consistently been the lowest users of the internet. In 2011, of adults aged 75 and over, 20% were recent internet users.

Of the 4.8 million adults who had never used the internet in 2017, just over half (2.6 million) were aged 75 years and over. This age group made up 9.6% of the population aged 16 years and over.

Adults aged 75 years and over had the highest rate of lapsed internet users at 7%, up from 5% in 2016. This suggests that, although more adults aged 75 years and over started using the internet, they are not necessarily continuing to use it.

The difference in recent internet use between men and women was larger in the oldest age groups. Recent internet use by men aged 65 to 74 years was 79% and by men aged 75 years and over was 47%. This compares with recent internet use by women in these age groups at 76% and 35% respectively.

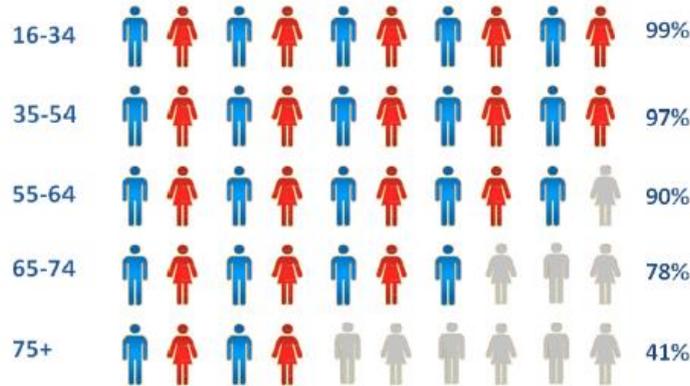
The largest increase in the number of recent internet users was in women aged 75 years and over, which trebled from 0.3 million in 2011 to just over 1 million in 2017.

### Recent internet users by age group, UK, 2017



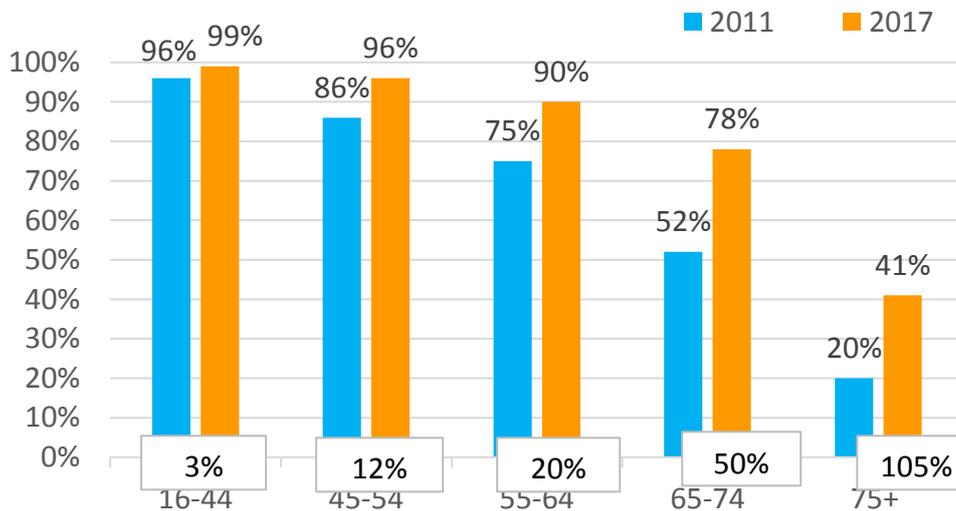
Almost 9 in 10 adults in the UK have recently used the internet (89%)

Almost all adults aged 16 – 54 years have recently used the internet ...



... but just 4 in 10 adults aged 75+ years have used the internet in the last 3 months

### Recent internet use in 2011 and 2017 by age group, UK



% increase of internet use from 2011 to 2017, by age group

### Age and gender

There is still a higher proportion of women who had never used the internet at 10.5% compared with men at 7.8%.

The gap between men and women who had recently used the internet has been closing in all age groups since 2011, with the percentage rising to 90% for men and 88% for women in 2017. This compared with 82% for men and 77% for women in 2011.

The difference in recent internet use between men and women was larger in the oldest age groups. Recent internet use by men aged 65 to 74 years was 79% and by men aged 75 years and over was 47%. This compares with recent internet use by women in these age groups at 76% and 35% respectively.

The largest increase in the number of recent internet users was in women aged 75 years and over, which trebled from 0.3 million in 2011 to just over 1 million in 2017.

### Digital access

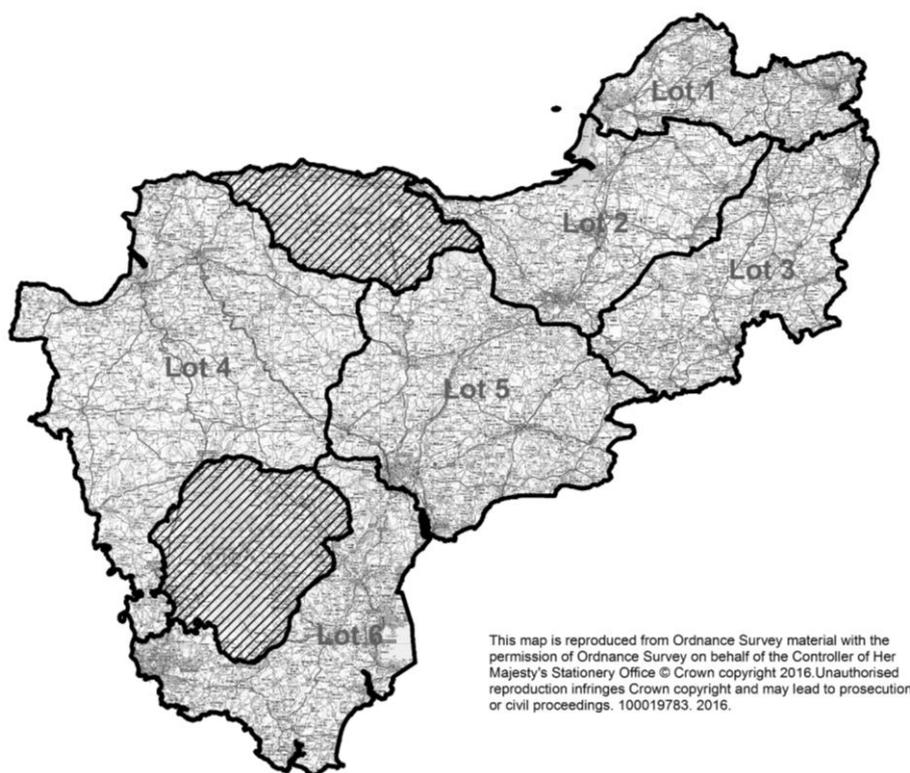
Connecting Devon and Somerset (CDS) has been set up to deliver next generation broadband infrastructure to areas where the market has failed to invest. CDS have created a new public-private partnership to address broadband coverage across hard to reach areas.

After being awarded State Aid approval from the EU in May, the agreed Phase Two intervention area has been divided up into six lots, to enable a more competitive tender process. The 6 lot areas are shown in the map below. The hashed areas represent the two regions covered by the separate national park contract with Airband Community Internet Ltd, with the roll out already underway.

As part of CDS' commitment to provide superfast broadband to residents, businesses and communities, they have signed contracts with broadband provider Gigaclear for Lots 2, 3, 5 & 6, the latter covering the Teignbridge area.

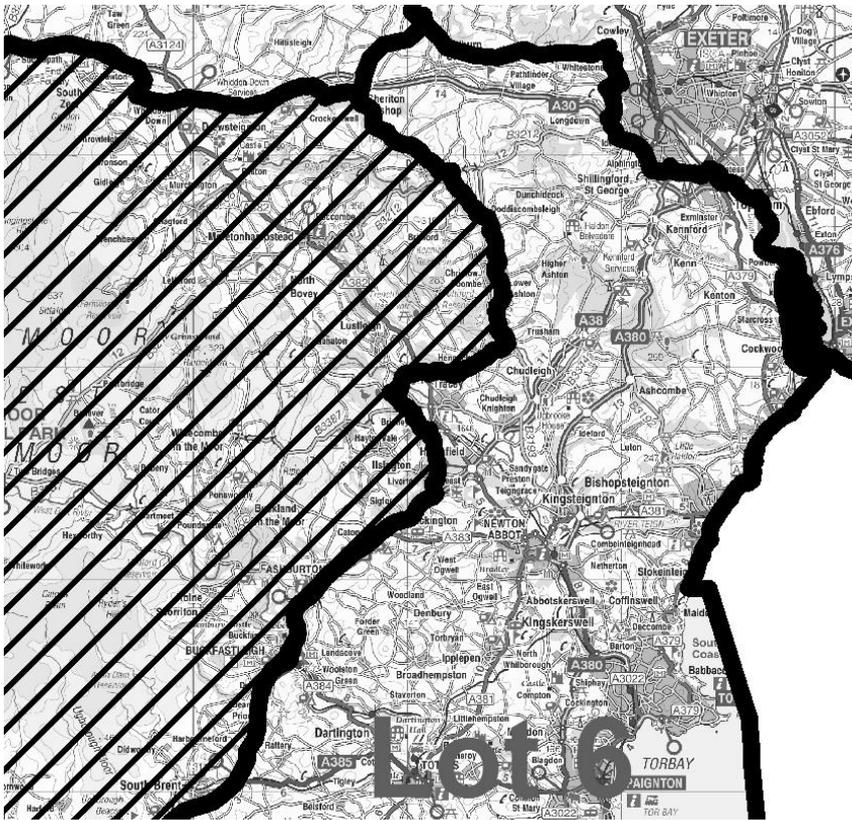
Combined, the Gigaclear contracts will deliver a £62.25m investment, bringing ultrafast services to an additional 35,225 of the hardest to reach homes and businesses across the region.

**The broadband Phase Two intervention area has been divided up into six lots**

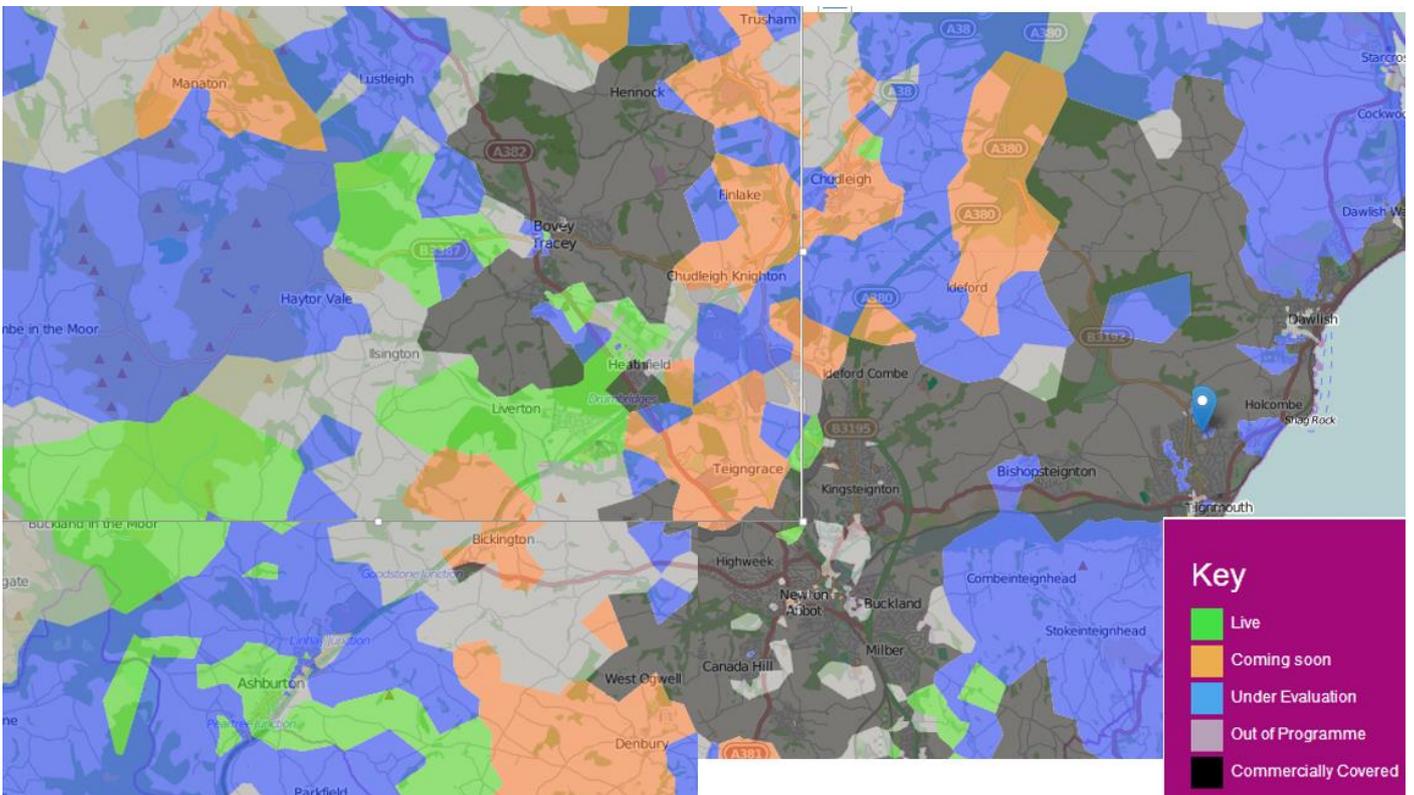


#### Internet use by adults in rural areas

Awaiting statistics from Connecting Devon and Somerset regarding broadband coverage of Teignbridge in 2017 [Connecting Devon and Somerset](#)

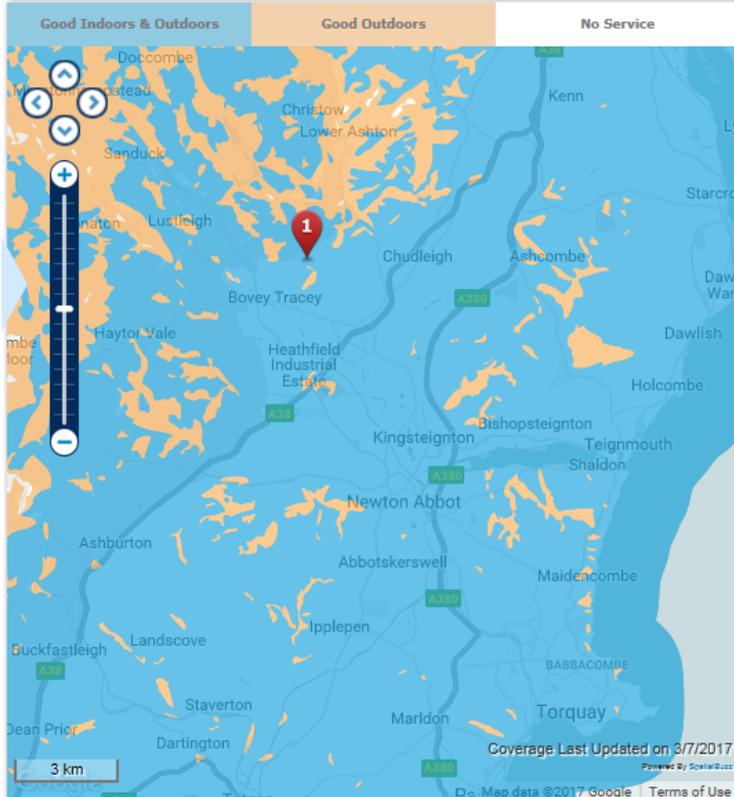


**Broadband connectivity in Teignbridge 2014** Awaiting update from Connecting Devon and Somerset  
[Connecting Devon and Somerset](#)



**Mobile connectivity in Teignbridge**

**2G coverage** - voice, text and email, making calls, sending texts, using email on your phone.



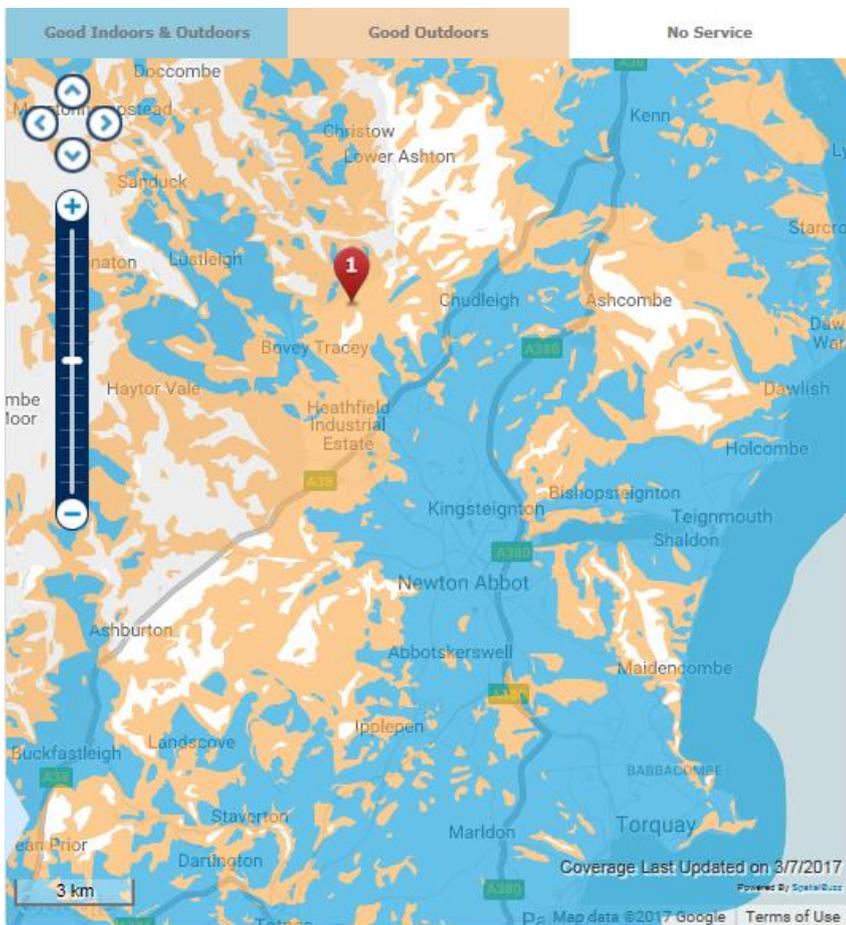
**3G coverage**

Mobile internet and voice - this frequency works on most phones and is good for fast networking on smartphones, dongles and tablets.



**4G coverage** - Mobile Internet - Seamless connectivity and mobile internet

<http://www.tescomobile.com/about-us/coverage-checker>



**Government Digital Inclusion Strategy**

<https://www.gov.uk/government/publications/government-digital-inclusion-strategy/government-digital-inclusion-strategy>

<https://www.ons.gov.uk/businessindustryandtrade/itandinternetindustry/bulletins/internetusers/2017>

**Government Digital Strategy: December 2013**

<https://www.gov.uk/government/publications/government-digital-strategy/government-digital-strategy>

**Internet users in the UK Statistical bulletins : Office of National Statistics**

<https://www.ons.gov.uk/businessindustryandtrade/itandinternetindustry/bulletins/internetusers/previousReleases>

## EXECUTIVE

LEADER: Cllr Jeremy Christophers

PORTFOLIO HOLDER: Cllr Timothy Golder

**DATE:** April 2019

**REPORT OF:** Tony Watson, Interim Head of Commercial Service

**SUBJECT:** Newton Abbot, Newfoundland Way Car Park

### PART I

### RECOMMENDATIONS

The Executive is recommended to approve the principle of a transfer to the Town Council providing the final proposal meets the below objectives:

- Quality Building Design
- Providing a range of community services

#### 1. PURPOSE

To outline the Town Councils aspiration to create a co-located community facility on land owned by the Town Council and District Council, adjacent to 'Newton's Place'

#### 2. BACKGROUND

In August 2016 the Town Council purchased the former St Leonard's Church at 43 Wolborough Street, Newton Abbot with the intention of moving the current Town & GWR Museum and the Town Hall to this town centre location.

This decision was as a result of the outcome of the 2008 Newton Abbot Community Plan, and the more recent Newton Abbot Neighbourhood Development Plan which both identified the aspirations of the public to have better access to the Museum, Town Council and community facilities.

The Town Council was subsequently successful in two rounds of applications to the Heritage Lottery Fund which has granted a total of £950,000 to the total £2.2m Project.

The Council has secured the other funding and works commenced on the 19<sup>th</sup> November 2018. Upon completion of the conversion works the Museum will be fitted-out with the opening to the public likely to be the end of 2019, beginning of 2020.

The Town Council have also acquired the vacant land adjacent, no 41 Wolborough St with a view to funding and constructing a Phase II development creating a 'one stop

## TEIGNBRIDGE DISTRICT COUNCIL

shop' for the community, co-locating a number of community companies and organisations throughout the Town into one building.

### 3. MAIN IMPLICATIONS

In order to achieve phase II, the Town Council have indicated the need to increase the available land to create a suitably sized building. Acquiring part of the Councils car park, as shown in appendix 1.

The transfer will help to contribute toward the Councils delivery of the approved Master Plan for Newton Abbot, co-locating local services into one location.

#### 3.1 Loss of Parking:

Transferring the land will result in a reduction of spaces by 4. Note that there will be no loss disabled access spaces. These will be relocated elsewhere in the car park.

#### 3.2 Access:

It is intended that any transfer of land will not include access rights across the Councils retained car park.

#### 3.3 Value:

The Town Council are seeking to 'acquire' land at less than best consideration, in accordance with the Councils adopted Land & Building Disposal policy. As part of the final scheme proposal the resultant scheme will need to demonstrate sufficient detail on Economic, Social, and Environmental benefits, amongst others for members to consider.

The Council may dispose of surplus land and property having regard to the provisions in section 123 of the Local Government Act 1972 (Appendix A) and the General Disposal Consent 2003 (Appendix B). This legislation ensures that property is disposed of (otherwise than by way of a short tenancy,) at the best price obtainable. As a first principal, an asset identified as being surplus for disposal will be marketed openly.

The Council may sell an interest in property at less than best price where it is considered that the purpose of the disposal will achieve the promotion or improvement of the economic, social or environmental well-being for the area and/or local residents.

The undervalue will be reported to the Council following the Town Councils proposal being prepared and submitted for consideration. At this time members will be able consider whether the Town Councils proposal meetings the 'wellbeing' criteria of Local Government Act.

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### 3.4 Timing:

It is proposed to give the Town Council 9 months to work up a suitable scheme for the land before a further report is presented to Councillors.

### 4. GROUPS CONSULTED

Car Parking

### 5. TIME-SCALE

To be implemented asap.

### 6. JUSTIFICATION

The outline scheme proposal will contribute toward the Councils goal of 'going to town'.

### 7. DATE OF IMPLEMENTATION (CONFIRMATION OF DECISION SUBJECT TO CALL-IN)

10.00 a.m. on 16 April 2019

**Tony Watson**  
Interim Head of Commercial Services

**Cllr Timothy Golder**  
Portfolio Holder for Economy, Skills  
and Tourism

BELOW TO BE FILLED IN BY REPORT AUTHOR:

<b>Wards affected</b>	Newton Abbot
<b>Contact for any more information</b>	Tom Butcher
<b>Background Papers (For Part I reports only)</b>	
<b>Key Decision</b>	N
<b>In Forward Plan</b>	Y
<b>In O&amp;S Work Programme</b>	N
<b>Community Impact Assessment attached:</b>	N
<b>Appendices attached:</b>	1: Site Plan

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Newfoundland Way - Transfer Plan



Scale: 1:500      Drawn By: TB      Drawing no: 01

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## **Public Notice and Annual Forward Plan - MARCH 2019**

- 1 This is an Annual Forward Plan of the key decisions and other decisions the Leader of Teignbridge anticipates the Executive taking during the next 12 months. Key decisions are decisions which the Council consider significant having had regard to Government guidance. This Plan may include other decisions which are not key decisions to be taken by the Executive, including for example, where the Executive is to make a recommendation to the Council.
- 2 Details of the proposed decisions are attached.
- 3 The decisions which the Executive propose to take in private and the reasons why are detailed in the list together with a brief description of the matter to be decided. If you do not think the decisions should be taken in private please advise the Democratic Services with your reasons [comsec@teignbridge.gov.uk](mailto:comsec@teignbridge.gov.uk)
- 4 The documents which will be taken into account when making key decisions in the part of the meeting open to the public are available for inspection. Details are listed. Other documents may become available nearer the meeting. If you would like copies please contact the author of the report. Author's names and contact details are shown in the attached list. If you would like additional documents relating to a decision as they become available please contact the author and make this request.
- 5 Where possible, the District Council will attempt to keep to the dates shown in the Plan. It is quite likely, however, that some items will need to be rescheduled and new items added as new circumstances come to light.
- 6 This Plan will be updated on a monthly basis.
- 7 You are welcome to attend the meetings. They will take place in the Council Chamber at the address below. Agendas for Executive and other Council meetings are available on the Council's website.
- 8 You can ask questions regarding any item either in person or in writing. The deadline for the submission of questions is 12 Noon two working days prior to the meeting. You are advised to contact Democratic Services in advance of this time where assistance is available if required.
- 9 Should you wish to make the Councillors aware of any information in advance of a meeting you can make representations in writing. These can be made up until the commencement of the meeting. You can also lobby Members of the Executive in advance of the meeting and for information on this or if you have

any further queries, please contact the Democratic Services Sarah Selway  
sarah.selway@teignbridge.gov.uk

- 10 The agendas for the meetings can be made available before the meetings on the Council's website.

**Cllr JEREMY CHRISTOPHERS**  
**Leader of the Council**  
Council Offices, Forde House, Newton AbbotTQ12 4XX

## TEIGNBRIDGE DISTRICT COUNCIL – EXECUTIVE FORWARD PLAN

Forward Plan of anticipated key decisions by the Executive for the next 12 months commencing 1 March 2019

Matter for Consideration	Date of Decision	Council Date	Private Decision	Key Decision?	Report Author(s) & Contact Name & number
Digital Strategy	9 Apr 2019		Open	Yes	Report Of Kay O'Flaherty, Business Development & Improvement Team Leader Contact: Tel: 01626 215602
Newton Abbot Town Council Proposal at (part of) Newfoundland Way Car Park 47	9 Apr 2019		Open	No	Report Of Tom Butcher, Senior Estates & Development Surveyor Contact: Tel: 01626 215180
South Hams SAC Joint Supplementary Planning Document	30 Apr 2019		Open	No	Report Of Trevor Shaw, Senior Planning Officer Contact: Tel: 01626 215703
Artificial 3G Pitch, Coach Road, Newton Abbot	30 Apr 2019		Part exempt	No	Report Of Donna Best, Estates & Development Manager Contact: Tel: 01626 215467
Proposed Chargeable Neighbourhood Planning Service for Non-Statutory Functions	6 Jun 2019		Open	Yes	Report Of David Kiernan, Principal Planning Policy Officer Contact: Tel: 01626 215758
Greater Exeter Strategic Plan	6 Jun 2019		Open	Yes	Report Of Simon Thornley, Business Manager - Spatial Planning Contact: Tel: 01626 215706
Electric Vehicles Policy	2 Jul 2019		Open	Yes	Report Of David Eaton, Environmental Protection Manager Contact: Tel: 01626 215064

Matter for Consideration	Date of Decision	Council Date	Private Decision	Key Decision?	Report Author(s) & Contact Name & number
Teignmouth Regeneration			Open	Yes	Report Of Tony Watson, Interim Head of Commercial Services Contact: Tel: 01626 215828
Leisure Strategy			Open	Yes	Report Of Lorraine Montgomery, Interim Head of Operations Contact: Tel: 01626 215852
Teignbridge Car Park Plan - draft for consultation			Open	Yes	Report Of Neil Blaney, Economy Manager Contact: Tel: 01626 215233
Affordable Housing Supplementary Planning Document and Starter Homes			Open	Yes	Report Of Simon Thornley, Business Manager - Spatial Planning Contact: Tel: 01626 215706
4 Dawlish Warren Habitat Mitigation			Open	Yes	Report Of Fergus Pate, Principal Delivery Officer Contact: Tel: 01626 215466