

Teignbridge District Council

ten year

2016 - 2025

strategy



Q3 2017-18 Performance Report

APPENDIX A

The Teignbridge ten

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Council Strategy 2016-2025

31 January 2018

Goal 01 A roof over our heads

Lead Contact: Cllr Humphrey Clemens, Amanda Pujol

RAG Status:

On track

Summary Statement

Overall the programme is on track:

1. Make sure plans take account of all housing need

Complex geography, the economy of the area and the overwhelming response to the 'call for sites' has made progress on the Greater Exeter Strategic Plan slower than expected, with possible consultation later in 2018, but this still needs to be confirmed by agreement of each of the councils. The Teignbridge Local Plan review is still on track for an initial consultation, however, further progress on small site selection and allocation will be more difficult in advance of the GESP.

2. Housing Delivery

The programme is ahead of target with regards to both the net additional homes and affordable homes provided in the District at the end of Quarter 3. With regards to the projects, work has continued on exploring the options for a Teignbridge Housing Company with a report being presented to Group Leaders in January 2018

3. Improve house conditions and reduce empty homes

We are on target to improve private sector properties through grants, loans and enforcement action if required. The target for Empty Homes was also met in October resulting in no net loss of new homes bonus.

4 Prevent and reduce homelessness

We are also on track to meet the homeless prevention targets. The annual rough sleeping count took place in November and recorded 2 rough sleepers in Teignbridge and we continue to work with the outreach service to engage with people sleeping rough and offer them accommodation options. The feasibility and needs analysis work has been concluded to establish whether there is a need for a second supported housing scheme for homeless households in Teignbridge. This has established that there is sufficient capacity within Albany House and other types of temporary accommodation to meet demand, hence a second "Albany House" is no longer required. Therefore this project is recorded as completed.

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	Status	Actual to Date	Officer Notes
CSROH 5.1	<u>Number of rough sleepers as an estimate on a snapshot date (Y1-2)</u>	-	3	3	4	Well ahead of target	2	(2017 - 2018) The annual rough sleeping count happened in mid November. (JT)
CSROH 1.2	<u>Net additional homes provided</u>	+	491 (3/4)	664	620	Well ahead of target	615 (3/4)	
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>	+	81 (3/4)	146	124	Well ahead of target	103 (3/4)	(Quarter 3) Homes delivered in Bovey Tracey, Newton Abbot and Kingsteignton. (GD)
CSROH 5.3	<u>Homelessness prevented by assisting with alternative accommodation (Y1-2) TDC</u>	+	250 (3/4)	363	363	Well ahead of target	318 (3/4)	(Quarter 3) Officers 93 Devon Home Choice 11 (TH)
CSROH 4.1	<u>Number of empty properties impacting on the New Homes Bonus (Y2-3)</u>	-	364 (3/4)	364	363	On target	361 (3/4)	(Quarter 3) Target met for the 9th year in succession. Review being conducted and process mapped to ensure continuous improvement. (GD)
CSROH 4.2	<u>Improve 180 dwellings through intervention (Y2-3)</u>	+	118 (3/4)	172	180	On target	131 (3/4)	
CSROH 5.2	<u>Homelessness prevented by client remaining in existing home (Y1-2) TDC</u>	+	255 (3/4)	440	440	On target	342 (3/4)	
CSROH 5.4	<u>Number of households placed into temporary accommodation (Y1-2)TDC</u>	OFF	123 (3/4)	82	TPI	Not calculable/No status	60 (3/4)	

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
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Projects

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

Date	Progress Review
25/01/2018	The GESP team has been in place since April 2017 and has been working on evidence and strategy consideration, as well as considerable work on the various legal requirements (SEA, HRA, etc). However the complex geography and economy of the area and the overwhelming response to the "call for sites" has made progress slower than expected. Further work on the timetable is to be carried out, but currently the GESP and Teignbridge websites refer to possible consultation later in 2018. This still needs to be firmed up and confirmed by agreement of each of the councils. The Teignbridge Local Plan review is still on track for an initial consultation on more detailed matters such as revised village/town settlement limits, policy wordings and so on. However, further progress on small site selection and allocation will be more difficult in advance of the GESP, given the need to await a firmed up distribution strategy.

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

Date	Progress Review
15/01/2018	Following the presentaion to the Overview and Scrutiny Committee by Mendip Council Officers agreed to investigate further the viability of setting up a council led housing company. This further research led to recommendations being presented to Leadership with a further paper to be presented to Group Leaders in early 2018. This paper to cover recommendations regarding the setting up of a Housing Company in Teignbridge and direct delivery and management of housing by Teignbridge District Council.
31/03/2018	

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

Date	Progress Review
15/01/2018	The feasibility work for a further supported housing scheme has been completed. An analysis of current supply and demand means that Albany House, Newton Abbot has sufficient capacity to meet current demand linked with "crash pads" and private sector leased properties. Further negotiations continue with Teign Housing with regards to potentially leasing further one bedroomed properties to meet temporary demand.
31/03/2018	

Council Strategy 2016-2025

29 January 2018

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 are 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 first phases of the littering awareness and enforcement project has been delivered. A presentation on the campaign was delivered to the Devon Authorities Strategic Waste Committee in November.

Work has been delayed on the new IT system to manage street cleansing functions as STRATA consider a more strategic approach across authorities through the convergence plan.

After a successful expression of interest an application 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

There are active fly tipping investigations that Teignbridge are leading on which may result in cases being taken to Court.

Officers have held initial meetings to develop a campaign on fly tipping to work with all neighbouring authorities, Environment Agency, Trading Standards and Devon County Council.

During quarter four a meeting with the stakeholders will take place with a view to the campaign being launched in quarter 1 of 2018/19.

4. Community group involvement

The improved advice and health and safety requirements to assist safe working for community groups who undertake litter picking activities does not appear to have had a significant impact on the number of events supported with 27 undertaken, ahead of target.

5. Recycling improvements

The trend for reduced residual waste per household continues as a result of the improved recycling and garden waste service. The Q3 figure remains ahead of target by 6.1kg/hh at 263.9kg/hh.

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

The cumulative recycling rate for Q3 has increased to 56.33% despite a significant reduction in the weight of leaf sweepings collected for composting and a loss of material during the fire at the paper shed.

Waste analysis funded through the Devon Strategic Waste Partnership has been completed and the final reports are due to be released shortly. Early indications are that the most significant recyclable waste stream remaining in residual waste bins is food waste. This will 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

Bathing water quality classifications were released by DEFRA in November. All of the beaches in Teignbridge were classified as Excellent. The Love Your Beach group met in November to discuss the results and discuss campaigns for next year.

7. Air quality standards

The draft Air Quality Action Plan for Teignbridge has been revised to include the relevant measures that are detailed in the National Air Quality Plan that could be used within Teignbridge to shorten the time for compliance.

During quarter 4 the draft will be sent to DEFRA for consultation prior to bringing back to members for approval .

8. Council policies on dog fouling and access restrictions

During this quarter the project team has held a number of meetings to discuss and analyse the dog survey data. There is broad support for the proposed controls that were in the consultation from the 2,055 respondents to the questionnaire.

The project team has also agreed on the necessary signage and publicity to promote the final Public Spaces Protection Order subject to the relevant approval by Committee.

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	Status	Actual to Date	Officer Notes
CSCLS 4.1	<u>Number of community litter picks supported</u>	+	16 (3/4)	31	25	Well ahead of target	27 (3/4)	
CSCLS 3.1	<u>Improved street and environmental cleanliness - level of litter</u>	-	2.00% (2/3)	1.33%	2.00%	Well ahead of target	1.67% (2/3)	
CSCLS 3.2	<u>Street cleaning & litter responsibilities. £'s per household</u>	-	£15.36 (3/4)	£21.33	£21.82	Ahead of target	£14.83 (3/4)	
CSCLS 5.3	<u>Residual household waste per household</u>	-	269.40kg (3/4)	351.20kg	360.00kg	On target	263.90kg (3/4)	(Quarter 1 - 3) Final Q3 cumulative figure is 263.9 kg/hh (EB)

Performance Indicators								
Code 2	Title	+/-	Prev Year (period)	Prev Year End	Annual Target	Status	Actual to Date	Officer Notes
CSCLS 5.1	<u>Household waste recycled and composted</u>	+	55.89% (3/4)	55.70%	59.00%	On target	56.33% (3/4)	(Quarter 1 - 3) Final Q3 cumulative figure is 56.33% (EB)
CSCLS 5.4	<u>Household waste collected: £'s per household</u>	-	£25.86 (3/4)	£42.51	£48.50	On target	£34.61 (3/4)	
CSCLS 2.1	<u>Number of incident types dealt with by Community Environment Warden Team</u>	OFF	1,194 (3/4)	1,522	TPI	Not calculable/No status	842 (3/4)	

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

New IT system to manage street cleansing (CSCLS 3.3)

Caution

Project Responsible Officer: Anna Lang

Date	Progress Review
29/01/2018	<p>A further delay is expected following a previous delay in order that Strata can consider TDC's requirements as part of a wider convergence plan with Exeter and East Devon. Strata began a project in May 2017 to look at the convergence of IT systems used across the 3 Strata authorities in the following areas, in no particular order.</p> <ul style="list-style-type: none"> Grounds Maintenance Management of Beach Huts Management of Allotments Management of Trees and TPO's Street Cleansing Land Asset Ownership (Data not systems to manage assets) <p>A number of meetings and a workshop, attended by the relevant officers from the three councils were organised. This resulted in a great deal of information being recorded about the current systems in operation. The information was used in a Gap Analysis to demonstrate where Strata could best concentrate work to achieve the goal of improving IT, saving money and converging applications. The resulting program of work now needs to be reviewed and prioritised by the senior managers from the three authorities.</p> <p>Street Cleansing at the three councils, was reviewed as part of the overall process and Strata are aware of its priority for Teignbridge. In prioritising the project work, the likelihood is this area will remain close if not at the top of the list, due to its importance at EDDC and ECC as well. This should allow possible suppliers to be sought in the first quarter of 2018, leading to a business case being put together with full costings, ready for a decision by the end of the second quarter of 2018.</p>
31/03/2018	

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

Date	Progress Review
08/01/2018	<p>The pilot litter campaign has now ended and survey results have been evaluated.</p> <p>Hot spot litter surveys Local litter surveys were carried out at eight litter hotspots before the campaign in August and then once a month until November. At all eight sites there was a reduction in the amount of litter collected, ranging from 45% to 94%.</p> <p>Road litter surveys We also surveyed four main roads in the pilot area before the campaign was launched. Keep Britain Tidy research suggests that anti-litter signage on high speed roads does not have a noticeable impact on littering levels and we found that this was true on the four roads we surveyed. The roads were mechanically swept prior to the campaign and we saw that whilst there was an overall reduction of litter at the end of 3 months, the litter did gradually build up over that time. On the two roads that had signage, there was less of a reduction than on the two roads where there wasn't any signage, confirming KBT's research.</p> <p>Online reports Since the new 'Report It' web form was launched we have had 12 reports of littering from vehicles, with one leading to a fixed penalty notice.</p> <p>Qualitative feedback We had a good response from residents in support of the campaign. We asked 50 residents at a road show in Newton Abbot town centre if they would report someone littering and 47 of them said they would. Our campaign was also the subject of a debate on Radio Devon and members of the public who phoned in were extremely supportive and felt strongly about littering.</p> <p>Evaluation summary As the campaign has been successful in reducing litter in the targeted hotspots we will continue to develop the branding throughout the District where there is a need. We have offered campaign packs, which includes stickers and Foamex signs, to Town and Parish Councils to use in their areas at their local problem hotspots. Sixteen councils have asked to be included and will be sent packs and asked to feedback the impact of littering levels. We will continue to promote the campaign using our vehicle livery and many of the original banners which are still in situ. Trial litter bins will now be fixed on site and included in cleansing schedules. Environment Wardens I continue to investigate reports generated via the 'Report It' web form.</p>
31/03/2018	

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

Date	Progress Review
08/01/2018	Initial documents drafted ready for review and consultation.
31/03/2018	

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

Date	Progress Review
12/01/2018	The bulky waste process has been digitally mapped as part of the One Teignbridge programme. Revised fees have been submitted for consideration at Full Council. Work has begun on mapping the 'to be' process and developing support systems to streamline the administration of the service and automate the online booking facility
30/03/2018	

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

Date	Progress Review
31/12/2017	The compliance process has been digitally mapped as part of the 'One Teignbridge' programme. Work has begun on the 'to be' process including

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

Date	Progress Review
29/06/2018	

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	Progress Review
30/01/2018	Whilst there were no active investigations with our partners during this quarter, data on suspected offenders is still shared to build the intelligence picture. There are still active fly tipping investigations that Teignbridge are leading on which may result in a case being taken to Court. Following the success of the littering campaign, officers have held initial meetings to develop a campaign on fly tipping to work with all neighbouring authorities, Environment Agency, Trading Standards and Devon County Council. During quarter four a meeting with the stakeholders will take place with a view to the campaign being launched in quarter 1 of 2018/19.

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

Date	Progress Review
19/12/2017	Bathing water quality classifications were released by DEFRA in November. All of the beaches in Teignbridge were classified as Excellent. The Love Your Beach group met in November to discuss the results and discuss campaigns for next year.
30/03/2018	

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

Date	Progress Review
08/01/2018	Work is continuing with a route optimisation software company to design future collection routes to incorporate new properties as they are scheduled to be completed over the next few years, using a phased approach to include the additional properties added over the years.
31/03/2018	

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

Date	Progress Review
30/01/2018	The draft Air Quality Action Plan for Teignbridge has been revised to include the relevant measures that are detailed in the National Air Quality Plan that could be used within Teignbridge to shorten the time for compliance. During quarter 4 the draft will be sent to DEFRA for consultation prior to bringing back to members for approval.

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

Date	Progress Review
30/01/2018	During this quarter the project team has held a number of meetings to discuss and analyse the data. There is broad support for the proposed controls in the consultation from the 2,055 respondents to the questionnaire. The project team has also agreed on the necessary signage and publicity to promote the final Public Spaces Protection Order subject to the relevant approval by Committee. More detailed information will be available to Overview and Scrutiny at the next meeting.

Council Strategy 2016-2025

29 January 2018

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

Planning permission and Advertisement Consent has been granted for shop front improvements at Market Walk in Newton Abbot. This work is due to commence in February 2018 and be completed by September.

2. Running and improving Newton Abbot Markets

The feedback from the traders to the Halloween and Christmas events have been very positive, and the footfall into the market has noticeably increased during the campaigns.

The Draft Code of Practice will be issued to the traders shortly, with a view to it being introduced by June 2018.

The coach study undertaken last year has been reported favourably in national trade magazines, raising the profile for Newton Abbot and encouraging more coaches to visit the town. The surveys will be undertaken again this year so we can monitor the trends. Temporary coach parking has been allocated within the service yard on the basis of the evidence and this has had a significant increase in the number of coaches visiting since last summer. Based on the number of incentives paid to coach drivers in 2017, a conservative estimate of the value of coach visitors would be in excess of £130k (up from £75k in 2016).

To improve the appeal of Market Hall and Alexandra Cinema buildings, £60k external repair and maintenance works have commenced and are due for completion towards the end of April 2018.

3. Town centre health checks

Health checks are due to be undertaken later in the year.

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. We are awaiting confirmation from two of the Councils before convening a meeting. A job description has been drafted, to be discussed when officers meet the Councils, along with some initial ideas of projects the TCM could lead on. Dartmoor National Park have also been approached to get involved and there is 'in principle' support which will lead to further discussions.

5. Using our powers to bring about improvements and support business growth

The Business Charter setting out the Council's commitment to businesses and what standards they can expect from us has been finalised and is being shared with businesses.

6. Improving accessibility and encouraging more town centre living

Progress is being made to revise car parking numbers in Newton Abbot town centre, linked to the publication of the master plan and phase 1 development. On going project reviewing bus movements in and out of the town with Devon County Council. Connectivity to new residential settlements being considered with the wider planning consents for those sites.

7. Supporting evening cultural and leisure opportunities

The Council promoted a wide range of Christmas events held across the district on its social media. Work has begun on creating a plan of events for the year, which will include the Summer Nights events in Newton Abbot.

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	Status	Actual to Date	Officer Notes
CSGTT 7.1	<u>% of businesses with a food hygiene rating of 5</u>	+	89% (3/4)	89%	90%	On target	90% (3/4)	

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

Newton Abbot town centre masterplan (CSGTT 7.2)		Caution	Project Responsible Officer: Tom Butcher
Date	Progress Review		
16/01/2018	Wider master plan drafting ongoing in conjunction with the delivery of strategic development sites and negotiations with existing operators. Delayed from the previously agreed milestone to allow final assembly and ensure the masterplan accurately represents a viable and deliverable plan. It is proposed for those critical elements to be finalised early in 2018. Public exhibition of the revised master plan to commence in Q1, 2018.		
30/09/2019			

Best Bar None* (CSGTT 7.3)		Caution	Project Responsible Officer: Rob Kingdon
Date	Progress Review		
22/01/2018	Following several attempts to establish Best Bar None for Newton Abbot it has been agreed that the project will now be open to establishments across the whole of Teignbridge. Rob Kingdon is due to attend the Buckfastleigh and Ashburton Licensed Victuallers Association (LVA) to gauge interest. It is hoped that the first three premises will gain Best Bar None status within the next three months.		
30/04/2018			
Delivery of the Local Plans* (CSO1)		Caution	Project Responsible Officer: Simon Thornley
Date	Progress Review		
25/01/2018	The GESP team has been in place since April 2017 and has been working on evidence and strategy consideration, as well as considerable work on the various legal requirements (SEA, HRA, etc). However the complex geography and economy of the area and the overwhelming response to the "call for sites" has made progress slower than expected. Further work on the timetable is to be carried out, but currently the GESP and Teignbridge websites refer to possible consultation later in 2018. This still needs to be firmed up and confirmed by agreement of each of the councils. The Teignbridge Local Plan review is still on track for an initial consultation on more detailed matters such as revised village/town settlement limits, policy wordings and so on. However, further progress on small site selection and allocation will be more difficult in advance of the GESP, given the need to await a firmed up distribution strategy.		
30/06/2018			
Running and improving Newton Abbot markets (CSGTT 2.2)		On track	Project Responsible Officer: Neil Blaney
Date	Progress Review		
23/01/2018	A series of promotional activities have taken place at the markets, in conjunction with Market Walk, to increase footfall and raise the profile of the markets. This has included: 'character hunts' throughout the market at Halloween and Christmas aimed at attracting families; a concentrated social media campaign promoting the markets and businesses; 'walkabout' Princess and Star Wars characters; and working with The Breeze radio which included promotion of the events in the town centre, fun activities and prizes.		
30/06/2018			
Annual survey of traders and customers (CSGTT 2.3)		On track	Project Responsible Officer: Neil Blaney
Date	Progress Review		
23/01/2018	During the next quarter we shall be preparing for the 2018 annual survey of traders and customers.		
31/03/2018			
Peripatetic Town Centre Manager (CSGTT 4.2)		On track	Project Responsible Officer: Allie Clark
Date	Progress Review		
23/01/2018	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. We are awaiting confirmation from two of the Councils before convening a meeting. A job description has been drafted, to be discussed when officers meet the Councils, along with some initial ideas of projects the TCM could lead on. Dartmoor National Park have also been approached to get involved and there is 'in principle' support which will lead to further discussions.		
31/03/2018			

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

Date	Progress Review
23/01/2018	The results from the ongoing business survey will be used to inform the Economic Development Plan.
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	Progress Review
02/01/2018	<p>The Draft Council Charter for Businesses has been produced and, following endorsement by Overview and Scrutiny Committee, has been published on the Council's website.</p> <p>The initial plan was to consult on the Charter as part of the revised Economic Development Plan. However, consultation on the Plan has not taken place due to a delay in starting that work. The 'Business Partnership Charter' will still form part of the engagement work on the revised Economic Development Plan, although it will now be referred to as a way of raising business awareness of the Council's commitment rather than a specific consultation on the content of the Charter.</p> <p>Work on the revised plan will be developed through the Economic Development Review Group, established through Overview and Scrutiny in 2017, and progress will reported back to O&S.</p>
31/03/2018	

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

Date	Progress Review
16/01/2018	Progress being made to revise car parking numbers in Newton Abbot town centre, linked to the publication of the master plan and phase 1 development. On going project reviewing bus movements in and out of Town with DCC. Connectivity to new residential settlements being considered with the wider planning consents for those sites.

Council Strategy 2016-2025

29 January 2018

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 two more have been completed. Progress on the actions are summarised below together with an explanation where the status is assessed as a caution.

1. Design Guidance

The draft Teignbridge Urban Design Guide was approved by Planning Committee for public consultation on 23 January 2018. It provides a framework for achieving high quality in new development. Following consideration of public comments by Planning Committee it will be adopted as a Supplementary Planning Document (SPD) by Executive later in the year.

2. Ensuring Neighbourhoods are real communities

The NA1 Houghton Barton Development Framework Plan was adopted as a Supplementary Planning Document (SPD) by Executive on 5 December 2017. The SPD will provide a framework for ensuring that future planning applications provide a high quality development with all the necessary facilities for community life. Work is well under way on a Masterplan for Wolborough; consultants are preparing a study that will inform a draft Framework Plan, which is expected to be available for public consultation in Spring 2018. New developments in the area performed well on quality in 2016/17 when measured against the 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 and performance indicators are measured annually, so will be updated and reported in the Q4 report.

3. Protecting landscapes and heritage

Draft reports on landscape sensitivity for solar energy and wind energy proposals were approved for public consultation by Planning Committee on 19 December 2017. Following consideration of public comments by Planning Committee the solar study will be adopted as a Supplementary Planning Document (SPD) by Executive later in the year. This is later than originally envisaged so this project is identified as a caution. The wind energy study will be used as part of the evidence base for reviewing the Teignbridge Local Plan. 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. Criteria for designating locally listed buildings were agreed by Planning Committee on 23 January 2018. 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 on target. Nearly £200,000 of Section 106 money was secured from developers to fund other biodiversity improvements in the first 3 Quarters of this year. A Cirl Buntings and Development Guidance Note was published in October 2017. 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 on 20 March 2018 to authorise public consultation. This is later than originally envisaged so this project is identified as a caution. The Pollinator Pledge has raised awareness of the importance of wildflower meadows and, among other initiatives, pony grazing has been facilitated at Churchills local nature reserve to improve grassland diversity.

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 a further 830 sq m of employment space has been provided in this quarter 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 (period)	Prev Year End	Annual Target	Status	Actual to Date	Officer Notes
CSGP 2.3	<u>Sqm of employment space completed</u>	+	2,195sq.m (3/4)	2,200sq.m	TPI	No Target	830sq.m (3/4)	
CSGP 4.1	<u>Section 106 Money Secured For Biodiversity</u>	+	£110,869.62 (3/4)	£271,499.16	TPI	No Target	£193,126.64 (3/4)	

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

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

Date	Progress Review
19/12/2017	The landscape sensitivity assessments on solar photovoltaic (PV) and wind energy development were presented to the December 2017 Planning Committee. The Committee approved a public consultation be undertaken for the draft Supplementary Planning Document for Solar Photovoltaic (PV) Developments in the Landscape. Following consideration of public comments by Planning Committee the solar study will be adopted as a Supplementary Planning Document (SPD) by Executive later in the year. This is later than originally envisaged so this project is identified as a caution. The Assessment of the Landscape Sensitivity to Onshore Wind Energy Developments in Teignbridge District was adopted as part of the evidence base to support the review of the Teignbridge Local Plan.

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

Date	Progress Review
25/01/2018	At the South Hams Special Area of Conservation (SAC) Steering Group held on 18 th January a revised version of the document was considered. A timetable for completing the draft Supplementary Planning Document was agreed by the partner authority officers (Dartmoor, South Hams, Torbay, Devon County & Teignbridge) and Natural England which involves approval by all committees during March, including our own, for 20th March Planning Committee. This is

Adopt A Greater Horseshoe Bat SPD (CSGP 4.6)		Caution	Project Responsible Officer: Michelle Luscombe
Date	Progress Review		
	<p>later than originally envisaged so this project is identified as a caution. The delay has not resulted in a brake on granting planning permissions or delivering development because applications have been assessed in accordance with existing guidance. However the updated guidance will save officers time, provide more clarity for developers and therefore result in more robust planning decisions that provide proper protection for bats whilst continuing to deliver the required level of development.</p> <p>The 6-week consultation period will commence from early April following Easter. A stakeholder presentation event will be held in the first week of the consultation to go through the main proposals with Q and A opportunity. Likely to be held at Stover Country Park Visitor Centre.</p> <p>The document covers headline requirements for Local Planning Authorities and developers, South Hams SAC consultation area, Greater Horseshoe Bats requirements, information needed for Habitat Regulations Assessment including survey and monitoring. There will also be supporting advice notes on some mitigation specifics, design of lighting schemes etc.</p>		
31/03/2018			

Delivery of the Local Plans* (CSO1)		Caution	Project Responsible Officer: Simon Thornley
Date	Progress Review		
25/01/2018	<p>The GESP team has been in place since April 2017 and has been working on evidence and strategy consideration, as well as considerable work on the various legal requirements (SEA, HRA, etc). However the complex geography and economy of the area and the overwhelming response to the "call for sites" has made progress slower than expected. Further work on the timetable is to be carried out, but currently the GESP and Teignbridge websites refer to possible consultation later in 2018. This still needs to be firmed up and confirmed by agreement of each of the councils. The Teignbridge Local Plan review is still on track for an initial consultation on more detailed matters such as revised village/town settlement limits, policy wordings and so on. However, further progress on small site selection and allocation will be more difficult in advance of the GESP, given the need to await a firmed up distribution strategy.</p>		

Adopt Supplementary Planning Document For Wolborough (CSGP 2.5)		On track	Project Responsible Officer: Fergus Pate
Date	Progress Review		
23/01/2018	<p>Consultants have been appointed and are progressing with a technical masterplanning study that will inform a draft Wolborough Framework Plan. The project remains on track for public consultation on the draft Framework in Spring 2018.</p>		
31/03/2018			

Devon Pollinator Pledge (CSGP 4.7)		On track	Project Responsible Officer: Sian Avon, Mark Payne
Date	Progress Review		
12/01/2018	<p>Dawlish Gardens Trust erected bug boxes within Dawlish Countryside Park providing shelter for hibernating insects until habitats fully establish. Meetings were held with Natural England Rangers and contractors to facilitate pony grazing in the New Year at Churchills local Nature Reserve to improve the grassland diversity. Grassland management works continued at Orley Common and other sites. All of the closed churchyards from 2017 are prepared to extend the pollinators areas for a further season, feedback has been in the most positive. Three additional closed churchyards will be proposing some areas be left for pollinators for this coming season, these proposals will be put forward at forthcoming PCC meetings for Ide, Kenton and St Gregory's Dawlish. Signs are to be made with maps advising of the areas being left for pollinators for each churchyard and there will also be information in regard to the Devon Pollinator Pledge displayed on the church entrance gates or noticeboards.</p>		
31/03/2018			

Preparation And Adoption Of Residential Design Guide* (CSGP 1.3)		On track	Project Responsible Officer: Maureen Pearce
Date	Progress Review		
15/01/2018	<p>The work is substantially complete. A report has been submitted to the January Planning Committee recommending that the Design Guide is approved for public consultation (6 Weeks). Depending on outcomes of the public consultations and the decisions by both the Planning Committee and Executive Committee, earliest adoption could be the 5th April.</p>		

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

Date	Progress Review
31/03/2018	

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

Date	Progress Review
19/12/2017	<p>The sixth meeting of the South East Devon Habitat Regulations Executive Committee (SED HREC) was held on 24/01/18.</p> <ul style="list-style-type: none">• Wildlife Refuges on the Exe Estuary were approved by SED HREC in October 2017 and will be implemented in Sept 2018.• The consultation on codes of conduct is underway and will be agreed and finalised in March 2017.• A specialist for monitoring activity and disturbances on the Exe has been contracted and baseline data will start to be gathered soon.• SED HREC have asked Teignbridge DC to consider changes to the management of car parking and a single all year round charging schedule at Dawlish Warren Engagement with key stakeholders is in progress and consultation will take place.• Petalwort monitoring at Dawlish Warren now has consent from Natural England.• Proposal to rescind dogs on leads policy in the buffer zone at Dawlish Warren. Currently waiting for the outcome of dog control Public Spaces Protection Order (PSPO) at Teignbridge DC.• Devon Loves Dogs (DLD) membership now stands at 100. Over 433 membership packs have been distributed and over 750 people have visited the DLD tent and spoken with Project Officer at events.• In September, the HMOs organised and hosted the first meeting of different mitigation teams from across the south of England. This was attended by over 30 staff from the Thames Basin Heaths Partnership, Bird Aware Solent and the Urban Heaths Partnership (Dorset), providing fantastic opportunities for sharing best practise.
31/03/2018	

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

Date	Progress Review
25/01/2018	<p>37 ha 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.</p> <p>Change of use planning permission granted for approximately the first 5ha. Planning pending on the balance.</p> <p>Council has approved purchase of all of the SANGS land. Terms are being finalised for completion of the first acquisitions during spring 2018, with phased acquisition of further phases in subsequent years.</p> <p>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. Delivery proposals will be set out in future reports to Teignbridge's Executive and the HREC.</p>
31/03/2018	

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

Date	Progress Review
08/01/2018	<p>On 5th December 2017 the Council Executive Committee resolved that the NA1 Houghton Barton, Newton Abbot, Development Framework Plan be adopted as a Supplementary Planning Document (SPD), subject to any amendments arising from Planning Committee, and outstanding issues relating to a letter of representation submitted by Sibelco being addressed.</p>

Adopt A Policy Document For Cirl Bunting Habitat Mitigation (CSGP 4.2) **Project completed** **Project Responsible Officer: Fergus Pate**

Date	Progress Review
23/01/2018	<p>Teignbridge published a Cirl Buntings and Development Guidance Note https://www.teignbridge.gov.uk/media/6065/cirl-development-guidance-oct17.pdf in October 2017. This project is now closed but officers are continuing to work with neighbouring authorities who are in the process of adopting the guidance themselves.</p>

Council Strategy 2016-2025

24 January 2018

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

Summary Statement

The overall programme remains generally on track. Progress on the actions or explanations of those identified as a concern or caution have been summarised in the individual project or performance indicator reviews.

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

The temporary reallocation of staff within Environmental Health has continued to impact upon our ability to develop and implement new public health projects and interventions however the secondment is due to come to an end on the 1st February 2018. We will then focus on setting up the Health Exchange and implement Make Every Contact Count training for Teignbridge front line staff. We have prioritised attendance at the Devon Life Chances group which is developing a piece of work on Social Prescribing across the Devon Sustainability and Transformation Partnership (STP) area. The Joined Up Prevention Board has been redesigned and has become the Strategic Prevention, Self-Care and Wellbeing Board. The board will focus on setting the strategic direction of wider system around prevention, self-care and wellbeing with a focus on South Devon and Torbay. This will include development of a forward plan and priorities and will be informed by emerging STP strategies. We have implemented a new project which reports on Health & Wellbeing initiatives delivered by the Voluntary & Community sector in Teignbridge.

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

A proposed Devon wide policy has been broadly agreed for the use of better care funding to carry out adaptations and other works to meet the outcomes of the better care funding. We are currently in the process of updating our policy as a PH decision to enable its implementation. The current demand from referrals from the occupational therapist has reduced compared with previous years; this has been raised with Devon County Council and there are no obvious reasons for the reduction in demand. The referrals received by Teignbridge Council are being dealt with in a timely fashion and it is likely that the revised target of 146 will be met at year end.

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

Work is continuing through the 'Retirement Housing Review Group'

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

If approved by the Planning committee the Residential Design guide will go through a public consultation with an aim to implement any changes ready for adoption in April.

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	Status	Actual to Date	Officer Notes
CSHAH 2.4	<u>Number of properties receiving free or subsidised energy efficiency measures</u>	+	84 (3/4)	92	120	On target	155 (3/4)	(Quarter 3) Around 50 surveys have been carried out for customers, with the majority of installations booked in for next quarter. (JT)
CSHAH 2.2	<u>Give 30 grants and loans to local households to help them improve their home (Y1-3)</u>	+	19 (3/4)	27	30	On target	20 (3/4)	(Quarter 3) 4 grants approved. Additionally, 3 applications for grant top-ups have been made through the 'Help to Heat' scheme. (JT)
CSHAH 2.3	<u>Give 20 grants to park home owners to help improve thermal efficiency (Y1-3)</u>	+	17 (3/4)	21	20	On target	12 (3/4)	(Quarter 3) 8 grants have been approved and work is due to begin in Q4 through the 'Help to Heat' scheme. Additionally, 10 grant applications have been made. (JT)
CSHAH 5.8	<u>Working days lost due to sickness absence - average per employee</u>	-	7.51 days (3/4)	9.99 days	7.70 days	Concern	6.90 days (3/4)	(Quarter 3) In Q3 we observed an increase in sickness absence of 0.4 days per FTE from Q2. However, the year to date total of 6.9 days per FTE is 0.61 days lower than at the same point in 2016/2017. The HR team continue to support managers to implement our sickness absence policy fairly and consistently across the Council. Detailed analysis is being undertaken of trends/patterns and we are now working closely with Members in a Sickness Absence Review Group. (KC)

Performance Indicators								
Code 2	Title	+/-	Prev Year (period)	Prev Year End	Annual Target	Status	Actual to Date	Officer Notes
CSHAH 3.2	<u>Assist 156 residents to remain independent through a disability facilities grant (Y1-3)</u>	+	122 (3/4)	156	156	Concern	83 (3/4)	(Quarter 3) Referrals for disability facilities adaptations are made by Devon County Council (DCC) Social Services. Funding is provided from the Government's Better Care Fund which is held by DCC and allocated to each District LA. There are currently 84 grants in the system of which 43 are approved and 41, pending approval. Based on this it is likely that we will assist 146 residents to remain independent through a disabilities facilities grant by the end of the year. (AD)
CSHAH 3.1	<u>Total number on housing register requiring a wheelchair adapted property</u>	OFF	34 (3/4)	24	TPI	Not calculable/No status	24 (3/4)	
CSHAH 2.1	<u>Insulate 24 solid wall homes via the CosyDevon scheme (Y1-2)</u>	+		28	Scheme finished	Data not due	n/a	

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
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Projects

Best Bar None* (CSGTT 7.3)		Caution	Project Responsible Officer: Rob Kingdon
Date	Progress Review		
22/01/2018	Following several attempts to establish Best Bar None for Newton Abbot it has been agreed that the project will now be open to establishments across the whole of Teignbridge. Rob Kingdon is due to attend the Buckfastleigh and Ashburton Licensed Victuallers Association (LVA) to gauge interest. It is hoped that the first three premises will gain Best Bar None status within the next three months.		
30/04/2018			
Reassess the need for and viability of 'extra care' housing (Y2-3) (HSP1.13)		On track	Project Responsible Officer: Graham Davey
Date	Progress Review		

Reassess the need for and viability of 'extra care' housing (Y2-3) (HSP1.13) **On track** **Project Responsible Officer: Graham Davey**

Date	Progress Review
12/01/2018	We have set up the 'Retirement Housing Review Group' and agreed a string of meetings from January to April 2018. Through these meeting we have begun to work closely with partners to review the housing needs and options for those of retirement age. We are looking to develop an action plan to remedy issues and meet any identified need. These actions will be incorporated into our 2018/19 strategy action plan. We plan to interview residents of an 'extra-care' scheme in Newton Abbot from January 2018.
31/03/2018	

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

Date	Progress Review
12/01/2018	Teignbridge Leisure participated with the Public Health initiative 'One You' and this remains an ongoing participation initiative, encouraging people to participate in ten minutes of Activity a day. 'Sugar Smart' campaign initiatives are also being investigated. Training took place for float-fit sessions and opportunities to fit them into the swimming programme are being looked at for the future. Dawlish Warren Cycle Hire business is taking on the development of a new Active Mums programme, training staff and volunteers to roll it out to the community in the Spring/Summer months with support of Officers.
31/03/2018	

Smoke Free Play Parks (CSHAH 1.7) **On track** **Project Responsible Officer: Hollie Warran**

Date	Progress Review
19/01/2018	No work has been undertaken on this project since October. This is due to the officer running the project being seconded to the Environmental Protection team. Work will re-start on this project in February 2018.
31/03/2018	

Raise Awareness & Deliver Initiatives To Prevent Increase In Melanoma (CSHAH 1.4) **On track** **Project Responsible Officer: Sarah Holgate, Hollie Warran**

Date	Progress Review
18/01/2018	We will be carrying out the campaign this year to improve the awareness of sun exposure and skin cancer for our visitors and residents. We will also be providing free sun cream at our outdoor sites. We have included some graphics on the risks of sun exposure and skin cancer in a beach guide. We are working to produce information specific to Teignbridge Council staff and contractors that work outside. We are also looking at inviting a doctor to check moles and skin issues for staff and the public at events during the summer.
31/12/2018	

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

Date	Progress Review
23/01/2018	Newton Abbot and Teignbridge Dementia Action Alliance has now been established. The Chair has had to resign for personal reasons but a new Chair is currently being recruited. Dementia has been raised in staff team meetings by Becca Hewitt and Rob Kingdon as part of the Safeguarding updates.
31/03/2018	

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

Date	Progress Review
15/01/2018	The work is substantially complete. A report has been submitted to the January Planning Committee recommending that the Design Guide is

Date	Progress Review
31/03/2018	approved for public consultation (6 Weeks). Depending on outcomes of the public consultations and the decisions by both the Planning Committee and Executive Committee, earliest adoption could be the 5 th April.

Date	Progress Review
12/01/2018	<p>Work this quarter included working with older people under the Sports Bug funding at the Alice Cross Centre providing over 50s table tennis, seated yoga, eastern dance, belly dancing, Piyo, short mat bowls and short tennis programmes. The programme also continues to fund walking football and walking basketball at Broadmeadow Leisure Centre. Walk this Way initiatives also continued providing mental health / social interaction / physical activity for older people across the District every week.</p> <p>The pre-diabetes referral pilot with the Cricketfield surgery and Newton Abbot Leisure Centre has been refreshed and some further marketing materials prepared to try and encourage more participation.</p> <p>Leisure will shortly be advertising for sports coaches with a view to introducing, in particular, a junior sports programme in the New Year.</p> <p>Rangers met with the Countryside Access Group at Dawlish Countryside Park to assess accessibility into and with the park and look at any improvements which could be made.</p> <p>Plans are being made for Dawlish Leisure Centre to host the South West Youth Games in July 2018. This very large regional sporting event gives young people the chance to come together in the spirit of competition and fair play and inspires young people to take up regular sporting activities, which can help them lead healthier lives.</p> <p>We have recently drafted and implemented a guidance policy for staff, supporting transgender participation in leisure. We worked with the TDC Equality Officer, the Intercom Trust and also sought advice from parliament when constructing the guidance. The document was approved at the Health and Safety forum in December and will be cascaded to staff in various forthcoming staff meetings. In addition the Carer's policy is currently being reviewed to ensure we meet equality requirements and support participation requirements for those needing assistance.</p>
31/03/2018	

Date	Progress Review
08/01/2018	<p>Wellmoor Partnership - Tackling loneliness in the community is a new community partnership project, based in Moretonhampstead. The partnership is applying for a grant (£5k) Big Lottery First round- Place based Social Action application /EOI submitted 28th November 2017. The Council's Managing Director provided a letter of endorsement for this funding bid, without which the application could not be considered by Big Lottery.</p> <p>The Rural Social Care and Health Group (new group started 20 Nov 2017 by the Rural Service Network) links with the central government - sparse.gov department. Arrangements have been made to be added to the contacts list for receiving agendas for future main meetings.</p> <p>The Health at the Heart project group has provided professional advice to the NHS:</p> <ul style="list-style-type: none"> - Sustainable Transformation Partnership (STP) Integrated Care Model Programme - Blueprint.(Oct 17) - Devon Life Chances Bid - social prescribing. (Nov 17) <p>Other Partnership activity includes:</p> <ul style="list-style-type: none"> - A new kite marking scheme is being offered to VCS organisations providing health and wellbeing services - Health and Wellbeing Forums: <p>Newton Abbot Caring Alliance - Met Oct 17 Coastal Health & Wellbeing Forum - meeting Nov 17 Moorland Health & Wellbeing Forum - meeting Nov 17</p>
31/03/2018	

Council Strategy 2016-2025

05 February 2018

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 -

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

Work is ongoing to identify new opportunities to acquire land to bring forward more employment land. Ongoing discussions are being held with land owners and developers and it is anticipated that applications for significant new employment sites will be submitted by developers later this year.

3. Giving commercial advice and support to businesses

Businesses in Teignbridge can access free advice from the Growth Hub service run on behalf of the Heart of the South West Local Enterprise Partnership. This includes advice, diagnostics and training. 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

Work on the Greater Exeter Strategic Plan continues, with significant input from Economy officers from the five partner authorities and evidence gathering being undertaken on potential economic policies and proposals to go into the plan. The deliverability of potential economic development sites across the patch is an important element of the work, alongside appropriate infrastructure investment priorities. The potential implications and opportunities arising from the government's industrial strategy and the LEP's productivity plan are important elements of the context. It is currently proposed to go out for consultation on draft GESP proposals later in 2018, depending on progress made with these and other strategic issues.

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 have started to meet with the secondary schools within the district, primarily to discuss issues related to work experience opportunities and potential to develop stronger links between the schools and local businesses.

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.

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 being brought forward that total just under £2m. 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.

8. Scrutinise the Connecting Devon and Somerset broadband programme

The start of the programme was 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, starting at the end of 2018. A presentation about Connecting Devon and Somerset was given to the Overview and Scrutiny Committee on Monday 15th January 2018. Members were encouraged to engage with Connecting Devon and Somerset if they wished to raise specific issues in their wards.

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	Status	Actual to Date	Officer Notes
CSIIP 1.1	<u>Processing of major planning applications</u>	+	82.05% (3/4)	80.00%	60.00%	Well ahead of target	85.71% (3/4)	
CSIIP 5.1	<u>Total number of days of work placement provided to young people</u>	+	70 days (3/4)	75 days	60 days	Well ahead of target	142 days (3/4)	
CSIIP 1.2	<u>Processing of minor planning applications</u>	+	79.12% (3/4)	80.56%	65.00%	Ahead of target	69.37% (3/4)	
CSIIP 1.3	<u>Planning Appeals Allowed</u>	-	29.3% (3/4)	34.0%	30.0%	Concern	38.3% (3/4)	(Quarter 3) The total of appeals allowed so far this year is 18 out of 47. The variance from target is 4 decisions as a figure of 14/47 =30% This PI is used as a measure rather than a target as it is not totally in our control since planning decisions are a matter

Performance Indicators

Code 2	Title	+/-	Prev Year (period)	Prev Year End	Annual Target	Status	Actual to Date	Officer Notes
								of personal judgement when balancing the material planning considerations. The approval rate for applications for 17/18 is 87%, increasing this would reduce the number of successful appeals on the more marginal decisions, however whilst we positively encourage good development we also we seek to protect and enhance the built environment by refusing poor schemes. (ND)
CSIIP 3.5	<u>Total rateable value £000 of business premises in Teignbridge</u>	+		£82,811		No Target	£85,071 (3/4)	

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
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Projects

Improved broadband provision (CSIIP 8.1)		On track	Project Responsible Officer: Neil Blaney
Date	Progress Review		
23/01/2018	the start of the programme was 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, starting at the end of 2018. A presentation about Connecting Devon and Somerset was given to the Overview and Scrutiny Committee on Monday 15 th January 2018. Members were encouraged to engage with Connecting Devon and Somerset if they wished to raise specific issues in their wards.		
31/12/2018			

Create a Council Charter for Businesses and what they can expect* (CSGTT 5.1)		On track	Project Responsible Officer: Neil Blaney
Date	Progress Review		
02/01/2018	The Draft Council Charter for Businesses has been produced and, following endorsement by Overview and Scrutiny Committee, has been published on the Council's website. The initial plan was to consult on the Charter as part of the revised Economic Development Plan. However, consultation on the Plan has not taken place due to a delay in starting that work. The 'Business Partnership Charter' will still form part of the engagement work on the revised Economic Development Plan, although it will now be referred to as a way of raising business awareness of the Council's commitment rather than a specific consultation on the content of the Charter. Work on the revised Plan will be developed through the Economic Development Review Group, established through Overview and Scrutiny in 2017, and		

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

Date	Progress Review
	which will report back to O&S on progress.
31/03/2018	

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

Date	Progress 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 Plan (CSIIIP 7.1) **On track** **Project Responsible Officer: Neil Blaney**

Date	Progress Review
24/01/2018	Since September 2017 the Economic Development team have been engaging with Teignbridge businesses through a variety of methods. This has included face to face meetings, working with the Chairs of the local Chambers of Commerce, attendance at networking events, e-mail bulletins and social media. An online questionnaire has also been running asking businesses about any issues they are experiencing. Additionally, as part of the annual appraisal of the Council Strategy, feedback has been given relating to the 'Going to Town' and 'Investing in Prosperity' projects. The feedback given through all of these engagements will be collated and used to shape the updated Economic Development plan. The next step is the creation of the Plan itself, which will be done with input from the Overview and Scrutiny Economic Development Review Group, and an officer group consisting of representatives from teams that regularly deal with businesses. The Plan is due for publication for consultation by 31st March 2018. A review of the previous Economic Development Delivery Plan has been undertaken and is available on the 'Business' page of the Council's website. The new Plan will reflect the lessons learned as set out in the review document.
31/03/2018	

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

Date	Progress Review
23/01/2018	Work is ongoing to identify new opportunities to acquire land to bring forward more employment land. Ongoing discussions are being held with land owners and developers and it is anticipated that applications for significant new employment sites will be submitted by developers later this year.
31/03/2018	

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

Date	Progress Review
16/01/2018	The four Councils in the Greater Exeter area have jointly procured access into local market data on commercial transactions, to give us greater intelligence on local supply and demand. This information will be used jointly by the Economic Development and Estates teams. The Councils also continue to work toward the objectives of the Shared Economic Strategy. This includes the shared Commercial Property Register, close working on opportunities for employment and skills, and sharing of ideas and best practice. The Councils have all contributed to the provision of 'free to the user' business advice through the Heart of the South West Local Enterprise Partnership's 'Growth Hub' and 'Growth Support Service'. These services offer a range of advice and signposting for businesses in the Devon and Somerset area.

Council Strategy 2016-2025

29 January 2018

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 application for Judicial Review of the A382 widening (Newton Abbot Hospital to Drumbridges) planning permission has been withdrawn. Devon County Council has commenced land assembly for the scheme and works are expected to commence by the end of 2019.

The link between the Ashburton Road and Forches Cross on the Bovey Tracey Road has been designed and work needed for Devon County Council to submit a planning application to Teignbridge is being finalised. The application is due to be submitted around Summer 2018. Park and change and cycle links are expected at Houghton Barton but will not form part of the road's 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

An updated scheme for an A30 park and ride is not anticipated in the short term.

At Houghton Barton, a park and change is expected to come forward alongside future development proposals at Forches Cross. 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.

3. Supporting new railway stations

Devon County Council has bid Network Rail's industry risk fund for support with delivering Marsh Barton Station and is also in the process identifying lower cost options for the scheme.

The Heath Rail Link group has agreed a lease of the Heathfield Line with Network Rail, and will be considering what actions they need to take to bring forward rail operation on that line. The Council will need to look at the detail of any business case
There is no identified budget for an Exminster Station feasibility study.

4. Encourage a cycling revolution

Cycle scheme delivery remains strong. 35km of new cycleway have been delivered in the past 5 years and a further 7.9km are expected in 2017/18.

Work on the 1.2km share use path parallel to Ashburton Road has commenced. The scheme also includes works to improve crossings facilities along Exeter/Jetty Marsh Road, all of which are due to be 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. In addition to the recently opened cycle hire business, work is progressing towards installing electric bicycles at Dawlish Warren.

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. Houghton Barton's Framework is the latest to have been approved by the Council.

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. Announcements about these bids are expected this Spring.

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
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Projects

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

Date	Progress Review
25/01/2018	Growth Deal 3 contribution of £3m secured for the route. Design work completed ready for a planning application to be submitted by DCC 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.
01/12/2018	

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

Date	Progress Review
25/01/2018	There are continued discussions concerning increased costs of the proposed station at Marsh Barton, and the County are pursuing additional funding opportunities. Network Rail has committed to making a decision on the County Council's industry risk fund submission during March. In addition, the County Council has been making good progress with reducing the overall cost of the scheme by looking at alternative delivery options for the pedestrian bridge and ramps. The County Council is also exploring other funding options (i.e. potential contribution through the new franchise) and expects to have a clearer picture of the scheme's deliverability in early Summer 2018. The Heath Rail Link group has agreed a lease of the Heathfield Line with Network Rail, and will be considering what actions they need to take to bring forward rail operation on that line. The Council will need to look at the detail of any business case but consider this a positive step in the right direction. There is currently no budget available to appoint consultants to consider potential for station opening at Exminster.
28/09/2018	

Transport provision in future plans (CSMUG 6.2) **Caution** **Project Responsible Officer: Fergus Pate**

Date	Progress Review
25/01/2018	DCC are progressing initial access strategies and infrastructure investigation for the draft Greater Exeter Strategic Plan, including detailed transport modelling of the GESP area to help further develop these strategies. These transport models will also provide the technical basis to support any bids for

Transport provision in future plans (CSMUG 6.2) **Caution** **Project Responsible Officer: Fergus Pate**

Date	Progress Review
	any future government funding opportunities. This work is not a caution in itself but the timing of the final outcomes will be affected by the slippage in the overall GESP timetable.
30/06/2018	

Bus and Park and Ride services (CSMUG 2.1) **Caution** **Project Responsible Officer: Fergus Pate**

Date	Progress Review
23/01/2018	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.

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

Date	Progress Review
25/01/2018	The GESP team has been in place since April 2017 and has been working on evidence and strategy consideration, as well as considerable work on the various legal requirements (SEA, HRA, etc). However the complex geography and economy of the area and the overwhelming response to the "call for sites" has made progress slower than expected. Further work on the timetable is to be carried out, but currently the GESP and Teignbridge websites refer to possible consultation later in 2018. This still needs to be firmed up and confirmed by agreement of each of the councils. The Teignbridge Local Plan review is still on track for an initial consultation on more detailed matters such as revised village/town settlement limits, policy wordings and so on. However, further progress on small site selection and allocation will be more difficult in advance of the GESP, given the need to await a firmed up distribution strategy.

A382 widening (CSMUG 1.1) **On track** **Project Responsible Officer: Fergus Pate**

Date	Progress Review
23/01/2018	Sibelco, a local minerals operator had sought a Judicial Review of the planning permission that was granted on 8 June 2017. This has now been withdrawn. 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 but, owing to multiple ownerships and interests may take some time to complete. It is anticipated that construction will commence towards the end of 2019.
30/06/2018	

Cycle provision (CSMUG 6.3) **On track** **Project Responsible Officer: Fergus Pate, Estelle Skinner**

Date	Progress Review
23/01/2018	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 has commenced with the full scheme due to be completed by 2019.
31/03/2018	

Council Strategy 2016-2025

31 January 2018

Goal 08 Out and about and active

Lead Contact: Cllr Phil Bullivant, Lorraine Montgomery

RAG Status:

On track

Summary Statement

Projects are all ongoing and progress on the actions is summarised below;

1. Preparation of a residential design guide

The draft Teignbridge Urban Design Guide was approved by Planning Committee for public consultation on 23 January 2018. It provides a framework for achieving high quality in new development. Following consideration of public comments by Planning Committee it will be adopted as a Supplementary Planning Document (SPD) by Executive later in the year.

2. Healthy Lifestyles Campaign

A local campaign which links into the National Public Health Active 10 campaign is now ongoing and initiatives under the Sugar Smart national campaign are being investigated. Leisure staff trained for water based referrals.

3. Improvement Plans for local Sport Facilities

Stover school in partnership with South Dartmoor College and clubs have prepared a pre- application submission for Planning Consent for a new Hockey surface on their site. Improvement plans for Decoy, Bakers Park, Michaels Field and Dawlish Leisure Centre pitches are being worked up.

4. Improvement plans for open spaces

Homeyards Botanical Gardens Italianate Garden has been planted with the help of the local Friends Group, funded by the Heritage Lottery Project. Work continues to develop Dawlish Countryside Park with the assistance of Dawlish Community Trust.

5. 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 and community activities took place in Buckfastleigh, Kingsteignton and Christow and Dawlish Countryside Park.

6. Activities to promote cycling

Beginner Breeze and Active Mums rides continue through the autumn/winter. Work continued with Sustrans and Local Schools to develop Active Travel initiatives.

7. Removing Barriers to Participation in Sport and Activities

Work has continued under the Sports Bug funding to provide over 50's activities at the Alice Cross Centre and Broadmeadow Leisure Centre. Health walks continue to take place across the District and officers continue to work with local Countryside Access Group to improve accessibility to our open spaces. Breeze and Active Mums rides are ongoing to encourage female participation in activities.

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

The initial findings are contained in a draft document completed in December, this is currently under discussion internally. A workshop is planned to discuss the findings with a wider member group in March.

9. Provision of Volunteer Task Days in Open Spaces

This Quarter volunteers have contributed time at Dawlish Warren NNR, the new Dawlish Countryside Park, Decoy Country Park, Ideford Common and Orley Common.

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	Status	Actual to Date	Officer Notes
CSOAA 6.1	<u>Number of young people (under 18) who participate in activities we organise</u>	+	23,861 (3/4)	32,453	32,500	Well ahead of target	45,270 (3/4)	
CSOAA 6.2	<u>Number of older (over 60) people participating in events we organise</u>	+	42,487 (3/4)	68,534	70,000	Well ahead of target	70,509 (3/4)	(Quarter 3) participation figures include Leisure Centre (classes and swimming), active leisure eg walk this way, walking football etc and greenspaces activities such as conservation tasks and other events on our countryside sites. (LM)
CSOAA 8.1	<u>Number Of Participants Attending Cycle Events & Activities That We Organise</u>	+	481 (3/4)	481	500	Ahead of target	404 (3/4)	(Quarter 3) Active mums rides and confidence sessions (LM)

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

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

Date	Progress Review
12/01/2018	Teignbridge Leisure participated with the Public Health initiative 'One You' and this remains an ongoing participation initiative, encouraging people to participate in ten minutes of Activity a day. 'Sugar Smart' campaign initiatives are also being investigated. Training took place for float-fit sessions and opportunities to fit them into the swimming programme are being looked at for the future. Dawlish Warren Cycle Hire business is taking on the development of a new Active Mums programme, training staff and volunteers to roll it out to the community in the Spring/Summer months with support of Officers.
31/03/2018	

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

Date	Progress Review
12/01/2018	Stover School is preparing a pre-application enquiry to Planning for a new hockey pitch on their site. Work is underway detailing and costing improvement works to pitches at Decoy, Bakers Park, Michaels Field and Dawlish Leisure Centre. Advice is also being sought by Abbotskerswell Cricket club regarding improvements to their facilities. Improvements to play facilities at Coombe Valley Local Nature Reserve are planned for later this year. Fishing pontoons at Decoy Lake - meetings have taken place to identify a suitable pontoon which can be made accessible for wheelchairs and mobility scooters, the fishing pontoon will be modified and made larger with a new path installed to ensure safe and easy access. Works are due to start early February. The current disabled access pontoon will also be improved and made more accessible.
31/03/2018	

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

Date	Progress Review
15/01/2018	The work is substantially complete. A report has been submitted to the January Planning Committee recommending that the Design Guide is approved for public consultation (6 Weeks). Depending on outcomes of the public consultations and the decisions by both the Planning Committee and Executive Committee, earliest adoption could be the 5 th April.
31/03/2018	

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

Date	Progress Review
12/01/2018	The initial findings are contained in a draft document completed in December, this is currently under discussion internally. A workshop is planned to share the findings with a wider member group. The document contains the findings of the Playing Pitch Strategy (Dec 2017), the Open Spaces Assessment and the Indoor Facility Needs Assessment, together with analysis of Teignbridge's Health and Sport profile, further feasibility work, recommendations and an action plan.

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

Date	Progress Review
12/01/2018	Further work associated with the Heritage Lottery Bid at Homeyards Botanical Gardens has taken place. The photography project with Shaldon Primary School has continued to document the improvement works. Two volunteer days were held to plant out the rockery, after several months of planning. Work has continued with Chudleigh Town Council to improve their open spaces using S106 monies. At Dawlish Countryside Park the Dawlish Community Trust are working in partnership with Teignbridge Rangers to develop the park adding bird boxes and mulch this quarter. The Rangers and Council engineer met with the Friends of Eastcliff Park to discuss and plan pond de-silting works within The Dell sub-tropical garden. Riverbank repairs

Develop Improvement Plans For Open Spaces (CSOAA 2.3)		On track	Project Responsible Officer: Chrissie Drew
Date	Progress Review		
31/03/2018	have been undertaken at Hackney Marshes' popular river beach and a new cleft timber bench added. A popular access path has been drained and surfaced at Dawlish Countryside Park. Teignbridge Conservation Volunteers assisted with habitat management on three sites.		
Programme Of Events For Schools And Communities (CSOAA 4.1)		On track	Project Responsible Officer: Chrissie Drew
Date	Progress Review		
31/03/2018	12/01/2018 Dawlish Warren Rangers delivered talks and walks to 278 children on 13 visits during this quarter. Haytor View School Buckland visited Decoy Country Park to study Prehistory. Three Junior Ranger events and a drop in event provided fun and informative activities giving children improved familiarity and confidence with the natural environment. Three primary schools at Buckfastleigh, Kingsteignton and Christow took part in the spring bulb planting programme and also a litter pick in open space near to their schools. A drop in Halloween event at Dawlish Countryside Park proved popular with participants of all ages together with their dogs.		
Develop A Plan Of Activities To Promote Cycling In Teignbridge (CSOAA 8.2)		On track	Project Responsible Officer: Nikki Taylor
Date	Progress Review		
31/03/2018	12/01/2018 Beginner Breeze rides and Active Mums rides have continued throughout the Autumn/Winter months. Active Travel plans in schools are continuing with Sustrans with officers attending targeted schools to increase the cycling and scootering to school through training parents and staff and holding events. The Dartmoor Classic has been promoted and recognised as the Event of the Year at the Teignbridge Sports & Community Awards in December.		
Removing Barriers To Participation In Sport And Activity* (CSOAA 6.3)		On track	Project Responsible Officer: Nikki Taylor, James Teed
Date	Progress Review		
31/03/2018	12/01/2018 Work this quarter included working with older people under the Sports Bug funding at the Alice Cross Centre providing over 50s table tennis, seated yoga, eastern dance, belly dancing, Piyo, short mat bowls and short tennis programmes. The programme also continues to fund walking football and walking basketball at Broadmeadow Leisure Centre. Walk this Way initiatives also continued providing mental health / social interaction / physical activity for older people across the District every week. The pre-diabetes referral pilot with the Cricketfield surgery and Newton Abbot Leisure Centre has been refreshed and some further marketing materials prepared to try and encourage more participation. Leisure will shortly be advertising for sports coaches with a view to introducing, in particular, a junior sports programme in the New Year. Rangers met with the Countryside Access Group at Dawlish Countryside Park to assess accessibility into and with the park and look at any improvements which could be made. Plans are being made for Dawlish Leisure Centre to host the South West Youth Games in July 2018. This very large regional sporting event gives young people the chance to come together in the spirit of competition and fair play and inspires young people to take up regular sporting activities, which can help them lead healthier lives. We have recently drafted and implemented a guidance policy for staff, supporting transgender participation in leisure. We worked with the TDC Equality Officer, the Intercom Trust and also sought advice from parliament when constructing the guidance. The document was approved at the Health and Safety forum in December and will be cascaded to staff in various forthcoming staff meetings. In addition the Carer's policy is currently being reviewed to ensure we meet equality requirements and support participation requirements for those needing assistance.		

Date	Progress Review
12/01/2018	Dawlish Warren volunteers carried out practical tasks on 26 days contributing 61 working days and staffed the visitor centre on a further 25 days. Volunteers of all ages gave assisted on 3 other Teignbridge sites this quarter, managing Decoy's secret orchard, tackling encroaching scrub on Ideford Common's scarce and valuable lowland heath and Orley Common's scarce and valuable limestone grassland. This added a further 28 person days volunteer time. Dawlish Garden Trust Volunteers also continued with mulching around newly planted trees within Dawlish Countryside Park.
31/03/2018	

Council Strategy 2016-2025

29 January 2018

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. Round 2 grants are now being considered. A scoping document has been circulated to the group leaders about a working group to examine community leadership opportunities.

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 15th 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

Crowd funding and Lottery opportunities are being explored. These initiatives could assist voluntary and community groups access new funding streams.

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

Credit union, established links with Plymouth City Credit Union to back fill community banking following demise of Plough & Share Credit Union.

Teignbridge Sports Awards rebranded Teignbridge Sports and Community Awards with community categories.

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 (period)	Prev Year End	Annual Target	Status	Actual to Date	Officer Notes
CSSC 2.1	<u>% of the Teignbridge residents residing within a designated Neighbourhood Plan area</u>	+	65% (3/4)	65%	70%	Caution	64% (3/4)	(Quarter 3) Work is on-going engaging with local communities to prepare a Neighbourhood Plan (NP). Kingsteignton Town Council have expressed a desire to prepare an NP and the new Neighbourhood planning officer will liase to designate the Kingsteignton area. (DK)
CSSC 3.1	<u>£1,000's grant income sourced by Teignbridge CVS and accessed by community group</u>	+	£466	£466	TPI	No Target	£89	
CSSC 4.1	<u>Number of people using community transport services we give grants to</u>	+	2,736 (3/4)	4,138	TPI	No Target	9,574 (3/4)	
CSSC 2.2	<u>Number of Assets of Community Value currently on the successful nominated list</u>	+	24 (3/4)	25	TPI	No Target	25 (3/4)	

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	Progress Review		
25/01/2018	The GESP team has been in place since April 2017 and has been working on evidence and strategy consideration, as well as considerable work on the various legal requirements (SEA, HRA, etc). However the complex geography and economy of the area and the overwhelming response to the "call for sites" has made progress slower than expected. Further work on the timetable is to be carried out, but currently the GESP and Teignbridge websites refer to possible consultation later in 2018. This still needs to be firmed up and confirmed by agreement of each of the councils. The Teignbridge Local Plan review is still on track for an initial consultation on more detailed matters such as revised village/town settlement limits, policy wordings and so on. However, further progress on small site selection and allocation will be more difficult in advance of the GESP, given the need to await a firmed up distribution strategy.		

<u>Encouraging networking (CSSC 5.1)</u>		On track	Project Responsible Officer: Neil Aggett
Date	Progress Review		
08/01/2018	<p>October 2017 38K Elector fund grants round 1 Big Lottery funding -Place Based Social Action researched - not progressed, better fit with Health at Heart, so they are making an application. Credit Union, established links with a new Credit Union Plymouth City Credit Union , to back fill community banking since Plough & Share Credit Union failed.</p> <p>November 2017 Exploring Crowd funding and Council lottery opportunities, with a view to being able to help voluntary and community groups gain new funds/fund new projects. Ward Councillors have been out and about, Ward visit to Kingsteignton</p> <p>December 2017 New for 2017 - Community awards, sports awards, rebranded Teignbridge Sports and Community Awards Community School of the Year Award Young Persons Services to Sport, Community Team of the Year Award (Sport and /or Community) Business Contribution to Sport and / or Community Charity Contribution to Sport and / or Community PR and Media in Sport and / or Community Award Lifetime Achievement Awards (Sport and /or Community)</p>		
31/03/2018			


<u>Encourage Councillors to help develop and deliver local ideas (CSSC 1.1)</u>		On track	Project Responsible Officer: Neil Aggett
Date	Progress Review		
25/01/2018	A scoping document has been shared with Group Leaders for an O&S Review Group to look at delivery of this project		
31/03/2018			

<u>Helping communities become more resilient, resourceful, sustainable and safer places (CSSC6.1)</u>		On track	Project Responsible Officer: Rebecca Hewitt
Date	Progress Review		
23/01/2018	The Community Safety Partnership (CSP) are continuing to deliver a number of projects through the Local Delivery Plan. The focus of the CSP is to support communities be more resilient and safer places to live.		

Date	Progress Review
	<p>The 'Safer in Devon' website is in the final development stages and a communications campaign will be built around that. 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.</p> <p>Teignbridge is linked in to delivering the Devon and Torbay Prevent Action Plan.</p> <p>Staff from Teignbridge are leading Devon work to enhance safeguarding at events that are held in Teignbridge. This will be developed over the next six months.</p>
31/03/2018	

Council Strategy 2016-2025

31 January 2018

Goal	10 Zero Heroes
Lead Contact:	Cllr Jeremy Christophers, David Eaton
RAG Status:	
Review:	Q3 17/18 Programme Review

Summary Statement

The overall programme is on track. 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

During last quarter we identified an issue with the accuracy of our meter readings for our water consumption. This has been investigated and resolved. The consumption for quarter 3 is similar to the previous year. Water consumption is less during this quarter as a number of our high usage sites are closed. Gas consumption is slightly less than previous quarter due to milder weather.

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. The production exceeds the usage allowing the authority to export to the grid.

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

Recycling Officer has been working with the Senior Duty Manager at the leisure centres and the porter team at Forde House to utilise spare recycling bins from Forde House moves which can be used in the leisure centres instead. Stickers have been provided to go with the bins to make it clear what waste goes where. Recycling Officer has also produced new office recycling guide signage for Forde House as current signage was out of 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. Officers are awaiting confirmation from Strata that the dedicated phone line has been installed allowing the trial to commence. Initial planning has started for a Green Travel Group with the first meeting planned for the next quarter.

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 and other officers promoting and encouraging residents to do more for the environment.

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	Title	+/-	Prev Year (period)	Annual Target	Status	Actual to Date	Officer Notes
CSZH 1.2	<u>Electricity consumption</u>	-	178,114kWh (3/4)	TPI	No Target	220,800kWh (3/4)	
CSZH 1.1	<u>Gas consumption</u>	-	3,106,447kWh (3/4)	TPI	No Target	2,406,169kWh (3/4)	
CSZH 1.3	<u>Water consumption</u>	-	10,580m3 (3/4)	TPI	No Target	13,789m3 (3/4)	
CSZH 2.1	<u>Renewable energy as a % of the total energy used in buildings that have renewable source</u>	+	144% (3/4)		No Target	153% (3/4)	

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	Progress Review		
31/01/2018	Teignbridge is still running a small number of servers in the Teignbridge datacentre, however the amount of servers has significantly reduced. There will have been a significant reduction in Electricity since Strata started the decommissioning process and this saving will be direct to Teignbridge. A meeting is booked with the Support & Infrastructure Manager in the next quarter to quantify the savings.		
31/03/2018			
Global desktop rollout (CSZH 2.4)		On track	Project Responsible Officer: David Eaton
Date	Progress Review		
31/01/2018	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 now be produced during quarter 4.		

Tracking project for mobile workers (CSZH 4.3)		On track	Project Responsible Officer: David Eaton
Date	Progress Review		
30/01/2018	Strata are progressing with a dedicated telephone line into Homesafeguard in Sidmouth which will accept calls from a non-UK SIM. This is a precursor for both mobile devices to be tested with staff for functionality. Strata will be arranging a project meeting in Quarter 4 to progress this project.		
31/03/2018			
Examine the potential for electric car charging points (CSZH 5.2)		On track	Project Responsible Officer: Becky Wotton
Date	Progress Review		
30/01/2018	An outline application was submitted - ERDF Low Carbon Call which was successful and now officers are working on the detailed submission. This project would help create a clearly identified network of electric vehicle charging points across Devon, including Teignbridge. This needs to be submitted by the 23 rd March 2018. Officers will be meeting on the 5 th February 2018 to discuss the exact details which includes match funding. If successful, leadership and delivery of the project will be by Devon County Council, supported by officers from Teignbridge.		
31/03/2018			
Recycling improvements in our buildings (CSZH3.3.)		On track	Project Responsible Officer: Elizabeth Burston
Date	Progress Review		
26/01/2018	Recycling Officer has been working with the Senior Duty Manager at the leisure centres and the porter team at Forde House to utilise spare recycling bins from Forde House moves which can be used in the leisure centres instead. Stickers have been provided to go with the bins to make it clear what waste goes where. Recycling Officer has also produced new office recycling guide signage for Forde House as current signage was out of date.		
31/03/2018			

Council Strategy 2016-2025

05 February 2018

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

All workstreams within this programme are currently on track.

1. Cost & efficiency

The BEST2020 report identifying findings from the review of service's business plans is now ready for circulation. A performance review group will be set up to identify whether other performance measures can be introduced.

2. Customers & innovation

The remodelling of the new reception area, now known as the Customer Support Area is complete. Initial feedback suggests that customers are embracing the self-service technology offered, those who are not confident in doing so have been supported by Customer Service staff and this is demonstrating positive results.

The One Teignbridge programme is on track and it is anticipated that new systems will be live for customers to use by early summer. Customers will be involved in user acceptance testing to ensure they are robust and fit for purpose. Enquiries will then be monitored to evidence a move to self-service channels.

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	Status	Actual to Date	Officer Notes
CSWE 6.3	<u>£ cost per head of population on all Services</u>	-	£81.68 (3/4)	£99.04	£125.58	Well ahead of	£57.42 (3/4)	(Quarter 1 - 3) Actual excludes Revenue Contribution to Capital made in Q4, fees and

Performance Indicators								
Code 2	Title	+/-	Prev Year (period)	Prev Year End	Annual Target	Status	Actual to Date	Officer Notes
						target		grant income for full year, contract and service charges less than anticipated, also changes to Building Control Partnership. The Q4 estimate remains on target at £126.03 (SW)
CSWE 2.2	<u>£ External funding received</u>	+	£1,906,309 (3/4)	£3,189,276	£1,029,160	Well ahead of target	£2,613,750 (3/4)	
CSWE 8.2	<u>% customer complaints dealt with within 20 days</u>	+	78% (3/4)	66%	70%	Well ahead of target	89% (3/4)	(Quarter 3) 1.10.17 - 31.12.17 Comments 22 Compliments 22 Complaints 75 (LG)
CSWE 2.1	<u>£ Income generated</u>	+	£40,840,365 (3/4)	£52,505,473	£49,942,550	On target	£38,157,715 (3/4)	
CSWE 8.3	<u>Number of ombudsman complaints upheld (with injustice)</u>	-	0	0	0	On target	0	(2017 - 2018) There were 3 cases where the Council was considered at fault. A summary of the cases is as follows Planning – General approach to enforcement action found to be generally correct, but fault for delay in providing information to complainant – no injustice (Lessons learnt – Our Planning Enforcement procedures are sound) Planning – at fault for quoting a wrong measurement in an Officer Report while determining planning application – no injustice (Lessons learnt – Detailed information in an Officer Report is important to an objector's understanding and acceptance of a planning decision)

Performance Indicators								
Code 2	Title	+/-	Prev Year (period)	Prev Year End	Annual Target	Status	Actual to Date	Officer Notes
								Housing – at fault for not having sufficient records to justify medical assessment of Housing case but no evidence process not correctly followed – no injustice. (Lessons learnt - The Council is taking action to amend Devon Home Choice procedures to ensure proper recording of panels' decisions on priority bandings to make sure it has a proper audit trail of those decisions) (LG)
CSWE 3.2	<u>% of telephone enquiries dealt with at first point of contact</u>	+	32% (9/12)	36%	35%	Concern	31% (9/12)	(December) First point of contact calls are only recorded on the Revenue & Benefit line but measured across the total volume of calls to the Customer Services team across all the lines. The percentage of calls dealt with at first point of contact will vary depending on the ratio of Revenue & Benefits enquiries with other high demand customer enquiries. More customers will be resolving their Revenue & Benefit enquiries online compared to the previous year. This will also impact the ratio. Once the digital platform technology is in place, we will have improved business intelligence and be able to measure first point of contact across all enquiry types. (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
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Projects

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

Date	Progress Review
08/01/2018	The results from the first Teignbridge Ten satisfaction survey are currently being analysed. This includes the responses and comments from the 887 survey respondents. Survey results will be reported in the Q4 Council Strategy performance report.
31/03/2018	

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

Date	Progress Review
08/01/2018	Testing of the toolkit for partnership working is underway and once completed the toolkit will be presented to CLT. It will then be rolled out through the Customer Access and Improvement Group and CLTe.
31/03/2018	

Customer Access to services (CSWE 3.4) On track Project Responsible Officer: Kay OFlaherty, Amanda Pujol

Date	Progress Review
19/01/2018	The One Teignbridge project plan is demonstrating that all elements of the project are currently on track. Those services involved in the work so far have demonstrated a positive attitude to change and improvement that the new systems will bring. Work is now taking place on developing a Digital Access Strategy that will underpin this work, this is due for completion at the end of Q4.
31/03/2018	

BEST2020 programme (CSWE 3.5) On track Project Responsible Officer: Kay OFlaherty

Date	Progress Review
19/01/2018	A final report following the BEST2020 reviews that took place during the autumn is now ready for circulation with senior managers and all services involved. This report highlights examples of best practice and also identifies some areas for improvement. All service managers will now review their business plans in line with the recommendations made.

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

Date	Progress Review
19/01/2018	Quality checks on corporate complaints were due to take place during Q2, this was delayed owing to technical enhancements made to the complaints reporting system. These changes allow those managing complaints to better record actions. The outstanding quality checks will now take place within this quarter and findings will be fed back to the review group. It is anticipated that the upward improving trend of managing complaints will continue.
31/03/2018	