

EXECUTIVE

9 APRIL 2019

Present:

Councillors Christophers (Leader), Clemens (Deputy Leader), Bullivant, Golder, Goodey and Russell

Members in Attendance:

Councillors Dewhirst, Haines, G Hook, Kerswell, Mayne, Prowse, Smith and Wrigley

Apologies:

Councillors Barker and Lake

Officers in Attendance:

Tony Watson, Interim Head of Commercial Services

Kay O'Flaherty, Business Development & Improvement Team Leader

Sarah Selway, Democratic Services Team Leader & Deputy Monitoring Officer

25. MINUTES

Minutes of the meeting on 5 March 2019 were confirmed and approved and signed as correct record.

26. DECLARATIONS OF INTEREST

There were no declarations of interest.

27. TO NOTE ACTION TAKEN UNDER DELEGATED POWERS AS SET OUT IN PART III OF THE AGENDA

RESOLVED that the delegated decisions be noted.

28. DIGITAL STRATEGY

The Portfolio Holder for Community Neighbourhood presented the new digital strategy, Digital First @ Teignbridge which provided an overarching view of how the Council would work in the future to provide access to its services. The new strategy covered three key areas: customer access, creating a digitally empowered workforce and a robust technical supporting framework. It aimed to deliver the same services more efficiently, at less cost, in the way that the majority of customers prefer to transact.

In response to Member's questions, the Business Development & Improvement Team Leader commented that there was a range of initiatives to support those unable to self-serve with assistance in the Customer Support Centre and working with the Citizens Advice Bureau and the Community Voluntary Service. The Council had helped to fund a pilot scheme to assist the Community Voluntary Service to enable home visits for those who needed IT support and training. There was also the option for residents to use Post Offices and pay points to undertake cash and cheque transactions for council services.

The Leader stated that this strategy was a positive environmental change for the way that the customer interacted with the council and support was available to those that required it including through the Community Voluntary Service pilot scheme which the Council was helping to fund.

RESOLVED that the Digital Strategy be approved.

29. NEWTON ABBOT TOWN COUNCIL PROPOSAL AT (PART OF) NEWFOUNDLAND WAY CAR PARK

The Interim Head of Commercial Services presented the report to outline the Newton Abbot's Town Councils aspiration to create a co-located community facility on land owned by the Town Council and District Council, adjacent to 'Newton's Place'.

In response to Members', the Interim Head of Commercial Services clarified that this was narrow piece of land which would be difficult for the Council to develop and the disabled parking space would be relocated. The floor levels and any proposed buildings relationship with the nearby listed building would be addressed at the planning application stage.

RESOLVED that the principle of a transfer to the Newton Abbot Town Council providing the final proposal meets the below objectives be approved:

- Quality Building Design
- Providing a range of community services

30. EXECUTIVE FORWARD PLAN

RESOLVED that the Forward Plan be noted.

Chairman