

27 March 2023

## EXECUTIVE

A meeting of the **Executive** will be held on **Tuesday, 4th April, 2023** in the **Buckland Athletic Football Club, Kingskerswell Rd, Newton Abbot, TQ12 5JU** at **10.00 am**

PHIL SHEARS  
Managing Director

### Membership:

Councillors Connett (Leader), Dewhirst (Deputy Leader), J Hook, Keeling, Jeffries, Nutley, Purser, Taylor and Wrigley

**Please Note:** Filming is permitted during Committee meeting with the exception where there are confidential or exempt items, which may need to be considered in the absence of the press and public. By entering the room you are consenting to being filmed.

## A G E N D A

### Part I

1. **Apologies for absence**
2. **Minutes** (Pages 3 - 4)  
To approve and sign the minutes of the meeting held on 13 March 2023.
3. **Declarations of Interest (if any)**
4. **Executive Forward Plan**  
To note forthcoming decisions anticipated [on the Executive Forward Plan](#)
5. **Public Questions (if any)**

Members of the Public may ask questions of the Leader or an Executive Member. A maximum period of 15 minutes will be allowed with a maximum of period of three minutes per questioner.

6. **Lawn Tennis Association Teignbridge District Council Tennis Courts Refurbishment.** (Pages 5 - 20)
7. **National Cycle Network Route 2 (NCN2) improvements project & parking modification, Future High Street Fund** (Pages 21 - 40)
8. **Update Future High Street Fund** (Pages 41 - 68)

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## **EXECUTIVE**

### **13 MARCH 2023**

#### **Present:**

Cllrs Connett (Leader), Dewhirst (Vice-Chair, in the Chair), J Hook, Keeling, Jeffries, Nutley, Purser, Taylor and Wrigley

#### **Officers in Attendance:**

Democratic Services Team Leader & Deputy Monitoring Officer  
Head of Place & Commercial Services  
Housing Enabling and Development Manager  
Chief Finance Officer & Head of Corporate Services  
Managing Director

These decisions will take effect from 10.00 a.m. on 21 March 2023 unless called-in or identified as urgent in the minute

#### **18. MINUTES**

The minutes of the meeting held on 7 February were agreed as a correct record and signed by the Deputy Chair.

#### **19. DECLARATIONS OF INTEREST**

None.

#### **20. EXECUTIVE FORWARD PLAN**

**RESOLVED** that the Forward Plan be noted.

#### **21. FUTURE HIGH STREET FUND UPDATE**

The Executive Member for Economy and Jobs presented the report which provided an update on the progress of the Future High Street Fund Newton Abbot.

The Head of Place & Commercial Services clarified that the objections from Newton Abbot Town Council to the loading bay element of the plans for Queen Street have now been withdrawn, although the Town Council still maintain objections to other elements of that scheme.

**RESOLVED** that the report be noted.

The vote was unanimous.

**22. STRATEGIC AND CORPORATE RISK REPORT**

The Executive Member for Corporate Services presented the report to provide Members with an overview of the current status of the Strategic & Corporate risks which was referred from Audit Scrutiny on 18 January 2023.

**RESOLVED** that the actions being taken to reduce risks to the achievement of the council's objectives be noted.

The vote was unanimous.

**23. HOMES ENGLAND COMPLIANCE AUDIT REPORT 2022/23**

The Executive Member for Homes, Communities, IT & Cost of Living Crisis presented the report to advise Members of the findings of the Homes England Compliance Audit Report.

Members congratulated the Housing Services on their performance and the resulting good audit.

**RESOLVED** that the report be noted.

The vote was unanimous.

**24. LEVELLING UP BID UPDATE**

The Executive Member for Planning updated Members on the Levelling Up Bid.

Members voiced their disappointment that the application was not successful.

**RESOLVED** that the Council continued to explore funding opportunities to support this and similar projects.

The vote was unanimous.

The meeting started at 10.00 am and finished at 10.40 am.

Chair

**Teignbridge District Council**

**Executive Committee**

**4<sup>th</sup> April 2023**

**Part i**

**Report Title**

Lawn Tennis Association (LTA) and TDC Green Spaces Tennis Courts Refurbishment Project

**Purpose of Report**

To seek approval for the capital expenditure of £244,256 to refurbish council owned tennis courts in the following locations within the district – Teignmouth Den x 1; Newton Abbot Bakers Park x 3 and Forde Park x 3; Buckfastleigh Duckspod Rd, x 1.

**Recommendation(s)**

The Committee RESOLVES to:

- (1) Approve a total capital budget expenditure of £244,256 for refurbishment works to council owned tennis courts at the four green space sites detailed above. The expenditure to comprise of:
  - £100,475 Active Leisure S106 contributions
  - £4,000 capital receipts
  - £139,781 LTA grant
  
- (2) Approve the adoption of the low-cost affordable charging model as laid out at paragraphs 1.9, and 3, with concessionary and free provision integrated alongside it.

**Financial Implications**

The financial implications are detailed in section 4 below.

Martin Flitcroft, Chief Finance Officer & Head of Corporate Services

Email: [martinflitcroft@teignbridge.gov.uk](mailto:martinflitcroft@teignbridge.gov.uk)

**Legal Implications**

There are no specific legal implications arising out of this report save that the Council must ensure that its land is fit for the purpose for which it is used.

Paul Woodhead, Head of Legal Services and Monitoring Officer

Email: [paul.woodhead@teignbridge.gov.uk](mailto:paul.woodhead@teignbridge.gov.uk)

**Risk Assessment**

The risks are detailed in section 7.3 below.

Neil Blaney, Head of Place and Commercial Services

Paul Nicholls, Environmental Health - Food, Health, and Safety Manager

Email: [paul.nicholls@teignbridge.gov.uk](mailto:paul.nicholls@teignbridge.gov.uk)

## **Environmental/ Climate Change Implications**

The environmental/climate change implications are detailed in section 7.4 below

William Elliott, Climate Change Officer.

Email: [william.elliott@teignbridge.gov.uk](mailto:william.elliott@teignbridge.gov.uk)

## **Report Author**

Chrissie Drew, Green Spaces Project Officer

[Chrissie.drew@teignbridge.gov.uk](mailto:Chrissie.drew@teignbridge.gov.uk)

## **Executive Member**

Clr John Nutley, Executive Member for Sport Recreation and Culture.

## **Appendices/Background Papers**

### **1. Introduction/Background**

**1.1** In late in 2021, the Department for Media, Culture and Sports (DCMS) and the Lawn Tennis Association (LTA) announced a £30million fund to refurbish tennis courts in parks and green spaces. Teignbridge District Council (TDC) was identified as one of the UK local authorities to meet the criteria for this funding program opportunity. Namely, that the council owned courts are in poor condition in certain areas, and some courts are in areas where Indices of Multiple deprivation IMD 1-5 demographic classifications exist. IMD – indices of multiple deprivation are a UK government measure of the deprivation of a location in the UK on a scale of 1 to 10. 10 being high income areas and 1 being the lowest. The numbers for each site are established using a government website tool and the postcode of each location. [Click Here](#)

Buckfastleigh Courts (Duckspound Lane) – IMD 5

Forde Park – IMD 6

Bakers Park – IMD 3

The Den Teignmouth – IMD 2

The IMD numbers are drivers for the LTA deciding where to make investments. Teignbridge has 3 sites in IMD 1-5 and 1 site IMD 6, which broadly means that all sections and demographics have interest in playing tennis. Emphasising that the amount people earn, what job they do, does not impact interest in playing tennis. This is to dispel the concept that only wealthy people play / have interest in playing.

Investment would support provision of improved quality facilities to promote tennis and encourage equal opportunity participation in local communities and for visitors to the district. This aligns with the LTA strategic vision for ‘opening tennis up’ to everyone in the community.

**1.2 Research:** The LTA has carried out extensive research supporting the investment into tennis courts in parks. Ongoing wide-ranging research to understand how the public feel about tennis across the last seven years is summarised below. The research is primarily aimed at understanding the main barriers to accessing tennis and what the ‘customer base’ looks like in more detail. The Baseline Tracking Survey of 80,000 people over several years looked

at different types of playing environments (e.g., club, school, park), revealing key information about the importance courts in parks place in grass roots tennis participation.

- Around 5 million people pick up a racket once a year and play – a significant majority of this activity is in parks.
- 40% of tennis in the UK played by those aged 14+ is on parks. Significantly more than the 14% at clubs and the 22% at school venues.
- When looking at infrequent players (less than once a month) this % increases significantly, as it does for players in clubs playing more frequently.
- For those who don't play tennis but would like to, over 80% would go to a park court first. If there is no good quality park court available, this group are likely to choose other sports.
- For people who want to play tennis in parks, they are most dissatisfied with state and condition of courts, ease of booking and the number of courts available.
- Demand for tennis is amongst those who stopped playing in the last 5 years – but the age profile is wide ranging, from 14+ upwards the demand for tennis being played in parks is very strong.

In addition, through focus groups and online surveys with players, several 'fears' have been identified amongst users of park tennis courts. These fears are related to courts that are open without a booking or management system in place. These are summarised below:

- Fearful that the effort to get ready to play and travel to the court, only to find none are available and that time has been wasted.
- Fearful that on arrival at the site and courts are being used it is unclear how long you are allowed to play for.
- Fear of having to challenge other players on how long they have been playing to get your turn to play.
- Fear that in a public setting disagreement / confrontation could arise from disagreement over who gets to play.

**1.3** The strategic importance of tennis courts in parks has become clear. The role they play in supporting grass roots tennis participation is now fully understood. It is estimated that around 10,000 public tennis courts have been lost or re-purposed (e.g., Multi Use Games Areas) in the last 30 years. This fact and the research above underpin the need to invest and sustain as many of the existing court stock in parks as is possible, including those in Teignbridge.

**1.4** The investment programme supported by the DCMS aims to achieve a step change in the quality of provisions of tennis courts in public green spaces. This is to ensure that tennis and

its facilities play a key role in the physical health and wellbeing of residents in local authorities across the UK.

**1.5** Throughout 2022, Green Spaces Officers have worked in partnership with the LTA to discuss and scope out the potential to invest and deliver refurbished tennis courts in Teignbridge.

**1.6** TDC arranged an independent survey of all its courts regarding condition and found that work is required to bring them up to an acceptable standard as set out by the LTA for Local Authority courts. The necessary works identified were most significant at Forde Park where new surfacing, areas of court reconstruction, replacement of perimeter fencing, new posts and nets are needed. Additionally, at Forde Park an access path is required to make the courts accessible for all and a small power supply is required for the gate technology (see table in 4.1 page 11). For Duckponds, Buckfastleigh new surfacing, fencing, posts & nets requirements were identified. These two sites have been highlighted as the main driver / priority for the LTA to provide funding.

**1.7** For Bakers Park and The Den courts, court painting was the only identified need for works to the surface. The access gate technology can be retrofitted to the existing gates in Situ.

**1.8** Several authorities across the UK have completed similar investments to refurbish tennis courts in the last 7 years. There are now over 420 different venues that have installed access gate technology.

**1.9** Many LTA investment projects have introduced booking systems and gate access control technology to have a clear 'journey' for the public to book and play tennis. These systems replace the need for analogue methods to collect income (e.g., staffed sites) and this income sustains the facilities for the long term, without the need for external capital funds.

This is achieved through the most used low-cost affordable charging model, with free provision integrated alongside it. An Annual Household membership pass of £36.00 to provide access - subject to a suggested booking condition of 5 plays in any 7-day period) in Teignbridge for the whole household named on the pass (up to 10). It is designed to be flexible depending on what type of living scenario people are in. The price point and its affordability are set so that it can work for anyone. In practice, when someone buys a pass, they name a main contact who pays the fee. That main contact then adds the other names of the people in the household. They can all book under the pass terms, but in vast majority of examples the main contact will book the court and be the main user. The household annual pass concept and price point is compared to other authorities in the Southwest. For example, Plymouth (£35), Truro (£38), Bristol (£35), Bath (£40) and Cheltenham (£47).



An option for booking a court for £6 an hour booking fee sits alongside this for infrequent players or visitors to the district wishing to use the courts.

### *Integrating Concessionary Rates and Free Tennis into a charged operating model*

There are a variety of ways in which free tennis has been integrated into a charged model. There are three broad groups of options to do this, all of which are underpinned by the principle of local flexibility and clear targeted criteria for impactful free provision.

- 1) In-line with other authorities who have implemented concession pricing it is proposed that Teignbridge offer a £10.00 reduction to a pass for those on income support. This is done through a process where a member of the public presents evidence against set eligibility criteria. The extent to which a concession pass is free or charged needs to be considered to ensure the income that sustains the tennis court isn't detrimentally impacted.
- 2) The provision of free passes could be provided to defined key stakeholders. It is common for court operators to work with local groups and provide passes on the booking system at no charge. This would be hidden from public view and issued at the discretion of Green Spaces. This is most likely be a community group 'active in the park' where a free pass helps facilitate a relationship or an activity. E.g., a school uses Forde Park, and we provide a pass to access the courts for a term, or volunteers based at Forde Park Community Café.
- 3) Regular free tennis activities delivered and facilitated by local coaches or activators and community organisations. This is simply a session that people can book onto and turn up and give tennis a try being greeted by someone and given equipment where needed.

There is flexibility for local decisions around how free tennis looks in their different areas. For example, giving courts for free to children's tennis with local primary schools, particularly those that have limited access to sports facilities. There are also opportunities to provide fun skills sessions, social 'knockabouts', schools sessions, and family days at the discretion of the operator. These are all aimed at engaging the community and helping more people play and are fully supported by the local LTA participation teams.

Beyond these free tennis options, the LTA also has specific programmes to use alongside the park tennis courts (that have further resources) for young people in low-income groups (SERVES), those with impairments (Open Court) and support for teachers to deliver in schools (LTA Youth Schools).

These varied options of free tennis have been adopted by other local authorities across the UK as the best balance pricing for affordability, and accessibility, whilst ensuring income generated contributes toward a sinking fund that will protect the sustainability of the courts

in the future. TDC Green Spaces Officers have met with officers of the LTA and Plymouth City Council to see refurbished parks with gate technology in practice.

Conversations regarding concessions and encouraging participation by low-income users are continuing with the Executive Members.

**1.10** Tennis is well placed to support the Council Strategy 2020-30. Whilst at its heart a sport, tennis playing in park settings integrates physical activity and healthier lifestyles in vibrant green spaces. It provides local opportunities for people to participate in, aligning and contributing to the vision of making Teignbridge a healthy and desirable place where people want to live, work and visit.

**1.11** This investment project has been aligned with and supports Teignbridge strategic plan aims. For example, high quality tennis provision in public green spaces maps closely to the strands in the strategy. Namely: -

- by providing an opportunity for people to be 'out and about and active'.
- by providing 'quality facilities in walking or cycling distance' of residential areas.
- contributing towards Teignbridge being 'a great place to live and work'.
- by contributing towards Teignbridge being a 'vital viable council' for the future - by mapping sustainability plans to the tennis courts.
- by contributing towards 'stronger communities' - Using tennis to work in partnership locally with people.
- More specifically, tennis courts in parks aligns with the strategic streams of 'linking parks, open spaces, and green streets' that residents and visitors can enjoy.

**1.12** In addition to strategic alignment, the section below provides more detail into how tennis courts in parks fit within the local communities. As investments into park courts have taken shape over the last few years there have been several learnings about how tennis can fit into the parks and communities they are in:

- Tennis has worked strategically with other pitch sports (e.g., football) on plans for courts in parks and green spaces. Court developments are often part of a masterplan for a park or green space. Tennis is seen by customers as an available, accessible sport when in a park or green space.
- Tennis participation (and vice versa) is supported by locations with children play parks, Café, and other recreational sport opportunities.
- Projects are developed in partnership with community groups, friends' group and people living locally to the parks. They have a sense of pride towards tennis provision in their park or green space.

- Parks and green spaces teams at local authorities are central to the refurbishment of the courts and the subsequent decision to operate courts.
- Local authorities can choose to operate courts in house as is seen as a natural alignment with management of pitches and fees and charges in place for pitch sports.

**1.13** These precedents have been overlaid with the TDC tennis landscape in developing the project and provide an overall strategic basis for the investment and how the project could be shaped prior to opening to the public. For example, Forde Park and its community Café adjacent to the courts provides an excellent basis for refurbishing these courts and linking into community lifestyles e.g., play on the tennis courts, enjoy the green space with the option for refreshments. Tennis in parks reaches beyond the benefit of sport, demonstrating courts can become an integral part of the green space community and its local economy.

These elements reflect the principles of the Green Flag criteria which Teignbridge strives to maintain across all sites, not only the ones where green flags are awarded. Refurbishing Teignbridge tennis courts would benefit residents and visitors in providing good quality sporting facility in a public open space, reducing the need to travel to other facilities.

**1.14** There are currently 400 sites across the UK that have received some refurbishment and introduced booking and access systems to manage the courts. Whilst there is a mixture of models of operation, all have a planned maintenance requirement for the courts in place and most use an affordable charging model. Projects in other areas of Devon showcase practical examples of how investing and managing courts in this way has increased participation. Major conurbations in the Southwest with project operating or in discussion include Plymouth, Torbay, Taunton, and North Devon.

## **2. LTA ClubSpark and Smart Access Technology (Bookings & Payments)**

All TDC sites to install and use LTA ClubSpark online booking platform through Smart Access Gate technology where an electronic gate access system takes payment online and a code is created to gain entry. The code is issued via an email within 60 seconds of the booking and payment process being concluded.

**2.1** The use of LTA's ClubSpark online booking platform and Smart Access Gate technology has been utilised by local authorities to solve management challenges, improve the service to the public and create financially sustainable tennis facilities. The technology has been born out of a lack of an ability to staff sites and find cost-effective ways of managing and collect income from park tennis facilities. The key benefits of the booking and access technology are:

- Alleviates the 'fears' that players have about open and unmanaged courts.
- Facilitates income generation which supports sustaining the facility through a sinking fund 'ring fenced' for future court refurbishments.

- Allows remote and online administration for a court operator. the customer has flexibility to self-service and automate their own bookings and payments via a dedicated platform.
- Introduces a Revenue Stream where none exists currently. Longer term the impact of using the system to generate income reduce a risk / liability of future works to the courts.
- Allows flexibility to tailor the settings to Teignbridge residents and visitors - Access to preventative health gains, Inclusive tennis opportunities. Access for low-income families.
- The systems facilitate reporting tennis participation and court usage to inform future planning.
- The system addresses the major barrier that tennis players have by improving the 'customer journey' in terms of finding, booking, paying, and accessing courts.
- Low-cost membership packages/pay, and play/concession pricing are an affordable way for the public to access tennis and to sustain the tennis courts.
- The courts, once developed, increases opportunity for tennis to contribute to local authority public health aims by an easy, technology led process.
- Enables the use of coaching for mass introduction to the sport at a local level, including free events.

**2.2** Additionally, the ClubSpark booking software integrates with LTA Play, a UK wide court search tool. It simplifies the customer process, enabling people to find and pay for courts, group lessons, matches, or events, all on one platform. LTA Play is a valuable tool for increasing court usage within areas of high tourist footfall locations like Teignbridge. <https://www.lta.org.uk/play/book-a-tennis-court/>

**2.3** The Smart Access Gate Technology has a built-in keypad which works using a 3G sim card (Premium version – Forde Park) or random code generation (Lite version – Buckfastleigh, Bakers Park, Teignmouth Den). Each online booking made through the ClubSpark website or app generates a unique code which is used to open the gate at the required time. This removes the need for staff to take payment, allows customers to book, pay and access courts to suit them and maximises court utilisation and income. It also offers security for the facility with only those who have booked and paid able to unlock the gate.

**2.4** Allows Access for all to participate in sport locally instead of travelling to other locations.

### **3. Criteria for receiving this investment from the DCMS / LTA**

The criteria for receiving investment into these tennis courts is centered around the key themes of growing participation, modern operational processes and making tennis courts financially self-sustaining.

High-level items in the 'Terms and Conditions' document are:

- An operating model using Gate Access Technology and ClubSpark booking systems (as in place in Plymouth).

- The courts are registered with the LTA (this will not be charged initially due to the investment being made) and meet minimum safeguarding standards.
- A sustainable plan for future maintenance for the courts. The proposed affordable pricing, income generation model is designed to cover the to the running costs and create a sinking fund for the tennis courts' future maintenance requirements.
- Venues provide an element of free tennis (e.g., coaching schemes) and concession pricing model (free or discounted) to ensure the community of the lowest incomes can access the courts without barriers.
- The courts are integrated into LTA schemes such as 'Play' (court booking search) and Local Tennis Leagues (competition offer for players).
- The courts partner with local coaches and local community sport organizations to have a diverse range of coaching and activation exercises to engage a wide audience of people to tennis.
- Full terms and conditions (DCMS approved document): [Individual Grant Funding Agreement - Teignbridge.docx](#)

#### 4. Financial Implications

**4.1** The total project cost £244,256.00 is summarised in the table below. £139,781.00 LTA funding has been approved after their final Stage 2 Funding Request approval. Section 106 money is tied to specific projects or types of projects and locations, and expenditure is time bound with projects executed completed and launched by April 2024.

Site	Survey Cost	LTA / DCMS Funding Proposal	Match S106 from TDC	TDC capital receipts (no S106 available)
Ducksponds Rd, Buckfastleigh	£58,083	£54,083		£4,000
Forde Park, Newton Abbot	£146,218	£85,698	£60,520	
Bakers Park, Newton Abbot	£28,743		£28,743	
The Den, Teignmouth	£11,212		£11,212	
<b>Totals</b>	<b>£244,256</b>	<b>£139,781</b>	<b>£100,475</b>	<b>£4,000</b>

#### 4.2 Financial Modelling for Teignbridge Courts

The LTA financial modelling is benchmarked based on a mix of actual performance of sites in similar IMD areas combined with the population that is likely to play tennis in a 10min walk of the sites. Following recent updates from HMRC around VAT on local authority leisure services, the TDC modelling for pricing now assumes that fees charged are outside the scope of VAT. The modelling is based the based on 336 households paying Annual Household membership of £36.00, generating £12,096.00 income in year 1. In addition, informal pay and play at £6.00 per court/per hour is forecast to generate £4,728.00 in year 1. Assuming 3% inflationary increases each year, the average total annual income is estimated at £19,286.83. The dual membership and pay and play approach have been adopted by other

local authorities across the UK as the best balance pricing for affordability and sustainability. We would review this after year 1, although it is anticipated that in the early years the project would yield less income than as an established offer in the community. (See 1.9)

**4.3** Under the terms of the agreement, the Council creates a ring-fenced sinking fund by setting aside £10,800.00 per annum towards future tennis courts maintenance. This should be covered by income from tennis courts usage and / or supported by green spaces budgets. Annual maintenance of the gates and transaction charges is forecast to average £3,697.15 with much of this amount directly linked to the number of bookings. i.e., the number of passes sold, and bookings made, the more transaction charges there will be.

**4.4** Modelling over ten years and assuming a 3% increase in charges annually suggests a small surplus, averaging £4,789.68 per annum after deducting the £10,800.00 sinking fund and gates maintenance costs. Lower uptake would reduce the sums available for the sinking fund. The LTA have indicated that under these circumstances, they would work with the council to agree best use of available funds and strategies to grow usage and income.

**4.5** The proposal is not 100% dependent on pay to play charges, although LTA advise this works best in precedent examples and has been seen to be the best way to run facilities and sustain them. The Council does retain an option to use the gate and booking and not to charge, however this model requires to the Council to formally agree to putting aside from its budgets a ringfenced amount per year to sustain the tennis courts (£10,800.00) and absorb the costs of maintaining the gates in addition to this.

**4.6** This is not normally possible with Council financial challenges and the most common model selected by far is the model above which is a mix between charging and free tennis to balance the sustainability need and ensuring tennis is accessible to all communities.

**4.7** In financial modelling terms: Buckfastleigh and Bakers make a small loss in isolation, which supports an authority wide model as the best way forward i.e., Projected surplus at Forde Park can underpin any losses at Bakers and Buckfastleigh. In practice this means one operator (Green Spaces) overseeing all courts and the software set up so that one 'annual pass' allows booking at any site across Teignbridge (Plymouth does it this way) with no extra charges.

**4.8** Recruitment of a coaching provider: The modelling income does not consider (as it is difficult to predict) revenue generating from recruiting a coach / coach provider to deliver on the tennis courts. A recruitment process has been mapped and would be conducted by Teignbridge Council with support and guidance from the LTA. Tennis Coaches are professional and would set up a programme of sessions / lessons that would have a charge to the user. As such, Teignbridge Council can generate an income from a coach's court hire to contribute to the sustainability. A recruited coach would take part in some free activities as a way of generating further business and contributing to community engagement activities.

**4.9** The Modelling exercises overall supports the basis that with the right investment, communication and marketing the tennis courts in Teignbridge can be financially sustainable. Most importantly this investment proposal creates a step change for the quality and access

to these facilities and provides a long-term plan for how these facilities will be used, enjoyed by the public and sustained. Without this project funding from the LTA, we will be unable to refurbish the council's tennis courts.

**4.10** If successful, the systems facilitate the generation of income, reducing the need for Council to find budget for facility maintenance in future years. The intended benefit of this is that it helps us plan and pay for bigger R&M planned works to keep the facilities in good condition for longer. There is currently no set or allocated budget for tennis courts. Repairs are undertaken on ad-hoc basis with costs met by general repairs and maintenance budget (£5,360.00 over the last 3 years).

## **5. Marketing and Promotion**

This will be through a phased campaign working in collaboration with the LTA and internally with Media and Communications. If successful, the project will enable us to make full use of tried and tested technology, marketing and promotion, and development programmes. In the absence of a Sports Development Officer, or an Active Leisure Officer this is a valuable support resource to engage with people and increase activity levels.

**5.1** Public Relations will mainly be focused on the 3 months preceding launch and the 6 months after launch. Careful attention and sensitivity will be given to how we communicate the step change in managing a booking process for our customers. We anticipate questions, and teething problems are expected as we roll out the programme. Customer support will be provided by Green Spaces and the LTA as the public get used to the new methods of accessing the courts.

**5.2** As part of the ongoing support to ensure high footfall and financial sustainability of park courts the LTA have a dedicated team who cover the S&SW region. A local Participation Development Partner will be the main point of contact to support TDC with longer term strategic planning and day to day enquiries.

**5.3** The LTA have a broad range of products and programmes that have been developed using an insight led approach to ensure successful implementation. These aim to support their vision of **Tennis Opened Up** to ultimately increase participation which is underpinned by their mission to make the sport more relevant, accessible, welcoming and enjoyable for everyone.

**5.4** Examples of LTA support programmes and links:

- Disability & inclusion – [Open Court](#) – this includes adapted forms of tennis for a wide range of impairment groups. This includes training for coaches, adaptive equipment, lesson plans and the opportunity to apply for some small grants to get programmes started.
- Education – [LTA Youth Schools](#) – this is an offer open to all schools to do online training for teachers and receive a £250.00 voucher for equipment or using a coach.
- Community- [SERVES](#) – a sport for education programme focused on low-income groups. This include equipment bag and lesson plans and way to adapt tennis to be played in non-tennis spaces such as a community hall or religious building.



- Qualified & Accredited coaches – [LTA Find a Coach](#) – The project proposes advertising and recruiting a coach from the local area to work and deliver on the parks. The coach would meet minimum standards of qualification and safeguarding and be recruited based on having a community minded experiences and philosophy.
- Open Days – [Big Tennis Weekend](#) – This product is marketing resources that helps support an event or open day at the courts. It is free to the user.
- [Tennis For Free](#) – is a weekly programme run by a coach or activator that welcome people to the courts and try tennis for the first time. Equipment is supplied and courts set out with ages standards and different size rackets and ball to help people try tennis at a level comfortable for them.
- [Competition - Local Tennis Leagues](#) – whilst not the main driver for people who play tennis in parks overall, this product has been created for those players who do want to try competitions in a park and meet people to play against of a similar standard. Run by the LTA competitions team, leagues run year-round and usually have several groups of 5 people playing against each other in self-arranged matches at an equivalent level of play.

Teignbridge Council, with support from the LTA would be able to use these products as required to engage the community to activate the courts post launch. For example, a school could be invited to use the courts as part of the school taking up the training and £250.00 voucher provided by LTA Youth Schools. A local community group could use LTA SERVES in a community hall before being offered some court time in the parks to try tennis on a full-size court.

**5.5** Aspects of free tennis are important to establish as a criterion for the LTA investment and a TDC target so that all members of the community can access tennis in some form, without price being a barrier.

**5.6** Free and concessionary pricing can be provided by using the booking software. This can be managed using the booking software, with the customer providing some evidence of being on a form of income support. (See 1.9)

**5.7** It has been found in other projects that the barriers to participate in tennis can be multi-faceted and not solely based on price.

**5.8** In several other project examples, it has been found that ‘take up’ of facilitated / activated sessions has far greater impact on attracting people to play tennis from low-income communities, than simply offering free access.

**5.9** The reasoning behind this is multi layered but includes areas such as a person from that community welcoming people to the courts and the provision of rackets and balls and creating an informal environment.



**5.10** Projects vary from area to area. It is important to consider how some free tennis may be integrated such that all communities in Teignbridge can have an opportunity to access the tennis courts.

**5.11** We would work in collaboration with Leisure Services for cross selling and membership incentives. For example: two weeks free tennis when taking out annual leisure membership during an agreed promotion period. The project will remain a stand-alone software management system. We would also work closely with our colleagues in Teignbridge Community and Volunteer Services to ensure appropriate messaging to all communities. (See 5.6)

## 6. Timeline

Once on site we expect works to be around 10 -12 weeks and need to factor in how the contractor works with the four sites across the district and the travel and logistical issues this presents. We hope the contractor can start the works in the spring with launch subsequently. Beyond that the standard obligation period for retaining the tennis courts is 15 years.

**6.1** From officer perspective once the capitol phase is delivered the role reverts to oversight and management of the system for the public to enjoy (termed operator), marketing and promotion and managing the funds created for future court refurbishments.

### 6.2 Initial phases. Dates TBC

Contractors commence / Mobilisation period	April 2023
Recruit coaches	April – May 2023
Marketing and Promotion	April - Oct
Contractors Completion	July 2023
Test period into soft launch	June – July 2023
Formal launch – Activity programme & engagement commences	July – August 2023

**6.3 Ongoing tasks.** Once investment has taken place, the installation of booking and access systems requires Green Spaces dept to manage it. Whilst the systems process automatic payment and booking & issuing of codes to minimise customer contact, there are ongoing tasks to complete by Green Spaces and Grounds Maintenance:

- Marketing and promotion to encourage use e.g., social media posts.
- Minor maintenance of the courts e.g., periodic checks, sweeping leaves, rubbish, or debris.
- Monitoring and evaluation – reports on income, bookings, and unique users.
- Customer support – whilst low, once the project is up and running a contact point will be needed for any issues or reports from court users.
- Liaison with coaches, community groups to help courts to be activated to the wider community.

- Financial management – monitoring income and expenditure and setting aside funds for maintenance work.
- Engagement with local LTA officers to maximise offer to the public, court usage and income generation.
- Ensuring safeguarding standards are maintained at the courts.

## **7. Implications, Risk Management and Climate Change Impact.**

### **7.1 Financial implications**

See section 4 page 7. On average the project delivers a small surplus to the Council.

### **7.2 Risk Assessment**

A recent review highlighted the condition of the existing courts could create a potential negative reputational risk, and therefore have a significant impact on maintenance budgets going forward.

- Lack of maintenance exposing the council to increased accident reports, complaints, and civil claims.
- Without this investment the delivery of the project to refurbish council owned courts will not be possible.
- Lack of income due to low usage would impact on the accumulation of the sinking fund used for ongoing maintenance.

### **7.3 Environmental/Climate Change Impact**

- Good quality provision of sports facilities in the heart of communities reducing the need to travel further afield to access physical activity. By providing high quality tennis facilities an offer in easy walking / cycling distance of the community is established, reducing the need to use the car to access facilities further afield.
- As a result, high quality facilities for tennis on Teignbridge residents doorsteps contributes to the reduction in carbon footprint created by car travel to better facilities further afield.

### **Alternative Options**

- Continue with the courts as they are and accept that soon Forde Park and Duckponds will need significant investment to ensure they remain a usable and safe asset. Without such investment it is likely they will need to be closed on safety grounds. Whilst Bakers and The Den are in better condition now – these facilities will also decline to a state where capital investment is required to keep them usable in the future.

- Whilst the council has identified £104,475.00, this is only 42.7% of the costs required to refurbish the courts that were identified by independent technical surveys. There are no other current funding opportunities identified for the remaining 57.3% (£139,781.00) cost of refurbishing the tennis courts to the standard they have been highlighted to require.

## **Conclusion**

- There is sufficient budget from Section 106 contributions to add to the offer from the LTA and be able to refurbish the tennis courts to a high standard in line with the survey results.
- The proposal represents a very positive opportunity to enhance tennis court provision for 15 years as per funding obligation to LTA. There are no further costs identified outside of those accounted for in the sinking fund and operational costs in section 4.
- Provision of good quality of tennis courts across all council owned sites by developing and operating them in a more commercial way, while maintaining an element of free tennis and concession pricing to ensure all parts of the community have access
- Improved quality courts enhance opportunity and attract increased physical activity participation in communities.
- Provision for grass roots sports participation growth
- Builds on the scoping exercises to understand the challenges and opportunities to maintain tennis courts in a 'fit to play' state for the future.
- Use of local contractors encourages local economic sustainability and growth.

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**Teignbridge District Council**  
**Committee name: Executive Committee**  
**Meeting date: 4<sup>th</sup> April 2023**  
**Part i**

### **Report Title**

**National Cycle Network Route 2 (NCN2) improvements project & parking modification, Future High Street Fund**

### **Purpose of Report**

Provision of a high-quality bi-directional bicycle route through the spur of Cricketfield car park, forming part of the highly acclaimed National Cycle Network Route 2 (NCN2), alongside realignment of car parking with a reduction of up to 23-spaces, from the existing 341 spaces.

### **Recommendation(s)**

**The Council approval for the following:**

- (1) To approve the delivery of a high-quality bi-directional bicycle route through the spur of Cricketfield car park (as in Appendix 1); and
- (2) To delegate the authority to the Head of Place & Commercial Services to oversee the proper delivery of the NCN2 improvements project as part of the wider Newton Abbot Future High Street Fund package.

### **Financial Implications**

The financial implications are detailed in section 3.1 below with alternative options in section 4.

Martin Flitcroft  
Head of Corporate Services  
Email: [martin.flitcroft@teignbridge.gov.uk](mailto:martin.flitcroft@teignbridge.gov.uk)

### **Legal Implications**

See section 3.3

Paul Woodhead  
Head of Legal Service & Monitoring Officer  
Email: [paul.woodhead@teignbridge.gov.uk](mailto:paul.woodhead@teignbridge.gov.uk)

### **Risk Assessment**

See section 3.4.1 below

Also see Equality Impact Assessment summary (paragraph 3.4.2).

Estelle Skinner  
Green Infrastructure Officer  
Email: [estelle.skinner@teignbridge.gov.uk](mailto:estelle.skinner@teignbridge.gov.uk)

## **Environmental/ Climate Change Implications**

See section 3.5 below.

William Elliot  
Climate Change Officer  
Email: [William.elliott@teignbridge.gov.uk](mailto:William.elliott@teignbridge.gov.uk)

## **Report Author**

Estelle Skinner, Green Infrastructure Officer (Spatial Planning)  
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## **Executive Member**

Cllr Nina Jeffries

## **Appendices/Background Papers**

*Appendix 1 – indicative plan for NCN2 improvements, Cricketfield section*

*Appendix 2 – recent photographs of NCN2 in Cricketfield car park*

*Appendix 3 – Equality Impact Assessment*

## **1. Introduction/Background**

- 1.1 The National Cycle Network Route 2 (NCN2) improvements project is part of the Newton Abbot Future High Street Fund package. The NCN2 is a highly acclaimed route that spans from Dover to Cornwall, providing for active travel and recreation for bicycle riding, walking and wheeling (a term used by Sustrans to better represent wheelchair and mobility scooter users). Teignbridge is noted on the Sustrans website as boasting a stretch of excellent NCN2 provision - Exe Estuary Trail – but is also noted as lacking quality connections in and around Newton Abbot.
- 1.2 The design of the NCN2 improvements project has been strongly influenced by the Teignbridge Cycle Forum which consists of many local stakeholders. The objective is to highlight the benefits of this National Cycle Network route that serves our main town, and also offers links into the wider network. Improvements in quality, legibility and junction safety will encourage a greater volume of users and provide a wider range of users with confidence to use the route.
- 1.3 In 2019, the Council declared a Climate Change Emergency, became a key stakeholder in the Devon Climate Emergency work, and has produced a Teignbridge Carbon Action Plan. The delivery of active and sustainable travel is recognised as one

of the important responses to the Climate Emergency, with transport being the largest sector of greenhouse gas emissions.

- 1.4 Supporting of high-quality active journeys also aligns with core Council strategic objectives:
- Moving up a Gear
  - Out and About and Active
  - Action on Climate
  - Great Places to Live & Work
- 1.5 The Future High Street Fund bid package was approved by Teignbridge's Executive Council in early April 2021 and Full Council later in April 2021. This included the NCN2 improvements project and indicative design plan showing parking modification. There was also approval attained from Devon County Council Highways and Traffic Orders Committee (Teignbridge area) in November 2021. This report is to highlight the localised change to parking via the NCN2 improvements project and to present this alongside a wider parking context.

## 2. Report Detail

### 2.1 Design details (via Cricketfield car park spur)

- 2.1.1 The section of the NCN2 improvement project that passes through the spur of Cricketfield car park is shown in Appendix 1 (pink is existing and purple is proposed). The current provision is a single-directional width lane that is unprotected from traffic. Car park vehicles regularly interact with the lane including overhanging the lane when parked. See the two recent photographs of the route in Appendix 2. The NCN2 design is to widen the lane to a bi-directional width, to better accommodate an increased volume of users which is expected following the overall NCN2 improvements and other related projects such as the Ogwell – Newton Abbot bicycle riding, walking and wheeling route. The NCN2 design also includes protection of the lane via successional kerbstones to prevent vehicle interaction while retaining drainage capacity.

### 2.2 Local Input

- 2.2.1 The Teignbridge Cycle Forum is held biannually and includes a broad range of stakeholders including those with local interest in cycling, walking, accessibility and sustainable transport. Feedback from the Forum strongly influenced the design proposals for NCN2 improvements and was also utilised as part of the local stakeholder and public input for the Heart of Teignbridge Local Cycling and Walking Infrastructure Plan (LCWIP) production. The public consultation held in spring 2021 (66 respondents) received positive feedback on the NCN2 designs, with almost 70% in support of the improvements via the Cricketfield car park spur (and on Cricketfield Road).

### 2.3 Parking Modification

- 2.3.1 The parking modification can be seen via the overlay in the design plan in Appendix 1. There is a reduction of up to 23 regular parking spaces in the spur of Cricketfield car

park. This spur is a linear extension to the east of the main Cricketfield car park. The NCN2 route does not pass through the main area of the Cricketfield car park.

## 2.4 Town Centre Parking Capacity & Future Strategy

- 2.4.1 Based on ticket sales data and recent physical count and drone data that targeted peak usage there is a very significant volume of spare capacity across town centre car parks in Newton Abbot. There were at least 550 spare spaces recorded across our Newton Abbot town centre car parks via physical and drone count data targeting peak times of use, including at least 119 spare spaces in Crickefield car park. Wider information is on the Newton Abbot and Kingsteignton Garden Community website. The NCN2 improvement project will not put any significant pressure on sufficient availability of spaces, due to the scale of spare capacity. There is a possible project for redevelopment of Elm Road car park that would affect in the region of 35 – 40 parking spaces but collectively this would still not put any significant pressure on sufficient availability of spaces.
- 2.4.2 There are other possible redevelopment projects that may affect car parking capacity in the future in Newton Abbot town centre, most notably within the proposed Local Plan 2020 – 2040 submission for which the final public consultation has recently closed. This includes proposed allocations for Cattlemarket car park, Newfoundland Way car park and Wolborough Way car park (current capacity across all three car parks is 496 spaces).
- 2.4.3 There is an emerging Parking and Redevelopment Strategy that will include a collective review of prospective town centre redevelopment proposals in relation to town centre car parking capacity and demand. The modelling of a range of the most likely future scenarios will provide recommendations to support the provision of good-quality town centre parking at a suitable capacity over the next 20-years. The Strategy will be useful in supporting Local Plan delivery.

## 3. Implications, Risk Management and Climate Change Impact

### 3.1 Financial

- 3.1.1 The future potential income for a parking space in Cricketfield car park (or other town centre car parks) is difficult to define as it would depend on capacity against demand and would be affected by many variables such as operational and maintenance requirements. However, a broad estimate of £1,360 net income per space for a full capacity scenario can be reached by doubling the latest (2021/22) 'per space' net income for this car park which ran at an approximate average capacity of 55%.
- 3.1.2 However, the high volume of spare capacity of parking spaces in the town centre means that there is unlikely to be a significant commercial loss in relation to the reduction of up to 23-spaces in the Cricketfield car park spur (and there is also unlikely to be a significant commercial loss alongside the possible Elm Road car park redevelopment).
- 3.1.3 The potential for larger-scale collective reduction of town centre parking capacity and demand will be an important consideration of planning applications, if any are submitted in future, for the redevelopment of existing town centre car parks included in



the proposed 2020 – 2040 Local Plan submission. There need to be measures to ensure capacity will continue to meet parking needs into the future, as this would otherwise affect an important source of revenue and economic sustainability. The Parking and Redevelopment Strategy will consider likely future scenarios and provide targeted recommendations, which can inform decisions as/when any prospective schemes are put forward for consideration in future. This will include consideration of uplift potential for the multi-story carpark that currently has low appeal and low usage but high-running costs.

### 3.2 Economic opportunities

- 3.2.1 There are economic benefits that can be generated from provision of high-quality active travel provision, in particular goods and services demand from high-quality multi-user trails, which can benefit the towns and villages linked to those trails. The NCN2 project will deliver improved quality, safety and legibility of the stretch of Nationally recognised route that serves Newton Abbot, which supports connectivity into the popular Stover Trail (National Cycle Network Route 28) to Bovey Tracey that also links onward to the Wray Valley Trail within the heart of Dartmoor.  
[https://www.northdevonbiosphere.org.uk/uploads/1/5/4/4/15448192/sqw\\_devon\\_cycling\\_and\\_walking\\_trails\\_economic\\_impact\\_report.pdf](https://www.northdevonbiosphere.org.uk/uploads/1/5/4/4/15448192/sqw_devon_cycling_and_walking_trails_economic_impact_report.pdf)
- 3.2.2 In the public consultation held on the NCN2 project (66-respondents), almost 70% of respondents felt the improvements to the NCN2 via Cricketfield car park (and on Cricketfield Road) are needed. Just shy of 25% of respondents already use their bicycle for shopping trips in town, and a total of 60% of respondents said they would use their bicycle for shopping trips in town if the improvements to NCN2 were carried out. Shopping by bicycle typically encourages a higher volume of overall shopping trips that could notably support spend in town within local shops and the market.  
[National Cycle Network Route proposals - feedback - Teignbridge District Council](#)

### 3.3 Legal

- 3.3.1 There are not any prominent legal considerations. The car parking (off-street spaces) Order would need to be updated if the scheme goes ahead, to reflect the change in car parking provision. This can be timed to be included in the annual update to this Order so there would be time and cost efficiencies. Confirmation of text will follow from Paul Woodhead.

### 3.4 Risks

- 3.4.1 The provision enables improved safety and legibility for users. Furthermore, dedicated off-road routes that provide logical and well-considered connectivity and quality design will typically improve local uptake and encourage a wider range and diversity of users. As with any public provision, consideration and respect of other users is a natural expectation. Feedback will be requested from the biannual Teignbridge Cycle Forum and other available means, and monitoring of success will be carried out via cycle counter data and consideration of the feedback received.
- 3.4.2 An Equality Impact Assessment form has been completed and is in Appendix 3. A brief summary of this is below:

<b>Summary of significant negative impacts and how they can be mitigated or justified:</b>
--

None identified

**Summary of positive impacts / opportunities to promote the Public Sector Equality Duty:**

The National Cycle Network Route 2 improvement project delivery should encourage more users and a wider diversity of users, in particular those who are less confident, enabling more local people to benefit from associated wellbeing and environmental outcomes.

### 3.5 Environmental/Climate Change Impact

3.5.1 The project aligns with T9 of the Carbon Plan (to support active travel at junctions). A cohesive active travel network can support a significant improvement in health and wellbeing for the individuals taking part in active travel and for the wider local community via environmental benefits. There is a certain amount of embedded carbon at any scale of new or improved provision but this minimal as the stretch is already hard-surfaced and should not require resurfacing. The kerbstones will not be a continuous line, but will be spaced out at intervals, to reduce materials needed and to facilitate drainage while also providing the protection and segregation for users.

## 4. Alternative Options

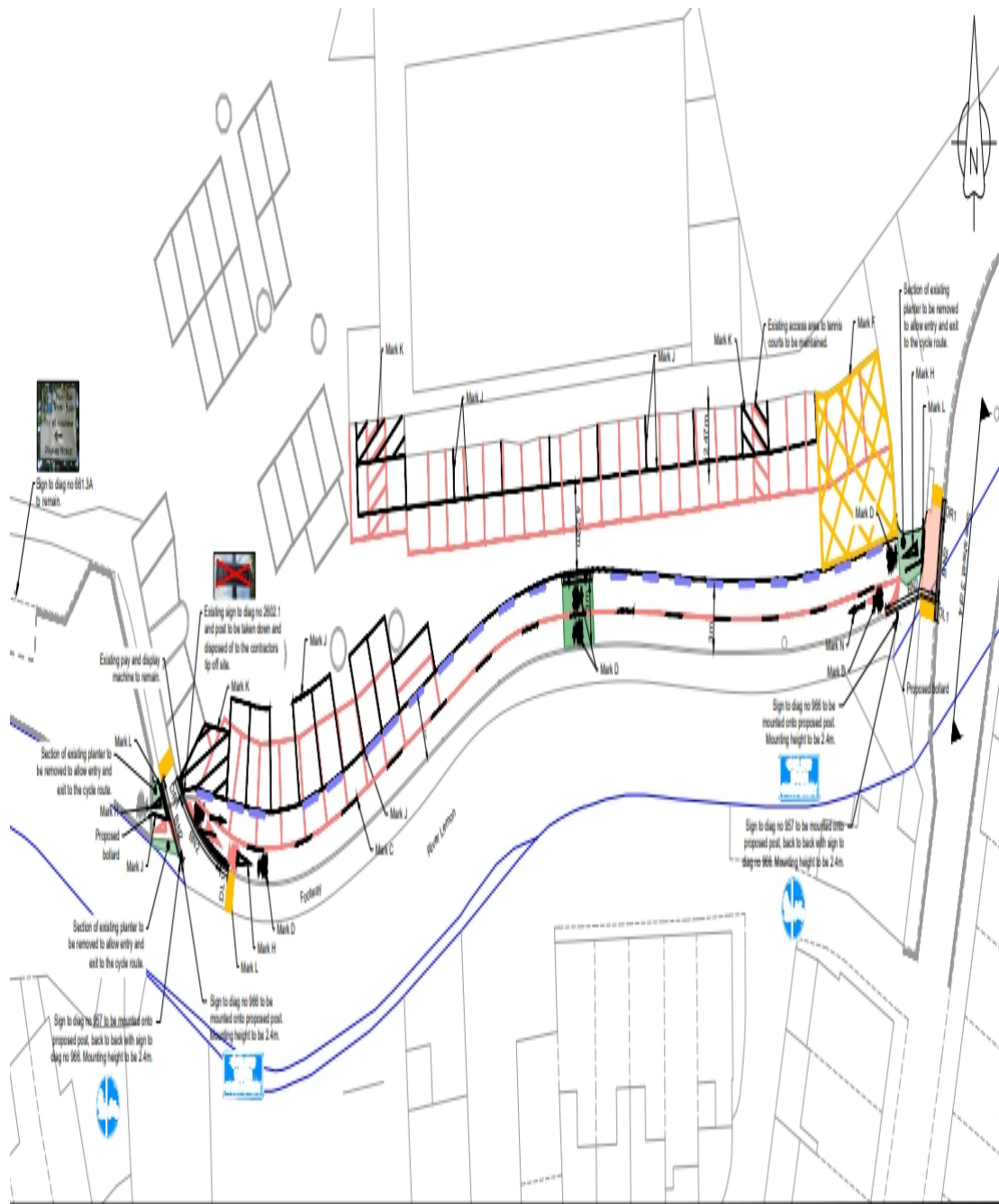
4.1 Partially re-line the main Cricketfield car park area to create an additional 29-spaces at a cost of £87,000 plus inflation costs from February 2022. This would result in the loss of x1 tree, and further budget would be needed to replace this with x2 trees in the surrounding urban environment. The NCN2 improvement project does not have budget for this delivery and so a budget source would need to be identified. The NCN2 delivery is expected this financial year. This option is not feasible via the NCN2 improvement project and so if this is expected as part of this delivery then the bi-directional route via Cricketfield car park will most likely be removed from the NCN2 improvements project, meaning a notably less transformational outcome. Resurfacing is not required at Cricketfield car park presently but when it is required then relining could be tied in as part of that process, for efficiency, separately to the NCN2 improvement project.

4.2 Fully re-line the main Cricketfield car park area to create an additional 43-spaces at a cost of £128,000 plus inflation costs from February 2022. The relining would result in the loss of x2 trees, and further budget would be needed to replace this with x4 trees in the surrounding urban environment. There would be potential to consider a new, combined access and exit junction alongside relining, which may affect the number of spaces gained. The NCN2 improvement project does not have budget for this delivery and so a budget source would need to be identified. The NCN2 delivery is expected this financial year. This option is not feasible via the NCN2 improvement project and so if this is expected as part of this delivery then the bi-directional route via Cricketfield car park will most likely be removed from the NCN2 improvements project, meaning a notably less transformational outcome. Resurfacing is not required at Cricketfield car park presently but when it is required then relining could be tied in as part of that process, for efficiency, separately to the NCN2 improvement project.

## 5. Conclusion

- 5.1 There are notable benefits available for local communities via supporting safe, cohesive and effective active travel in Newton Abbot. There are no significant revenue implications in relation to the NCN2 improvements project, even when a reduction of 23 car parking spaces is taken into account.
- 5.2 The Parking and Redevelopment Strategy will take account of likely future scenarios based on much more significant potential reduction of town centre car parking availability (as proposed through the Local Plan) and will provide targeted recommendations to support planning decisions over the next two decades.
- 5.3 Options for relining Cricket Field car park have been identified. They are not required at this stage and are unfunded. Unless a more pressing need arises, it would be more efficient to wait until the car park requires resurfacing before relining and reconfiguring the spaces available to increase the car park's capacity.

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# Equality Impact Assessment



Assessment Of: National Cycle Network Route 2 improvements project (Newton Abbot central area)	
<input type="checkbox"/> Policy <input type="checkbox"/> Strategy <input type="checkbox"/> Function <input checked="" type="checkbox"/> Service <input checked="" type="checkbox"/> Other [please state] Infrastructure provision	<input type="checkbox"/> New <input type="checkbox"/> Already exists / review <input checked="" type="checkbox"/> Changing
Directorate: Place and Commercial Services	Assessment carried out by: Estelle Skinner
Service Area: Spatial Planning	Job Role: Green Infrastructure Officer
Version / Date of Sign Off by Director:	13-03-2023

## Step 1: What do we want to do?

This assessment should be started at the beginning of the process by someone with a good knowledge of the proposal and service area, and sufficient influence over the proposal. It is good practice to take a team approach to completing the equality impact assessment. Please contact the Policy Officer early for advice.

### 1.1 What are the aims and objectives/purpose of this proposal?

Briefly explain the purpose of the proposal and why it is needed. Describe who it is aimed at and the intended aims / outcomes. Where known also summarise the key actions you plan to undertake. Please use plain English, avoiding jargon and acronyms. Equality Impact Assessments are viewed by a wide range of people including decision-makers and the wider public.

The objectives of the National Cycle Network Route 2 (NCN2) improvements project are to provide a safer, more legible and appealing stretch of NCN2 serving the central area of Newton Abbot. This project sits as part of the Future High Street Fund project that seeks to support a healthy, vibrant and accessible town centre environment into the future.

### 1.2 Who will the proposal have the potential to affect?

<input checked="" type="checkbox"/> Service users	<input checked="" type="checkbox"/> The wider community	<input checked="" type="checkbox"/> Teignbridge workforce
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### 1.3 Will the proposal have an equality impact?

Could the proposal affect access levels of representation or participation in a service, or does it have the potential to change e.g. quality of life: health, education, or standard of living etc.?

If 'No' explain why you are sure there will be no equality impact, then skip steps 2-4 and request review by your manager.

If 'Yes' complete the rest of this assessment.

**Yes**       **No**      [please select]

The improvements to this stretch of National Cycle Network Route 2 (NCN2) it's anticipated will support following outcomes:

- Higher volumes of usage of this stretch of NCN2 (which will be monitored via cycle counter data), and greater diversity of users. In the public consultation we received 66 responses: 25% of respondents already use their bicycle for shopping trips into town whereas a total 60% of respondents said they would use their bicycle for shopping trips

into town if the NCN2 improvements project is delivered. This could also benefit local businesses in the town centre and the market, as typically shoppers on-bicycle make more frequent shopping trips and may spend more locally.

- Feedback via the biannual Teignbridge Cycle Forum has strongly indicated that less confident and potentially more vulnerable users would be unlikely to utilise the existing route due to concerns of safety at junctions, legibility of the route and lack of protected/dedicated provision. This feedback was used to strongly inform the design proposals.
- There are wellbeing benefits of regular cycling and walking, both mental and physical.
- There are environmental benefits of cycling and walking, where these modes of travel can replace some car/van journeys particularly for local trips into the town.

## Step 2: What information do we have?

### 2.1 What data or evidence is there which tells us who is, or could be affected?

Please use this section to demonstrate an understanding of who could be affected by the proposal. Include general population data where appropriate, and information about people who will be affected with particular reference to protected and other relevant characteristics (listed in 2.2).

Use one row for each evidence source and say which characteristic(s) it relates to. You can include a mix of qualitative and quantitative data - from national research, local data or previous consultations and engagement activities.

Outline whether there are any over or under representation of equality groups within your service - don't forget to benchmark to local population where appropriate.

For workforce / management of change proposals you will need to look at the diversity of the affected team(s) using available evidence such as the employee profile data. Identify any under/over-representation compared with Teignbridge's economically active citizens for age, disability, ethnicity, gender, religion/belief and sexual orientation.

<b>Data / Evidence Source</b> <i>[Include a reference where known]</i>	<b>Summary of what this tells us</b>
Public consultation on the National Cycle Network Route 2 (NCN2) improvements project and via the biannual Teignbridge Cycle Forum both show evidence of local demand for improvements to the route for safety, legibility and protected/dedicated provision, in particular to support a greater volume of users and a wider diversity of users. <a href="#">National Cycle Network Route proposals - feedback - Teignbridge District Council</a>	Locally there is a notable volume of potential users of this route, in particular less confident prospective users, who have identified barriers that can be reduced or addressed via the National Cycle Network Route 2 (NCN2) improvements project.
The Heart of Teignbridge Local Cycling and Walking Infrastructure Plan (LCWIP) identifies the need to improve the NCN2 route via the town centre, to support use by all ages and abilities. <a href="#">Heart of Teignbridge Local Cycling and Walking Infrastructure Plan - Have Your Say (devon.gov.uk)</a>  <a href="#">Local Cycling and Walking Infrastructure Plan (LCWIP) (arccgis.com)</a>	Improvements are needed to support all ages and abilities.

## 2.2 Do you currently monitor relevant activity by the following protected characteristics?

- |   |  |  |
|---|--|--|
| <input type="checkbox"/> Age                            | <input type="checkbox"/> Disability          | <input type="checkbox"/> Gender Reassignment |
| <input type="checkbox"/> Marriage and Civil Partnership | <input type="checkbox"/> Pregnancy/Maternity | <input type="checkbox"/> Race                |
| <input type="checkbox"/> Religion or Belief             | <input type="checkbox"/> Sex                 | <input type="checkbox"/> Sexual Orientation  |

## 2.3 Are there any gaps in the evidence base?

Where there are gaps in the evidence, or you don't have enough information about some equality groups, include an equality action to find out in section 4.2 below. This doesn't mean that you can't complete the assessment without the information, but you need to follow up the action and if necessary, review the assessment later. If you are unable to fill in the gaps please state this clearly with a justification.

For workforce related proposals all relevant information on characteristics may need to be sought from HR (e.g. pregnancy/maternity). For smaller teams diversity data may be redacted. A high proportion of not known/not disclosed may require action to address and identify the information needed.

We monitor volume of use of routes (via cycle counters) but we do not specifically monitor usage across the protected characteristics. However, we receive local input via the Teignbridge Cycle Forum (which includes stakeholders for walking and accessibility as well as cycling) and via local consultations for the NCN2 Improvements project

[National Cycle Network Route proposals - feedback - Teignbridge District Council](#)

and Heart of Teignbridge Local Cycling and Walking Infrastructure Plan public consultation [Heart of Teignbridge Local Cycling and Walking Infrastructure Plan - Have Your Say \(devon.gov.uk\)](#)

The feedback indicates there are key barriers to uptake of walking and cycling by all ages and abilities, and those barriers include the quality and perceived safety of provision, the need for more dedicated provision, and the need for better connected provision. This correlates with national survey research: [Cycling Factsheet, England 2020 \(publishing.service.gov.uk\)](#)

## 2.4 How have you involved communities and groups that could be affected?

You will nearly always need to involve and consult with internal and external stakeholders during your assessment. The extent of the engagement will depend on the nature of the proposal or change. This should usually include individuals and groups representing different relevant protected characteristics. Please include details of any completed engagement and consultation and how representative this has been of Teignbridge's diverse communities.

Include the main findings of any engagement and consultation in Section 2.1 above.

If you are managing a workforce change process or restructure please refer to HR for advice on how to consult and engage with employees. Relevant stakeholders for engagement about workforce changes may include e.g. staff-led groups, trades unions as well as affected staff.

We host the Teignbridge Cycle Forum biannually and this includes a wide range of stakeholders with interests in walking, accessibility and cycling, as well as sustainable transport. There has also been public consultation on the National Cycle Network Route 2 improvements project, and on the Heart of Teignbridge Local Cycling and Walking Infrastructure Plan.

## 2.5 How will engagement with stakeholders continue?

Explain how you will continue to engage with stakeholders throughout the course of planning and delivery. Please describe where more engagement and consultation is required and set out how you intend to undertake it. Include any targeted work to seek the views of under-represented groups. If you do not intend

to undertake it, please set out your justification. You can ask the Consultation Officer for help in targeting particular groups.

Communication will continue via these means:

- Teignbridge Cycle Forum
- Newton Abbot and Kingsteignton Garden Community website
- Teignbridge District Council website
- Resident's newsletter updates
- Social media

### Step 3: Who might the proposal impact?

Analysis of impacts must be rigorous. Please demonstrate your analysis of any impacts of the proposal in this section, referring to evidence you have gathered above and the characteristics protected by the Equality Act 2010. Also include details of existing issues for particular groups that you are aware of and are seeking to address or mitigate through this proposal.

#### 3.1 Does the proposal have any potentially adverse impacts on people on the basis of their protected or other relevant characteristics?

Consider sub-categories (different kinds of disability, ethnic background etc.) and how people with combined characteristics (e.g. young women) might have particular needs or experience particular kinds of disadvantage.

Where mitigations indicate a follow-on action, include this in the 'Action Plan' Section 4.2 below.

<b>GENERAL COMMENTS</b> (highlight any potential issues that might impact <b>all or many groups</b> )	
<b>PROTECTED CHARACTERISTICS</b>	
<b>Age: Young People</b>	Does your analysis indicate a disproportionate impact? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Potential impacts:	Likely to see an uptake in utilisation of the route after the improvements (particularly young families).
Mitigations:	n/a
<b>Age: Older People</b>	Does your analysis indicate a disproportionate impact? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Potential impacts:	Likely to see an uptake in utilisation of the route after the improvements.
Mitigations:	n/a
<b>Disability</b>	Does your analysis indicate a disproportionate impact? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Potential impacts:	Likely to see an uptake in utilisation of the route after the improvements.
Mitigations:	n/a
<b>Sex</b>	Does your analysis indicate a disproportionate impact? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Potential impacts:	Likely to see an uptake in particular of female utilisation of the route after the improvements (female uptake is often lower for cycling on routes that

	are not good-quality and are lacking dedicated provision and/or lacking a good perceived level of safety).
Mitigations:	
<b>Sexual orientation</b>	Does your analysis indicate a disproportionate impact? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Potential impacts:	
Mitigations:	
<b>Pregnancy / Maternity</b>	Does your analysis indicate a disproportionate impact? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Potential impacts:	
Mitigations:	
<b>Gender reassignment</b>	Does your analysis indicate a disproportionate impact? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Potential impacts:	
Mitigations:	
<b>Race</b>	Does your analysis indicate a disproportionate impact? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Potential impacts:	
Mitigations:	n/a
<b>Religion or Belief</b>	Does your analysis indicate a disproportionate impact? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Potential impacts:	
Mitigations:	
<b>Marriage &amp; civil partnership</b>	Does your analysis indicate a disproportionate impact? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Potential impacts:	
Mitigations:	

#### OTHER RELEVANT CHARACTERISTICS

<b>Socio-Economic (deprivation)</b>	Does your analysis indicate a disproportionate impact? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Potential impacts:	Between 20 – 25% of households in Newton Abbot do not have access to a private car/van, and so rely on other modes of transport.

Mitigations:	n/a
<b>Other group(s)</b> <i>Please add additional rows below to detail the impact for other relevant groups as appropriate e.g. Asylums and Refugees; Rural/Urban Communities, Homelessness, Digital Exclusion, Access To Transport</i>	
<b>Homelessness</b>	Does your analysis indicate a disproportionate impact? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Potential impacts:	
Mitigations:	
<b>Digital Exclusion</b>	Does your analysis indicate a disproportionate impact? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Potential impacts:	
Mitigations:	
<b>Asylums/refugees</b>	Does your analysis indicate a disproportionate impact? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Potential impacts:	
Mitigations:	

### 3.2 Does the proposal create any benefits for people on the basis of their protected or other relevant characteristics?

Outline any potential benefits of the proposal and how they can be maximised. Identify how the proposal will support our Public Sector Equality Duty to:

- ✓ Eliminate unlawful discrimination for a protected group
- ✓ Advance equality of opportunity between people who share a protected characteristic and those who don't
- ✓ Foster good relations between people who share a protected characteristic and those who don't

See section 1, 2.1 and 3.1 for identified impacts which are likely to have positive benefits for the stated protected characteristics.

--

**Step 4: Impact**

**4.1 How has the equality impact assessment informed or changed the proposal?**

What are the main conclusions of this assessment? Use this section to provide an overview of your findings. This content should be used as a summary in reports, where this full assessment is included as an appendix.

If you have identified any significant negative impacts which cannot be mitigated, provide a justification showing how the proposal is proportionate, necessary and appropriate despite this.

<b>Summary of significant negative impacts and how they can be mitigated or justified:</b>
n/a
<b>Summary of positive impacts / opportunities to promote the Public Sector Equality Duty:</b>
The National Cycle Network Route 2 improvement project delivery should encourage more users and a wider diversity of users, in particular those who are less confident, enabling more local people to benefit from associated wellbeing and environmental outcomes.

**4.2 Action Plan**

Use this section to set out any actions you have identified to improve data, mitigate issues, or maximise opportunities etc. If an action is to meet the needs of a particular protected group please specify this.

Improvement / action required	Responsible Officer	Timescale

**4.3 How will the impact of your proposal and actions be measured?**

How will you know if have been successful? Once the activity has been implemented this equality impact assessment should be periodically reviewed to make sure your changes have been effective and your approach is still appropriate. Include the timescale for review in your action plan above.

Cycle counter data (volume of use) Teignbridge Cycle Forum update/input sessions (biannually) Newton Abbot and Kingsteignton Garden Community website
---

**Step 5: Review & Sign-Off**

EIAs should only be marked as reviewed when they provide sufficient information for decision-makers on the equalities impact of the proposal. Please seek review and feedback from management before requesting it to be signed off. All working drafts of EIAs and final signed-off EIAs should be saved in G:\GLOBAL\EIA Once signed-off please add the details to the 'EIA Register' of all council EIAs saved in the same directory.

<b>Reviewed by Service Manager:</b> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> Fergus Pate	<b>Strategic Leadership Team Sign-Off:</b> Neil Blaney, Head of Place & Commercial Services
Date:	Date:

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**Teignbridge District Council  
Executive  
4 April 2023  
Part i**

**Future High Street Fund update**

**Purpose of Report**

To provide an update on the progress of the Future High Street Fund Newton Abbot and to determine a heating solution based on the confines of working within a listed building as well as those environmental factors that impact on the Council's carbon reduction action plan.

**Recommendation(s)**

The Executive RESOLVE to:

- (1) Note the updates
- (2) Agree the use of gas radiant heaters as an efficient way of heating the hall, which takes account of the constraints of the fabric of the market as well as its historic listed status.

**Financial Implications**

A detailed breakdown of the overall budget was set out in the Part II report to the 4 October 2022 Executive. There are no changes to update Executive on since that report.

The decision on the heating of the Market Hall will have an impact on budget and more detail is set out in sections 3.2.5 – 3.2.10 of this report.

Martin Flitcroft  
Head of Corporate Services  
Email: [martin.flitcroft@teignbridge.gov.uk](mailto:martin.flitcroft@teignbridge.gov.uk)

**Legal Implications**

There are no specific legal implications arising out of this report. However, implications and risks associated with the project previously identified and reported remain.

Paul Woodhead  
Head of Legal Services and Monitoring Officer

Email: paul.woodhead@teignbridge.gov.uk

## **Risk Assessment**

Risks to the project were set out in the Executive report of 12 September 2022, 4 October 2022, and 17 November 2022, including the risks caused by additional delays to the project and the impact of additional work on available resources to undertake tasks.

The risks to the project relating to the choice of how to heat the Market Hall are set out in section 4 of this report.

Head of Place and Commercial Services  
Email: neil.blaney@teignbridge.gov.uk

## **Environmental/ Climate Change Implications**

The environmental and climate change implications relating to the choice of heating for the Market Hall are set out in sections 3.2.11 – 3.2.15 of this report.

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

## **Report Author**

Head of Place and Commercial Services  
Email: neil.blaney@teignbridge.gov.uk

## **Executive Member**

Executive Member for Economy and Jobs, Cllr Nina Jeffries

## **Appendices**

1. Tavistock Pannier Market (main internal image) – gas radiant panels [Pannier Market \(visit-tavistock.co.uk\)](#)
2. Electric heating option

## **Background Papers**

1. [Agenda for Executive on Tuesday, 21st July, 2020, 10.00 am - Teignbridge District Council](#) - Executive approval of the submission of the Future High Street Fund bid, July 2020
2. [Agenda item - Future High Street Fund - Teignbridge District Council](#) - Executive endorsement of the Future High Street Fund Project, April 2021

3. [Agenda for Full Council on Thursday, 22nd April, 2021, 10.00 am - Teignbridge District Council](#) - Council approval of the Future High Street Fund Project, April 2021
4. [Agenda item - Future High Street Fund - Newton Abbot Market - Teignbridge District Council](#) - Council approval of the Market Hall business case, February 2022
5. [Agenda for Executive on Monday, 12th September, 2022, 10.00 am - Teignbridge District Council](#) - Executive report considering update on the Future High Street Fund, September 2022
6. [Decision - Urgent Decision - Future High Street Fund - Teignbridge District Council](#) - Urgent decision to progress actions in Executive report following cancellation of Executive meeting, September 2022
7. [Part 1 Executive report - FHSF Oct 2022.pdf \(teignbridge.gov.uk\)](#) – Executive report providing update, October 2022
8. [Agenda for Full Council on Thursday, 17th November, 2022, 10.00 am - Teignbridge District Council](#) – Extraordinary Council Meeting to agree additional funding and revised business case, November 2022

## 1. Background

- 1.1 At the Extraordinary Council meeting of 6 September 2022 Council agreed the following:
- 1.2 ‘With effect from October 2022 officers present a comprehensive written report for each executive meeting (whether held or not) on delivery of the future high street fund (FHSF) and its various projects. The report will set out key objectives and timelines, progress towards them, identify when decisions will need to be made by council / the executive and all other necessary and relevant information about the FHSF to keep councillors fully informed. If necessary, the report may be a part ii or ‘exempt item’.
- 1.3 As part of the update to the March 2023 Executive it was highlighted that a decision would be required on how the Market Hall would be heated. Council has delegated authority for decisions on the delivery of the project to the Head of Place and Commercial Services, in consultation with the Executive Member for Jobs and Economy. However, as there is potentially a broader impact on carbon footprint it was considered necessary to gain Executive endorsement of the final decision.
- 1.4 The decision on the source of heating needs to be made now to allow the architects to progress the detailed plans for the Market Hall scheme.
- 1.5 An overview of the options and a recommended approach are set out in sections 3, 4 and 5 of this report.

## 2. Project updates

## **2.1 Key objectives**

2.1.1 The key objectives for the Future High Street Fund (FHSF) and the Council's successful bid were set out in detail in previous reports to Executive and Council. It is not proposed to reiterate them in this or future update reports.

## **2.2 Timelines**

2.2.1 The Project Adjustment Request (PAR) was due to be submitted early in February, including a formal request to extend the spend deadlines. However, requests to explore changes to the cinema planning application, requiring occupier feedback, has been difficult with one not yet being signed up. Furthermore, the decision on Market Hall heating solution is required as this will impact, cost, programme, operational expenses and ultimately the BCR figures required for the PAR submission. These uncertainties have therefore delayed the submission and it is hoped that progress on agreeing the changes will take place shortly to enable the PAR to be submitted in early April 2023.

2.2.2 Devon County Council have been able to resolve the final objection raised to the loading bay elements of the consultation on the draft Traffic Regulation Order (TRO) for the works along Queen Street. The remaining responses to the TRO for Queen Street will be considered by Teignbridge Highways and Traffic Order Committee (HATOC) with the date yet to be confirmed.

2.2.3 Informal discussions were held early March 2023 with Indoor Market traders and tenants, based on conceptual plans of approvals at Full Council on 17 November 2022 with feedback received to be considered for finalisation of preferred scheme.

## **2.3 Future decisions required**

2.3.1 The Council as the Local Planning Authority is required to determine the planning applications for the new cinema, and changes to the Market Hall and Alexandra Cinema. A date when the applications are to be determined is yet to be confirmed.

2.3.2 Decisions on Queen Street will be taken by HATOC, followed by Devon County Council's Cabinet.

2.3.3 There are no other Council decisions required unless, for example project costs increase beyond the approved budgets.

### 3. Market Hall heating

#### 3.1 Overview

3.1.1 The Market Hall is currently an unheated space with no ability to introduce insulation due to its protected Grade II listing status. As part of the Council's redesign for the market it has always been planned to provide a heating system that will increase visitors' dwell time and improve the ambiance. We are now at a point where a decision is required on how the space will be heated, to allow the architects to progress with the next stage of design.

3.1.2 Heating the hall will ensure that visitors will remain within the space for a greater period, enjoying food and drink, and any enhanced retail offer. A suitable heating system will also supplement the potential multifunctional uses the space will bring.

#### 3.2 Appraisal of options

3.2.1 As part of the assessment, the design team has recommended the use of radiant heating systems. These systems are suitable for buildings such as Market Hall with high air infiltration rates because they heat surfaces and occupants directly without heating the air. The advice received is that we would ideally heat the space to 16 degrees.

3.2.2 **Gas:** A gas solution is very controllable with the output able to fully adjust from 10%-100% given the heating needed. The building height and requirements lend themselves to this type of heating. The heat would be directed down onto occupants and give a good degree of comfort. These units typically have a life of 10-15 years, at which point the Council could review its heating strategy for the space.

3.2.3 **Electric:** An all-electric heating option is available to utilise. However, the electric radiant heaters are not as controllable as gas units, with them either

being on or off. The use of electric radiant heating will require a greater number of units and need to be mounted at lower level to cover the areas. Due to mounting height limitations, heaters can only be provided to the communal areas, the stalls would need to provide their own electric heaters as part of their fit out. In addition, the electric heaters would not be able to heat the Market Hall space to 16 degrees. These units typically have a life of around five years.

- 3.2.4 **Unheated:** The advice from specialist market consultants, Market Curators, is that we would not attract and retain sufficient customers during cold winter months if the space was unheated. This would have a major impact on the overall viability of the scheme, which would likely result in not achieving anywhere near the same visitor numbers envisaged.
- 3.2.5 **Budget implications:** Whilst original budgets allowed for both cost inflation and contingencies, it had been assumed that a gas heating solution would be acceptable due to its superior effectiveness in heating large volume spaces compared to electric.
- 3.2.6 To enable the electric option an electric substation will be required at an estimated capital cost of £80,000, which would need to be funded from borrowing. This would be an additional substation to the one proposed for the cinema project.
- 3.2.7 The combination of increased capital cost and increased operating expenditure results in the current forecast return for the Market Hall project being reduced from 1.84% to 1.4%. This is based on electric heating being run for 12 years, reverting to the baseline, existing business case operating expenditure figures thereafter. This is for the purposes of comparison of the two options over the first 12 years. There is no assumption in the baseline figures of a material change in utility costs to reflect potential decarbonisation at a later date.

3.2.8 The return suggests that, based on current capital expenditure estimates, the additional cost of the substation could be funded from borrowing while still meeting the required 1% return. Expenditure estimates are not final and will be subject to change when the construction phase of the project is procured.

3.2.9 The cost comparison between gas and electric, based on what the Council currently pays for its gas and electricity per kwh is set out below.

#### ELECTRIC

Days	Heating kw	hours	% output	% of time	Total kw hours	£ cost per kwh	Cost
182.5	250	10	30%	81%	110,869	0.256	£28,382.40
182.5	250	10	100%	19%	86,688	0.256	£22,192.00
					197,556		<b>£50,574.40</b>
Average cost per month for heating season =							<b>£8,429.07</b>

#### GAS

Days	Heating kw	hours	% output	% of time	Total kw hours	£ cost per kwh	Cost
182.5	250	10	30%	81%	110,869	0.085	£9,423.84
182.5	250	10	100%	19%	86,688	0.085	£7,368.44
					197,556		<b>£16,792.28</b>
Average cost per month for heating season =							<b>£2,798.71</b>

3.2.10 Until the scheme has been fully designed it won't be possible to give an accurate estimate of usage. Due to the costs and time taken it won't be possible to fully design a gas and an electric option. However, the advice given by the technical consultants is that more in electric would be required to power the additional extraction, point of source hot water heating and ventilations.

3.2.11 **Carbon impact:** The Authority's Part 1 Carbon Action Plan was approved by full council in July 2022. It contains the following targets, policies, and actions in relation to climate change impacts:

**TARGET 1:** Achieve an 88% reduction in natural gas consumption across buildings that we own and operate by 2025 by switching gas-fired boilers for electrified heating systems.

**TARGET 5:** Reduce the carbon footprint of the buildings and estate that we own and operate by 90% by 2030 and offset the residual carbon footprint of 10% using carbon offsetting.

3.2.12 Indicative figures suggest that a new gas radiant heating system will consume circa 200,000kWh of natural gas per annum; this represents an increase of 8% relative to 2018/19 gas consumption levels and works against meeting Target 1 and Target 5.

**ACTION 39:** Review progress towards carbon budgets and aim to limit cumulative emissions to levels consistent with 1.5°C of global warming and well below 2.0°C of global warming.

3.2.13 A gas-fired radiant heating system is estimated to have a life-time carbon footprint of circa 542 tonnes CO<sub>2</sub>e over a 15-year period; the equivalent electric radiant heating system will emit 263 tonnes CO<sub>2</sub>e over the same period and will emit 50% less carbon dioxide due to the anticipated decarbonisation of the electricity grid.

3.2.14 A gas-fired radiant heating system at Market Hall will consume 1% of our carbon budget allocated for the period of 2025 to 2030.

3.2.15 Following the completion of ongoing decarbonisation projects at Newton Abbot Leisure Centre, Forde House, the Lido, and Broadmeadow, a pipeline of further projects will need to be maintained to ensure we meet our carbon



budgets; this will need to include projects to decarbonise our smaller sites such as Market Hall.

**POLICY 1:** Following adoption of this plan, we will operate a fossil fuel phase down policy. This means that for the top 14 buildings identified in Section 5.2, when gas-fired heating systems reach end-of-life, they will be replaced with low carbon alternatives.

We will make best endeavours to decarbonise heating in listed buildings such as Market Hall and Old Forde House, however limitations governed by heritage status may prevent us from fully phasing out fossil fuel consumption in these buildings.

3.2.16 **Heritage impact:** The impact of the two options on the character and appearance of the listed building will be part of the planning process. However, it is worth flagging initial concerns at this point, before detailed design work commences.

3.2.17 Gas heaters can be mounted at height above the floor so would be relatively discrete, thus not adversely impacting on the listed market hall. An example of how this looks and works in practice can be seen at Tavistock Pannier Market, with a link provided as Appendix 1 to this report.

3.2.18 Electric radiant heating requires a greater number of units and need to be mounted at lower level to cover the areas. This will have a much more obvious visual impact on the listed building. An example of the units is included as Appendix 2 to this report.

## 4. Risks

4.1 An all-electric heating system has a more negative impact to the listed building due the need for more units at a lower level. This presents planning risk if the solution does not meet the approval of the planning conservation officer.

- 4.2 If the decision is to choose an electric solution the budget will need to be found from borrowing and will add extra cost to the scheme.
- 4.3 A structural assessment of the existing building may determine that it is unable to support an independent gantry system to support these electric radiant heaters. This would result in the space not being able to be heated to achieve the comfort levels required for customers and lease holders.
- 4.4 Cost to heat the space using all electric option would result in substantially higher utility costs, which even if it can be passed directly on to the tenants, the increased occupational costs will impact the amount of rent able to be charged. This will decrease the net operating income generated from the Asset and if a far more expensive and less adequate heating solution is in place it is likely to impact the lettability.
- 4.5 Cost of additional electric substation will impact the overall business case for the scheme, along with the higher annual running costs estimated to be almost £34,000 more than the gas option.
- 4.6 If the space is not adequately heated it could undermine the expected rental income levels from and for the businesses in the Market Hall if footfall and dwell time reduces significantly in the colder months of the year.
- 4.7 Agreeing a gas solution would contradict our climate policy for carbon action and for achieving net zero status by 2030.
- 4.8 Failure to make a decision on the source of heating would prevent the project from moving forward. Once a heating solution has been agreed the scheme will be designed and there won't be opportunity to revisit an alternative scheme due to the timescale required to complete the work and the deadline to spend the grant funding.

## **5. Conclusion and recommendation:**

- 5.1 The need to determine a heating solution is essential for the design development as well as meeting the future needs of potential retail offer and customers alike.
- 5.2 Working within the confines of the listed building, and being unable to upgrade the building fabric, it is recommended to use gas radiant panels. These are very controllable, will heat the space more effectively and be less obtrusive within the listed market hall. Gas is also cheaper than electric and will result in lower running costs for both the Council as well as its prospective tenants within the redeveloped market hall.
- 5.3 The height of the building also dictates the use of gas radiant panels as they can be mounted at quite a height above the floor, unlike electric radiant panels that needed to be much closer to the floor and would have a more negative impact visually. The heat from the gas radiant panels would be directed down onto to people and give a good degree of comfort, if not the feeling of a fully warmed space.
- 5.4 The project will need an overarching energy strategy covering energy consumption of all types and will be developed as part of the detailed design stage. An opportunity to install additional PV panels on the southern elevation of the Market Hall has been identified as a further opportunity to work toward this, with grants available to fund this.
- 5.5 In the event that a gas solution is not supported a further report will need to be brought forward following the design work to seek approval for the additional budget to cover project costs arising from an electrical solution.

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# POWRMATIC®

Delivering complete climate control solutions worldwide

The Powrmatic A-Range of high powered heaters have been designed and manufactured at the highest standard to provide radiant heat to commercial and industrial environments at high level.

**The A Range.**



## Electric Quartz Infrared Heaters

A Range

Industrial and Commercial Infrared Heater Range



# Electric Quartz Infrared Hea



## Electric Quartz Infrared Heaters Product Benefits



TOUCH CONTROLS



COMPACT &  
RIGID DESIGN



NOISELESS



REDUCES BUILDING  
ENERGY COSTS



DURABILITY

# Energy Saving Instantaneous Efficient

The A Range from Powrmatic

The A-Range is available from 1kW to 18kW configurations.

The A-Range boasts all of the performance benefits associated with full quartz shortwave technology while providing an economic solution for industrial and commercial heating requirements. It offers all the convenience of electricity together with very low running costs when compared to other forms of heating.

The range of quartz infrared heaters to suit any application requiring a reliable heating solution including commercial, domestic, outdoor and industrial heating with reliability, durability and virtually maintenance free benefits.



## Product Features

### Shortwave Technology

full shortwave technology is noiseless and contributes to no atmospheric pollution and no movement of dust or other particles, which can be important in many environments.

### Parabolic Reflectors

The unique deep, smooth parabolic reflectors produced using high grade anodised aluminium provides superior consistent reflectivity through 100% of the reflector. This provides intense uniformed heat coverage across a larger area. The 0.8mm thick reflector effortlessly projects heat forwards and in turn provides unbeatable heat performance.

### Durability

hard wearing / durable, reliable and designed to stand hours of consistent commercial / industrial use. It has been engineered to dissipate heat in order to keep the body running cool which in turn increases life of the product and its

### Installation Flexibility

dedicated bracketry provide flexibility when installing on side walls or overhead. also the swivel bracket (selected models) offer directional heat where required which makes the Apollo an easy to install flexible heating solution.

### Energy Saving Controls

compatible with energy saving controllers which provides both controllability of heat output and energy saving benefits to all models including the three phase configuration which can be variably controlled.

### Profile Design

Use of dedicated extruded aluminium profile. This helps the powerful heaters stay cool during running time. The aluminium profile is lightweight and eliminates rusting and discoloration. Unique designed integral aluminium heat sinks additionally help keep the heater cool and improve reliability compared with inferior alternatives on the market.

100%



# Technical Specification

## A-Range

### PQ-A1A - 10/15/20

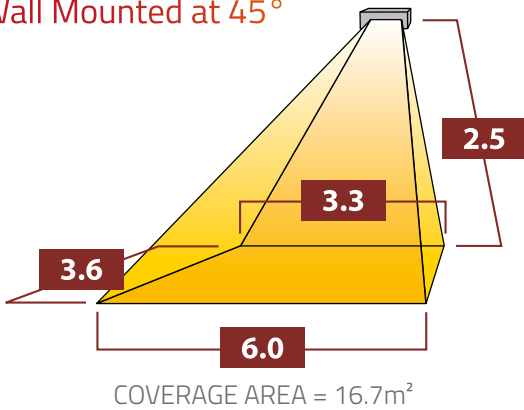


The A1A is the smallest of the infrared heater range, available in 1kW or 2kW options. It is suited mostly for smaller industrial areas such as independent work stations where one or two people are situated.

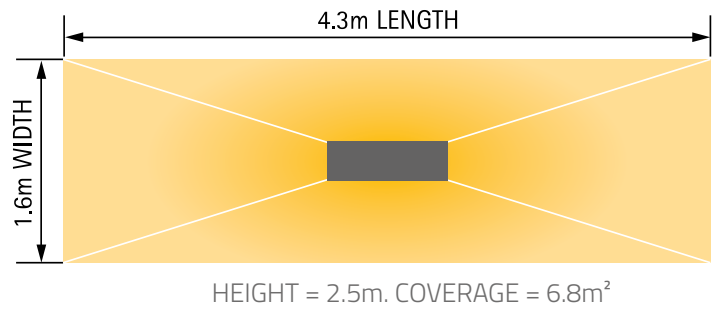
The A1A boasts all of the high performance benefits associated with quartz shortwave technology while providing an economic solution for industrial and commercial heating requirements. It offers all the convenience of electricity together with very low running costs when compared to other forms of heating.

The A1A consists of a sturdy body manufactured from extruded aluminium and incorporates unique deep, smooth parabolic reflectors produced using high grade anodised aluminium that provides superior consistent reflectivity through 100% of the reflector.

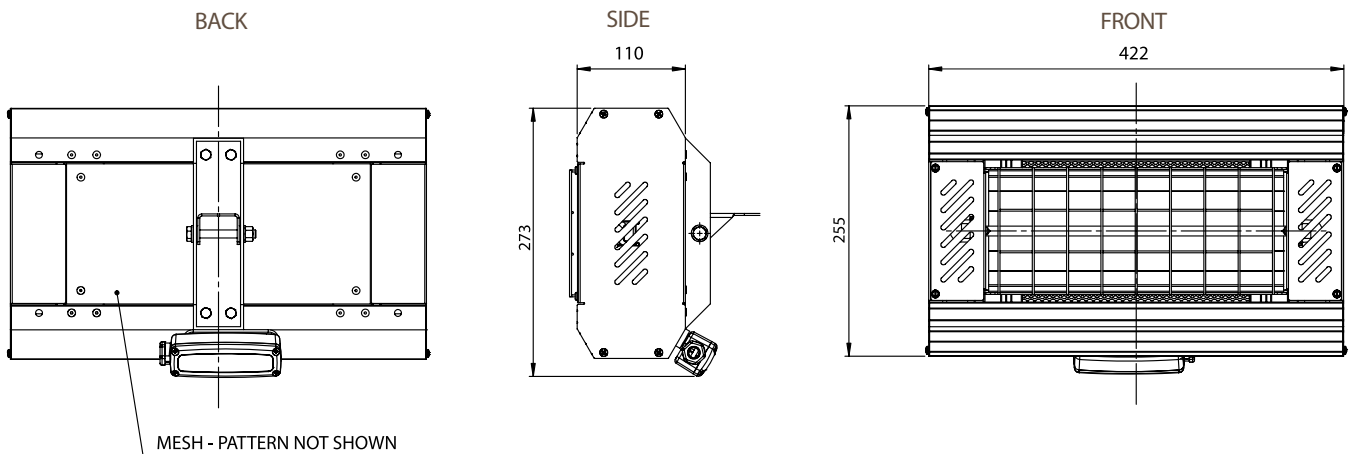
### Wall Mounted at 45°



### Ceiling Mounted



### Dimensions



Model	Voltage	Lamps x Power	Total Power	Current Per Phase	Current Per Phase	Min Height From Floor	Min Height From Ceiling	Min Distance From Side Wall	Body Dimensions (W x H x D)	Weight Without Guard
	v	kW	kW	V	A	m	m	m	mm	Kg
PQ- A1A010	230	1 x 1.0	1.0	1	4.3	2.0	0.5	1.0	422 x 255 x 110	3.0
PQ- A1A015	230	1 x 1.5	1.5	1	6.5	2.0	0.5	1.0	422 x 255 x 110	3.0
PQ- A1A020	230	1 x 2.0	2.0	1	8.7	2.0	0.5	1.0	422 x 255 x 110	3.0



# Technical Specification

A-Range

## PQ-A1B - 20/30/40

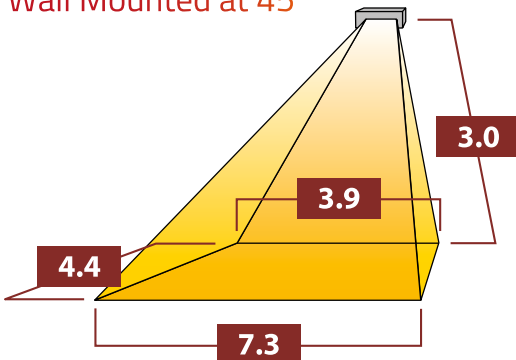
The A1B is a member of the family that is available in 2kW, 3kW or 4kW of power options. It provides instant warmth to objects and people, unlike other ineffective heaters that only warm the air around the object leaving the atmosphere stuffy and uncomfortable.

The A1B infrared heater is suited best for corner mounting due to flexible positioning of the heater and bracket combined. The A1B is a robust lightweight, quartz infrared heater that is manufactured in the UK using a lightweight aluminium profile that helps the powerful heater stay cool during running time.

The unique, deep smooth parabolic reflectors, produced using high grade anodised aluminium provide superior consistent reflectivity through 100% of the reflector. This provides uniformed heat coverage across a larger area.

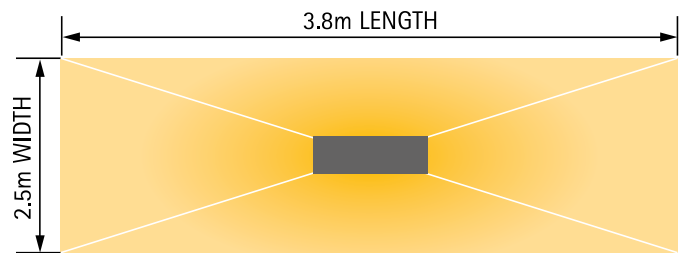


### Wall Mounted at 45°



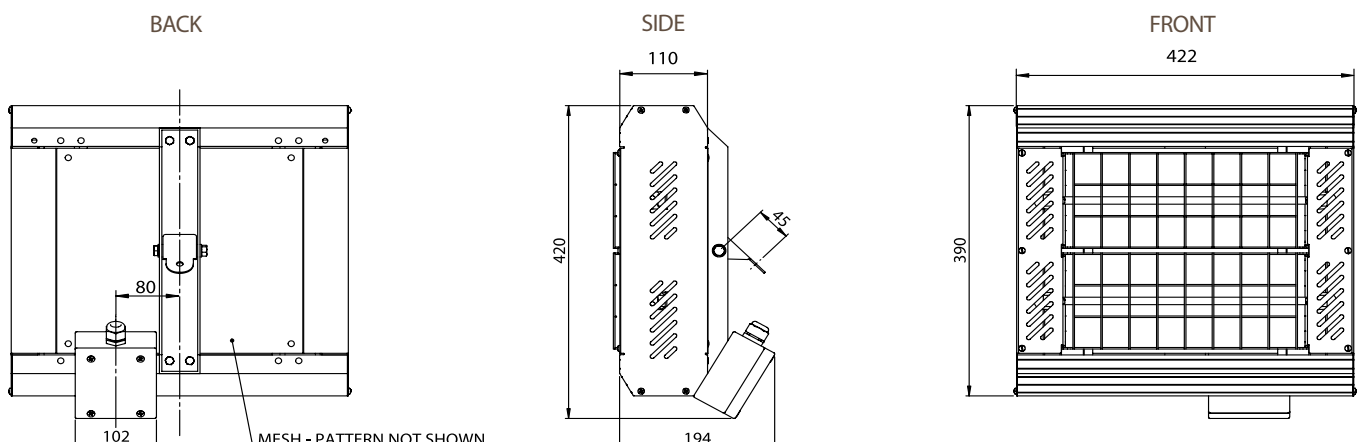
COVERAGE AREA = 24.7m<sup>2</sup>

### Ceiling Mounted



HEIGHT = 3.0m. COVERAGE = 9.6m<sup>2</sup>

## Dimensions



Model	Voltage	Lamps x Power	Total Power	Current Per Phase	Current Per Phase	Min Height From Floor	Min Height From Ceiling	Min Distance From Side Wall	Body Dimensions (W x H x D)	Weight Without Guard
	v	kW	kW	V	A	m	m	m	mm	Kg
PQ- A1B020	230	2 x 1.0	2.0	1	8.7	2.0	0.5	1.5	422 x 390 x 110	4.0
PQ- A1B030	230	2 x 1.5	3.0	1	13.0	2.0	0.5	1.5	422 x 390 x 110	4.0
PQ- A1B040	230	2 x 2.0	4.0	1	17.4	2.5	0.5	1.5	422 x 390 x 110	4.0

# Technical Specification

## A-Range

### PQ-A1C - 30/45/60

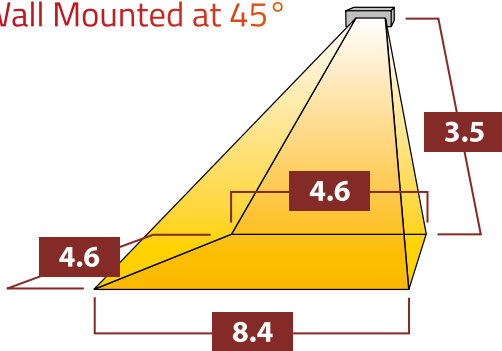


The A1C is one of the infrared heaters in the range which is best suited for corner mounting due to flexible positioning of the heater and bracket combined. It provides instant warmth to objects and people, rather than heating the air around them consequently resulting in a stuffy and uncomfortable environment.

The A1C quartz infrared heater is robust, lightweight and designed with integral heatsinks to keep the heater's temperature low. The smooth parabolic reflector directs the heat outwards, and creates an effective and instant heat source.

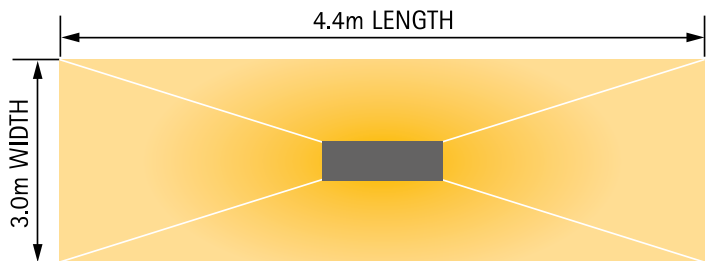
The A1C comes as standard with a swivel bracket allowing flexibility on installation which in turn offers directional heat where required which makes the Apollo an easy to install flexible heating solution. The A1C is available in power configurations of 3kW, 4.5kW all the way up to 6kW.

### Wall Mounted at 45°



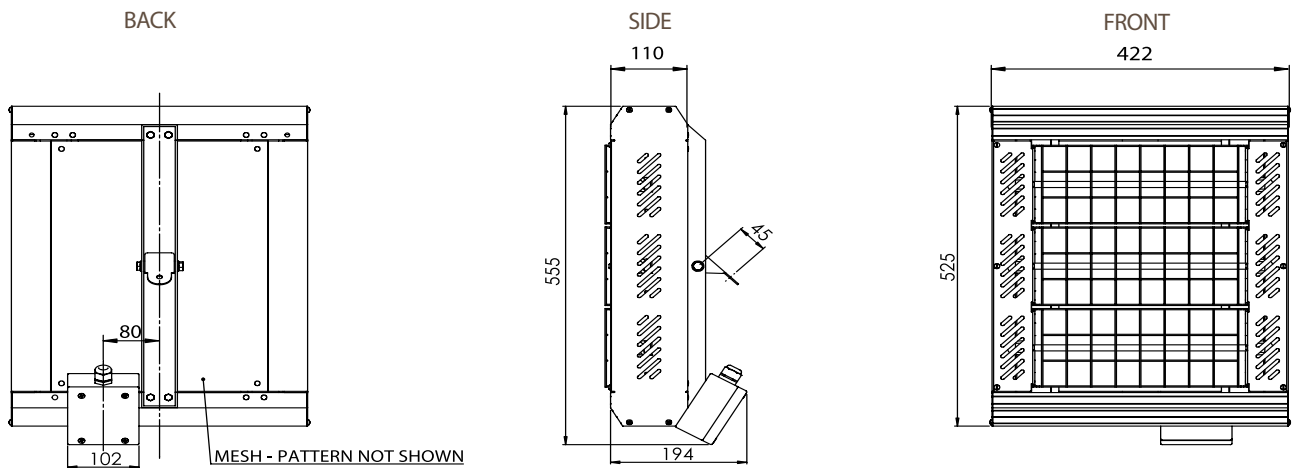
COVERAGE AREA = 30.0m<sup>2</sup>

### Ceiling Mounted



HEIGHT = 2.5m. COVERAGE = 13.4m<sup>2</sup>

### Dimensions



Model	Voltage v	Lamps x Power kW	Total Power kW	Current Per Phase V	Current Per Phase A	Min Height From Floor m	Min Height From Ceiling m	Min Distance From Side Wall m	Body Dimensions (W x H x D) mm	Weight Without Guard Kg
PQ-A1C030	230	3 x 1.0	3.0	1	13.0	2.0	0.5	1.5	422 x 525 x 110	5.0
PQ-A1C045	230	3 x 1.5	4.5	1	19.6	2.5	0.5	1.5	422 x 525 x 110	5.0
PQ-A1C060	230	3 x 2.0	6.0	1	26.0	3.0	0.5	1.5	422 x 525 x 110	5.0

# Technical Specification

A-Range

The A1J is a member of the family that is installed best with heaters running parallel to each other down the sides of a building to give dual coverage from both sides.

PQ-A1J - 20/30/40

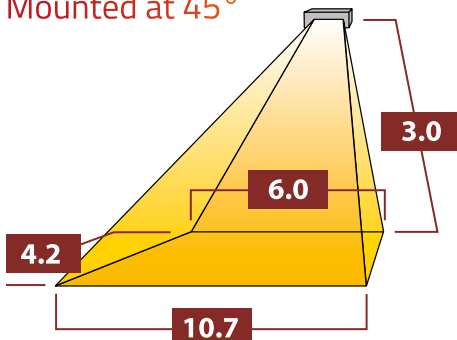
The A1J quartz infrared heater has been designed specifically to heat large, difficult to heat areas that require a high powered, effective, energy efficient heating solution. The A1J is a robust yet lightweight infrared heater that provides instant warmth to objects and people, rather than heating the air around them like most conventional HVAC heaters on the market.



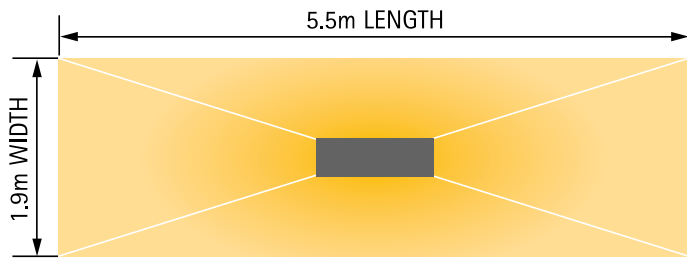
The A1J infrared heater provides unbeatable heat performance due to the 0.8mm thick reflector which effortlessly projects heat forwards. The A1J is available in power options of 2kW, 3kW and 4kW. The A1J is a popular solution for the heating of large buildings such as factories, warehouses and areas with a much larger floor space. The overall power of the A1J quartz infrared heater allows it to efficiently and effectively heat these areas with no problem.

## Ceiling Mounted

### Wall Mounted at 45°

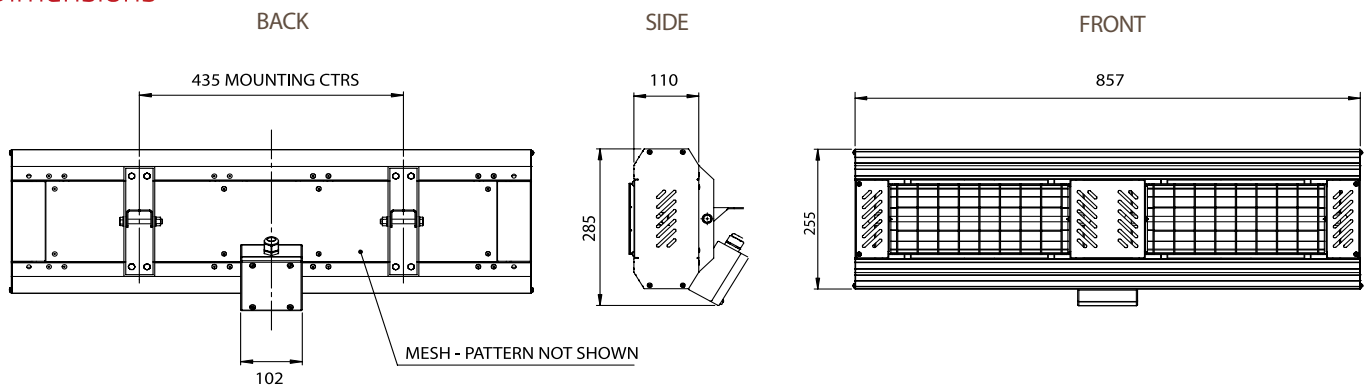


COVERAGE AREA = 35.3m<sup>2</sup>



HEIGHT = 2.5m. COVERAGE = 10.5m<sup>2</sup>

## Dimensions



Model	Voltage	Lamps x Power	Total Power	Current Per Phase	Current Per Phase	Min Height From Floor	Min Height From Ceiling	Min Distance From Side Wall	Body Dimensions (W x H x D)	Weight Without Guard
	v	kW	kW	V	A	m	m	m	mm	Kg
PQ-A1J020	230	2 x 1.0	2.0	1	8.7	2.5	0.5	1.0	857 x 255 x 110	6.0
PQ-A1J030	230	2 x 1.5	3.0	1	13.0	2.5	0.5	1.0	857 x 255 x 110	6.0
PQ-A1J040	230	2 x 2.0	4.0	1	17.4	2.5	0.5	1.0	857 x 255 x 110	6.0

# Technical Specification

## A-Range

### PQ-A1K - 30/45/60

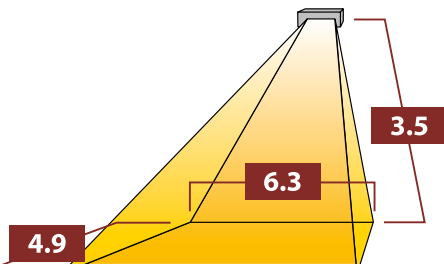


The A1K is a member of the Apollo family that works similarly to the A1J infrared heater, however with a larger heat coverage. If positioned parallel down the sides of a building, the A1K quartz infrared heater provides dual heat coverage from both sides, giving a pleasant full shortwave heat to people and objects in its reach.

The A1K is a hard wearing, durable and reliable infrared heater designed to stand hours of consistent commercial and industrial use. It has been engineered to dissipate heat in order to keep the body running cool which in turn increases the life of the product and its components.

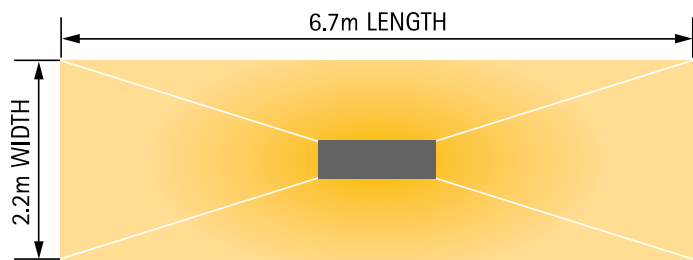
The A1K infrared heater is available in power configurations of 3kW, 4.5kW all the way up to 6kW.

### Wall Mounted at 45°



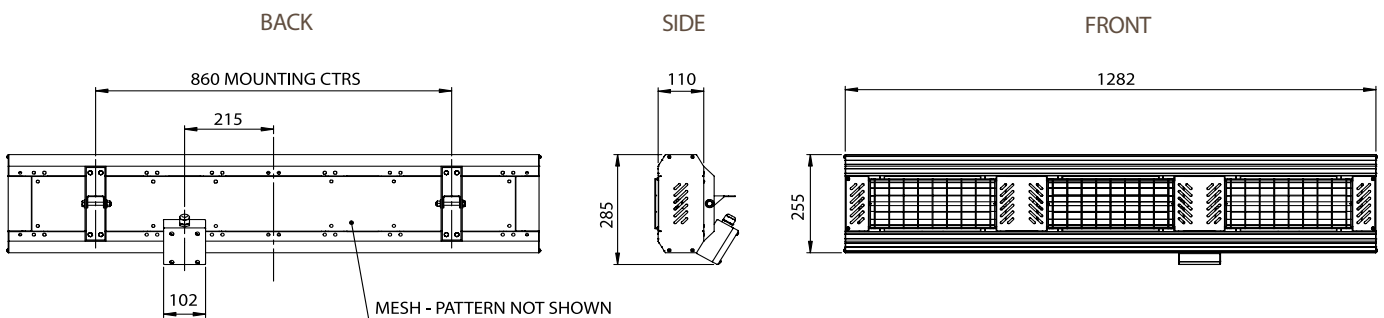
COVERAGE AREA = 41.6m<sup>2</sup>

### Ceiling Mounted



HEIGHT = 2.5m. COVERAGE = 14.8m<sup>2</sup>

### Dimensions



Model	Voltage	Lamps x Power	Total Power	Current Per Phase	Current Per Phase	Min Height From Floor	Min Height From Ceiling	Min Distance From Side Wall	Body Dimensions (W x H x D)	Weight Without Guard
	v	kW	kW	V	A	m	m	m	mm	Kg
PK-A1K030	230	3 x 1.0	3.0	1	13.0	2.5	0.5	1.5	1282 x 255 x 110	8.0
PK-A1K045	230	3 x 1.5	4.5	1	19.6	2.5	0.5	1.5	1282 x 255 x 110	8.0
PK-A1K060	230	3 x 2.0	6.0	1	26.0	3.0	0.5	1.5	1282 x 255 x 110	8.0

# Technical Specification

A-Range

PQ-A3C - 30/45/60  
3 Phase

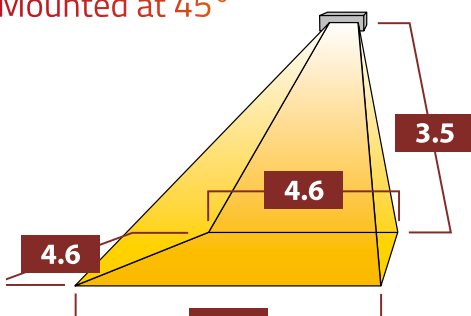
The A3C is a three phase heater that is best suited for corner mounting due to the flexible positioning options of the heater and bracket combined. It provides instant warmth to objects, people and surfaces below it, rather than heating up the air around making the atmosphere stuffy.

The A3C infrared space heater boasts a robust, yet lightweight body and is designed with integral heat sinks to keep the heater's running temperature safe. The smooth parabolic reflectors help to direct the heat downwards, enabling an effective and instant heat source.

The A3C comes as standard with a central swivel bracket allowing further flexibility upon installation which in turn offers directional heat where required, as well as three phase wiring built in. The A3C shortwave infrared heater is available in power configurations of 3kW, 4.5kW all the way up to 6kW.

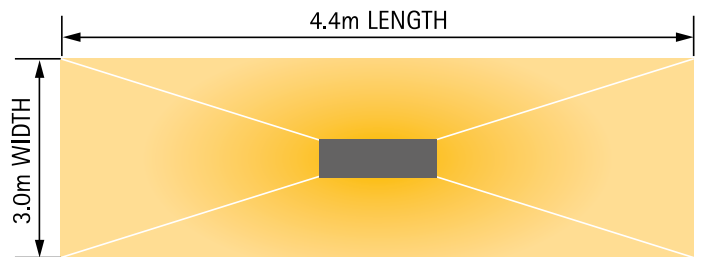


Wall Mounted at 45°



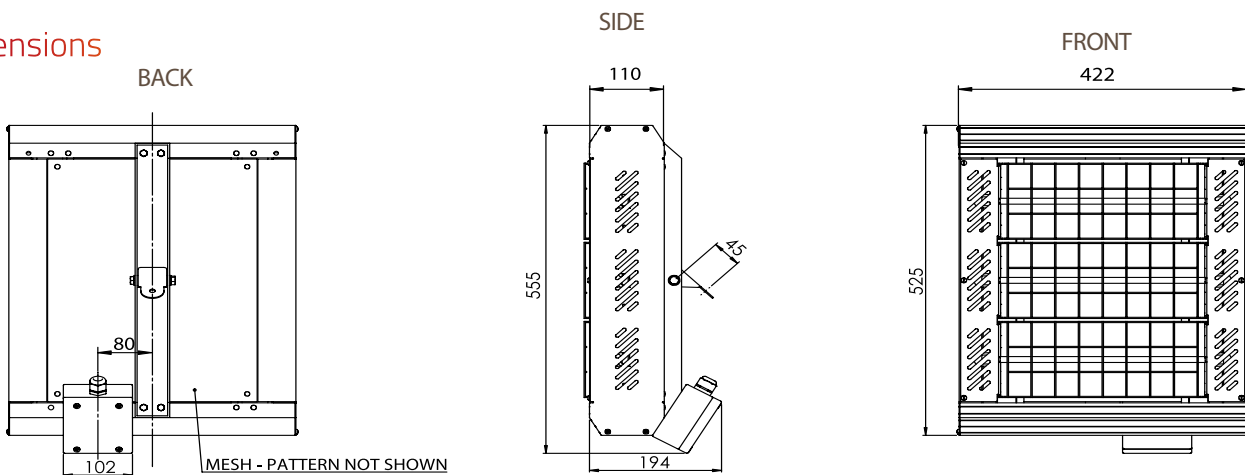
COVERAGE AREA = 30.0m<sup>2</sup>

Ceiling Mounted



HEIGHT = 3.5m. COVERAGE = 13.4m<sup>2</sup>

Dimensions



Model	Voltage	Lamps x Power	Total Power	Current Per Phase	Current Per Phase	Min Height From Floor	Min Height From Ceiling	Min Distance From Side Wall	Body Dimensions (W x H x D)	Weight Without Guard
	v	kW	kW	V	A	m	m	m	mm	Kg
PQ-A3C030	400	3 x 1.0	3.0	3*	4.3	2.0	0.5	1.5	422 x 525 x 110	5.5
PQ-A3C045	400	3 x 1.5	4.5	3*	6.5	2.5	0.5	1.5	422 x 525 x 110	5.5
PQ-A3C060	400	3 x 2.0	6.0	3*	8.7	3.0	0.5	1.5	422 x 525 x 110	5.5

# Technical Specification

## A-Range

### PQ-A3E - 60/90/120 3 Phase

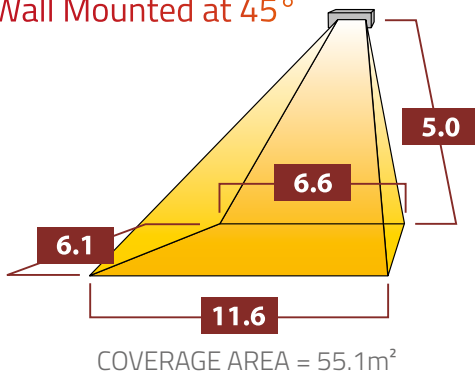


The A3E quartz infrared space heater is one of the largest in the range. This particular infrared space heater is a popular solution for the heating of large buildings such as factories, warehouses and areas with a much larger floor space.

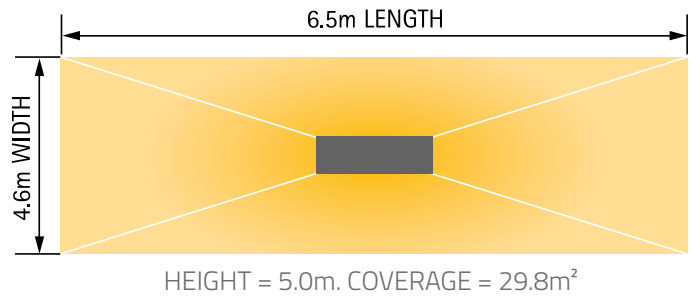
The overall power of the A3E heater allows it to efficiently and effectively heat these areas with no problem. The body of the A3E is robust, yet lightweight and has integral heat sinks built in to keep the heater's overall running temperature low.

The A3E space heater has been manufactured in the UK with smooth parabolic reflectors which help direct the heat outwards, giving an effective and instant heating solution. The A3E infrared space heater comes as standard with a three phase wiring built into the heater, and is available in power configurations of 6kW, 9kW all the way up to 12kW

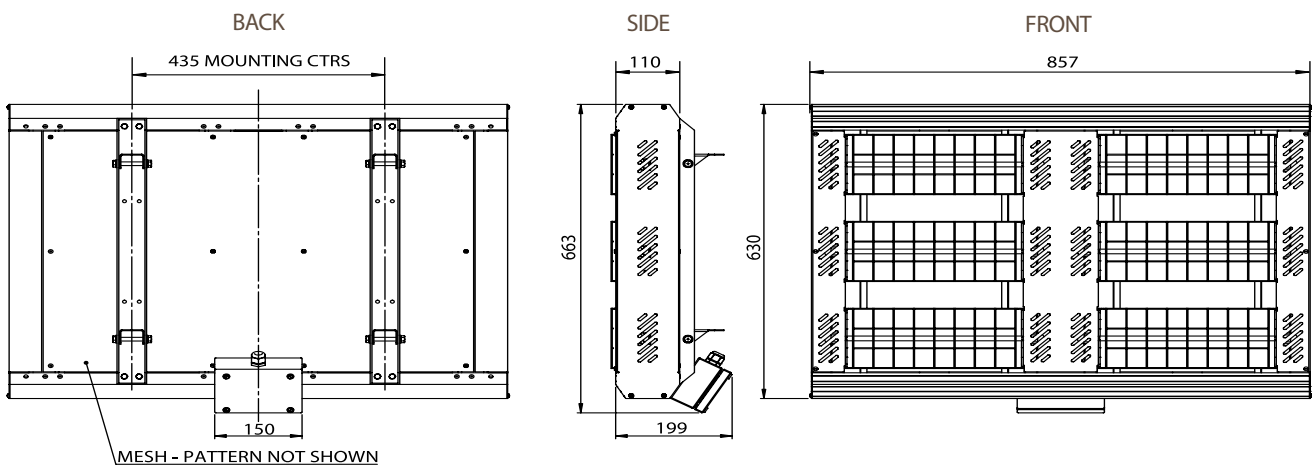
#### Wall Mounted at 45°



#### Ceiling Mounted



#### Dimensions



Model	Voltage	Lamps x Power	Total Power	Current Per Phase	Current Per Phase	Min Height From Floor	Min Height From Ceiling	Min Distance From Side Wall	Body Dimensions (W x H x D)	Weight Without Guard
	v	kW	kW	V	A	m	m	m	mm	Kg
PQ-A3E060	400	6 x 1.0	6.0	3*	8.7	3.0	0.5	1.5	857 x 630 x 110	12.0
PQ-A3E090	400	6 x 1.5	9.0	3*	13.0	4.0	0.5	1.5	857 x 630 x 110	12.0
PQ-A3E120	400	6 x 2.0	12.0	3*	17.4	4.5	0.5	1.5	857 x 630 x 110	12.0



# Technical Specification

A-Range

PQ-A3F - 90/135/180  
3 Phase

The mighty A3F is the largest infrared space heater out of the Apollo range, with heater configurations reaching up to 18kW. This quartz infrared space heater is perfect for heating large areas such as factories, warehouses and applications where there is a considerable large floor area with high ceilings.

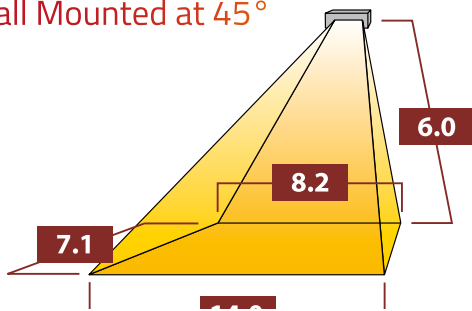
The true power of this high quality infrared heater can be felt up to a staggering 15 metres above floor level! With its integral heat sinks combined with the smooth parabolic reflector, instant warmth to heat any objects can be felt below but still keeping the heater running at a safe temperature.

The A3F infrared space heater comes as standard with three phase wiring built into the heater, and is available in power configurations of 9kW, 13.5kW all the way up to 18kW.

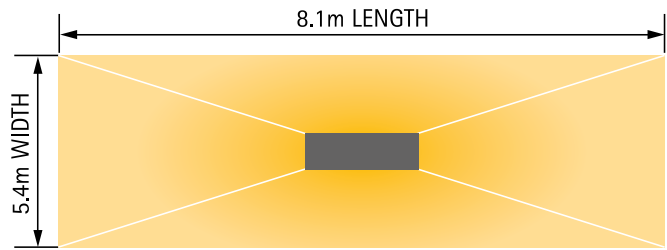


Ceiling Mounted

Wall Mounted at 45°

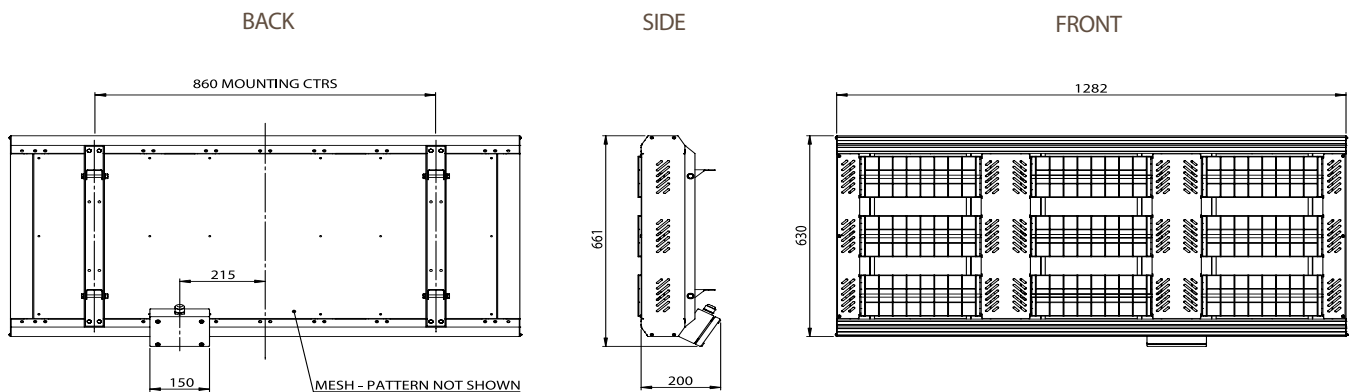


COVERAGE AREA = 79.0m<sup>2</sup>



HEIGHT = 6.0m. COVERAGE = 43.6m<sup>2</sup>

## Dimensions



Model	Voltage	Lamps x Power	Total Power	Current Per Phase	Current Per Phase	Min Height From Floor	Min Height From Ceiling	Min Distance From Side Wall	Body Dimensions (W x H x D)	Weight Without Guard
	v	kW	kW	V	A	m	m	m	mm	Kg
PQ-A3F090	400	9 x 1.0	9.0	3*	13.0	4.0	0.5	1.5	1282 x 630 x 110	20.0
PQ-A3F135	400	9 x 1.5	13.5	3*	19.6	5.0	0.5	1.5	1282 x 630 x 110	20.0
PQ-A3F180	400	3 x 2.0	18.0	3*	26.1	6.0	0.5	1.5	1282 x 630 x 110	20.0

# Technical Specification

## A-Range

### PQ-A3K - 30/45/60

#### 3 Phase

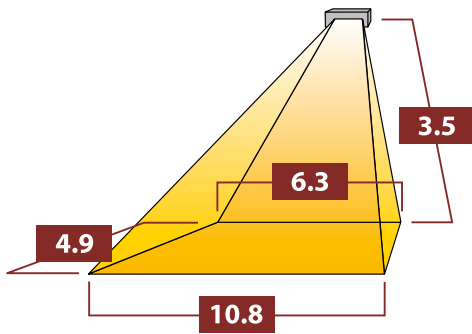


The A3K is the popular 3 phase alternative to the A1K heater. It is designed to run parallel down the sides of a building ensuring dual heat coverage from both sides and giving off a pleasant full shortwave heat to people and objects in its reach.

The A3K quartz infrared heater is robust, lightweight and the perfect alternative to where gas heaters is not a viable option. The A3K infrared heater has been engineered specifically to dissipate heat in order to keep the heater body running cool which in turn increases the life of the product and its components.

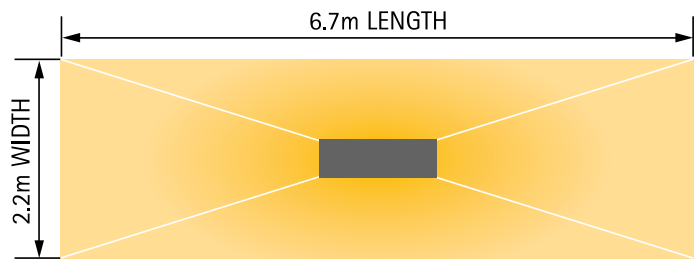
The A3K shortwave infrared space heater comes as standard with three phase wiring built in, and is available in power configurations of 3kW, 4.5kW all the way up to 6kW

#### Wall Mounted at 45°



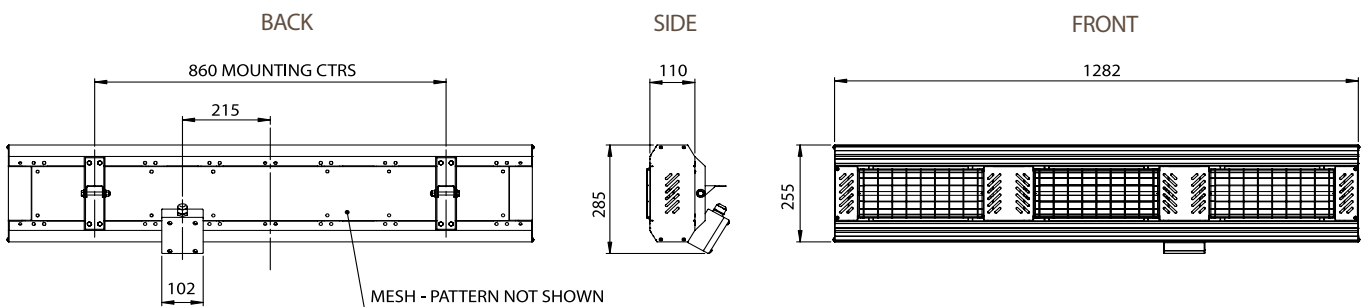
COVERAGE AREA = 41.6m<sup>2</sup>

#### Ceiling Mounted



HEIGHT = 2.5m. COVERAGE = 14.8m<sup>2</sup>

#### Dimensions



Model	Voltage	Lamps x Power	Total Power	Current Per Phase	Current Per Phase	Min Height From Floor	Min Height From Ceiling	Min Distance From Side Wall	Body Dimensions (W x H x D)	Weight Without Guard
	v	kW	kW	V	A	m	m	m	mm	Kg
PQ-A3K030	400	3 x 1.0	3.0	3*	4.3	2.5	0.5	1.5	1282 x 255 x 110	8.0
PQ-A3K045	400	3 x 1.5	4.5	3*	6.5	2.5	0.5	1.5	1282 x 255 x 110	8.0
PQ-A3K060	400	3 x 2.0	6.0	3*	8.7	3.0	0.5	1.5	1282 x 255 x 110	8.0



# Technical Specification

A-Range

The A3L is a robust yet lightweight infrared space heater that is designed to heat large floor space areas with high ceilings. It provides instant warmth to objects and people, rather than heating the air around it and making the atmosphere stuffy and uncomfortable.

The A3L heater body has been designed with integral heat sinks designed to dissipate the heat away from the heater body, thus keeping it cool and running at a safe operating temperature. This in turn elongates the life of the quartz infrared heater and the components within it.

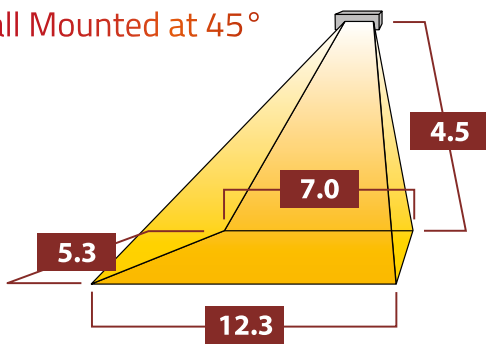
The A3L infrared space heater comes as standard with three phase wiring built into the heater body and is available in power configurations of 6kW, 9kW all the way up to 12kW. The powerful A3L space heater helps save energy costs by spot heating targeted zones or work areas

PQ- A3L - 60/90/120

3 Phase

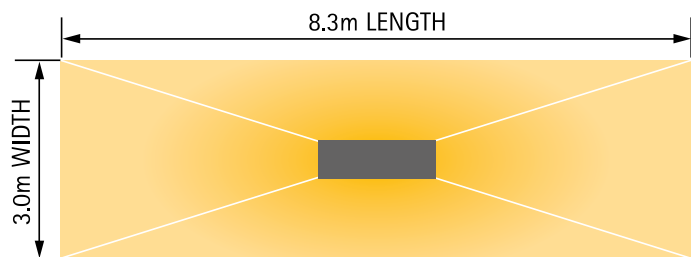


## Wall Mounted at 45°



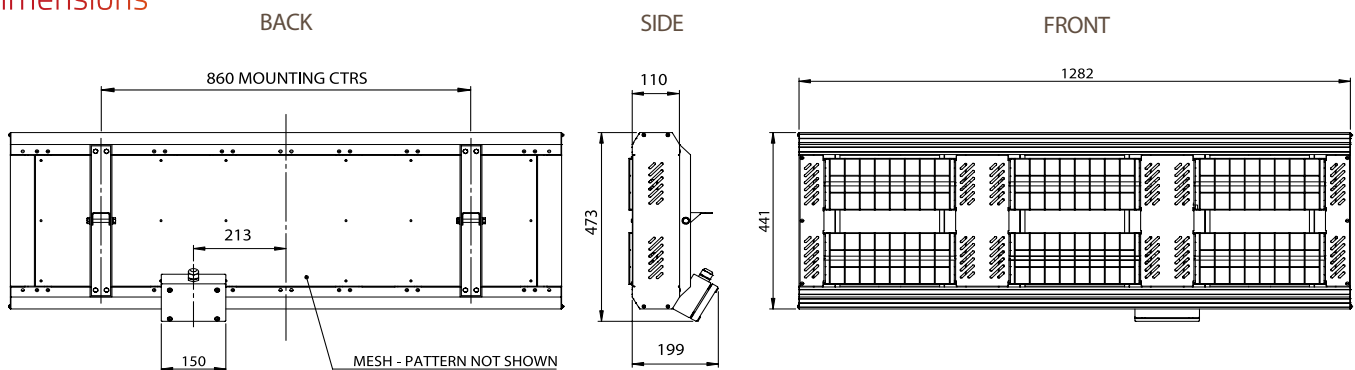
COVERAGE AREA = 50.7m<sup>2</sup>

## Ceiling Mounted



HEIGHT = 2.5m. COVERAGE = 24.8m<sup>2</sup>

## Dimensions

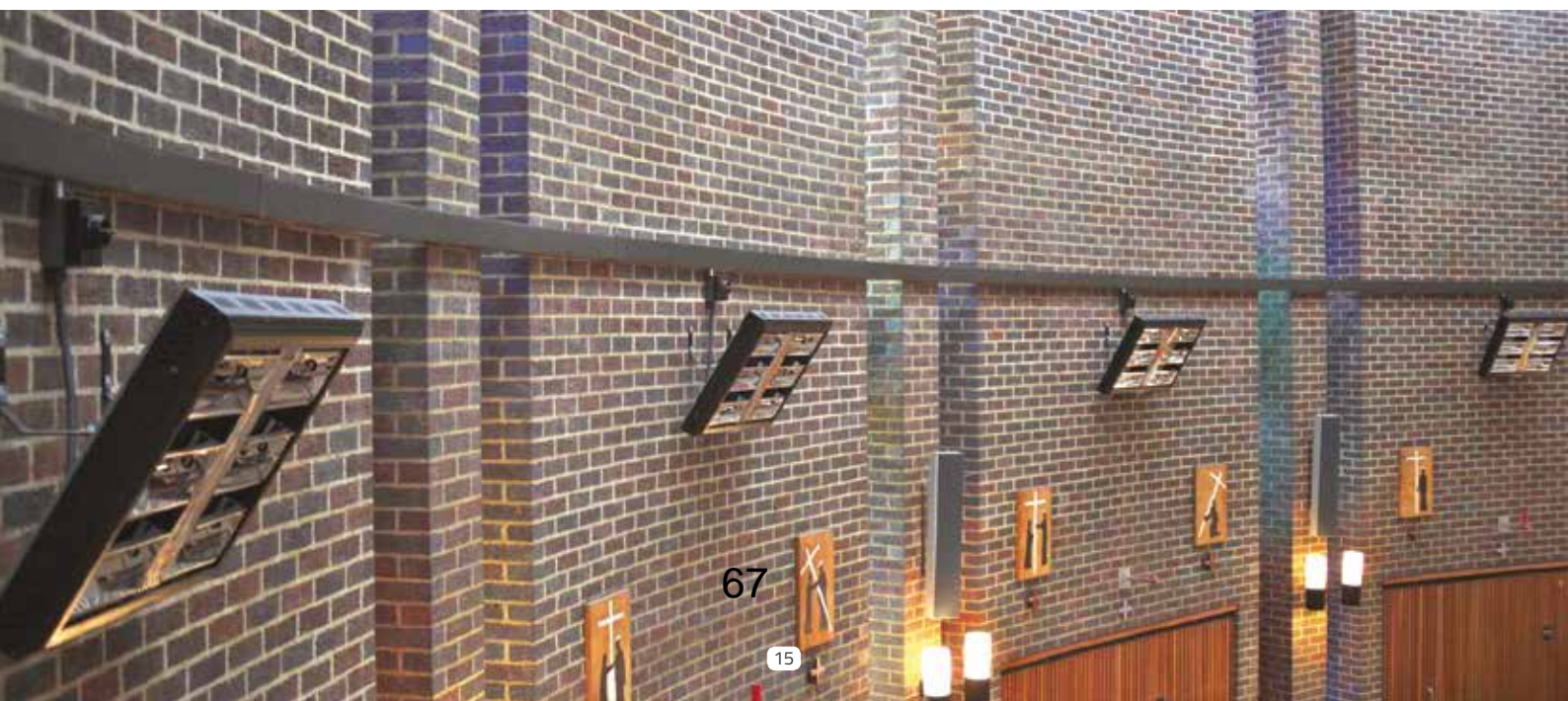


Model	Voltage	Lamps x Power	Total Power	Current Per Phase	Current Per Phase	Min Height From Floor	Min Height From Ceiling	Min Distance From Side Wall	Body Dimensions (W x H x D)	Weight Without Guard
	v	kW	kW	V	A	m	m	m	mm	Kg
PQ-A3L060	400	6 x 1.0	6.0	3*	8.7	3.0	0.5	1.5	1282 x 441 x 110	17.0
PQ-A3L090	400	6 x 1.5	9.0	3*	13.0	4.0	0.5	1.5	1282 x 441 x 110	17.0
PQ-A3L120	400	6 x 2.0	12.0	3*	17.4	4.5	0.5	1.5	1282 x 441 x 110	17.0









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# About Us

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Industrial and commercial warm air and radiant space heating solutions manufactured to achieve efficient performance, compliance and reliability for every application in partnership with the HVAC trade.

## Ventilation

Custom designed highly efficient, cost-effective smoke, natural and powered ventilators manufactured to meet project requirements of building operators, architects, specifiers and contractors.

## Air Conditioning

Worldwide distributors of innovative wall mounted heat pumps air conditioner technology providing efficient comfort cooling and heating all year round.

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Bespoke heating and ventilation solutions designed to serve individual customers specific project requirements. In addition our OEM products provide partner AHU manufacturers with high quality energy efficient gas fired heat exchangers.

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