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5 October 2018

OVERVIEW & SCRUTINY COMMITTEE

Dear Councillor

You are invited to a meeting of the above Committee which will take place on **Monday, 15th October, 2018** in the Council Chamber, Forde House, Brunel Road, Newton Abbot, TQ12 4XX at **10.30 a.m. or on the rising of the Council Meeting, whichever is the later.**

Should the Committee adjourn due to the duration of the meeting it will reconvene on Tuesday 16 October at 10 a.m. in the Council Chamber

Yours sincerely

PHIL SHEARS
Managing Director

Distribution:

The Members of the Overview & Scrutiny Committee as named below:
Councillors Haines (Chairman), Clarence, Colclough, Connett, Cox, Dennis, Dewhirst, Eden, Evans, Ford, Gribble, Hockin, Hocking, G Hook, J Hook (was Brodie), Jeffery, Jones, Kerswell, Matthews, Mayne, Morgan, Nutley, Orme, Peart, Prowse, Smith, Thorne, Winsor and Wrigley

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

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- 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.

AGENDA

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. Election of Vice Chairman
3. Minutes of Previous Meeting (Pages 1 - 10)
Confirmation of the minutes of the meeting held on 10 September 2018.
4. Agreement of the agenda between Parts I and II
5. Matters of urgency or report especially brought forward with the permission of the Chairman
6. Public questions (if any) under Procedure Rule 5.8(h)
7. Councillor Questions (if any) under Council Procedure Rule 5.8(i)
8. Minutes of the Strata Joint Executive Committee (Pages 11 - 14)
To receive the minutes of the meeting held on 25 September 2018.
9. Declarations of interest

Overview

10. Homeless Reduction Act
To receive a presentation from the Housing Needs Lead Officer

11. Homelessness Strategy - Action Plan Update

To receive a presentation from the Housing Needs Lead Officer.

12. Changes in Housing Enforcement (Pages 15 - 18)

To receive a report from the Private Sector Housing Team Leader, on recent changes to legislation in relation to the private rented sector and to advise members of the Council's recently launched Property Agents Rating Scheme (PARS).

Scrutiny

13. Performance Monitoring Q1 Data (Pages 19 - 66)

To consider the report from Business Improvement and Development.

14. Call-in - to consider any call-ins

Future Programming

15. Executive Forward Plan (Pages 67 - 70)

16. Work Programme (Pages 71 - 76)

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.

NIL

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OVERVIEW & SCRUTINY COMMITTEE

10 SEPTEMBER 2018

Present:

Councillor Haines (Chairman)

Councillor Ford (Vice-Chairman)

Councillors Clarence, Connett, Cox, Dewhurst, Eden, Evans, Gribble, Hockin, G Hook, J Hook (was Brodie), Jones, Kerswell, Mayne, Morgan, Nutley, Orme, Peart, Smith, Thorne, Winsor and Wrigley

Other Members in Attendance:

Councillors Bullivant, Clemens, Christophers, Goodey,

Apologies:

Councillors Colclough, Dennis, Hocking, Jeffery, Matthews and Prowse

Officers in Attendance:

Martin Flitcroft, Chief Finance Officer

Nick Davies, Business Manager, Strategic Place

Amanda Pujol, Interim Head of Service delivery and Improvement

Neil Blaney, Economic Manager

Trish Corns, Democratic Services Officer

137. QUESTIONS UNDER PROCEDURE RULE 5.8 OF THE CONSTITUTION

The following question was asked by Councillor Morgan:

“August saw a number of issues with our refuse and recycling collections. Bins and boxes were not emptied on time across the district (in some cases a week late).

I was informed that there were problems with staff shortages and truck breakdowns.

Can I ask what went wrong with this statutory service and what measures will be put in place to avoid disruption in future?”

The answer was given by the Chairman.

On Friday 30th August and Monday 3rd September we were unable to complete all of the scheduled household collection rounds due to 2 vehicle breakdowns, which have since been rectified.

On Saturday 1st September we were unable to deploy 2 of the 32 household collection rounds operated due to staff shortages despite having sufficient vehicles available.

When operational issues like this arise the crews work together to ensure as much of the outstanding work is completed as soon as possible to minimise the

disruption to residents. In this instance all work was back on schedule by Wednesday 5th September, with the majority of missed collections made prior to this on Monday 3rd and Tuesday 4th.

At present we have 4 LGV driver vacancies which are proving a challenge to recruit into which limits our ability to cover holidays and absences. The latest recruitment exercise undertaken in August only attracted 1 suitable applicant (an existing TDC waste employee who had been supported with training to achieve the LGV license). The department are acting on this specific issue within the context of a national and regional shortage of LGV drivers.

Rescheduling work is underway to improve the efficiency of waste collection rounds in order to absorb the growing number of properties requiring the service and to inform future resource requirements relating to staff and vehicles.

Councillor Morgan asked, by means of a supplementary question if a service schedule could be drawn up to allow for unexpected vehicle breakdown and staff shortages, and if all Councillors could be advised of similar instances in the future, so that they are aware of the situation when they are contacted by their electorate.

The Chairman advised that the supplementary question would be dealt with by a written response.

138. MINUTES

The Minutes of the meeting held on 2 July were confirmed as a correct record and signed by the Chairman.

139. DECLARATIONS OF INTEREST

Councillor Nutley declared an Appendix B interest in Minute 150 below by virtue of his membership of the Royal Society for the Protection of Birds. Councillor Nutley withdrew from the meeting while this item was dealt with.

140. MINUTES OF THE STRATA JOINT EXECUTIVE 11 JUNE 2018

The Minutes of the Strata Joint Executive meeting held on 11 June, 2018 were received and noted.

141. T10 PROGRAMME OVERVIEWS

Two presentations were 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 - Interim Head of Service Delivery and Improvement (IHSD&I)
A Roof Over our Heads

The IHSD&I advised that the T10 projects, agenda page 62 refers, have commenced, progress is on track, and updated Members as follows:

- **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.

- **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. Since the Local plan was adopted the target affordable homes delivery is 686 units. Teignbridge has delivered 902 properties targets have been met of 70% rented and 30% intermediate. 181 of those have been in rural areas with 46 on exception sites. 7.5% of properties delivered in that period have been fully wheelchair accessible.

- **Evaluate options for delivering affordable rented housing**

In relation to Council 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 acquisition 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 Portfolio Holder decision for land acquisition is being drafted for signature.

- **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. 15 applications

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 and as at last week figure is 432 .Target is maximum 363.

- **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.

Nick Davies - Business Manager, Strategic Place (BMSP)
Great Places to Live and Work

The BMSP advised that the T10 projects, agenda page 74 refers, have commenced and progress is on track.

Teignbridge is a great place to live and work and the responsibility is to ensure that it stays that way for existing and future residents. The Great Places to Live and Work (GPTLAW) project aims to protect the things that make Teignbridge special and ensure that new development is of high quality design and is supported by the necessary jobs, infrastructure and facilities to support community life.

The Local Plan is up to date and allocates sufficient housing land to meet Teignbridge's needs up to 2033. One of the main elements of the project is the adoption of a residential design guide (RDG) to ensure that this housing development is of high quality design and layout. The content of the RDG has been approved by Executive and the final document is nearing completion and adoption. The success of the RDG will be monitored by performance indicators that measure the quality of residential development, both objectively and subjectively. As well as being well-designed the project will ensure that neighbourhoods are real communities with all the facilities required by residents. This will be achieved by adopting Framework Plans for the large allocations in the Local Plan, and monitored by:

- Surveying the % of residents who feel they belong to their neighbourhood.
- Measuring residents' satisfaction with open spaces.
- Reporting the amount of employment floorspace provided.

The project will also ensure the protection of Teignbridge's most important landscapes and built heritage through:

- A landscape policy on renewable energy proposals which was adopted by the Executive in July 2018.
- Making sure Conservation Area policies are up to date.
 - Working with towns and parishes to identify and protect locally important buildings.

Teignbridge is not only a great place for people to live, it is also home to a wealth of important wildlife. The GPTLAW project protects this biodiversity by:

- Adopting policies to protect curlew buntings and greater horseshoe bats.
- Implementing projects to protect the Exe Estuary and Dawlish Warren.
- Providing areas of SANGS. The Dawlish Countryside Park has been a notable success.

The project also recognises that walkable places with good public transport and cycling facilities are healthier to live in and also bring climate change benefits. The project therefore supports improvements to walking, cycling and public transport and this will be monitored by:

- Reporting on the no. of km of new cycle routes provided.

- Measuring CO2 emissions in Teignbridge.

The project is a cross-cutting one, requiring significant input from multi Council departments, and external partners including Natural England, Devon County Council and neighbouring Local Authorities.

The Project is very closely aligned to the Council's Vision "Making Teignbridge a healthy and desirable place, where people want to live, work and visit" and so is of crucial importance to the overall Council Strategy.

The Business Manager referred Councillors to Page 76 of the agenda which stated that one of the projects under GPTLAW has a "Caution" status. The Supplementary Planning Document for the Wolborough Development has had to be revised and is therefore not at the stage envisaged at this time. It is progressing and the revised timetable indicates completion before the end of the year.

The Business Manager referred to the 2017/18 end of year figures as follows:

- **Satisfaction with new development in your area** – Target 82.5% - Actual 66.1%

Lower than previous years and this was discussed by Members of this Committee in July. A Members Tour would be scheduled to look at the sites that were surveyed to see if there are any lessons to be learnt.

- **% "greens" achieved for approved housing developments as measured by Building for Life 12 criteria** – Target 83.0% - Actual 91.7%

This is measured against industry standards for good Urban Design. More recent approvals are performing well. This could translated into higher public satisfaction when the permissions are built out.

The project also measures how well Teignbridge is building communities and, encouragingly, the annual survey of residents in new developments showed that 73% of residents in new developments feel they belong to their neighbourhood.

The Business manager added that since the project started:

- 9.9 km of new cycle routes have been provided by working with our partners.
- 5,294 Sqm of employment space has been completed.
- £778,830 of Section 106 funds have been secured for biodiversity projects.

The Chairman and Members thanked the officers for their presentations.

In response to questions the IHSD&I advised that blocks of affordable housing in new developments are not sold to local authorities elsewhere in the Country. Affordable housing was safeguarded by policies in the Local Plan to people with a local connection, and were allocated through Devon Home Choice. Surveys showed that 80% of affordable house residents had a previous address with a local postcode.

142. COUNCIL LOTTERIES

The Chairman welcomed Nigel Ashton of Aylesbury Vale District Council, which was one of the first District Councils to run a weekly non-profit making lottery and raises £200,000 for local community groups. Tickets at £1.00 are purchased on-line or by telephone fed into the on-line system. Approximately 2,200 tickets are sold each week.

Some 50 councils nationally are running a lottery. Approximately 50% of the takings are returned to the community for good courses. Compared with the comparison figure of 28% of the National Lottery. The remaining 50% of the takings are used for the prize money, the funding of an external licence manager, and any surplus is reinvested back into the community. Minimal time of approximately 10 minutes a week is taken up in Council staff time. There is additional budget allocation for other grant funding.

In response to questions, Mr Ashton advised that: the Council Lottery compliments the Crowdfunding scheme because the former can provide funding to very small informally set up community groups; it is a mandatory requirement to become a member of the Gambling Commission, and an amount is donated towards the prevention of gambling addiction; there is a limit on the purchase of tickets to 5 per person; lotteries attract a particular genre of the public; and information on the social demographics of the ticket purchasers is available if required.

Members thanked Mr Ashton for his time and presentation.

143. CAB TEIGNBRIDGE

The Chairman welcomed Mr Vincent Wilson, Chief Officer at Citizens Advice Teignbridge.

Citizens Advice Teignbridge provided independent and free support and advice to those residents in need, which is confidential and impartial, with seven full time employees and 83 volunteers. The Volunteers averaged 8 hours work a week, which if paid would cost £750k. Clients have a huge range of issues, and there is an 85% success rate of resolving issues. Home visits are made to the elderly and vulnerable who cannot attend the office. The organisation works in partnership with other local advice providers. 4,543 issues have been brought to Citizens Advice Teignbridge in the first quarter of 2018-19.

Mr Wilson reported on statistical data that linked the work of Citizens Advice Teignbridge to the Council's 10 Year Strategy, and to the Teignbridge Ten Super Projects.

Challenges included the shrinking pool of volunteers, and decreased availability of grant funding, and increased time to secure financial contributions.

Members thanked Mr Wilson for his time and his presentation and asked that information be provided in 12 months to advise any increased demand on the

services of Citizens Advise Teignbridge as a result of the introduction of Universal Credit.

144. TEIGNBRIDGE ECONOMIC DEVELOPMENT PLAN 2018-2023

The Committee referred to the report of the Economic Development Review Group, circulated with the agenda. The report provided Members with a summary of the responses to the consultation on the draft Economic Development Strategy, and presented the final version of the Economic Development Plan 2018-2023, incorporating changes following the consultation. The Plan aligns with the Councils 10 Year Strategy, in particular the 'Going to Town' and 'Investing in Prosperity' projects, and provided clarity on how the Council would deliver its economic commitments and ambitions as set out in the 10 Year Strategy.

Following approval from the Executive Committee on 1 May 2018, the draft Economic Development Plan went to consultation between 14 May and 29 June 2018. Appendix A of the report circulated with the agenda consisted of a consultation report outlining the feedback received. Appendix B listed amendments made as a result of the consultation. Appendix C consisted of the final version of the Economic Development Plan, and the Action Plan was detailed at Appendix D.

The Economy Manager thanked the Members of the review group, officers and representatives of outside organisations who had assisted in the production of the Plan.

In response to a question regarding why climate change was included in the Plan as a 'disruptive force' and not Brexit and the future relationship with the EU, when the effect of both factors was an unknown quantity, the Economic Manager advised that the impact was not yet know, and that reference to the impact of Brexit was already picked up in the introductory text. However the effect of Brexit could be included if Members wished.

Other comments from Councillors included: Teignbridge has a shortage of agricultural workers; Teignbridge is in competition with Exeter to retain industries within the area; long term infrastructure investment is required; and evidence that the South Devon Highway has improved the economy of the area.

In response to questions and comments from Councillors, the Economy Manager advised that the available budget and staff resources would be utilised to implement the Plan; the Council would work in partnership with developers to achieve aspirations for employment such as the Peamore site at Exminster; efforts are being made to improve Wi-Fi and internet access within Teignbridge; the Shared Exeter and Heart of Devon (EHOD) Economic Strategy, and the Greater Exeter Strategic Plan highlighted potential achievements of partnership working; local food festivals and markets are being promoted, such as the Taste of the Teign, and Summer Nights food festival in Newton Abbot; the Council is part of a national project called 'England's Coast' aimed at the European market and working with accommodation providers, and food and drink outlets which

have the capability to book online; the Council is also working in partnership with neighbouring authorities, such as Torbay Council to look at opportunities arising from strategic investments in the area.

Points raised by Councillors with regards to internet provision related to improved internet access in rural areas to support rural businesses, and the provision of free Wi-Fi in town centres.

The Leader of the Council emphasised that much support is given to businesses; the employment rate in Teignbridge is good compared to the national average; growing businesses are encouraged to remain within Teignbridge; initiatives was increasing the economy of our Towns, such as coach trips to Newton Abbot had increased the economy from between £75k to £135k per year.

Resolved

That the Economic Development Plan 2018-2023 be referred to the Executive with a recommendation that the Plan is endorsed, with the inclusion of Brexit and the future relationship with the EU as a potential 'disruptive factor.'

145. CALL-IN OF PORTFOLIO HOLDER DECISION 12-2018 PLANNING SITE INSPECTION PROCEDURE

The Committee referred to the report circulated with the agenda, which included the Portfolio Holder decision and comments from Town and Parish Council's.

The decision that the planning site inspection procedure is amended so that Parish and Town Council representatives are no longer invited to site inspections, had been called in by Councillor Dewhirst and supported by Councillors Connett, Cook, Cox, Evans, Keeling, Nutley, Parker and Rollason. Councillor Dewhirst's reason for the call-in was detailed in the agenda report.

The Business Manager, Strategic Place advised that complaints were received from stakeholders, who are not afforded the same opportunity to attend site inspections. He referred Councillors to paragraph 2.2 of the agenda report which quoted guidance from the Local Government Association and Planning Advisory Service's publication – *Probity in Planning for Councillors and Officers*, where advice is given that *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.* There is an inherent unfairness in the current procedure which opens the Council to legal challenges. Town and Parish Councils are a statutory consultee and the views of these councils are reported in Planning Committee agenda reports. The presence of representatives at site inspections affords them further opportunity to express opinions which other stakeholders are not given.

The Portfolio Holder advised that the perception of applicants, supporters and objectors of applications is that there is an unfairness with the procedure, due to the additional opportunity given to Parish and Town Councils, and that it

provides a forum for lobbying. Site inspections were on the decline with only 18 in the last 15 months. In relation to declaration of interests and Parish and Town Councillors complying with the Code of Conduct, it was for Town and Parish Clerks to advise their Councillors accordingly, through the organisations that support local Councils. It was more transparent, and good practice for Parish and Town Councillors not to be present at site inspections.

Comments raised in support of the call-in included: there was a lack of consultation on the proposed change of procedure; applicants have unfettered meetings with planning officers; additional evidence would be useful in relation to the complaints and comments received from stakeholders on the process; the Council's Town and Parish Charter advises that they participate in the site inspection procedure; and representatives could attend, give their views and then leave the inspection.

Other comments included that there was no need for Parish and Town Councils to attend site inspection because their views are included on the Planning reports circulated with Planning Committee agendas.

In response, Councillors were referred to comments of Parish and Town Councils included in the report. The Business Manager advised that past complaints had been dealt with, and the Council should have robust and good practice processes in place to avoid future complaints and challenges. The proposed change was not a criticism of local councils. Training was not the issue, but the perception that the Council's procedure is unfair and biased.

The Committee considered that the presence of Town and Parish representatives at planning site inspections resulted in a better informed debate, because the representatives would have an in-depth knowledge of the site.

Resolved

That the call-in be referred to the Executive with a recommendation that:

- a) Town and Parish Council's should continue to be invited to planning site inspections.
- b) Planning Services meet with Town and Parish Councils to discuss issues raised in the Portfolio Holder decision.

146. PERFORMANCE MONITORING Q1 DATA

This item was deferred to the next meeting on 15 October, 2018.

147. EXECUTIVE FORWARD PLAN

The Committee received the Executive Forward Plan circulated with the agenda.

148. WORK PROGRAMME

The Committee received the Overview and Scrutiny Work Programme circulated with the agenda.

149. EXCLUSION OF THE PUBLIC AND PRESS

Resolved

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.

150. CALL-IN OF PORTFOLIO HOLDER DECISION 11-2018 - FUNDING CONTRIBUTION FOR A CIRL BUNTING NATURE RESERVE

Councillor Nutley declared an Appendix B interest by virtue of his membership with the RSPB, and left the meeting.

The Chairman welcomed Mr Robert Manners from the RSPB.

Consideration was given to the report circulated with the agenda in relation of a call-in of a decision by the Portfolio Holder for Planning and Housing, by Councillor Connett and supported by Councillors Dewhirst, Evans, J Hook, Keeling, Parker and Rollason.

Councillor Connett enquired as to the benefit to the Council should the decision be progressed and the effect on the Council should the decision not be progressed.

Following a debate it was considered the decision was unnecessary and could result in a financial risk to the Council.

Resolved

That the call-in be referred to the Executive with a recommendation that the Portfolio Holder decision as set out in the report circulated with the agenda is not approved.

Cllr Mike Haines
Chairman

STRATA JOINT EXECUTIVE COMMITTEE

Tuesday 25 September 2018

Present:-

Councillor Peter Edwards (Chair)
Councillors Clemens and Skinner
Managing Director Teignbridge District Council, Chief Executive Exeter City Council, and
Chief Executive East Devon District Council

Also Present

Strata IT Director, Director with Responsibility for Finance, Strategic Lead Finance (East Devon District Council), Teignbridge Strata Director, Compliance and Security Manager, Infrastructure and Support Manager, Document Centre Manager, Business Systems Manager, Democratic Services Manager and Democratic Services Officer (SLS)

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APOLOGIES

Apologies for absence at the meeting were received from Councillors Christophers and Thomas.

(Councillor Thomas took part in the meeting via a video link.)

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MINUTES

The minutes of the meeting held on the 11 June 2018 were taken as read and signed by the Chair as correct.

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DECLARATIONS OF INTEREST

No declarations of disclosable pecuniary interest were made.

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QUESTIONS FROM THE PUBLIC UNDER PROCEDURAL RULES

None.

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QUESTIONS FROM MEMBERS OF THE COUNCILS UNDER PROCEDURAL RULES

The following question was put by Councillor Clarence in relation to IT support:-

Will the Executive confirm please the IT managers intentions that council members from the three authorities will receive a measure of IT support, with laptops or whatever equipment they may choose to use, to for fill their roles as councillors, on the understanding that they may not be helped immediately if more pressing crisis matters are ongoing; also if such councillors IT equipment is simply too old to receive attention that a measure of help will be forthcoming with purchasing and setting up of new equipment to allow a councillor to for fill his/her role?

A copy of the question and reply was appended to the Minutes.

STRATA IT DIRECTORS REPORT - OVERVIEW OF STRATA PERFORMANCE

The Strata IT Director presented the report and presentation on the last four months of activity by Strata and provided an update on the current operation and performance, which included identified key activities, successes and areas for further improvement. He set out the important focus on the core objectives of cost and risk reduction and increasing the capability for change. He referred to the increasingly important Customer Centric ethos and better understanding of the business value of the work. A copy of the presentation was attached to the minutes.

Members were advised that a new Strata Business Plan would be developed to ensure a better alignment with the priorities of the three authorities. He set out a number of objectives, identified as part of the company's goal to become an 'Agent for Change', which included:-

- meetings of the Scrutiny Joint Committee and Scrutiny Joint Executive to be held half yearly - the Joint IT Steering Group to meet quarterly and an Annual Forum to be introduced to provide an opportunity to discuss the Transformation Strategy of each authority to discuss IT trends in local government;
- resetting the existing objectives of reducing risk and costs and developing capability and capacity to a set of objectives more focused on a Customer Centric service delivery model;
- transitioning from 'Business As Usual' to Transformational Value' – currently a 85% / 15% split;
- revising the Governance Framework to better empower the authorities;
- adapting the funding model;
- commercialisation of the operation, and
- consideration of creating a longer term agreement.

The Board welcomed the opportunity for more commercialisation, but considered it was important to remain focused on Strata's core activities. It was acknowledged that income generation would be a vital approach in the coming years, but more speculative work such as the development of IT applications, rather than a support role would be a practical way forward. The suggestion of a non-Executive Director joining the Board would also provide additional support and more informal 'policing'.

The Director with responsibility for Finance welcomed the Board's steer and would present a Business Plan, which would include the identified objectives, to the January meetings of the Strata Joint Scrutiny and Strata Joint Executive Committees, so that all three Councils would be able to take the proposed Plan to their respective Councils for consideration and approval.

The Chief Executive Exeter City Council congratulated the team on their success and effort.

Strata Joint Scrutiny Committee had considered the report at its meeting on 24 September 2018 and its comments were reported.

RESOLVED that the report be noted and a Business Plan, including the objectives set out above be presented to the respective meetings of the Strata Joint Scrutiny and Executive Committees in January 2019.

STRATA@4 UPDATE

The Strata IT Director reported that Dr Tim Gibson had met with the two Chief Executives and one Managing Director of the three authorities and had provided an independent report on the development of the Strata organisation over the last four years. The report would be shared with Members at the end of October, and would be released to coincide with the launch of the draft Strata Business Plan.

The Board requested the details of the report be shared as widely as possible with Members and staff in the three authorities.

Strata Joint Scrutiny Committee had considered a verbal report at its meeting on 24 September 2018.

RESOLVED that the verbal report be noted.

STRATA BUDGETING MONITORING QUARTER 1: 2018/19

The Director responsible for Finance presented the report on the financial progress of Strata during the first three months of 2018/19, including a projected outturn assessment against the savings set out in the Business Plan. He stated that the Strata budget was on track to deliver approximately £420,000 of revenue savings for the three authorities in 2018/19. The report also set out the variations in the capital budget.

The final, audited, Statement of Accounts for Strata Service Solution were included in the report, and the position had not changed from the draft accounts. The refund of £565,000 provided to the owners was deemed correct.

The Director responsible for Finance responded to questions on Strata's change in the current financial arrangement and stated that Strata would identify costs savings at the beginning of the financial year and therefore request a lower amount from the three authorities, which would be a more efficient approach.

Strata Joint Scrutiny Committee had considered the report at its meeting on 24 September 2018 and its comments were reported.

RESOLVED that the report be noted.

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 items 10 and 11 on the grounds that they involved the likely disclosure of exempt information as defined in paragraphs 1 and 3 of Part I, Schedule 12A of the Act.

PEOPLE DATA REPORT - 2017 TO 2018

The Strata IT Director presented the report, providing important workforce management information and analysis to the Strata Board and Management Team as well as the Joint Executive Committee and Joint Scrutiny Committee. The report covered a number of staffing matters including headcount, age profile, absences, turnover and recruitment including apprentices. The report for 2017/2018 was the third complete year of reporting key people data. He proposed working towards achieving the Investors in People Accreditation for Strata.

Strata Joint Scrutiny Committee had considered the report at its meeting on 24 September 2018 and its comments were reported.

RESOLVED that the report be noted.

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TRAINING NEEDS ANALYSIS REPORT

The Strata IT Director presented the report on the Training Need Gap Analysis report which was commissioned to look at the ICT skills requirements of all three Authorities. There was currently no dedicated ICT training/support mechanism in place for Councillors in East Devon or Teignbridge District Councils.

The report set out a number of recommendations for the training of staff as well as an increase in the overall training budget or a dedicated support allocation to Strata for a high level of ICT support for Councillors.

The Board supported the training proposals, and recognised it was also desirable to ensure there was a good level of ICT skills competency for all staff.

Strata Joint Scrutiny Committee had considered the report at its meeting on 24 September 2018 and its comments were reported.

RESOLVED that that the report be noted and the budget spend and delivery of a Strata provided IT training service for end users, including Councillors and officers across the three authorities would be funded by Strata for the first year.

(The meeting commenced at 5.30 pm and closed at 7.20 pm)

Chair

OVERVIEW & SCRUTINY COMMITTEE

CHAIRMAN: Cllr Mike Haines

DATE: 27th September 2018

REPORT OF: Private Sector Housing Team Manager

SUBJECT: Housing enforcement and improving the private rented sector

PART I

RECOMMENDATION

That members note the content of this report and the actions being taken to improve housing conditions in the private rented sector in Teignbridge.

1. PURPOSE

To update members on recent changes to legislation in relation to the private rented sector and to advise members of our recently launched Property Agents Rating Scheme (PARS).

2. BACKGROUND

In the 2011 Census, Teignbridge reported over 9,000 (16%) homes in the private rented sector. Teignbridge also has a low level of social housing stock, 9% compared to England's 18%, so it is increasingly important that we work with private landlords, letting agents and developers to increase the supply of good quality rental accommodation for our residents.

Over 2,000 (19%) households in the private rented sector are living in homes with at least one category 1 hazard, with over 1,000 households living in a cold home. Approximately 1,600 (14%) of households are living in fuel poverty.

The legislation in relation to the private rented sector is complex and recent years have seen an increase in the regulation of this sector.

Teignbridge Housing enforcement policy (approved by members on 3rd October 2017) <https://www.teignbridge.gov.uk/media/6066/171101-housing-enforcement-policy-2017-master-v4.pdf> introduced civil penalties of up to £30,000 as an alternative to prosecution for certain specified offences and the extension of rent repayment orders to cover illegal eviction, breach of a banning order and certain other specified offences.

In accordance with the policy, the Council will initially work informally with a landlord to secure improvements to a property. However where a landlord is unwilling to carry out the necessary identified works, a formal approach is taken with the serving of an appropriate notice. Over the last 2 years, 74 notices have been served. We have successfully prosecuted a landlord who did not comply with a notice securing a fine of £1,000 plus costs and victim surcharge, as well as successfully defending an appeal to the First Tier tribunal. 216 properties have been improved as a result of the action of enforcement work and 488 category 1 and high-scoring category 2 hazards have been remedied.

The following changes to legislation should be noted:

HMO licensing

Houses in multiple occupation (HMOs) form a vital part of the private rented sector, often providing cheaper accommodation for people whose housing options are limited. Some HMOs are occupied by the most vulnerable people who live in properties that were not built for multiple occupation, and the risk of overcrowding and fire can be greater than with other types of accommodation.

The Housing Act 2004 introduced licensing of larger HMOs that are 3 or more storeys and occupied by 5 or more persons forming at least 2 separate households, with some sharing of facilities.

From October 2018 this has been extended so that smaller properties used as HMOs will require a license (i.e. the number of storeys has been removed).

Liaising with Devon and Somerset Fire and Rescue Authority, there are currently 15 HMOs which hold a mandatory licence. It is anticipated that a further 20 properties will need to be licensed and applications received to date are currently being processed. It is anticipated that this will raise an income of approximately £11K to administer the applications.

Minimum Energy Efficiency standard

From April 2018, The Energy Efficiency (Private rented Property) (England and Wales) Regulations 2015 has made it unlawful to let a residential property with an Energy Performance Certificate (EPC) rating of 'F' or 'G'. This will only initially apply to new tenancies but from April 2020 it will apply to all tenancies even when there has been no changes in tenancy arrangements. A landlord can register an exemption which can include reasons such as the following

- "No funding" exemption
- 7 year payback exemption
- All improvements made exemption
- Consent exemption
- Devaluation exemption
- New landlord exemption (only lasts 6 months)

We have advised landlords and agents of these changes through our landlord's newsletter and have been actively promoting financial assistance for landlords through the Help to heat scheme. This scheme is funded through the Energy Company Obligation (ECO) flexible eligibility criteria which is supported by the local

authority identifying householder most in need through our statement of intent (<https://www.teignbridge.gov.uk/media/6799/180418-statement-of-intent-eco-flexible-eligibility-v4.pdf>). Teignbridge Council has supported 50 landlords in the provision of either new/improved heating and/or insulation. This funding stream is currently moving into a new phase (ECO3) and the funding for landlords will no longer be available for 'F' and 'G' rated properties, placing the onus back on landlords to improve the energy rating of their property.

Where the property is occupied by a vulnerable tenant, through recent changes to the loan and grants policy, the Council may be able to assist in the improvement of energy efficiency measures, financially supported by the Better Care funding allocation.

Through the Property Agent Rating Scheme (PARS), discussed below, we will be taking action to ensure that properties with an EPC rating of 'F' or 'G' are not let and that landlords are directed to appropriate funding streams, where available to improve these properties. Formal action will be taken where necessary.

Banning Orders and Rogue landlords

Banning orders are aimed at rogue landlords who flout their legal responsibilities and who rent out accommodation that is substandard. It has regard to the seriousness of the offence and previous convictions/rogue landlord database.

The database of rogue landlords is a new tool for local authorities to keep track of rogue landlords in England. In determining the decision to include a landlord on the register the Council must have regard to the severity of the offence, mitigating factors, culpability and serial offending and deterrent to repeat offending.

Property Agent rating scheme

In September 2018, the Council launched the Property Agent Rating Scheme (PARS), a scheme similar to the Food hygiene rating scheme. Co-designed with letting/managing agents, landlords, landlord associations and other professionals associated with the letting business, to help landlords and tenants, this scheme is a means of ensuring that all letting agents and property managers comply with letting related legislation, creating a fair playing field across the industry. As well as reassuring landlords that their business is being handled professionally it will also help improve conditions and safety in rental properties.

There are four potential ratings ranging from bronze, which is the minimum rating, up to platinum. To achieve a bronze standard this is still identified as 'good' and means the agent meets all current letting relating legislation. Achieving a silver means that the agent also offers good practise, gold rated agents go the extra mile offering enhanced service, with platinum agents being members of a regulatory body, i.e. ARLA as well as encouraging online reviews from tenants and landlords regarding their service.

Training on housing conditions has supported agents on this scheme empowering them to identify hazards and work with the landlord to improve housing conditions

prior to letting ensuring that properties are safe and secure before occupation. By investing in this training it is anticipated that this will release Officer time to deal with those agents and landlords who blatantly do not comply with the legislation.

There is currently no overarching regulation of letting agents or property managers. We estimate that there are approximately 40 letting/managing agents operating in the Teignbridge area dealing in the region of 4000 properties. To date 15 applications have been received for this scheme and whilst the scheme is not mandatory we will be assessing all agents to ensure compliance with the bronze level and taking appropriate action where agents falls short of this level.

3. CONCLUSION

A recent University of York report “The Evolving Private Rented Sector: Its contribution and Potential”; Julie Rugg and David Rhodes has stated that the private rented sector is “confused and contradictory” and “failing at multiple levels” calling for the introduction of a register for both letting agents and landlords, as well as a new property MOT. Teignbridge District Council continue to use the current legislation to improve the private rented sector and it is anticipated that with the introduction of the PARS scheme, further improvements will be made to this sector.

Alison Dolley
Private Sector Housing Team Manager

Wards affected	<i>All</i>
Contact for any more information	<i>Alison Dolley</i>
Background Papers (For Part I reports only)	<p><i>Housing enforcement policy</i> https://www.teignbridge.gov.uk/media/6066/171101-housing-enforcement-policy-2017-master-v4.pdf</p> <p><i>Local Authority Statement of Intent</i> https://www.teignbridge.gov.uk/media/6799/180418-statement-of-intent-eco-flexible-eligibility-v4.pdf</p> <p><i>The Evolving Private Rented Sector: Its contribution and Potential”; Julie Rugg and David Rhodes</i> http://www.nationwidefoundation.org.uk/wp-content/uploads/2018/09/Private-Rented-Sector-report.pdf</p> <p><i>Housing Grants and loan policy</i> https://www.teignbridge.gov.uk/media/7317/housing-grant-and-loan-policy-v4.pdf</p>
Key Decision	<i>No</i>
In Forward Plan	<i>No</i>
In O & S Work Programme	<i>Yes</i>

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.

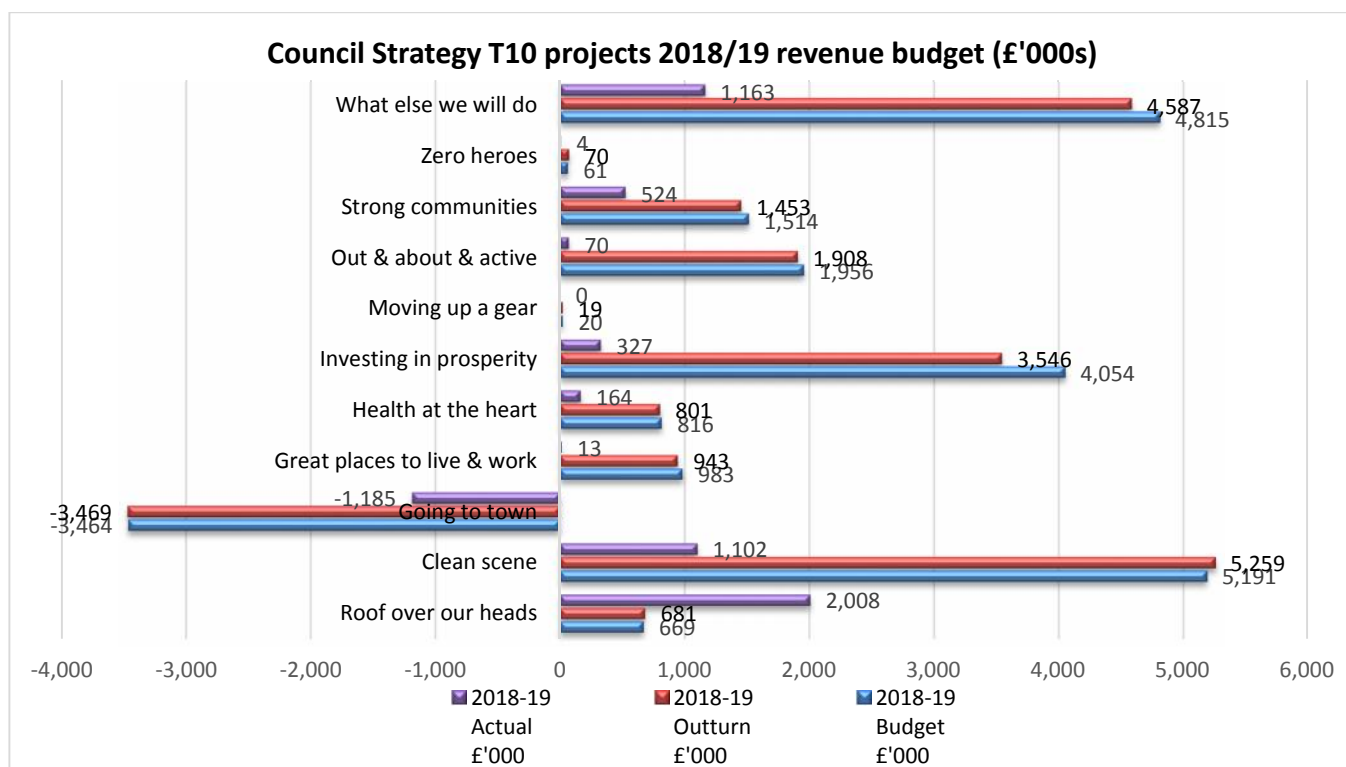
Attached to this report as Appendix A report is a detailed review of each T10 programme and its associated PIs and Projects.

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.

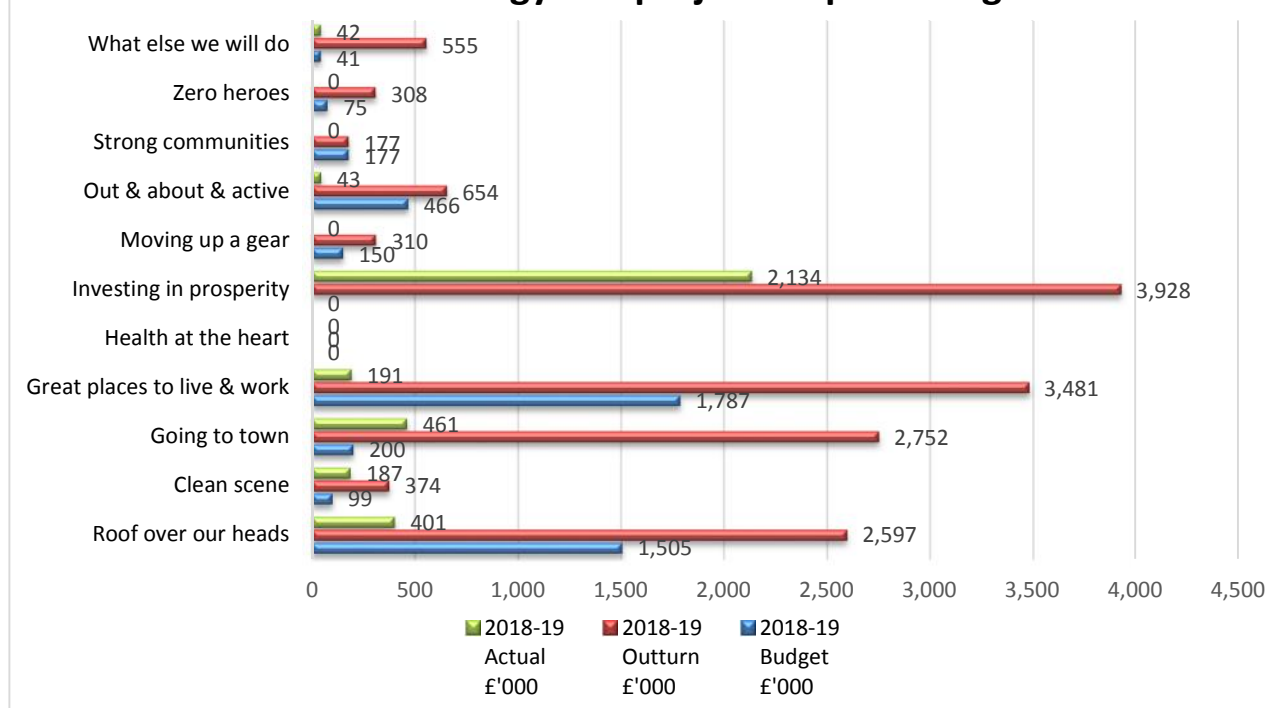


Revenue budget notes

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

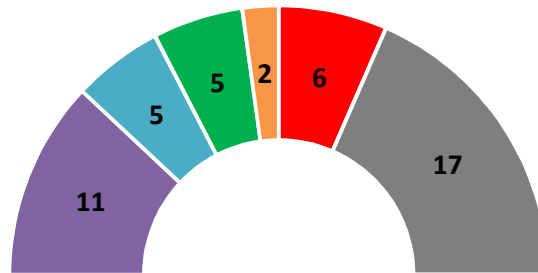
b) Performance overview

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

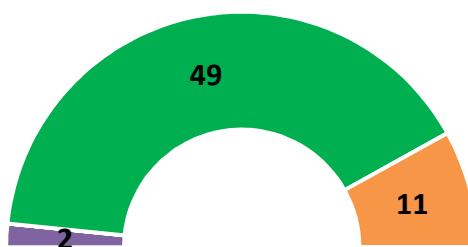
- Well ahead of target
- Ahead of target
- On target
- Caution
- Concern
- No target/Not calculable
- Data missing

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.



Q1 Status of projects

- Completed
- On track
- Will not be achieved
- Ahead of target
- Caution
- Milestone missed

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.
24 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 25	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

A roof over our heads	1-4
Clean scene	5-8
Going to town	9-12
Great places to live and work	13-16
Health at the heart	17-20
Investing in prosperity	21-24
Moving up a gear	25-27
Out and about and active	28-31
Strong communities	32-33
Zero heroes	34-36
What else we will do	37-39

Council Strategy 2016-2025

24 July 2018

Goal	01 A roof over our heads
Lead Contact:	Humphrey Clemens, Amanda Pujol
RAG Status:	<div style="background-color: #00FF00; padding: 2px; text-align: center;">On track</div>

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

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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

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
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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 Portfilio 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	

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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.

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.

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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

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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

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	

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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	

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

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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)

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

Date	Progress Review
	<p>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/ .</p> <p>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.</p>
31/12/2018	

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

Date	Progress Review
17/07/2018	<p>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.</p>
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 Bunting 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

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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

Adopt Supplementary Planning Document For Wolborough (CSGP 2.5) Caution Project Responsible Officer: Fergus Pate

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.

Devon Pollinator Pledge (CSGP 4.7) On track Project Responsible Officer: Sian Avon, Mark Payne

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	

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

Date	Progress Review
13/07/2018	<p>Solar Photovoltaic Developments in the Landscape Supplementary Planning Document (SPD)</p> <p>At the 5 June 2018 Planning Committee Meeting, it was resolved that:</p> <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

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.

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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

44 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.

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

45

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 3 rd /4 th 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	<p>The first chapter of the Design Guide and a schedule of representations was presented to the Executive Committee on 17th 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.</p>		

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	<p>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.</p>		
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). 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			

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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 (CSIIIP 8.1) On track **Project Responsible Officer: Neil Blaney**

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

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

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	

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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			

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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 Commercial 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>		
28/09/2018	The teams continue to provide collective input into the Heart of the South West LEPs emerging Productivity Plan.		

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.

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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.

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

Bus and Park and Ride services (CSMUG 2.1)		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			

A382 widening (CSMUG 1.1)		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			

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Cycle provision (CSMUG 6.3)		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.

5 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
	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	

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.

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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		
	<p>'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.</p>		
30/09/2018			

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	<p>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.</p>		
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	<p>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.</p>		
30/09/2018			

58

Volunteer Task Days (CSOAA 5.1)		On track	Project Responsible Officer: Sian Avon, Philip Chambers
Date	Progress Review		
18/07/2018	<p>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.</p>		
30/09/2018			

Council Strategy 2016-2025

24 July 2018

Goal 09 Strong communities

Lead Contact: John Goodey, Kay O'Flaherty

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.

59

Key to Performance Status:

Performance Indicators:



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

Projects

Encouraging networking (CSSC 5.1) On track Project Responsible Officer: Gary Powell

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

9

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

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	

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	

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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	Audit of principal sites completed identifying the present use of single use plastics. <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.		

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Council Strategy 2016-2025

20 July 2018

Goal What else we will do - our supporting actions

Lead Contact: Stuart Barker, John Goodey, Kay O'Flaherty, Steve Wotton

RAG Status: On track

Summary Statement

All workstreams within this programme are currently on track.

1. Cost & efficiency

The 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.

64

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
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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

- 10 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 October 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
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
Housing Needs Service	30/10/2018	No		Report of Tony Mansour - Housing Needs Lead Contact - 01626 215 351	22/10/2018
Public Spaces Protection Order for Dog Control in Teignbridge	30/10/2018	No		Report of David Eaton - Environmental Protection Manager – Contact 01626 215064	22/10/2018
Land at Sandy Lane, Dawlish	30/10/2018	No		Report of Chris Smith – Estates Surveyor – Contact 01626 215649	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
Asset Management Strategy and associated policy documents	04/12/2018	No		Report of Donna Best Estates & Development Manager: 01626 265467	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

Call-in of Portfolio Holder Decision 11-2018 - Funding Contribution for a Cirl Bunting Nature	04/12/2018	Yes		Report of Nick Davies – Business Manager – Strategic Place. Contact: 01626 2151745	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
Leisure Strategy	TBC	No		Report of Lorraine Montgomery – Interim Head of Operations James Teed Contact: 01626 215852	TBC

OVERVIEW & SCRUTINY COMMITTEE WORK PROGRAMME 2018 – 2019**Standing Items**

Strata Joint Executive Minutes
South East Devon Habitat Regulations Minutes

8 May 2018	Report	Lead Officer / Next Steps
Joint Chair of the Devon Learning Disability Partnership Board and Senior Commissioning Officer Disabilities	Presentation on Citizenship	Robert Hawken and Sophie Holmes

4 June 2018	Report	Lead Officer / Next Steps
Update on the Council's Response to Single Use Plastics	Presentation	David Eaton and Elizabeth Burston

2 July 2018	Report	Lead Officer / Next Steps
T10 – Out and about and active. Health at the heart. Strong communities.	PH's in attendance: Cllrs Bullivant, Goodey and Russell	Lorraine Montgomery - Paul Nicholls and James Teed
Performance Monitoring – Year End 2017-18		Liz Gingell

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

15 October 2018	(CL meeting beforehand)	Lead Officer / Next Steps
Overview		
Update on changes in Housing Enforcement <ul style="list-style-type: none"> • Introduction of Minimum Energy Standards • Banning orders and rogue landlords database • Extension of HMO licensing 	Report	Alison Dolley
Homeless Reduction Act Update	Presentation	Tony Mansour
Homelessness Strategy – Action Plan update	Presentation	Tony Mansour
Scrutiny		
Performance Monitoring – Q1 data (include the update on HR)	Report	Performance Monitoring – Q1 data (Tim Slater - HR)

19 November 2018	(CL meeting beforehand)	Lead Officer / Next Steps
Overview		
T10 programme overviews: <ul style="list-style-type: none"> -Going to town -Investing in prosperity -Moving up a gear 	Presentations	Neil Blaney Donna Best Fergus Pate
Travellers on unauthorised land	Report	Request from Cllr G Hook (Marie Downey (Graham Davey))
Scrutiny		
Performance Monitoring – Q2 data	Report	Eve Bates
Call in PH decision 11-2018 - RSPB site	Confidential Report PH Cllr Clemens in attendance	Rosalyn Eastman

14 January 2019	(CL meeting afterwards)	Lead Officer / Next Steps
Overview		
The Community Safety Partnership	Report	Rebecca Hewitt
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:	Presentations	

-Clean scene -Zero heroes		Chris Braines David Eaton
Scrutiny		
Council Strategy Performance Reports Q3	Report	Eve Bates

8 April 2019	Report	Lead Officer / Next Steps

Outstanding Items

Update on Universal Credit	of the DWP Partnership Manager, Lee Tozer (Presentation) to to report on how things are progressing after the roll out?	Tracey Hooper/Lee Tozer (no date set)
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)) (no date set)

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**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.