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9 June 2025

OVERVIEW AND SCRUTINY COMMITTEE

A meeting of the **Overview and Scrutiny Committee** will be held on **Tuesday, 17th June, 2025** in the Council Chamber **Council Chamber, Forde House, Brunel Road, Newton Abbot, TQ12 4XX** at **10.00 am**

PHIL SHEARS
Managing Director

Membership:

Councillors Bullivant (Chair), Cox, Hayes, James, MacGregor, Major, Radford, Rollason, Ryan, Smith, Swain, Thorne (Vice-Chair) and Vacancy (Cllr Steemson to fill vacancy)

Please Note: The public can view the live streaming of the meeting at [Teignbridge District Council Webcasting \(public-i.tv\)](#) with the exception where there are confidential or exempt items, which may need to be considered in the absence of the press and public.

A G E N D A

Part I

11. **Voluntary Sector Annual Report** (Pages 3 - 18)
Report to follow
12. **Council Strategy Q4 Performance Monitoring Report** (Pages 19 - 42)
Report to follow
15. **Outside organisation updates from the Council's appointed representatives** (Pages 43 - 58)

The Council's representatives are invited to report on any meetings of the appointed outside organisation, the role the organisation(s) they represent plays in promoting and aligning with the Council's priorities, policies and strategies, their impact and results, and advising on partnership discussions which are open and in the public domain. Feedback is scheduled across a full year cycle once per annum for most organisations and twice where meetings are more frequent (greater than 5)

Connecting Devon and Somerset Board – Cllr Nuttall
Devon Communities Together – Cllr Palethorpe
Newton Abbot Community Interest Company (CIC) – Cllr Goodman- Bradbury
Police and Crime Panel - Cllr Palethorpe
Teignbridge Citizens Advice Bureau - Cllr Palethorpe

Any information received in advance of the meeting will be circulated as a Supplementary Report

If you would like this information in another format, please telephone 01626 361101 or e-mail info@teignbridge.gov.uk

**Teignbridge District Council
Overview and Scrutiny
Circulated to Members
Part I**

Voluntary Sector Funding Annual Review

Purpose of Report

To inform the committee of the current funding provision made by the Council to the voluntary and community sector and to seek support for a two 2 year funding settlement subject to the Council receiving a multi-year settlement from government

Recommendation(s)

That the Overview and Scrutiny Committee:

- Supports a two year (26/27 & 27/28) SLA funding provision to support the voluntary sector within the District. Such support being subject to a suitable multi year settlement being provided by government.

Financial Implications

See section 2 and 4.1 for financial implications.

Martin Flitcroft, Director of Corporate Services

Email: martin.flitcroft@teignbridge.gov.uk

Legal Implications

There are no specific legal implications arising from this report

Paul Woodhead, Head of Legal Services and Monitoring Officer

Email: paul.woodhead@teignbridge.gov.uk

Environmental/Climate Change Implications

William Elliott, Climate Change Officer

Email: william.elliott@teignbridge.gov.uk

Report Author

Amanda Pujol, Director of Customer Experience and Transformation

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Executive Member

Councillor Lin Goodman Bradbury, Portfolio Holder for Neighbourhood Services

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1. Background

1.1 The Council maintains Service Level Agreements (SLAs) with the Citizens Advice Bureau (CAB), the Council for Voluntary Service (CVS), and the two transport associations, in accordance with the Councils Voluntary Sector funding programme.

Any funding provided needs to:

- Ensure that spend in the voluntary sector aligns with the Council's strategic objectives.
- Ensure that all spend is transparent and published annually on the Councils website.
- Maximise the value of the Council's spending by being clear about required outcomes.
- Only be provided where it is demonstrated that a defined and positive impact will be delivered to the community or identified section of it.
- Evidence actual outcomes.

The Council also has specific contracts with individual voluntary and community organisations to provide services to the community. For example, there is a separate contract between Housing Advice and CVS to provide support to Ukrainian Households. These contracts have separate contract management arrangements in place hence we have omitted them from this update.

1.2 The report includes an update on the Councillors community fund as this funding is awarded by local Councillors to voluntary and community groups in their constituency. The Teignbridge Councillors' Community Fund can be used for any purpose which, in the view of the Ward Councillor, will improve the community and enhance the quality of life for local residents. This fund can only support one-off projects and cannot be used to replace any withdrawn public sector

funding or provide/imply any ongoing financial support. Applications for funding can only be received from not-for-profit groups/organisations and not individuals. The process was amended to ensure we capture where projects are specifically targeting groups with protected characteristics and to ensure, where applicable, organisations have a safeguarding policy.

2. Funding to the Voluntary & Community Sector

2.1 The breakdown of funding for the voluntary and community sector for 2025/26 is as follows:

Organisation	Duration	Type of agreement	Funding source	Funding 2025/26
Teignbridge CVS	1 year	SLA	Council Revenue Funding	£59,840
CAB	1 year	SLA	Council Revenue Funding	£54,740
Newton Abbot Transport Association	1 year	SLA	Council Revenue Funding	£7,990
East Teignbridge Community Transport	1 year	SLA	Council Revenue Funding	£7,090
				Funding 2024/25
Teignbridge Lottery for communities	Ongoing	Contract with Gatherwell, who run lottery on behalf of the Councils	Funds raised by lottery are distributed to individual charities and community groups with a small amount being returned to the Council	£46,540 for individual charities who have signed up to the lottery. £30,000 small grants fund which is returned to Council from sale of tickets and organisations can apply*

Councillors' community fund	1 year	Council policy	Council Revenue Funding	£47,000
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3. Outcomes and Achievements from funding in 2024/25

3.1 Citizens Advice Bureau

3.1.1 The service level agreement covers the investment by Teignbridge District Council in respect of core outcomes for the benefit of Teignbridge Citizens advice clients. This includes providing free, independent, confidential, and impartial advice to everyone on their rights and responsibilities.

The aims are to:

- Help people find a way forward, whatever problems they face.
- Campaign for change on the issues affecting people's lives.

To adhere to the national Citizens Advice 'Advice Framework' to deliver advice and information with the aim of:

- Empowering clients who are capable of self-help to access the resources they need.
- Getting the client's query resolved quickly by providing them with answers where possible on their first visit/call.
- Transferring the client where appropriate to a more specialist internal adviser/service and/or partner service e.g., generalist advisors, debt caseworkers, consumer advice
- Improving the client journey by ensuring that clients who require further support will not have to repeat information if/when they need to access the service again.

3.1.2 CAB gave advice to 4,607 residents in 24/25 and resolved 25,505 issues. The service enabled residents to access £4.6million of income and had £1.1 million debts written off. The service continues to face the challenges of increased demands from residents and is reliant on the active participation of its volunteers. There are 63 active volunteers in Teignbridge providing 18,550 hours of advice to residents. The value of this volunteering is £631,011. Queries from residents with debt issues are up 5%, housing issues 9% and welfare benefits and tax credits 2%. The service is in a financially challenging situation with a deficit of £76,632 last year. Measures taken to cut costs have included closing the Newton Abbot office on a Friday afternoon and reducing

staff hours. The funding from Teignbridge represents about 8% of the overall total for 2024-25 and about 32% of core funding, with the rest coming from other statutory funders (Town and Parish Councils, Devon County Council) and a variety of other funders (e.g. The Access to Justice Foundation, The Trussell Trust for project activities). The one year funding settlement agreement by the Council is particularly challenging in terms of budget planning and therefore the service has asked if we can consider a 3 year financial settlement in 2026.

3.2 Teignbridge CVS

3.2.1 Teignbridge CVS support voluntary action throughout the District and empower local communities. This includes providing training and support to voluntary sector groups, opportunities for collaboration and joint working and assistance with funding. A summary of their outputs in 2024/25 can be found in **Appendix II**.

3.2.2 In addition to the outcomes in Appendix II CVS have also undertaken a number of specific projects to benefit residents in Teignbridge and support the community and voluntary sector in the district. These include:

- Using community networks to disseminate advice and guidance to residents. This has included taking “The Sofa” to various areas in Teignbridge and listening to residents’ concerns and offering advice and signposting for 138 people across Newton Abbot, Dawlish, Teignmouth, Ashburton and Bovey Tracey. By far the biggest concern was benefits and cost of living with many people concerned about the changes in winter fuel allowance. CVS have also trialled pharmacies to distribute 600 Don’t Miss Out leaflets with prescriptions to encourage residents to apply for benefits such as pension credit. They are looking to expand this network to private sector businesses, initially with businesses such as café’s, pubs, hairdressers and convenience shops.
- CVS have been working over the last 9 months with Torbay Communities to bring together VCSE organisations across South Devon who are delivering services related to falls and frailty. Through this work they have approximately £72,000 over a period of 14 months to recruit a Healthy Ageing Project Coordinator to work in partnership with Active Devon, Learning with Experts and Newton Abbot CIC to develop a programme of online and in person support for older people living in, initially parts of Newton Abbot and the Moorlands areas of Teignbridge.
- Developing the Clearways project to support those who are self-neglecting; this includes those who are hoarding, with an offer to clear the property and provide coaching to change behaviours. Eight coaches have been recruited and trained to work with households and the project currently has funding for 18 months.

- Supports the development of better linked, informed and more sustainable food support in the district by facilitating a joint network meeting and WhatsApp groups to aid the redistribution of food, representing local food organisations at district and county level including at the Devon Food Partnership, managing the food alliance volunteer drivers aiding food redistribution and updating the South Devon Food Alliance website.

3.3 Newton Abbot Community Transport Association (NACTA)

- 3.3.1 NACTA are funded to provide accessible affordable transport and services for our community, supporting increased mobility, social contact, and independence. They provide a “Ring & Ride” service to transport residents from rural areas, hence supporting the local towns economic activity.

The outcomes and outputs from Newton Abbot Transport Association can be found in **Appendix III**.

3.4 East Teignbridge Community Transport Association Ring and Ride (ETRR)

- 3.4.1 East Teignbridge Community Transport Association are funded to provide a “Ring & Ride” service to transport residents from rural areas, hence supporting the local towns economic activity.
- 3.4.2 The outcomes and outputs from East Teignbridge Ring and Ride can be found in **Appendix IV**.
- 3.4.3 Both East Teignbridge and Newton Abbot Transport Association are moving to electric vehicles, supporting the Council’s climate change ambitions.

3.5 Teignbridge Lottery for Communities

- 3.5.1 The Teignbridge Lottery for Communities was launched on 28th February 2022, following the Executive decision to support its creation on 15th February 2022.

To register for the lottery an organisation must meet the following criteria:

- Be a registered charity with a board of trustees, or
- Be a constituted group with a volunteer management committee consisting of at least three unrelated members that meets regularly (at least three times per year), or
- Be a registered Community Interest Company (CIC) or Charitable Incorporated Organisation.

A registered Community Interest Company (CIC) or Charitable Incorporated organisation and the organisation must:

- Provide services or activities that directly benefit people within Teignbridge.
- Be independently established for charitable, benevolent, or philanthropic purposes.
- Have a constitution or set of rules setting out its aims and objective.
- Operate a bank or building society account in its own name requiring at least two unrelated signatories.
- Place no undue restrictions on membership.

3.5.2 The lottery raised £46,540 this year for good causes.

3.5.3 The lottery has grown over its years of operation doubling in size from 40 "Good Causes" to 86 to 102 this year. The number of players has dropped from 907 players to 739 regular players with a total of 1803 tickets sold.

3.5.4 Players have won a number of cash prizes over the last 12 months. Total paid out was £9,375 with one player winning £1,500 and another winning £2,000. There are also regular £25 winners and some £250 winners.

3.5.5 The cost to the Council of running the lottery is approximately £1,359 in license costs and officer time (approx. 25 hrs).

3.5.6 Update of small grants programme. 15 local organisations and charities have been awarded grants through our Teignbridge Lottery for Communities small grants award. 10p from every £1 Teignbridge Lottery ticket sold going into a small grants fund to benefit local community projects, a total of over £30K has been raised. Applications were invited from those organisations registered with the Lottery to apply for a grant of up to £2,500 to support the mental health and wellbeing in communities across Teignbridge. A full list of the grants awarded can be found in **Appendix V**.

3.6 Councillors Community Fund

3.6.1 In 2024/25 £1000 was allocated per Councillor. £41,490 was spent out of a total budget of £47,000 with a total of 14 Councillors funds being unspent, 2 of which were not spent at all. There were 159 applications in total for 2024/25. The Councillor Community Fund is resource intensive involving the Democratic Services and Finance Teams with sign off from a manager. The average cost to the Council is approximately £36 per application and costing approximately £5,724 in officer time to process. The minimum amount of grant per application is now £150.00 for 2025/26 going forward. The type of organisations awarded range from charities/village halls/village community

groups/mental health groups/singing groups/community education
groups/youth groups/carnivals/food banks/residents association.

4. Implications, Risk Management and Climate Change Impact

4.1 Finance

Current funding is identified in section 2 above. Inflationary costs were applied in 2025/26 to assist with external expenditure pressures for voluntary groups. All funding streams need to be considered in view of the need to deliver savings and the Modern 25 agenda for future years. The annual budget process will determine suggested spend budgets for approval at Full Council. Any suggestions for future funding after one year will still need to be ratified annually to consider changes to funding reforms for the Council.

4.2 Legal

There are no significant legal implications of this report

4.3 Environmental/Climate Change Impact

The paper discusses a range of community services, and as such, the environmental implications will vary from one service to the next. The services highlighted in the report align with the underpinning themes of net zero including community resilience, health, and wellbeing, either through providing access to impartial advice and support, shared mobility, online and digital services, and funding opportunities. Members may wish to consider the environmental implications of applications for the Councillors Community Fund on a case-by-case basis.

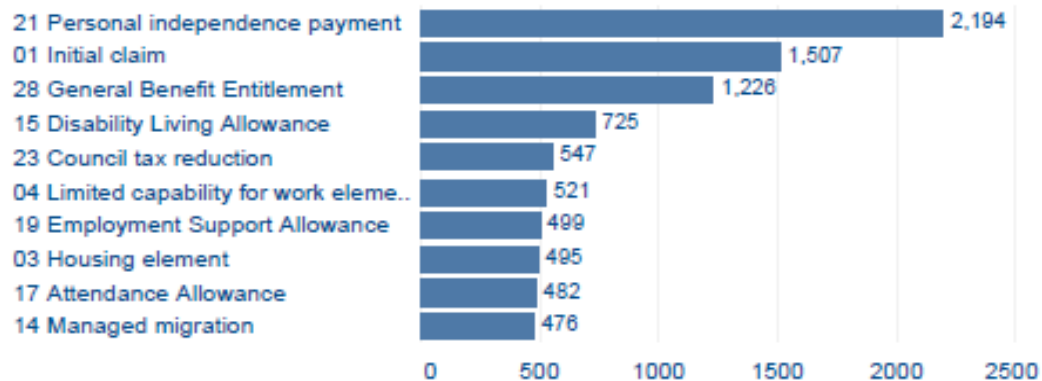
5. Conclusion

This report summarises the direct funding provided by Teignbridge to voluntary sector organisations and the services provided to residents as a result of this funding.

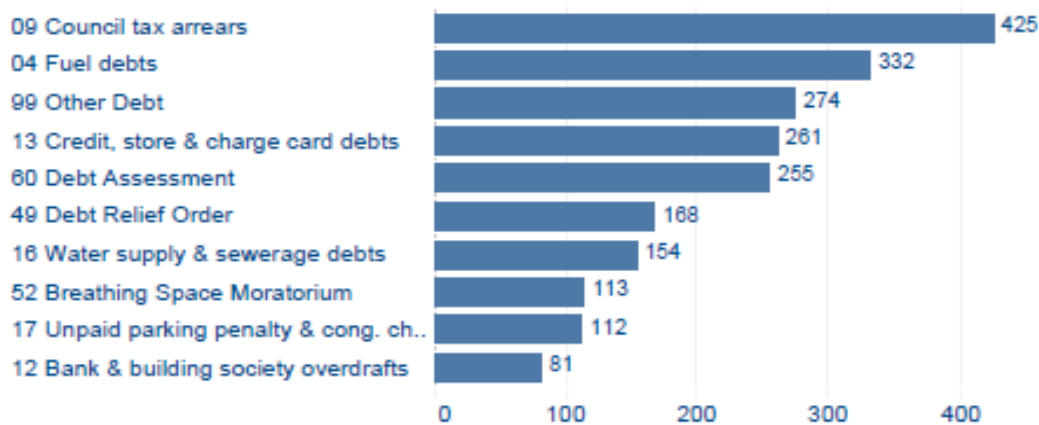
Appendix I - Summary of CAB outcomes - 2024/25

	Apr 2023 to Mar 2024		Apr 2024 to Mar 25	
	Clients	Issues	Clients	Issues
Roof Over Our Heads				
Housing	727	1371	797	1514
Investing in Prosperity				
Charitable Support and Food Banks	433	605	406	617
Employment	358	599	362	594
Financial services and capability	499	834	605	1010
Tax	120	146	155	187
Education	46	60	48	62
Consumer goods and services	487	833	556	1119
Benefits	2723	6977	2651	7566
Universal Credit	966	3632	1112	4528
Debt	770	2290	814	2977
Health at Heart				
Health and community care	276	406	209	404
Utilities and communications	736	2667	640	3133
Moving up a Gear				
Travel and transport	228	276	223	286
Great Places to Live and Work				
Relationships and family	527	947	575	1133
Legal issues	415	656	446	776
Stronger Communities				
Immigration and asylum	79	129	105	218

Top benefit issues



Top debt issues



Financial gains April 2022 to March 2025

	Clients with an outcome	Number of outcomes	Average outcome per client	Total
2024-25	759	1362	£5,397	£4,096,640
2023-24	888	1684	£4,915	£4,364,645
2022-23	825	1435	£3,532	£2,941,137

Appendix II - Outputs for CVS 2024/25

CVS 2024 - 2025		
	Total Year end 2023/24	Total Year end 2024/25
Number of Interventions to support groups to be Legal and Safe		
Governance: No of groups supported with governance advice	23	21
HR	10	12
Business planning	20	36
IT	1	8
Policy and Safe Practice	25	12
Number of new groups supported to develop skills	27	28
Number of new Project ideas supported to get started	45	128
No of new groups working towards Quality mark	6	10
Significant Signposting Activity – linking ideas/projects/agencies		60
Number of groups supported to promote their groups or activity on Teignbridge Together as a new listing	16	
Learning and Skills Development		
Number of Learning Sessions Offered	22	9
Number of learning participants	129	164
Funding Advice and Income Generation		
Number of groups supported	65	96
Known Investment		
£ Value of grant income sourced	£481,337	£636,866
Across how many community providers	46	50

Number of funding e-bulletins disseminated	11	8
Networking, Connecting, Collaboration		
Number of network opportunities	41	53
Number of engagement activities supported	34	52
Number of VCSE representative /advocacy activities	40	39
Number of new Partnerships supported	3	24
Number of collaborative activities supported	25	142
Outputs	Total Year end 2023/24	Total Year end 2024/25
Promoting Volunteering		
Collaboration Supported		4
Learning sessions		1
Networking opportunities		2
Communications - Ensuring the Sector remains up to date		
Safe, Legal, Resources		9
Volunteering		44
Opportunities/Funding		5
On behalf of statutory sector as part of engagement		8
Other		11

Appendix III - Summary of Newton Abbot Transport Association (NACTA) outputs 2024/25

Newton Abbot Community Transport 2024/25						
Key Statistics	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Year Total 24/25	Year Total 23/24
Ring & Ride						
Quarterly passenger figures	346	338	364	371	1419	1625
Bookings	All booked					
Reason	Various health appointments, +17 Wheelchair user trips	17 Wheelchair user trips	27 Wheelchair user trips	52 Wheelchair user trips		

Newton Abbot Community Transport area of operation:

Newton Abbot	TQ12 4HS	Chudleigh	TQ13 0HL
Abbotskerswell	TQ12 5YF	Denbury	TQ12 6DS
Ashburton	TQ13 7QQ	Ipplepen	TQ12 5QQ
Bovey Tracey	TQ13 9JA	Kingskerswell	TQ12 5DJ
Broadhempston	TQ9 6BJ	Kingsteignton	TQ12 3LP
Buckfast	TQ11 OEE	Ogwell	TQ12 6AJ
Buckfastleigh	TQ11 0DD		

Appendix IV - Summary of East Teignbridge Ring & Ride (ETRR) outputs 2024/25

ETCTA 2024-2025	Dawlish					
Key Statistics	Qtr 1	Qtr2	Qtr3	Qtr4	Yr Total 24/25	Yr Total 23/24
Ring & Ride						
Quarterly passenger figures	417	490	450	420	1777	1641
Trips	49	55	50	51	205	211
Reason	Various Health appointments + 16 Wheelchair/ Scooter trips		22 Wheelchair and Mobility scooter users	16 Wheelchair and Mobility scooter users		

East Teignbridge Community Transport – (Dawlish), area of operation

Our area of coverage includes EX6, EX7, TQ12, TQ13, TQ14 predominately –

Ashcombe	EX7 0QD	Powderham	EX6 8JQ
Bishopsteignton	TQ14 9QZ	Teignmouth	TQ14 9DF
Dawlish	EX7 9AP	Shaldon	TQ14 0DZ
Kenton	EX6 8JA	Mamhead	EX6 8HP
Kenn	EX6 7TW	Ideford	TQ13 0BB
Starcross	EX6 8PY	Exminster	EX6 8DF

Appendix V - Lottery Small Grants Awards

Kerswell Care, Bickington Goodwill Company, Newton Abbot Community Transport and the Tedburn St Mary Village Hall will be using the grant funding to provide community events and coach trips to help reduce isolation and improve people's mental health.

In Newton Abbot, the Teignbridge Community Project will use the grant to help fund their skills centre which is jam packed full of exciting new crafts and hobbies communities can get involved with.

Based in Dawlish, the small grants fund means that Roots Community Enhancement will be able to expand their services in coastal areas and train more volunteers in suicide intervention.

Southwest Ambulance Charity will be purchasing a Raizer Lifting Chair which will aid staff and volunteers to lift a fallen person quickly and safely, reducing the need to call an ambulance.

Providing additional support, activities and awareness campaigns for adults and children with additional needs will be the focus of grant funding for A.I.M.S, FND Friends and South Devon Aspergers Groups.

Physical activity and spending time outside is vital to improving mental health and wellbeing, and two community swimming pools have received grants. Kingsteignton will use their funding to provide free swimming for underrepresented and disadvantaged groups and Bovey Tracey Swimming Pool will help staff gain a disabled swimming qualification.

Teignbridge's division of Girl Guiding will be funding their annual camp allowing young guides to step away from their day-to-day routines and experience outdoor activities.

For Horsemanship for Health, Community Advice and Support Service, Westbank Community and Healthcare and Assist Teignbridge having the funding will help them enhance the existing support, skills, and services they offer communities.

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Teignbridge District Council
Overview & Scrutiny Committee
Part i

Quarter 4 2024-25 Council Strategy Performance

Purpose of Report

To update members on the delivery of the Council Strategy 2020-2030, providing the detailed performance information used to track its delivery. Members are asked to review the performance information and areas where performance is not on track.

Recommendation(s)

The Committee RESOLVES to:

Review the report and the actions being taken to rectify performance issues detailed in Appendix A.

Financial Implications

A summary of the financial information supporting the delivery of the council strategy has been provided as part of this report.

Chief Finance Officer & Director of Corporate Services

Email: martin.flitcroft@teignbridge.gov.uk

Legal Implications

A summary of the legal requirements are contained in the detail of this report.

Monitoring Officer

Email: paul.woodhead@teignbridge.gov.uk

Risk Assessment

Failure to deliver the council strategy or parts of it will be identifiable in both the performance and risks reports, enabling both senior management and members to take action where necessary.

Chief Finance Officer & Director of Corporate Services

Email: martin.flitcroft@teignbridge.gov.uk

Environmental/Climate Change Implications

The council strategy contains a dedicated programme entitled Action on Climate alongside other projects in the strategy that also impact on climate and the environment. Detailed information about this programme and actions being taken are contained within this performance report.

Climate Change Officer
Email: william.elliott@teignbridge.gov.uk

Report Author

Project Manager
Email: thomas.pearce@teignbridge.gov.uk

Executive Member

Strategic Direction - Cllr Richard Keeling

Appendices/Background Papers

1. Introduction/Background

This performance report looks at the Council Strategy 2020-2030 and covers the period from 1st January to 31st March 2025. If you have any queries, please ask them in advance of the meeting.

1.1 T10 Finance

Financial budget proposals at Executive 6.1.25 identified a budget gap of £3.6 million in 2026/27 and £3.5 million in 2027/28 before using earmarked reserves. These budget deficits are likely to continue into future years and Members will be updated on progress with funding reforms/further Government funding/savings to determine how the funding gap can be closed in conjunction with work carried out by Overview & Scrutiny on specific areas of the budget.

1.2 T10 Programmes

9 are on track. The following programmes are reported with a caution status:

- A roof over our heads

1.3 T10 Performance Indicators

A total of 79 PIs included in the report this quarter. The statuses for these are in the table below, with the previous quarters for comparison.

KPI Status	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Ahead of target	10	13	15	14
On target	15	18	15	14
Underperforming	7	7	6	6
Monitoring indicators	47	41	43	45
Total	79	79	79	79

1.4 T10 Projects

A total of 42 projects are included in the report. The statuses for these are in the table below, with the previous quarter for comparison.

Project Status	Quarter 1	Quarter 2	Quarter 3	Quarter 4
On track	37	31	30	31
Caution	3	5	4	3
Completed	4	7	6	7
On hold (data not due)	1	1	1	1
Total	45	44	41	42

Details of the programmes, projects and performance indicators with a concern or caution status together with an explanation of their performance and improvement plan can be found in **Appendix 1**

2. Implications, Risk Management and Climate Change Impact

2.1 Legal

Although there are no direct legal implication regarding this report, it will be appreciated that the Committee has constitutional responsibility to review and scrutinise the performance of the Council in relation to policy objectives and performance targets to which this report refers.

2.2 Risks

The Council Strategy has a comprehensive set of risks associated to its delivery. Each risk has a set of mitigating actions which are reviewed and updated by the officers directly responsible.

These risks are monitored and discussed as part of the strategic and corporate risk reports that are presented regularly to the Strategic Leadership Team and Audit Scrutiny Committee. Any areas of poor performance or unacceptable risk are identified in the reports.

2.3 Environmental/Climate Change Impact

The council strategy contains a dedicated programme entitled Action on Climate. This programme looks at the actions the authority can achieve to reduce carbon emissions and to increase the district's resilience to the changing climate.

The authority continues to support the Devon Climate Emergency, which is seeking to achieve net-zero carbon emissions across Devon at the earliest credible date.

ALTERNATIVE OPTIONS

None

CONCLUSION

The Council Strategy performance report provides Members with an overview of performance for the Teignbridge Ten Programmes including details of any areas of poor performance.

The Council Strategy runs from April 2020 to 2030.

01 Action on Climate

Lead contact: David Eaton, Cllr Jackie Hook

Programme Status: On Track

Summary Statement

Lead by example to inspire others by becoming a carbon neutral council, using less energy and moving over to renewables, decarbonising our vehicle fleet and maximising recycling

Electric Vehicles are now being used by staff in variety roles across the Council including parking, community environment wardens and the waste team. The Teignbridge Climate Hub, continues to promote simple actions that residents and business can take to reduce their carbon footprint. The carbon footprint for 2023/24 has now been completed and is available on the website with analysis of the information. The carbon footprint covering the supply of heat to our buildings in 2023/24 is the lowest on record and has reduced by 27% relative to our 2018/19 baseline; this reduction in emissions is due to the completion of heat decarbonisation projects at Forde House and the Teignmouth Lido.

- **Newton Abbot Leisure Centre** - The new power supply is into the building. The Building Management System is being configured. Commissioning of the new heating system is due to take place in May with the system going live in June 2025.
- **Broadmeadow Leisure Centre** - This Project is still on track and July 2025 is the anticipated completion date.
- **Dawlish Leisure Centre** - Photovoltaics and air handling units are currently being installed at the site to further reduce the use of natural gas as a heating source.

Create an agile workforce that reduces the miles travelled in the course of our business

The blended pattern of working from the office and working from home based on the needs of the service is now embedding within the Council and considered business as usual. The majority of meetings with partners and other agencies continues to be delivered via MS Teams reducing the need to travel.

Provide public electric vehicle charging points in council car parks to augment and link in with the wider strategic charging network

There are three key projects.

- **On Street Residential Charging Scheme (DELETTI 2)** - The first site in phase 1 is in Bovey Tracey and officers are awaiting an agreed an installation date.
- **EV Strategy** - The final strategy has been produced. Officers are discussing with Executive Members how this is progressed alongside the emerging Council Strategy priorities.
- **Local Electric Vehicle Infrastructure LEVI** - officers have agreed to collaborate and be part of the County wide bid to this fund. There is currently no dedicated staff resource to undertake this work but a long list of potential sites has been provided to the project team.

Increase resilience to the changing climate so that Teignbridge remains a safe and healthy place to live and do business

There are significant projects that are being progressed including working on a review and options appraisal of the River Lemon corridor with the Environment Agency, the Teignmouth Beach Management Plan, Teignmouth Combe Valley Dam improvements study and continued liaison with the Environment Agency regarding Dawlish Warren.

Ensure all council decisions consider climate change implications, updating council policies like those in our Local Plan to reduce greenhouse gas emissions

The Climate Change Officer continues to comment on all Planning Applications that meet the current local plan policy requirement for carbon mitigation.

Support businesses and communities to encourage carbon emission reductions, particularly in the transport and buildings sectors

Officers are working with partners as part of the Devon Climate Emergency Response Group. Officers are meeting with ACT on a quarterly basis to review work undertaken and identify opportunities to collaborate. The joint project on reducing domestic electricity consumption (My Electricity) is in the second phase following a review of the pilot. Officers will now be approaching Town and Parish Councils to roll out the project.

02 A Roof over our Heads

Lead Contact: Jon Lloyd-Owen, Cllr Richard Buscombe

Programme Status:

Caution

Summary Statement:

Performance in 2024/25 has been mixed.

The delivery of affordable homes has been strong (and is anticipated to improve further in 2025/26) but against a background of persistent under-delivery of new homes more generally in the District.

Homelessness pressures remain at a high level and market conditions continue to make it challenging to prevent homelessness. The upwards trend in improvements to homes, in particular in the private rented sector, continues. The headline position is that:

25

- 1 performance indicator is well ahead of target, and 3 are on target.
- 3 performance indicators are annual monitoring / tracking indicators and therefore have no target. 1 has completed.
- The remaining 5 indicators are currently recorded as concern. They relate to housing delivery and homelessness.

Details of these are summarised below and a fuller explanation is in the Performance Indicator section of the report.

The areas of concern relate to net additional homes provided, (459 against a target of 717). This is however an interim assessment with an updated position to be reported to Government at the end of September 2025. Affordable homes delivery was well ahead of target with an estimated 171 homes delivered against a target of 126. Homeless preventions by helping clients stay at home remain below expectation at 36 against a target of 90.

Of the 7 projects, 1 is completed, and the remaining 6 are all on track.

Make sure plans take full account of all housing needs.

The Council's Local Plan was submitted to the Planning Inspectorate on 14th March 2024. The Examination in Public hearing sessions commenced on 17th September 2024 and have now completed. Following completion, the Planning Inspectorate wrote to Teignbridge to say, "that the Plan appears capable of being "sound" and legally compliant subject to Main Modifications Consultation". This consultation is currently

taking place.

Although housing delivery figures are below expectation it must be noted that in Quarter 4 there were 240 total completions mainly due to delivery from the Local Plan strategic allocations, for example on the South West Exeter (SWE1) development.

Delivering affordable housing

Affordable housing delivery has considerably exceeded the annual target (171 against a target of 126) mainly due to homes coming on stream early at Southwest Exeter (SWE1) and from the Council's Homes 4 Teignbridge housing delivery programme. Registered Providers continue to purchase additional homes from developers, supported by the Housing Enabling Team, which has helped raise delivery above the projected level. Performance is expected to improve still further in 2025/2026 with 262 new homes programmed by our Registered Provider Partners which would be the highest level of affordable housing delivery in the past 20 years in Teignbridge.

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However, within the 2024/2025 figure, rural and wheelchair accessible homes are below target due to the current Local Plan having no rural allocations and no policies to enable the Council to insist developers provide adapted affordable homes. However, both these issues are addressed in the new Local Plan which should enable the Council to redress the position in future years.

Evaluate options for delivering affordable rented housing

In 2024/25 the Council's schemes in Drake Road and East Street, Newton Abbot have been completed as has the Chudleigh Buy to Rent Scheme. In addition a large house in Dawlish has been converted to provide much-needed temporary accommodation to add to existing provision at Albany House, and 5 Rough Sleeper Accommodation properties have been acquired. All 18 homes for Afghan and Ukrainian refugees have also been acquired and funding has been secured for a further 8 homes. 7 of these have already been procured and will come on stream this calendar year.

The development of Sherborne House Car Park, which will be known as Elm Couty remains on track and on budget with planning permission granted last August for the construction of 23 one and two-bedroom apartments to the highly energy efficient Passivhaus standard. The Council has now put the site out to tender to procure a construction partner.

The Council are also purchasing another property to provide a further 7 units of temporary accommodation to complement Albany House and Luscombe Terrace.

The Rural “Homes 4 Teignbridge” consultation with Town and Parish Councils was completed and the results have been circulated. Further engagement events will be planned for after the adoption of the Local Plan.

Improve housing conditions and reduce empty homes

The number of dwellings improved by Council intervention was ahead of target with 405 completed against a 400 target. However, as previously reported, due to a much higher starting point joint work across the Council was unable to reduce the 2024/5 Empty Homes level to that of the previous year. This should, however, not take away from the effort made to reduce the number by 520 from its high starting point to 352. The target number of vulnerable and elderly residents assisted to remain in their homes was also achieved.

Prevent homelessness wherever possible.

Significant improvements have been made in this area with homelessness preventions now being on target with 225 preventions against a target also of 225.

Project Status	Code	Title	Executive member	Last Review Date	Progress Review	Project Responsible Officer
Caution	CSROH 1.4	Review HMO housing stock including licensed HMO's	Housing	15/04/2025	A further 2 applications for licensable HMOs have been submitted and are being processed. However we have been unable to carry out a review of our non-licensable HMOs due to lack of staff resources.	Alison Dolley

PI Code	Title	Executive Member	+/-	Annual Target	Q1 Act	Q2 Act	Q3 Act	Q4 Act	PI Verifying Manager	Officer Notes
CSROH01	Net additional homes provided	Planning	+	717	53	115	219	459	Alex Lessware, Michelle Luscombe	(Quarter 1 - 4) A more complete set of completions is expected; this is merely an interim position. The report to the central government is scheduled for submission at the end of September. (HW)
CSROH02	Number of self-build homes provided	Planning	+	38	2	4	10	22	Alex Lessware, Michelle Luscombe	(Quarter 4) All housing completions, including custom and self-build dwellings, are currently falling short of target. Target should be reviewed in light of low completions; there are 441 self-build dwellings permitted, but completions are out of the LA control. (HW)
CSROH06	Deliver 29 affordable homes in rural areas to include delivery within the DNPA	Communities, Housing & IT	+	29	2	7	14	14	Graham Davey	(Quarter 4) Second phase of Chudleigh Knighton scheme moved to Q1 2025/26 thus reducing expected delivery (GD)
CSROH07	Deliver 5 affordable homes a year that are fully wheelchair accessible	Communities, Housing & IT	+	5	0	2	2	3	Graham Davey	(Quarter 4) 1 further property delivered at South West Exeter by way of a fully adapted bungalow. (GD)
CSROH09	Number of empty properties impacting on the New Homes Bonus	Communities, Housing & IT	-	290	291	352	352	352	Alison Dolley	(Quarter 4) The starting point this year was significantly higher compared to last year (872 compared to 735 in 23/24). Work was carried out across both the Housing Team and the Council Tax team to ensure that all records were up to date including the Council Tax reclassification. 91 site visits took place to check occupancy and advice and support were given to a number of owners regarding reoccupation of the property and sign posting where necessary. (AD)

CSROH11	Homelessness prevented by helping client remain at home	Communities, Housing & IT	+	90	11	24	30	36	Tammy Hayes	(Quarter 4) The ability to support households remain in their home is significantly reduced due to cost of living pressures and reasons for homelessness. (TH)
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03 Clean Scene

Lead contact: Chris Braines, Cllr Peter Williams

Programme Status: On track

Summary Statement

The program remains largely on track with some significant projects underway, specifically:

The fleet decarbonisation and replacement project. The new refuse and recycling collection vehicles have now all arrived. The infrastructure works for power supply to the Forde Road Depot, Multi Storey Car Park and Forde House are completed and first electric vans are in use across parking enforcement and waste services.

The paper outlining the required budget and requirements for works to the Council's Waste Transfer Station is to be presented to Full Council on the 20th May 2025. This supports the requirement to collect plastic films from 2027. An associated trial is also being planned.

A trial for the collection of cartons has begun, and findings will inform the rollout of this service in line with the requirements of the Extended Producer Responsibility and Simpler Recycling reforms.

Headline information relating to 3 weekly residual waste collections is being compiled to help inform discussions on any further service changes.

The Community Environment Wardens are actively educating and enforcing the provisions of the Public Spaces Protection Order. They continue to work with Town and Parish councils informing them of the action they are taking and seeking their support to publicise the controls.

All of our beaches bathing water quality has been classified as 'Good' or 'Excellent'.

04 Going to Town

Lead Contact: Neil Blaney, Cllr David Palethorpe

Programme Status: On track

Summary Statement

The 'Going to Town' project continues to remain 'on track'.

Designing and delivering small- and large-scale schemes :

Plans for the Market Hall, Newton Abbot through the Future High Street Fund projects are progressing well.

31 Future High Street Fund grant has also been successfully repurposed to clear the site at Bradley Lane.

Works on Queen Street have been completed, including new street furniture and 'greening'.

Running and improving Newton Abbot Markets:

The current tenants have been temporarily rehoused to enable the improvements to the Markets. Plans for how the markets will be managed in the future are being developed.

The Council's Investment Plan for the UK Shared Prosperity Fund includes a 'Markets and town centres promotion and coordination' project.

Town centre health checks:

Information is available on the Council's website <https://www.teignbridge.gov.uk/planning/local-plans-and-policy/annual-monitoring-report-2022-2023/going-to-town/>

The Council's Investment Plan for the UK Shared Prosperity Fund includes a 'Markets and town centres promotion and coordination' project. Its aim is the 'Promotion of Teignbridge towns and villages to help increase visitor and footfall numbers'.

Working with and supporting continued town centre management:

Officers continue to work with those responsible for managing or leading on projects within the towns across Teignbridge. The Council's Investment Plan for the UK Shared Prosperity Fund includes a bid for funding to support markets and town centre promotion and coordination.

Using our powers to bring about improvements and support business growth:

The Environmental Health team provides significant support to businesses and uses its powers to deal with breaches, which helps consumer confidence. The Planning Department is prioritising enquiries and applications related to employment and job growth.

The UK Shared Prosperity Fund is being used to support businesses.

Improving accessibility and encouraging more town centre living:

The proposals for pedestrian enhancements along Queen Street in Newton Abbot are largely complete. The plans for cycle improvements along the National Cycle Network have been completed.

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The plans for the regeneration of Bradley Lane, Newton Abbot are moving forward, with the site being cleared. The next stage of work will be to develop ideas and plans for the redevelopment of the site.

Supporting evening cultural and leisure opportunities:

The Council's Investment Plan for the UK Shared Prosperity Fund included £300,000 for funding to support exhibiting, performing and participating in art.

05 Great places to live and work

Lead contact: Ian Perry, Cllr Gary Taylor

Programme Status:

On track

Summary Statement

Phase 1 (approx. 20-hectares) of Ridgetop Park in Matford opened to the public in 2022 and has been well received by local residents, visitors and wide range of stakeholders, including Natural England. Phase 2 (approx. 12-hectares) involves the restoration of an inert landfill site. There has been an extension to delivery timeframe and this is progressing well and expected to be open to the public by the end of 2025.

Make sure that our new neighbourhoods and other developments are built to the highest standards of design, with great public spaces and landscaping:

There is an ongoing focus on ensuring design quality in all major developments bringing forward new neighbourhoods, with adequate resource allocated and community engagement throughout. With these projects we are increasingly moving to dedicated planning officers through Planning Performance Agreements so that they can be determined in a timely manner and have the level of scrutiny needed to deliver high quality developments.

Ensure that new neighbourhoods are real communities; safe, inclusive and accessible to all, close to, or including, local jobs, facilities, sports and leisure opportunities, with high quality public open spaces which support social interaction:

This can be evidenced in the emerging work on new applications and on the schemes being brought forward across the district. The introduction of design codes at District and project level will further provide certainty and set the expectations. In addition the emerging local plan provides stronger policies to deliver higher quality design.

Ensuring growth and development is high quality and sustainable by our continued involvement in the Garden Communities programme:

The Garden Community Project continues to thrive and develop plans and strategies with positive community involvement.

Protect our most important landscapes and heritage, and support proposals which enhance them:

The emerging Local Plan sets the framework for future growth and protection of the most important landscapes and heritage, with mitigation

policies to secure enhancements. The Local Plan is nearing completion of its examination and is expected to be adopted next year. Key drivers to delivering these goals is the appropriate resourcing; be this permanent staff or through other means including use of Planning Performance Agreements to fund resourcing where necessary.

Work towards an overall improvement in the area's biodiversity by protecting the most important habitats and investing in new wildlife areas:

This is covered through the Local Plan. In addition, the introduction of mandatory Biodiversity Net Gain (BNG) requirements is designed to ensure that there is not only protection but also enhancement of biodiversity. All applications coming through are now subject to BNG (with some exemptions). We are working with landowners and DCC to deliver Habitat Banks which can be used by developers to deliver their BNG.

Support improvements to walking, cycling and public transport opportunities and other ways to reduce carbon emissions and encourage a healthy, active lifestyle:

This is covered through the Local Plan and Local Cycling and Walking Infrastructure Plan. A number of projects have been implemented and attention is turning to future schemes, particularly the Teign Estuary Trail.

Make the difficult, long term decisions to create a resilient, prosperous and green future by preparing the Greater Exeter Strategic Plan and updating our own local plan:

This commitment was superseded by the Council's all deciding to cease work on GESP. However, the authorities continue to work closely to ensure plans are aligned and shared ambitions can be delivered. The Council approved a document 'Shared Coordinates' which is a non-statutory statement of commitment to continued close working on strategic issues."

06 Investing in prosperity

Lead contact: Tom Phillips, Cllr David Palethorpe

Programme Status: On track

Summary Statement

Investment in commercial property projects

The Future High Streets Fund (FHSF).

The FHSF project will see investment in the regeneration of Newton Abbot Market together with improvements to Queen Street, the gateway to the Town from the Railway Station and part of the National Cycle Network 2.

Full Council decided on Tuesday 16 January 2024 to abort the transformational cinema project and on 30 July Full Council resolved to spend the consequent unallocated grant of £2.45M on the stalled brownfield regeneration site at Bradley Lane. Officers obtained approval from MHCLG (previously DLUHC) and agreement to extend the spend deadline to the latest possible 31 March 2025.

1. Bradley Lane demolition is now complete and extended to include site remediation due to complete July 2025. The Leat diversion is progressing but delayed due to Environment Agency likely to commence July 2025. The access improvement element stalled with County and the grant re-purposed across the live projects.
2. Market Hall redevelopment has commenced on site with an original practical completion scheduled for end 2025, now January 2026. Market Walk Shopping Centre vacant unit enhancements “whiteboxing” has been completed.
3. Transport (Queen St and NCN2) NCN2 completed .
 - Brunswick Street Health and Wellbeing Centre achieved planning, however, NHS has decided not to progress due to costs. TDC contingency position is to hold as operational and income producing car park. The car park will be re-lined. Late 2024 the GPs have reopened discussions about a scaled down facility for their purposes albeit they still want to buy both sites (north and south).
 - Bradley Lane. A Council owned Brownfield Regeneration Site (Allocated) and a Brownfield Land Release Fund (BLRF) grant assisted development that is hoped will deliver c.100 dwellings (c.50% affordable) on brownfield land. The previous developer partner has failed to progress the planning before the expiry of their contract, which was extended by two months. On 30 July 2024 Full Council resolved to take back the site in order to simplify a development and improve its viability / deliverability. This has now been incorporated within FHSF (see above). £400,000 of the £2.50M BLRF grant remains unspent and beyond its deadline, it was hoped this money can be spent post FHSF, however, this was requested to be returned in May 2025.

07 Moving up a gear

Lead contact: Alex Lessware, Cllr Gary Taylor

Programme Status: On track

Summary Statement

A382 widening (CSMUG 1.1)

Reconfirmation of a DfT funding package is awaited. Work on this project was expected to have commenced, but has been delayed the Spending Review.

Devon County Council has submitted the Full Business Case for the funding to the Department for Transport.

36 Phase 2 of the scheme, including the Jetty Marsh Link, has recently been approved planning permission.

Cost increases are likely to mean the project may require review and reprioritisation of phases.

Providing a new Avenue linking the A383 to Forches Cross, A382 (CSMUG 1.2)

The first phase between Forches Cross and Howton Road is complete. The main street through Houghton Barton benefits from planning permission. Teignbridge and Devon approved £1.25m (each) forward funding of future developer contributions in order to deliver the scheme. If planning permission is granted at Houghton Barton (current application for 900 homes), the developers will be expected to repay the forward funding and provide the remainder of the link road. A planning application has been submitted for short section of highway linking buttercup way to this new road.

Bus Services and Park & Ride services (CSMUG 2.1)

The work associated with bringing forward new park and ride facilities is in the hands of external partners, including Devon County Council as transport authority.

Further analysis from the transport authority indicates that plans for park and ride in Newton Abbot are not viable.

Cycle provision (CSMUG 6.3)

A number of projects around the key allocations, as well as other strategic projects are being progressed.

Phase 2 of the Ogwell cycle link through Bakers Park is being taken forward in 2025/26.

Project Status	Code	Title	Executive member	Last Review Date	Progress Review	Project Responsible Officer
Caution	CSMUG 1.1	A382 widening	Planning	06/01/2025	<p>The A382 scheme benefits from planning permission. Phase 1 works between Forches Cross and Whitehill Cross are complete, and Teignbridge has contributed £5.1 million towards the £13m project.</p> <p>A further £45m package of funding for remaining sections of the route, including the Jetty Marsh Link, was announced and work on these elements is expected to commence by Easter2025, but has been delayed by a change of Government / Budget.</p> <p>Devon County Council has submitted the Full Business Case for the funding to the Department for Transport. Recent Compulsory Purchase Orders have been confirmed and at Jetty Marsh, planning permission for the development at Berry Knowles has provided land needed for the route.</p> <p>Phase 2 of the scheme, including the Jetty Marsh Link, has recently been approved as a Live Labs pilot, investigating opportunities to significantly decarbonise construction and maintenance of the infrastructure.</p>	Alex Lessware

					Awaiting final DfT decision following the Budget to reconfirm project commencement. Cost increases are likely to mean the project may require review and reprioritisation of phases.	
Caution	CSMUG 2.1	Bus and Park and Ride services	Planning	06/01/2025	<p>Much of the work associated with bringing forward new park and ride facilities is in the hands of external partners, including Devon County Council as transport authority.</p> <p>Further analysis from the transport authority indicates that plans for park and ride in Newton Abbot are not viable. There may still be limited scope for park and change.</p> <p>£200,000 funding for a bus only route between Ashburton Road and Newton Abbot town centre was awarded by Homes England. Consultation responses did not support the project, which has now been shelved. An opportunity to use the funding for phase 1 of the Ogwell cycle link through Bakers Park is being taken forward instead. Works have commenced and are due to complete by Summer 2024.</p> <p>Initial work on bringing forward a transport hub for Newton Abbot in collaboration with Devon County Council has paused because there has been a focus on other transport priorities.</p> <p>A Park and Ride scheme at Ide on the A30 was abandoned by DCC.</p> <p>Some potential for Transport Hubs / Park and Charge at Peamore and Markhams village through new Local Plan.</p>	Alex Lessware

08 Out and about and active

Lead contact: James Teed, Cllr John Nutley

Programme Status: On track

Summary Statement

The Green Spaces and Rangers teams continue to facilitate and engaging range of educational and community initiatives. A broad range of interesting activities and events are observed across the district. The Broadmeadow refurbishment project is progressing well, and we will soon be planning the reoccupation of the site, and a reopening event. Details will be communicated so please look out for this information in due course. The Dawlish leisure centre refurbishment plans are underway, and the initial site surveying and project costs will be completed in the coming weeks, with a view to developing the detailed business case and preparing the background business case to bring forward a report on the proposals.

09 Strong communities

Lead contact: Rebecca Hewitt, Cllr Richard Keeling

Programme Status:

On track

Summary Statement

The percentage of residents residing within a designated Neighbourhood Plan is on target as is the number of communities with an adopted plan. Teignbridge CVS have sourced £195,533 working with community groups, they have also developed a 'sofa' project to encourage engagement with the community. 791 people have benefitted from using community transport that has been supported through grants from TDC. Councillors have continued to work with local communities and attended flag raising in Dawlish, cost of living events and an International Day of Happiness.

Bitesize awareness sessions have continued through the Community Safety Partnership as has work through the Let's talk programme taking a whole community approach to building resilience on communities. The UK prosperity Fund projects creating Safer Spaces and Safer Places delivers projects to strengthen our communities.

10 Vital, Viable Council

Lead contact: Amanda Pujol, Cllr Richard Keeling

Programme Status:

On track

Summary Statement

All indicators and projects are on track or above. Subscriptions to the Councils MyAccount and the number of transactions online have continued to rise. Both customer service indicators around telephone enquiries behind handled at first point of contact, and resolving complaints within 20 days are on target. Ombudsman complaints upheld continue to be at 0.

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Overview & Scrutiny Committee Meeting

Date: 17 June 2025

Outside Organisation Updates from the Councils appointed representatives:

Brief:

The Council's representatives are invited to report on any meetings of the appointed outside organisation, the role the organisation(s) they represent plays in promoting and aligning with the Council's priorities, policies and strategies, their impact and results, and advising on partnership discussions which are open and in the public domain. Feedback is scheduled across a full year cycle once per annum for most organisations and twice where meetings are more frequent (greater than 5)

Update from: Cllr Palethorpe

Outside Organisation/Body: Devon Communities Together – Annual Impact and Strategic Importance

Purpose of the Organisation:	Introduction Report highlights the work and impact of Devon Communities Together (DCT) over the period April 2024 to March 2025, with a focus on its value to communities across Devon and the relevance of its activities to Teignbridge District Council's strategic objectives. DCT is an independent Devon-based charity that supports and empowers communities – particularly rural and coastal – to tackle issues of isolation, inequality, and access to services. Strategic Scope and Community Support DCT's mission is to help build strong, inclusive, and sustainable communities. Over the past year, its work has encompassed a wide range of priorities, including: <ul style="list-style-type: none"> • Transport and accessibility • Skills and employment • Affordable rural housing • Health and wellbeing • Support for community buildings, groups, and businesses DCT has provided advice, training, and access to funding that has enabled a wide variety of local projects to flourish.
Attendance requirements/ meetings attended:	. As required and programmed by Trustees
Feedback:	Community-Led Business and Facilities Examples of supported initiatives include: <ul style="list-style-type: none"> • A volunteer-run cycle repair and refurbishment enterprise in Totnes.

- The Gittisham Community Kitchen, which has become a valued local hub.
- A network of community shops created or supported across the county.

These initiatives highlight the role DCT plays in enabling volunteer-led, locally driven solutions to community challenges.

Support for Local Plans and Engagement

DCT has also made a significant contribution to local democratic engagement. Notably, it was a partner in the Tavistock Town Council Neighbourhood Development Plan Steering Group, where it helped design and market the town-wide community survey and assisted in leaflet distribution and engagement strategies.

This experience may be particularly relevant in Teignbridge, where several parishes still lack adopted neighbourhood plans.

DCT's expertise could be instrumental in supporting those communities to develop them.

Value and Economic Impact

The total measurable value of DCT's work across Devon in the 2024–25 period has been estimated at over £2 million. This includes both direct funding and the broader value of community-led and volunteer-supported delivery enabled through their involvement.

Health and Wellbeing Programmes

DCT has been commissioned to deliver several important health-related initiatives, including:

- Cancer outreach programmes funded by the South West Cancer Alliance, targeting rural and coastal communities. These initiatives have reached over 4,300 residents, raised awareness and encouraging early screening for breast, bowel, and cervical cancers.
- Work with Devon County Council to identify barriers to accessing drug and alcohol treatment in rural areas.
- Exploring the use of village halls and community buildings as rural health hubs.

These programmes help address known health inequalities in rural Devon, particularly where geographic isolation limits access to regular health services.

Transport and Disability Inclusion

Transport access remains a significant barrier across Devon. People with disabilities in rural areas take up to 40% fewer trips than non-disabled people due to limited or inaccessible services. In response:

- DCT has developed a “Travelling with Confidence in Devon” project, co-designed with people with lived experience of disability.
- They are now working with Stagecoach, City Bus, and Plymouth City Council and others to deliver disability awareness training to operators, aiming to improve access and confidence in public transport.

Environmental and Community Nature Projects

As a partner on the Devon Local Nature Partnership Board, DCT has contributed significantly to local nature recovery strategies. Through the Wild About Devon community grants programme:

- 33 community-led environmental projects were supported.
- 8,000 m² of habitat were created or restored.
- Over 700 people engaged directly through events, volunteering, and activities.

This grassroots engagement has promoted ecological awareness and stewardship in communities across Devon and Torbay.

Rural Housing Enabling

DCT continues to play a central role in addressing the lack of affordable rural housing. As a member of the Devon Community Housing Hub, DCT’s Rural Housing Enablers:

- Conduct Housing Needs Surveys to assess local demand (14 completed in 2024–25).
- Support communities in identifying sites and working with housing associations and developers.
- Assisted 21 communities in progressing plans for new affordable homes.

This work is vital to ensuring local people can remain in their communities and supports balanced, sustainable rural development.

Village Halls and Community Infrastructure

DCT recently published a Devon Village Halls Asset Map, identifying over 340 village halls (around 80% of all halls in the county). This searchable database:

- Helps users find and hire venues locally.
- Provides valuable data for understanding infrastructure gaps and targeting support.

Village halls are often the only community spaces available in rural areas, and DCT’s work in this area is essential to maintaining local cohesion.

Voluntary and Community Sector Support

	<p>DCT also supports the broader Voluntary, Community and Social Enterprise (VCSE) sector:</p> <ul style="list-style-type: none"> • 60 organisations were supported in funding applications. • 4 new organisations were helped to establish. • 6 organisations developed robust business plans with DCT's support. <p>Their work has been especially focused in East Devon but holds significant relevance to the Teignbridge area as well.</p>
Examples of where the brief above has been followed:	DCT produce annual report identifying impacts and services provided
Additional information relevant to Overview & Scrutiny including the value that TDC brings to this organisation and/or why this organisation needs TDC:	<p>Conclusion</p> <p>Devon Communities Together continues to be a vital asset to Devon's voluntary and community infrastructure, particularly in rural and coastal areas. The charity's practical, place-based approach addresses many of the challenges currently faced by both residents and service providers – including transport, housing, access to healthcare, climate resilience, and cost-of-living pressures. Finally, I would like to acknowledge and commend the work of Devon Communities Together and its Chief Executive, Norah Corkery, her team, trustees, and volunteers for the excellent contribution they make to living and working in Devon.</p> <p>I would also encourage Councillors and officers to actively engage with DCT when developing or reviewing local strategies involving community engagement, neighbourhood planning, rural housing, or voluntary sector support and especially when seeking to identify gaps in neighbourhood planning and community infrastructure across Teignbridge.</p>

Overview & Scrutiny Committee Meeting

Date: 17 June 2025

Outside Organisation Updates from the Councils appointed representatives:

Brief:

The Council's representatives are invited to report on any meetings of the appointed outside organisation, the role the organisation(s) they represent plays in promoting and aligning with the Council's priorities, policies and strategies, their impact and results, and advising on partnership discussions which are open and in the public domain. Feedback is scheduled across a full year cycle once per annum for most organisations and twice where meetings are more frequent (greater than 5)

Update from: Cllr Palethorpe

Outside Organisation/Body: Newton Abbot Community Interest Company

Purpose of the Organisation:	<p>Purpose of Report Update on the financial and operational position of the Newton Abbot-based Community Interest Company (CIC), outlines the range of services delivered by the CIC, and highlights the pressing need for a replacement facility for the Buckland Community Centre. It also sets out ongoing discussions regarding future development opportunities within Buckland, an area of high deprivation.</p> <p>Background The CIC operates as a charitable community interest organisation delivering essential services across Newton Abbot, with a particular focus on Buckland. Like many similar organisations, the CIC is under considerable financial strain due to increased demand for support services, driven by the ongoing cost-of-living crisis and wider economic conditions. The CIC plays a central role in community support, operating with limited funding while maintaining a wide range of projects and services for some of the most vulnerable residents in the district.</p>
Attendance requirements/ meetings attended:	As required and programmed by the CIC Trustees
Feedback:	<p>Current Position Financial Overview</p> <ul style="list-style-type: none"> The full funding outturn for 2024/25 has not yet been published. The CIC reported a 7.5% reduction in turnover in 2024 compared to 2023, equating to an approximate loss of £13,000. This reduction presents a significant financial challenge for a small organisation with limited reserves.

	<p>Community Services Delivered Despite these financial constraints, the CIC continues to deliver a wide range of services, including:</p> <ul style="list-style-type: none"> • Management and operation of community facilities, notably the Buckland Centre and support for the Courtenay Centre. • Youth provision, including the -Youth Club (ages 6–11) and the Newton Abbot Youth Council (ages 11–15). • Community gardening initiatives across green spaces in the town, supported by volunteers. • The Buckland Hub Project, in partnership with Citizens Advice, providing advice and support on issues such as debt, housing, and benefits. • Support for displaced communities, including English language lessons and social integration support for Ukrainian and Afghan families. • Management of the Newton Abbot Community Fridge, redistributing surplus food to residents. • Delivery of local group activities to address social isolation and community wellbeing. <p>The organisation's contribution to social cohesion, community resilience, and targeted support is significant and ongoing.</p> <p>Future of the Buckland Centre Current Condition The Buckland Centre remains operational but is widely recognised to have outlived its practical life as a modern community asset. Its current condition and layout limit accessibility and restrict the delivery of expanding services to meet growing community demand.</p> <p>Development Opportunity There is strong local support and officer engagement in progressing a redevelopment scheme for the area surrounding the Buckland Centre. The proposals under consideration would:</p> <ul style="list-style-type: none"> • Deliver much-needed one- and two-bedroom social housing, contributing to the council's housing objectives. • Include a new purpose-built community centre, designed to modern standards, enabling continued service delivery. <p>A critical principle underpinning any redevelopment is that the new community centre should be constructed before the existing building is decommissioned or demolished, ensuring continuity of provision for residents and minimising disruption to services.</p>
<p>Examples of where the brief above has been followed:</p>	<p>Annual report provides details of assistance and interaction with residents.</p>

Additional information relevant to Overview & Scrutiny including the value that TDC brings to this organisation and/or why this organisation needs TDC:

Conclusion

The Newton Abbot CIC is a vital community partner. Despite financial pressures, it continues to deliver a wide range of services that support some of the most vulnerable individuals and families in the district, particularly in Buckland—a community recognised as being within the highest bands of deprivation nationally.

There is a clear and evidenced need for investment in community infrastructure in this area. The proposed redevelopment scheme offers a unique opportunity to improve both the quantity and quality of housing and community facilities in Buckland. The CIC's ongoing work and the future of the Buckland Centre should therefore remain a priority for Teignbridge District Council.

Considerations

The Overview and Scrutiny Committee may wish to:

1. **Note** the financial and operational challenges currently facing the CIC.
2. **Recognise** the breadth and impact of services provided by the CIC across Newton Abbot.
3. **Support** ongoing discussions between officers and stakeholders regarding redevelopment options for the Buckland Centre and surrounding land.
4. **Endorse** the principle that a new community centre should be constructed and operational prior to the demolition of the current Buckland Centre.
5. **Request** that a detailed feasibility study be brought forward to the Executive in due course, including community consultation and partnership options.

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Overview & Scrutiny Committee Meeting

Date: 17 June 2025

Outside Organisation Updates from the Councils appointed representatives:

Brief:

The Council's representatives are invited to report on any meetings of the appointed outside organisation, the role the organisation(s) they represent plays in promoting and aligning with the Council's priorities, policies and strategies, their impact and results, and advising on partnership discussions which are open and in the public domain. Feedback is scheduled across a full year cycle once per annum for most organisations and twice where meetings are more frequent (greater than 5)

Update from: Cllr Palethorpe

Outside Organisation/Body: Devon, Cornwall and Scilly Isles Police and Crime Panel

Purpose of the Organisation:

Update on my new role as Teignbridge District Council's representative on the Devon and Cornwall Police and Crime Panel.

This is a crucial forum. The Panel exists to scrutinise and support the work of the Police and Crime Commissioner—Alison Hernandez—and to ensure that policing priorities reflect the needs of our communities here in Devon, Cornwall and the Scilly Isles.

Role of the Panel.

The panel is responsible for reviewing the Police and Crime Plan, monitoring performance scorecards, and scrutinising the decisions and actions of the Commissioner.

What we do not do, and this is important to be clear about, is scrutinise the operational performance of the police force. That responsibility lies with the Commissioner, who is elected to represent public views and hold the Chief Constable to account.

The Panel does, however, have some significant powers. These include:

- The power to veto the proposed police precept for council tax.
- Holding confirmation hearings for the appointment of Chief Constable and senior support staff.
- Reviewing the annual report and decision log of the PCC.
- And considering non-criminal complaints made against the Commissioner.

All meetings are public, webcast from Plymouth City Council, and follow a structured agenda that includes regular updates from the Commissioner and reviews of key policing priorities.

Under the Crime and Disorder Act, local authorities have a duty to work with police and other agencies to prevent crime

	<p>and disorder. Our Community Safety Partnership, (CSP), plays a key role here.</p> <p>It must align its strategic plan with the Police and Crime Plan and submit that agreement to the PCC for the policing area.</p>
Attendance requirements/ meetings attended:	4 x Annual or as required to complete agreed work streams.
Feedback:	<p>Nationally, the Home Secretary has identified six threats that every police force must be prepared to respond to. These are:</p> <ol style="list-style-type: none"> 1. Violence against women and girls 2. Terrorism 3. Serious organised crime 4. National cyber incidents 5. Child sexual abuse 6. Public disorder and civil emergencies <p>It's also worth reiterating the distinction between the roles of the Commissioner and the Chief Constable.</p> <p>The Commissioner sets the vision, determines strategy, and holds the force to account.</p> <p>The Chief Constable leads the force, manages day-to-day operations, and is responsible for delivering policing on the ground.</p> <p>While the Commissioner has no operational control, their relationship with the Chief Constable is essential to building a service that is trusted by the public and meets the needs of our communities.</p> <p>At the last Panel meeting in January, and ahead of the next on 25th July, several important initiatives were discussed. These include:</p> <ul style="list-style-type: none"> • Hotspot policing and increased foot patrols in town centres. • A multi-agency approach in places like Torquay, including small but meaningful interventions—like the removal of benches that attract antisocial behaviour. • Community Payback schemes, where offenders complete useful work locally—a scheme I believe should be expanded.
Examples of where the brief above has been followed:	<p>We've also seen the impact of Operation Scorpion, now in its 10th phase.</p> <p>This is a regional crackdown on drug trafficking and county lines, with strong results:</p> <p>95 arrests, £47,000 seized, and 48 people safeguarded—including 19 children. The real success, however, lies in disrupting exploitation and preventing young people from falling into a lifetime of criminality.</p> <p>In terms of prevention and rehabilitation, the force has introduced a new out-of-court resolution for first-time</p>

	<p>domestic abuse offenders, partnering with the Hampton Trust.</p> <p>This early intervention approach seeks to change behaviour and reduce reoffending before it escalates.</p>
<p>Additional information relevant to Overview & Scrutiny including the value that TDC brings to this organisation and/or why this organisation needs TDC:</p>	<p>Devon, Cornwall and the Scilly Isles is not an easy place to police. It has:</p> <ul style="list-style-type: none"> • A resident population of 1.82 million • The largest road network of any force in England • Two national parks, 730 miles of coastline, and over 39 million annual visitors <p>This unique geography makes for complex operational challenges, balancing rural, urban, and coastal demands. That's why the current PCC plan places a strong focus on repeat offenders, repeat locations, and repeat victims. We all know the truth—most crime is committed by a small number of people in a small number of places. If we want to keep our communities safe, we must deal with the root causes and stop the cycle of reoffending. The new PCC Police and Crime Plan for 2025 to 2029 is focused on just that:</p> <ul style="list-style-type: none"> • Improving the police service • Preventing crime and antisocial behaviour • Supporting victims • Building public trust and professional standards <p>And while the plan aspires to have the force consistently assessed as "Good," I would note my own concern: if standards stay still while society changes, a rating of 'Good' can mask stagnation. We must always push for better, not simply settle.</p> <p>As the Teignbridge representative on this Council on the Panel, I would welcome the opportunity to return to this Committee to provide further updates or answer any questions.</p>

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Overview & Scrutiny Committee Meeting

Date: 17 June 2025

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Update from: Cllr Palethorpe

Outside Organisation/Body: Citizens advice Teignbridge/Newton Abbot

Purpose of the Organisation:	Purpose of Report To update the Committee on the current situation facing Citizens Advice Teignbridge (CAB), including ongoing operational challenges, the implications of Local Government Reorganisation (LGR), and future funding uncertainties. The report also highlights TDC's recent support and outlines considerations for future action. Background Citizens Advice Teignbridge is a vital charitable organisation providing free, confidential, and impartial advice to residents across the district. The service is delivered predominantly by trained volunteers and is instrumental in supporting residents with a wide range of issues, particularly relating to debt, housing, and benefits. TDC has historically supported the organisation through core funding and premises support. Most recently, the council approved a rent rebate of £4,000 to assist with the financial sustainability of the charity. Governance and Representation As the Council's appointed representative on the board of Citizens Advice Teignbridge and will attend board meetings and act as a conduit for issues affecting the organisation that require attention from the local authority.
Attendance requirements/ meetings attended:	As required and programmed by CAB Board
Feedback:	Key Issues a. Local Government Reorganisation (LGR) LGR presents significant uncertainty for Citizens Advice across Devon, including Teignbridge. It is currently unclear whether core funding streams from district councils—including TDC—will continue under any future unitary authority arrangements.

	<p>This lack of clarity is affecting both medium and long-term financial planning for the organisation and is a concern shared by trustees of CABs throughout the county. As a result, strategic conversations around structural consolidation and the potential merger of CAB branches are taking place to preserve essential services.</p> <p>b. Premises and Future Accommodation With the Wilko block set to return to TDC ownership, there is further uncertainty regarding the future of CAB's current premises. Trustees have expressed concern about facing unaffordable rental costs without alternative accommodation being identified in any emerging Newton Abbot masterplan.</p> <p>c. Funding Environment Since 2020, CAB has lost access to several external funding streams, many of which were previously relied upon to deliver services. Trustees are now investing significant time in applying for new grants and sources of funding—often without success. This has led to increased financial caution and a focus on securing core operational sustainability. The recent £4,000 rent rebate awarded by TDC was well received and acknowledged as a meaningful contribution, helping to mitigate some of the pressures in the short term. However, long-term sustainability remains at risk.</p> <p>d. Service Demand and National Policy Changes There has been a sharp rise in demand for advice services in recent months, particularly relating to welfare benefits. Following the October 2024 budget and proposed changes to Personal Independence Payments (PIP), CAB advisers have reported a significant increase in queries. This includes new clients who had previously been discouraged by the complexity of the claims process but are now seeking help due to increased cost-of-living pressures.</p> <p>Collaboration and Strategic Response Citizens Advice Teignbridge continues to work closely with the South Hams and Torbay CAB branches. While current collaboration focuses on cost-sharing and joint funding applications, trustees are exploring wider integration options as part of strategic planning for long-term viability.</p> <p>Recognition of Volunteers It is essential to note that CAB's services are delivered predominantly by volunteers who generously contribute their time and expertise. These individuals are the backbone of the organisation. Should funding gaps or post-LGR service disruptions occur, the burden of unmet need is likely to fall back on the statutory authority, potentially at far greater cost.</p>
<p>Examples of where the brief above has been followed:</p>	<p>Annual CAB report to funding organisations provides detailed information on assistance that aligns with CAB strategic aims.</p>
<p>Additional information relevant to Overview & Scrutiny including the</p>	<p>Considerations.</p>

value that TDC brings to this organisation and/or why this organisation needs TDC:

- That the Overview and Scrutiny Committee notes the valuable contribution of Citizens Advice Teignbridge to residents across the district.
- That the Committee recognises the uncertainty created by LGR and encourages clarity at the earliest opportunity regarding future funding responsibilities.
- That the Committee supports further engagement with CAB trustees to explore long-term accommodation options within any future Newton Abbot redevelopment.
- That the Committee considers, as part of budget-setting processes, maintaining a degree of funding support or facilitating access to premises for CAB post-LGR to ensure continuity of services.
- That the Committee considers as part of the budget setting processes looking at providing a period of fixed rental for CAB to provide financial stability for the organisation.

Conclusion

Citizens Advice Teignbridge plays a critical role in supporting our residents. While recent council support has been appreciated, the organisation now faces a convergence of challenges which require careful consideration by this council—both in the context of ongoing support and in preparing for the transition to a new unitary authority.

Failure to address these issues risks the loss or reduction of essential advice services at a time of growing public need.

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