

Public Document Pack

OVERVIEW AND SCRUTINY COMMITTEE

Tuesday, 11 November 2025 at 10.00 am

7 **Council Strategy Q2 performance report**

Report to follow

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**Teignbridge District Council
Overview & Scrutiny Committee
Part i**

Quarter 2 2025-26 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.

Head of Financial Services

Email: gordon.bryant@teignbridge.gov.uk

Legal Implications

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

Acting Monitoring Officer

Email: charlie.fisher@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.

Head of Financial Services

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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

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Report Author

Project Manager

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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 July to 30th September 2025. If you have any queries relating to specific service projects, please ask them in advance of the meeting.

This will be the final report in this format against the T10 projects: new reporting standards against the One Teignbridge Council Strategy will be brought forward following the adoption of the Action Plan at Full Council.

1.1 T10 Finance

Financial budget proposals as presented to the Executive on the 6th of January 2025 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 quarter of this year and the final quarter of 2024-25 for comparison purposes. Additional indicators are classed as monitoring at this time as they are calculated on an annual basis.

KPI Status	Quarter 4 2024/25	Quarter 1 2025/26	Quarter 2 2025/26
Ahead of target	14	4	6
On target	14	8	10
Underperforming	6	6	6
Monitoring indicators	45	61	57
Total	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 4 2024/25	Quarter 1 2025/26	Quarter 2 2025/26
On track	31	32	30
Caution	3	2	3
Completed	7	7	8
On hold (data not due)	1	1	1
Total	42	42	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. We are already seeing carbon savings from the vehicle fleet with a fuel reduction the equivalent of driving around the world eight times. The Teignbridge Climate Hub, continues to promote simple actions that residents and business can take to reduce their carbon footprint. The carbon footprint covering the supply of heat to our buildings in 2024/25 is the lowest on record and 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 building now has a new power supply. The Building Management System is being configured. Commissioning of the new heating system is expected in September with the system going live before the heating season.
- Broadmeadow Leisure Centre - The site has undergone a full refurbishment and decarbonisation project and reopened to the public last quarter. We will continue to see the benefits of this project in our carbon footprint next year.
- Dawlish Leisure Centre - Photovoltaics and air handling units have now been 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 carparks 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. Actions have been incorporated into the One Teignbridge Strategy.
- 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 Local Plan in autumn 2024. The Council has since responded to the Inspectors comments, and the latest version is out for public consultation. Climate change policies contained within the plan were subject to minor modifications and as such now carry weight in the planning process. Therefore, the Climate Change Officer comments on Planning Applications using the emerging policies requirements.

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:

Overview

Progress has continued in Quarter 2 with the delivery of new affordable homes and approval has more recently been given to proceed with the Council's largest direct housing development at Sherborne House Car Park. In some other areas performance is below target to date. Overall the position is as follows:

- 1 performance indicator is well ahead of target
- 3 indicators are ahead of target or on target
- 4 indicators are behind target

Information and commentary on the indicators is provided in the relevant section below.

Affordable Homes

The delivery of new affordable homes in urban areas by Registered Providers remains well ahead of target. There were 32 completions during Q2 as follows:

- Cornerstone – 7 completions
- LiveWest – 3 completions
- SNG – 22 completions

No further affordable homes were delivered in rural areas during the quarter and it is not expected that there will be any further completions during the remainder of the year. Affordable housing delivery in rural areas is challenging. This may also have been affected by landowners waiting for the new Local Plan policies to come into play. Work is planned to strengthen the delivery pipeline and services will be engaging with

Parish Councils around the new Local Plan and development of the new Housing Strategy over coming months.

One wheelchair accessible dwelling was completed in Q2. The new Local Plan requires 5% of all dwellings to be M4(3) compliant. It remains to be seen if developers will spread these across all tenures or focus on the affordable tenures.

The Council's own delivery programme has reached an important milestone with Full Council on 23rd October approving the Sherborne House Car Park scheme to progress, with the preferred construction tenderer selected. A bid to Homes England for Grant funding will be submitted shortly and if successful it is anticipated that the development will start on site in Q4 of this year.

The planning application for change of use of Harewood House is being considered by the Planning Committee in November. If approved the acquisition will then be completed and refurbishment works will commence with the accommodation expected to be available for use as temporary accommodation from Q1 next year which will assist in reducing the cost of emergency accommodation to the Council. Three further acquisitions of new homes supported by the Local Authority Housing Fund are due to complete before the end of the year.

Homelessness

The service has had continued success in preventing or relieving homelessness with alternative accommodation secured for 66 households in the quarter which is ahead of target. The target to assist households to remain in their current accommodation was not met which continues reflects difficult market conditions and affordability.

Improving Homes

The number of homes improved through Council intervention – over 190 for the year to date – is on target. The number of vulnerable and elderly residents assisted to remain in their home remains below target for the second quarter but the annual target is expected to be met.

Code	Title	PI Verifying Manager	Executive Member	+/-	Prev Year End	Annual Target	Current Target	Status	Q1 Act	Q2 Act	Officer Notes
CSROH01	Net additional homes provided	Alex Lessware, Michelle Luscombe	Planning	+	459	720	360 (2/4)	Concern	118	247	(Quarter 1 - 2) Still below target, seems to be a global issue not just here in Teignbridge (HW)

CSROH02	Number of self build homes provided	Alex Lessware, Michelle Luscombe	Planning	+	22	38	19 (2/4)	Concern	3	6	(Quarter 2) Again below target as all new home delivery is (HW)
CSROH10	Number of vulnerable & elderly residents assisted to remain in their own home	Alison Dolley	Communities, Housing & IT	+	285	280	140 (2/4)	Concern	51	93	(Quarter 2) In total 42 households have been assisted with adaptations to help them remain at home. We have seen a decrease in the number of referrals coming through from Social Services. Although they do have a waiting list for assessments, it is not considered significant at this time. We will be reviewing expenditure to date this month and assessing whether we are in a position to reopen the Discretionary Grants programme (AD)
CSROH11	Homelessness prevented by helping client remain at home	Tammy Hayes	Communities, Housing & IT	+	36	40	20 (2/4)	Caution	7	19	(Quarter 1) It is increasingly difficult to negotiate clients remaining in their current accommodation due to the number of landlords wishing to sell, change

											use to air bnb type accommodation or wanting the property back for themselves or family. (FL)
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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 ongoing challenges and significant projects underway and in development. The fleet decarbonisation and replacement project is now fully delivered.

Changes to waste transfer station legislation and the Simpler Recycling reforms have had significant implications for the operation of the Council's Waste Transfer Station and recycling collection service. Options to remain compliant were considered at the May 2025 Full Council, where budget was assigned to fund the project works required and authority was delegated to award contracts for the related building and recycling infrastructure works, following appropriate procurement processes, to the Head of Environmental Services. Work is underway to finalise the RIBA Stage 4 report and to finalise contract specification documents. The project is on track.

The implications for waste and recycling services from recent Extended Producer Responsibility and Simpler Recycling reforms have now been clarified. A trial for the collection of cartons from households for recycling was delivered in Q4 2024/25. The requirement to collect plastic films from 2027 is being factored into the Waste Transfer Station project and an associated trial is underway. The output from both trials is being presented to all members to help inform the next steps relating to recycling service delivery at the household level.

The review of Public Conveniences was considered at the July 2025 Full Council meeting. Work is underway to explore transfer opportunities with Town & Parish Councils to help reduce the cost implications of service provision in line with the Modern 25 programme.

Green flags were successfully obtained at four of our parks.

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

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. The team are now part of the wider Neighbourhood service grouping and taking on additional tasks to improve the Council's response to issues. This includes an enhanced approach to dealing with unauthorised encampments that can create fly tipping and littering on our land.

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:

Works on the regeneration of the Market Hall, Newton Abbot are progressing well and are scheduled to complete in Spring 2026. This will also include repaving the Market Square.

Funding has been secured from Homes England for feasibility studies to bring Council owned land forward for affordable housing. While the sites have not yet been finalised, there will be an element that will be in town centres.

Council approved the award for construction of Passivhaus standard affordable housing at Sherborne House, Newton Abbot.

A report will be presented to Executive in November seeking approval to commence work on a masterplan for Newton Abbot town centre, which will include Council owned assets.

Running and improving Newton Abbot Markets :

The current tenants have been temporarily rehoused to enable the improvements to the Markets. Work on the redevelopment of the hall are progressing well. 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 included 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 included 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 2025/26 award included funding for town councils to deliver improvement projects.

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.

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The UK Shared Prosperity Fund 2025/26 award is being used to support businesses through employment hubs and support for 'clean growth and diversity'.

Improving accessibility and encouraging more town centre living:

The proposals for pedestrian enhancements along Queen Street in Newton Abbot and the cycle improvements along the National Cycle Network through the town have been completed.

The studies for regeneration and masterplanning will lead to the creation of more opportunities to increase town centre living and improve accessibility.

Supporting evening cultural and leisure opportunities:

The Council's Investment Plan for the UK Shared Prosperity Fund 2022-2025 included £300,000 for funding to support exhibiting, performing and participating in art. The Fund for 2025-2026 included funds for town centre improvements, for which Town Councils were eligible to apply and lead on..

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 with final legal completions occurring in November/December 2025 and expected to be open to the public early 2026.

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.

More pro-active engagement is occurring with Town and Parish Councils; agents and developers/stakeholders through a series of forums held through the year. This ensures better communication and developing trust between those involved in the development process. In addition, Planning Committee members are getting involved earlier in the planning process on major applications and engaging through pre-committee

meeting including the applicant giving the opportunity to ask questions and make comment. This has already led to a better design outcome on an application where members could ask questions in advance of committee.

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 has been examined and is expected to be adopted early in 2026. 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). Whilst a habitat bank that covers Teignbridge is available outside the District we are continuing to liaise with landowners and DCC to deliver Habitat Banks within the District 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

Investment in commercial property projects

- Work is ongoing with T100 opportunities on Council owned land. Principally driven by Housing team with support from assets as and when appropriate .

- The Future High Streets Fund (FHSF).

The FHSF project purpose is for 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 has now completed and the site remediation is effectively complete albeit a section of kerosene remains in situ due to its extent and will need to be remediated prior to development. It will be covered and we are advised it does not present a leaching risk. The Leat diversion was delayed by Environment Agency but has now effectively completed. The access improvement element was used to off-set Market Hall TDC spend (MHCLG consented).
2. Market Hall redevelopment has commenced on site with a practical completion delayed slightly now scheduled for January 2026 (out from end 2025).
3. Transport (Queen St and NCN2) NCN2 and Queen Street now 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 and has been re-lined. Late 2024 a group of GPs have reopened discussions about a scaled down facility for their purposes. The operational car park element of the site is not considered for sale.

- 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 / or to include an extra care facility. The deliverability of this site has now been further enhanced and de-risked by demolition and remediation works undertaken using FHSF (see above). £400,000 of the £2.50M BLRF grant has had to be given back as it was beyond its spend deadline with an unacceptable timescale to

land release. The site will be considered as part of the Newton Abbot Masterplan and ensure support for the proposed use as alternatives exist such as to relocate the Leisure Centre.

Investment in commercial property projects

Work is ongoing with T100 opportunities on Council owned land. Principally driven by Housing team with support from assets as and when appropriate. This includes the development of 23 social rented flats coming forward in Kingsteignton Road, Newton Abbot. The loss of car parking will impact the commercial investment's lettable and existing car park allocations and having to be relocated off-site.

Demolition and remediation work has been completed at Bradley Lane: the leat diversion is effectively complete opening up the site for redevelopment.

Market Hall redevelopment has commenced on site and is progressing well with a practical completion scheduled for January 2026.

Discussions have been held with Town and Parsh Councils on asset transfers following the Full Council decision on the provision of Public Conveniences.

Proposals are being considered by GPs for the development of a facility on site of the former Bobbets Garage in Brunswick Street, Teignmouth.

Other projects within One Teignbridge Action Plan include the employment site behind Aldi, Newton Abbot, Depot light touch refurbishment and Dawlish Leisure Centre refurbishment.

07 Moving up a gear

Lead contact: Alex Lessware, Cllr Gary Taylor

Programme Status: On track

Summary Statement

A382 widening (CSMUG 1.1)

DfT funding package is approved with work commenced Nov 2025. Phase 2 of the scheme will include the Jetty Marsh Link, but build cost inflation means the scope of the works now exclude short Exeter Road section from Churchills Roundabout, and the widening beyond Stover.

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 street through Houghton Barton benefits from resolution to grant planning permission. The link road is likely to be completed in about 5 years, once 386 homes are occupied.

Planning permission being determined for short section of highway linking buttercup way to this new road and further work will seek to progress this when staff capacity is available.

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. There may be some potential for a mobility hub incorporating similar services to a P&R on the edge of Exeter when Peamore / West Exe is developed.

Cycle provision (CSMUG 6.3)

A number of projects being considered around key allocations, as well as other strategic projects are being progressed, including Teign Estuary Trail and links to NA1 / NA3.

Dawlish Link and Bridge - Project largely completed and road open for construction traffic to avoid Gatehouse area. Road could open to all vehicles in spring 2026 when safe to do so.

Dawlish Link and Bridge - Project largely completed and road open for construction traffic to avoid Gatehouse area.

Project Status	Code	Title	Executive member	Last Review Date	Progress Review	Project Responsible Officer

Caution	CSMUG 2.1	Bus and Park and Ride Services	Planning	07/08/2025	<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. £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.</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. There is potential that a new transport hub could come forward in concert with redevelopment of the Cattle Market area, following wider town centre master planning.</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/ West Exe and Markhams village through new Local Plan remain, but are some way in the future.</p>	Alex Lessware
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08 Out and about and active

Lead contact: James Teed, Cllr John Nutley

Programme Status: **On track**

Summary Statement

A continued broad range of community-based initiatives being delivered across the district, engaging with the public, volunteers and organisations. The Broadmeadow refurbishment and decarbonisation programme was successfully completed, and the site was reopened by Cllr John Nutley, and has proved popular with our residents, with over 1000 members now using the centre. The Dawlish RIBA 2 works will be completed later in 2025 and the business case will then be reviewed and presented, outlining the proposed works programme and costs, but very much aimed at delivering a modernised facility that us fit for purpose and providing a more suitable range of services to residents.

09 Strong communities

Lead contact: Rebecca Hewitt, Cllr Richard Keeling

Programme Status:

On track

Summary Statement

A 'Stars of Teignbridge' Volunteering awards evening has been developed in Teignbridge with Teign CVS and other organisations to celebrate the contributions made. An event was also held to raise awareness of funders that included the National Lottery and Devon community Foundation. Councillors supported various community events including VJ day, green Flag and the opening of Broadmeadow Sports Centre. Work continues under the Safer Spaces Safer Places project and a new initiative has been developed to work with young people in primary schools about misogyny. The Community Safety Partnership are also developing sessions for professionals and the community on the impact of drugs and alcohol.

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, bar that highlighted below.

- 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.

Complaints Review Board – improvement and change projects (CSWE 8.4)			Project Responsible Officer Tracey Hooper, Emma Ingle, Graham Rees, David Williams	Executive Member Communities, Housing & IT
Date	Project Status	Progress Review		
20/10/2025	Caution	Performance remains improved with visibility of outstanding complaints and customer feedback. General lack of engagement in identifying and improving root causes, however this will be integral to the new approach. Process mapping of new process complete along with internal consultation on this. Definition of the system requirements expected imminently. Need to understand capability of system and implementation of the requirements by the deadline before arranging wider training, there has also been some changes in the specification due to LGO/HO amendments and internal changes that have/are impacting the requirements.		