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31 August 2018

OVERVIEW & SCRUTINY COMMITTEE

Dear Councillor

You are invited to a meeting of the above Committee which will take place on **Monday, 10th September, 2018** in the Council Chamber, Forde House, Brunel Road, Newton Abbot, TQ12 4XX at **10.00 am**

Yours sincerely

PHIL SHEARS
Managing Director

Distribution:

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

Councillors Haines (Chairman), Ford (Vice-Chairman), Clarence, Colclough, Connett, Cox, Dennis, Dewhirst, Eden, Evans, Gribble, Hockin, Hocking, G Hook, J Hook (was Brodie), Jeffery, Jones, Kerswell, Matthews, Mayne, Morgan, Nutley, Orme, Peart, Prowse, Smith, Thorne, Winsor and Wrigley (One Conservative Vacancy)

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

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

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

Local Government Act 1972 (Section 100 and Schedule 12A) - Reports in Part II of this agenda which contain exempt information are confidential.

Public Access Statement

- There is an opportunity for members of the public to ask questions at this meeting. Please submit your questions by email before 12 Noon two working days before the meeting.
- Agendas and reports are normally published on the Council's website 5 working days prior to the meeting. If you would like to receive an e-mail which contains a link to the website for all forthcoming meetings, please contact us.
- Reports in Part I of this agenda are for public information. Any reports in Part II are exempt from publication due to the information included, under the Local Government (Access to Information) Act 1985.

A G E N D A

PART I

(Open to the Public)

Note:

Executive Members may observe proceedings

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

1. Apologies for absence
2. Public questions (if any)
3. Minutes (Pages 1 - 6)
Confirmation of the minutes of the meeting held on 2 July 2018.
4. Agreement of the agenda between Parts I and II
5. Declarations of interest
6. Matters of urgency or report especially brought forward with the permission of the Chairman
7. Minutes of the Strata Joint Executive (Pages 7 - 10)
To receive the minutes of the meeting held on 11 June, 2018.

Overview

8. T10 Programme Overviews

A presentation will be made on the work being carried out, as part of the overall Council Strategy for the period 2016 - 2025, in relation to two of the Teignbridge Ten super-projects. These are ten connected areas of work, which will each have a widespread impact on the economy, community wellbeing, and the environment.

Amanda Pujol and Nick Davies will present the work of two of the programmes: *A Roof Over our Heads* and *Great Places to Live and Work*.

9. Council Lotteries

A presentation by Nigel Ashton of Aylesbury Vale District Council.

10. CAB Teignbridge

A presentation by Vincent Wilson, Chief Officer, Citizens Advice Teignbridge.

11. Teignbridge Economic Development Plan (Pages 11 - 42)

To review the Economic Development Plan 2018-2023 and recommend to the Executive Committee that it is endorsed.

Scrutiny

12. Call in of Portfolio Holder Decisions (Pages 43 - 52)

Portfolio Holder Decision 12-2018 - Planning Site Inspection Procedure

To consider the call in of the Portfolio Holder for Planning and Housing's decision 12-2018 by Councillor Dewhirst, and supported by Councillors Connett, Cox, Evans, Nutley, Parker and Pilkington.

13. Performance Monitoring Q1 Data (Pages 53 - 100)

To consider the report from Business Improvement and Development.

Future Programming

14. Executive Forward Plan (Pages 101 - 104)

15. Work Programme (Pages 105 - 108)

To identify any areas of work for future meetings of the Committee.

Part II

(Private)

Items which may be taken in the absence of the Public and Press on the grounds that Exempt Information may be disclosed.

16. Exclusion of the Public and Press

The Executive is recommended to approve the following resolution:

That under Section 100(A)(4) of the Local Government Act 1972, the Press and public be excluded from the meeting for the following items of business on the grounds that they involve the likely disclosure of exempt information as defined in paragraph 3 of Part 1 of Schedule 12A of the Act.

17. Scrutiny - Call-in of Portfolio Holder Decision 11-2018 - Funding Contribution for a Cirl Bunting Nature Reserve (Pages 109 - 134)

To consider the call-in of the Portfolio Holder for Planning and Housing's decision by Councillor Connett, and supported by Dewhirst, Evans, J Hook, Keeling, Parker, Rollason.

OVERVIEW & SCRUTINY COMMITTEE

MONDAY, 2 JULY 2018

Present:

Councillor Haines (Chairman)

Councillors Colclough, Evans, Hockin, G Hook, Jeffery, Jones, Kerswell, Mayne, Morgan, Nutley, Orme, Peart, Prowse, Smith, Thorne, Winsor and Wrigley

Other Members in Attendance:

Councillors Bullivant, Golder and Russell

Apologies:

Councillors Ford, Connett, Dewhirst, Eden and J Hook (was Brodie)

Officers in Attendance:

Tony Watson, Interim Head of Commercial Services

Gloria Lloyd, Human Resources & Organisational Development Manager

Rachel Shannon, Human Resources Advisor

Liz Gingell, Corporate Performance Officer

Steve Wotton, Finance Officer

Paul Nicholls, Food Health & Safety Manager

Kay O'Flaherty, Business Development & Improvement Team Leader

James Teed, Leisure Manager

Sharon Sissons, Democratic Services Officer (Exeter City Council)

66. MINUTES OF PREVIOUS MEETING

The minutes of the meeting held on 4 June 2018 were approved and signed by the Chairman.

67. MINUTES STRATA JOINT EXECUTIVE 11 JUNE 2018

The minutes of the meeting held on 11 June 2018 were noted.

68. DECLARATIONS OF INTEREST

No declarations of interest were made.

69. T10 - OUT AND ABOUT AND ACTIVE - HEALTH AT THE HEART - STRONG COMMUNITIES

Three presentations were made on the work being carried out as part of the overall Council's strategy for the period 2016 to 2025 in relation to the Teignbridge 10 Super Projects, the ten connected areas of work which each had a widespread impact on the local economy, community well-being, and environment.

James Teed, Leisure Manager provided Members with detail in his presentation on 'Out and About and Active' and set out the availability of opportunities for a healthy active lifestyle. He made particular reference to the Leisure Strategic Review document, which underpinned much of the Council's work. A significant amount of activity and planning strategy work had already taken place, but more was planned with the public, with the aim of getting the 'inactive active'. He also outlined the achievements in the first two years of the Council's Strategy which included:-

- 168,000 activity sessions for older people,
- 102,000 activity sessions for younger people,
- 1000 sessions aimed at getting people cycling,
- improvements of green spaces, play areas and sports facilities to increase opportunities for activities also working with local communities,
- offering a range of activities to encourage activity and remove barriers to participation through a number of leisure partnerships working through the health agenda including Active Devon, a Pre-Diabetes Pilot Project, Sport Relief, Sugar Smart, Refill Devon and school taster sessions,
- the healthy information campaign and other interventional work with local G.P's and the NHS,
- a range of volunteer development activities, and
- the Teignbridge sport and community awards which celebrate sports and activity achievements of the local community as well as the South West Youth Games with 2000 young people expected to take part.

James Teed responded to a Member's enquiry about participants in the South West Games and confirmed that over 10,000 young people were involved from across the south west. He also confirmed the opportunity for capturing meaningful data from participants or attendees at events. He also took on Members' ideas and suggestions about future events including the Open Field day, an annual event promoting greater public access to open space and fields, and to the Consortium of Gardens - COG, which was a collaboration of volunteers who help to maintain encourage the public to use gardens and open spaces.

Paul Nicholls, the Food Health and Safety Manager and Programme Lead for the Health at Heart Team provided an overview of the initiative and also spoke about the efforts to improve the health and well-being of Teignbridge's population and community. This work included partnership work with other stakeholders who shared the ambition to design evidence-based services and support and pool resources and capacity in a coordinated manner to achieve the best possible outcome for the communities and those in greatest need of the support. He also put into context the opportunities to reduce health inequalities through their work with a range of partners in an effort to improve the population health and well-being outcomes. It was important to ensure that people could remain as independent as possible in their own homes. The presentation covered the wider determinants of health and well-being which included:-

- lifestyle,
- community,
- the local economy

- activities
- the built and
- natural environment, as well as the
- global ecosystem.

He responded to a Member's comment about compensating for society's lifestyles and the importance of starting and maintaining good health habits. The Member also commented on the importance of enough space for young people to play and it was essential for local authorities and developers to ensure there were sufficient parks and open spaces within new developments. Members congratulated officers on the excellent partnership and community initiatives including the 'sunscreen strategy' to ensure that children had access to sun protection during the day. He also noted a comment about the need for good air quality and he would speak to the Environmental Protection Manager, David Eaton on this matter.

Kay O'Flaherty, Business Development and Improvement Team Leader provided a presentation on Stronger Communities, which encouraged Members to help develop and deliver local ideas. Support was also offered for community led planning to shape the future including five adopted or made neighbourhood plans and 11 approved neighbourhood area applications. The team also provided grant funding to support community activities and growth as well as encourage networking between the voluntary businesses, community sectors with a remit of helping others, to help communities become more resilient, resourceful, and sustainable to provide safer places to live.

The Chairman and Members thanked the officers for the presentations, copies of which would be included in the Members' newsletter.

70. QUARTER 4 2017-2018 COUNCIL STRATEGY PERFORMANCE

The Business Improvement Officer Liz Gingell presented the report which provided data for Quarter 4 (1 January to 31 March 2018) on the progress made in respect of the Teignbridge Ten (T10) programmes. Each T10 project had actions with performance indicators and/or projects which monitored progress against targets and milestones. There was also an overview for 2017 and 2018 as well as the key achievements and review of the proposed performance targets for 2018-20.

The report included the outcome of the Council's Strategy Satisfaction Survey, which included a more detailed set of questions to a much wider audience including face to face interaction with residents and also respondents of the resident's panel. A finance overview for 2017/18 revenue and capital budgets also set out the actual spend against the year-end estimate (outturn) and the base budget for the same financial year. A total of 87 Performance Indicators (PI) reports were included, with 24 of the 44 PI's with targets performing above or well above target, whilst 11 PI's were underperforming. The detail of the actions being taken to rectify performance detailed in Appendix A was set out below:-

CSROH 5.1 - Number of rough sleepers on a snapshot date (Y1 – 2) - A Member welcomed the Council's emphasis on this issue and support of vulnerable

individuals and he felt this Council should be proud, and applaud the work of officers who were both sympathetic and empathetic in their approach.

CSROH 1.3 - Number of self-build homes provided - A Member commented on the relatively low number of plots for self-build properties. It was noted that the target of 31 per year related to a Local Plan target. Work would be undertaken to consider a compounded target for this PI by the Business Manager, Simon Thornley.

Clean Scene Summary - Council policies on dog fouling and access restrictions - A Member commented on the dog fouling restrictions and recent tragic incidents involving dog attacks on Dawlish's black swans. He was concerned at the lack of progress made and uncertainty of the enforcement and requested a PSPO for the Dawlish Lawn to be implemented as soon as possible. A request would be sent to the Environmental Protection Manager, David Eaton to pursue.

CSCLS 5.1 - Household waste recycled and composted - The Chairman referred to the static figures and the proposed Member Working Group on recycling and waste. He advised that some background work was needed, but action sooner rather than later was desirable.

CSCLS 7.1 - % of monitored sites not meeting the air quality standard for nitrogen dioxide (NO2) – A Member referred to the upgrade of the South Devon Highway and sought an assurance that air quality monitoring would continue in the adjacent locations. It was noted that this request would be passed to the Environmental Protection Manager. The Chairman also suggested that with the change in the traffic flow it would be useful to obtain similar data for Newton Abbot.

Going to Town summary –

- Working with and supporting continued Town Centre Management – Members commented on the excellent work carried out by the street sweepers in Bovey Tracy, keeping the streets clean and tidy and also welcomed the update regarding the Town Centre Manager post for Teignmouth and Dawlish.

CSGT 6.1 - Number of new homes provided in town centres – The lack of a target was noted.

CSGP 1.1 - Satisfaction with new development in your area - The Chairman referred to the site of new developments which were below target. He welcomed the proposed annual Members' Planning Tour which would visit all the sites surveyed this year, with a likely date of September or October. A Member was aware of the risk of costly appeals, but suggested that with their local knowledge they were often well placed to comment on planning matters. The Chairman suggested it would be worthwhile to see if the planning tour could highlight any such instances.

CSGP 2.1 - % satisfaction with open space/play facilities on new residential developments – The lower satisfaction level could also be in part due to the trigger point for delivery which may not have been reached in some instances and officers would explore the available resources.

CSGP 4.3 - Implementation of projects in South East Devon European Site Mitigation Strategy – A Member referred to the last meeting of the South East Devon Habitat Regulations Executive Committee in April when discussions took place relating to a proposed Visitor Management Plan for Dawlish Warren. The plan would be a valuable resource. The Interim Head of Commercial Services Tony Watson advised that officers would be investigating all options available to mitigate the impact on the nature reserve.

CSHAH 5.8 - Working days list due to sickness absence average per employee - The Human Resources and Organisational Development Manager, Gloria Lloyd attended the meeting and confirmed that this PI had undergone rigorous analysis. An exercise collating information relating to actions based on activity, benchmarking with other local authorities as well as case studies had been carried out. The analysis and benchmarking showed that the 18 year trend of negative reporting was in fact incorrect. It was deemed important to acknowledge this and celebrate the changes made to reflect correct data recording. National statistics showed that the level of attendance should not fall below 96%, and when the attendance rate for Teignbridge District Council was recalculated, taking account of annual leave and bank holidays, the figure rose to 97.3%. It was also felt that by the very nature of the role, data relating to staff absences working in the Recycling and Waste teams should be separated. It was noted that an update would be made to the Overview and Scrutiny Committee meeting on 10 September.

CSZH 3.4- % of waste recycled and composted from our own operations and buildings - The Business Improvement Officer confirmed that the actual recycling rate was 37.2% and that the target had been revised to 40% for this year and 45% for 2019/20.

CSZH 1.1-1.3 - Gas/Electricity and Water Utilities - In response to a Member's comment it was agreed to set targets for all three performance indicators.

CSWE 6.4 - Cost of management as a % of total cost service - The Chairman sought clarification in relation to the identified figure of £126.03. The Finance Officer, Steve Wotton advised that the note related to Quarter 3 and at that time the year-end estimate was £126.03. The actual year-end figure of £100.38 was lower due to a large additional income sum received very late in the financial year.

CSWE 6.5 - Number of full-time equivalent staff - A Member enquired about the specific reasons for the increase of 30 full-time staff and if that figure related to one department or was across the Council. The HR and OD Manager confirmed that the fluctuation in staff was seasonal and included both full-time and part-time employees. It was proposed that a change of measurement to the average FTE/year rather than the number on 31 March was made each year. A full explanation for the increase would be provided in the HR report to Members at the next meeting of the Overview and Scrutiny Committee on 10 September.

Appendix B

The Business Improvement Officer referred to the detail for the proposed PI targets from 2018/19 to 2021/22 and the rationale behind the figures as set out in Appendix B. Members also raised a number of issues relating to the following:-

CSCLS 5.1 - Household waste recycled and composted - A Member inquired about the rationale for a 60% target and then the subsequent year's target was reduced to 56%. The Business Improvement Officer undertook to contact the Waste and Cleansing Manager, Chris Braines to review the target.

CSCLS 5.3- Residual waste per household - The Member sought clarification of a similar anomaly and a lower figure in the following year. The target would be similarly reviewed.

CSCLS 7.1 - % of monitored sites not meeting the air quality standard for nitrogen dioxide - A Member referred to the target and enquired about data to track any improvements following the opening of the new South Devon Highway. He was concerned about the level of monitoring of the air-quality and requested the Environmental Protection Manager to provide further information.

CCLMUG 4.2 - Proportion of commuters by non car modes from the survey of new dwellings - A Member referred to the proportion of commuters and it was noted that the data needs to be reviewed. A request would be made to the Business Manager Development Management, Nick Davies to provide the information.

CSZH 1.1-1.3 - Gas, Electricity and Water consumption- The Chairman referred to the previous reference to this and lack of target. He felt that was a real potential for some savings to be made in respect of these utilities. A target would have to be identified to establish if this was possible and the Interim Head of Commercial Services would speak to the Environmental Protection Manager. However, he was pleased to report that the accommodation at the Council offices were now at maximum capacity to ensure a meaningful target.

Members noted the report.

71. EXECUTIVE FORWARD PLAN

Resolved - The Committee noted the Executive Forward Plan.

72. WORK PROGRAMME

It was noted that the Chairman would liaise with officers to ensure there were items for future meetings. A request had been received from a Member for a discussion on Park Home legislation and the most appropriate contact would be identified to bring a report forward.

Resolved - The Work Programme for the remainder of the year was noted.

Cllr Mike Haines
Chairman

STRATA JOINT EXECUTIVE COMMITTEE

Monday 11 June 2018

Present:-

Councillor Peter Edwards (Chair)
Councillors Christophers, Thomas,
Managing Director and Chief Executive East Devon.

Also Present

Strata IT Director, Chief Finance Officer, The Teignbridge Strata Director, Compliance and Security Manager, Strata Board Director, Document Centre Manager, Business Systems Manager, Democratic Services Officer and Democratic Services Manager

10

ELECTION OF CHAIR

Councillor Edwards was elected Chair. He expressed his thanks to Councillor Diviani for his hard work and welcomed Councillor Thomas.

11

APOLOGIES

Apologies of absence were received from the Chief Executive & Growth Director, Exeter City Council.

12

MINUTES

The minutes of the meeting held on the 5 January 2018 were taken as read and signed by the Chair as correct.

13

DECLARATIONS OF INTEREST

No declarations of disclosable pecuniary interest were made.

14

STRATA IT DIRECTOR'S REPORT

The Strata IT Director presented his report to update Members on the progress within Strata – presentation attached to minutes. Highlights included:-

- Savings made by the three authorities;
- The success of the global desktop during the winter snow storms;
- Improvement in staff morale and Service desk;
- The Audit Partnership showed Strata was operating to a good standard;
- The introduction of the Business Intelligence Reporting for internal staff;
- The progress of the convergence mapping remodelling.

In response to questions, the Strata IT Director and the Director responsible for Finance responded:-

- The business intelligence reporting allowed users to create their own reports, easing the burden on Strata providing them;
- A request for a data analyst to support Strata was being considered;
- The cost of not transferring systems to the Global Desktop would be difficult to calculate;

- Contracts could be looked at as part of the business plan amendments. The original business plan had been written in 2014 and had had been amended several times, the last time being in early 2017. Contracts would be addressed in the next amendment;
- Accumulative savings would be available through the business intelligence reporting;
- There were increasing costs of spending, to stay up to date with ever changing technology, such as new tablets and phones and investment needed in the Data Centre environment.

RESOLVED that the report be noted.

15

IT TRAINING NEEDS PROPOSAL

The Strata IT Director presented the report, which had been considered at Scrutiny on 31 May 2018. It proposed the introduction of a roving IT training resource to enable the three authorities to deliver a more professional approach to IT and develop skills.

The costs for each Authority were provided, representing the percentage contribution for each authority to cover the £42,000 annual resource charge. A roving training resource would ensure that no single authority would carry the full cost.

A discussion was held on the funding of the IT training post and the financial impact to each authority. Members emphasised the vital need for this resource to also be made available to Councillors of all three authorities.

RESOLVED that Strata would cover the initial costs of the gap analysis exercise to ascertain the need and scope of the IT Training Service to be delivered. The subsequent findings and outcomes would be reported back to the Strata Scrutiny and Joint Executive Committees.

16

SUPPORT OF COUNCILLOR IT PROGRAMME

The Strata IT Director reported that there was currently no formal agreement for the support of Councillor IT equipment at either East Devon or Teignbridge. Councillors provided their own IT equipment (desktops, laptops, printers, tablets) from their allocated budgets. Strata did not currently support or provide equipment used by Councillors. At Exeter, Councillors had been provided with iPads to enable them to access both email and various IT systems including Modern Gov. These devices were owned by the authority and were supported by Strata.

A discussion was held on the four available options outlined in the report. Members considered the options for the long and short term periods considering the use of tablets for all its Members from 2019. The Strata Joint Scrutiny Committee considered the report at its meeting on 31 May 2018 and its comments were reported.

RESOLVED that option 4 be approved with implementation in May 2019. Councils would need to approve the budgets for this in their Council Budgets for 2019/2020.

17

CUSTOMER SERVICE PLAN

The Strata IT Director presented the report advising Members of the purpose of the Customer Service Plan, which had been created to improve the level of service for the three authorities currently served by Strata. The Service Desk was responsible for supporting and logging incidents and technical support queries and ensuring that all telephone, email and portal queries were resolved. It also provided a system

generated interaction number which was used to track the call from initial log to closure.

RESOLVED that Customer Service Plan be noted.

18

JOINT IT STEERING GROUP - TERMS OF REFERENCE

The Strata IT Director presented the report setting out the role, mission statement, terms of reference and reporting lines of the newly created Joint IT Steering Group explaining how it fitted within Strata's overall governance framework.

Following a review of the governance structure of Strata it had been concluded that there was no one body overseeing the prioritisation of projects and programmes across the three authorities. This had led to Strata prioritising projects.

RESOLVED that Joint IT Steering Group Terms of Reference be noted

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LOCAL GOVERNMENT (ACCESS TO INFORMATION) ACT 1985 - EXCLUSION OF PRESS AND PUBLIC

RESOLVED that, under Section 100A(4) of the Local Government Act 1972, the press and public be excluded from the meeting during consideration of item 10 on the grounds that it involved the likely disclosure of exempt information as defined in paragraph 3 of Part I, Schedule 12A of the Act.

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STRATA FINAL ACCOUNTS - 2017/18

The Director responsible for Finance presented the report on Strata's final accounts for 2017/18. The 2017/18 Business Plan had revised the savings profile set out in the original Business Case over the initial ten year period of the Company. Strata had delivered a revenue savings of £575,804 in 2017/18, with the key variation being the former comparing well against the original target of £252,836.

Strata Joint Scrutiny Committee considered the report at its meeting on 31 May 2018 and its comments were reported.

In response to a Members' question, the Director responsible for Finance stated that improvements had been made to the process of identifying spending need and where there would be an under spend.

RESOLVED that the report be noted including the Pension Fund deficit.

(The meeting commenced at 5.30 pm and closed at 7.15 pm)

Chair

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TEIGNBRIDGE DISTRICT COUNCIL

OVERVIEW & SCRUTINY COMMITTEE

CHAIRMAN: Cllr Mike Haines

DATE: 10th September 2018

REPORT OF: Economic Development Review Group

SUBJECT: Teignbridge Economic Development Plan 2018-23

PART I

RECOMMENDATION

That Members review the Economic Development Plan 2018-2023 and recommend to the Executive Committee that it is endorsed.

1. PURPOSE

To provide Members with a summary of the responses to the consultation on the draft Economic Development Strategy, and to present the final version of the Economic Development Plan 2018-2023, incorporating changes following the consultation.

2. BACKGROUND

The Council's previous Economic Development Plan covered the period 2012-2015. Following the introduction of the Council's 10 year strategy it is necessary to develop a new Economic Development Plan that aligns to the strategy, in particular the 'Going to Town' and 'Investing in Prosperity' projects.

Following approval from the Executive Committee on 1st May 2018, the draft Economic Development Plan went to consultation between 14th May 2018 and 29th June 2018. A consultation report outlining the feedback we received can be found as Appendix A to this report. The list of amendments made as a result of the consultation can be found as Appendix B.

The amount of suggested amendments from the consultation has been minimal, with praise being given to the conciseness, style and design of the plan. The plan has also learnt the lessons from the previous EDDP 2012-2015, in that it focuses solely on what TDC has the power and resource to realistically achieve.

TEIGNBRIDGE DISTRICT COUNCIL

3. MAIN IMPLICATIONS

The Plan will guide the Economic Development work plans and focus for the next five years. It will also inform how our resources will be focused, budgets identified, and services and projects prioritised to support economic prosperity.

The Plan has been informed by a wide range of feedback received from our engagement activities with the business community across Teignbridge in 2017 and 2018 including: face to face meetings with businesses; the results of a 'How's Business?' survey sent out directly to Teignbridge based businesses; responses to the annual Council Strategy survey; and the EDP consultation.

The Plan also takes account of the wide variety of Plans and Strategies at a national, regional and sub regional level such as the Government's Industrial Strategy and the Heart of the South West Local Enterprise Partnership's Productivity Strategy. The final version of the EDP is attached as Appendix C.

The Plan is accompanied by an Action Plan that goes into more detail on how the actions will be delivered, with timescales for delivery and who will be involved in that delivery. The Action Plan has also been amended as a result of the consultation process. The final version of the Action Plan is attached as Appendix D.

4. WITNESSES TO BE CALLED

None.

5. TIME-SCALE

Subject to Members approval the EDP will be sent to Executive for endorsement in October 2018.

6. CONCLUSION

The Plan seeks to give greater clarity on how the Council will deliver its economic commitments as set out in the 10 year Council Strategy.

Neil Blaney
Economy Manager

Cllr Richard Keeling
Chair of the Economic Development
Review Group

Wards affected	<i>All</i>
Contact for any more information	<i>Neil Blaney – Economy Manager Tom Winters – Economy Projects Officer</i>
Background Papers (For Part I reports only)	<i>Appendix A – Economic Development Plan 2018-23 Consultation Report Appendix B - Economic Development Plan 2018-23 List of Amendments to Consultation Draft Appendix C – Economic Development Plan 2018-23</i>

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	<i>Appendix D – Economic Development Plan 2018-23 Action Plan</i> <i>Topic Papers available at www.teignbridge.gov.uk/oureconomy</i>
Key Decision	<i>Recommend for endorsement</i>
In Forward Plan	Yes
In O & S Work Programme	Yes

TDC ECONOMIC DEVELOPMENT PLAN 2018-2023

Consultation Responses and Review

From 11 May to 29 June 2018 Teignbridge District Council ran a consultation on the draft Economic Development Plan (EDP). This review will analyse the responses and propose suggested amendments to the draft plan. This will also be an opportunity to respond to the various comments brought up in the consultation.

CONSULTATION

Businesses, residents and TDC partners were encouraged to take part in the consultation. In order to maximise coverage of the EDP and encourage people to take part, the following actions were taken:

Survey

An online survey was set up which allowed participants to have their say on the draft EDP. A total of 28 responses were received from businesses, residents and partners, with a further 3 responses sent to the Economic Development team directly.

Social media campaign

TDC Facebook and Twitter accounts were used to promote the EDP and the consultation survey to capture an online audience. The results are as follows:

- Teignbridge Facebook: 4 posts, 11 likes, 13 shares and 3 comments
- Teignbridge Twitter: 12 posts, 10 likes, 20 retweets, 1 comment

With the average post getting anywhere between 200 and 1,000 views, it is likely that the total amount of 'views' would have been at least 10,000 throughout the duration of the consultation.

Town council meetings

Meetings were attended by TDC officers to discuss local issues, to ask councillors to participate in the consultation, and also to encourage their constituents to take part. A6 postcards were given out with a link to the survey. All of the towns in Teignbridge were invited to take part, the following meetings were subsequently attended:

- Chudleigh Town Council: 18th May 2018
- Teignmouth Town Council: 5th June 2018
- Buckfastleigh Town Council: 13th June 2018
- Newton Abbot Town Council: 20th June 2018

Business group meetings

Chambers of commerce and other business representative group meetings were attended by TDC officers to discuss local issues and ask members to participate in the consultation. A6 postcards were given out with a link to the survey. The following meetings were attended:

- Great Western BNI: 11th May 2018
- Newton Abbot and District Chamber of Commerce: 29 May 2018
- Torbay Business Forum: 5th June 2018
- Chudleigh Business Guild: 13th June 2018
- Dawlish Warren Tourism Group: 20th June 2018
- Dawlish Chamber of Trade and Commerce: 26th June 2018
- Moor Business Breakfast: 27th June 2018

Partner organisations

The Economic Development team meet regularly with counterparts at the Councils for Devon County, Torbay, Dartmoor, Exeter, East Devon and Mid Devon. The draft EDP and action plan were discussed with those colleagues throughout the development of the Plan and during the consultation.

In-house discussions

The EDP was put together with on-going input from colleagues across the Council, most notably Planning, Building Control, Environmental Health, Business Rates, Parking, Markets and Tourism. A cross-party review group was formed from the Council's Overview and Scrutiny Committee and contributed significantly in the development of the EDP draft, endorsing the published version to the Council's Executive Committee.

Direct response requests

The Economic Development team contacted a variety of partners for their thoughts along with a request to respond if they wished. Direct responses were received from:

- Heart of the South West LEP
- NFU South West

CONSULTATION RESPONSES

The survey received a total of 28 responses from 19 residents, 6 businesses and 3 inputting 'other'.

The survey began with Q1. asking the participant whether they believed the draft plan will reach the aims set out in Our Vision. 11 inputted 'yes', with 10 saying 'somewhat' and 7 saying 'no'.

Participants were then asked what was missing. Below are some of the answers that were inputted:

- There were no references transport and education (areas which TDC has little or no control over).

- There were no references to parking and housing (non-economic areas which TDC covers).
- The plan is too Newton Abbot centric.
- The plan falls short of delivering specific commitments to specific projects.

The following five questions explored each of the five ventures. For each venture the participant was first asked whether they agreed with the objectives and were then asked whether they believed anything was missing.

Q2. Supporting and Networking: 15 yes, 9 somewhat, 3 no.

- There needs to be more support to initiatives before they embark on setting up a business.
- There needs to be a preference made to Teignbridge businesses for TDC procurement, even if it is slightly more expensive.
- No mention of the National Park.
- TDC need to do better at helping businesses secure funding, either through a separate department helping with applications or working more closely with Devon CC.

Q3. Driving Productivity: 17 yes, 10 somewhat, 1 no.

- Securing better broadband provision.
- There is no mention to what we mean by lengthening trading times.
- There is no mention of the need for public Wi-Fi

Q4. Building Partnership: 17 yes, 8 somewhat, 1 no

- TDCs commitments are not matched by funding, for the TCMs for example
- There is doubt regarding the effectiveness and likelihood of a peripatetic TCM.

Q5. Catalysing Growth: 17 yes, 6 somewhat, 4 no.

- Parking capacity, particularly in Teignmouth, is becoming a problem.
- Economic growth tends to result in environmental degradation.
- The planning department must not hinder growth.
- The plan is too retail centric and should focus on other important sectors, such as tourism for example.
- There are no actual project details.

Q6. Co-operative Services: 18 yes, 6 somewhat, 3 no

- Monitoring is not enough, there needs to be more mention of how this will be achieved.
- This venture is not fully explained in detail.

Question 7 asked if there was anything else the participant would like to add to improve the draft plan, some of the responses included:

- We need to preserve and upkeep public and green spaces.
- We need a more realistic affordable housing target.
- A strategy is needed for transport, roads and parking
- Business rate reliefs for high street occupants.
- We need to promote our most important sectors, such as tourism and agriculture.

Question 8 asked if there was anything else participants could think of that we could put into the action plan to fulfil our objectives, some of the responses included:

- A strategy is needed for transport and local infrastructure.
- Concentrate on education and skills of students.
- Expand street lighting by producing more green energy.
- There needs to be targets for our actions.

In addition to the survey, responses were sent directly to TDC officers. Officers also attended various meetings and events where notes were taken of the most relevant points. These points include:

- There was a lack of targets.
- There was no direct reference to education or to housing.
- TDC should do more to market the area to large (high-wage and high-skill) employers.
- TDC should develop ideas to lengthen the times of trade.
- The EDP should include the number of jobs in tourism and/or hospitality into the plan.
- TDC should use its powers through parking and business rates to support the town centres.
- The document should link to the Industrial Strategy and HotSW Productivity Strategy.
- There is no mention of mobile coverage, which remains an issue in some places and is equally important as broadband coverage.

RECOMMENDATIONS

To include:

- We should mention procurement and a commitment for fair and transparent tendering processes which offer value for money to the taxpayer whilst also supporting local business. (Venture: Supporting and Networking? Bullet point 2 can be deleted).
- We need to mention Dartmoor NPA under the Building Partnerships venture (bullet point 3).
- We need to clarify what we mean by 'lengthening trading times' under Driving Productivity.
- We should acknowledge environmental and ecological constraints, perhaps by committing to a 'circular economy' for Teignbridge. (A third aim for Our Vision?).
- We should mention our aim to improve mobile coverage under Driving Productivity. (Under bullet point 1?).

Not to include:

- We should not include specific targets in the Action Plan, as economic indicators are more likely to be influenced by national/global pressures rather than TDC actions.
- We should avoid mentioning areas where TDC has little or no control over, such as education, transport and setting business rates. We already mention our commitment to supporting skills (apprenticeships), supporting infrastructure projects as and when they are proposed and using our limited business rate relief powers.
- We should avoid expanding any more on other TDC responsibilities with limited implications for economic development, such as parking and housing for example.

Things to consider:

- How can we make the plan less Newton Abbot centric?
- How else can we link the plan to the Industrial Strategy and HotSW Productivity Strategy?

TDC ECONOMIC DEVELOPMENT PLAN 2018-2023

List of Amendments to Consultation Draft

As a result of the EDP consultation, which ran from 14th May 2018 to 29th June 2018, a number of amendments have been made to the draft EDP and its accompanying Action Plan. This list includes all major amendments to the draft that will appear in the final version.

EDP:

- The TDC Business Improvement and Development (BID) team conducted a plain English review of the plan to cut down on technical wording and improve its accessibility to the average reader.
- Under 'National context', a reference has been included regarding how the HotSW Productivity Strategy and Industrial Strategy has directly influenced the contents of the plan.
- A third key aim has been included under 'Our vision' to highlight our need to be environmentally and economically sustainable. Paragraph 3 has been removed and replaced with follow up text on the new third aim.
- The reference to the business rate retention pilot has been moved from 'Our vision' to the Action Plan ('Co-operative services', Objective 2, Action 3).
- Objective 2 under 'Supporting & networking' has been replaced with a commitment "To offer a fair and transparent procurement process that offers value for money to the taxpayer and supports local businesses". The former objective committed "To offer our own local knowledge, contacts and networks to businesses", which has already been implied in the introductory text to 'Supporting & networking'.
- The reference to the new tenants letter under Objective 6 has been moved from 'Supporting & networking' to the Action Plan.
- A reference to improving mobile coverage has been included in Objective 1 under 'Driving productivity'.
- Objective 7 under 'Driving productivity' has been moved to the Action Plan.
- A reference to Dartmoor National Park has been included under Objective 3 of 'Building partnerships'.
- The targets on page 14 have been removed, as they are already mentioned throughout the Action Plan under 'Measure of progress'.
- Information and links to the Action Plan and Factsheets have been moved from 'Moving forward' to page 14, now titled 'Supporting documents'.

EDP Action Plan:

All of the changes to the ventures in the EDP have been brought forward to the Action Plan, the following points are in addition to these changes:

- Under Objective 4 of 'Catalysing Growth' an additional action has been included which states that "The Economic Development team will seek involvement in the planning process of all major commercial developments."
- An additional action has been included under Objective 2 of 'Co-operative services' (regarding business rates) stating "We will look to attract valued new employers by use of discretionary relief powers"

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Economic Development Plan

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2018 - 2023

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Introduction

Teignbridge District Council interacts with businesses on a daily basis through the services we provide and the support we offer. We have a small but important role to play in the local economy, a role which has been set out in this plan.

This five year plan, from 2018 to 2023, sets out how we will continue to directly support our local businesses, broaden opportunities for our residents and spur inclusive economic growth across the district. Our commitment is to be solutions-based in the challenges we face and the opportunities we grasp.

The initiatives in this plan set out our ambitions and the direct actions we will take. We believe that a five year timeframe will give us sufficient scope for achieving our aims without losing relevance as the economic environment changes.

This plan is the end result of a wide ranging engagement strategy, which sought input from our businesses, our partners and the multiple departments which make up the council. We have also utilised the results of the Council Strategy annual survey, in particular those relating to the ‘Going to Town’ and Investing in Prosperity’ projects. These contributions have helped us to formulate a diverse plan that understands our capabilities and our constraints.

National Context

The UK economy is experiencing a period of great change. The coming years will flesh out our future relationship with the European Union and the future of UK trade policy. Since the financial crisis of 2008, growth has remained fairly volatile, with productivity stagnating and disposable income coming under pressure. General employment prospects have, however, significantly improved since the downturn.

As set out in the government's Industrial Strategy, one of the key national economic initiatives is to solve the UK's flat-lining productivity. This will see drives to upskill our labour force, to support research and development and to improve infrastructure. Along with the Heart of the South West Productivity Strategy, the Industrial Strategy has directly influenced the contents of this plan.

We expect to see major financial, technological, economic and social change over the next few years, although it's not possible to predict them all with certainty.

These 'disrupting' forces include:

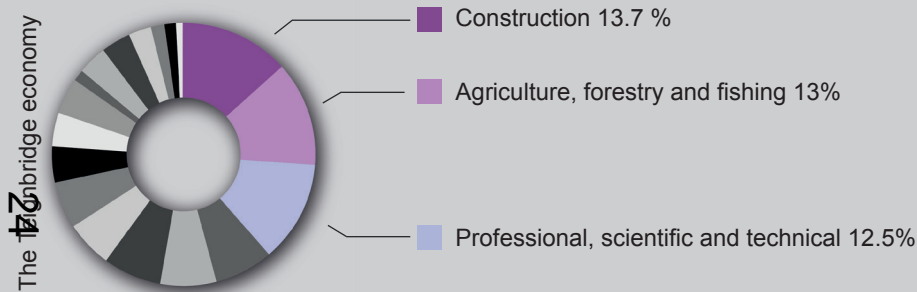
- Climate and environmental change
- The impact of technological change
- An ageing population
- Rising wealth inequalities
- Finite natural resources

We will act where possible and appropriate, to embrace change and ensure it works to the benefit of all our residents and workers.

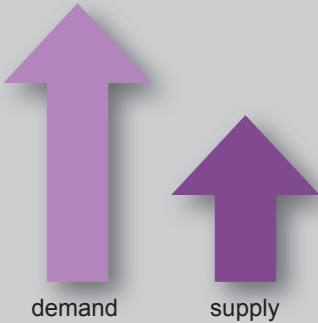
Local Context

The local context roughly mirrors the wider national context but with some notable divergences. A few of the main features include:

The Teignbridge economy is diverse, with significant agriculture and hospitality sectors. Manufacturing and construction is particularly strong compared to neighbouring areas and the national average.



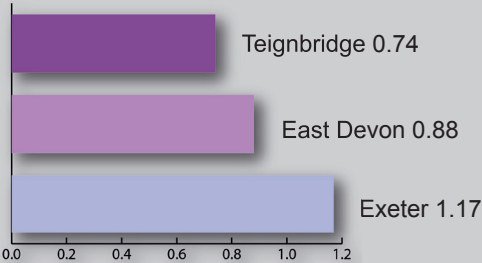
The demand for employment space in Teignbridge has far exceeded supply.



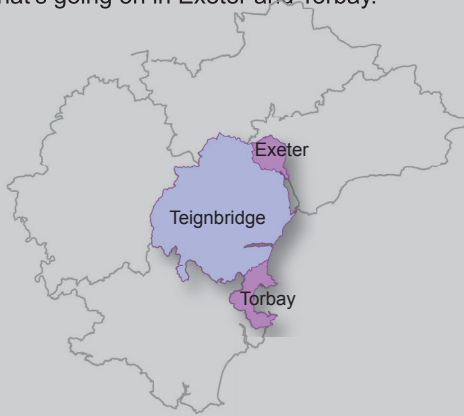
Unemployment has been slowly decreasing, remaining below the regional and national averages.



Job density is lower in Teignbridge than all other districts in the Exeter and Heart of Devon area. This means Teignbridge residents are having to leave the district to find better paid work.



The Teignbridge economy is significantly influenced by what's going on in Exeter and Torbay.



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Wages have remained below local, regional and national averages. Although wages have been steadily increasing, they have not been keeping pace with inflation.

Teignbridge **£19,408**

South West **£21,807**

England **£23,337**

Productivity has been marginally increasing, although remains far below the regional and national comparisons.

Gross Value Added for Teignbridge

2012 **£1,977 million**

2016 **£2,413 million**

Low levels of educational attainment compared to regional and national averages.



Data taken from EDP factsheets: www.teignbridge.gov.uk/oureconomy

Our Vision

The vision we have set for the Teignbridge economy is made up of three key aims:

1. To attract a diverse range of well-paid and highly skilled jobs for our residents and workers.
2. To be an attractive place to start and grow a business.
3. To prosper within our ecological limits and to enhance the circular economy.

These first two aims complement each other. Successful and productive enterprises rely on well trained motivated workers to make their business plans a reality. Well paid employment also means higher disposable incomes, stimulating local spending and business growth. Employees on the other hand rely on businesses for stable and well paid employment with the prospect of future progression.

To achieve these aims we must be respectful of our natural capital and the ecological constraints we face. This means supporting the circular economy – where resources are reused, recycled, and regenerated – and ditching the 20th Century practice of ‘make, use and dispose’.

We want to be an entrepreneurial council, to be innovative in the actions we take. As well as supporting our local economy, we will actively seek our own income generating projects through developing a diverse portfolio of income streams, so that we will have more scope to help fund the services local people need.

Making 'Our Vision' a Reality

To achieve our vision we need to be realistic. Many of the things we want to see will be determined by national policy and shifts in the global economy. We have developed our '5 years, 5 ventures' initiative which lays out our specific objectives.

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**Supporting &
Networking**



**Driving
Productivity**



**Building
Partnerships**



**Catalysing
Growth**



**Cooperative
Services**

An EDP Action Plan sets out how we will meet the objectives set out in our 5 ventures. This gives more information on the direct actions we will take, who we will work with to achieve them, the timescale of delivery and how we will monitor success.

Supporting & Networking

Having the right connections and guidance are key for good business. This initiative sets out our aim to proactively share with local businesses all the latest opportunities and updates we can identify. This will ensure they have the information they need to take advantage of advice, funding and other opportunities that arise over the next five years.

Our objectives:

- To guarantee access to free business advice and to signpost businesses to funding, apprentices, exporting opportunities and providing tax and regulatory guidance.
- To offer a fair and transparent procurement process that offers value for money to the taxpayer and supports local businesses.
- To meet with businesses and entrepreneurs, run through their future plans, offer pre-application planning advice and discuss joint initiatives with the council.
- To use our Teignbridge Business social media account and Business Brief e-newsletter to keep businesses updated on opportunities that could benefit them.
- To highlight local networking events to Teignbridge businesses and run our own events and training seminars where possible.
- To trial new and innovative ways of reaching out to our business community.



Driving Productivity

Greater productivity across the local economy will increase the likelihood of higher skilled and better paid jobs. Teignbridge will seek projects that enable businesses to improve their productivity. By doing so they can embrace new technologies, take full advantage of automation and promote opportunities for workers to reskill and upskill.

Our objectives:

- To continue supporting the work of Connecting Devon and Somerset and others to achieve our aims of improving broadband quality, mobile coverage and raising awareness of improved coverage to increase take-up.
- To explore the possibility of introducing free public Wi-Fi for town centres, to increase their appeal and stimulate local spending.
- To work with education providers and businesses to encourage apprenticeships and other qualifications that increase skill levels and the prospect of higher paid employment, both for young learners and older workers seeking to retrain.
- To actively promote Teignbridge as an attractive place to start a business, especially to more productive business models such as employee owned enterprises.
- To support transport infrastructure projects to reduce journey times for employees and accelerate local supply chains.
- To encourage and support businesses to lengthen their times of trade, including the evening economy and shoulder months of the tourism season.



Building Partnerships

We will be collaborating with other groups and organisations and establishing good working relationships with others in our district. This can bring forward joint projects, funding and support to accomplish common objectives and priorities.

Our objectives:

- To maintain and build upon our relationships with the Chambers of Commerce, the local Federation of Small Business branch, town centre managers and other business-led groups and individuals, to understand their concerns and explore new ideas and projects.
- To continue close collaboration with our Exeter and the Heart of Devon (EHOD) partners by sharing ideas and jointly funding common initiatives.
- To explore opportunities for working closer with other local authorities, such as town and parish councils, Dartmoor National Park, Devon County Council, Torbay Council and others.
- To work closely with local education providers to jointly promote training opportunities to employers.
- To engage with community groups and viable community-led projects.
- To support the work of the Heart of the South West Local Enterprise Partnership (LEP) in attracting resources and investment into the region.



Catalysing Growth

The council wants to see success at every stage of business development, from the self-employed to large scale employers. This means having the space to expand, to invest in more productive capital and staff. It is our aim to keep firms in the district, rather than being tempted out of the area in order to meet their demands.

Our objectives:

- To manage the Newton Abbot Markets, maintaining its heritage and character, enhancing its appeal and ensuring it's ready and fit for future trading.
- To maintain the markets and pop-up shop to allow entrepreneurs to test their goods and services to a wide audience of potential customers.
- To encourage a mix of new commercial tenancy types to meet demand, such as business incubators and enterprise hubs.
- To support applications for employment sites and meet the targets outlined in the Local Plan.
- To bring forward our own commercial sites where appropriate, trial new types of workspace and generate additional income to the council.
- To continue identifying and delivering regeneration projects to increase business capacity and boost Teignbridge as an attractive place to live, work, trade and spend.
- To encourage higher footfall and local spending in our town centres through branding, marketing and running events.



Cooperative Services

The regulatory decisions we make and actions we take can have a significant impact on our businesses, and should be based on the day-to-day realities of running a business. Building a cooperative relationship with our local enterprises will help to stimulate business development and economic prosperity. The main services we provide for businesses include planning, environmental health, business rates and licensing.

Our objectives:

- To use our regulatory powers to ensure a fair and level playing field, supporting those who want to achieve the high standards and challenging those who fall below what is required.
- To be proactive wherever possible, for example by championing business rate relief and exemptions for those who are eligible.
- To consider and potentially change the delivery of regulations to meet the needs of business.
- To take a 'digital first' approach and explore new technologies for the benefit of our customers.
- To run events that inform businesses of relevant regulations and decisions, and helping them to better understand their responsibilities and our duties.
- To promote and uphold the Business Partnership Charter:
www.teignbridge.gov.uk/businesscharter





Teignbridge District Council Business Partnership Charter

Purpose of the Charter

The commitment made by this charter is to establish and maintain a new collaborative relationship between Teignbridge District Council, regulators and local businesses. It serves to facilitate a positive, productive and practical environment for business to seek advice and for us to improve our standard of delivery for the business community. Building trustful and resourceful relationships of this nature is key to achieving economic prosperity and laying the foundations for long-term economic growth.

Our commitments:

- ✓ Converse with businesses in an honest and cooperative manner
- ✓ Promote and encourage new and existing businesses in the district
- ✓ Tailor-make our advice and support in an easily accessible fashion
- ✓ Endeavour to deal with potential issues in the business community before they escalate
- ✓ Provide efficient and effective public services that offer value for money
- ✓ Create an environment that allows innovation to flourish
- ✓ Work within a mutually agreed timescale to answer business enquiries
- ✓ Improved signposting between council services
- ✓ Offer fair opportunities for businesses to bid for council procurement
- ✓ Encourage the use of The Growth Hub to advise and support local enterprise
- ✓ Follow the principles of the Better Business For All initiative

Council service	How we support business	What we ask of businesses
Business Rates	<ul style="list-style-type: none"> • Enable businesses to pay their business rates easily and effectively • Support those facing difficulty in a fair and understanding manner 	<ul style="list-style-type: none"> • Contact us as quickly as possible before payment difficulties start to take shape • Contact us as quickly as possible when moving in or out of your premises
Economy and Assets	<ul style="list-style-type: none"> • Advising business on multiple issues, from procuring investment to securing suitable commercial space • Creating a favourable environment to grow and prosper 	<ul style="list-style-type: none"> • Inform us of issues preventing growth and expansion • Taking part in council sponsored events and surveys
Environmental Health and Licensing	<ul style="list-style-type: none"> • Build rapport with the business community to develop a friendly and informative service • Support government initiatives to improve standards 	<ul style="list-style-type: none"> • Actively follow the advice and guidance we provide • Taking part in events aimed at delivering a better understanding of the regulation for business
Leisure, Tourism and Green Spaces	<ul style="list-style-type: none"> • Nurturing and maintaining clean and desirable public spaces • Promoting our natural environment and supporting our pioneers in the leisure and tourism sectors 	<ul style="list-style-type: none"> • Contact us with new ideas on how to advance tourism and our leisure industry • Encourage employees to engage in healthy living/working activities
Planning and Building Control	<ul style="list-style-type: none"> • Offer sound advice on planning and building regulations • Guide business through the planning system with a solutions based approach 	<ul style="list-style-type: none"> • Advise us of your plans as early as possible • Take part in shaping and supporting plans to develop and regenerate Teignbridge District

Moving Forward

A lot can happen in five years. We will keep track of national and regional trends and short term changes that could affect our plan and its delivery.

Although we can monitor trends over time, we cannot make a specific link between the success of the EDP and the overall state of the Teignbridge economy. The indicators are used to inform our decisions rather than monitor our results. Individual projects will allow some micro level appraisals of impact, which we can report on.

Our partners and service providers can keep us updated with new developments and how we are performing on the roles we have set ourselves. We will engage with the business community to gather their input on how the plan is succeeding and what we can do to improve its delivery.

As an entrepreneurial council, we must be open to new ideas and thinking outside the box to achieve our vision. Our vision and plan should not lock us into a position where we cannot embrace new challenges and opportunities. Defined actions along with an ability to adapt will ensure our plan remains relevant and decisive.



Supporting documents

Action Plan

The Action Plan sets out how we will achieve the objectives set out in each of our '5 Ventures'. The plan also sets out how we will monitor our progress. This will help us to keep track of what we have achieved and what more needs to be done. We will do this by keeping track of a relevant set of performance indicators from the EDP factsheets and other internal reviews.

The Action Plan can be found at www.teignbridge.gov.uk/economicstrategies

Factsheets

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Economic factsheets were produced to inform the EDP during its development. They include all of the relevant economic statistics at our disposal.

The factsheets can be found at www.teignbridge.gov.uk/oureconomy



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

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Join the Business Brief mailing list to keep up to date on local business opportunities.

Sign up at www.teignbridge.gov.uk/businessbrief



@TDC_Business

If you need this information in a different format e-mail
info@teignbridge.gov.uk or call 01626 361101

Economic Development Plan 2018 - 2023


Action Plan



This action plan builds on the 5 years 5 ventures set out in the Economic Development Plan, giving more detail on the direct actions we will take to achieve the objectives we have set for each venture. This is also an opportunity to flesh out who will be delivering the actions, when they will be delivered and how we will measure progress.

Supporting & Networking				
Objective	Action	Delivery	Timescale	Measure of progress
To guarantee access to free business advice and to signpost businesses to funding, apprentices, exporting opportunities and providing tax and regulatory guidance.	Businesses seeking advice will be signposted to the Heart of the South West Growth Hub. Should this cease, we will work to procure a replacement.	TDC Economy & Assets Growth Hub	Ongoing: on demand	We receive an update from the HotSW Growth Hub monitoring usage.
	Businesses seeking advice on apprenticeships will be signposted to the most relevant provider.	TDC Economy & Assets Apprenticeship providers	Ongoing: on demand Annual event during National Apprenticeships Week	We meet providers regularly to discuss progress, new initiatives and identify the number of businesses in Teignbridge taking on apprenticeships.
	Businesses seeking funding opportunities will be signposted to the DR Company if potentially eligible. Should funding opportunities alter, we will identify new/additional opportunities.	TDC Economy & Assets DR Company	Ongoing: on demand	We receive an update from the DR Company regarding applications.
To offer a fair and transparent procurement process that offers value for money to the taxpayer and supports local businesses.	We will consider the local economic impact of the procurement decisions we take.	TDC all departments	Ongoing: on demand	We will measure the percentage of Teignbridge businesses used by the council against those from outside of the district.
To meet with businesses and entrepreneurs, run through their future plans, offer pre-application planning advice and discuss joint initiatives with the council.	Council staff are on hand to talk to businesses one-to-one, either at Forde House or through a site visit.	TDC all departments	Ongoing: on demand	A customer relationship management (CRM) system will be used to monitor our contact with businesses.
To use our Teignbridge Business social media account and Business Brief e-newsletter to keep businesses updated on opportunities that could benefit them.	The Teignbridge Business Twitter page will continue to be updated daily.	TDC Economy & Assets TDC Communications	Ongoing: daily	We will monitor the number of Twitter followers we have and track engagement per tweet we post.
	The Business Brief newsletter will be distributed quarterly.	TDC Economy & Assets	Ongoing: quarterly	We will monitor the number of subscribers we have and track engagement per newsletter we release.
To highlight local networking events to Teignbridge businesses and run our own events and training seminars where possible.	Local business networking events will be promoted via our communication streams (Twitter, the newsletter, word of mouth, etc.) and we will attend where possible.	TDC Economy & Assets	Ongoing: on demand	Monitor engagement of our communications and monitor attendance where possible.
	We will facilitate training events, networking events and a business conference to cover topics not currently covered elsewhere locally.	TDC all departments	Late 2018 Possible annual business conference	Monitor attendance.
To trial new and innovative ways of reaching out to our business community.	We will run a New Tenants Leaflet, where all new business rates payers will receive a business support leaflet with their first business rates related letter.	TDC Economy & Assets TDC Business Rates TDC Business Improvement and Development	Late 2018	We will analyse all of our 'Supporting & Networking' indicators to identify where the leaflet has led to an increase in engagement.

Driving Productivity

Objective	Action	Delivery	Timescale	Measure of progress
To continue supporting the work of Connecting Devon and Somerset and others to achieve our aims of improving broadband quality, mobile coverage and raising awareness of improved coverage to increase take-up.	We will work with Connecting Devon and Somerset (CDS) to develop projects that will demonstrate the contributions achieved by TDC investments.	TDC CDS	2018 - 2020	We will be regularly updated by CDS on coverage and take-up, ensuring we receive regular report for rollout of the program.
	We will promote increased take-up of superfast broadband via our communication streams.	TDC Economy & Assets	Ongoing: throughout	Monitor engagement of our communications.
	We will work with our Exeter and the Heart of Devon (EHOD) partners to identify ways to close gaps in coverage that are not covered by CDS or the market.	TDC Economy & Assets EHOD	Ongoing: throughout	We will meet with our EHOD partners on a regular basis to discuss opportunities, actions and results.
To explore the possibility of introducing free public Wi-Fi for town centres, to increase their appeal and stimulate local spending.	Phase 1: Teignbridge intend to deliver the installation of a public Wi-Fi solution for Newton Abbot, Teignmouth and Dawlish town centres. We are seeking a no-cost option for the council, where both the provider and the council can profit from the application.	TDC Economy & Assets Strata	2019	We are seeking a solution that allows us to monitor usage and footfall.
	Phase 2: If the public Wi-Fi in Newton Abbot, Teignmouth and Dawlish is successful in generating an income for the council, we will seek to extend the project to Ashburton, Bovey Tracey, Buckfastleigh, Chudleigh and Moretonhampstead town centres.	TDC Economy & Assets Strata	2021-2023	We are seeking a solution that allows us to monitor usage and footfall.
 To work with education providers and businesses to encourage apprenticeships and other qualifications that increase skill levels and the prospect of higher paid employment, both for young learners and older workers seeking to retrain.	We will actively promote apprenticeships and work experience opportunities both internally and externally.	TDC Economy & Assets	Ongoing: throughout	We will monitor the number of apprentices we take on and the number of work experience days per year.
	We will facilitate events in partnership with local education providers aimed at Teignbridge businesses.	TDC Economy & Assets Local education providers	Ongoing: annually	We will monitor the attendance of the events we facilitate.
	We will facilitate events in partnership with local education providers aimed at Teignbridge businesses.	TDC Economy & Assets Local education providers	Ongoing: annually	We will monitor the attendance of the events we facilitate.
To actively promote Teignbridge as an attractive place to start a business, especially to more productive business models such as employee owned enterprises.	We will update our 'Invest in Teignbridge' brochures to target external businesses when employment land is brought forward.	TDC Economy & Assets	2019	We will monitor the delivery of employment space.
	We will develop techniques to promote the employee ownership model as the preferred succession plan for retiring businesses owners.	TDC Economy & Assets	2019-2020	We will develop a database of employee owned firms, cooperatives and social enterprises.
To support transport infrastructure projects to reduce journey times for employees and accelerate local supply chains.	We will regularly liaise with Devon County Council to receive updates on upcoming infrastructure developments. We will link this with our Local Plan work and the transport demands of employment land developers.	TDC Economy & Assets Devon County Council	Ongoing: throughout	We will monitor local transport improvements and emerging demands.
To encourage and support businesses to lengthen their times of trade, including the evening economy and shoulder months of the tourism season.	We will support and promote proposals for businesses that will allow for longer trading.	TDC all departments TDC Planning	Early 2019	We will consult with affected businesses regarding the proposals and any consequential changes.

Building Partnerships

Objective	Action	Delivery	Timescale	Indicator
To maintain and build upon our relationships with the Chambers of Commerce, the local Federation of Small Business branch, town centre managers and other business led groups and individuals, to understand their concerns and explore new ideas and projects.	We will run a joint chamber of commerce meeting on a quarterly basis with the chairs of each town chamber and business focussed groups, along with representatives from the local FSB.	TDC Economy & Assets Chamber of Commerce FSB Teignbridge	Already commenced, will continue quarterly.	We will monitor the amount of meetings we have and monitor the consequential decisions, actions and results.
	We will seek to facilitate a peripatetic town centre manager role for Ashburton, Bovey Tracey, Buckfastleigh, Chudleigh and Moretonhampstead town centres.	TDC Economy & Assets Town councils	2018 - 2019	We will contact the town councils on the viability and success of the role.
	We will work with town centre managers on common initiatives.	TDC all departments Town councils	Ongoing: on demand	We will monitor the amount of meetings we have and monitor the consequential decisions, actions and results.
To continue close collaboration with our Exeter and the Heart of Devon (EHOD) partners by sharing ideas and jointly funding common initiatives.	We will meet with our peers from the EHOD authorities on a regular basis to share knowledge, identify shared projects and meet the commitments set in the Shared Strategy.	TDC all departments All EHOD authorities	Ongoing: monthly	We will monitor the amount of meetings we have and monitor the consequential decisions, actions and results.
To explore opportunities for working closer with other local authorities, such as town and parish councils, Dartmoor National Park, Devon County Council, Torbay Council and others.	We will involve other local authorities in projects and initiatives that involve them and their communities.	TDC all departments Other local authorities	Ongoing: on demand	We will monitor the amount of meetings we have and monitor the consequential decisions, actions and results.
To work closely with local education providers to jointly promote training opportunities to employers.	We will endeavour to meet with all other education providers active in Teignbridge when opportunities arise.	TDC all departments Local education providers	Ongoing: on demand	We will monitor the amount of meetings we have and monitor the consequential decisions, actions and results.
To engage with community groups and viable community-led projects.	We will make contact with local groups where appropriate and discuss any assistance we can provide for their projects.	TDC all departments	Ongoing: on demand	We will monitor the amount of meetings we have and monitor the consequential decisions, actions and results.
To support the work of the Heart of the South West LEP in attracting resources and investment into the region.	We will work with the LEP to identify Teignbridge based projects for LEP funding.	TDC all departments HotSW LEP	Ongoing: on demand	We will monitor the amount of meetings we have and monitor the consequential decisions, actions and results.
	We will constructively engage with the development and delivery of the Local Industrial Strategy.	TDC all departments HotSW LEP	Ongoing: on demand	We will monitor the amount of meetings we have and monitor the consequential decisions, actions and results.

Catalysing Growth

Objective	Action	Delivery	Timescale	Indicator
To manage the Newton Abbot Markets, maintaining their heritage and character, enhancing their appeal and ensuring they are ready and fit for future trading.	We will ensure the public Wi-Fi project in our Driving Productivity venture is extended to cover the markets.	TDC Economy & Assets Strata	Early 2018 to early 2019	We are seeking a solution that allows us to monitor usage and footfall.
	We will establish social media platforms for the markets to target a younger demographic.	TDC Economy & Assets TDC Communications	Late 2018	We will monitor the amount of 'followers' and monitor site engagement statistics.
	We will raise the quality and aspirations of the markets by improving the physical and visual appeal and renewing the code of practice.	TDC Economy & Assets	Ongoing: throughout	We will monitor the footfall of the markets, along with trader and customer feedback.
To maintain the markets and pop-up shop to allow entrepreneurs to test their goods and services to a wide audience of potential customers.	We will establish a 'business incubator' approach to letting out selected council retail property, by offering training, support and helping tenants to grow.	TDC Economy & Assets	This approach will be trialled from 2019-21	We will monitor the demand and vacancy rates of the markets and town centre shops. We will seek feedback from new start-up businesses and established traders. We will monitor business births and deaths.
To encourage a mix of new commercial tenancy types to meet demand, such as business incubators and enterprise hubs.	We will seek to establish 'enterprise hubs' offering small office units for micro businesses. This will be accompanied by training and support.	TDC Economy & Assets	2019-2021	We will monitor the vacancy rates of the units and measure gained revenue.
To support applications for employment sites and meet the targets outlined in the Local Plan.	We will directly support applicants with the aim of increasing the likelihood of planning approval. The Economic Development team will seek involvement in the planning process of all major commercial developments.	TDC Economy & Assets TDC Planning	Ongoing: on demand	We will monitor the delivery of employment space.
	We will directly confront the organisations who are prohibiting the development of employment sites with a solutions-based approach to resolving the issues faced.	TDC Economy & Assets	Ongoing: on demand	We will monitor cases where employment land has not been brought forward and where issues have been resolved.
To bring forward our own commercial sites where appropriate, trial new types of workspace and generate additional income to the council.	We will identify potential sites to develop and purchase these sites for commercial use when a viable business case has been developed and when funding is available.	TDC Economy & Assets	Ongoing: opportunities are continuously brought forward	We will monitor the demand for differing types of commercial unit and monitor the vacancy rates of new council owned commercial units.
To continue identifying and delivering regeneration projects to increase business capacity and boost Teignbridge as an attractive place to live, work, trade and spend.	We will continue the regeneration of Newton Abbot town centre and explore projects in other Teignbridge towns.	TDC Economy & Assets	Ongoing: throughout	We will monitor the vacancy rates of new council owned commercial units and monitor the footfall of regenerated areas.
To encourage higher footfall and local spending in our town centres through branding, marketing and running events.	We will run events in the town centres, such as Summer Nights, to actively increase footfall.	TDC Economy & Assets Event partners	Ongoing: throughout	We will monitor the footfall of the events.

Cooperative Services

Objective	Action	Delivery	Timescale	Indicator
To use our regulatory powers to ensure a fair and level playing field, supporting those who want to achieve the high standards and challenging those who fall below what is required.	We will fulfil our statutory duties to the best possible standard in a consistent, fair and transparent manner. We will ensure all teams are aware of the business charter.	TDC all departments	Ongoing: throughout	We will monitor the positive and negative feedback we receive.
To be proactive wherever possible, for example by championing business rate relief and exemptions for those who are eligible.	We will provide ongoing advice and support with rate relief for eligible local businesses.	TDC Revenue and Benefits	Ongoing: throughout	We will monitor the number of businesses supported and compare to national and regional averages.
	We will look to attract valued new employers by use of discretionary relief powers.	TDC Revenue and Benefits	Ongoing: throughout	We will monitor the number of businesses supported and compare to national and regional averages.
	We will analyse the results of the business rate retention pilot 2018-2019.	TDC all departments	2020	We will analyse the results of the pilot to see if it has raised revenue for the council.
To consider and potentially change the delivery of regulations to meet the needs of business.	We will use the Better Business for All initiative to identify regulatory reform.	TDC all departments	Ongoing: throughout	We will monitor the success of regulatory reforms we have delivered.
To take a 'digital first' approach and explore new technologies for the benefit of our customers.	We will engage with customers to understand what they need, to enable us to improve the delivery of our services through improved online platforms.	TDC all departments Strata	Ongoing: throughout	We will monitor the use of our online services and record the feedback we receive from users.
To run events that inform businesses of relevant regulations and decisions, and helping them to better understand their responsibilities and our duties.	We will run events, such as the Event Organiser Forum for example, that informs businesses of their responsibilities and the responsibilities of the council.	TDC all regulatory departments	Ongoing: throughout	We will monitor the number of attendees and any feedback or the events provided.
To promote and uphold the Business Partnership Charter: www.teignbridge.gov.uk/businesscharter	We will raise the awareness of the business charter via our communication streams and during face-to-face encounters.	TDC all departments	Ongoing: throughout	We will monitor the positive and negative feedback we receive.
	We will make all TDC teams aware of the charter and adopt the key commitments.	TDC all departments	Ongoing: throughout	We will monitor the positive and negative feedback we receive.

OVERVIEW & SCRUTINY COMMITTEE

CHAIRMAN: Cllr Mike Haines

EXECUTIVE PORTFOLIO-HOLDER: Cllr Clemens

DATE: 10 September 2018

REPORT OF: Cllr Clemens (Portfolio-holder for Planning and Housing), Democratic Services Officer, and Service Manager Development Management

SUBJECT: Call-In of Portfolio Holder Decision 12-2018
Planning Site Inspection Procedure

PART I

RECOMMENDATION

The Committee is recommended to consider the call-in.

1. PURPOSE

Portfolio Holder decision 12-2018 has been called in by Councillor Dewhirst and supported by Councillors Connett, Cook, Cox, Evans, Keeling, Nutley, Parker and Rollason. The report of the PH Decision is appended for ease of reference. The decision seeks to amend the current planning site inspection procedure.

2. BACKGROUND

2.1 Councillor Dewhirst's reason for call in is:

"Site Visits are usually to gain additional onsite local information about the application. Parish and Town Councillors are by definition the most local level of democracy and therefore have the most in-depth knowledge of the application site. Often issues can be raised that only the most local councillor will be aware and so in my view it is vital that Parish Councillors be present. If there are issues with Parish Councils then training should be made available to ensure probity."

2.2 Points of clarity to note are:

- The Local Government Association and Planning Advisory Service's publication – *Probity in Planning for Councillors and Officers* at page 15 advises that:

"National Standards and local codes also apply to site visits. Councils should have a clear and consistent approach on when and why to hold a

site visit and how to conduct it. This should avoid accusations that visits are arbitrary, unfair or a covert lobbying device.

Visits should only be used where the benefit is clear and substantial; officers will have visited the site and assessed the scheme against policies and material considerations already.

Site visits are for observing the site and gaining a better understanding of the issues. Visits made by Committee members, with officer assistance, are normally the most fair and equitable approach. They should not be used as a lobbying opportunity by objectors or supporters.

Once a Councillor becomes aware of a proposal they may be tempted to visit the site alone. In such a situation, a Councillor is only entitled to view the site from public vantage points and they have no individual rights to enter private property. Whilst a Councillor might be invited to enter the site by the owner, it is not good practice to do so on their own, as this can lead to the perception that the Councillor is no longer impartial.”

- Objectors and supporters/applicants complain that site inspections are imbalanced with regards to support or objection at the site inspection depending on the view of the Parish or Town Council, and that site visits are a covert lobbying device.
- Parish and Town Council representatives at site inspections can only repeat the views already expressed by their Council. Anyone who has a different view of the application, either the applicant, another individual or another interested group may feel that they are denied the same opportunity to influence the members of the planning committee. There is therefore a reasonable perception that the process is unfair and undemocratic. Most applications that are referred to a site inspection are those that are finely balanced and/or contentious so there can be strong views either way. Obviously those who have a different view to the Town or Parish Council will feel unrepresented. This could lead to a legal challenge to any resultant planning decision which could result in substantial costs to the Council and harm to its reputation.
- Town and Parish Councils would have inspected sites prior to submitting their formal views to Teignbridge Council.
- There are several organisations that provide support and training to Town and Parish Clerks and Councillors such as South West Councils, Devon Association of Local Councils and Teignbridge Association of Local Councils.
- The views of Parish and Town Councils have been canvassed by some of the call in Members, following the circulation of the portfolio decision to Councillors. These comments are appended.

- Town and Parish Councils are a statutory consultee and their views will always be sought on all planning applications. They have full access to planning applications in their areas to debate in the public realm and forward their decisions to the District Council. These comments are shown on the Council's web site and reported in full in Planning Committee agendas. Officers will give due consideration to Town and Parish Council comments when making recommendations on applications. Town and Parish Councils can also register to speak at Teignbridge Planning Committee meetings. The proposed change is not to deny Town and Parish Councils having their views conveyed in full but it is to make the process more fair to and more resilient to any legal challenges. Teignbridge District Council recognises the importance of the input from Town and Parish Councils on planning issues and looks forward to their continued engagement in the future.
- The location of site inspections from May 2017 to Aug 2018 is as follows:

Ward	No of site visits
Bovey Tracey	2
Chudleigh	1
Dawlish	4
Exminster	2
Exminster/ Shillingford St George	1
Ipplepen	1
Kingskerswell	1
Newton Abbot	2
Shaldon	2
Starcross	2

Trish Corns,
Democratic Services Officer

Cllr Clemens
Portfolio-Holder for Planning and
Housing

Nick Davies, Service Manager
Development Management

Wards affected	All
Contact for any more information	/Nick Davies 01626 215745 Trish Corns 01626 215112
Background Papers (For Part I reports only)	Local Governments Association and Planning Advisory Service's publication – <i>Probity in Planning for Councillors and Officers</i> PH 12-2108
Key Decision	N
In Forward Plan	N
In O&S Work Programme	N
Appendices attached:	1: PH 112 - 2018 Report 2: Comments from Town and Parish Councils

APPENDIX 1

PORTFOLIO HOLDER DECISION No. 12-2018

LEADER: Cllr Jeremy Christophers

PORTFOLIO HOLDER: Cllr Humphrey Clemens

PART A (COMPLETED BY ORIGINATING OFFICER)

SUBJECT: Planning Site Inspections – Attendance of Parish & Town Council Representatives

DATE: 29 May, 2018

REQUEST OF: Democratic Services Manager

REQUEST TO: Cllr Clemens (Portfolio Holder for Housing and Planning)

PART I

PROGRESS BOX

Stage number	Stage description	Progress - requesting officer to mark with completed or current if “live” stage	Date
1	First draft	Completed	29 May 18
2	BL/BM consultation	Completed	31 May 18
3	Discussion with PH/Chair of Planning	Completed	June 2018
4	Group Leaders/ Chair O&S comments	Completed	17 July 2018
5	MO/151 consulted	Completed	29 May 18
6	Check – any objections from stages 4 & 5		
7	PH approved for consultation?	Completed	June 2018
		Democratic Services to complete subsequent stages	
8	All Councillors consulted	In progress	18 July 2018
9	Call in completed	Noon 25 July 2018	
10	Originating Officer advised		

1. PROPOSED DECISION

The consent of the Portfolio Holder for Housing and Planning is sought to approve a change in the current planning site inspection procedure to no

longer invite Town and Parish Council representatives to attend the inspections.

I do not consider this a key decision and suggest you consult the Group Leaders and the Chairman of Overview and Scrutiny.

2. BACKGROUND

Town and Parish Council representatives have been invited to planning site inspections for a number of years as part of the Council's planning site inspection procedure, although there is no statutory duty to do so.

Town and Parish Councillors can only express the views already agreed by their Council, and reported in the Committee report of the Business Manager, so there is no provision for the representatives to add to the debate at site inspections.

Over the years, the presence of representatives of Town and Parish Councils at site inspections has resulted in the occasional formal and informal complaint from members of the public. The parish council representative should only report the parish council's views but there is a real risk of additional comment or discussion with the site inspection team members. However, the parish representatives are only meant to report the parish council's views, and any subsequent dialogue undermines the input of the public who attended the parish council meeting or know the formal views of the parish council

The latest formal complaint resulted in the Council reviewing its site inspection procedure, and concluding that an amendment should be made to the procedure that Parish and Town Council representatives are no longer invited to site inspections on the grounds of efficiency and effectiveness, and the Council's reputation in terms of transparency and accountability.

3. MAIN IMPLICATIONS

Legal

There is no legal requirement for Town and Parish Council representatives to be invited to planning site inspections.

Town and Parish Councils are a statutory consultee under the Town and Country Planning Act and are consulted on all planning applications within their wards. Their comments are included in the Committee reports of the Business Manager for applications referred to Committee for determination.

The Committee's public participation scheme enables the opportunity for members of the public to address the Committee to express objection to or support for an application. This also enables representatives of Town and Parish Councils to address the Committee in accordance with the scheme, at the time an application is being considered by the District Council.

When complaints from Members of the public are received, the Council's reputation in terms of transparency and accountability are brought into question.

It is considered that the current consultation and process of having Town and Parish Council's views reported and considered by the Planning Committee when considering planning applications is robust and acceptable, and meets the Council's statutory requirements in terms of consultation.

Financial

There would be an indirect administrative efficiency if Town and Parish Council representatives were no longer invited to site inspections.

In the past where the presence of Town and Parish Councillors at site inspection has resulted in complaints, both formal and informal, there has been a significant indirect cost to the Council of senior officer time in trying to resolve the issue.

Human Resources

N/A

Council Strategy

The Council's 'vision and values support appropriate involvement of all parties and to be equitable and avoid complaints by applicants and objectors of unfairness it is recommended that consultation with Town and Parish Councils on all planning applications within their wards, and reporting their views within the Committee report of the Business Manager is the correct process.

4. GROUPS / INDIVIDUALS CONSULTED

Group Leaders and the Chairman of the Overview and Scrutiny Committee. Town and Parish Councils will be advised of the procedural change and the reasons for it.

5. TIME-SCALE

It is recommended that the amendment to the procedure takes immediate effect.

6. JUSTIFICATION

The justification is evidenced in the implications sections above.

Trish Corns
Democratic Services Officer

Wards affected	All
Contact for more information	Trish Corns 01626 215112
Background Papers (For Part I reports only)	Council's constitution Article 8
Key Decision	No
In Forward Plan	No
In O&S Work Programme	No

PART B (COMPLETED BY DEMOCRATIC SERVICES)

Decision No. 12-2018

Date of Implementation 23 July 2018 subject to call in

PART C (COMPLETED BY PH)

DECISION: I confirm the decision as set out in paragraph 1 above

REASONS FOR DECISION: I agree with the justification set out in paragraph 6 above.

I have no conflict of interest in making this decision having considered the provisions of the Teignbridge Code of Conduct.

Signed...*Humphrey Clemens*

Dated: ...18 July 2018.....

Cllr Humphrey Clemens
(Portfolio Holder for Housing and Planning)

Comments from Town and Parish Council

- “Kingsteignton Town Council believe that there is an advantage for Town and Parish Councillors to attend Site Visits as they are able to provide local knowledge.

The Town Council believe that Town and Parish Councillors should be trained in this process so that complaints are avoided in the future from members of the public. It is the duty of the Chairman of the meeting to ensure that it is conducted in a legal and proper way.”

- Planning Chairman, Chudleigh Town Council – “Whilst it is true that the Town Council has an opportunity to comment on all planning applications, it is often the case that we do not have all the information necessary to make an informed decision. If we wait for TDC’s planning committee to determine the application, providing it has not already been decided by officers’ delegated authority, only a few individuals would get a chance to make representations.

Having been at a site meeting for Station Hill, Chudleigh, the need for local representation was demonstrated by the fact that only yourself from the planning committee was present together with two Town councillors and three officers. This gave all of us a chance to examine the site and convey questions that have been raised by our constituents.

Planning committee meeting allows us to provide a snapshot of feeling at that time. As councillors we continue to receive information and questions from our constituents, who are the people we serve. I seems to me that this move damages our local democracy. It is also ironic that one of the reasons given for this move is to improve transparency. You must be aware that there are a growing number of people that feel that TDC is not transparent and is authoritarian in some of its decisions and behaviour.”

- Dawlish Town Council – “We understand that there is no legal obligation to invite Town & Parish Councillors to site visits. We also understand that the Government expects to build a vast number of homes each year and the fulfilment of this is passed down to County and then District Councils. As Town Councillors we are representing and answerable to our electorate. We face (often in person) numerous questions and concerns from local residents regarding planning applications and are used to managing their expectations and helping them understand the process of planning. It was explained that the majority of applications cause no problems but surely with the few that are controversial Town and Parish Councils should have input. Whilst the minutes of each meeting are forwarded to District, we for one Council have not always put in the character of the application. We were under the impression that at Site Visits we could explain and show more about this character than we could possibly put in writing. We were surprised that when asked for any comments we could only re-iterate what

had been put in writing in the minutes. As town councillors we are also able to offer useful and appropriate knowledge to our colleagues at the District Council level and so contribute to the democratic process.

We understand that the Planning Committee comprises District Councillors from the whole area and that these are split into teams, which is quite understandable. However the district is a large area and we feel that some of these councillors will not know the whole area so that surely it is important for a local input to be heard so as to give a better insight to these “controversial” applications. It then gives the District Councillors a better idea when further studying their plans to come to a satisfactory decision.

By attending site visits, especially those for large/new estates etc we are able to learn and understand our resident’s concerns and therefore allows the resident’s concerns to be heard. This enables us to allay their fears and offset questions. Being excluded from these informative site visits would be a loss felt by the town and parish councillors themselves, the local planning committee as a whole, and would perhaps mean that the electorate feel that their voice is being not heard.”

- Newton Abbot Town Council – “The Town Council totally appreciates that there is no legal duty to allow parish or town council representatives to attend these meetings. It was a curtesy which Teignbridge afforded parish and town council representative and it was welcomed as such. It also appreciates that when it does attend it is a watching brief only, with an opportunity perhaps to ask questions of clarification only. My understanding is that my Councillors respected this at all times. If a small number of representatives abused this curtesy then surely the approach should be to remind them and all representatives of their responsibilities and not withdraw the offer.”
- “Dunchideock Parish Council strongly objects to this proposal and wishes to be involved with as much of the planning process as necessary, ensuring the opinions of the community are heard. Also this council feels that it is essential that they are able to assist planning officers of local knowledge.”
- “Ilswington Parish Council strongly objects to this proposal and wishes to be involved with as much of the planning process as necessary, ensuring the opinions of the community are heard. Also this council feels that it is essential that they are able to assist planning officers of local knowledge.”
- Henstock Parish Council - “The Parish Council feels very strongly that Town and Parish Council representatives should continue to be invited to planning site inspections because they can add value by contributing from local knowledge. Whilst the Council accepts that the Parish Council representative must only report the Parish Council's views and Teignbridge District Council will have received written observations from the Parish Council, there is often much more in terms of discussion which has led to the decision and which is not always included in the written response/observations - these views of the Parish Council, conveyed in the context of a discussion/questions at a site visit, can make an important contribution to the overall planning process.

The answer is not to exclude but to train and Hennock Parish Council urges Teignbridge District Council to reconsider this decision and, instead, train Parish/Town councillors in this process so that complaints from members of the public are avoided in the future and the integrity of the planning system in terms of openness and transparency is retained.”

- “Starcross Parish Council is most concerned at the proposed policy of not inviting a Parish Council representative to attend site meetings without any consultation. It thinks that it is an important part of the planning process for the Council's views to be conveyed directly at a site meeting from representatives with local knowledge of the application site. This is particularly important where the application is of a contentious nature. In such circumstances, the Parish Council would normally send the Chair of its Planning Committee and/or a delegated Councillor who would, represent the views of the Council and parishioners on the application.”
- Kenton Parish Council – “Whilst there is no statutory duty for the District Council to invite Town and Parish representatives to site inspections, Kenton Parish Council believes that it is an important part of the planning process for the Parish Council's views to be conveyed directly to the site inspection team.

It seems that the decision has been prompted by procedures not being followed correctly. Kenton Parish Council would like to suggest that rather than making the decision to ban Towns and Parishes, thought is given to discussing the issues that have arisen and offering suitable training so that the procedures and correct protocol is fully understood by Towns and Parishes.”

- Exminster Parish Council – “we were not aware that public complaints were an issue and would like to see more evidence that other ways of rectifying the problem, such as better Councillor training, have been properly explored and tested before removing an important opportunity for Town/Parish councils to attend site visits. Often, a site visit allows local councillors to demonstrate and explain to Planning Committee members the views of residents (as expressed through the parish council's formal response) in a way that written representations cannot convey. While attendance is not a statutory right, it is disappointing that TDC seeks to remove this democratic opportunity without properly consulting and informing Town/Parish councils, or seeking other ways to address the problem.”
- Kenn Parish Council Clerk – “On behalf of the parish of Kenn, I object to this decision to ban parish councils from attending site visits. The people who live in and are responsible for, as councillors, their parish, are very well versed in local knowledge and issues, some of which can be more ably demonstrated at a site meeting than on paper as statutory consultees. An open and transparent district council would not take this retrograde step.”

OVERVIEW & SCRUTINY COMMITTEE

CHAIRMAN: Cllr Mike Haines

DATE: 10 September 2018

REPORT OF: Business Improvement and Development

SUBJECT: Quarter 1 2018-19 Council Strategy Performance

PART I

RECOMMENDATION

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

1. PURPOSE

To update Members on progress with the Teignbridge Ten programmes
To update Members on revised PI target proposals following O&S 2 July

2. BACKGROUND

The Teignbridge Ten programmes (T10) are the 'super projects' that will have a high impact on and bring major benefits to the district and shape the future of the Teignbridge area. Each T10 has seven or more actions with performance indicator(s) and/or project(s) to monitor their progress against a series of targets and milestones set and agreed at the beginning of each year by both managers and Members.

Every quarter an update on the progress of each T10 is compiled by the T10 managers leading each T10 programme and reported to Overview & Scrutiny Committee. This T10 report covers the period from 1 April to 30 June 2018 and includes quarterly reported PIs and reviews of the projects that are in progress. Reports are based on financial year quarters.

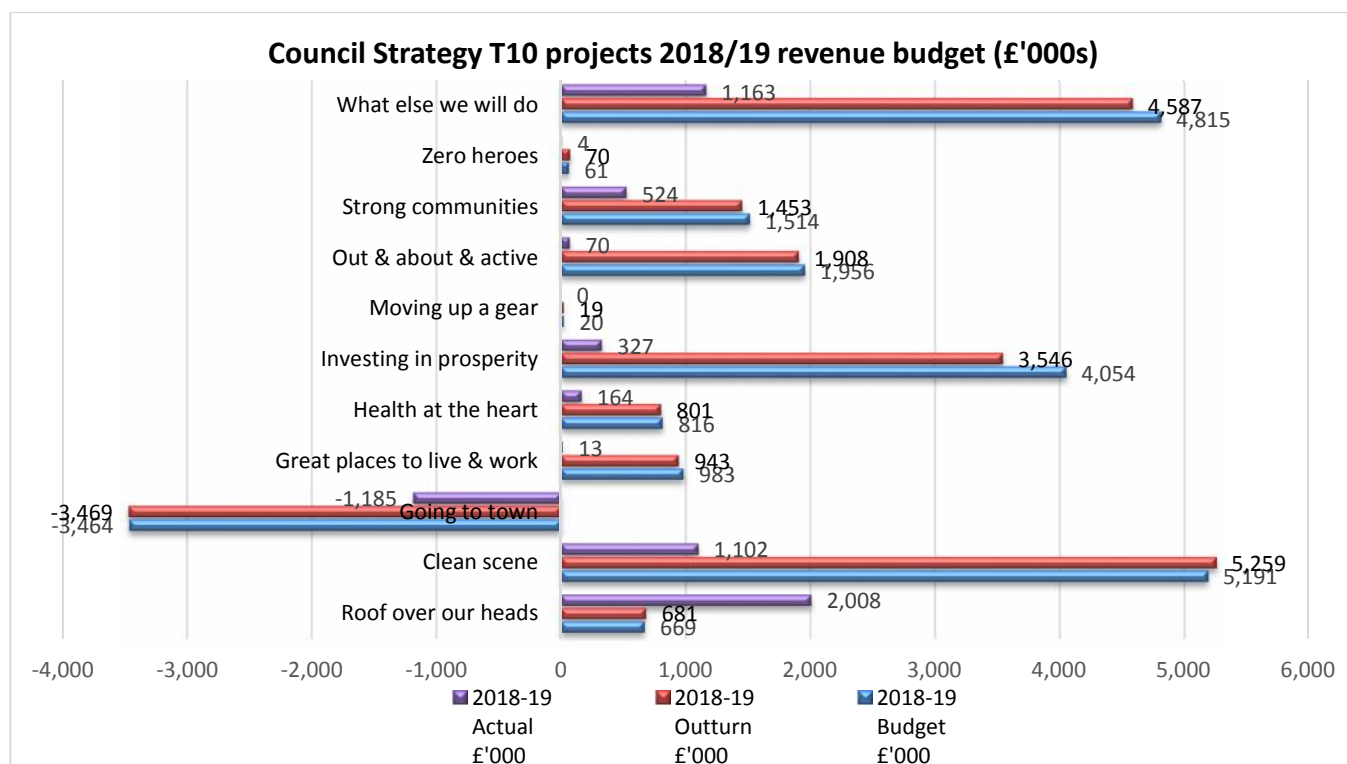
Attached to this report as Appendix A report is a detailed review of each T10 programme and its associated PIs and Projects.

3. Q1 REPORT OVERVIEW 2018-19

-) All T10 programmes are reported as being on target
-) A total of 46 PIs are reported
-) 21 of the 46 PIs with targets are performing above or well above target
-) 8 of the 46 PIs with targets are underperforming
-) A total of 62 projects are reported this quarter
-) 11 projects have a caution status
-) This quarter we have completed 2 projects

a) Finance overview

The 2018-19 revenue and capital budgets have been split between T10 programmes, and the charts below show actual spend against our year end estimate (outturn) and the base budget for the financial year 2018-19.

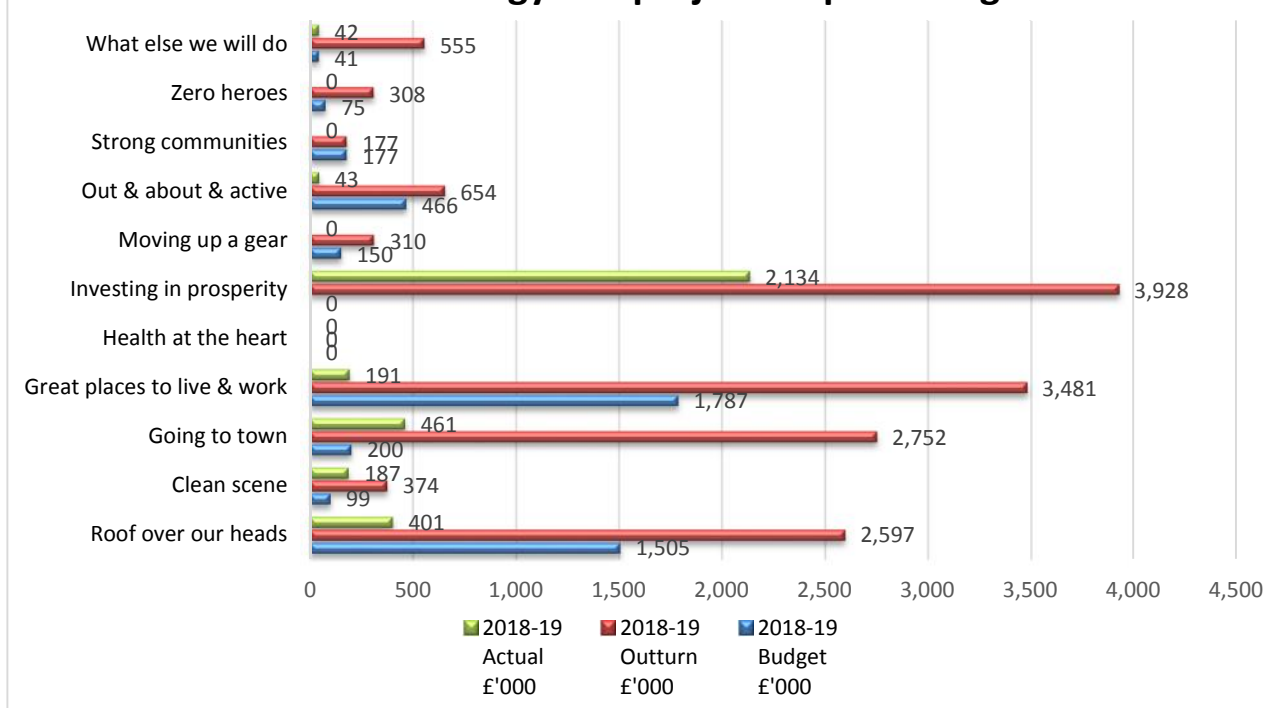


Revenue budget notes

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

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

Council Strategy T10 projects capital budget



Capital budget notes

2018-19 budget excludes provisional figures for capital programme bids. More detail available in the [capital programme](#).

What else we will do	Budget for ongoing IT projects, Outturn includes balance of projects started last year
Zero heroes	Budget for energy saving schemes, Outturn has rescheduled schemes/projects
Strong communities	Energy company
Out & about & active	Budget for sports centres, Outturn includes projects such as Baker's Park. Actual is play areas.
Moving up a gear	Cycle schemes rescheduled from last year - dependant on partners input
Investing in prosperity	No base budget, Outturn is purchase of building and costs, Actual not all costs paid at time of report
Health at the heart	Most schemes within out & about project
Great places to live & work	Budget includes provision for SANGS, and Environment Agency funded coastal works, Outturn has increases to both
Going to town	Outturn includes town centre development projects that have been rescheduled from last year
Clean scene	Budget is for new bins, Outturn and Actual has rescheduled bulking station works
Roof over our heads	Outturn includes new/rescheduled schemes and added plots at Haldon. Actual - Some schemes and grant payments complete later in the year

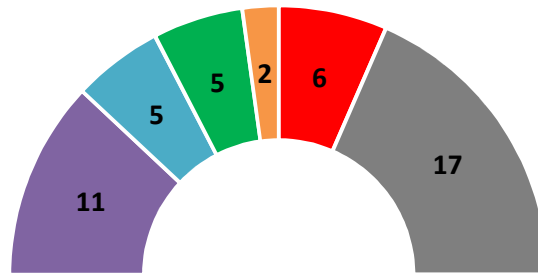
b) Performance overview

T10 Programmes

All of the T10 Programmes are reported as 'On track'.

T10 Performance Indicators

A total of 46 PI results are included in the Q1 report. In total 21 PIs are either ahead or well ahead of target while 8 PIs are underperforming. The remaining 17 PIs are either tracking PIs or new PIs where baseline data is being collected.



Q1 Status of all Performance Indicators

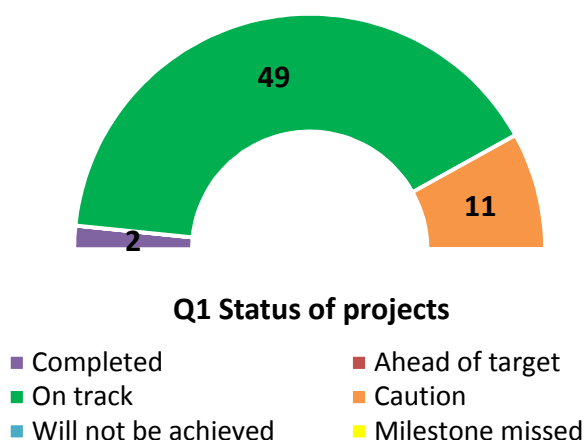


The 8 PI's with a **caution** or **concern** status are:

ROH 4.1	Number of empty properties impacting on the New Homes Bonus	2
ROH 5.2	Homelessness prevented by client remaining in existing home	2-3
ROH 5.3	Homelessness prevented by assisting client with alternative accommodation	3
CLS 5.1	Household waste recycled and composted	6
HAH 2.4	Number of properties receiving free or subsidised energy efficiency measures	18
IIP 1.3	Planning appeals allowed	22-23
OOA 8.1	Number of participants attending cycle events that we organise	29
WE 3.2	% of telephone enquiries dealt with at first point of contact	38

T10 Projects

A total of 62 projects are included in the report. Two have been completed this quarter, 49 are on track and 11 of these are reported as a caution where there has been a delay against the anticipated progress of the project.



The 11 projects with a **caution** status are:

CLS 3.3	New IT system to manage street cleansing	7
CLS 8.1	Review existing Dog Fouling policy and consider introduction of PSPO	7
GTT 7.3	Best Bar none	11
GTT 1.2	Place based town centre projects with improvements to accessibility	11
GP 2.5	Adopt Supplementary Planning Document for Wolborough	15
HAH 1.6	Make market Walk a smoke free place	19
HAH 1.7	Smoke free Play Parks	19
MUG 1.2	Providing a new Avenue linking the A383 to Forches Cross, A382	26
MUG 3.2	Rail improvements	26
MUG 2.1	Bus Park and Ride services	26
MUG 6.2	Transport provision in future plans	27

The **completed** projects are:

CLS 3.3	Litter and Dog Waste Bin Policy	8
WE 4.1	Register of partnerships	38

c) Revised PI targets 2018-2021

Following the Overview & Scrutiny Committee meeting on 2 July, the following targets were questioned and since then the Teignbridge Ten programme Managers have reviewed these targets.

Code	PI Title	Actual	Targets					PI Manager	Rationale
		2016/17 & 2017 /18	2017 /18	2018 /19	2019 /20	2020 /21	2021 /22		
ROH 1.3	Number of self-build homes provided	37	31	93	124	135	166	Simon Thornley	The Local Plan target is for 5% of plots to be for custom and self-build developments, which from is 31 homes per year. A compounded target, increasing by an additional 31 homes per year is proposed. The total number of self-build homes provided will be reported annually.
CLS 5.1	Household waste recycled and composted	55.35%	59%	56%	56%	57%	58%	Chris Braines	There are no significant service changes currently planned. These targets represent challenging yet achievable rates.
58 CLS 5.3	Residual household waste per household	346.6kg	360kg	355kg	354kg	353kg	352kg	Chris Braines	There are no significant service changes currently planned. These targets represent challenging yet achievable rates. The aim is to reduce residual waste so a decreasing target is desirable. The 17/18 target for residual waste was 360kg/hh so the targets set a year on year reduction going forward. The 'actual' figure for 2017/18 was below the target mainly due to the unusual snow during March which meant lots of collections were delayed until April (so counted in 2018/19) which decreased the amount of residual waste collected in Q4.
ZH 1.1	Gas consumption	3,822,986kWh						David Eaton	Further analysis is required in order to set meaningful targets for our gas, water and electricity consumption. A project will report progress on the analysis and recommendations bought to Members at a future date.
ZH 1.2	Electricity consumption	223,301kWh						David Eaton	
ZH 1.3	Water consumption	10,599m3						David Eaton	

d) Clarifications and corrections from the previous O&S report

Code	PI Title	2017 /18 Actual	2017 /18	2018 /19	2019 /20	2020 /21	2021 /22	PI Manager	Comment - Correction
ROH 1.4	Ratio of self-build permissions to registered demand (annual report)	n/a	n/a	100%	100%	100%	100%	Simon Thornley	New PI – target amendment, incorrectly stated in July 2 O&S report

Code	PI Title	2017 /18 Actual	Target	PI Manager	Comment - Clarification
CSMUG 6.1	Proportion of commutes by non-car modes from the survey of new dwellings	25.4%	TPI	Nick Davies	<p>The data is from the 2018 annual survey of residents in new developments.</p> <p>Most of the working households responding to the survey provided some information about their commute.</p> <p>Of the 119 households providing commute information, car journeys were the most common. Thirty seven households have at least one person travelling sustainably (31%)</p> <p>Including two (or more) person commutes there were a total of 189 commuting journeys described. Of these 74% were by car and 25.4% by other modes.</p>

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Teignbridge District Council

ten year 2016 - 2025 strategy

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Q1 2018-19 Performance Report

APPENDIX A

The Teignbridge ten

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Council Strategy 2016-2025

24 July 2018

Goal 01 A roof over our heads

Lead Contact: Humphrey Clemens, Amanda Pujol

RAG Status: On track

Summary Statement

There are a number of indicators well ahead of target and a number reported as a concern. Details of these are summarised below and a fuller explanation is in the Performance Indicator section of the report.

All projects have commenced and progress is on track.

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

As part of the Greater Exeter Strategic Plan (GESP), East Devon, Exeter, Mid Devon, Teignbridge and Devon County Council will update the strategic housing market assessment (SHMA) in 2018. The updated SHMA will use the new Government housing targets aggregated across the GESP area.

The Plan Teignbridge, Local Plan Review 2020/40 is out to consultation from 21st May to 16th July 2018

2. Deliver affordable housing

Delivery of affordable homes is well ahead of target as more properties were completed in the first quarter of the year and the net new additional homes has been boosted by late completion of properties previously unreported.

3. Evaluate options for delivering affordable rented housing

A new project to deliver affordable housing on land owned by Teignbridge Council has commenced and is reported below.

4. Improve housing conditions and reduce empty homes

There are a number of indicators well ahead of target including the number of dwellings improved by the Council following successful uptake of our Ecoflex scheme and intervention by the Private sector housing team, resulting in improvements being made to private rented properties.

The Property Rating scheme (PARs) is formally being launched on 19th September 2018.

Whilst the number of empty properties is recorded as a concern, the target is based on the figure reported to government in October 2018 which is used to calculate new homes bonus payments. Work will be ongoing between now and October 2018 to reduce the figure and meet the target.

5. Prevent homelessness wherever possible

A change to the homeless legislation and the criteria for recording homeless prevention statistics has resulted in the Council being unable to record homeless prevention outcomes previously recorded in 2018/19 and, as a result, these indicators are showing as a concern. We are seeking clarification from the Ministry of Housing which will hopefully enable us to count more cases going forward however, if this is not forthcoming, we may need to review the target as this was based on the previous definition and legislation.

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Key to Performance Status:

Performance Indicators:

No data

Concern

Caution

On target

Ahead of target

Well ahead of target

Key to +/- Column:

+

Higher figures are better

-

Lower figures are better

OFF

Direction cannot be determined

Performance Indicators

Code 2	Title	+/-	Prev Year End	Annual Target	Current Target	Status	Actual to Date	Officer Notes
CSROH 4.2	<u>Number of dwellings improved through intervention by the Council (Y2-4)</u>	+	180	198	50 (1/4)	Well ahead of target	61 (1/4)	(Quarter 1) The quarterly target has been exceeded due to a number of completions of top up Ecoflex applications (AD)
CSROH 2.1	<u>Deliver an average of 124 affordable homes a year in urban areas as defined by the Local Plan (Y1-4)</u>	+	139	124	31 (1/4)	Well ahead of target	48 (1/4)	(Quarter 1) New rented homes completed in Newton Abbot, Kingsteignton Dawlish and Dawlish Warren. (GD)
CSROH 1.2	<u>Net additional homes provided</u>	+	697	620	155 (1/4)	Ahead of target	170 (1/4)	(Quarter 1) includes late completions not previously reported (HW)
CSROH 4.1	<u>Number of empty properties impacting on the New Homes Bonus (Y2-4)</u>	-	361	360	360 (1/4)	Concern	461 (1/4)	(Quarter 1) 461 as of July 17. However, this is projected to reduce to meet target. The current position is 172 better than the corresponding time last year. (GD)
CSROH 5.2	<u>Homelessness prevented by client remaining in existing home (Y1-4)</u>	+	495	440	110 (1/4)	Concern	4 (1/4)	(Quarter 1) Since the introduction of the Homelessness Reduction Act, it is no longer possible to claim homelessness preventions for work completed by the private sector housing team (through disabled facilities grant provision and enforcement action) or through the administering of direct housing benefit payments and discretionary housing payments, without those cases being recorded through the H-clic system. This is the standardised central government statistical returns system for homelessness prevention and relief cases. Previously, such cases could be counted without inclusion onto our homelessness prevention case management system. They would

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Performance Indicators								
Code 2	Title	+/-	Prev Year End	Annual Target	Current Target	Status	Actual to Date	Officer Notes
								now have to be recorded onto our case management system, and each leading household member would be issued with personalised housing plans, and statutory homelessness decisions which could be subject to statutory review. In essence, the recording of prevention statistics has become significantly more formalised and stringent in line with the new legislation. We will now seek advice from the Ministry for Housing, Communities and Local Government to ascertain whether we can issue 'short-form' personalised housing plans and standardised 'not homelessness decisions' for such cases in order to include them within our prevention statistics for future returns. There is currently no statutory guidance available on this issue. If this is not possible, our targets for this return will need to be adjusted accordingly. (TM)
CSROH 5.3	<u>Homelessness prevented by assisting with alternative accommodation (Y1-4)</u>	+	408	363	91 (1/4)	Concern	31 (1/4)	(Quarter 1) Please see explanation from HL P11 ROH 5.2 - Homelessness prevented by client remaining in existing home (TM)
CSROH 5.4	<u>Number of households placed into temporary accommodation (Y1-4)</u>	OFF	62	TPI	TPI	Not calculable/No status	87 (1/4)	
CSROH 5.1	<u>Number of rough sleepers as an estimate on a snapshot date (Y1-4)</u>	-	2	4	4	Data not due	n/a	(2018 - 2019) The annual rough sleeping count happens in mid November and is co-ordinated by the Dept. for Communities and Local Gov. All Devon authorities undertake the count on a single night. (JT)
CSROH 1.1	<u>Provide gypsy and traveller pitches according to identified need in Plan Teignbridge</u>	+	48	21	21	Data not due	n/a	
CSROH 1.3	<u>Number of self build homes provided</u>	+	15	31	31	Data not due	n/a	

Performance Indicators								
Code 2	Title	+/-	Prev Year End	Annual Target	Current Target	Status	Actual to Date	Officer Notes
CSROH 1.4	<u>Ratio of self-build permissions to registered demand</u>	+		100%	100%	Data not due	n/a	

Key to Performance Status:

Projects:

No status set

Milestone Missed

Will not be achieved

Caution

On track

Ahead of schedule

Project completed

Data not due

Projects

Roll-out, launch and promote the 'property agent rating scheme' (Y1-4) (HSH2.10*) **On track** **Project Responsible Officer: Alison Dolley**

Date	Progress Review
09/07/2018	12 applications have been received for the property agents rating scheme and checks of these applications are on-going. The first training session for agents was provided on the 28th June where 17 agents were trained on the Housing health and safety rating system. Feedback from this course has been positive. A further training session has been arranged for late July.
30/09/2018	The launch date has been confirmed as the 19th September and a communications plan is currently being developed with the Communication's team.

Obtain planning and funding for one affordable housing scheme on council owned land (Y4) (HSP1.19*) **On track** **Project Responsible Officer: Graham Davey**

Date	Progress Review
17/07/2018	Schemes are being worked up on TDC land in Newton Abbot, Kenn, Ideford and Chudleigh. Two sites have received positive pre application advice. A scheme at Haldon Ridge for three pitches is under construction with completion in October 2018 A scheme for aquisition of land in Bovey Tracey to deliver 4 custom build affordable homes has been approved by the Capital Review Board. A planning application is pending approval and a Portfollio Holder decision for land aquisition is being drafted for signature. Planning permission is expected during August 18 with aquisition to follow shortly afterwards.
30/09/2018	

Review Devon Home Choice allocation scheme, report issues & make recommendations to Members (Y4) (HSA3.10*) **On track** **Project Responsible Officer: Tony Mansour**

Date	Progress Review
12/07/2018	An initial briefing to members was given on 2nd July 2018 which outlined the main areas of concern regarding Devon Home Choice. A full review of Devon Home Choice and audit of allocations will be completed by October 2018.
30/09/2018	

Council Strategy 2016-2025

20 July 2018

Goal 02 Clean Scene

Lead Contact: Chris Braines, Kevin Lake

RAG Status: On track

Summary Statement

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

1 & 3. Deliver and monitor effective cleansing services

The littering awareness and enforcement project has been delivered. Work is ongoing with a programmed Fly Tipping campaign for 2018/19. Work is ongoing on the new IT system to manage street cleansing functions as STRATA consider a more strategic approach across authorities. Work is well underway on the WRAP litter innovation fund project to reduce rubbish entering the marine environment as litter from bins and household waste, primarily in our coastal resorts by the action of seagulls.

2. Fly Tipping and Community Environment Wardens

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

9 4. Community group involvement

Investment has been made in additional litter picking kits to support activities and we are slightly ahead of target for Quarter 1.

5. Recycling improvements

The recycling rate has remained stable in a period where no significant service changes have been made. Waste analysis, funded through the Devon Strategic Waste Partnership, confirmed that the most significant recyclable waste stream remaining in residual waste bins is food waste. We continue to target activities and communications accordingly. In addition the foil collection trial has been successfully completed and will be communicated to all residents in September funded with support from the foil industry.

6. Bathing water quality

Bathing water quality classifications were released by DEFRA in November. All of the beaches in Teignbridge were classified as Excellent.

7. Air quality standards

Officers have agreed that separate but complimentary Air Quality Action Plans are required for each of the Districts of the Greater Exeter Strategic Partnership area and are awaiting the publication of the Governments 'Road to Zero' Strategy which should contain targets and measures that can be incorporated in Teignbridge's Air Quality Action Plan prior to submitting to Defra for approval.

8. Council policies on dog fouling and access restrictions

The draft Public Spaces Protection Order (PSPO) has been prepared. Following recommendations from the Habitats Regulations Executive Committee (HREC) Officers have been considering the use of a PSPO to deal with the impact of dog activity at Dawlish Warren.

Officers are awaiting the advice of the Police and Crime Commissioners Officer and the police legal teams, as to the applicability of the PSPO procedure to the situation at Dawlish Warren. This has delayed the likely implementation date. However, officers are confident that on receipt of the advice from the Police, and a decision on how to progress in response to the HREC recommendation, the PSPO will be progressed.

Key to Performance Status:

Performance Indicators:

No data

Concern

Caution

On target

Ahead of target

Well ahead of target

Key to +/- Column:

+

Higher figures are better

-

Lower figures are better

OFF

Direction cannot be determined

Performance Indicators

Code 2	Title	+/-	Prev Year End	Annual Target	Current Target	Status	Actual to Date	Officer Notes
CSCLS 3.2	<u>Street cleaning & litter responsibilities. £'s per household</u>	-	£21.18	£23.50	£5.88 (1/4)	Well ahead of target	£4.71 (1/4)	
CSCLS 4.1	<u>Number of community litter picks supported</u>	+	40	27	7 (1/4)	Well ahead of target	10 (1/4)	
CSCLS 5.4	<u>Household waste collected: £'s per household (BV86)</u>	-	£50.96	£50.29	£12.57 (1/4)	Ahead of target	£11.40 (1/4)	(Quarter 1) An adjustment has been made for income not received and annual lease costs paid in full in Q1 - £25.80 without adjustment (SW)
CSCLS 5.3	<u>Residual household waste per household</u>	-	346.60kg	355.00kg	88.75kg (1/4)	On target	90.10kg (1/4)	(Quarter 1) Estimated accumulative figure for Qtr 1 18-19 is 90.1kg/hh. Please note waiting on final tonnages for Qtr 1. (EB)
CSCLS 3.1	<u>Improved street and environmental cleanliness - level of litter</u>	-	1.00%	2.00%	2.00%	On target	2.00% (1/3)	(April - July) Estimate as results are not yet finalised. Will update to actual when available. (AL)
CSCLS 5.1	<u>Household waste recycled and composted</u>	+	55.35%	60.00%	60.00% (1/4)	Caution	55.21% (1/4)	(Quarter 1) Estimated accumulated figure for Qtr 1 18-19 is 55.21%. Please note waiting on final tonnages for Qtr1. (EB)
CSCLS 2.1	<u>Number of incident types dealt with by Community Environment Warden Team</u>	OFF	1,082	TPI	TPI	Not calculable/No status	184 (1/4)	

Key to Performance Status:

Projects:

No status set

Milestone

Will not be

Caution

On track

Ahead of

Project

Data not due

	Missed	achieved			schedule	completed	
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Projects

New IT system to manage street cleansing (CSCLS 3.3) **Caution** **Project Responsible Officer: Anna Lang**

Date	Progress Review
03/07/2018	This project is behind schedule due to a decision to look at requirements across all STRATA supported authorities. A meeting has been held with a current software provider to Exeter City Council and Teignbridge District Council to discuss the options that their system can provide.
30/09/2018	

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

Date	Progress Review
20/07/2018	The draft Public Spaces Protection Order (PSPO) has been prepared. Following recommendations from the Habitats Regulations Executive Committee (HREC) Officers have been considering the use of a PSPO to deal with the impact of dog activity at Dawlish Warren. Officers are awaiting the advice of the Police and Crime Commissioners Officer and the police legal teams as to the applicability of the PSPO procedure to the situation at Dawlish Warren. This has delayed the likely implementation date. However, officers are confident that on receipt of the advice from the Police, and a decision on how to progress in response to the HREC recommendation, the PSPO will be progressed.
28/09/2018	

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

Date	Progress Review
04/07/2018	Anti fly tipping campaign in delivery stage and on track
30/09/2018	

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

Date	Progress Review
04/07/2018	Work is continuing with Developers and BID team to finalise processes and IT requirements. Test hardware is in place and due to be tested
28/09/2018	

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

Date	Progress Review
04/07/2018	Work is progressing with STRATA development and BID teams to finalise processes and systems. Testing of IT hardware and draft systems is underway
28/09/2019	

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

Date	Progress Review
20/07/2018	During this quarter Teignbridge has launched a new campaign to help curb fly-tipping and is telling people to 'check who you pay to take it away'. The main idea of the campaign is to highlight the dangers of choosing someone other than a licensed waste carrier to dispose of unwanted items and prevent residents from running the risk of prosecution or heavy fines as a consequence. The campaign was launched during a roadshow on Teignmouth Den on Saturday, 26 May. Further events are planned to continue this project.
28/09/2018	

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Good bathing water quality for Teignbridge beaches (CSCLS 6.1)	On track	Project Responsible Officer: Sarah Holgate
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Date	Progress Review
03/07/2018	All bathing water quality classifications are excellent. It has been agreed by leadership that a 'Love Your Beach' steering group will be set up to cover all of the beaches rather than just issues in Teignmouth. The group will meet for the first time at the end of the bathing season. We have had an event in Teignmouth at the end of May to raise awareness about pollution issues and celebrate Teignmouth, Dawlish and Dawlish Warren reducing single use plastic specifically plastic straws. An event was also held at Dawlish Warren to celebrate the beach having a blue flag award and excellent bathing water quality for 20 years.
28/09/2018	

Updating Air Quality Action Plan (CSCLS 7.2)	On track	Project Responsible Officer: Colin Bignall
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Date	Progress Review
20/07/2018	Officers have agreed that separate but complimentary Air Quality Action Plans are required for each of the Districts of the Greater Exeter Strategic Partnership area. This is because whilst the issue is common and relates to Nitrogen Dioxide pollution the solutions that are within the local authorities control are based locally. Officers are awaiting the publication of the Governments Road to Zero Strategy which should contain significant targets and measures that can be incorporated in Teignbridge's Air Quality Action Plan prior to submitting to Defra for approval.
28/09/2018	

Litter and Dog Waste Bin Policy (CSCLS 3.4)	Project completed	Project Responsible Officer: Anna Lang
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Date	Progress Review
11/07/2018	Documents finalised and approval given to adopt the policy. Policy adopted.
30/09/2019	

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Council Strategy 2016-2025

25 July 2018

Goal 03 Going to town

Lead Contact: Neil Blaney, Timothy Golder

RAG Status:

On track

Summary Statement

Overall the project is on track.

1. Designing and delivering small and large scale schemes

Work to improve the Market Walk in Newton Abbot with new facades and public realm continues and is set to be completed by September.

A marketing campaign was launched earlier in the year to bring the Brunswick Street site in Teignmouth to the attention of would be partner investors and developers.

There are now proposals to be considered and these will be presented to members in September.

A range of projects are being developed to bring under-utilised buildings into active use. For example, the Former Ambulance Staff Building on The Den, Teignmouth.

After a successful marketing campaign, a new tenant has been secured. In the meantime, the Goldfish Bowl, also on the Den and which was until previously being used as a store, has been marketed to seek an active use for the site.

There are a number of projects underway, these include the Bakers Park development, Dawlish Warren Car Park, Former Europlas building - Benbow, Kenton Watercourse Repair Works, Market Walk Enhancement and the Minerva Way Development.

Having now recently acquired land designated for employment use at Forde Road, Newton Abbot, initial feasibility and design work is underway.

2. Running and improving Newton Abbot Markets

An Events Programme for 2018/19 is well under way. An Easter event in the market has been followed by 2 of the 3 Summer Nights Festivals in 2018, which has seen an increase in attendees and traders. The final event will be in August. There will be themed events in the Markets at Halloween and Christmas.

The annual coach survey has been undertaken and has shown an increase in both visitor numbers and average spend. Nearly all visitors on the coaches would recommend Newton Abbot to their friends. The Western Service Yard has continued to provide temporary coach space, even with all of the works at Market Walk, and has proven very popular with the coach companies and drivers.

To improve the appeal of Market Hall and Alexandra Cinema buildings, £60k external repair and maintenance works are nearing completion.

The Draft Code of Practice will be issued to the traders alongside plans to allow Traders to book and pay for their pitches online in advance. This will be later in 2018.

A Business case has been prepared based on supplier interest to provide WiFi provision to Newton Abbot Markets and town centres of Newton Abbot, Teignmouth and Dawlish. Discussions are now taking place with Devon County Council regarding the ability to attach the equipment onto their street furniture.

3. Town centre health checks

Background work to inform the Health checks are underway, including shop occupancy by type and use class of occupants.

Discussions have commenced with the local business chambers to seek additional resource in surveying businesses in the towns and to undertake some of the specific surveys such as vacancies across town centres. It is also hoped that the free WiFi project will result in footfall data being available to monitor how busy the town centres are.

Work to inform the emerging Local Plan has included a review of services and facilities per town and village, which will inform the settlement hierarchies from a policy perspective. Further work is required to look at the emerging and historic trends across the towns.

4. Working with and supporting continued town centre management

Working with the Newton Abbot Town Centre Development Manager (TCM) and event organisers Born Hectic, the 'Summer Nights' street food events are taking place again this summer. This consists of three separate evening events, one each in June, July and August, being held in Newton Abbot town centre. The events were very well received in 2017, drawing in a lot of families and creating a different evening economy event within the town, and the events held so far have proven equally as popular.

Work is still on-going to develop the shared post between the five Town Councils of Ashburton, Bovey Tracey, Buckfastleigh, Chudleigh and Moretonhampstead. A meeting with the Councils to discuss this is scheduled for September. A job description has been drafted, to be discussed when officers meet the Councils, along with some initial ideas of projects the TCM could lead on.

There is still no update on the Town Centre Manager for Teignmouth and Dawlish post. This decision will be made by the Teignmouth and Dawlish CIC, who employ the post holder, and the respective Town Councils who part funded the post.

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

The Council continues to exceed targets for dealing with planning applications within nationally prescribed timescales. The Environmental Health team provide continued updates to businesses to ensure compliance with changes to legislation and the percentage of businesses with a food hygiene rating of 5 continues to meet our target

6. Improving accessibility and encouraging more town centre living

Work continues to revise car parking numbers in Newton Abbot town centre, linked to the publication of the master plan and phase 1 development. Project work to review bus movements in and out of the town with Devon County Council continues. Connectivity to new residential settlements is being considered with the wider planning consents for those sites.

7. Supporting evening cultural and leisure opportunities

The plan of events for the year is underway, including the Summer Nights events in Newton Abbot and officer time given to the 'Taste of the Teign' food festival in September. We continue to support proposals through the planning process that bring in businesses and uses that contribute positively to the evening cultural and leisure offer in the towns across the district.

Key to Performance Status:

Performance Indicators:

No data

Concern

Caution

On target

Ahead of target

Well ahead of target

Key to +/- Column:

+

Higher figures are better

-

Lower figures are better

OFF

Direction cannot be determined

Performance Indicators

Code 2	Title	+/-	Prev Year End	Annual Target	Current Target	Status	Actual to Date	Officer Notes
CSGTT 7.1	<u>% of businesses with a food hygiene rating of 5</u>	+	91%	90%	90% (1/4)	On target	90% (1/4)	

Key to Performance Status:

Projects:

No status set

Milestone Missed

Will not be achieved

Caution

On track

Ahead of schedule

Project completed

Data not due

Projects

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

Date	Progress Review
18/07/2018	Teignbridge Executive approved the principle of the part disposal of Halcyon Road Car Park. Further negotiation will now be undertaken with preferred bidders with a view to reporting back to Full Council this Autumn. Further development proposals are under negotiaton and will be reported on in due course.
28/09/2018	

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

Date	Progress Review
17/07/2018	Due to some significant pieces of work that have absorbed the time of the ASB Officer this project is still in development stages. We are waiting for an appointment to attend the Ashburton and Buckfastleigh Licensed Victuallers Association.
28/09/2018	

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

Date	Progress Review
20/07/2018	Work on the consultation on the Draft Code of Practice has been held in abeyance. The draft is nearly complete, following ongoing engagement with Traders and customers over the last 12 months. We are looking to introduce a system that will allow traders to book and pay for their pitches online in advance. This will not only give Traders the ability to manage their bookings at any time, but also improve the Market Team's processes, reduce risk and make a saving by reducing the amount of cash needing to be collected, counted and processed across the year. This new system is part of our digital transformation programme, with this area of work due to be undertaken in the Autumn of 2018. As there will be a need to test the potential new way of payment with Traders, it is felt appropriate to delay the Code of Practice to allow us to engage with Traders on the payment option and the Draft Code at the same time.
31/12/2018	

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

Date	Progress Review
18/07/2018	Teignbridge Executive approved the Master Plan for public exhibition this summer. The final document is undergoing a final review by TDC planning to ensure it relates to all emerging schemes locally. The master plan focuses strongly on delivery within the Councils Land ownership and comments on the wider Town.
28/09/2018	

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

Date	Progress Review
20/07/2018	The Annual Coach Driver Survey 2018 was completed in June this year, following the success of the surveys in 2017. The surveys have recorded an increase in coach visits from 106 in 2017 to 184 in 2018, an increase of 175%. This figure is based on a comparable survey on the same days (Wednesdays)

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

Date	Progress Review
	and for the same period (May to June) in each year, it doesn't cover other days or the full picture across the year. However, anecdotal evidence from the Markets team and traders confirms that more coaches are visiting Newton Abbot. From the survey results 98% of visitors would recommend Newton Abbot to friends, and the main recommendations received were to improve permanent coach parking and access/number toilets within markets/Market Walk. Details of the coach surveys for 2017 and 2018 can be viewed via https://www.teignbridge.gov.uk/community-and-people/markets-and-car-boots/newton-abbot-markets/coach-drivers/ . As set out in the update on the Code of Practice, further engagement with Traders is planned later this year for both the Draft Code and looking at the creation of an online payment and booking system for Market Traders.
31/12/2018	

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

Date	Progress Review
17/07/2018	We have investigated possible sources of funding for this post and found none. A meeting has been organised for 10th September 2018 with representatives from all five towns. We plan to put the project to them along with details of their financial commitment over three years. We will also present an outline plan for a project that would see all five towns working together to encourage footfall. We are hoping for a decision on moving forward by the end of this year 2018.
30/09/2018	

Council Strategy 2016-2025

24 July 2018

Goal 04 Great places to live and work

Lead Contact: Humphrey Clemens, Nick Davies

RAG Status: On track

Summary Statement

All Projects are underway and all but one are on track. Neither of the Performance Indicators reported in the 1st Quarter have a target. Progress on the actions is summarised below together with an explanation for the Project where the status is assessed as a Caution. The overall status of the T10 Project is On Track.

1. Design Guidance

The draft Teignbridge Urban Design Guide was subject to public consultation from 26 January to 9 March 2018. It provides a framework for achieving high quality in new development. The first chapter of the Design Guide and a schedule of representations was presented to Executive on 17 July 2018. Executive accepted the approach and resolved to adopt with further amendments to other sections being delegated to the Planning and Housing Portfolio Holder in consultation with the Business Manager Strategic Place. The remaining changes will be made during the remainder of the summer/early autumn, with adoption later in the year.

2. Ensuring Neighbourhoods are real communities

Work is well under way on a Masterplan for Wolborough and a draft Framework Plan is to be reported to Planning Committee on 31 July 2018 for approval to go out for public consultation. The Masterplan is following a revised timetable due to the need for considerable work on the road alignment, church setting and biodiversity. For this reason the Project is labelled Caution

- Already completed - NA1 Houghton Barton Development Framework Plan was adopted as a Supplementary Planning Document (SPD) by Executive on 5 December 2017

3. Protecting landscapes and heritage

Following consideration of public comments by Planning Committee the Solar Voltaic Developments in the Landscape Supplementary Planning Document (SPD) was adopted by Executive on 17 July 2018.

- Already completed - Report on landscape sensitivity to wind energy proposals to be used as part of the evidence base for reviewing the Teignbridge Local Plan.

4. Working towards overall improvement in biodiversity

Planning permission has been granted for 5Ha of the SANGS land at South West Exeter and Council has approved the purchase of all of the SANGS land. Negotiations are nearing completion for the purchase of two land parcels and are expected to commence for a following two parcels later this calendar year. Projects identified in the South East Devon European Site Mitigation Strategy are being delivered on target. In addition, over £300,000 of Section 106 money was secured from developers to fund other biodiversity improvements in the first Quarter of this year. A draft SPD to protect Greater Horseshoe Bats was taken to Planning Committee on 20 March 2018 and approved for public consultation. Responses are now being reviewed before the document is updated and returns to Committee for adoption. The Pollinator Pledge continues to raise awareness of the importance of wildflower meadows and, among other initiatives, targeted mowing was undertaken across five of the Council's grassland countryside parks to control vigorous plants and maintain wildflower rich healthy meadows.

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- Already completed - The Suitable Alternative Natural Green Space (SANGS) at Dawlish successfully opened to the public as Dawlish Country Park.
- Already completed - A Cirl Buntings and Development Guidance Note was published in October 2017

5. Supporting improvements to walking, cycling and public transport

1,009 sq m of employment space has been provided this quarter to improve work opportunities within easy reach of Teignbridge residents.

Key to Performance Status:

Performance Indicators:

No data

Concern

Caution

On target

Ahead of target

Well ahead of target

Key to +/- Column:

+

Higher figures are better

-

Lower figures are better

OFF

Direction cannot be determined

Performance Indicators

75

Code 2	Title	+/-	Prev Year End	Annual Target	Current Target	Status	Actual to Date	Officer Notes
CSGP 2.3	<u>Sqm of employment space completed</u>	+	2,085sq.m	TPI	TPI	No Target	1,009sq.m (1/4)	
CSGP 4.1	<u>Section 106 Money Secured For Biodiversity</u>	+	£201,252.82	TPI	TPI	No Target	£306,079.00 (1/4)	(Quarter 1) 13/00943 South Downs Road Dawlish, HRA £8,635.35, Habitat mitigation £167,224.14 12/02281 Shutterton Park Dawlish, SANGS £123,906.88, Seeding £1,214 17/02476 52 Newton Road BishopsteigntonHRA, £1,672.58 16/00866 Cross Park New Road Teignmouth, HRA £871.12 18/00428 Weston Farm Dawlish, HRA £800 18/01061 Dawlish Water Cottage Dawlish, HRA £416 18/01071 Valley View Ham Lane Shaldon, HRA £416 18/01169 Springdale Farm Longdown Whitestone, HRA £98 14/00154 Garage Lane Bishopsteignton, HRA £825. Total = £306,079. (TC)

Performance Indicators

Code 2	Title	+/-	Prev Year End	Annual Target	Current Target	Status	Actual to Date	Officer Notes
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Key to Performance Status:

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

<u>Adopt Supplementary Planning Document For Wolborough (CSGP 2.5)</u>	Caution	Project Responsible Officer: Fergus Pate
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Date	Progress Review
20/07/2018	The Masterplan's timetable has been revised, to take account of the need for considerable technical work on the road alignment, church setting and biodiversity implications, much of which has been funded by a grant from the MHCLG. This work is now nearing completion and a draft masterplan is being presented to planning committee 31 July 2018, when approval will be sought to publish for consultation. The new indicative timetable has consultation in August/September and adoption in December 2018. In the meantime, an appeal has been made against "non-determination" of the planning application on the western part of the site, which has been called-in by the Secretary of State. This does not affect the SPD timetable.

<u>Devon Pollinator Pledge (CSGP 4.7)</u>	On track	Project Responsible Officer: Sian Avon, Mark Payne
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Date	Progress Review
18/07/2018	Targeted mowing was undertaken across five of the Council's grassland countryside parks to control vigorous plants and maintain wildflower rich healthy meadows. Southern Marsh orchids put on a great display at Hackney Marshes. Decoy's pollinator patches (with strewn hay from Aller Brook) have been coming to fruition with many more wildflowers this year. Marbled white butterflies were out ten days early in the hot sunny weather. Plans have been progressed for strewing enrichment of Dawlish Countryside Park in the autumn.
30/09/2018	

<u>Prepare & Adopt A Landscape / Renewable Energy Policy Document (CSGP 3.3)</u>	On track	Project Responsible Officer: Maureen Pearce
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Date	Progress Review
13/07/2018	Solar Photovoltaic Developments in the Landscape Supplementary Planning Document (SPD) At the 5 June 2018 Planning Committee Meeting, it was resolved that: <ul style="list-style-type: none"> Public consultation on the draft SPD has been carried out in accordance with recommended procedures Issues raised during the public consultation have been satisfactorily addressed The SPD be referred to the 17th July Executive Committee meeting for adoption

<u>Preparation And Adoption Of Residential Design Guide* (CSGP 1.3)</u>	On track	Project Responsible Officer: Maureen Pearce
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Date	Progress Review
17/07/2018	The first chapter of the Design Guide and a schedule of representations was presented to the Executive Committee on 17 th July 2018. The committee accepted the approach and resolved to adopt with further amendments to other sections being delegated to the Planning and Housing Portfolio Holder in consultation with the Business Manager Strategic Place. The remaining changes will be made during the remainder of the summer/early autumn.

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

Date	Progress Review
10/07/2018	<p>The eighth meeting of the South East Devon Habitat Regulations Executive Committee (SED HREC) will be held on 30th October 2018. The meeting scheduled for 18th July 2018 was cancelled due to awaiting SANGS funding decision. New codes of conduct for the Exe Estuary have been printed and distributed to local clubs, groups, libraries and Tourist Information Centres. They are available online at www.exe-estuary.org.</p> <p>The design of new signage for Dawlish Warren is complete and in production. Signage for the Exe Estuary is expected by 30th July 2018.</p> <p>The new patrol boat for the Exe Estuary Patrol is expected in mid July 2018. The Habitat Mitigation Officers have received Powerboat Level 2, VHF radio operator and sea survival training. They are also accredited with Devon and Cornwall Police towards the Community Safety Accreditation Scheme (CSAS). Regarding the new Wildlife Refuges in the Exe Estuary marker buoys, necessary Habitat Regulations Assessment and Assent forms have been approved by Natural England. The buoys will be installed prior to the start of the refuges on 15th September 2018. A programme of education and engagement has been planned to support the implementation of the Wildlife Refuges.</p>
30/09/2018	

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

Date	Progress Review
25/07/2018	<p>Dartmoor, South Hams, Torbay, Devon County & Teignbridge undertook consultation on a draft SPD in Spring 2018. Responses are now being reviewed before the document is updated and returns to Committees for adoption.</p> <p>The updated guidance will save officers time, provide more clarity for developers and therefore result in more robust planning decisions that provide proper protection for bats whilst continuing to deliver the required level of development.</p> <p>The document covers headline requirements for Local Planning Authorities and developers, South Hams SAC consultation area Greater Horseshoe Bats requirements and information needed for Habitat Regulations Assessment, including survey and monitoring. There will also be supporting advice notes on some mitigation specifics, design of lighting schemes etc.</p>

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

Date	Progress Review
25/07/2018	<p>Negotiations with site promoters and their legal representatives are nearing completion for the two of the land parcels. With negotiations expected to commence for a following two parcels later this calendar year.</p> <p>The soft market test results have been received and reviewed, and we are now in the early process of forming legal agreement documentation, in order to set in place means of delivery and ongoing management for the site.</p>

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Council Strategy 2016-2025

31 July 2018

Goal 05 Health at the heart

Lead Contact: Paul Nicholls, Sylvia Russell

RAG Status:

On track

Summary Statement

The overall programme remains generally on track. However there are some performance indicators or projects showing as concern or caution. Progress on the actions or explanations of those identified as a concern or caution have been summarised in the individual project or performance indicator notes.

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

Human Resources have carried out a comprehensive benchmarking exercise with 28 other local authorities and 4 private sector companies that include waste management, as well as a review of the last 18 years annual absence levels at the Council. This information was considered by the Absence Review Working Group in July and the average figure of 10.3 days absence per year which equates to 96% attendance was agreed to be taken forward as the target for this year. HR are considering what incremental improvements would be appropriate for future % attendance targets. The Absence Review Group will have one final meeting to agree these future targets. Beyond this sickness absence will continue to be monitored corporately by HR and at service level by Managers

The temporary reallocation of staff within Environmental Health service is continuing to impact upon our ability to progress smokefree playparks, relaunch the Health Exchange and implement Make Every Contact Count training for Teignbridge front line staff. This was reported to Overview and Scrutiny on the 2nd July.

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

Work continues to improve housing conditions through the provision of financial assistance to our most vulnerable households. In particular our Ecoflex policy has enabled 70 declarations to be made enabling households to be supported to improve the energy efficiency of their home through insulation and heating, further supported by 15 top up grants. A further 10 grants to provide solid wall insulation were completed on park homes as part of a pilot project with EDF.

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

£1.19M has been allocated through the Better Care funding for the delivery of DFGs and other grants to meet the outcomes of the Better Care Fund plan. Pending revisions of the grants and loans policy will align with the rest of Devon and ensure that this funding is targeted to those most in need and enable those with long term health needs to remain at home for as long as possible. 68 households have been assisted with 25 DFG's completed and a further 41 grants and 2 loans completed.

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

Housing Services have worked with the Teignbridge Affordable Housing Partnership to compile a comprehensive response to the Local Plan Issues and Options consultation document. The response covered issues including, space standards, accessible homes, meeting the needs of an older generation, gypsies and travellers, empty homes, park homes, custom build and including elements of Affordable Housing Supplementary Planning Guidance.

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

The first chapter of the Design Guide and a schedule of representations was presented to the Executive Committee on 17th July 2018 and the approach was accepted. Further amendments are delegated to the Planning and Housing Portfolio Holder in consultation with the Business Manager Strategic Place. The remaining changes will be made during the remainder of the summer/early autumn.

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Key to Performance Status:

Performance Indicators:

No data

Concern

Caution

On target

Ahead of target

Well ahead of target

Key to +/- Column:

+

Higher figures are better

-

Lower figures are better

OFF

Direction cannot be determined

Performance Indicators

Code 2	Title	+/-	Prev Year End	Annual Target	Current Target	Status	Actual to Date	Officer Notes
CSHAH 1.10	<u>Number of households whose housing conditions have been improved through financial assistance (Y4)</u>	+	n/a	100	25 (1/4)	Well ahead of target	32 (1/4)	
CSHAH 3.3	<u>Number of vulnerable & elderly residents assisted to remain in their own home (Y4)</u>	+	n/a	250	63 (1/4)	Ahead of target	68 (1/4)	(Quarter 1) 25 DFGs completed. 41 grants completed 2 loans (AD)
CSHAH 5.9	<u>Working days lost due to sickness absence - av/all employees</u>	-	9.71 days	10.30 days	2.58 days (3/12)	On target	2.68 days (3/12)	(June) The sickness Absence Review Group considered recently obtained benchmarking data from a number of Councils many of which had in-house operational services like Teignbridge. An absence figure of 10.3 days was found to be the average which equates to 96% attendance is to be adopted as the target going forward. (RS)
CSHAH 2.4	<u>Number of properties receiving free or subsidised energy efficiency measures (Y4)</u>	+	178	280	70 (1/4)	Caution	65 (1/4)	(Quarter 1) The actual number recorded falls slightly short of the quarterly target. as enquiries are seasonal, it is expected that the numbers will increase significantly in the winter months (Q3 and Q4) (AD)
CSHAH 3.1	<u>Total number on housing register requiring a wheelchair adapted property (Y4)</u>	OFF	35	TPI	TPI	Not calculable/No status	25 (1/4)	(Quarter 1) Fully wheelchair accessible only (TH)

Key to Performance Status:

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

Projects

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

Date **Progress Review**

18/07/2018 The officer responsible for the implementation of this project has been temporarily seconded to the Environmental Protection team to focus on noise nuisance. The project will be progressed when the secondment ceases. This was discussed at the 2nd July Overview and Scrutiny Meeting.

14/01/2019

Make Market Walk a Smokefree Place (CSHAH 1.6) **Caution** **Project Responsible Officer: Hollie Warran**

Date **Progress Review**

11/07/2018 Site visit undertaken of Market Walk and Market Square. Meetings held with Economy and Assets Project Manager and Economy Projects Officer. Research carried out into existing designated smoke-free zones.

29/09/2018

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

Date **Progress Review**

17/07/2018 Due to some significant pieces of work that have absorbed the time of the ASB Officer this project is still in development stages. We are waiting for an appointment to attend the Ashburton and Buckfastleigh Licensed Victuallers Association.

28/09/2018

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

Date **Progress Review**

18/07/2018 Leisure offered a 'join for a coin' membership promotion, whereby residents were offered the chance to join our leisure membership schemes for £1 whilst England are still in the World Cup. The promotion generated a lot of interest and was particularly more attractive whilst England were in the group stages, the promotion will run until the final weekend of the World Cup due to the successful progression to the 3rd /4th place match. Leisure has signed up to participate in the 'Refill Devon' campaign, an initiative to encourage people to fill up their water bottles at our leisure centres, to promote good hydration and healthy living. Ongoing social media activity has offered healthy eating articles, training ideas in both indoor and outdoor environments to make best use of the area we live and present alternative and affordable ideas to our communities to lead and engage in healthy choices.

29/09/2018

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

Date **Progress Review**

03/07/2018 The beach guide has been updated with information on sun safety.
A sun safety fact sheet has been created, to issue to all staff and to be used in noticeboards for members of the public.
Information on sun safety made available on social media.

31/12/2018

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Increase Staff & Member Awareness Of Mental Health & Dementia (CSHAH 1.3)		On track	Project Responsible Officer: Rebecca Hewitt
Date	Progress Review		
16/07/2018	<p>140 refuse and cleansing staff were given training on Dementia and also Safeguarding. The Safeguarding training contained information on mental health and suicide.</p> <p>Newton Abbot and Teignbridge Dementia Action Alliance has a new Chair and has its next meeting on the 25th July. The focus of the next few months is delivering Dementia Friends Awareness sessions.</p> <p>Wider discussions around mental health training are being held with our Human Resources staff. It has been agreed that a Suicide Intervention Toolkit will be delivered in Teignbridge.</p>		
Preparation And Adoption Of Residential Design Guide* (CSGP 1.3)		On track	Project Responsible Officer: Maureen Pearce
Date	Progress Review		
17/07/2018	The first chapter of the Design Guide and a schedule of representations was presented to the Executive Committee on 17 th July 2018. The committee accepted the approach and resolved to adopt with further amendments to other sections being delegated to the Planning and Housing Portfolio Holder in consultation with the Business Manager Strategic Place. The remaining changes will be made during the remainder of the summer/early autumn.		
Removing Barriers To Participation In Sport And Activity* (CSOAA 6.3)		On track	Project Responsible Officer: Nikki Taylor, James Teed
Date	Progress Review		
18/07/2018	Young peoples 'Get into events' took place at venues across the District throughout this quarter, working with clubs, schools and volunteers. Participants aged 8 -18 from all over the District took part the programmes based at local clubs to organise a large Teignbridge Team for the South West Youth Games events. A number of school assemblies, social marketing campaigns and printed publications have been used to promote the South West Youth Games and Teignbridge District Council over the recent months in the build up to the finals in Dawlish. An Aqua class was added to the Lido programme on Saturday mornings, for the summer holiday period based on feedback from Lido customers.		
30/09/2018			
Partnership activity - Health & Wellbeing initiatives delivered by the Voluntary & Community sector (CSHAH 1.8)		On track	Project Responsible Officer: Kay O'Flaherty
Date	Progress Review		
16/07/2018	<p>8 Teignbridge Memory Cafes have achieved The Quality Mark for Memory Cafés (designed and delivered by Teignbridge CVS across Devon).</p> <p>CVS have at last engaged the Community Mental Health Team with a view to working together to support the VCSE in their work with people with poor mental health.</p> <p>CVS is delivering a programme of Mental Health First Aid and Mental Health Awareness but now need the statutory team to provide an enhanced level (outside of CVS capability) to upskill the VCSE sector further.</p> <p>CVS received a request from 2 voluntary sector groups in the Teign Valley who felt that there is little activity and no networking/collaboration across these Groups.</p> <p>CVS invited a range of groups to meet and discuss but attendance was low (proving the point that there is little networking or collaboration in the area). The event was not wasted as 2 groups have agreed to work closely together in terms of practice and referrals with a view to merging in the future and those that did attend found enough value to ask to meet again. We were also able to offer a range of advice to support them in delivering services.</p>		
28/09/2018			

Council Strategy 2016-2025

20 July 2018

Goal 06 Investing in prosperity

Lead Contact: Donna Best, Timothy Golder

RAG Status: On track

Summary Statement

Overall the project is on track.

1. Promptly grant regulatory decisions

The Council is on target for dealing with planning applications within statutory timescales of 8 weeks for minor planning applications and well ahead of the target for dealing with major planning applications within 13 weeks.

2. Investing money into new commercial estates and buildings

Following the approval of the Aldi planning permission at Forde Road, Newton Abbot the land to the rear of the site that has outline consent for employment uses has now been acquired by the Council as part of a covenant negotiation relating to land. The land will be used during the construction of the Aldi site, during which time feasibility and viability testing will be undertaken.

Land at Decoy in the Council's ownership is part of on-going discussions with the two main landowners, as part of the wider delivery of the Wolborough (NA3) 10 hectare employment allocation.

Bradley Lane, Newton Abbot - Land assembly work continues with the recent acquisition of a building at Minerva Way to relocate Benbow Group Plc.

3. Giving commercial advice and support to businesses

Businesses in Teignbridge are able to access free advice from the Growth Hub service run on behalf of the Heart of the South West Local Enterprise Partnership. Since the service started in March 2016 443 Teignbridge based businesses have interacted with the Growth Hub.

The Economic Development team continues to support businesses seeking to grow, through assistance with finding new sites, accessing funding and making connections with others who can help.

4. Working with the Greater Exeter councils

The Councils in the Greater Exeter area continue to work closely on projects and opportunities, in line with the Shared Economic Strategy. The Economic Development officers from each authority continue to meet monthly to develop the objectives of the Strategy, including data and intelligence gathering of the local markets and economy, access to business advice and economic input into the emerging Greater Exeter Strategic Plan.

5. Work with local businesses and education providers

The Economic Development team continue to link businesses with the South Devon University Technical College and South Devon College. Since the last update the team have met with Exeter College and four of the secondary schools within the district, to create links and identify opportunities for future projects.

6. Ensure Local Plan continues to prioritise economic development

The Economic Development officers from the Greater Exeter area are continuing to jointly feed into the Greater Exeter Strategic Plan process. East Devon are the nominated lead on behalf of the Economic Development teams and are fully engaged with the drafting of policies and appraisal of options.

At the Teignbridge level, there are on-going internal discussions between the Local Plan and Economic Development team to ensure that policies and allocations in the Local Plan enable the delivery of economic development.

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7. Grasp all reasonable opportunities to improve the area's economic base

In 2017/18 around £12.2m has been secured towards funding bids for growth across Teignbridge. This has included through the LEADER programme (Greater Dartmoor Local Enterprise Action Fund and the South Devon Coastal Local Action Group), the Housing Infrastructure Fund, the Land Release Fund and the Local Government Association Housing Adviser Programme.

8. Scrutinise the Connecting Devon and Somerset (CDS) broadband programme

There is no update from the previous report. As set out in that report, there are approximately 67,800 premises (homes or businesses) in Teignbridge, of which around 62,600 have either been delivered or planned for superfast broadband. This leaves around 5,200 premises still without access to superfast broadband. Current superfast coverage in Teignbridge is 86% and is set to reach 92% by 2020.

Since the last update CDS have announced plans to launch a voucher scheme for residents and businesses for those not in line for commercial or publicly funded broadband infrastructure, which will be launched 'in the Spring'. There are also plans to launch schemes to support community broadband solutions this summer.

Following higher than expected take up of superfast broadband, as part of their contractual arrangements, BT have made funds available to CDS to be reinvested into further broadband coverage. A consultation on how that money should be spent has been undertaken and the results are awaited.

Key to Performance Status:

Performance Indicators:

No data

Concern

Caution

On target

Ahead of target

Well ahead of target

Key to +/- Column:

+

Higher figures are better

-

Lower figures are better

OFF

Direction cannot be determined

Performance Indicators

Code 2	Title	+/-	Prev Year End	Annual Target	Current Target	Status	Actual to Date	Officer Notes
CSIIP 1.1	<u>Processing of major planning applications</u>	+	82.14%	60.00%	60.00% (1/4)	Well ahead of target	80.00% (1/4)	
CSIIP 5.1	<u>Total number of days of work placement provided to young people</u>	+	142 days	60 days	15 days (1/4)	Well ahead of target	22 days (1/4)	
CSIIP 1.2	<u>Processing of minor planning applications</u>	+	68.75%	65.00%	65.00% (1/4)	On target	63.44% (1/4)	
CSIIP 3.5	<u>Total rateable value £000 of business premises in Teignbridge</u>	+	£85,101	£85,611	£85,611 (1/4)	On target	£85,129 (1/4)	
CSIIP 1.3	<u>Planning Appeals Allowed</u>	-	36.5%	30.0%	30.0% (1/4)	Concern	36.4% (1/4)	(Quarter 1) This figure is derived from the number of appeals allowed as a % of all appeals made. 4 appeals were allowed out of a total of 11 appeals. If 1 less appeal had been allowed the

Performance Indicators								
Code 2	Title	+/-	Prev Year End	Annual Target	Current Target	Status	Actual to Date	Officer Notes
								30% target would have been met. This figure is not completely within the Council's control as it is dependant on Inspector's decisions and many decisions are quite finely balanced. The national average is around 35%, so the final figure is not a cause for great concern. (ND)

Key to Performance Status:

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

Improved broadband provision (CSIIP 8.1)	On track	Project Responsible Officer: Neil Blaney
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Date	Progress Review
23/01/2018	The start of the programme was delayed by 6 months but is now up and running. The first round of schemes across Devon and Somerset have been commenced. While there are no sites in Teignbridge in that round, future rounds will include sites in the District, starting at the end of 2018. A presentation about Connecting Devon and Somerset was given to the Overview and Scrutiny Committee on Monday 15 th January 2018. Members were encouraged to engage with Connecting Devon and Somerset if they wished to raise specific issues in their wards.
31/12/2018	

Facilitating links between businesses and education providers (CSIIP 5.2)	On track	Project Responsible Officer: Neil Blaney
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Date	Progress Review
17/07/2018	<p>Contact has been made with all secondary schools active in Teignbridge to meet with careers advisers and discuss the role Teignbridge can play in supporting the schools and their pupils. To date 4 schools have responded and conversations have taken place on what the support could look like. This has included creating a shared database of work placement opportunities, attendance at School Careers Fairs, making links between the schools and businesses, and finding inspirational local business people to speak to pupils.</p> <p>On the statistical side Devon County Council are finalising their annual Devon Workforce Skills Survey, based on a representative survey of the businesses across the County. The purpose is to better understand the patterns of vacancies, recruitment, skills demands and needs, and training provision. These reports are found at https://new.devon.gov.uk/economy/employment-inward-investment/workforce-skills-in-devon/. There is evidence that the skills landscape across Devon is indicative of (a) the predominance of the visitor economy and (b) smaller and more localised markets being served.</p> <p>As part of the ongoing work for the Economic Development team businesses are asked about any issues relating to skills and recruitment. Responses are largely consistent in highlighting skills deficits in all sectors and at all levels. Also as part of the meetings, connections are made between the businesses and education providers at the South Devon UTC, South Devon College and Exeter College, who are active in Teignbridge.</p>
31/12/2018	

Update Economic Development Plan (CSIIIP 7.1)		On track	Project Responsible Officer: Neil Blaney
Date	Progress Review		
17/07/2018	A public consultation was undertaken on the draft Economic Development Plan, seeking the views of the business community on the Council's proposed approach to supporting the Teignbridge Economy. Work is now underway to analyse the responses received (28 via an online survey, alongside letters and verbal feedback at meetings and networking events). A 'You Said, We Did' document will be produced to set out how responses have been taken into account. Work is on track to revise the Plan in conjunction with the Economic Development Review Group and to take a final version of the Plan through Overview and Scrutiny Committee in September and Executive in October.		
30/09/2018			
Bringing forward new employment land (CSIIIP 2.2)		On track	Project Responsible Officer: Donna Best
Date	Progress Review		
18/07/2018	<p>Land at Forde Road, Newton Abbot has now been acquired. The site will temporarily be used by Aldi as a construction compound for the adjacent build of a new store. In the meantime, a feasibility study has commenced to assess development options for new employment units and a project proposal will then be prepared for initial consideration by the Capital Review Group.</p> <p>Land at Decoy Industrial Estate, A major application (17/01542/MAJ) has been submitted for land including this site. The application was a mixed use (hybrid application) proposal involving: Outline - Mixed use development comprising up to 1,275 dwellings (C3), a primary school (D1), up to 3,500 sq. m of employment floorspace (B1), two care homes (C2) providing up to 5,500 sq. m of floorspace, up to 1,250 sq.m of community facilities (D1), a local centre (A1/A3/A4/A5) providing up to 1,250 sq. m of floorspace, open space (including play areas, allotments, MUGA), and associated infrastructure. (Means of Access to be determined only) Full - Change of use of existing agricultural buildings to hotel (C1), restaurant (A3) and bar/drinking establishment (A4) uses, involving erection of new build structures, construction of an access road and parking, plus other associated conversion and minor works. Discussions with the two main land owners are on-going in relation to the Council owned site and it's role in the delivery of the wider scheme.</p>		
28/09/2018			
Greater Exeter Greater Devon (CSIIIP 4.1)		On track	Project Responsible Officer: Neil Blaney
Date	Progress Review		
17/07/2018	<p>Work is on-going with the neighbouring authorities in the Greater Exeter area, in line with the Shared EHOD Economic Strategy.</p> <p>Exeter City Council are leading on Inward Investment, which includes a shared Commerical Property Register listing all available offices, industrial units, shops, investment property, hotels, pubs, restaurants, leisure property and development sites across the Greater Exeter area. The City Council work with property agents to keep the Register up to date. Since April 2017 over 1,200 investment enquiries have been handled and over 8,300 website hits have been recorded. The shared approach is believed to have resulted in 40 successful investments in the last year, creating 334 jobs and safeguarding 252 jobs across the Greater Exeter area.</p> <p>Mid Devon are leading on Business Transformation, which has resulted in the authorities pooling business support funding into the Growth Support Programme, run by Devon County Council. The Programme provides free advice to businesses across Devon and Somerset, as part of a wider LEP project.</p> <p>Teignbridge are leading on Education and Skills. This project was initially planned to be run alongside the Exeter Employment and Skills Board. However, a request for financial support by the ESB was not supported by the authorities and alternative ways to deliver are currently being investigated.</p> <p>East Devon are leading on Strategic Planning and Infrastructure, ensuring that the economy elements of the emerging Greater Exeter Strategic Plan is informed by the knowledge and understanding of the respective Economic Development teams.</p> <p>The teams continue to provide collective input into the Heart of the South West LEPs emerging Productivity Plan.</p>		
28/09/2018			

Council Strategy 2016-2025

31 July 2018

Goal	07 Moving up a gear
Lead Contact:	Humphrey Clemens, Fergus Pate
RAG Status:	On track

Summary Statement

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

The entire length of the A382 scheme benefits from planning permission. A compulsory Purchase Order (CPO) for phase I between Forches Cross and Newton Abbot has been published and there have been some objections. A CPO inquiry date is therefore awaited. The link between the Ashburton Road and Forches Cross on the Bovey Tracey Road has been designed and work needed for Devon County Council to submit a planning application to Teignbridge is being finalised. The application is due to be submitted around late Summer 2018

2. Bus improvements and park and ride services

An updated scheme for an A30 park and ride is not anticipated in the short term. Examination of the Ide neighbourhood plan has recognised some potential for a P5R at 'Round Field' in the future. At Houghton Barton, a park and change is expected to come forward alongside future development proposals at Forches Cross. Park and change and cycle links are expected to accompany the new link through Houghton Barton but will not form part of the initial planning application for that road. They will need to be brought forward as part of the wider allocated developments at Houghton Barton.

3. Supporting new railway stations

Devon County Council has bid to Network Rail's industry risk fund for support with delivering Marsh Barton Station and is also in the process identifying lower cost options for the scheme. News on whether that process has been successful is now expected in Summer 2018. The Heath Rail Link group has agreed a lease of the Heathfield Line with Network Rail, and will be considering what actions they need to take to bring forward rail operation on that line. The Council will need to look at the detail of any business case. There is no identified budget for an Exminster Station feasibility study.

4. Encourage a cycling revolution

Cycle scheme delivery remains strong. 35km of new cycleway have been delivered in the past 5 years. Work on the 1.2km share use path parallel to Ashburton Road is progressing. The scheme also includes works to improve crossings facilities along Exeter/Jetty Marsh Road, all of which are due to be completed by 2019. Extending the coastal route between Exeter and Newton Abbot remains a key priority and opportunities to fund future phases of the programme are being considered. A bid for Coastal Communities Fund support for the next cycle route phase between Dawlish and Holcombe has recently been submitted.

5. Innovative transport schemes

Development frameworks for development allocations propose electric car charge point facilities in key public areas. In addition to the recently opened cycle hire business, work is progressing towards installing electric bicycles at Dawlish Warren.

6. Development supported by sustainable transport facilities

Individual new developments continue to be supported by improved transport facilities. The existing and emerging Development Frameworks for development allocations across the district incorporate sustainable transport facilities (including walking and cycle routes) as a centrepiece of their proposals. Houghton Barton's Framework is the latest to have been approved by the Council and Wolborough's is due for public consultation.

The Infrastructure Delivery Plan and capital programme also continue to prioritise sustainable transport, including through funding commitments towards Marsh Barton station and more than £600,000 being identified as a contribution towards pedestrian and cycle facilities by 2020. Work is ongoing to ensure that sustainable transport remains at the forefront of future Local Plans, including through the Greater Exeter Strategic Plan.

Bids were submitted to the Government's Housing Infrastructure Fund for funding to support delivery of key transport infrastructure at Dawlish and South West Exeter. Funding has been approved for the Dawlish link road scheme. The next step at South West Exeter (being considered under a different funding programme) will be development of a detailed business case during Autumn 2018.

Key to Performance Status:

Projects:

No status set

Milestone
Missed

Will not be
achieved

Caution

On track

Ahead of
schedule

Project
completed

Data not due

Projects

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

Caution

Project Responsible Officer: Fergus Pate

Date	Progress Review
23/04/2018	Growth Deal 3 contribution of £3m secured for the route. Design work completed ready for a planning application to be submitted by DCC in 2018. Delays against initial programme are due to coordination with emerging housing development proposals at Houghton Barton. Mineral rights may also need to be secured for the road and associated development.
01/12/2018	

Rail improvements (CSMUG 3.2)

Caution

Project Responsible Officer: Fergus Pate

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

Transport provision in future plans (CSMUG 6.2)

Caution

Project Responsible Officer: Fergus Pate

Date	Progress Review
31/07/2018	Delayed relative to original timetable due to overall GESP timescales. DCC are progressing access strategies and infrastructure investigation for the draft Greater Exeter Strategic Plan, including detailed transport modelling of the GESP area to help further develop these strategies. These transport models will also provide the technical basis to support any bids for any future government funding opportunities.

<u>Transport provision in future plans (CSMUG 6.2)</u>		Caution	Project Responsible Officer: Fergus Pate
Date	Progress Review		
30/09/2018			

<u>Bus and Park and Ride services (CSMUG 2.1)</u>		Caution	Project Responsible Officer: Fergus Pate
Date	Progress Review		
20/04/2018	No change from previous update "A planning application for a park and ride site at the A30 Alphington junction was submitted by Devon County Council but the application has since been withdrawn to consider comments received, which is why there is a "caution" against the project status. Growth Deal funding of £3m for the Forches Cross to Ashburton Road (A382-383) expects a park and change facility to be provided at Forches Cross. This is likely to be incorporated into future development proposals at Houghton Barton. Connections between the site and Newton Abbot will be easier to achieve and more reliable once the (now consented) enhancements to the A382 Bovey Tracey Road have been implemented."		
28/09/2018			

<u>A382 widening (CSMUG 1.1)</u>		On track	Project Responsible Officer: Fergus Pate
Date	Progress Review		
25/07/2018	The entire length of the scheme benefits from planning permission. A compulsory Purchase Order (CPO) for phase I between Forches Cross and Newton Abbot has been published and there have been some objections. A CPO inquiry date is therefore awaited. Devon County Council have been considering options to deliver improvements to Exeter Road between Jetty Marsh Road and Whitehill Road early and in advance of the Jetty Marsh II scheme connecting the A382 with Newton Abbot Hospital.		
30/09/2018			

∞	<u>Cycle provision (CSMUG 6.3)</u>		On track	Project Responsible Officer: Fergus Pate, Estelle Skinner
	Date	Progress Review		
	06/07/2018	Currently awaiting feedback on Round 1 of Coastal Communities Fund, on a bid for the Dawlish - Holcombe stretch of shared-use cycle/pedestrian route. This has been submitted by DCC in partnership with TDC (spend date would be March 2021). Reviewing options for funding the next stretch of the route: Holcombe - Teignmouth. TDC have gathered significant public support letters to complement the bid. Facilitating with discussions for land ownership agreements for both this route and the Teign Estuary Trail route. Also facilitating on agreements relating to the Ogwell shared-use cycle/pedestrian route (spend date March 2021). Nine new cycle racks have been delivered in Dawlish (off Brunswick Street), which are along the route of the Dawlish - Holcombe stretch. Looking to confirm funding for 4 electric bicycles and 4 standard bicycle racks off Beach Road in Dawlish Warren. Also facilitating on agreements for new bicycle racks in Teignmouth in up to 10 different central locations (funding via Travel Devon).		
	31/10/2018			

Council Strategy 2016-2025

24 July 2018

Goal	08 Out and about and active
Lead Contact:	Phil Bullivant, Lorraine Montgomery, James Teed
RAG Status:	On track

Summary Statement

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

Preparation of a residential design guide

A report is going to the Executive in July containing the first chapter and schedule of representations, for members to consider the approach to be taken to amendments.

∞ Healthy Lifestyles Campaign

This quarter Leisure offered a 'join for a coin' membership promotion, whereby residents were offered the chance to join our leisure membership schemes for £1 whilst England are still in the World Cup. An initiative to encourage people to fill up their water bottles at our leisure centres, to promote good hydration and healthy living also took place

Improvement Plans for local Sport Facilities

A number of projects are being worked up on the back of the soon to be adopted Playing Field Strategy. Officers are also working with Dawlish Town Council to look at a design for a revamped concrete skatepark for Sandy Lane Dawlish.

Improvement plans for open spaces

Green spaces and Resorts have been working with community groups & organisations; town & parish councils; and individuals, going through the application process of hiring Teignbridge land and organising safe events.

Open Space events for Schools and Communities

School visits have continued at Dawlish Warren National Nature Reserve, Decoy Country Park, Hackney Marshes and Orley Common and Decoy Country Park. Other school and community activities took place in Bakers Park, Sandringham Park, Homeyards Botanical Gardens and Dawlish Countryside Park.

Activities to promote cycling

A series of Cyclo-Cross sessions took place as part of the Teignbridge team journey to the South West Youth Games, alongside 'Get into' Junior Triathlon programmes.

Removing Barriers to Participation in Sport and Activities

Young peoples 'Get into events' took place at venues across the District throughout this quarter, working with clubs, schools and volunteers in preparation for the South West Youth Games event on 7th July which this year will be hosted at Dawlish Leisure Centre.

Strategic review of Leisure

The member workshop took place to share the findings of the strategic review and the Playing Field Strategy is going to the Executive in July to be considered for adoption. Other work is ongoing to refresh the Active Leisure programme.

Provision of Volunteer Task Days in Open Spaces

This quarter Dawlish Warren volunteers contributed 68 person days on 28 days during this period, in addition there were 24 days where volunteers staffed the Visitor Centre. Other volunteer events took place at Orley Common and Decoy Country Park.

Key to Performance Status:

Performance Indicators:

No data

Concern

Caution

On target

Ahead of target

Well ahead of target

Key to +/- Column:

+

Higher figures are better

-

Lower figures are better

OFF

Direction cannot be determined

Performance Indicators

Code 2	Title	+/-	Prev Year End	Annual Target	Current Target	Status	Actual to Date	Officer Notes
CSOAA 6.1	<u>Number of young people (under 18) who participate in activities we organise</u>	+	69,635	32,500	8,125 (1/4)	Well ahead of target	14,383 (1/4)	(Quarter 1) Combination of Leisure Centre activities, green space events, school visits and Youth Games trials (LM)
CSOAA 6.2	<u>Number of older (over 60) people participating in events we organise</u>	+	99,656	75,000	18,750 (1/4)	Well ahead of target	28,715 (1/4)	(Quarter 1) Combination of Leisure Centre activities, walk this way and greenspace events (LM)
CSOAA 8.1	<u>Number Of Participants Attending Cycle Events & Activities That We Organise</u>	+	534	525	131 (1/4)	Concern	76 (1/4)	(Quarter 1) Some issues experienced in getting volunteers to lead active mums rides. Active Leisure working with British Cycling to find more volunteers. (LM)

Key to Performance Status:

Projects:

No status set

Milestone Missed

Will not be achieved

Caution

On track

Ahead of schedule

Project completed

Data not due

Projects

Healthy Lifestyles Campaign* (CSOAA 7.2)		On track	Project Responsible Officer: Nikki Taylor, James Teed
Date	Progress Review		
18/07/2018	Leisure offered a 'join for a coin' membership promotion, whereby residents were offered the chance to join our leisure membership schemes for £1 whilst England are still in the World Cup. The promotion generated a lot of interest and was particularly more attractive whilst England were in the group stages, the promotion will run until the final weekend of the World Cup due to the successful progression to the 3 rd / 4 th place match. Leisure has signed up to participate in		

Healthy Lifestyles Campaign* (CSOAA 7.2)		On track	Project Responsible Officer: Nikki Taylor, James Teed
Date	Progress Review		
29/09/2018	the 'Refill Devon' campaign, an initiative to encourage people to fill up their water bottles at our leisure centres, to promote good hydration and healthy living. Ongoing social media activity has offered healthy eating articles, training ideas in both indoor and outdoor environments to make best use of the area we live and present alternative and affordable ideas to our communities to lead and engage in healthy choices.		
Develop Improvement Plans For Local Sports Facilities & Skateparks (CSOAA 2.2)		On track	Project Responsible Officer: Nikki Taylor
Date	Progress Review		
18/07/2018	A number of projects are being worked up on the back of the soon to be adopted Playing Field Strategy. Stover School have been working on plans for an outline planning permission application for an all-weather pitch, working with partners on avenues of funding and feasibility, this work is ongoing. Officers are working up a tender for pitch improvements for next summer, this will involve specialist Contractors and equipment, clubs with pitches with drainage issues will be given the opportunity to have their works priced to give economies of scale. Officers are also working with Dawlish Town Council to look at a consultation process and design for a new concrete skatepark at Sandy Lane Dawlish.		
30/09/2018			
Preparation And Adoption Of Residential Design Guide* (CSGP 1.3)		On track	Project Responsible Officer: Maureen Pearce
Date	Progress Review		
17/07/2018	The first chapter of the Design Guide and a schedule of representations was presented to the Executive Committee on 17 th July 2018. The committee accepted the approach and resolved to adopt with further amendments to other sections being delegated to the Planning and Housing Portfolio Holder in consultation with the Business Manager Strategic Place. The remaining changes will be made during the remainder of the summer/early autumn.		
Develop A Strategy For Leisure Provision (CSOAA 1.4)		On track	Project Responsible Officer: Lorraine Montgomery
Date	Progress Review		
18/07/2018	The member workshop took place to share the findings of the strategic review, this was well received. The playing Field Strategy is going to the Executive in July to be considered for adoption, this will strengthen the case for funding bids for clubs and be a robust evidence base for the Local Plan refresh. Focus groups and survey work is ongoing to identify what activities those who are inactive would like to do and to refresh the Active Leisure team programme.		
28/09/2018			
Develop Improvement Plans For Open Spaces (CSOAA 2.3)		On track	Project Responsible Officer: Chrissie Drew
Date	Progress Review		
18/07/2018	Green spaces and Resorts have been working with community groups & organisations; town & parish councils; and individuals, going through the application process of hiring Teignbridge land and organising safe events. Events include brass band concerts; carnivals, charity fundraisers; private parties; regattas; rally's; festivals; markets & fayres. Officers have been working with local group at Decoy, Bovey Tracey and Dawlish to improve public spaces and apply for external funding towards maintenance equipment e.g. Bovey Tracey Bowls Club. Both Chudleigh Town Council and Bradley Barton Primary School are looking at external funding for a new community pump track with the help of officers. The acoustic noise barrier has been repaired at Decoy Concrete Bowl Skatepark.		
30/09/2018			
Programme Of Events For Schools And Communities (CSOAA 4.1)		On track	Project Responsible Officer: Chrissie Drew
Date	Progress Review		
18/07/2018	The Rangers at Dawlish Warren gave walks and talks to 60 school/college groups involving 1526 children and 4 groups from Universities for 110 students. They also provided two family events that attracted 85 children and two Junior Ranger events attended by 24 children. In addition Dawlish Warren hosted beach clean events for Scottish and Southern Electric, Oracle, Southampton University and Surfers Against Sewage. Rangers lead 2 walks as part of the Dawlish Walking Festival for 15 adults. Other ranger events in the District included an Easter Orienteering at Dawlish Countryside Park attracting 23 children and 16 adults,		

Programme Of Events For Schools And Communities (CSOAA 4.1)		On track	Project Responsible Officer: Chrissie Drew
Date	Progress Review		
30/09/2018	'Breakfast with the Birds' at Hackney Marshes Local Nature Reserve; a herbalist also explained some of the fascinating folklore of Orley's amazing wildflowers. Three school classes (70 children and 8 adults) from Stokeinteignhead and Decoy primary enjoyed a Ranger lead visit to Decoy Country Park exploring the wild and wonderful Wolborough Fen as well as minibests and pond dipping. Easter family activity events were held at Bakers Park, Newton Abbot and Homeyards Botanical gardens, Shaldon. Fine weather encouraged higher than usual attendance levels, approximately 170 for Homeyards and 500 at Bakers Park. Whitsun family session was held indoors at the Buckland Community centre and despite the weather 13 activities were offered to the approximate 185 families.		
Develop A Plan Of Activities To Promote Cycling In Teignbridge (CSOAA 8.2)		On track	Project Responsible Officer: Nikki Taylor
Date	Progress Review		
18/07/2018	A series of Cyclo Cross sessions took place as part of the Teignbridge team journey to the South West Youth Games, alongside 'Get into' Junior Triathlon programmes. Officers supported for a funding application towards cycle routes from Dawlish to Holcombe through Devon County Council teams. Officers are working with British Cycling to find additional volunteers to lead Active Mums rides.		
30/09/2018			
Removing Barriers To Participation In Sport And Activity* (CSOAA 6.3)		On track	Project Responsible Officer: Nikki Taylor, James Teed
Date	Progress Review		
18/07/2018	Young peoples 'Get into events' took place at venues across the District throughout this quarter, working with clubs, schools and volunteers. Participants aged 8 - 18 from all over the District took part the programmes based at local clubs to organise a large Teignbridge Team for the South West Youth Games events. A number of school assemblies, social marketing campaigns and printed publications have been used to promote the South West Youth Games and Teignbridge District Council over the recent months in the build up to the finals in Dawlish. An Aqua class was added to the Lido programme on Saturday mornings, for the summer holiday period based on feedback from Lido customers.		
30/09/2018			
Volunteer Task Days (CSOAA 5.1)		On track	Project Responsible Officer: Sian Avon, Philip Chambers
Date	Progress Review		
18/07/2018	The Dawlish Warren volunteers contributed 68 person days on 28 days during this period. In addition there were 24 days where volunteers staffed the Visitor Centre. Five regular volunteers braved the sweltering heat to join the Ranger to wield scythes and tackle bracken on two workdays at Orley Common, safeguarding its precious limestone grassland and ensuring space for Greater butterfly orchids and other amazing wildflowers. Three volunteers joined the Ranger to manage Decoy's secret orchard.		
30/09/2018			

Council Strategy 2016-2025

24 July 2018

Goal 09 Strong communities

Lead Contact: John Goodey, Kay OFlaherty

RAG Status:

On track

Summary Statement

Following handover of this T10 programme to a new manager the projects that sit within Stronger Communities are being reviewed. This will ensure that any other relevant initiatives that are not currently being monitored through this programme of work are included.

The council has now agreed to take part in a one year pilot Crowdfunding project. This will offer an alternative funding stream to community projects that wish to leverage funds for their project and identify the benefits of using a less traditional means of grant funding.

Key to Performance Status:

Performance Indicators:

No data

Concern

Caution

On target

Ahead of target

Well ahead of target

Key to +/- Column:

+

Higher figures are better

-

Lower figures are better

OFF

Direction cannot be determined

Performance Indicators

Code 2	Title	+/-	Prev Year End	Annual Target	Current Target	Status	Actual to Date	Officer Notes
CSSC 3.1	<u>£1,000's grant income sourced by Teignbridge CVS and accessed by community group</u>	+	£936	TPI	TPI	No Target	£25 (1/4)	
CSSC 4.1	<u>Number of people using community transport services we give grants to</u>	+	4,179	TPI	TPI	No Target	1,198 (1/4)	
CSSC 2.1	<u>% of the Teignbridge residents residing within a designated Neighbourhood Plan area</u>	+	64%	TPI	TPI	No Target	71% (1/4)	(Quarter 1) Updated dataset from Local Government Association- 2015 population figures (previous from 2011 ONS) (DK)

Performance Indicators								
Code 2	Title	+/-	Prev Year End	Annual Target	Current Target	Status	Actual to Date	Officer Notes
CSSC 2.2	<u>Number of Assets of Community Value currently on the successful nominated list</u>	+	25	TPI	TPI	No Target	23 (1/4)	

Key to Performance Status:

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

Encouraging networking (CSSC 5.1)	On track	Project Responsible Officer: Gary Powell
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Date	Progress Review
13/07/2018	<ul style="list-style-type: none"> 2 networking events with Parish clerks 14 Feb and 27 April 2018 (Facilitation by TDC in Partnership with the CVS). 2 community funding events Teignmouth 26 April & 4 July Buckfastleigh (CVS facilitating).
28/09/2018	

Encourage Councillors to help develop and deliver local ideas (CSSC 1.1)	On track	Project Responsible Officer: Gary Powell
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Date	Progress Review
25/07/2018	Following handover of this T10 programme to a new manager this project will be reviewed and refreshed with an update on progress in quarter 2.

Helping communities become more resilient, resourceful, sustainable and safer places (CSSC6.1)	On track	Project Responsible Officer: Rebecca Hewitt
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Date	Progress Review
16/07/2018	<p>The Community Safety Partnership (CSP) has agreed the priorities for the next twelve months. The focus of the CSP remains to support communities to be more resilient. The safeguarding at events project is underway and the products are currently in design stages. Teignbridge is linked in to delivering the Devon and Torbay Prevent Action Plan. Work continues to develop focused responses to anti-social behaviour</p> <p>The Be Curious campaign is still being promoted.</p>
28/09/2018	

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Council Strategy 2016-2025

23 July 2018

Goal	10 Zero Heroes
Lead Contact:	David Eaton, Timothy Golder
RAG Status:	On track
Review:	Q1 2018/19 Programme Review

Summary Statement

The Zero Heroes Project Team met on the 6th June 2018 to review the programme and progress of projects. The overall programme is on track with a number of new projects being started during this quarter.

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

The officers are currently awaiting the utility bills before completing the performance indicators for electricity, gas and water. This are expected in during the 3rd or 4th week of July 2018.

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

The Council continues to benefit from the renewable energy production at Forde House, Newton Abbot Leisure Centre and Dawlish Leisure Centre. Officers are currently investigating the feasibility of installing Pool Covers at Teignmouth Lido. Officers are now gathering the evidence required to make an assessment of the feasibility of the project and the energy savings that can be achieved. Next project team meeting will be on the 13th August 2018 and an update provided to members next quarter.

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

An audit of our principal sites has been completed identifying the present use of single use plastics. The following actions have been agreed;

- No more Plastic Cups to be purchased. We will run down the existing stocks and not replace them.
- Coffee cups- working with café in Forde House to reduce take away cup usage and promote branded reusable cups
- Clear sacks used in recycling bins, currently recyclable but we are looking into closed loop recycling with supplier.
- Cleaning Products are decanted from 5L bottles into smaller bottles which are reused

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

Video camera and telephone conferencing facilities have been purchased for Committee Room 2, Forde House. Initial demonstrations with key staff have taken place to identify the level of instruction and support required to use equipment. Training and familiarisation with the facilities will take place during the next quarter.

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

Officers have publicised the work of Zero Heroes via staff newsletter and Members Newsletter. A Workplace Travel Group has been set up to investigate actions to assist in promoting sustainable travel to staff and members. Once work is completed this will be used to promote our work to other businesses in Newton Abbot via the Devon County Council Travel to Work team.

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Key to Performance Status:

Performance Indicators:

No data

Concern

Caution

On target

Ahead of target

Well ahead of target

Key to +/- Column:

+

Higher figures are better

-

Lower figures are better

OFF

Direction cannot be determined

Performance Indicators

Code	Title	+/-	Prev Year (period)	Prev Year End	Annual Target	Current Target	Status	Actual to Date	Officer Notes
CSZH 1.1	<u>Gas consumption</u>	-	2,942,258kWh (1/4)	3,822,986kWh	TPI	TPI	No Target	2,370,680kWh (1/4)	
CSZH 1.2	<u>Electricity consumption</u>	-	163,063kWh (1/4)	223,301kWh	TPI	TPI	No Target	158,270kWh (1/4)	
CSZH 1.3	<u>Water consumption</u>	-	19,607m3 (1/4)	10,599m3	TPI	TPI	No Target	16,426m3 (1/4)	
CSZH 2.1	<u>Renewable energy as a % of the total energy used in buildings that have renewable source</u>	+	386% (1/4)	207%	TPI	TPI	No Target	378% (1/4)	

Key to Performance Status:

Projects:

No status set

Milestone Missed

Will not be achieved

Caution

On track

Ahead of schedule

Project completed

Data not due

Projects

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

Date	Progress Review
20/07/2018	Officers are currently awaiting the results of the Beta testing of the mobile app developed by Strata Service Solutions to assess its business benefits. This trial is due to be completed by quarter 3 of this financial year.
30/09/2018	

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

Date	Progress Review
20/07/2018	The DELETTI (Devon and Exeter Low Carbon Energy and Transport Technology Innovator) consortium led by DCC successfully completed the bidding rounds which shaped the content of final bid accepted. However final approval and release of funds lies with the Ministry of Housing Communities and Local Government (MHCLG), and we have been told not to expect this decision until early August 2018. If successful by following this route as a consortium we will then be able to deliver a charging network fully compatible Devon wide.
30/09/2018	

Investigate A Business Case For A Pool Cover For Teignmouth Lido (CSZH 2.5)		On track	Project Responsible Officer: Daron Hand
Date	Progress Review		
20/07/2018	Project Team have met on 26 th June. Officers will now gather the evidence required to make an assessment of the feasibility of the project and the energy savings that can be achieved. Next project team meeting will be on the 13 th August 2018.		
30/09/2018			
Review use of Single Use Plastics in Teignbridge (CSZH 3.4)		On track	Project Responsible Officer: Elizabeth Burston
Date	Progress Review		
20/07/2018	<p>Audit of principal sites completed identifying the present use of single use plastics.</p> <ul style="list-style-type: none"> • No more Plastic Cups to be purchased. We will run down the existing stocks and not replace them. • Coffee cups- working with café in Forde House to reduce take away cup usage and promote branded reusable cups • Clear sacks used in recycling bins, currently recyclable but we are looking into closed loop recycling with supplier. • Cleaning Products are decanted from 5L bottles into smaller bottles which are reused • Publicity - staff newsletter and Members Newsletter 		
27/07/2018	Project started.		
Install Video Conferencing Facilities (CSZH 4.4)		On track	Project Responsible Officer: David Eaton
Date	Progress Review		
20/07/2018	Video camera and telephone conferencing facilities have been purchased for Committee Room 2, Forde House. Initial demonstrations with key staff to identify the level of instruction and support required to use equipment. Training and familiarisation with the facilities will take place during the next quarter.		
27/07/2018	Project started		
Workplace Travel Group (CSZH 4.5)		On track	Project Responsible Officer: David Eaton
Date	Progress Review		
20/07/2018	Workplace Travel Group membership agreed and first meeting held on the 25 th June 2018. Working with Devon County Council Travel to Work team the survey has been designed and we be launched during the next quarter.		
27/07/2018	Project started.		

Council Strategy 2016-2025

20 July 2018

Goal

What else we will do - our supporting actions

Lead Contact:

Stuart Barker, John Goodey, Kay OFlaherty, Steve Wotton

RAG Status:

On track

Summary Statement

All workstreams within this programme are currently on track.

1. Cost & efficiency

The performance management review group set up as part of the BEST2020 process has reviewed a number of business plan templates and drawn up a revised TDC version that will go to the senior management team for approval/sign-off before being sent to all service managers to complete. This new plan will be used in monitoring future resources requirements as well as past achievements and lessons learned which will help in the continuous improvement of service provision to customers and the Council strategy projects.

2. Customers & innovation

The One Teignbridge programme remains on track and the first new web forms will be available for customer use over the summer. The Digital Strategy titled 'Digital First @Teignbridge' has now been completed and is being presented to Senior Leadership Team for sign off. This document will underpin many projects and initiatives over the coming years and will ensure that the council is fit to meet the digital challenges and customer expectations of the future.

Key to Performance Status:

Performance Indicators:

No data

Concern

Caution

On target

Ahead of target

Well ahead of target

Key to +/- Column:

+

Higher figures are better

-

Lower figures are better

OFF

Direction cannot be determined

Performance Indicators

Code 2	Title	+/-	Prev Year End	Annual Target	Current Target	Status	Actual to Date	Officer Notes
CSWE 6.3	<u>£ cost per head of population on all Services</u>	-	£100.38	£127.93	£31.98 (1/4)	Well ahead of target	£31.65 (1/4)	(Quarter 1) Includes an adjustment for Waste income not yet received and annual lease costs paid in full in Q1 - £36.17 without adjustment (SW)

Performance Indicators								
Code 2	Title	+/-	Prev Year End	Annual Target	Current Target	Status	Actual to Date	Officer Notes
CSWE 2.1	<u>£ Income generated</u>	+	£53,107,082	£50,027,770	£12,506,943 (1/4)	Ahead of target	£13,388,791 (1/4)	(Quarter 1) Note some income for year received in full, some yet to be received, so actual will fluctuate compared to estimate which is based on equal amount per quarter year. (SW)
CSWE 8.2	<u>% customer complaints dealt with within 20 days</u>	+	89%	85%	85% (1/4)	Ahead of target	91% (1/4)	
CSWE 3.2	<u>% of telephone enquiries dealt with at first point of contact</u>	+	36%	60%	60% (3/12)	Concern	28% (4/12)	(June) This indicator measures the percentage of calls resolved at first point of contact. In June, 58% of calls were received via switchboard which, by its very design, offers no opportunity to resolve at first point of contact. The remaining 42% were answered by Customer Services who dealt with 84% of these at first point of contact. The One Teignbridge and Digital First agenda will include a review of the way calls are handled across the Council and will identify actions to reduce the demand on the switchboard thereby providing better opportunity to resolve at first contact. (LG)

Key to Performance Status:

Projects:

No status set

Milestone Missed

Will not be achieved

Caution

On track

Ahead of schedule

Project completed

Data not due

Projects

Customer Access to services (CSWE 3.4)		On track	Project Responsible Officer: Kay OFlaherty, Amanda Pujol
Date	Progress Review		
25/07/2018	The Digital Strategy, titled 'Digital First @Teignbridge' has now been completed and a copy is going to be presented to Senior Leadership Team for their comments. The strategy encompasses the key areas of direction to ensure the council can meet the digital challenges of the future, including having the correct technical infrastructure to meet customer expectations. This strategy will underpin a number of projects and initiatives in the future, therefore it has been decided that from the next quarter the title of this project will reflect that of the strategy.		

BEST2020 programme (CSWE 3.5)		On track	Project Responsible Officer: Kay O'Flaherty
Date	Progress Review		
24/07/2018	The BEST2020 programme is currently being planned for the autumn of this year. This will ensure that all business plans are developed in a timely manner and in order to inform the budget planning process. The business plan template is being reviewed to ensure it is fit for purpose and is used consistently across the organisation. Managers are being involved in this review process and feedback has been very positive. Any changes and the final plan for implementation of BEST2020 for financial year 18/19 will be agreed by Strategic Leadership Team by September.		

Complaints Review Board – improvement and change projects (CSWE 8.4)		On track	Project Responsible Officer: Liz Guy, Tracey Hooper
Date	Progress Review		
20/07/2018	The Complaints Review Board will now also include monitoring Ombudsman complaints. This will enable the group to identify lessons learned that can then be applied earlier in the process to avoid complaints reaching Ombudsman.		
	The general work of the group continues to progress and is encouraged by an increase in the number of complaints resolved within the stated timeframes.		
28/09/2018			

Register of Partnerships (CSWE 4.1)		Project completed	Project Responsible Officer: Liz Gingell
Date	Progress Review		
11/07/2018	Testing of the toolkit for partnerships is complete and the toolkit was presented to CMT on 11th July. It was also rolled out at the Customer Access and Improvement Group on 17th July.		



Public Notice and Annual Forward Plan

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

until the commencement of the meeting. You can also lobby Members of the Executive in advance of the meeting and for information on this or if you have any further queries, please contact the Committee Section, telephone 01626 215112 or email comsec@teignbridge.gov.uk

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The agendas for the meetings can be made available before the meetings.

The documents listed in the right hand column of the attached plan are available for public inspection at the Council Offices between the hours of 9.00 am to 4.00 pm on Monday to Friday. The estimated dates of availability are indicated and are also available on the Council's website www.teignbridge.gov.uk

Cllr JEREMY CHRISTOPHERS
Leader of the Council

Council Offices, Forde House, Newton Abbot TQ12 4XX

TEIGNBRIDGE DISTRICT COUNCIL – EXECUTIVE FORWARD PLAN

Forward Plan of anticipated key decisions by the Executive for the next 12 months commencing 1 August 2018

(R) indicates a recommendation to Council.

Matter for Consideration	Date of Decision	Private Decision	Documents to be considered in preparing report	Report Author(s) & Contact Name & Number	Agenda inc. Report Published
Greater Exeter Strategic Plan Update	04/09/2018	No		Report of Simon Thornley – Business Manager, Spatial Planning Contact: 01626 215706	24/08/2018
Ide Neighbourhood Plan Adoption	04/09/2018	No		Report of Alexis Marsh – Neighbourhood Planning Officer Contact: 01626 361101	24/08/2018
Sale of a property in Dawlish	04/09/2018	Yes		Report of Graham Davey-Housing Enabling and Development Manager Contact 01626 215412	24/08/2018
Brunswick Street, Teignmouth	04/09/18	Part		Report of Donna Best - Estates & Development Manager Contact 01626 215457	24/08/2018
Teignbridge Economic Development Plan	02/10/2018	No		Report of Neil Blaney – Economy Manager. Contact: 01626 215233	24/09/2018
Quarterly budget monitoring including capital and treasury management – quarterly review of budget variations and treasury management	02/10/2018	No		Report of Martin Flitcroft - Chief Finance Officer. Contact 01626 215246	24/09/2018
Call in of Portfolio Holder Decision 12-2018 - Planning Site Inspection Procedure	02/10/2018	No		Report of Trish Corns - Democratic Services Officer, Nick Davies – Business Manager Strategic Place and Justin Price-Jones – Interim Monitoring Officer. Contact 01626 215112	24/09/2018
Call-in of Portfolio Holder Decision 11-2018 - Funding Contribution for a Cirl Bunting Nature	02/10/2018	Yes		Report of Nick Davies – Business Manager – Strategic Place. Contact: 01626 2151745	24/09/2018
Amendments to the Gambling Act (R)	30/10/2018	No		Report of Andrea Furness - Licensing Manager. Contact: 01626 215545	22/10/2018

Dawlish Warren Habitat Mitigation	30/10/2018	No		Report of Fergus Pate - Principal Delivery Officer – Contact 01626 215466	22/10/2018
Supplementary Planning Document NA3 – Wolborough	04/12/2018	No		Report of Simon Thornley – Business Manager, Spatial Planning Contact: 01626 215706	26/11/2018
Council tax support/reduction scheme	04/12/2018	No		Report of Tracey Hooper – Revenue, Benefits & Fraud Manager Contact: 01626215266	26/11/2018
Quarterly budget monitoring including capital and treasury management mid-year review	04/12/2018	No		Report of Martin Flitcroft - Chief Finance Officer. Contact 01626 215246	26/11/2018
Initial Financial plan proposals 2019/20 to 2021/22 – to consider the initial financial plan proposals 2019/20 to 2021/22 and the council tax base 2019/20	08/01/2019	No		Report of Martin Flitcroft - Chief Finance Officer. Contact 01626 215246	21/12/2018
Final financial plan proposals 2019/20 to 2021/22 – to consider Teignbridge's final budget proposals for the next three years	07/02/2019	No		Report of Martin Flitcroft - Chief Finance Officer. Contact 01626 215246	30/01/2019
Restructure Proposals	TBC	No		Report of Phil Shears – Managing Director Contact: 01626 215	TBC
Affordable Housing Supplementary Planning Document and Starter Homes	TBC	No		Report of Simon Thornley – Business Manager, Spatial Planning Contact: 01626 215706	TBC
Teignbridge Car Park Plan – draft for consultation	TBC	No		Report of Neil Blaney – Economy Manager. Contact: 01626 215233	TBC

PROPOSAL FORM FOR ITEMS FOR CONSIDERATION BY OVERVIEW & SCRUTINY

Submitted by:

Item for Consideration:

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

Priority for matter to be considered:

☐ High (up to 3 months)

☐ Medium (3-9 months)

☐ Low (over 9 months)

Basis on which priority has been set

.....

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

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

.....

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

Members are requested to provide information on the following:-

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

.....

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

.....

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

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

OVERVIEW & SCRUTINY COMMITTEE WORK PROGRAMME 2018 – 2019

Standing Items

Strata Joint Executive Minutes
South East Devon Habitat Regulations Minutes

10 September 2018		Lead Officer / Next Steps
Overview		
T10 programme overviews: -A roof over our heads -Great places to live and work	Presentations	Amanda Pujol Nick Davies
CAB Teignbridge	Presentation	Request from Cllr Ford Vincent Wilson from CAB
Council's Lotteries	Presentation	Aylesbury Vale District Council (Nigel Ashton) Phil and Martin's request (Gary Powell)
Teignbridge Economic Development Plan	Report Referral to Executive 2/10/18	Neil Blaney
Scrutiny		
Call in PH decision 12- 2018 - Site Inspection Procedure	Report PH Cllr Clemens in attendance	Justin Price-Jones Nick Davies Trish Corns
Call in PH decision 11-2018 - RSPB site	Confidential Report PH Cllr Clemens in attendance	Nick Davies
Performance Monitoring – Q1 data (include the update on HR)	Report	Performance Monitoring – Q1 data (Tim Slater - HR)

15 October 2018	(CL meeting beforehand)	Lead Officer / Next Steps
Overview		
Update on changes in Housing Enforcement?	Report	Alison Dolley
Homeless Reduction Act	Presentation	Tony Mansour
Homelessness Strategy – Action Plan update	Report	Tony Mansour
Park Home Legislation	Report and Peter Mallaband and Colin Back - Bovey Tracey Park Home Residents	Request from Cllr Kerswell (David Eaton (Graham Davey, Alison Dolley, Steve Hobbs))

19 November 2018	(CL meeting beforehand)	Lead Officer / Next Steps
Overview		
T10 programme overviews: -Going to town -Investing in prosperity -Moving up a gear	Presentations	Neil Blaney Donna Best Fergus Pate
Travellers on unauthorised land	Report	Request of Cllr G Hook (Marie Downey (Graham Davey))
Scrutiny		
Performance Monitoring – Q2 data	Report	Eve Bates

14 January 2019	(CL meeting afterwards)	Lead Officer / Next Steps
Budget consultation	Report	Martin Flitcroft

4 February 2019		Lead Officer / Next Steps
Budget	Report	Martin Flitcroft

4 March 2019		Lead Officer / Next Steps
Overview		
T10 programme overviews: -Clean scene -Zero heroes	Presentations	Chris Braines David Eaton
Scrutiny		
Council Strategy Performance Reports Q3	Report	Eve Bates

8 April 2019		Lead Officer / Next Steps