

6 December 2021

OVERVIEW AND SCRUTINY COMMITTEE 2

Overview and scrutiny of:
Economy; Business and Tourism; Planning
Corporate Resources; Sport, Recreation and Culture

A meeting of the **Overview and Scrutiny Committee 2** will be held on **Tuesday, 14th December, 2021** at **10.00 am** in the **Council Chamber, Forde House Offices, Newton Abbot, TQ12 4XX**

PHIL SHEARS
Managing Director

Membership:

Councillors Bullivant (Chair), Swain (Vice-Chair), Austen, D Cox, Daws, Eden, Gribble, Hayes, G Hook, Morgan, Nuttall, L Petherick and Tume

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

AGENDA

1. **Apologies**
2. **Minutes** (Pages 3 - 6)
To approve the Minutes of the meeting held on 12 October 2021.
3. **Declaration of Interest**
4. **Public Questions (if any)**
Members of the public may ask questions. A maximum period of 15 minutes will be allowed with a maximum period of three minutes per questioner. The deadline for questions is two working days before the date of the meeting.
5. **Councillor Questions (if any)**

Members of the Council may ask questions subject to procedural rules. The deadline for questions is no later than three working days before the meeting.

6. **Executive Forward Plan**

To note forthcoming issues anticipated to be considered by the Executive over the next 12 months. The Executive Forward Plan can be found [here](#).

7. **Work Programme**

(Pages 7 - 12)

To review the Committee's work programme

8. **Planning enforcement task and finish group - terms of reference**

(Pages 13 - 16)

9. **Executive Member Biannual Update -Sport, Recreation and Culture**

10. **Council Strategy Performance Monitoring Q2**

(Pages 17 - 26)

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

OVERVIEW AND SCRUTINY COMMITTEE 2

TUESDAY, 12 OCTOBER 2021

Present:

Councillors Bullivant (Chair), Swain (Vice-Chair), Austen, D Cox, Daws, Gribble, G Hook, Morgan, Nuttall and Tume

Members in attendance:

Councillors Taylor

Members in attendance remotely via Zoom:

Councillors Keeling, Purser and L Petherick

Apologies:

Councillors Goodman-Bradbury, Hayes, L Petherick, Connett and Jeffries

Officers in attendance:

Rosalyn Eastman, Business Manager, Strategic Place

Fergus Pate, Principal Delivery Officer

Alex Lessware, Spatial Planning Officer

69. MINUTES

The Minutes of the meeting held on 13 July 2021 and the Minutes of the extraordinary meeting of the Joint OS1 and 2 Committees held on 26 August 2021 were both confirmed as a correct record and signed by the Chair.

70. DECLARATION OF INTEREST

None.

71. PUBLIC QUESTIONS

None.

72. COUNCILLOR QUESTIONS

None.

73. WORK PROGRAMME

The Committee's work programme as circulated with the agenda was noted.

74. EXECUTIVE FORWARD PLAN

The Executive forward plan detailing issues anticipated to be considered by the Executive over the next 12 months was noted, with the request that it also identifies the relevant scrutiny committee responsibility for issues.

75. OPEN SPACES DELIVERY AND MANAGEMENT IN NEW HOUSING DEVELOPMENTS TASK AND FINISH GROUP TERMS OF REFERENCE

Consideration was given to the circulated report detailing the terms of reference for the task and finish group.

It was proposed and seconded that the report be approved with the addition of the request that a timescale is set and the group's final report be brought to the Committee on 1 February 2022 for consideration.

This was carried by a majority vote and 1 abstention.

RESOLVED

The report be approved with the addition that group's final report be brought to the Committee on 1 February 2022 for consideration.

76. NEWTON ABBOT CULTURAL QUARTER TASK & FINISH GROUP

The Chair updated on the work of this task and finish group. There were many groups promoting the town in relation to the theme of a cultural quarter but which as a whole lacked focus.

Concern was expressed that this group was set up some two years ago, appeared to have no clear purpose, and no date for an interim or final report with recommendations for the committee to consider.

The Chair advised that the group would refocus and a report containing recommendations would be progressed for the Committee's consideration.

77. PLANNING ENFORCEMENT TASK AND FINISH GROUP

Councillor Swain suggested that a Task and Finish group be established to focus on planning enforcement to ensure the Council has procedures and practices which are fair, robust and credible.

RESOLVED

That a report be brought to the next meeting for consideration setting out the proposed terms of reference.

**78. EXECUTIVE MEMBER BIENNIAL PRESENTATION - PLANNING
COUNCILLOR TAYLOR**

The Executive Member for Planning updated the Committee on progress of services within this portfolio of planning delivery, development management, strategic planning, and building control. The update included the following:

- The housing delivery rate was low at 426 homes in 2020/21 compared to the Government target of 742 per annum. The government could impose sanctions.
- Marsh Barton railway station was under construction.
- Matford ridgetop park phase 1 was nearing completion.
- Houghton Barton link phase 1 was due to complete early 2022.
- Dawlish link road bridge planning application was expected late 2021.
- Teign Estuary Trail planning application would be determined soon.
- Public consultation on the draft Local Plan review had resulted in 4700 responses.
- The number of submitted planning applications was high.
- The Newton Abbot Garden community project was progressing.

In response to questions it was noted that: some allocated development sites in the current Local Plan had not yet come forward, and would continue into the draft Local Plan; some one million houses with permission nationally had yet to be developed; the draft Local Plan priorities would include increasing biodiversity net gain, renewable energy and climate change; the Local Plan review was on target for publication in 2022; and Teignbridge was one of the leading self-build districts nationally.

Members would be advised of the answers to further questions raised in relation to self-build and affordable housing delivery statistics for the District via the Members Newsletter.

The full update presentation can be found at: [Agenda for Overview and Scrutiny Committee 2 on Tuesday, 12th October, 2021, 10.00 am - Teignbridge District Council](#)

79. COUNCIL STRATEGY PERFORMANCE MONITORING Q1

The Performance and Data Analyst referred to the agenda report covering the period 1 April to 30 June 2021, which updated performance of the Council's Strategy 2020-2030 T10 priorities. Details of the programmes, projects and performance indicators with a concern or caution status together with an explanation of the performance and improvement plan was detailed in the appendix of the agenda report.

Members asked that additional information from the Executive Member for corporate resources in response to questions raised regarding the budget be made available in the Members Newsletter.

RESOLVED

The agenda report and the actions being taken to rectify performance issues detailed in the report Appendix be noted.

CLLR P BULLIVANT
Chairman

OVERVIEW & SCRUTINY COMMITTEE (2) WORK PROGRAMME 2021 – 2022**Economy, Business and Tourism; Planning; Corporate Resources; Sport, Recreation and Culture****Portfolio Holders****Corporate Resources (Cllr Keeling)****Planning (Cllr Taylor)****Jobs & Economy (Cllr Jeffries)****Sport, Recreation & Culture (Cllr Nutley)**

The Overview and Scrutiny Committee Work Programme details the planning activity to be undertaken over the coming months.

The dates are indicative of when the Committee will review the items. It is a flexible programme however and it is possible that items may need to be rescheduled and new items added with new issues and priorities.

Standing item

South and East Devon Habitat Regulations Executive Committee

14 December 2021	Report	Lead Officer / Next Steps
Executive Member Presentation	Presentations	Cllr Nutley (Sport, Recreation and Culture)
Council Strategy Performance Monitoring Q2	Report	Performance and Data Analyst EM Cllr A Connett
Planning Enforcement Task & Finish Group -Terms of Reference	Report	Cllr Swain / Business Manager Development Management

11 January 2022 Deadline for reports	Report	Lead Officer / Next Steps
Executive Member Presentation	Presentations	Councillor Jefferies (Jobs & Economy)
Initial Financial plan Proposals 2022/23 to 2024/25	Report	Chief Finance Officer

2 February 2022	Report	Lead Officer / Next Steps
Executive Member Presentation	Presentations	Councillor Keeling (Corporate Resources)
Council Strategy Performance Monitoring Q3	Report	EM Cllr A Connett Performance and Data Analyst
Final Financial plan Proposals 2022/23 to 2024/25	Report	Chief Finance Officer

26 April 2022	Report	Lead Officer / Next Steps
Executive Member Presentation	Presentations	Councillor Taylor (Planning)

21 June 2022	Report	Lead Officer / Next Steps
Executive Member Presentation	Presentations	Councillor Nutley (Sport, Recreation and Culture)

19 September 2022	Report	Lead Officer / Next Steps
Executive Member Presentation	Presentations	Councillor Jefferies (Jobs & Economy)

14 November 2022	Report	Lead Officer / Next Steps
Executive Member Presentation	Presentations	Councillor Keeling (Corporate Resources)

10 January 2023	Report	Lead Officer / Next Steps
Executive Member Presentation	Presentations	Councillor Taylor (Planning)

7 February 2023	Report	Lead Officer / Next Steps
Executive Member Presentation	Presentations	Councillor Nutley (Sport, Recreation and Culture)

Task & Finish Groups

Group		Lead Officer
COVID 19 Community Impact		Head of Community Services and Improvement
Newton Abbot Cultural Quarter		Head of Place & Commercial Services
Employment sites		Head of Place & Commercial Services
Car Parks		Head of Place & Commercial Services
BAME	Joint with OS(1)	Head of Community Services and Improvement

Items to be scheduled

Leisure in the Digital Age	Presentation	Leisure Manager
Update on Council Tax Reduction Scheme	Report	Revenue Benefits & Fraud Manager
First Homes (Interim Policy Statement)	Report	Principal Planner, Spatial Planning
Leisure Centre refurbishment	Report	Head of Operations Leisure Manager

Past Meetings

12 January 2021 2.30pm	Report	Lead Officer / Next Steps
Executive Member Presentation	Presentation	Councillor Keeling Corporate Resources
Budget	Report	Chief Finance Officer EM Cllr Keeling
Covid-19 Community Impact Review Group	Update	Review Group Members Covid Recovery Project Officer
BAME Review Group	Report	Review Group Members Head of Community Services and Improvement
Employment Sites RG	Update	Cllr Bullivant & Review Group Members Head of Place & Commercial Services

9 February 2021 2.30pm	Report	Lead Officer / Next Steps
Budget	Report	Chief Finance Officer EM Cllr Keeling
Council Strategy Performance Monitoring Q3	Report	Project Manager, BID EM Cllr A Connott Executive Members
Connecting Devon and Somerset Scheme.	Report/ Presentation	Head of Place & Commercial Services /Matt Barrow DCC

9 March 2021 10am	Report	Lead Officer / Next Steps
Executive Member Presentation	Presentation	Councillor MacGregor (Sport, Recreation and Culture)
Executive Member Presentation	Presentation	Councillor Taylor – Planning
Employment Sites Task & Finish Group	Report	Members of the Group Head of Place & Commercial Services

11 May 2021 10am (cancelled)	Report	Lead Officer / Next Steps
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13 July 2021	Report	Lead Officer / Next Steps
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Executive Member Presentation	Presentations	Councillor Keeling (Corporate Resources)
Council Strategy Performance Monitoring Q4	Report	Project Manager, BID EM Cllr A Connett Executive Members
Executive Member Presentation	Presentations	Cllr Jeffries (Jobs & Economy)

12 October 2021	Report	Lead Officer / Next Steps
Executive Member Presentation	Presentations	Councillor Taylor (Planning)
Newton Abbot Cultural Quarter Task & Finish Group	Report	Members of the Group Head of Place & Commercial Services
Council Strategy Performance Monitoring Q1	Report	Project Manager, BID EM Cllr A Connett Executive Members
Open Spaces Delivery and Management Task and Finish Group	Report	Executive Member Cllr Taylor (Planning)/ Business Manager Development Management
Proposed Planning Enforcement Task & Finish Group		Cllr Swain

**PROPOSAL FORM FOR ITEMS FOR
FOR CONSIDERATION BY
OVERVIEW & SCRUTINY**

Submitted by:

Item for Consideration:

Expected outcome i.e. 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 (3-6 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 some time 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.

Please return completed form to Democratic Services Department.

TASK & FINISH GROUP: TERMS OF REFERENCE

Name of Group	Task & Finish Group – October 2021 (Planning Enforcement)
Decision making body to whom it will report	Overview & Scrutiny Committee(2) with recommendations made to Executive
Terms of reference	<p>The Government’s National Planning Policy Framework states: <i>“Effective enforcement is important as a means of maintaining public confidence in the planning system.”</i></p> <p>The group will ...</p> <ul style="list-style-type: none"> • Review TDC planning enforcement policy last updated <i>in 2017</i>. <i>This is necessary to ensure our local enforcement plan is up to date and to recommend amendments to improve the service.</i> • Review progress on promised additional enforcement resourcing. <i>This has not been delivered because of Covid. The group will review options and make a recommendation how best to take this forward given the situation now.</i> • Compare planning enforcement policy and outcomes with neighbouring councils. <i>Mid Devon council recently reviewed their enforcement process, and a detailed report is available dated 14th September 2020. This report includes comparison data on TDC and neighbours, which can be used to shape recommendations to TDC using recent data that is already available.</i> • Invite feedback and suggestions from Parish Councils. <i>The feedback and suggestions will need to focus on the effectiveness of the current enforcement processes and powers, and not an opportunity to comment on specific details of on individual enforcement cases.</i> <p><i>This section has been updated to reflect the officers’ comments which appear below. The purpose of the work and the outcomes that are being sought have been more clearly defined. A proposal to Scrutinise example enforcement cases is dropped because of concern over confidentiality, and the objectivity of selecting such cases.</i></p>
Time limit for work and to whom report should be submitted	T&FG to report with final recommendations to Overview & Scrutiny Committee 2 in 6 months at the meeting of 26 April 2022.
Group Membership	4-6 members from OS2, By Volunteering in the meeting or group leader nomination.
Group chair	Chair to be selected by the T&FG or by OS2 when the T&FG is first set up.
Meeting dates	To be arranged as convenient with group membership
Resources	Data on neighbouring councils including data available through similar scrutiny work. Records of enforcement cases closed are already circulated monthly to members. Feedback should be invited from Parish councils. Expect one or two meeting with planning officers later in the period to discuss recommendations.

Lead Officer(s)	<i>It is recommended that a senior officer (from SLT or CMT) is appointed to support/generally advise the group.</i>
Consultees / interested parties to be invited to participate	Neighbouring councils Contact parish councils for feedback.
SLT/CMT Officer comments if any	<p><i>While the principal of scrutinising the performance of the Council's Planning Enforcement service is welcomed, the Terms of Reference and 'purpose' of the work need to be much more clearly defined, to understand what outcomes are being sought and to ensure that any agreed actions can be delivered upon.</i></p> <p><i>The Government's National Planning Policy Framework states:</i></p> <p><i>"Effective enforcement is important as a means of maintaining public confidence in the planning system. Enforcement action is discretionary, and local planning authorities should act proportionately in responding to suspected breaches of planning control. Local planning authorities should consider publishing a local enforcement plan to manage enforcement proactively, in a way that is appropriate to their area. This should set out how they will monitor the implementation of planning permissions, investigate alleged cases of unauthorised development and take action where it is appropriate to do so."</i></p> <p><i>This explanation needs to form the basis for the group's Terms of Reference, understanding the wider purpose and role of the enforcement function, rather than having a narrower focus on whether action is robust and fair.</i></p> <p><i>Members of the Committee should review the Government's own overview of purpose of Planning Enforcement before defining the Terms of Reference:</i> https://www.gov.uk/guidance/ensuring-effective-enforcement, in particular:</p> <p><i>"What is a breach of planning control?"</i> <i>A breach of planning control is defined in section 171A of the Town and Country Planning Act 1990 as:</i></p> <ul style="list-style-type: none"> <i>- the carrying out of development without the required planning permission; or</i> <i>- failing to comply with any condition or limitation subject to which planning permission has been granted.</i> <p><i>Any contravention of the limitations on, or conditions belonging to, permitted development rights, under the Town and Country Planning (General Permitted Development) (England) Order 2015, constitutes a breach of planning control against which enforcement action may be taken.</i></p> <p><i>Who can take enforcement action?</i> <i>Local planning authorities have responsibility for taking whatever enforcement action may be necessary, in the public interest, in their administrative areas.</i></p> <p><i>When should enforcement action be taken?</i> <i>There is a range of ways of tackling alleged breaches of planning control, and local planning authorities should act in a proportionate way.</i></p> <p><i>Local planning authorities have discretion to take enforcement action, when they regard it as expedient to do so having regard to the development plan and any other material considerations. This includes a local enforcement plan, where it is not part of the development plan."</i></p> <p><i>Taking each part of the ToR in turn:</i></p> <ul style="list-style-type: none"> <i>• Review TDC planning policy last updated in 2017.</i>

This is necessary to ensure our local enforcement plan is up to date.

- *Review progress on promised additional enforcement resourcing.*

This was a manifesto pledge by the Liberal Democrats 'to stop people 'getting away' with ignoring the proper processes'.

We need to be clear that enforcement isn't a punishment and taking no action is sometimes the appropriate route. In addition to this, there has been an increase in 'permitted development rights' which means more types of development do not require consent. These factors can make it seem like the service is not fair, robust or credible. On this basis, even with additional resources in the service, there is a likelihood that the perception will be negative.

Budget was identified for a temporary resource in 2020, but this was not taken forward due to the impact of the national lockdown on Council finances, and the restrictions on the ability to physically investigate breaches of planning control.

It is important for the group to be clear on what 'additional enforcement resourcing' will mean in practice, how 'success' will be measured, and whether 'additional resource' would be able to deal with perceptions of fairness, robustness and credibility.

- *Compare planning enforcement policy and outcomes with neighbouring councils.*

All Councils should have an enforcement policy, so it will be a beneficial exercise to compare approaches and see where improvements can be made.

We can compare data on the number of Planning Contravention Notices, Enforcement Notices, Stop Notices (including Temporary Stop Notices) and Breach of Condition Notices served annually, which are all collected nationally and published on the LG Inform website. However these are just the overall figures, with no information on the cases, such as scale, complexity, level of local negotiation, timescales taken, etc

We can seek to obtain locally held information from neighbouring Councils, for example on size of teams, number of cases per year, etc, but this will be reliant on what information those Councils collect. It will be essential before contacting neighbouring Councils to have a clear understanding of what type and level of information we are seeking, how we can make comparisons and how we intend to use that information to make any changes to the Council's service.

- *Scrutinise example enforcement cases*

Reflecting on the journey of an enforcement case may aid understand of the policies and processes within which enforcement is undertaken. Care will need to be taken to protect anonymity and confidentiality and consideration of the parameters for identifying example cases should be set out– new cases will more clearly reflect current ways of working and we would recommend a random sample of cases from 2021 is considered. Prior to undertaking any review it will need to be clear what the expected purpose and outcome of the review will be – what is being assessed?

- *Invite feedback and suggestions from Parish Councils.*

The feedback and suggestions will need to focus on the effectiveness of the current enforcement processes and powers, and not an opportunity to comment on specific details of on individual enforcement cases.

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**Teignbridge District Council
Overview & Scrutiny Committee
O&S2 14th December 2021
Part i**

Quarter 2 2021-22 Council Strategy Performance

Purpose of Report

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

Recommendation(s)

The Committee RESOLVES to:

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

Financial Implications

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

Finance Systems Manager

Email: steve.wotton@teignbridge.gov.uk

Legal Implications

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

Monitoring Officer

Email: paul.woodhead@teignbridge.gov.uk

Risk Assessment

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

Chief Finance Officer

Email: martin.flitcroft@teignbridge.gov.uk

Environmental/ Climate Change Implications

The council strategy contains a dedicated programme entitled Action on Climate alongside other projects in the strategy that also impact on climate and the

environment. Detailed information about this programme and actions being taken are contained within this performance report.

Climate Change Officer

Email: william.elliott@teignbridge.gov.uk

Report Author

Data and Performance Analyst

Email: jack.williams@teignbridge.gov.uk

Executive Member

Strategic Direction - Cllr Alan Connett

Appendices/Background Papers

1. Introduction/Background

This performance report looks at the Council Strategy 2020-2030 and covers the period from 1st July to 30th September. If you have any queries please ask them in advance of the meeting.

1.1 T10 Finance – for updating at SLT

[Executive report 11 February](#) identified a budget gap in the current year funded by savings and government grants. Gaps are identified in future years of £1.2 million for 2022/23 and £2.6 million for 2023/24 and heavy use of earmarked reserves in 2021/22 to balance the revenue account and maintain general reserves at £2 million. Further representations to Government on funding and continued efforts to generate savings/extra income will need to be made.

1.2 T10 Programmes

8 are on track. The following programmes continue to be reported with a caution status:

- A roof over our heads
- Out and about and active

1.3 T10 Performance Indicators

A total of 43 PIs included in the report.

- 13 PIs are either ahead or well ahead of target
- 8 PIs are on target
- 7 PIs are underperforming

There are a total of 15 monitoring indicators tracking background data trends that do not have targets.

T10 Performance Indicators by Status

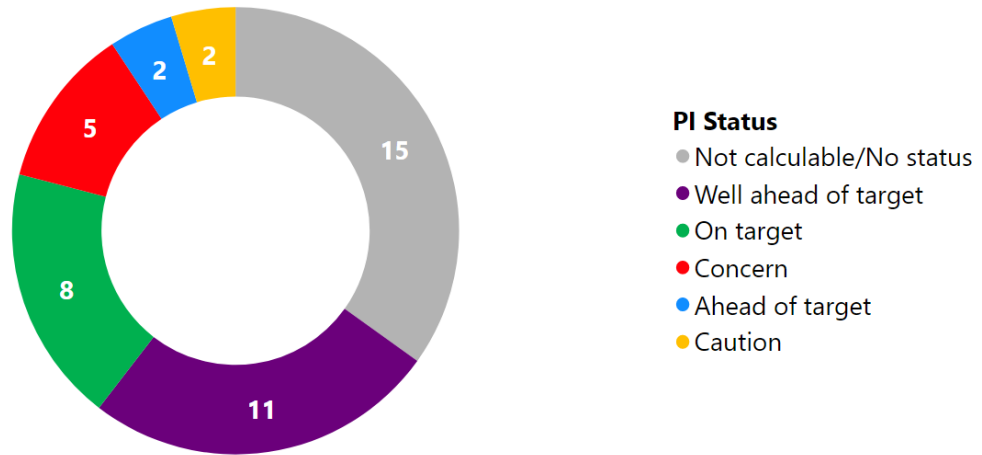


Figure 1 – Performance Indicators by Status

1.4 T10 Projects

A total of 49 projects are included in the report.

- 44 are on track
- 3 are reported with a caution status
- 1 ahead of schedule
- 1 is completed



Figure 2 – Projects by Status

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

2. Implications, Risk Management and Climate Change Impact

2.1 Legal

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

2.2 Risks

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

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

2.3 Environmental/Climate Change Impact

The council strategy contains a dedicated programme entitled Action on Climate. This programme looks at the actions the authority can achieve to

reduce carbon emissions and to increase the district's resilience to the changing climate.

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

ALTERNATIVE OPTIONS

None

CONCLUSION

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

The Council Strategy runs from April 2020 to 2030.

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04 Going to Town

Lead Contact: Neil Blaney, Cllr Nina Jeffries

Programme Status:

On track

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<p>Summary Statement Overall the projects within 'Going to Town' are on track.</p>
<p>Designing and delivering small and large scale schemes: Positive progress is being made on a number of town centre projects in Newton Abbot and Teignmouth.</p>
<p>Running and improving Newton Abbot Markets: The plans for the Market Quarter are being progressed, with a Design Team appointed and stakeholder engagement to be undertaken within the next quarter. In Newton Abbot Market Hall the vacancy rates remain at 40% and footfall is -40% down year on year to date against pre-Covid levels.</p>
<p>Town centre health checks: Regular liaison with the local chambers of commerce or equivalent takes place to monitor vacancy and business experience. Given the impact of the lockdown measures and the gradual reopening no health checks have been undertaken this year, but will be undertaken next year.</p>
<p>Working with and supporting continued town centre management: We're working on the delivery of projects within the 'Welcome Back Fund' Grant Action Plan. All Town Councils and Dartmoor National Park were approached to help develop the Grant Action Plan. However, not all Towns could submit proposals as they did not have schemes that fitted the scope of the funding.</p>
<p>Using our powers to bring about improvements and support business growth: The Environmental Health team has provided significant support to businesses looking to reopen, and helping consumer confidence in dealing with reported breaches. The Planning Department is prioritising enquiries and applications related to employment and job growth.</p>
<p>Improving accessibility and encouraging more town centre living: The Council continues to support proposals for town centre living. The Garden Communities and Future High Street Fund projects propose significant improvements into Newton Abbot town centre, which will encourage more sustainable travel into the town. The Council has recently agreed to sell land at Bradley Lane, Newton Abbot to a development partner for housing, subject to them obtaining planning consent.</p>

Appendix A2 - O&S2 – Q2 Teignbridge Ten Programmes Exception report July – September 2021

Supporting evening cultural and leisure opportunities:

The Future High Street Fund projects will bring forward a wide range of evening activities that will complement the town centre. The Welcome Back Fund will be used to promote visitors back to town centres and can be used to promote the evening economies of the towns.

05 Great places to live and work

Lead contact: Rosalyn Eastman, Cllr Gary Taylor

Programme Status:

On track

Project Status	Code	Title	Executive member	Last Review Date	Progress Review	Project Responsible Officer
Caution	CSGP 5.1	Establish travel planning protocols with partners to max impacts on modal shift in new developments	Planning	03/08/2021	Further engagement with DCC is needed to ensure protocols work for all parties. The project will be extended by 6 months to allow this to take place and to integrate this activity with other strands of Council activity including in relation to Green Infrastructure and wider Active travel improvements.	Rosalyn Eastman

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06 Investing in prosperity

Lead contact: Stephen Forsey, Cllr Nina Jeffries

Programme Status:

On track

07 Moving up a gear

Lead contact: Fergus Pate, Cllr Gary Taylor

Programme Status:

On track

08 Out and about and active

Lead contact: James Teed, Cllr Andrew MacGregor

Programme Status:

Caution

Summary Statement

The programme status remains as a caution, as the limited return of activities was impacted by the Covid related operating restrictions, which then transitioned in to the summer period and this is typically a quieter period.

PIs on still on hold due to Covid 19 restrictions

- CSOAA 6.1 Number of young people (under 18) who participate in activities we organise.
- CSOAA 6.2 Number of older (over 60) people participating in events we organise
- CSOAA 6.3 Number of people 30-60 participating in activities we organise

We anticipate further programme growth and activities returning to the programme from September and will assess attendance data again from the next quarter, when we will remodel our indicators reflecting on the covid impacts to our performance indicators.

One Projects is still on hold due to Covid 19 restrictions

- CSOAA 1.1 Refurbishment of Broadmeadow and Dawlish Leisure Centres. On hold until service recovered. Income streams need to be re-established to support the business case, a time frame for this is not currently identifiable.

10 Vital, Viable Council

Lead contact: **Amanda Pujol, Cllr Alan Connett, Cllr Richard Keeling**

Programme Status: On track

PI Code	Title	Executive Member	+/-	Current Target	Q1 Act	Q2 Act	Q3 Act	Q4 Act	PI Verifying Manager	Officer Notes
CSWE 6.4	Cost of management as a % of total service cost	Corporate Resources	+	2.54% (1/12)	1.34%	19.23%				(Quarter 1 - 2) Income high due to grants which brings overall total cost down so management as a proportion seems artificially high at this point (SW)
CSWE 8.2	% of customer complaints dealt with within 20 working days	Corporate Resources	+	85% (1/4)	82%	79%				<p>(Quarter 2) Complaints as of 12/10 october.</p> <p>There has been an overall decrease in the number of complaints received across the Authority this quarter and a higher number of complaints not being dealt with within the 20 working day target. This has affected the percentage for this quarter.</p> <p>Planning and Parking Services have reported resource issues and conflicting priorities as a reason for not being able to respond to complaints within the 20 working day target (WA)</p>

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