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22 February 2019

## OVERVIEW & SCRUTINY COMMITTEE

Dear Councillor

You are invited to a meeting of the above Committee which will take place on **Monday, 4th March, 2019** in the Council Chamber - Forde House at **10.00 am**

Yours sincerely

PHIL SHEARS  
Managing Director

Distribution:

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

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

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

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

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

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

## **Public Access Statement**

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

## **AGENDA**

### PART I

(Open to the Public)

#### Note:

Executive Members may observe proceedings

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

1. Apologies for absence
2. Minutes (Pages 1 - 4)  
To approve the minutes of the previous meeting.
3. Matters of urgency or report especially brought forward with the permission of the Chairman
4. Agreement of the agenda between Parts I and II
5. Declarations of interest
6. Public questions (if any) under Council Procedure Rule 5.8(h)
7. Councillor Questions (if any) under Council Procedure Rule 5.8(i)
8. South West Mutual Bank (Pages 5 - 28)
9. Call-in - to consider any call-ins
10. Strata Joint Executive Committee 28 January 2019 (Pages 29 - 34)  
To note the Minutes of this meeting.
11. Electric and low emission vehicle policy (Pages 35 - 38)
12. Councillors Community Fund (Pages 39 - 42)

13. Housing Affordability in Teignbridge (Pages 43 - 78)
14. Teignbridge Tenancy Strategy (Pages 79 - 128)
15. Community Infrastructure Levy Monitoring Report (Pages 129 - 136)
16. South East Devon Habitat Regulations Executive Committee (Pages 137 - 148)
17. Performance Monitoring Reports Q3 (Pages 149 - 196)

### **Future Programming**

18. Executive Forward Plan (Pages 197 - 202)
19. Work Programme (Pages 203 - 208)  
To identify any areas of work for future meetings of the Committee.

### **Part II**

#### **(Private)**

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

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## **OVERVIEW & SCRUTINY COMMITTEE**

### **4 FEBRUARY 2019**

#### Present:

Councillors Haines (Chairman), Prowse (Vice-Chairman), Clarence, Colclough, Connett, Dennis, Dewhirst, Gribble, Hockin, Hocking, G Hook, J Hook (was Brodie), Jeffery, Kerswell, Nutley, Orme, Parker, Peart, Smith and Thorne

#### Members in Attendance:

Councillors Barker, Bullivant, Christophers, Clemens, Golder, Goodey,

#### Apologies:

Councillors Cox, Eden, Evans, Jones, Matthews, Mayne, Morgan, Winsor and Wrigley

#### Officers in Attendance:

Martin Flitcroft, Chief Finance Officer  
Kay O'Flaherty, BID Team Leader  
Trish Corns, Democratic Services Officer

### **18. DECLARATIONS OF INTEREST**

There were no declarations of interest.

### **19. PUBLIC QUESTIONS**

There were no public questions under Council Procedure Rule 5.8(h).

### **20. COUNCILLOR QUESTIONS**

There were no Councillor questions under Council Procedure Rule 5.8(i).

### **21. FINAL FINANCIAL PLAN PROPOSALS 2019/20 TO 2021/22**

The Portfolio Holder for Corporate Resources and the Chief Finance Officer presented the final financial plan proposals for 2019/20 to 2021/22 as set out in the report for recommendation to the Executive on 7 February, and Council on 28 February 2019. The proposals recommended revenue and capital budgets for 2019/20 and planned in outline for 2020/21 and 2021/22. The Portfolio Holder made particular reference to:

- The Government had indicated 100% rates retention, but with the transfer in of some funding obligations. 75% rates retention was now being proposed to be introduced in 2020/21. Revenue support grant was to end after 2018/19.

## Overview & Scrutiny Committee (4.2.2019)

- New homes bonus has not been altered in the provisional settlement however the Council continued to suffer the reductions identified by earlier year settlement changes.
- The Council has benefitted from previous savings plans and restructuring efficiencies were still producing cost reductions. The budget also benefitted from the Strata partnership and the significant ongoing returns from Market Walk. The Council was in the fourth year of Business Efficiency Service Transition 2020 review following business challenge in earlier years.
- Uncertainty continued around future demand, inflation and the outcome of the European Union negotiations.
- The forecasted income 2019/20 from Council Tax was £8.5million. The cost of one service waste, recycling and cleansing would be £8.7 million. Therefore the financial shortfall to run this service and all other services provided by the Council was required through other income, grants and fees and charges.

In response to questions raised by Members, particularly in relation to appendix 7, the Committee was advised: previous and actual fees and charges figures would be presented together for ease of reference in future budget papers; fees for the car parking spaces for DWP at Forde House was included as part of the rental agreement; the figures around FTE staff and differences between years reflected budgeting for a full staff complement, staff posts funded by external funding were not included, there were some movement of staff between departments with change in government legislation and department restructuring; some of the figures in appendix 5 detail one off expenditure; the increase in the cost of burials could reflect perhaps that the Council had not in the past recharged the full cost; external grants covered the cost of all coastal monitoring; a breakdown of the budget for cycle paths would be provided; a draft policy on electric and low emission vehicles would be presented to the Committee for consideration at its next meeting; the Marsh Barton railway station project, part of the South West Exeter infrastructure, was progressing with funding also allocated by Devon County Council and Exeter City Council, and the potential for other contributing partners; further information would be provided in relation to planning Section 106 funds for open space provision in Kingsteignton; and Section 106 funds were available for play area equipment at Dawlish Warren, however the potential partnership funding from Great Western Railway was no longer available.

Resolved

- a) The proposed budget that the Executive will recommend to Council for approval set out as in appendix 4 for revenue, and appendix 7 for capital as circulated with the agenda be noted.
- b) That further information be provided to the Executive on the following:
  - The reasons for the burial fee increase from £510 to £733 as included in the cemetery fees at appendix 6 of the report circulated with the agenda.
  - A breakdown on the allocation for KG8 cycle paths at appendix 7.
  - Availability and amount of Bid 300 planning Section106 agreement provision for Kingsteignton open space.
  - A list of savings in relation to appendix 5.

- c) That the budget proposals be considered together with any subsequent consultation comments for approval by Council as the final budget for 2019/20 and the outline plan for the subsequent years 2020/21 and 2021/22.

In particular the proposed budget includes:

- An increase in council tax of £5 or 3.03% to £170.17.
- The continuing reduction in new homes bonus.
- Other central funding reductions especially revenue support grant.
- Reserves at 12% of the net revenue budget or just over £1.9 million.
- Continuing support for housing whilst backing business and bringing people and organisations together for local neighbourhood planning.
- Infrastructure delivery plan investment funded by community infrastructure levy and external sources where available.
- The two year pay agreement including increases linked to the national living wage for 2018/19 and 2019/20 and increases of 2% for all other staff with changes to the central spine from 1 April 2019.
- Provisional assumptions for business rates income for future years with proposed reset of the baseline.
- Rural aid continuing at £40,000.

## **22. DIGITAL STRATEGY - DIGITALFIRST@TEIGNBRIDGE**

The Business Improvement and Development Team Leader referred to the digital strategy, was replacing the previous Access to Services strategy, and detailed how the council would provide digital 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 preferred to transact, 24 hours a day, 7 days a week.

The Council recognised that not all customers were able to access digital services. Alternative ways that customers could obtain support were being promoted. By moving those who could to digital self-service channels the Council could direct its remaining resources to help vulnerable customers or those with more complex queries. Members were encouraged to be advocates for the digital strategy and promote the digital approach to customers.

Teignbridge was an ambassador of joined up, end-to-end digital service delivery in the South West, and was also achieving some recognition at a national level. DigitalFirst@Teignbridge has been brought together following research into best practice, consultation with colleagues and wider digital champions across the district. The timescale for delivery was 3-5 years, after which time the strategy would be reviewed to ensure it would be fit for purpose.

In response to Member questions, the BID Team Leader advised limited internet access in the rural areas was acknowledged. Staff at local libraries were able to support customers to PCs within the libraries. Formal agreements were in place with the Citizens Advice Bureau and the Council for Voluntary Services, for their

staff and volunteers to visit the rural areas to support those who need assistance with online systems, to combat issues of rural isolation.

Resolved

That the report be noted and the Strategy supported.

**23. EXECUTIVE FORWARD PLAN**

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

**24. WORK PROGRAMME**

The Committee received and noted the Overview and Scrutiny Work Programme circulated with the agenda. It was noted that the programme would be updated with additional items for the 4 March meeting as follows: Community Infrastructure Levy –understanding the metrics; and South East Devon Habitat Regulations Committee.

CLLR MIKE HAINES  
Chairman



## OVERVIEW & SCRUTINY COMMITTEE

CHAIRMAN: Cllr Mike Haines

EXECUTIVE PORTFOLIO HOLDER: Cllr Stuart Barker

**DATE:** 4 March 2019

**REPORT OF:** Martin Flitcroft, Interim Head of Corporate Services and Cllr Stuart Barker Portfolio Holder for Corporate Resources

**SUBJECT:** Supporting the formation of South West Mutual Bank

### PART I

#### RECOMMENDATIONS

**That the Overview and Scrutiny Committee recommends that Executive resolve to approve a grant £49,995 funded from capital receipts to support the formation of South West Mutual Bank.**

**That the Chief Finance Officer be delegated responsibility to conclude the acquisition of 3,333 shares in South West Mutual.**

#### 1. PURPOSE

The purpose of this report is to agree the support for the formation of the South West Mutual Bank and provide funding to take the proposal to the next stage of the process to ultimately provide cost effective banking for local residents and businesses.

#### 2. BACKGROUND

On 8 January 2019, Tony Greenham of the South West Mutual provided a presentation to members on the idea of regional banking. A copy of the presentation can be found at Appendix A.

To allow this to progress the Mutual requires a total of £500,000 of initial funding which it will create by the issuing of Founder Shares. These shares will receive a dividend of 7.5% once the new bank becomes profitable with the expectation that this will rise if the bank continues to be successful. The prospectus for the founder share offer closes on 31 March 2019.

The early stage of investment recognises a higher risk and as a result if a banking licence is obtained and the bank starts trading then Founder Shareholders will also receive an additional 2 shares for every share held.

#### 3. PROPOSALS AND TIMELINE

The Mutual is seeking an initial investment of £500,000 to progress its banking licence application. A further estimated £2.5 million will be required in 2019 to complete the banking authorisation process and set up operations. There will then be a requirement to find a further £17.5 million in 2020 to capitalise the bank and commence trading.

It is anticipated that other local authorities in the South West who believe in the principles around setting up the Mutual may also want to participate. We are aware that South Hams, West Devon and East Devon District Councils have signed up to contributing £49,995 each.

There is an assumption that local authorities investment into the Mutual will provide investor confidence for private and institutional investors to also invest and provide a substantial proportion of the remaining funding required to allow the bank to launch and start trading.

Much of the information and reasoning around setting up the Mutual are contained in the presentation in Appendix A but in summary the main reasons are, in a period of bank closures, help make banking more local, provide branch facilities in rural locations, reinvest the savings of local people and businesses back in to the local economy through providing improved access to loan and credit facilities for small and medium size businesses. This will help to assist new businesses with start-up funding and existing businesses to grow and ultimately help economic regeneration and business rate growth and retention.

#### **4. MAIN IMPLICATIONS – FINANCE/LEGAL & RISK**

It is recognised that the proposal is in its infancy and therefore the investment should be seen at present as a high risk with the assumption that should the bank not get established there is the potential to lose the initial investment provided. If the likelihood is that the proposal and initial research identifies that the bank registration is unlikely then there is a chance that part of the funds may be returned. Long term – should the bank become established there is the potential for some investment return together with the economic benefits it may bring.

Whilst the investment is risky, the potential benefits may not be realised to the local economy if the investment grant funding is not approved.

Funding will not be drawn down unless the Mutual has sufficient funding to meet its requirements for the initial stages.

Liability is limited to the initial funding.

#### **5. SUMMARY**

The investment provides opportunity for greater banking provision in the South West, economic growth, business investment and employment.

In addition there is the potential for an investment return and share price growth over the medium term.

**Martin Flitcroft**  
**Chief Finance Officer**  
**Interim Head of Corporate Services**

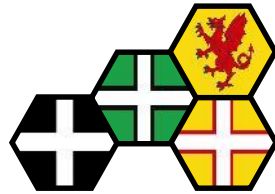
**Cllr Stuart Barker**  
**Portfolio Holder Corporate Resources**

<b>Wards affected</b>	All
<b>Contact for any more information</b>	Martin Flitcroft
<b>Background Papers (For Part I reports only)</b>	Presentation to Members 8 Jan 2019
<b>Key Decision</b>	Y
<b>In Forward Plan</b>	N
<b>In O&amp;S Work Programme</b>	N
<b>Community Impact Assessment attached:</b>	N
<b>Appendices attached:</b>	A: SW Mutual presentation

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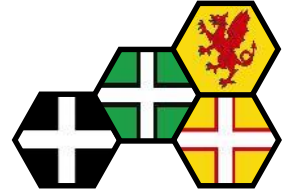


# South West Mutual

Regional banking for inclusive growth

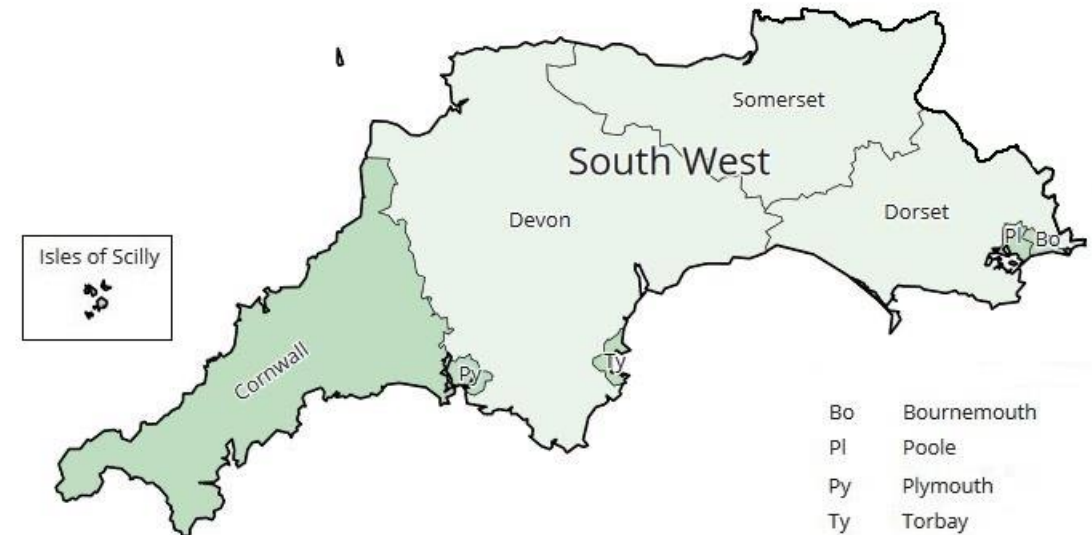


# Introducing South West Mutual

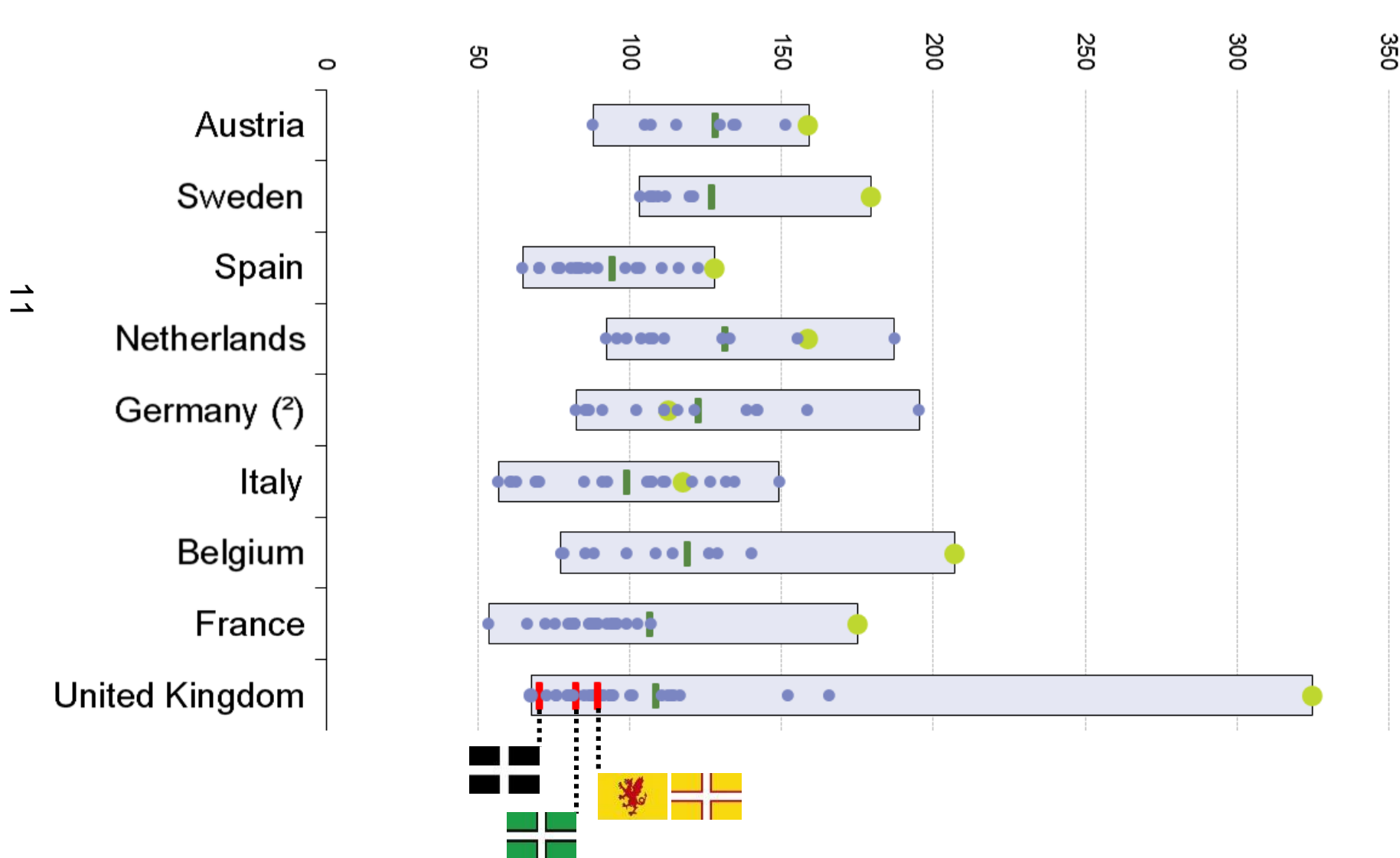


**Mission-led business promoting sustainable and equitable prosperity for the South West**

- First **customer-owned** full service bank
- **Financial inclusion** in the rules
- **SME and social enterprise** focus
- Multi-channel, committed to **branches** and **relationship banking**
- **Scale and efficiency** – part of the CSBA network
- **Financial strength:** Profits £15m pa / loan book £380m by year 9



# Helping tackle regional inequalities

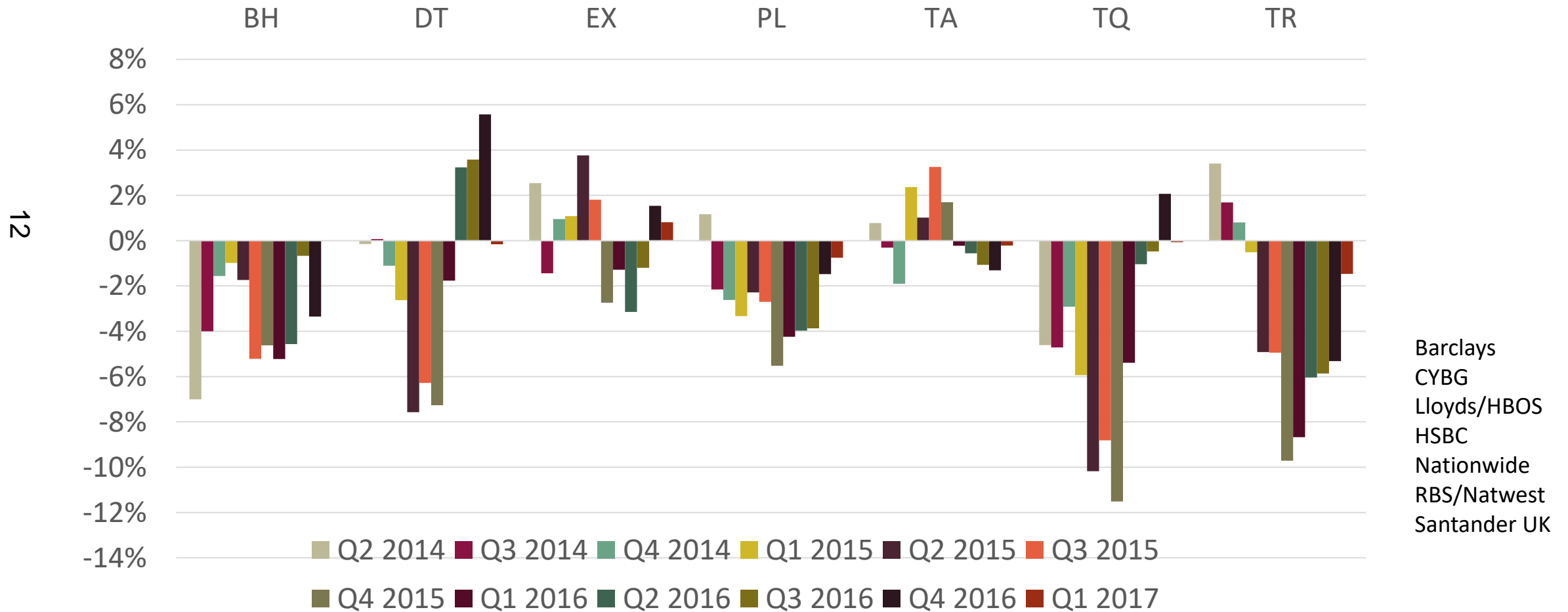


**SWM is an anchor institution**

**Supporting equitable and sustainable prosperity for the South West is our mission**

# SME finance is an ongoing issue

YoY change in total SME loans by postcode area





# Lending to the real economy where you live

SME deposits and loans in  
Devon districts

Deposits **£853m**

Loans **£462m**

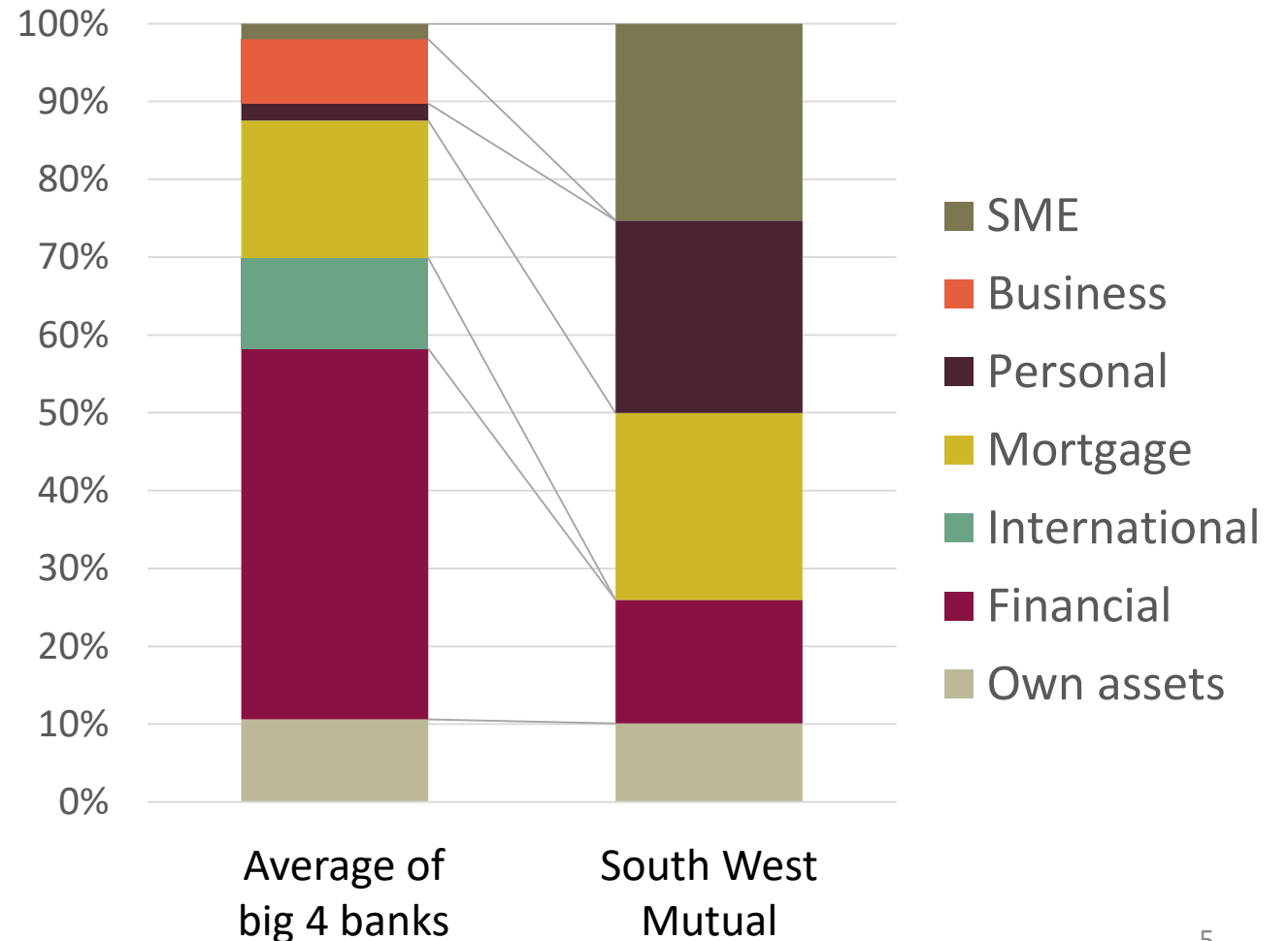
Net outflow **£390m**

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**SWM keeps money  
flowing within the  
region's economy**

*Real economy impact – SWM lending vs UK Big 4*



# Commitment to financial inclusion

In Devon districts there are approximately\*:

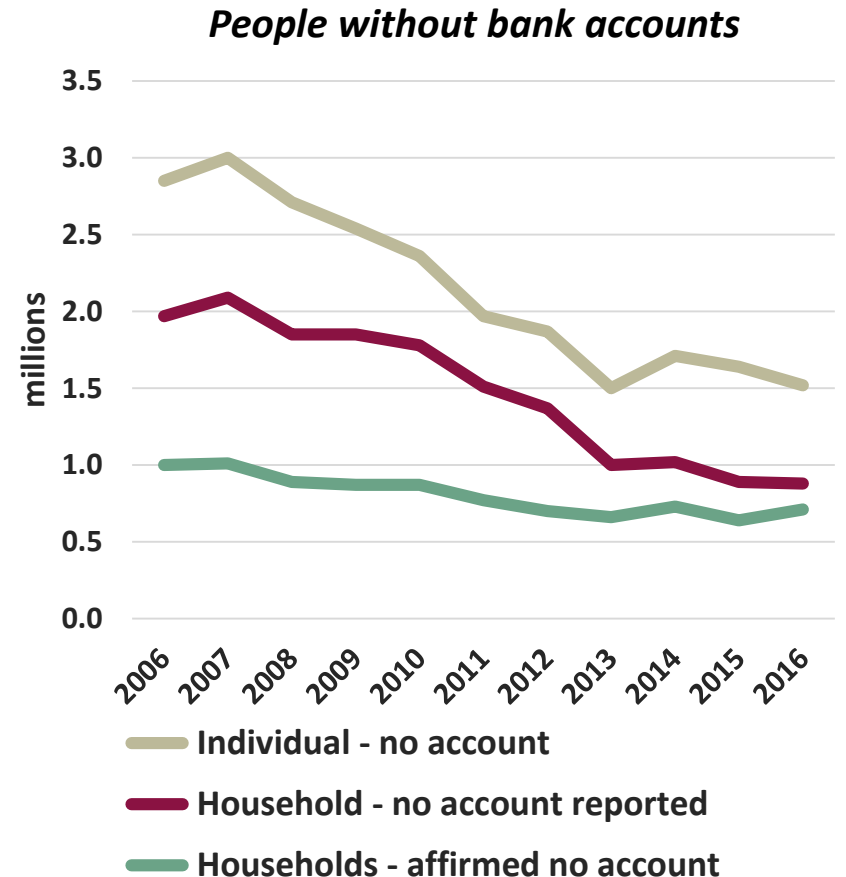
- 21,000 individuals without bank account
- 106,000 non-users of the internet
- 33,000 entirely dependent on cash
- 46% uncomfortable using digital only banks
- £8 million poverty premium

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**SWM will provide full current account to any resident**

*\*Source: Pro-rata on population of 642,000 adults , from HMT report on cash March 2018, and CHASM Financial Inclusion Report 2016*



Source: FINANCIAL INCLUSION  
ANNUAL MONITORING REPORT 2017

# Branches and local managers

- Losing 60 branches / 300 cash machines a month
- Branch access still important for many customers
  - eg trading businesses; some older/vulnerable people
- Evidence confirms 'soft information' is vital for safe local lending

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- **SWM has Branch Directors and staff with decision making power**
- **We use modern technology to deliver a low-cost branch solution**

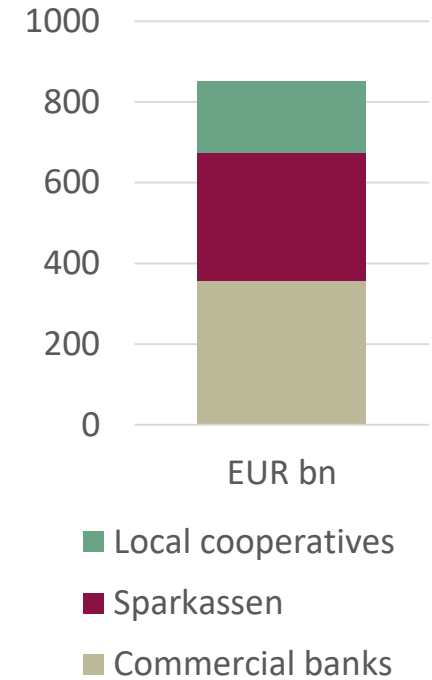
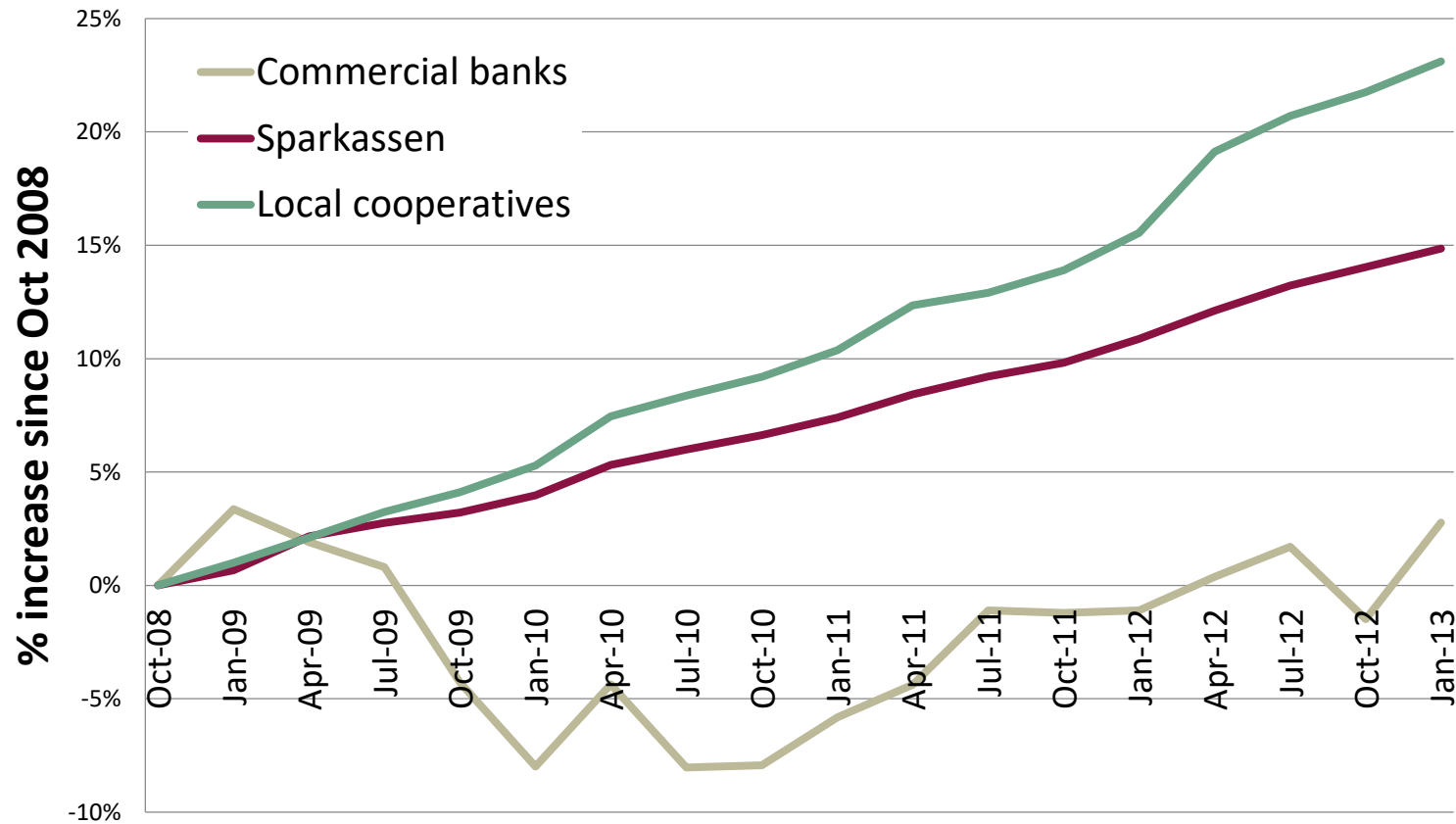
**Branch Closures 2015-18**



	RBS/ NW	Lloyds	Barc- lays	HSBC	Co-Op	Other	Total
East Devon	5	2	3	1	1		12
Exeter	2	4		1		1	8
Mid Devon	2	1	2				5
North Devon	3	4	1	2	1		11
South Hams	4	4	1	2		2	13
Teignbridge	3	4		1	1		9
Torridge	3	1	2				6
West Devon	3	1	1	1	1		7
<b>Grand Total</b>	<b>25</b>	<b>21</b>	<b>10</b>	<b>8</b>	<b>4</b>	<b>3</b>	<b>71</b>

# Economic resilience: 'no more boom and bust'?

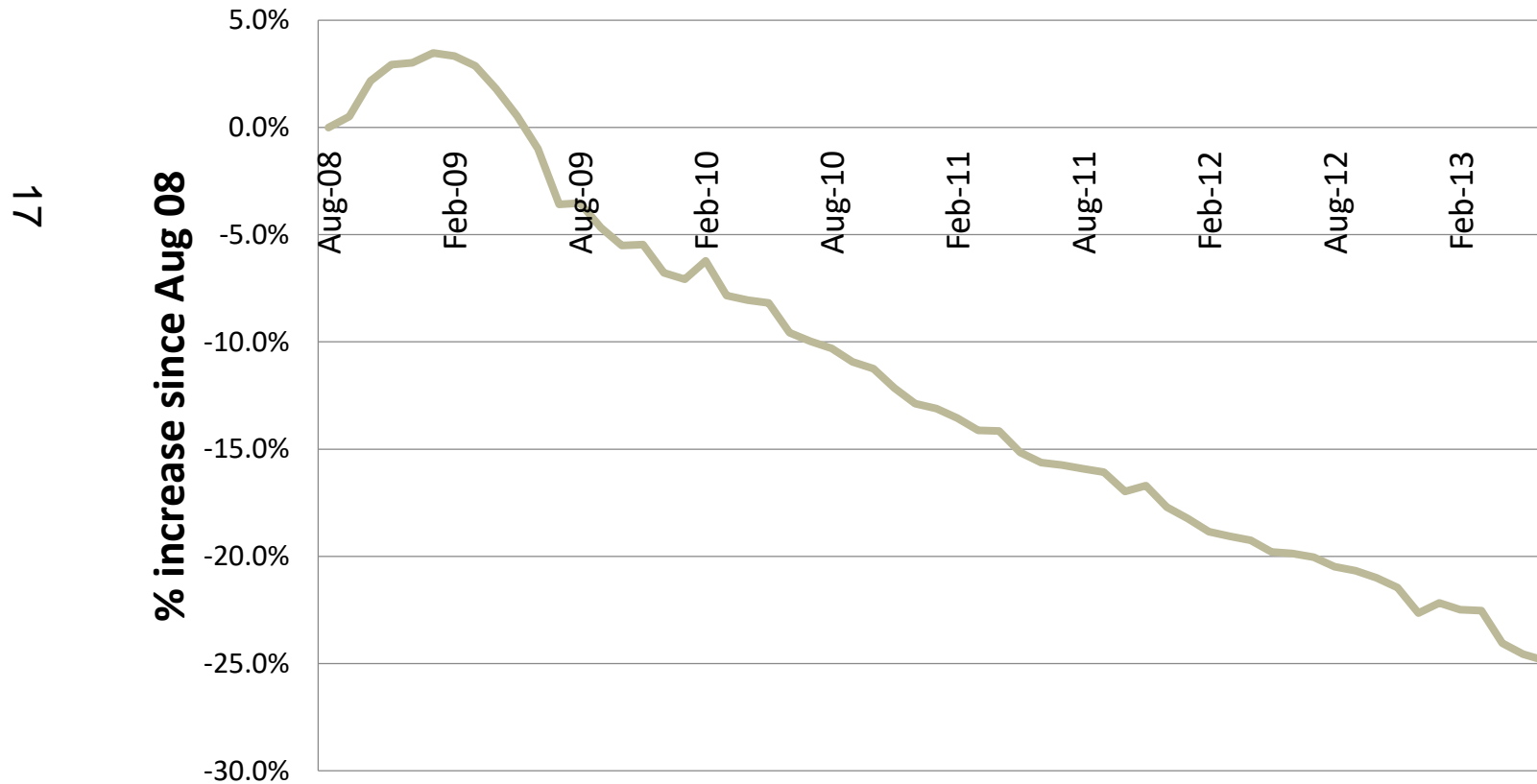
## German bank lending to domestic enterprises and self-employed



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# Economic resilience: the UK's Achilles heel?

Total UK bank lending to non-financial corporates



**SWM is committed to the region. We won't chase the booms so we are still there during the busts.**

# Restoring trust in banking

## GOVERNANCE

- Our customers are our shareholders
- One member one vote
- Board directly accountable to members

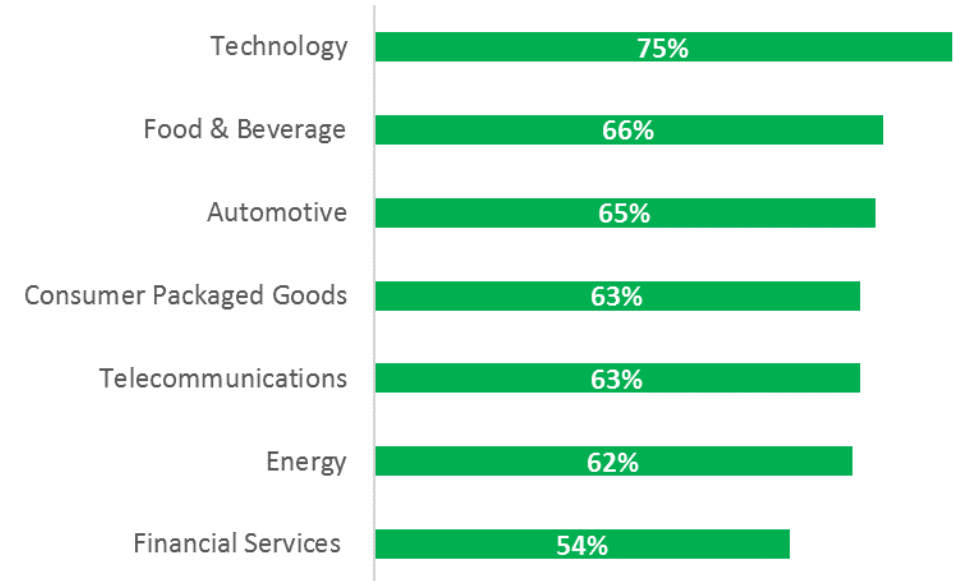
## BUSINESS MODEL

- No financial trading or speculation
- No bonuses or sales incentives
- No pressure to cross-sell financial products
- Simple, honest, transparent charging structure

## PRACTICING FAIRNESS

- Living wage employer
- Maximum 10x pay ratio

Edelman Trust Barometer  
2017 Results



Do you trust your bank?	TRUST
Keeping my money safe	48%
Protecting my personal and financial information	43%
Providing me with truly unbiased advice suited to my needs	25%
Telling me if there is a better product for my needs/ situation even it means less money for them	21%

Source: EY Global bank survey 2016: Without it you're just another bank

# Full range of services competing with high street banks

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## Local HQ



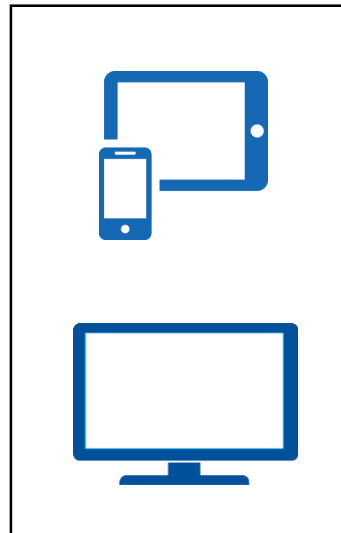
Sub-regional hub with staff and Branch Director.  
Safety deposit boxes.

## Satellite branches



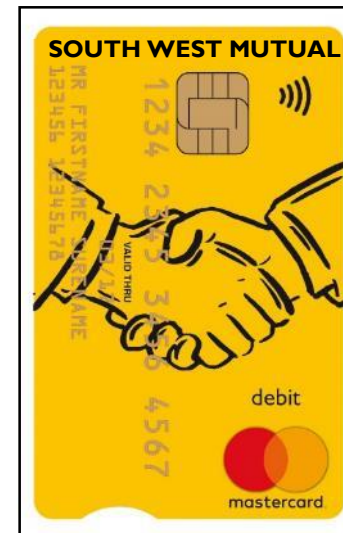
24/7 video linked full service automated branch.  
Some staffed times

## Digital channels



Online and app.

## Current accounts



Fixed, transparent and simple membership fee:

Personal: £5 pcm  
Organisation: £10 pcm

- Expense analysis
- 'Jam jar' functionality
- Interest on whole balance
- Additional member benefits tbc

# Why a monthly charge? Free banking does not exist

- Free-if-in-credit (FIIC) accounts are NOT free
- 90% of customers with FIIC accounts effectively pay charges
- Our model simple, transparent and honest
- Allows us to be inclusive
- and to maintain branch access
- Better value for money for many customers

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“I do not advocate the ending of free-if-in credit banking. Why? Because there is no such thing to start with, so it cannot be abolished as such.”

Nothing in life is free  
– sorry to disappoint.”

Andrew Bailey, Chief Executive FCA  
29th June 2017



Bank	SWM	Lloyds	NW
		Classic	Select
Monthly membership fee	(5.00)	-	-
Interest on £1,000 in current a/c	1.22	-	-
Interest on £4,000 in current a/c	4.88	-	-
Cost of £500 overdraft for 15 days	(1.94)	(10.65)	(9.74)

- 44% of Free-If-In-Credit accounts attract overdraft charges
- 80% of consumers do not know what their overdraft charges are
- £2.9 billion paid in overdraft fees in 2014
- £4.3 billion interest foregone in 2014



# Community Savings Bank Association

- Highly experienced Board
- 'Bank in a box' service
- 18 regional banks
- Test and training facility



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# An experienced banking and business team



**TONY GREENHAM**

EXECUTIVE DIRECTOR

Chartered Accountant with over 25 years' experience as a banker, company director and banking policy expert, including roles at Barclays, Credit Suisse and PwC.



**JOHN ARTHUR**

HEAD OF OPERATIONS, RISK AND COMPLIANCE

Over 40 years' experience in all aspects of retail banking including senior roles in branch and operational management and compliance at Alliance & Leicester and Capital One.



**JANE DUMERESQUE**

NON-EXECUTIVE DIRECTOR

Chartered Accountant with over 25 years' experience in financial services, over 10 years at Board level. She was formerly the CEO of Cornish-based Peer2Peer lender Folk2Folk.



**PAUL MANNING**

NON-EXECUTIVE DIRECTOR

Paul is an Associate of the Chartered Institute of Bankers, CEO of Blue Cedar Print Works, Chair of Glastonbury Chamber of Commerce and a former manager at Lloyds Bank.



**ROGER CAWSE**

NON-EXECUTIVE DIRECTOR

Fellow of the Chartered Institute of Bankers with over 40 years of banking and insurance experience with the Trustee Savings Bank, as Chief Executive of Exeter Friendly Society and in a number of non-executive positions.



**MARK DREWELL**

NON-EXECUTIVE DIRECTOR

Mark is Senior Partner at The Foresight Group, a global management consultancy, and has over 30 years corporate experience in communications and responsible leadership.

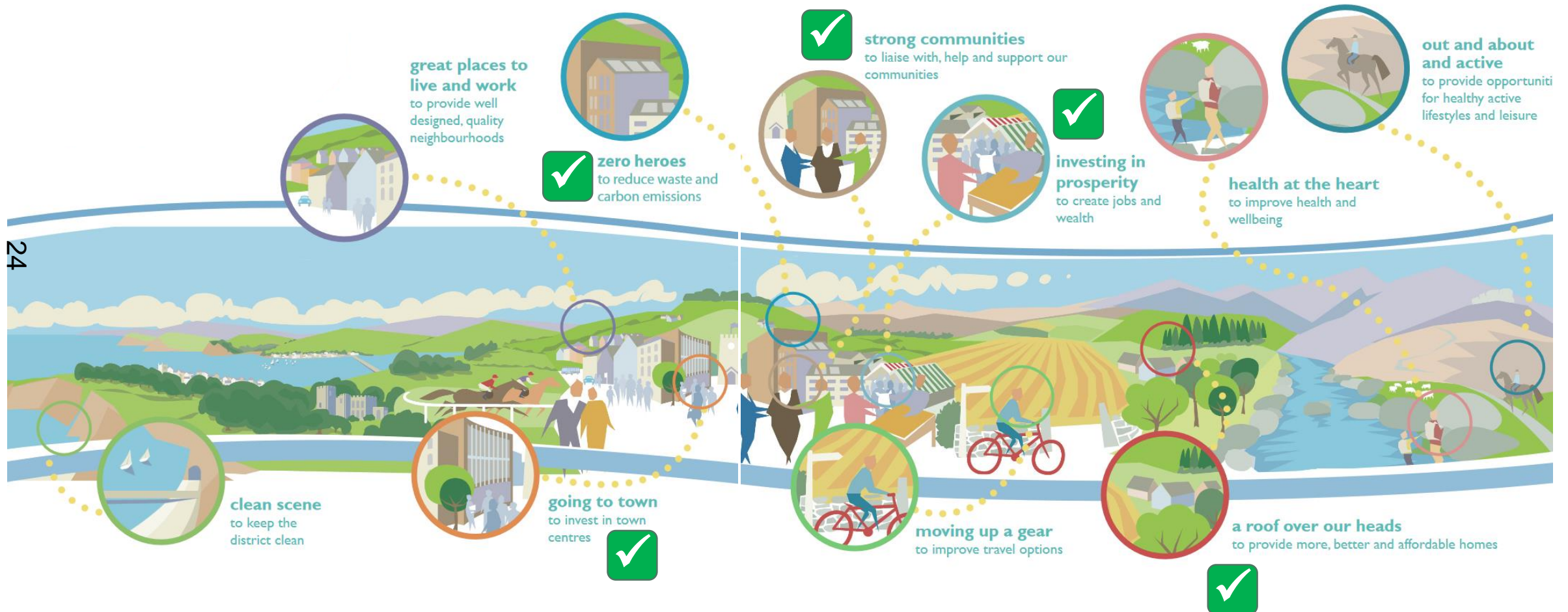
# Investment in Shares of South West Mutual

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<b>RETURNS</b>	<b>Financial</b>	Dividend of 7.5% by year 6 – illustrative IRR of >19% for Founder Shares Growing dividend yield as profits rise Moderate share price growth over the medium term
	<b>Economic</b>	Supporting local enterprises, business rates and employment Boosting economic resilience during recessions, protecting jobs and incomes Inclusive growth: spreading opportunities for locally driven business and employment Recycling more spending and savings back into the Devon economy
	<b>Social &amp; environmental</b>	Tackling financial exclusion and problem debt Improving financial capability and wellbeing Restoring trust and building civic participation Improved environmental and social performance
<b>EXIT ROUTE</b>		Trade with approx. 90,000 members projected by year 9 on a share trading platform

*This is not investment advice; it is non-binding and it is subject to T&Cs that are to be agreed separately*

# Strategic alignment – Teignbridge 10 super projects



# Local authority investment

Guidance from Arlingclose (Treasury Advisors)

## Local Government Act 2003

“Investments made by local authorities can be classified into one of two main categories:

- Investments held for treasury management purposes; and
- Other investments”

“Local authorities should disclose the contribution that all **other investments** make towards the **service delivery objectives** and/or **place making role** of that local authority.”

## Localism Act 2011

The general power of competence allows local authorities in England to do “**anything that individuals generally may do**”

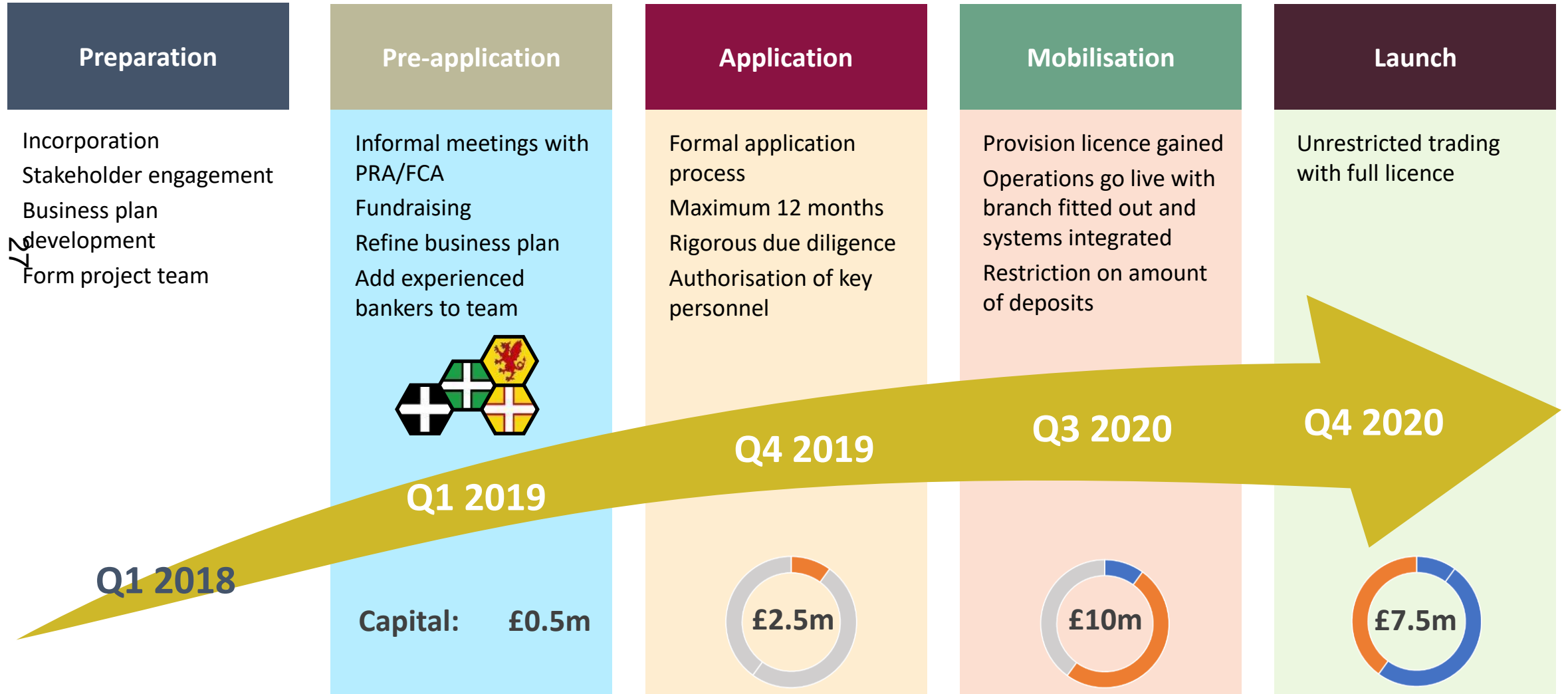
# Local authority investment - precedents

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Bank	Authority	Notes
<b>South West Mutual</b>	West Devon Borough Council - £50k	Approved on 4 Dec 18
	South Ham DC - £50k	Approved on 5 Dec 18
<b>Hampshire Community Bank (Note 1)</b>	Portsmouth BC - £5m Winchester - £250k Test Valley - £500k	Capex funded by unsupported Prudential Borrowing / Capital receipts reserve. 'Spend to save' project. Economic development powers / general power of competence in S1 Localism Act 2011
<b>Cambridge and Counties Bank</b>	Cambridgeshire Local Government Pension Scheme	£8m in deferred shares for 50% 50:50 with Trinity College Cambridge
<b>Cambridgeshire Building Society</b>		£15 million core capital deferred shares carrying only 1 vote
<b>Redwood Bank</b>	Warrington BC £30m	Bank will open a northern regional office in Warrington. Shortlisted in 'Innovation in Finance' category of 2017 MJ Local Government Achievement Awards

Note 1 – Hampshire Community Bank is not part of the CSBA network and has not been licensed yet. It is possible that the regulators consider it to be too small scale as a stand alone bank.

# Timeline for banking licence and launch



# In conclusion...

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## South West Mutual

[www.southwestmutual.co.uk](http://www.southwestmutual.co.uk)



**STRATA JOINT EXECUTIVE COMMITTEE**

Monday 28 January 2019

Present:-

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

Councillor Clarence (in attendance for Minute 4).

Also Present

Strata IT Director, Director with Responsibility for Finance, Strategic Lead Finance (East Devon District Council) Head of Security and Compliance, Head of Infrastructure, Head of Business Systems and Democratic Services Officer (SLS)

1 **MINUTES**

The minutes of the meeting held on the 28 September 2018 were taken as read and signed by the Chair as correct.

2 **DECLARATIONS OF INTEREST**

No declarations of disclosable pecuniary interest were made.

3 **QUESTIONS FROM THE PUBLIC UNDER PROCEDURAL RULES**

None.

4 **QUESTIONS FROM MEMBERS OF THE COUNCILS UNDER PROCEDURAL RULES**

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

Following the Full Council at Teignbridge District Council meeting on 14 January, it was apparent that issuing all TDC Members with a tablet (Apple iPad) after the May 2019 elections was probably not the only IT solution that Members felt would enable them to perform their role as a Councillor. With that in mind do the TDC Executive still wish to pursue this idea or would it simply be better to allow members to function in a number of different ways with those, such as myself, using a laptop, receiving remote help by a member of Strata, with a Member's permission, with a Strata officer taking command of a members laptop remotely and showing him/her what to do? The rationale being a very cost effective way to receive the necessary IT help to function as a councillor.

Councillor Christophers thanked Councillor Clarence for the question, as colleagues at Teignbridge District Council had been working more closely with Strata and it was acknowledged that each of the District Authorities were all at different stages of their convergence journey.

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

**STRATA IT DIRECTOR'S REPORT - OVERVIEW OF STRATA PERFORMANCE -  
PERIOD OCTOBER - DECEMBER 2018**

The Strata IT Director presented the report on the last five months of activity the aim being to provide background to the core areas of specialisation within Strata and identifying key activities, successes and areas for improvement. The report covered Financial Management, Business Change Requests (BCR's) and Projects, Service Desk, Global Desktop Environment and main ongoing corporate projects. Key performance indicators were also provided covering incidents, service requirements, security, problems, and maintenance and business change requests.

He highlighted the following key areas:-

- they were on track to deliver the anticipated savings in excess of £382,000, overachieving against the target by approximately £110,000;
- Strata had nearly completed the City Council's Global Communications roll out to staff, at Exeter City Council and also East Devon District Councils. The project team would commence the roll out at Teignbridge District Council in March 2019;
- an investment in the global desktop had continued with a drive to look at user's email retention to improve the performance of the Outlook application;
- following a successful recruitment, a data analyst has been appointed, one task being to build a corporate dashboard for all three authorities;
- the East Devon new office fit out was on-target with over 200 staff already in place and were all connected to the IT. This had been a huge task and was the result of a phenomenal effort by all concerned;
- the One Teignbridge project had delivered real value with Teignbridge delivering a single sign-on solution to improve the resident's experience online with the authority;
- Modern.Gov was being rolled out to East Devon and Teignbridge Councillors and discussions were underway as to how best the application was delivered and accessed via Councillors whether via iPads or via existing Councillor owned devices;
- Strata was supporting the EX1 project through Environmental Health at Exeter;
- protecting the three authorities from the dangers from cyberattacks continued to be a high priority;
- the Public Services Network accreditation had been achieved for the next 12 months across all three authorities;
- the Annual Strata Conference had been held at the RAMM on 7 December 2018; and
- Strata had applied for Investors in People accreditation and they were currently awaiting the outcome of the process which had included staff interviews. He thanked Members of the Board for their support.

The Strata IT Director and Business Systems Team Lead also updated Members on progress with real time reporting on Business Change Requests (BCR) project status and real time reporting of incidents and problems. They would continue to work on the out of hour's strategy to ensure that any periods of down time were further minimised.

Strata Joint Scrutiny Committee had considered the report at its meeting on 14 January 2019 and its comments were reported.

**RESOLVED** that the report be noted.

6

### URL STRATA@4 UPDATE

The Strata Director had been advised that Tim Gibson, an independent journalist, consultant and academic was invited to provide an independent view of the Strata story so far.

Members were encouraged to study Strata@4, to be found on the Strata web site at: <http://strata.solutions/strata@4/>.

7

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

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

8

### STRATA BUDGETING MONITORING QUARTER 3: 2018/19

The Director responsible for Finance reported that Strata had been given a total of £6,504,000 to run the IT Services in 2018/19 along with funding for various capital projects. The Strata budget was on track to deliver around £505,000 of revenue savings for the three Councils in 2018/19. After five months, the Board was projecting savings of £504,736 against the total original target of £381,960.

The report also set out variations in the capital budget.

Strata Joint Scrutiny Committee had considered the report at its meeting on 14 January 2019 and its comments were reported.

**RESOLVED** that the report be noted.

9

### STRATA BUSINESS PLAN OVERVIEW AND DISCUSSION

The Strata IT Director presented a draft of the new Strata Business Plan for 2019/20 and beyond, entitled 'The Agent for Change' which was currently being considered by client leads and Chief Executives/Managing Directors of each of the three authorities for review and comment. He sought Member's views and hoped that each of the authorities would be able to offer a complete or partial sign off. The new Business Plan was linked to Strata's overall aim of becoming more customer focused in 2019 to enable the partner authorities to define their Business and IT strategies, including the development of the transformational agenda for each authority and delivery of a cost effective, flexible and reliable modern IT platform with the infrastructure and resources to support these strategies. The Business Plan cycle also included a suggested governance model (subject to discussion) proposed adoption of a funding model and revised savings profile. Detail of the projected finance model had been supplied to the respective finance teams of each Authority. The Strata IT Director responded to a question from Councillor Thomas on the financial base used for savings over the next five years.

The Managing Director Teignbridge District Council indicated that the Authority wished to undergo a fundamental change in its infrastructure capability to enhance access across all services. He reiterated the need to ensure that the IT service met the future requirements of Teignbridge District Council during a significant period of change in its organisational arrangements. He confirmed that whilst they would continue on the convergence journey, he suggested it may be at a slightly different

pace. Members agreed that there were many advantages to the convergence approach with increased compatibility and ability to pick up and run a proper business within the three authorities. The Chief Executive Exeter City Council said that he understood the need to ensure that each authority carried out an exercise to satisfy themselves that the timeline of the convergence approach was appropriate for them. He added that the previous suggestion of a non-Executive Director, acting as a critical friend would be beneficial to the Board.

The Strata IT Director thanked Members for congratulating Strata for its excellent work, and achievements to deliver an innovative and quality service, within a price framework which met the requirements of the constituent Authorities.

Strata Joint Scrutiny Committee had considered the report at its meeting on 14 January 2019 and its comments were reported. Strata Joint Scrutiny Committee in principle supported the draft Business Plan including the capital requirements set out in the report and recommended that the Strata Joint Executive Committee approve the Plan for consideration by the three Councils.

It was agreed that the Leaders and Chief Executive of all three Authorities meet to discuss the convergence specification and timetable further as part of continual review.

10

**COUNCILLOR EDWARDS**

Members thanked Councillor Edwards for his service to the Strata Management Board, and wished him well in his forthcoming retirement as Leader and Member of Exeter City Council.

(The meeting commenced at 5.30 pm and closed at 6.45 pm)

Chair

## **QUESTION RECEIVED for Strata Executive Committee 28 January 2019**

### **Question Received from Councillor Chris Clarence Teignbridge District Council**

Following the Full Council at Teignbridge District Council meeting on 14 January, it was apparent that issuing all TDC members with a tablet after the May 2019 elections may not be the best IT solution to enable Members to function as a Councillor. With that in mind do the TDC Executive still wish to pursue this idea or would it simply be better to allow Members to function in a number of different ways with those, such as myself, using a laptop, receiving remote help by a member of Strata, with a members authority, with a Strata officer taking command of a members laptop remotely and showing him/her what to do? The rationale being a very cost effective way to receive the necessary IT help to function as a councillor.

The Strata Director also sent an email to Councillor Clarence with the detail set out below, and also provided a response at the meeting and in particular in relation to his query on receiving 'remote assistance'. The Head of Infrastructure and Support would investigate that further and seek the views of the team. A separate response would be made to the Councillor.

#### **Councillor IT Support**

As previously outlined at the Joint Scrutiny Committee meeting in September, Strata was able to support Councillor IT on a reasonable efforts basis. Any IT incident (an issue with an element of IT) needs to be raised via the Strata Service Desk (01626 215222). Once raised, an incident will be logged on the Service Desk system and an incident number allocated. The incident will then be passed to a specialist for investigation / resolution / guidance / etc.

There is in place a document entitled the Customer Service Plan, which provides details of the service, how to raise calls, how to escalate calls and how to raise a complaint. There are process flows to show how a call (incident) will be processed.

Strata handle approximately. 1600 calls / incidents / requests for service via the service desk per month at the current time.

There is also in place as part of the Strata Support Service, a 24/7/365 service which enables officers (and potentially councillors) to call Strata anytime night or day if an urgent / emergency situation should arise – with a member of Strata 1<sup>st</sup> line and 2<sup>nd</sup> line staff on call outside of normal office hours (including weekends and bank holidays).

#### **Councillor IT Training**

As discussed at the Joint Strategy Committee / Joint Strata Executive Committee in September 2018, Strata have proposed the introduction of an IT trainer to support both Officers and Councillors across the three partner authorities to boost IT training across all three authorities. A recruitment process is under way. The aim is to provide a multi-faceted approach to IT training, with classroom training, round table training, desk side training, workshops, top tips, 1 2 1's, etc. – it is expected that councillors will also be able to access the training which will be able to be booked via the Strata service desk.

The Strata team are exemplars of a high quality IT service, with highly dedicated staff working to meet the ever increasing demands of the three partner authorities. The IT

landscape is for ever changing and more and more council services are now delivered over IT. This is unlikely to decrease for the foreseeable future. The Strata team are always focussed on doing their best to keep IT systems functioning, whilst protecting the authorities from the ever present dangers of the modern cyber world.

An offer was also made for a 1-2-1 meeting to offer to answer Councillor Clarence any further questions he may have.

Councillor Clarence was also sent a copy of the Strata Customer Services Plan.

DRAFT

## OVERVIEW & SCRUTINY COMMITTEE

CHAIRMAN: Cllr Mike Haines

**DATE:** 4<sup>th</sup> March 2019

**REPORT OF:** David Eaton  
Environmental Protection Manager and  
Cllr Timothy Golder  
Portfolio Holder for Economy and Assets  
(including Zero Heros)

**SUBJECT:** Electric Vehicles, Infrastructure and Ultra Low  
Emission Vehicles Policy

**PART I**

### RECOMMENDATION

The Committee is recommended to approve the progress of an Electric Vehicles, Infrastructure and Ultra Low Emission Vehicles Policy

#### 1. PURPOSE

The report seeks the views of Members on its contents prior to a wider consultation. The purpose of this policy is to allow the Council to direct time and resources to areas of influence.

#### 2. BACKGROUND

The UK Government recently announced its plans to ban new diesel and petrol vehicles from sale in the UK from 2040. Due to this, vehicle manufacturers are working to advance technology in electric vehicles along with other alternative fuel vehicles and to build consumer interest.

The majority of vehicles on the streets of Teignbridge today run on either petrol or diesel fuel. However, following the publication of the governments "Road to Zero" document the situation will be changing. Petrol and diesel are known to cause pollution which is dangerous to public health and contributes to climate change.

Within the Council Strategy there are a number of strategic aims that support the Council in developing an Electric Vehicle, Infrastructure and Ultra Low Emission Vehicles Policy

- Work with partners to meet air quality standards – **Clean Scene**
- Support improvements to walking, cycling and public transport opportunities and other ways to reduce carbon emissions – **Great places to live and work**

- Exploring innovative schemes like electric vehicles, car clubs and community transport – **Moving up a gear**
- Examine the potential for electric vehicles for the council – **Zero Heroes**

These overall strategic aims will remain constant but the more detailed Electric Vehicle, Infrastructure and Ultra Low Emission Vehicles Policy will need to be periodically amended and updated to allow the policy to keep pace with the wider environment.

The proposed approach is to support the installation of electric vehicle infrastructure to maximise the benefits and opportunities that electric vehicles provide,

The proposed vision and actions are as follows;

We are committed to tackling climate change, reducing congestion and improving air quality. We will support local residents, businesses and visitors to our area who wish to use Electric Vehicles (EV's) or other Ultra Low Emission Vehicles (ULEV's) by the following actions;

- Requiring all future residential development proposals (with off street parking) to be “electric ready” to accommodate EV charging.
- To install four E.V. charging points in council car parks in / or close to the Councils local Air Quality Management Areas for Newton Abbot and Teignmouth.
- To submit an application for workplace grant aid to install workplace charging points for staff at Forde House Council offices / Forde Road Vehicle Fleet Depot & Offices, Leisure Centres.
- To reviewing our vehicle fleet contract in 2021, to investigate the feasibility of replacing parts of the fleet with lower emission vehicles.
- To provide where feasible, E.V. charging points in Council car parks to augment and link-in with the wider strategic charging network, especially in the more remote yet popular locations and destinations.
- Within the Taxi licencing process develop a replacement policy that progressively lowers emission limit requirements for fossil fuelled cars and eventual replacement with Ultra Low Emission Vehicles.

### 3. MAIN IMPLICATIONS



This policy will allow officers to focus attention on the specific actions and signpost the public, members and local businesses for other areas of Electric Vehicle infrastructure or support. For example officers will not actively deliver projects for on street electric vehicle charging points.

#### **4. GROUPS TO BE CONSULTED**

The following internal service areas have been consulted on this draft policy document.

- Spatial Planning
- Parking
- Licensing
- Waste and Cleansing

Officers have also consulted with colleagues at Devon County Council.

Following consideration by members a wider public consultation will take place to inform the policy through the following channels;

- Web page
- Online survey
- Social media

#### **5. WITNESSES TO BE CALLED**

None.

#### **6. TIME-SCALE**

Following consideration by members the policy will be subject to a wider public consultation before being presented to Executive for approval.

#### **7. CONCLUSION**

The policy document seeks to provide clarity on how the Council will support the move away from petrol and diesel cars towards ultra-low emission vehicles and modes of transport.

**David Eaton**  
Environmental Protection manager

**Cllr Timothy Golder**  
Portfolio Holder for Economy &  
Assets

<b>Wards affected</b>	<i>All</i>
<b>Contact for any more information</b>	<i>David Eaton 01626 215064</i>

<b>Background Papers (For Part I reports only)</b>	<i>None</i>
<b>Key Decision</b>	<i>No</i>
<b>In Forward Plan</b>	<i>No</i>
<b>In O &amp; S Work Programme</b>	<i>Yes</i>

TEIGNBRIDGE DISTRICT COUNCIL

## OVERVIEW & SCRUTINY COMMITTEE

CHAIRMAN: Cllr Mike Haines

EXECUTIVE PORTFOLIO-HOLDER: Cllr John Goodey

**DATE:** 4 March 2019

**REPORT OF:** Kay O’Flaherty and  
Cllr John Goodey (Portfolio-holder for Communities  
and Neighbourhoods)

**SUBJECT:** Cllrs Community Fund 2019-2020

### PART I

#### RECOMMENDATION

To make recommendations on the options below are sought for change, to be implemented in the new financial year.

#### 1. PURPOSE

Your recommendations on the options below are sought for change, to be implemented in the new financial year.

Following a review of the Cllrs Community Fund a previous report was taken to O&S in January to seek comments from Members. Subsequently all councillors have been given an opportunity to give their views in a survey (Appendix A). The results have been incorporated into this amended report.

- Stop carry forward of funds into the next financial year in Election years with immediate effect.
- Any underspend on grants within the current financial year 2018-2019 could be allocated to the Crowdfunding initiative; this would allow community groups to access any residual funds.
- Fund administration: seek to find a more streamlined method of submitting requests. For example, an application could be submitted automatically to the grant co-ordinator, with a copy to the ward councillor, who could then sanction the application by email. This will reduce paperwork and speed up response. Up to date spreadsheet of allowances remaining to be held on the website.

#### 2. BACKGROUND

For the last ten years the fund has been administered by Democratic Services, this fund is now managed within the Business Improvement and Development team.

## TEIGNBRIDGE DISTRICT COUNCIL

Following a review into the operation of this fund a number of problems with the administration of this grant scheme were identified.

### 3. MAIN IMPLICATIONS

The implications that Members need to be aware of are as follows:

Communities will need to adapt to a revised scheme.

### 4. GROUPS TO BE CONSULTED

n/a

### 5. WITNESSES TO BE CALLED

n/a

### 6. TIME-SCALE

The revised scheme, subject to agreement could be introduced for the new financial year

### 7. CONCLUSION

Your consideration of the points raised and recommendations on the options are sought for change, to be implemented in the new financial year.

**(Officer) Kay O'Flaherty**  
**(Designation) Business Improvement**  
**and Development Team Leader**

**Cllr John Goodey**  
**Portfolio-Holder for Communities**  
**and Neighbourhoods**

<b>Wards affected</b>	<i>all</i>
<b>Contact for any more information</b>	<i>Kay O'Flaherty Tel: 01626 215602</i>
<b>Background Papers (For Part I reports only)</b>	Previous report and minute Current scheme, Survey results
<b>Key Decision</b>	N
<b>In Forward Plan</b>	Y
<b>In O&amp;S Work Programme</b>	Y
<b>Community Impact Assessment attached:</b>	N
<b>Appendices</b>	A Survey Results

Do you agree there will be no carry forward of funds into the next financial year?	If you have ticked No -do you have an alternative suggestion?	Do you agree any underspend on grants within the financial year be allocated to Teignbridge10 Strong Communities?	If you have ticked no - do you have an alternative suggestion?	Do you agree there should be a minimum grant of £200, with the option of multiples of £100 in addition?	If you have ticked no - do you have an alternative suggestion?	Do you agree not to fund the same projects as were put forward in a previous year?	If you have ticked no - do you have an alternative suggestion?	Do you have any additional comments?
Yes		Yes		No		Yes		
No		No		No		Yes		Give each councillor a book of 2 x £50 vouchers each year that they can issue themselves to authorised recipients with each councillor required to justify how they have been used each year. All TDC would need to do is validate the voucher recipient and send payment
Yes		Yes		No	Sorry for any inconvenience to officers, but this should be discretionary for members to decide.	Yes		I always believe in working together and compromise , therefore I would like us to use our common sense when allocating our funds and work together wherever possible with Officers at TDC.
No	Happy with existing arrangements.	No	Happy with existing arrangements.	No	Happy with existing arrangements.	Yes		Agree with suggestion in Q4 not to fund the same project provided this does not limit different projects for the same organisation.
Yes		Yes		No	Some groups require less.	No		Some groups may need extra help, year 2. I would say no Year 3.
Yes	This year only as the election may mean change of councillor... Then carry forward for next	No	Any underspend should be carried forward in the same way	No	Leave as is	No		the councillor should decide on worthiness
Yes		No	Not sure what this means- I am happy for any underspend not to be carried forward to the next financ	No	We should be able to allocate as we see fit - £40 would hire the village hall for a community IT tra	No		I think Officers wish to over complicate a simple system. I think we should generally spend our allocation in year but can imagine reasons why one might wish to carry money over. I wish to be able to grant the most deserving at the time - this might be a school or church (I granted money towards the repair of our mediaeval church clock), it might be £1,500 or it might be £30 We used to publish a spreadsheet on the website with details of our grants, updated monthly. It would help if we were copied into the email confirming the award.
No	There should be no carry forward at the end of a council term ie this year then again in 2023. Many	No	No because I do not agree that funds are not carried forward.	No	I see no point in this - it is for the member to decide how much they want to provide - its the memb	Yes		But with an exceptions policy - a member may not have enough left in one year so needs to add
No	Allow it to be carried forward as some projects may require a large amount to complete the project.	No	For the same reason above and understand the Teignbridge 10 Strong Communities is only short term.	No	Keep it to a minimum of £50 as many do not require £200 when others do.	No		Some require funding each year in order to keep going especially youth services.
41	Yes	Yes		No	I think that any satisfactory request should be supported whatever the size.	No		I think that if the project is ongoing and worthwhile consideration should be given to further fundi
No	For this year yes as election year but see no problem other years	No	Larger applications could come forward sometimes this takes longer to set up and money is needed for	No	I think £200 should be the start but then multiples of £50	Yes		
No	Carry forward for one year only .	Yes	As indicated	Yes		Yes		It seems appropriate that grants should be made to Organisations in the Town /ward/s of the applying Councillor. I have been approached by others from other parts of the District.
Yes		Yes		Yes		No	leave as is	We should be able to direct the claimant to a web site and that is all that is required and email request to Cllrs to justify or refuse the claim automatically generated from the application. The procurement of a form digitally to claimants is so difficult and then with our signature using 365.
No	A Cllr may wish to save up an amount for a larger don't the following year as necessary	No		No		No		I would go along with year immediately preceding but 2 years or more should be OK
Yes		Yes		No	Leave as it is amounts cannot be predetermined	No		In limited parishes with limited expenditure outlets this is impossible
No	I would allow a carry forward from Yr 1 to 2 and Yr 3 to 4. No carry forward in election year.	No	The carry forwards should be reported to council and a decision made in light of any cost pressures	No	Leave the scheme as it is - or if there is a minimum it should be £50	No		Each judged on merit - so long as the grant is not for ongoing revenue support like pay/utilities
Yes		Yes		No	The amount should be decided by the Member	No		It depends on the circumstances
								Only that the fund should be increased./It has remained at £1,500 since the start.
								Just to say I am for leaving alone what I believe is working reasonably well. Should you want to improve the system of communication by officers to members, well and good.
Yes		Yes		No	Flexibility for councillors serves the community best	No		Massive risk that organisations that have great community value could fail and be lost
No	I do not see what the problem is just carry it forward to next financial year	No	It should my decision I is my fund	No	It is very rare Communities ask for £50 or less It should be my decision what to award it is my Fund	No		It depends I would fund it if they were short of money to finish project most are new projects
No	no need	No	allow rollover	No	free form amounts	No		at councillors discretion
Yes		No		No		No		the scheme works well as it, with extra visibility of the spreadsheet and email confirmation it would be fine.
								Not sure what projects would be funded by allocating funding to Teignbridge Strong Communities. Initial proposal had been for money to go to Crowdfunding initiatives ,which I might be happy with. They would need to be projects that benefited Newton Abbot. Exception could be where a Cllr is saving money for a bigger project, but they would need to identify project. I would agree to a £100 min grant, but don't see need for multiples after that, since that has no relevance to admin time. Don't see need to restrict who receives funding, since it is surprisingly difficult to spend funds anyway.
No	Where this has been agreed in advance by the councillor(s) and the relevant officer	No	Agree with the question where the answer to Q1 does not apply	No	Grants less than £200 should be discouraged, but may be permitted where it is considered appropriate	Yes		No
Yes		Yes		No	There are times that a specific amount under £200 is required for a project.	No		

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TEIGNBRIDGE DISTRICT COUNCIL

## OVERVIEW & SCRUTINY COMMITTEE

CHAIRMAN: Cllr Mike Haines

**DATE:** 4<sup>th</sup> March 2019  
**REPORT OF:** Housing Enabling and Development Manager  
**SUBJECT:** Housing Affordability Report

### PART I

#### RECOMMENDATIONS

1. To note the contents of the report and to propose any additional actions to be taken to address housing affordability across Teignbridge.

#### 1. PURPOSE

To update Members of the Overview and Scrutiny Committee in respect of the affordability of housing in Teignbridge detailed in the report Housing Services Housing Affordability Report (Appendix 1)

#### 2. BACKGROUND

2.1 Teignbridge Average (and Lower Quartile Wages) are very low – ranking in the bottom 10% of predominantly rural local authorities, and much lower than national averages.

2.2 Average (Mean) wages from 2016 in Teignbridge are **£22,818** per annum  
Lower Quartile wages from 2016 in Teignbridge are **£12,775** per annum  
(Annual Survey of Hours and Earnings - ASHE data)

2.3 When comparing local housing costs to local average incomes, the report shows affordability problems for most housing tenures in Teignbridge. Most housing tenures require double income households and above average incomes.

2.4 Shared ownership (40%) is evidenced in this report to be the most affordable form of affordable home ownership (intermediate affordable housing) for households on local average incomes.

2.5 80% discounted affordable home ownership is only affordable to double income local average earning households.

## TEIGNBRIDGE DISTRICT COUNCIL

2.6 Most private rents are only affordable to double earning local average income households. Even then, the amount of private rent payable leaves little capacity to save for a home ownership deposit.

2.7 Private rental opportunities in rural areas of Teignbridge are scarce and those which are available are less affordable than their urban comparables.

2.8 96% of Households registered on Devon Home Choice for the Teignbridge area do not have sufficient income or savings to afford any form of home ownership.

2.9 Market private rents now far exceed the local housing allowance benefit levels (which has been frozen for a number of years).

2.10 A summary of the housing affordability findings is represented in the table below to illustrate what the findings have shown about housing options for household income groups. The table shows the situation for a two bedroomed housing need.

**2018 Teignbridge District housing affordability report summary table**

Household Income	Market purchase	80% discounted affordable housing purchase	40% shared ownership	Private rent	Affordable Rent	Social Rent
More than £80,000	✓	✓	✓	✓	✓	✓
£80,000 - £60,000	✓	✓	✓	✓	✓	✓
£60,000 - £45,000	X	✓	✓	✓	✓	✓
£45,000 – £30,000	X	X	✓	✓	✓	✓
£30,000 – £20,000	X	X	X	✓	✓	✓
Less than £20,000	X	X	X	✓	✓	✓

✓	Local average income band – single earning household @ < £22,818
✓	Local average income band - double earning household @ < £45,636
X	Unaffordable for local average income households

### Affordable Housing Delivery since 2009 / 2010

2.11 The Teignbridge Local Plan sets targets for affordable housing delivery. These targets have been exceeded year on year as indicated below.

2.12 Over the past 9 years in excess of 1,400 new affordable homes have been delivered across Teignbridge including the Dartmoor National Park This has exceeded



## TEIGNBRIDGE DISTRICT COUNCIL

our targets by 31%. Likewise when measured from the adoption of the Local Plan in 2013/2014.

	Target	Rent	Intermediate	Actual
Since Local Plan 13/14	686	606	296	902 Target exceeded

	Target	Rented	Intermediate	Total
2009/2010	100	138	36	174
2010/2011	150	111	37	148
2011/2012	80	82	18	100
2012/2013	80	61	57	118
2013/2014	80	143	113	256
2014/2015	176	161	34	195
2015/2016	124	71	37	108
2016/2017	153	114	59	173
2017/2018	153	117	53	170
Average		69.2%	30.8%	100%
	Target	Rent	Intermediate	Actual
9 year total	1096	998	444	1442 Target exceeded

2.13 Over this time period the delivery has been targeted to meet the broad range of all housing need of the district.

Area of Need	Action taken to meet the need.
Devon Home Choice	70% of delivery rented homes
Home Ownership	444 intermediate properties including the Teignbridge DC Shared Equity Scheme.
Homelessness	Domestic Violence Safe House and Albany House, Newton Abbot Temporary Accommodation
Learning Difficulties	Scheme with the Robert Owen Community, Newton Abbot
Elderly / Dementia	Haydon Court Extra Care Scheme, Newton Abbot
Gypsies and Travellers	Haldon Ridge Traveller Site and its extension, Kennford.
Downsizers	Shutterton Dawlish apartments at social rents
Custom and Self Build	CLT scheme in Broadhempston and proposals to deliver Council led affordable custom and self-build homes.
High Eco Standards	Passivhaus scheme at Christow
Empty Homes	Scheme to bring empty residential and commercial buildings back into use to meet homelessness needs
Rural Needs being met across Teignbridge	344 homes in rural areas with 100 delivered on Exception Sites
Disabled clients	Over 5% of delivery fully wheelchair accessible.

2.14 However, during this time period the Government policies with regard to affordable housing changed with the emphasis moving towards the delivery of affordable homes at “affordable” rather than “social” rent levels. This shift of emphasis

## TEIGNBRIDGE DISTRICT COUNCIL

from a capital subsidy to a revenue subsidy had the effect of rents increasing broadly by 30% putting pressure on affordability for the tenant.

### What is the current position nationally and locally?

2.15 A major review published in January 2019 by housing charity Shelter, commissioned in the wake of the Grenfell Tower disaster, urges ministers to invest £214bn in a 20-year housebuilding programme that will “reverse the decay” of social mobility in Britain. The report states an additional three million one hundred thousand social homes are needed to solve the housing crisis.

2.16 This equates nationally to 155,000 new affordable homes per year. The report accepts that in order to deliver this level of affordable homes the overall delivery of market and affordable housing would need to be on a 50/50 split of affordable and open market homes. On a population pro rata basis this would require 285 new affordable homes in Teignbridge, requiring affordable delivery to increase by 90% from the current average of 160 per year. Unless substantial grant subsidy (estimated by the report authors to be £72,600 per home on average) was achievable then inevitably the increased number of affordable homes would require more open market homes to be built in Teignbridge to cross subsidise and make this level of delivery viable.

2.17 Locally, Teignbridge’s rising affordability ratios have been recognised by Homes England (formerly the Homes and Communities Agency). In June 2018 they produced an addendum to the Affordable Housing Grant bidding guidance by publishing a list of Local Authorities with high affordability ratios, including Teignbridge, where Registered Providers can bid for higher levels of grant to deliver homes as *social* rather than *affordable* rents

### So what is The Housing Service doing to address this issue?

2.18 Housing Officers are engaged in a series of actions both strategic and operational to address affordability, detailed below.

#### Strategic Actions –

a	Updating the Tenancy Strategy, which is the subject of a separate but related report.
b	We have updated the Partnership Agreement with our Registered Housing Association Providers to ensure Affordable Rents are “capped” at Local Housing Allowance Rates and not stretched to 80% of a market rent which in certain circumstances is higher than Local Housing Allowance rates
c	We will be reviewing our Housing Strategy during 2019/2020 as it enters the last year of its five year lifespan.
d	We are working with Planning colleagues to ensure affordability concerns are addressed within the Greater Exeter Strategic Partnership

#### Operational

## TEIGNBRIDGE DISTRICT COUNCIL

a	Encouraging Registered Housing Association Providers to bid to Homes England for grant levels that enable rented homes to be delivered as Social Rented properties. This is possible due to Homes England publishing tables of the Districts with the highest affordability ratios, Teignbridge being within this list.
b	Continue to support Shared Ownership as the most affordable intermediate housing product but still ensuring 70% of affordable housing delivery is rented housing.
c	Continuing to meet the needs of all aspects of housing need across Teignbridge as detailed in section 2.13 of this report.
d	Working with new affordable housing providers such as Rent Plus who provide a rent to purchase model which allows assistance with deposits and savings schemes.
e	Proposals to reintroduce the Councils successful Shared Equity scheme to assist first time buyers.
f	Delivering our own affordable housing on our own land. Schemes are currently being worked up on two Teignbridge owned sites in Newton Abbot. Members are already aware of the desire to maximise affordable housing opportunities within the Bradley Lane, Newton Abbot land within the Councils ownership.
g	Promoting and supporting Custom and Self Build homes as an affordable housing product on single plot exception sites.
h	Reducing care and support costs by the provision of fully wheelchair adapted housing for clients in need of this specialist accommodation.
i	Continuing to work in a proactive way with our Parish Councils to increase our current pipeline of 135 dwelling community led housing schemes

### 3. GROUPS TO BE CONSULTED

3.1 This report compliments the Tenancy Strategy report which has been fully consulted upon with all Registered Provider / Housing Associations with housing stock in Teignbridge.

### 4. WITNESSES TO BE CALLED

4.1 None

### 5. CONCLUSION

5.1 This report provides a narrative of the current affordability issues both nationally and locally and what Housing Services are doing with its partners to address this issue.

**Graham Davey**  
**Housing Enabling and Development Manager**

## TEIGNBRIDGE DISTRICT COUNCIL

<b>Wards affected</b>	<i>All</i>
<b>Contact for any more information</b>	<i>Graham Davey</i>
<b>Background Papers (For Part I reports only)</b>	<i>Housing Services Housing affordability report</i>
<b>Key Decision</b>	<i>No</i>
<b>In Forward Plan</b>	<i>Yes</i>
<b>In O &amp; S Work Programme</b>	<i>Yes</i>

# Housing Services

## Housing affordability report

January 2019

Teignbridge District Council



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# 1 Introduction

The report considers affordability issues associated with all types of market and affordable housing tenure in the area. The Government has recently published a new National Planning Policy Guidance Framework (NPPF) in July 2018, which refers to affordable home ownership targets and entry level housing. This report has been commissioned partly in response to this change, to better understand the local housing affordability context and the affordability of various types of affordable housing including entry level housing.



Local housing affordability is assessed in this report by comparing local average incomes to local house prices. Some affordability assessments are made against lower quartile incomes – however this report has opted to consider average incomes and average house prices. There are various types of affordable housing for sale or rent (as defined in the NPPF 2018) and all are intended for those whose housing needs are not met by the market.

Housing affordability ratios compare the average (median) house price to the average (median) gross annual work placed earnings. Tracking the headline affordability ratio figures for Teignbridge District in recent years shows that the situation with Housing affordability is getting worse. (See Annex 2 for a snapshot of the affordability data for SW Local Authorities). The Affordability ratio has gone from just under 9 times annual earnings – to 10.78 in the last three years. It is important for local policy makers and practitioners to understand the context and implications of the local housing affordability of different housing tenures in the local market. Understanding the local affordability context will also be useful to inform emerging planning policy research.

The key underlying questions are:

**WHO** among the local population is having problems with housing affordability? This question will be considered in its broadest sense to look at how many people, across a range of local income levels, are in housing need due to affordability problems.

**WHAT** are the housing affordability differences in the various housing tenures?

**WHERE** does the evidence show significant differences in affordability across the District?

**HOW** should Teignbridge District Council respond to this evidence and consider what this means for planning policy development and the focus of affordable housing enabling work going forward?

## 2 Executive summary

### 2.1 The report sets out headline findings on local housing affordability

1. Teignbridge Average (and Lower Quartile Wages) are very low – ranking in the bottom 10% of predominantly rural local authorities, and much lower than national averages.

Average (Mean) wages from 2016 in Teignbridge are **£22,818** per annum  
Lower Quartile wages from 2016 in Teignbridge are **£12,775** per annum  
(Annual survey of Hours and Earnings - ASHE data)

2. When comparing local housing costs to local average incomes, the report shows affordability problems for most housing tenures in Teignbridge, because of the differential between low wage levels and housing costs. Most housing tenures require double income households and above average incomes.
3. Shared ownership (40%) is evidenced in this report to be the most affordable form of affordable home ownership (intermediate affordable housing) for households on local average incomes. Any expansion of affordable home ownership catering for Teignbridge local average income households would need to focus around affordability similar to shared ownership.
4. 80% discounted affordable home ownership is only affordable to double income local average earning households for a 1 bed flat. This type of affordable home ownership (intermediate affordable housing) is not affordable to those on local average incomes needing larger properties, or single earning local average income household for any dwelling size option.
5. Most private rents are only affordable to double earning local average income households. Even then, the amount of private rent payable leaves little capacity to save for a home ownership deposit.
6. Private rental opportunities in rural areas of Teignbridge are scarce and those which are available are less affordable than their urban comparables. This lack of availability and affordability problem for rural private rents exacerbates the housing affordability problem for rural areas of Teignbridge. In affordable housing meetings concerns have been raised within rural communities about social sustainability, due to households moving away from rural areas to resolve their housing needs.
7. 96% of Households registered on Devon Home Choice for the Teignbridge area do not have sufficient income or savings to affordable any form of home ownership.
8. Market private rents now far exceed the local housing allowance benefit levels (which has been frozen for a number of years). Apart from 1 bed flats, larger dwelling market rents are only affordable to local average income households with double earners. In addition these rental affordability problems are also evident in the affordable rented tenure, where evidence shows that average affordable rents now exceed the Local Housing allowance.


A summary of the housing affordability findings is represented in the table below to illustrate what the findings have shown about housing options for household income groups. Housing affordable varies by dwelling size required. The table shows the situation for a 2 bed housing need.

The extent of housing affordability gaps are set out in the tables included in the main body of the report.



Annex 1 - shows various typical household scenarios summaries to illustrate the evidence within the report. These scenarios are often encountered by Teignbridge housing officers and represent the impact of the various local affordability problems identified.

Annex 2 – shows Teignbridge housing affordability ratios in the context of other SW local authority areas.

**Table 11: Local average income households (from Section 11 Summary conclusion p 19 )**

Household Income	Market purchase	80% discounted affordable housing purchase	40% shared ownership	Private rent	Affordable Rent	Social Rent
More than £80,000	✓	✓	✓	✓	✓	✓
£80,000 - £60,000	✓	✓	✓	✓	✓	✓
£60,000 - £45,000	X	✓	✓	✓	✓	✓
£45,000 – £30,000	X	X	✓	✓	✓	✓
£30,000 – £20,000	X	X	X	✓	✓	✓
Less than £20,000	X	X	X	✓	✓	✓

Results above using 2 bed house evidence

Green = Local average income band – single earning household @ < £22,818

Amber = Local average income band - double earning household @ < £45,636

Red = Unaffordable for local average income households

### 3 Background and context

The Council’s Strategic Housing Market Assessment joint report (SHMA) of 2015 identifies a high need for affordable housing in the District (234 affordable homes per annum) at a percentage level of 40% Affordable housing needs. The Council’s current adopted Local Plan affordable housing policy generally seeks for between 20% and 30% of homes on residential sites to be affordable housing through s106. (Note that the % Affordable housing rates have been set below the evidenced needs levels due to viability assessment). The Council also sets out a tenure mix of 70% rented housing and 30% intermediate housing

The report focusses on general/average District-wide housing affordability, however it also contains some assessment of identifiable differences in housing affordability between urban and rural areas of the District.

The report assesses the housing costs/income analysis using average local incomes (this is because for lower quartile income households the only affordable housing option is social rented housing). The analysis in the report makes assumptions about the proportion of local households likely to be able to afford the various different housing options (by both size of accommodation and location). The report provides information (based on available data) to make comparisons across a range of housing tenures - including analysis of low-cost home ownership affordability, given that the NPPF 2018 has introduced a ‘policy

target', where possible 10% of new homes should be delivered as affordable home ownership tenure. It is important to understand what this would mean in the context of local affordability.

The primary aim of Teignbridge housing enabling service is to assist with all interventions to increase the supply of affordable housing options for local people to meet housing needs. The research is intended to inform continued enabling work, and to evidence where affordable housing delivery should be focussed, including identifying where any new areas of affordable housing delivery required.

The report information will be used in s106 affordable housing negotiation, as well as Housing Association and land based affordable housing delivery. The affordability report highlights where an interventionist approach is required to ensure that local circumstances are taken into account where alternative affordable housing provision is necessary. The report identifies that different enabling approaches may be required where there are significant variations in affordability across parts of the district where it will be important to assess the risks and returns to delivering the various affordable housing options.

The report links to other work commissioned by TDC from partners including Devon Rural Housing Partnership and the Right to Build Task Force. Advice has also been sought from Help to Buy South West team members. The report uses data sources and information to demonstrate the current housing market conditions and affordability issues across a variety of housing tenures. It seeks to identify the evidence in geographical variations across the different parts of the district, and considers the impact on delivering affordable housing options in the various parts of the district.

## 4 Affordable housing and affordability

The National Planning Policy Framework 2018 requires that Affordable housing needs are assessed by taking account local incomes and comparing them to local house prices. Local information analysis and circumstances are critical to understand housing affordability issues in the area. What is considered affordable in other parts of England or the South West, may not be affordable to those households on lower/average incomes in Teignbridge. The report looks in closer detail at the local affordability issues which have been flagged by the planning SHMNA assessment. This detailed work will inform local affordable housing needs priorities and highlight housing affordability issues.

As previously noted, housing affordability problems in Teignbridge are exacerbated by the Districts' low average wage levels (Teignbridge ranks in the bottom 10% of wages levels in predominantly Rural Local Authorities). Affordability problems in Teignbridge are compounded by comparably high property values in the area.

The most recent annual survey of hours and earnings - ASHE data shows that Teignbridge wage levels are significantly lower than national averages:

- Average (Mean) wages from 2016 in Teignbridge were £22,818 per annum (nationally mean average was £28,799)
- Lower Quartile wages from 2016 in Teignbridge are £12,775 per annum (nationally lower quartile average was £14,201)

Housing affordability assessments compare local incomes to local house prices. Given that house prices vary significantly by location and because Teignbridge District is geographically varied (rural/urban, proximity to Exeter, coastal premium) – it follows that affordability also varies. The Devon Rural Housing

Partnership report identifies geographical variations in affordability between parts of the rural Teignbridge district and the National Park and proximity to Exeter where house prices are higher.

This affordability report uses a variety of national and local data and calls on work undertaken by Devon Rural Housing Partnership and the Right to Build Task Force for Teignbridge. This report sets out 8 main findings in the executive summary for further consideration and will be used to focus policy and enabling work to tackle housing affordability issues in the District.

It is important to note that the financial modelling in this report uses basic borrowing assumptions, and presents typical development cost modelling for new build housing. The assumptions used for the range of dwelling size typologies have been selected because they are typical of the new residential development profiles in the Teignbridge area.

## 5 Market housing costs

### 5.1 Owner-occupied housing

Owner occupied housing affordability ratios differ depending on which measure of local wages levels and which house type/prices are used. Data from the Land Registry from 2017 shows that the average (mean) cost of detached housing in the District was £370,016 – as compared to a national average (mean) detached house price of £395,689. Compare the average Teignbridge wage to the average local detached house price and this is **16 times** average wages levels.

The average cost of a terraced house in Teignbridge was £203,064 – as compared to a national average of £237,254. Compare the average Teignbridge wage to the average local terraced house price and this is **9 times** average wage levels.

To put Teignbridge Housing Affordability into context, the most recent regional Housing Affordability ratio figures compare average local wages with average local house prices and the overall **Housing Affordability ratio for Teignbridge is 10.78**. Annex 2 to this report shows Housing Affordability ratio data in the South West context.

Bearing in mind the local income multiples set out above - it is clear that those on local average wages (without equity or other assistance) cannot afford open market purchase. Analysis is set out in the report, for a variety of house purchase size and affordable home ownership options. The assessment set out the relative gaps in local affordability by highlighting the required income and deposit requirements. Many of the affordable home ownership options are also not affordable to those on average local incomes.

The new build housing affordability analysis done by the Right to Build task force has considered the typical new development viability in the district using different house types and compares relative affordability between dwellings sizes. Excerpts are set out below – with additional commentary regarding affordability:

- 77sqm (assumed 2 bed 4-person house). Comparable to a typical off the shelf private speculative house type;
- 100sqm (assumed 3 bed 5 person house) to reflect TDC's Custom & Self Build Housing Supplementary Planning Document;
- 105sqm (assumed 3 bed 5 person house);
- 120sqm (assumed 4 bed 6 person house);
- 135sqm (assumed 5bed 7 person house).

Table 1 (Market Land values) is useful to show the impact of land values on affordability and illustrates the extent of land value discounting needed to deliver an affordable housing option. It shows the typical cost breakdown per new home and demonstrates the potential land/plot value by house type in a typical development scheme.

**Table 1: Typical Market Land Value Assumptions 2018**

Dwelling size	Property Sales Value @ £3,006/sqm	Construction Cost £1,500/sqm	Fees on build @ 14%	Profit @ 21% on costs	Subtotal	Residual land value
50sqm 1 bed flat	£150,300	£75,000	£10,500	£17,955	£103,455	£46,845
77sqm 2 bed house	£231,462	£115,500	£16,170	£27,650	£159,320	£72,142
100 sqm 3 bed house	£300,600	£150,000	£21,000	£35,910	£206,910	£93,690
120sqm 4 bed house	£360,743	£169,500	£23,730	£40,578	£233,808	£126,935

Source: RTB Task force research 2018

Table 1 shows the potential market land/plot value for the 5 new build house types based on current property values and local construction costs. Planning policy impact (such as exception site land value) is not accounted for.

The next table inserts a range of typical local incomes in order to represent the affordability issues based on the same range of typical property examples. Throughout this report (for consistency) in order to work out mortgage loan affordability, a household is considered able to afford to buy a home if it costs less than 3.5 times the gross household income; it has also been assumed that a household will have a 5% deposit.

In addition for all forms of home ownership the household will be responsible for upkeep and maintenance which typically costs £2,000 per year. This is a monthly cost of £167 per month and will be added into the affordability income requirements for calculation purposes.

Table 2 below shows the income levels required for the typical market house types and their respective property values.

**Table 2 Incomes and affordability**

Assumptions - Mortgage multiple at 3.5 times household income. 3.92% interest rate on a repayment basis over 25 years using Money Saving Expert Ultimate Mortgage calculator. 5% deposit. £2,000 dwelling maintenance /upkeep per annum.

Dwelling size	Property Sales Value @ £3,006/sqm	Typical deposit @ 5%	Mortgage required	Annual income level needed	Cost per month
50sqm,1 bed flat	£150,300	£7,515	£142,785	£42,795	£954
77sqm	£231,462	£11,823	£224,639	£66,182	£1,343
100 sqm	£300,600	£15,030	£285,570	£83,591	£1,662
105 sqm	£315,630	£15,781	£299,849	£87,671	£1,763
120sqm	£360,743	£18,037	£342,706	£99,916	£1,961
135sqm	£405,835	£20,291	£385,544	£112,155	£2,185

Source: RTB Taskforce research 2018 element 5

Local average annual income comparable = £22,818

Amber = affordable to local average income household - double income

Red = not affordable to local average income households

None of the new build purchase options would be affordable to local average wage single earners – hence the incomes needed in the table are highlighted red, with only one option highlighted amber because this would require a double income average wage household.

Note annual incomes required for mortgages far exceed those of average local wages. Using an assumption of a double wage earning household on local average wages – only a one bed flat new build open market purchase is achievable, subject to. In most cases the affordability gap is too big to be bridged by a Help to Buy loan.

## 5.2 Help to Buy loans

Government assistance in the form of short term Help to Buy loans are being used to bridge the affordability gap for some – however these loans are short term with loan charges at 6% triggered from year six following the purchase. Modelling of the Help to Buy equity loan repayments has shown that some First Time Buyer may struggle with these additional costs from year 6 onwards. Many Help to Buy first time buyers are assumed to be relying on house price inflation and the prospect of moving on from the Help to Buy house purchase, to repay the equity loan. These assumptions may not be sustainable.

Recent changes to ‘Help to Buy’ terms means that in future these loans will be restricted to First Time Buyers. There is some uncertainty as to whether government Help to Buy assistance will continue in the long term. A Help to Buy market purchase would be at similar affordability figures to the modelling for 80% discounted purchase. As a result of the concerns outlined above, this report has not specifically assessed Help to Buy.

## 5.3 Home ownership affordability – deposit, purchase costs and upkeep

Note also that affordability of market housing or affordable home ownership is often compromised by a lack of ability to be able to save for a deposit (even at 5%) because for many, high private rental housing costs preclude the ability to put aside savings. In addition there are other one off costs associated with house purchase (such as legal costs /tax/ fees etc.) that add significant costs to already stretched budgets.

There will be variances to the assumptions made on housing costs depending on the individual scheme and how the scheme is to be developed, procured and financed.

Based on typical new build residential scheme examples illustrated above, even the smaller market sale house type is potentially unaffordable for a large number of local people earning average incomes. These properties would only be affordable to households with earnings significantly above the average levels. For larger properties the affordability gap is much bigger.

See also information on page 17 about Devon Home Choice (DHC) housing register income details in the section on rented affordable housing. Local housing register data on household incomes shows that 96% of those on the housing register (in housing need) for Teignbridge do not have sufficient income or savings to access affordable home ownership.

## 6 Affordable home ownership

Various types of affordable home ownership such as discounted affordable, starter homes, shared ownership are defined in the NPPF. Subsidy is invested in the purchase to ensure that these products are affordable and legal controls are applied to ensure they are also affordable for future eligible households. Eligible households for affordable home ownership (outside London) are those with household earnings below £80,000 – subject to an affordability verification that the household cannot afford to buy on the open market for example due to available equity and or savings.

Comparing new market house price costs – to local incomes we can see that depending on house size needs, even a household with an income of £80,000 will not be able to afford to buy a market larger house, because there is a significant equity gap of over £100,000 when compared to typical new 4 bed house market prices.

Households with a total household annual income slightly above £60,000 would be able to afford to buy a small market property – ie. a flat or small house (provided they could save for a deposit – which is not always possible).

The table below provides some modelling assumptions about household income group range for affordable discounted dwellings such as entry level/starter homes modelled at 80% discount.

**Table 3: Affordability of Home ownership option at 80% discounted levels**

Assumptions - Mortgage multiple at 3.5 times household income. 3.92% interest rate on repayment basis over 25 years using Money saving expert ultimate mortgage calculator. 5% deposit. £2,000 dwelling maintenance /upkeep per annum.

Dwelling size	Property Sales Mkt Value @ £3,006/sqm	80% AH discounted sale value	Typical deposit @ 5%	Mortgage required	Monthly mortgage cost plus upkeep	Annual income level needed
50 sqm 1bed flat	£150,300	£120,240	£6,012	£114,228	£765	£34,637
77sqm 2bed house	£231,462	£185,170	£9,258	£175,912	£1084	£52,261
100 sqm 3 bed house	£300,600	£240,480	£12,024	£228,456	£1,363	£67,273
120sqm	£360,743	£288,594	£14,430	£274,164	£1,602	£80,336

Source: RTB Taskforce 2018/ Money saving expert ultimate mortgage calculator

Local average annual income comparable = £22,818

Amber = affordable to local average income double earning households

Red = not affordable to local average income households.

If new build entry level affordable home ownership properties were sold at a 20% discount, as compare to open market values in Table 1(OMV), the evidence in this report shows that they would not be meeting local affordable housing need as compared to typical local average income levels. To make discounted home ownership affordable to local incomes this would either require discounts on OMV of well in excess of 20%, or significant intervention in the land plot values set out in Table 1.

None of the 80% discounted affordable home ownership options tested above would be affordable to single earner local average incomes. Even at affordable discounted rates, only the small 2 bed new build at 77sq meters size would be affordable to a local average double income household.

For discounted affordable housing and starter homes the NPPF makes clear the importance of considering how the discounted equity margin below 100% is handled (ie – to ensure that this affordable discount value is secured at the % discount for future purchasers). If an affordable discounted property were to be bought out to market levels of 100% value, then affordable housing subsidy funds should be repaid to the Council or housing association for reinvestment in further affordable housing delivery.

For larger property needed and the level of local income, some open market properties will need to be discounted by substantially more than 80% to ensure affordability to those on local incomes. Note that affordable home ownership in the form of % shared under the shared ownership schemes are much more affordable to households with lower income levels as set out in Table 4 below.

### 6.1 Affordability of home ownership option at 40% discounted levels

The Help to Buy South West Agency is the local organisation which helps eligible households with their applications for affordable home ownership. They use the government agency ‘Homes England’ criteria for annual income multiples to assess affordability. Depending on the client situation and circumstances, Homes England advice is that a range of between 2.5 and 4.5 times household income can be used. For the purposes of simplicity this report uses the midpoint of 3.5 times income multiplier for the mortgage capacity and income required assumptions.

In terms of affordability assessment the Help to Buy Agency will also look at the debt to income ratio for that household. This ratio would need to fall between 25% and 45% of household income. For the purposes of comparability with rented housing affordability – this is a factor which has been used to guide the maximum affordable percentage of household income which can be spent on rent – at 40%.

Note that there are more lenders for mortgage purposes if shared ownership purchasers have a 10% deposit. In order for a shared ownership purchaser to access a mortgage with a 5% deposit the site must be on the lenders panel of developers. However for consistency /assumption purposes throughout this report the mortgage assessment will use the following calculations and assume a 5% deposit.

### 6.2 Affordable shared ownership at a 40% share

**Table 4: Affordability of 40% shared ownership**

Dwelling size	Property Sales Mkt Value @ £3006/sqm	40% AH discounted sale value	Typical deposit @ 5%	Mortgage required (plus rent)	Total monthly cost	Annual income level needed
50sqm 1 bed flat	£150,300	£60,120	£3,006	£57,114 + £206 rent pm	£672	£24,498
77sqm 2 bed house	£231,462	£92,584	£4,630	£87,954 + £322 rent pm	£949	£36,789
100 sqm 3 bed house	£300,600	£120,240	£6,012	£114,228 + £413 rent pm	£1,178	£47,037
120sqm 4 bed house	£360,743	£144,297	£7,215	£137,082 + £496	£1,380	£56,046

Source: RTB Taskforce Money saving expert calculator and Help to Buy SW

Assumptions - Mortgage multiple at 3.5 times household income. 3.92% interest rate over 25 years on repayment basis using Money saving expert ultimate mortgage calculator. 5% deposit. £2,000 dwelling maintenance /upkeep per annum.

Shared ownership rent on retained equity is charged at 2.75%. The income affordability assessment required to pay this element is calculated at 40% and added onto the mortgage payments.

Local average annual income comparable = £22,818

Amber = affordable to average local incomes – double earners.

Red = not affordable to average local income households.

Affordable home ownership via a shared ownership purchase in the affordability modelling above is evidenced to be better more affordable, also at a wider range of dwelling sizes, to those households on local average incomes. Shared ownership tenure would be potentially cheaper than privately renting if the equity share is as low as 25% - 30%. The affordability of any particular dwelling will vary depending on the open market value and the individual circumstances of prospective purchasers.

*See also Appendix A: 4 graphics sheets for the different dwelling sizes - which show more details of the comparable incomes required to support the relative housing costs.*

Another way of looking at housing affordability is to stress test this affordability information further, using the information presented above for household income housing affordability for home ownership.

### 6.3 Household income levels and affordability

Local average income households with single income will not have sufficient income to consider market home ownership (a one bed flat purchase would be affordable to a local average income household with double earnings). Typical double earning local above average income households will need to exceed £60,000 before market home ownership of a 2 bed new build house is achievable. Typical double earning local above average income households will need to exceed £80,000 before market home ownership of a 3 bed new build house is achievable.

- Less than £30,000 – Unlikely to be able to access affordable home ownership
- £30,000 - Maximum Loan potential £105,000 – small dwelling shared ownership
- £40,000 - Maximum Loan potential £140,000 – small dwelling shared ownership
- £50,000 - Maximum Loan potential £175,000 – large dwelling shared ownership or small discounted affordable
- £60,000 - Maximum Loan potential £210,000 – large dwelling shared ownership, small dwelling discounted affordable or small open market
- £80,000 - Maximum Loan potential £280,000 – large dwelling discounted affordable or smaller market dwelling

Based on the affordability information in the report of home ownership options, the following points are noted:

The report sets out the affordability range for several affordable home ownership options and highlights where there are likely to be local affordability problems. The report shows that most forms of market housing and some forms of affordable home ownership set out in the NPPF 2018 affordable housing definition (e.g. Starter Homes or Discounted Market Sale) also have the potential to be less affordable / too expensive for those on average local incomes, and those needing larger dwellings.



It is also noteworthy, when looking across the range of housing tenure costs in table 10 (page 18), there are crossovers in the relative affordability between housing tenures. For example looking at the amber category (double income average wage household affordability) this spans from 1 bed flat market purchase, 80% discounted, shared ownership, private rent and affordable rent.

#### 6.4 Affordable home ownership – summary

Shared ownership is the most affordable home ownership option available to local households. Overall, the analysis would support shared ownership as the most affordable form of affordable home ownership that can be promoted by the Council and on this evidence Enablers would recommend that shared ownership should be included in the intermediate affordable housing mix, where an affordable home ownership element is to be included. Given the evidence about the wider local affordability problems in Teignbridge set out in this report, decision makers will need to ensure that the affordable home ownership properties are made available in a format and at prices affordable to local households. Where ever possible, priority of allocation should be given to households with a local connection.

Table 10 (page 18) shows that there are overlaps between income level requirements and different housing tenures. Awareness of shared ownership as an affordable housing option is increasing as a result of leaflet promotion work by Teignbridge enablers. Using the evidence in this report enablers will continue to work with housing association partners and others to promote this shared ownership affordable home ownership option to local households.

## 7 Affordability of rented housing

Analysis of current letting practice suggests that letting agents typically work on a multiple of 40%. Government policy (through Housing Benefit payment thresholds) would also suggest a figure of 40%+ (depending on household characteristics).

The English Housing Survey headline report (2015/16) provides data on the proportion of household income spent on housing costs, by tenure. This showed, on average, those buying their home with a mortgage spent 18% of their household income on mortgage payments whereas rent payments were 28% of household income for social renters and 35% of household income for private renters. Excluding Housing Benefit, the average proportion of income spent on rent was 37% for social renters and 41% for private renters.

The cost of private rented accommodation in Teignbridge as a whole is shown in table 5 page 14. While average rents are relatively similar or lower than national rents, it is interesting to note that lower quartile rents for 2/3/4 bed properties are more expensive than national rents. It is not clear why Lower quartile rents are more expensive in Teignbridge, although it is possible that the relative expense of lower quartile private rents is influenced by the local housing allowance top up through benefits.

To take one example - an average private rented 3-bedroom home rental costs around £793 per month. The income needed to pay for this accommodation (assuming that 40% of income could reasonably be spent on housing) would be £23,790. This is above the average level of local incomes. In addition there is often a mis-timing problem with the requirements for rental deposits and the release of funds from deposit guarantee scheme (which can take 2 weeks). Many households will not have available funds to make advance payment for rent in advance. There are serious concerns about Rent in Advance requirements for all types of rented accommodation and the Council's Tenancy Strategy will seek to address this issue.

The amount of Housing Benefit that can be claimed is generally lower than average and lower quartile market rents, meaning that benefit dependent households could find it difficult to access market rented housing (without having to top-up the rent to be paid above the benefit levels).

## 8 The private rented sector

Many local households with double income average wages are living in private rented accommodation. The number of households living in private rented accommodation is increasing. Private rented accommodation is less secure and with often poorer quality living conditions (less thermally efficient hence higher heating costs for example). As set out in table 6 below, most Teignbridge private rental costs are not affordable to single earning households on local average incomes.

The high cost of private rented accommodation also has an adverse impact on the ability of those households to save for an affordable home ownership deposit – which means that even if they are aware of the market or affordable home ownership options – they cannot save sufficient deposit to access alternative housing.

Table 5 below shows average private rents (weekly) in Teignbridge in 2017/18 compared to the national average in order to provide some context for the housing cost information.

**Table 5: Local and national average private rents by bedroom size**

	1 bedroom		2 bedrooms		3 bedrooms		4 bedrooms	
	Median	LQ	Median	LQ	Median	LQ	Median	LQ
<b>England</b>	163	104	178	121	203	137	357	208
<b>Teignbridge</b>	117	104	150	138	183	161	249	213

Source: DCLG Private Market Rental Statistics

### 8.1 Household income levels needed to access private rented accommodation

There is some debate about the proportion of household income required, whereby rent payments are considered affordable. Shelter’s definition of affordable income proportions would be 30% of household income which should be spent on housing costs. For the purposes of this report we have used an assumption - commonly used for private rented housing income proportions – that 40% of household income spent on rent is the maximum affordable level of housing cost payments. The 40% assumption used in the report also aligns with Homes England guidance.

### 8.2 Teignbridge private rents affordability

**Table 6 Monthly and annual household income to support average private rents**

Average (Median) Private rent	1bed	2bed	3bed	4bed
Monthly cost	£507	£650	£793	£1,079
Local housing allowance (benefits)	£96.91pw	£128.19 pw	£153.02pw	£192.24pw
South Devon rate	£419.94 pm	£555.49 pm	£663.08pm	£833.04pm
Monthly income required @ 40% household income	£1,267	£1,625	£1,982	£ 2,697
Annual income required @ 40% household income	£15,210	£19,500	£23,790	£32,370

Source: DCLG Private Market Rental Statistics inc Teignbridge South Devon LHA

Local average annual income comparable = £22,818

Green = affordable to average local incomes – single earner.

Amber = affordable to average local incomes – double earners

Where private rent levels are coloured amber in table 6 – more than a single local average income would be required to pay the rents. The income levels required in order to pay these average Teignbridge private rents in most cases exceed the average local incomes. This means that many private rents are often having to be topped up with benefits claims where possible. Note that many private rents are above the Local Housing Allowance rate.

When such a high proportion of household income – 40% is assumed is used to pay for private rent – it is proving very difficult for these household to save money for an affordable home ownership purchase deposit. The length of time it would take to save the required deposits is often excessive.

Many tenants express concern that living in private rental accommodation provides less security of housing – with short terms tenancies. There is also bridging loan gap/ affordability issue with rental deposits held within the Deposit guarantee scheme which takes 2 weeks for release of funds – however a tenant will need an advance deposit for new rented accommodation. The mis-timing of deposit rental returns and advance deposit payments, often causes hardship.

The affordability situation with private rental property is even worse in rural areas. The following search results show just how little available private rented property there is available in the sampled rural areas. Even where there is a property available to rent – market forces mean that these properties command a premium and are therefore more expensive than their urban comparators. This make affordability even more difficult in rural areas and many households are forced to move away to urban areas nearby. This is have a detrimental impact on rural sustainability.

**Table 7: Private rental properties - rural parish affordability and availability**

Search filter applied 250m radius around village to include properties surrounding.

Parish	Size/type private rent available	Rent per week	Rent per month	No. private rented properties available	Annual income requirement @ 40%
Denbury/Torbryan	2 bed house	£167	£724	1	£21,709
Ipplepen	4 bed house	£335	£1450	1	£43,500
Tedburn St Mary	3 bed house	£190	£825	2	£24,750
	2 bed annex	£173	£750		£22,500
Widcombe	1 bed cott	£156	£675	1	£20,250
Lustleigh				0	
Trusham	4 bed house	£231	£1000	1	£30,000
Shaldon	1 bed appt	£120	£520	3	£15,600
	4 bed house	£404	£1750		£52,500
	4 bed house	£253	£1095		£32,850
Abbotskerswell	2 bed flat	£190	£825	3	£24,750
	3 bed bungalow	£253	£1095		£32,850
	4 bed house	£323	£1400		£42,000
Broadhempston	3 bed house	£254	£1100	1	£33,000
Ilsington/Liverton				0	

Source: Rightmove (6/9/2018)

Green = affordable to average local incomes – single earner.  
 Amber = affordable to average local incomes – double earners.  
 Red = not affordable to average local income households.

Private rental availability comparison to Newton Abbot – there are 61 private rented properties available. Comparable Gum tree search did not reveal any other private rented properties being advertised in these areas.

## 9 Average affordable and social rents

**Table 8 Comparison of average affordable and social rents to benefit payments**

	1 bed	2 bed	3 bed	4 bed
Average affordable rent Exeter BRMA	£121.52	£146.24	£169.79	£223.63
Local housing allowance (benefits) Exeter rate	£116.52	£141.24	£164.79	£218.63

Average affordable rent South Devon BRMA	£101.91	£133.19	£158.02	£197.24
Local housing allowance (benefits) South Devon rate	£96.91	£128.19	£153.02	£192.24

Average social rent	£87.27	£99.07	£109.33	£127.47
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Source: Statistical Data Return 2016/2017 Gov.UK

The cost of affordable rented housing (should not exceed 80% of market rents including service charges). Given the housing affordability pressures evidenced in the Teignbridge area, additional safeguards are set out within s106 documents and the Teignbridge Affordable Housing Partnership Agreement, to ensure that Affordable rents (including service charges) are capped at or below the maximum Local Housing Allowance Housing Benefit levels.

However because the Local Housing Allowance has been frozen for several years this benefit support is not keeping pace with affordable rent costs (as evidenced in the above table where average Affordable rents are shown to be above LHA rates). In addition for households requiring larger homes, it is possible that the benefit cap would make it difficult to access affordable rented housing and restrict their housing options to Social rented housing only.

Social rents are notably cheaper than private or affordable rents and are the most affordable form of rented accommodation. Price differentials between Social and Affordable rents may be acting as a barrier to households moving or relocating to more suitable alternative accommodation.

## 10 Teignbridge Housing Register

Teignbridge households needing to access rented affordable housing must register their housing need via the Devon Home Choice Housing Register (where eligibility is assessed). This is a choice base letting system and households are required to bid for suitable available properties which are advertised every week. The level of housing need far exceeds the amount of available affordable properties.

The Housing register information provides a useful source of data regarding incomes of people with Affordable Housing need and their savings as set out in Table 9.

**Table 9 – Teignbridge housing register household income data, August 2018**

<b>Devon Home Choice Households Housing Needs Register Household income:</b>	<b>Number of households in income band</b>	<b>% of total households on register</b>
Less than £1,000	66	6%
Between £1,000 and £4,999	98	10%
Between £5,000 and £9,999	246	25%
Between £10,000 and £14,999	218	22%
Between £15,000 and £19,999	176	18%
Between £20,000 and £24,999	98	10%
Between £25,000 and £29,999	45	4%
Between £30,000 and £34,999	24	2%
Between £35,000 and £39,999	13	1%
More than £40,000 *	14	1%
Total no of households on register 10/08/2018	998	

Source: Devon Home Choice

\*it should be noted that several of the household incomes recorded above £40,000 appear to be likely to result from data inputting errors

With regard to savings information from the Devon Home Choice – Housing Register, only 18 of the 998 households registered for Teignbridge had savings over £16,000. Most of the households with savings comprise elderly residents. It is possible that these saving are from pension payments. However entry level affordable home ownership is targeted at first time buyer households, with capacity to make long term mortgage payments. Older person households are more likely to have an accessible housing need within rented affordable stock, seeking to future proof housing options in either step free or accessible housing.

Using the affordability results reported above we can assume that the minimum household income to support affordable home ownership would be £30,000. The data from the Housing Register shows that only 4% of the DHC register could afford affordable home ownership, entry level affordable housing, including shared ownership.

Any shift in the tenure balance of affordable housing delivery away from rented affordable housing, would potentially prejudice the chances of those on the Housing Register to secure suitable affordable housing.

Greater provision of home ownership options would allow some households to move out of private rented accommodation – although saving for a home ownership deposit remains difficult.

Geographical differences – A report from Devon Rural Housing Partnership (DRHP\_ shows that Rural and National Park areas of Teignbridge have larger ‘gaps’ in affordability. The cost differentials between local incomes and open market purchase are bigger. In rural areas there are higher housing costs for private rented housing – with scarce availability driving up housing costs.

Rural areas appear to have worse affordability than urban parts of Teignbridge. Lack of access to affordable housing is a common concern of many rural community organisations with reports of many households

having little option but to leave rural areas in order to access more affordable accommodation in urban centres nearby. \* see also the DRHP report on Affordability variations by location.

## 11 Summary and conclusion

Table 10 below seeks to demonstrate the monthly and annual affordability requirements and variations for different house sizes and tenures. The graphics sheets in annex 1 provide information drawn from the report to allow affordability comparisons of housing tenures including market, affordable home ownership cost including shared ownership and rented tenures.

**Table 10: Affordability (income) thresholds for different tenures of housing – by size**

Property size	1bed	2bed	3bed	4bed
<b>New mkt purchase</b>	(£150,300)	(£231,462)	(£300,600)	(£360,743)
	£42,797	£66,182	£83,591	£99,916
<b>80% Discounted purchase</b>	(£120,240)	(£185,170)	(£240,480)	(£288,594)
	£34,637	£52,261	£67,273	£80,336
<b>Shared ownership 40%</b>	(£60,120) Plus rent	(£90,954) Plus rent	(£114,228) Plus rent	(£144,297) Plus rent
	£24,498	£36,789	£47,037	£56,046
<b>Private rent</b>	£15,210	£19,500	£23,790	£32,370
<b>Affordable rent</b>	£13,260	£17,280	£17,125	£25,620
<b>Social rent</b>	£11,310	£12,870	£14,160	£16,500

Teignbridge local average income comparable - £22,818 per annum.

Green = affordable to average local incomes – single earner.

Amber = affordable to average local incomes – double earners

Red = not affordable to average local income households

Focussing on the local average income bands highlighted Table 11 below shows the results of housing affordability testing.

1. None of the affordable home ownership options are affordable to local average income households as single earners
2. Depending on the size of dwelling required the most likely affordable home ownership option for a local average income household (double income) is shared ownership. However for large dwelling housing requirements even shared ownership is not affordable to local average income households - double earners
3. Any expansion of affordable home ownership options should be at similar affordability ratios to shared ownership in order to make provision for local household income groups
4. 96% of households registered on the Housing register cannot afford home ownership. Continuation in the delivery of rented affordable housing provision is required
5. Private rent affordability is at the top of household 40% spending allowance which reduces capacity for saving for a home ownership deposit
6. Local housing allowance benefits levels are not keeping pace with rental affordability

**Table 11: Local households average income**

Household Income	Market purchase	80% discounted affordable housing purchase	40% shared ownership	Private rent	Affordable Rent	Social Rent
More than £80,000	✓	✓	✓	✓	✓	✓
£80,000 - £60,000	✓	✓	✓	✓	✓	✓
£60,000 - £45,000	X	✓	✓	✓	✓	✓
£45,000 – £30,000	X	X	✓	✓	✓	✓
£30,000 – £20,000	X	X	X	✓	✓	✓
Less than £20,000	X	X	X	✓	✓	✓

Results above using 2 bed house evidence

Results above using 2 bed house evidence – See Annex 1

Green = Local average income band – single earning household @ < £22,818  
 Amber = Local average income band - double earning household @< £45,636  
 Red = Unaffordable for local average income households.

# Annex 1: Affordability personas

## **Saving for a purchase deposit**

Couple – living in private rent 2 bed paying £650 per month. Depending on circumstances monthly payments on shared ownership mortgage for 2 bed (at 40% share) may be achievable. However saving capacity for a purchase deposit is often a problem. Assuming £100 savings per month for 2 bed market house deposit @ 5% would be £11,823. It would take 118 months or 10 years to save up the required amount for deposit an open market purchase (individual does not have family assistance with deposit payment). Indeed price inflation on the required deposit amount could mean that saving for a deposit was never achievable.

By comparison it would take 46 months or 4 years to save up the deposit for a shared ownership 2 bed house.

Option - Shared ownership affordable housing provides better security in the housing market, takes less time to save deposit and allows purchaser to increase equity share or trade up property size in future.

## **Rural affordability and availability worse for private rented accommodation**

Large Family – 2 adults and 4 children - 2 female children aged 12 and 6, plus 2 male children aged 14 and 10.

Living in private rented accommodation in rural community – the family have just been served notice regarding end of tenancy. No alternative large size private rented accommodation available in the village or surroundings, unless family is prepared to pay more than 50% of household income in premium rent which is not affordable within the family budget.

Options – Do they have to move out of village to nearest town and away from family network – or do they qualify to register on Devon Home Choice and bid for large rented Housing Association properties in order to be able to stay in the village?

## **Down/Rightsizer - couple aged 52 and 53**

Living in 3 bed social rented house. Children have left home. Benefits assessment caps housing assistance to smaller property size (housing need) therefore significant top up payment required in order to pay £472 per month rent. Couple want to relocate to smaller property. Ideally want to move into step free accommodation to future proof housing for getting older (don't want to keep having to move). Price differential for a new small affordable rented unit (at £442 per month for a 1 bed) acts a disincentive to move.

Availability of 1 bed flats at social rent priced at £372 for relocation would incentivise down/right size move and free up the household payment currently going on rent top up.

## **Wheelchair accessible housing need - widow aged 78**

Living in market house which has escalating equity release debt now worth more than 60% of property value. Health deteriorating now needs wheelchair and mobility aids. House will very soon no longer suitable. Would like to continue living independently in the community and doesn't want to live in residential home or extra care facility.

Options - Accessible housing needs could be registered on both Devon Home Choice (for rented accessible accommodation) and Help to Buy SW (for shared ownership accessible accommodation if remaining equity could buy a 40% share). Affordability of shared ownership option would be calculated by Help to Buy South West. Accessible housing need would be assessed by an Occupational Therapist.



## Rent in advance – couple with one child

Family have been living with parents. The strain on overcrowded living conditions is putting pressure on all family relationships. Following months of bidding on properties available on Devon Home Choice the family have now been selected as the top bid (highest level of need and longest time waiting).

Unfortunately there is a problem because the Housing Association is requesting 4 weeks rent payment in advance – nearly £600. The family do not have this money available.

Options – Do they borrow on a high interest short term loan – or do they decline the opportunity to move in – being unable to afford the rent in advance payment? In addition to this rent in advance payment the family also need white goods, beds and other essential items to set up their first home

(This is a very real dilemma affecting many Teignbridge clients in housing need. Several declines would also risk disqualification from Devon Home Choice bidding.)

## Annex 2: Housing affordability in the South West

Ratio of median house price to median gross annual (where available) workplace-based earnings by local authority district, South West England, 2011 to 2017

Name	2011	2012	2013	2014	2015	2016	2017
Christchurch	9.37	10.41	10.05	10.32	11.63	12.59	13.04
Cornwall	8.86	8.85	8.56	8.65	9.00	9.13	8.96
East Devon	10.87	10.51	9.97	10.04	10.34	9.39	9.84
East Dorset	<b>11.68</b>	11.50	10.92	11.48	11.61	11.73	<b>13.23</b>
Exeter	7.17	7.22	6.97	7.28	8.07	7.69	8.45
Isles of Scilly	:	:	:	:	:	:	:
Mid Devon	7.97	7.84	<b>8.49</b>	8.00	8.82	8.81	8.50
North Devon	9.11	9.07	8.74	9.22	9.59	9.76	9.99
North Dorset	9.89	10.08	9.81	9.49	9.29	9.63	9.09
North Somerset	7.01	6.78	6.85	7.25	8.13	8.35	8.99
Plymouth	5.47	5.40	5.34	5.69	5.90	6.26	6.03
Poole	7.80	8.00	7.97	8.65	8.81	9.31	10.00
Purbeck	9.94	9.38	9.43	<b>8.80</b>	9.26	10.84	11.05
South Gloucestershire	6.62	6.93	6.95	7.04	7.45	8.29	7.97
South Hams	11.85	11.27	11.83	<b>11.10</b>	12.25	12.06	11.91
Swindon	5.63	5.55	5.57	5.70	5.89	6.47	7.00
Teignbridge	8.80	8.76	8.56	8.89	9.41	9.94	10.78
Torbay	7.25	7.37	7.35	8.03	7.86	<b>8.17</b>	7.67
Torridge	10.63	9.94	9.79	8.66	10.03	10.00	9.51
West Devon	<b>9.19</b>	9.32	9.54	8.78	9.48	9.69	10.15
West Dorset	9.49	9.40	9.07	9.55	10.06	10.96	11.27
Wiltshire	8.28	8.44	8.10	8.35	8.83	9.55	9.43

Source: [Office of National Statistics](#)

## 12 Contact details

If you need this information in another format please contact us

Housing Services  
Forde House  
Brunel Road  
Newton Abbot  
Devon  
TQ12 4XX

[housing@teignbridge.gov.uk](mailto:housing@teignbridge.gov.uk)  
[www.teignbridge.gov.uk/housing](http://www.teignbridge.gov.uk/housing)  
Tel: 01626 361 101

**190129 Housing Affordability Report v6**  
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## 1 Bed flat – Affordability comparison

% Overall Teignbridge housing tenure from 2011 census (compared to England % housing tenure)

Open mkt /discount = 74% (64% England)

Private rent = 15% (17% England)

Shared ownership = less than 1% (1% England)

Affordable and Social rent = 9% (17% England)

Open Market Purchase

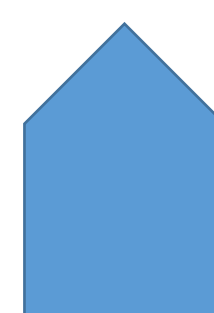
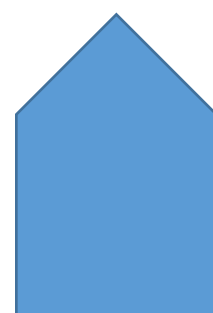
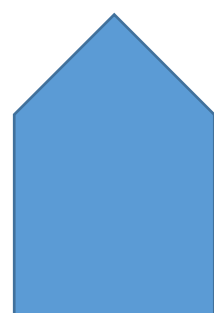
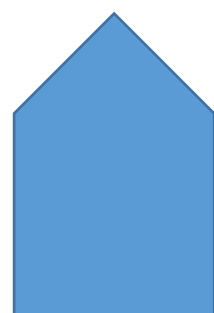
80% discount purchase  
(starter home)

Private Rent

Shared Ownership  
(40% share plus rent)

Affordable Rent

Social Rent



50 sq m

New build - £150,300

New build @ 80% - £120,240

£117 pw Av for Teignbridge

New build 40% share - £60,120

£102 pw Av. for South Devon area

£87 pw Av for South Devon Area

Deposit @ 5% - £7,515

Deposit @ 5% - £6,012

Min 4 weeks Rent in advance

Deposit @ 5% of share - £3,006

LHA rate (£96.91)

LHA rate (£96.91)

Mortgage – £142,785

Mortgage - £114,228

Nb rural availability problems

Mortgage - £57,114 + £206 rent pm

Typical Exeter area cost extra 20%

Typical Exeter area cost extra 20%

Household ann. income req =

Household ann. income req =

Household ann. income req =

Household ann. income req =

Housing ann. income req =

Household ann. income req =

£42,796

£34,637

£15,210

£24,498

£13,260

£11,310

Monthly cost - **£954\***

Monthly cost - **£765\***

Monthly cost - **£507**

Monthly cost £299 + £206 rent

Monthly cost - **£442**

Monthly cost - **£377**

Monthly cost total - **£672\***

Nb Rent in advance deposits typically 2 – 4 weeks rent in advance

Monthly cost highlight colour: Green = Affordable to local Av income – single earner / Yellow = Affordable to Local Average income – double earner / Red = Unaffordable to Local Average income household

Teignbridge Local Average Income = £22,818

\*Housing purchase options will all involve property upkeep/maintenance costs which affects affordability. An additional annual assumed cost of £2,000 per year (or £167 per month) has been factored into the above figures.

Assumed household income required to service mortgage payments. Mortgage assumptions based on First time buyer no equity, 5% deposit, 3.5 times household income.

Monthly cost assumption for mortgages using Money Saving Expert online ultimate mortgage calculator assuming 3.92% interest rate for 25 years.

Note Service charges may apply and could increase housing costs for purchase or rentals.

Rent on shared ownership retained share calculated at 2.75%.

Local Housing Allowance rate for 1 bed flat: South Devon = £96.91 per week / Exeter Area £116.52 per week

Household income required to pay rents – assume payment of 40% household income

Rural Private rental availability is scarce and commands Premium prices, typically 30-50% more than urban averages. Unless the household can pay the premium rent – they relocate to urban areas where private rents are cheaper. This presents serious problems for former Band E rural households who are no longer eligible to register for Devon Home Choice and cannot afford to live in rural areas. Throughout Teignbridge communities are telling Enablers that the sustainability of villages is being threaten by households having no option but to resolve their housing needs in nearby towns.

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## 2 Bed House – Affordability comparisons

% Overall Teignbridge housing tenure from 2011 census (compared to England % housing tenure)

Open mkt /discount = 74% (64% England)

Private rent = 15% (17% England)

Shared ownership = less than 1% (1% England)

Affordable and Social rent = 9% (17% England)

Open Market Purchase

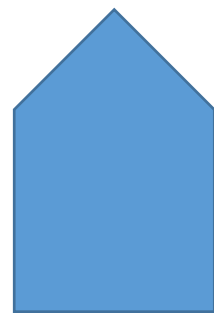
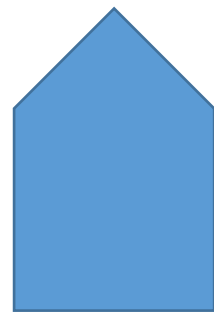
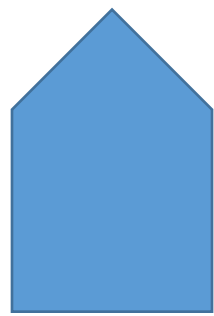
80% discount purchase  
(starter home)

Private Rent

Shared Ownership  
(40% share plus rent)

Affordable Rent

Social Rent



77 sq m

New build - £231,462

New build @ 80% - £185,170

£150 pw Av for Teignbridge

New build 40% share - £90,954

£133 pw Av. for South Devon area

£99 pw Av for South Devon Area

Deposit @ 5% - £11,823

Deposit @ 5% - £9,250

Min 4 weeks Rent in advance

Deposit @ 5% of share - £4,630

LHA rate - £128.19

LHA rate £128.19

Mortgage – £224,639

Mortgage - £175,912

Nb rural availability problems

Mortgage - £87,954 + £322pm

Typical Exeter area cost extra 20%

Typical Exeter area cost extra 20%

Household ann. income req =  
£66,182

Household ann. income req =  
£52,261

Household ann. income req =  
£19,500

Household ann. income req =  
£36,789

Housing income req =  
£17,280

Household income req =  
£12,870

Monthly cost - **£1,343\***

Monthly cost - **£1,084\***

Monthly cost - **£650**

Monthly cost - £460 + £322 rent

Monthly cost - **£576**

Monthly cost - **£429**

Total monthly cost - **£949\***

Typical rent in advance requirement 2 – 4 weeks rent in advance

Monthly cost highlight colour: Green = Affordable to local Av income – single earner / Yellow = Affordable to Local Average income – double earner / Red = Unaffordable to Local Average income household

Teignbridge Local Average Income = £22,818

\*Housing purchase options will all involve property upkeep/maintenance costs which affects affordability. An additional annual assumed cost of £2,000 per year (or £167 per month) has been factored into the above figures.

Assumed household income required to service mortgage payments. Mortgage assumptions based on First time buyer no equity, 5% deposit, 3.5 times household income.

Monthly cost assumption for mortgages using Money Saving Expert online ultimate mortgage calculator assuming 3.92% interest rate for 25 years.

Note Service charges may apply and could increase housing costs for purchase or rentals.

Rent on shared ownership retained share calculated at 2.75%.

Local Housing Allowance rate for 2 bed house: South Devon = £128.19 per week / Exeter Area £141.24 per week

Household income required to pay rents – assume payment of 40% household income

Rural Private rental availability is scarce and commands Premium prices, typically 30-50% more than urban averages. Unless the household can pay the premium rent – they relocate to urban areas where private rents are cheaper. This presents serious problems for former Band E rural households who are no longer eligible to register for Devon Home Choice and cannot afford to live in rural areas. Throughout Teignbridge communities are telling Enablers that the sustainability of villages is being threaten by households having no option but to resolve their housing needs in nearby towns.

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### 3 Bed House – Affordability comparisons

% Overall Teignbridge housing tenure from 2011 census (compared to England % housing tenure)

Open mkt /discount = 74% (64% England)

Private rent = 15% (17% England)

Shared ownership = less than 1% (1% England)

Affordable and Social rent = 9% (17% England)

Open Market Purchase

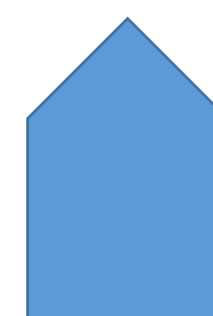
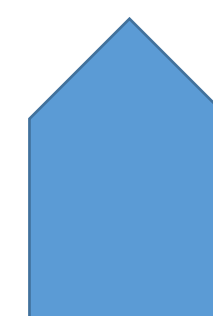
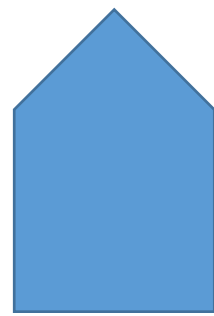
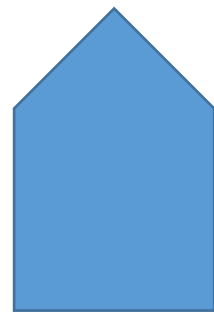
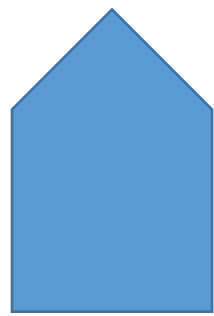
80% discount purchase  
(starter home)

Private Rent

Shared Ownership  
(40% share plus rent)

Affordable Rent

Social Rent



100 sq m

New build - £300,600

New build @ 80% - £240,480

£183 pw Av for Teignbridge

New build 40% share - £120,240

£158 pw Av. for South Devon area

£109 pw Av for South Devon Area

Deposit @ 5% - £15,030

Deposit @ 5% - £12,024

Min 4 weeks Rent in advance

Deposit @ 5% of share - £6,012

LHA rate £153.02

LHA rate £153.02

Mortgage – £285,570

Mortgage - £228,456

Nb rural availability problems

Mortgage - £114,228 + £413 rent pm

Typical Exeter area cost extra 20%

Typical Exeter area cost extra 20%

Household income req =

Household income req =

Household income req =

Household income req =

Housing income req =

Household income req =

£83,591

£67,273

£23,790

£47,037

£20,550

£14,160

Monthly cost **£1,662\***

Monthly cost - **£1,363\***

Monthly cost - **£793**

Monthly cost £598 + £413 rent

Monthly cost **£685**

Monthly cost **£472**

Total monthly cost - **£1,178\***

**Typical rent in advance requirements – 2 – 4 weeks in advance**

Monthly cost highlight colour: Green = Affordable to local Av income – single earner / Yellow = Affordable to Local Average income – double earner / Red = Unaffordable to Local Average income household

Teignbridge Local Average Income = £22,818

\*Housing purchase options will all involve property upkeep/maintenance costs which affects affordability. An additional annual assumed cost of £2,000 per year (or £167 per month) has been factored into the above figures.

Assumed household income required to service mortgage payments. Mortgage assumptions based on First time buyer no equity, 5% deposit, 3.5 times household income.

Monthly cost assumption for mortgages using Money Saving Expert online ultimate mortgage calculator assuming 3.92% interest rate for 25 years.

Note Service charges may apply and could increase housing costs for purchase or rentals.

Rent on shared ownership retained share calculated at 2.75%.

Local Housing Allowance rate for 3 bed house: South Devon = £153.02 per week / Exeter Area £164.79 per week

Household income required to pay rents – assume payment of 40% household income

Rural Private rental availability is scarce and commands Premium prices, typically 30-50% more than urban averages. Unless the household can pay the premium rent – they relocate to urban areas where private rents are cheaper. This presents serious problems for former Band E rural households who are no longer eligible to register for Devon Home Choice and cannot afford to live in rural areas. Throughout Teignbridge communities are telling Enablers that the sustainability of villages is being threaten by households having no option but to resolve their housing needs in nearby towns.

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#### 4 Bed House – Affordability comparisons

% Overall Teignbridge housing tenure from 2011 census (compared to England % housing tenure)

Open mkt /discount = 74% (64% England)

Private rent = 15% (17% England)

Shared ownership = less than 1% (1% England)

Affordable and Social rent = 9% (17% England)

Open Market Purchase

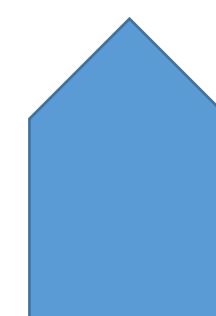
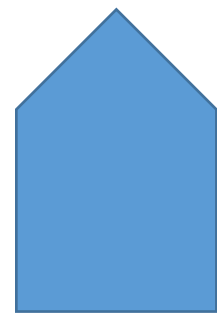
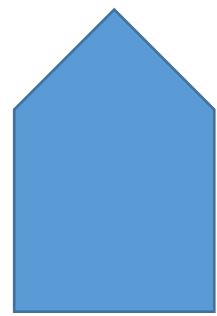
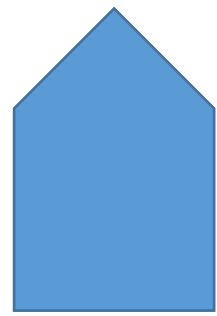
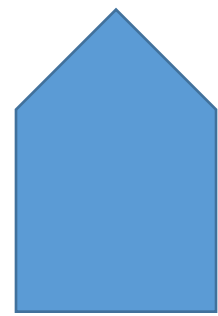
80% discount purchase  
(starter home)

Private Rent

Shared Ownership  
(40% share plus rent)

Affordable Rent

Social Rent



120 sq m

New build - £360,743

New build @ 80% - £288,594

£249 pw Av for Teignbridge

New build 40% share - £144,297

£197 pw Av. for South Devon area

£127 pw Av for South Devon Area

Deposit @ 5% - £23,730

Deposit @ 5% - £14,430

Min 4 weeks Rent in advance

Deposit @ 5% of share - £7,215

LHA rate - £192.24

LHA rate £192.24

Mortgage – £342,706

Mortgage - £274,164

Nb rural availability problems

Mortgage - £137,082 + £496rent pm

Typical Exeter area cost extra 20%

Typical Exeter area cost extra 20%

Household ann. income req =  
£99,916

Household ann. income req =  
£80,336

Household ann. income req =  
£32,370

Household ann. income req =  
£54,046

Housing ann. income req =  
£25,620

Household ann. income req =  
£16,500

Monthly cost - **£1,961\***

Monthly cost - **£1,602\***

Monthly cost - **£1,079**

Monthly cost - £717 + £496 rent

Monthly cost - **£854**

Monthly cost - **£550**

Total monthly cost - **£1,213\***

Typical rent in advance 2 – 4 weeks rent

Monthly cost highlight colour: Green = Affordable to local Av income – single earner / Yellow = Affordable to Local Average income – double earner / Red = Unaffordable to Local Average income household

Teignbridge Local Average Income = £22,818

\*Housing purchase options will all involve property upkeep/maintenance costs which affects affordability. An additional annual assumed cost of £2,000 per year (or £167 per month) has been factored into the above figures.

Assumed household income required to service mortgage payments. Mortgage assumptions based on First time buyer no equity, 5% deposit, 3.5 times household income.

Monthly cost assumption for mortgages using Money Saving Expert online ultimate mortgage calculator assuming 3.92% interest rate for 25 years.

Note Service charges may apply and could increase housing costs for purchase or rentals.

Rent on shared ownership retained share calculated at 2.75%.

Local Housing Allowance rate for 4 bed house : South Devon = £192.24 per week / Exeter Area £218.63 per week

Household income required to pay rents – assume payment of 40% household income

Rural Private rental availability is scarce and commands Premium prices, typically 30-50% more than urban averages. Unless the household can pay the premium rent – they relocate to urban areas where private rents are cheaper. This presents serious problems for former Band E rural households who are no longer eligible to register for Devon Home Choice and cannot afford to live in rural areas. Throughout Teignbridge communities are telling Enablers that the sustainability of villages is being threaten by households having no option but to resolve their housing needs in nearby towns.

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TEIGNBRIDGE DISTRICT COUNCIL

**OVERVIEW & SCRUTINY COMMITTEE**

CHAIRMAN: Cllr Mike Haines

**DATE:** 4 March 2019  
**REPORT OF:** Interim Head of Service Delivery and Improvement  
**SUBJECT:** TENANCY STRATEGY - review

**PART I**

**RECOMMENDATION**

**1. PURPOSE**

To secure Members' endorsement of Teignbridge Council's Tenancy Strategy

**2. BACKGROUND**

Under Section 150 of the Localism Act 2011 Councils have a duty to prepare and publish a tenancy strategy. The strategy must set out the matters to which registered providers of social housing for its district are to have regard in formulating policies relating to:

- The kinds of tenancies they grant
- The circumstances by which they will grant a tenancy of a particular kind
- The length of certain tenancies
- The circumstances in which they will grant a further tenancy on the coming to an end of an existing tenancy

Registered providers are expected to have due regard to the Council's Tenancy Strategy in developing their policies.

**KEY ISSUES**

1. Registered providers are becoming more commercial in their business models
2. Some registered provider rents are beyond Local Housing Allowance Rates thus unaffordable for many
3. Registered providers' 'rent in advance' policy can vary, with some charging 8 weeks rent in advance. This is not affordable for many on low incomes
4. Teignbridge has high house price to income ratio, with the average house price now being ten times the average salary
5. According to Homes England, Teignbridge is a local authority in a 'high affordability pressure area'
6. In 2010 the government introduced 'affordable rents', which are typically 80% of the local market rents. These rents are more expensive than social rents, which were typically 60% of market rents. In areas of high house prices, such as Teignbridge this is a particular issue

### **3. MAIN IMPLICATIONS**

As a local authority Teignbridge Council must keep its tenancy strategy under review, and may modify, or replace it from time to time. The last strategy was adopted at Executive Committee on 11 September 2012, however since that time there have been major changes in housing legislation and welfare reform, as well as increased affordability issues across the sector.

In response to these changes Teignbridge Council has updated its tenancy strategy to put forward a more holistic approach to managing social housing in the district to which local registered providers should have regard in formulating their policies.

In preparing the strategy, the Council must have regard to—

1. Council Plan 2016-2025:
  - a. A roof over our heads
  - b. Health at the heart
2. Housing strategy
3. Homelessness strategy
4. The Devon Home Choice allocation policy and partner agreement

In summary, the overarching aims of this strategy are to:

1. Comply with the legislation
2. Encourage a wide range of housing options
3. Promote affordability
4. Make the best use of the available social housing stock
5. Ensure that vulnerable households are able to access appropriate accommodation
6. Promote mobility within social housing and other housing tenures
7. Promote clarity

More specifically registered providers are encouraged to:

1. Charge rents under the local housing allowance rate
2. Publish clear and accessible policies on tenancy management
3. Create clear and transparent advertisements on Devon Home Choice
4. Charge no more than 2 weeks rent in advance
5. Co-operate with the Council to make the best use of stock
6. Bid for social grant where available
7. Assist the local authority to maintain tenancies and prevent homelessness
8. Limit the conversion of social rents to affordable
9. Promote mobility within the sector
10. Take precautions to tackle tenancy fraud

### **4. GROUPS CONSULTED**

Under the Localism Act the Council has a duty to consult with all registered social housing providers in the district. The Teignbridge Affordable Housing Partnership was also consulted.

The consultation opened on 20 December 2018 and ended on 11 January 2019.

### **5. WITNESSES TO BE CALLED**

None

## 6. TIME-SCALE

The strategy would be implemented with immediate effect if agreed by Executive on 5 March 2019.

## 7. CONCLUSION

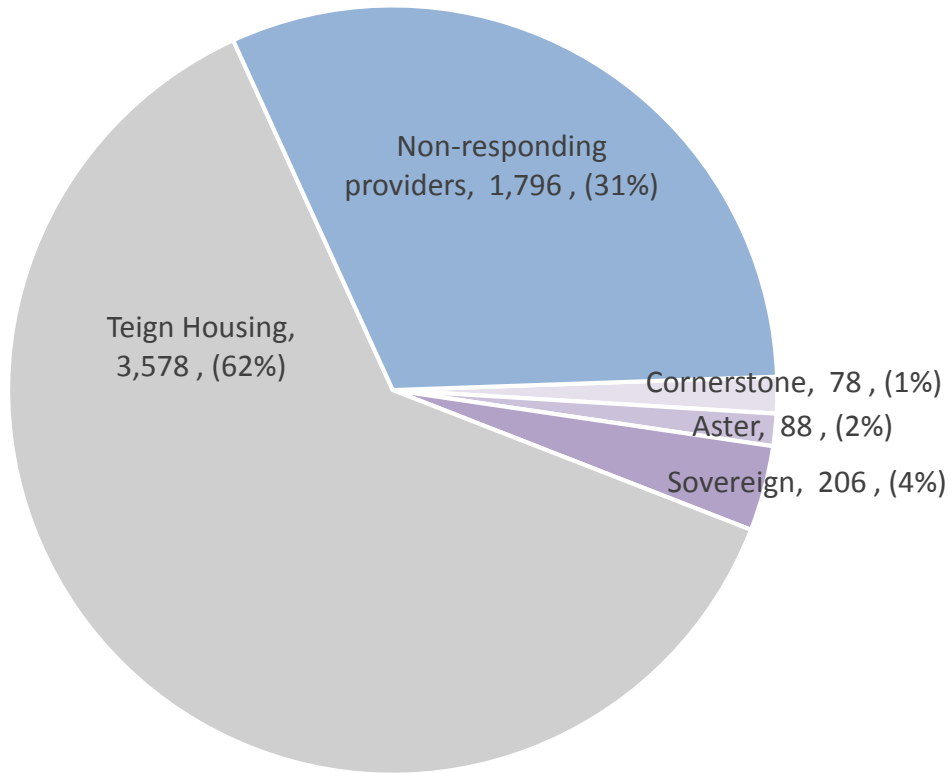
Members are asked to consider the content of the Strategy and make comment on the proposals within it prior to seeking Executive approval to implement it.

**(Officer)**  
**(Designation)**

<b>Wards affected</b>	<i>All</i>
<b>Contact for any more information</b>	<i>James.toler@teignbridge.gov.uk</i>
<b>Background Papers (For Part I reports only)</b>	<i>Tenancy strategy – consultation amendments highlighted Supporting Evidence Business impact assessment</i>
<b>Key Decision</b>	<i>Yes</i>
<b>In Forward Plan</b>	<i>Yes</i>
<b>In O &amp; S Work Programme</b>	
<b>Appendices attached:</b>	App I – Consultation App II – You said, we did

# Consultation

Proportion of stock owned by registered providers who responded to the consultation



## Appendix II

# You said, we did

Ref	You said	We did
3.1	<p>Teignbridge should work with all providers to develop a common affordability assessment framework. This would enable greater consistency in decision making and importantly achieve a more joined up response to those customers who, for whatever reason, fail the assessment</p>	<p>Agreed. This was raised at the Devon Home Choice Management Board in January 2019. A draft affordability framework was circulated for consultation with all registered providers.</p>
3.3	<p>Holding adverts until we have valuations for affordable rent can cause delays in re-letting properties, as the Devon Home Choice policy is to have only one advert cycle per week. More frequent adverts would enable us to advertise more frequently the accurate rent.</p>	<p>The Devon Home Choice Management Board has agreed to look at flexible letting cycles, as it is possible on the current IT system. Plymouth City was hoping to pilot this in 2018, but this has been delayed. When bidding, applicants need to understand all rental costs, so that they can determine if it is affordable. Where advertisements are unclear those in housing need may be deterred from bidding. It is unlawful in the private sector to advertise a property without full and accurate details of all costs to secure the tenancy. For new developments providers will have an agreed handover policy with developers that should allow a reasonable period to undertake valuations. Similarly, the 4 week notice tenant's provide should allow adequate time for a valuation to be undertaken.</p>
3.3	<p>You state that all homes should be let via Devon Home Choice, but this is not reflective of the existing nominations agreement and neither is it realistic. Providers should have some flexibility, for example, clearance/disposal programmes etc.</p>	<p>Acknowledged. We will amend the text to reflect the DHC partnership agreement (7.1), where providers will 'commit to the use of Devon Home Choice as their principle method of identifying new tenants' and 'transparently report to the Board of Management all lettings made without advertisement, having first informed the relevant local authority'.</p>
3.3	<p>You are quite prescriptive in what you would like providers to write on their adverts in regards to various criteria, e.g. rents and service charges, council tax bands etc. and whilst we would totally agree with the informative approach, some practical barriers need to be overcome. You will be aware that the existing format only allows a certain</p>	<p>According to the Devon Home Choice administrators, providers should be able to enter around 1,000 characters on the notes that are displayed on the website. They are aware that this is an issue when using Internet Explorer and does not arise when using Google Chrome, or Firefox. Devon Home Choice is looking to update its software. The tender specification has</p>

	number of characters to be input, which only allows for a reduced level of detail.	been circulated to all providers as part of the procurement process.
3.3	We strongly feel that at the point of application customers should be advised of the need to start saving for paying their rent in advance	Agreed. However, advertisements should also clearly state the exact amount required to secure the tenancy. The Devon Home Choice website now hosts a video about becoming 'tenancy ready'. Further enhancements are being discussed as part of the draft affordability assessment, as circulated by the Devon Home Choice Management Board. In regard to advice at point of application we will raise this issue with the Devon Home Choice Management Board.
3.4	Please note that should a customer's account be in credit consistently on the balancing weeks, then we would honour any requests for this to be refunded. We do not treat rent in advance as a rent deposit in any which way.	Registered providers should therefore charge a maximum of 2 weeks rent in advance. This should be stated clearly at point of application and on advertisements. Additionally, each provider should publish an online rent in advance policy. The policy should clearly set out how rent in advance will be used, how it is returned, the process should the tenancy transfer to another provider and that no damages, or court costs will be deducted from these payments.
3.4	The tenancy agreement requires tenants to pay in advance. We can agree that rent in advance is reached over a number of weeks, but tenants must ensure their rent accounts never go into arrears.	It is acknowledged that tenancy agreements say an element of rent in advance is required, but we need to balance affordability issues, such as local wage levels in Teignbridge and promote conformity. We stipulate in the Strategy that providers charge a maximum of 2 weeks rent in advance, with advertisements clearly setting out all costs needed to secure a tenancy. Each applicant should be assessed on a case by case basis and there should be no blanket refusals on the grounds of applicants having insufficient rent in advance. Payment plans should be considered and offered.
3.5	We currently use 5 year fixed term tenancies (plus a one year starter) for properties let at affordable rent, this is under review and we cannot commit to expanding this.	Noted. We would be happy to work with you on developing a policy to ensure best use of stock.



3.5	<p>The use of fixed term tenancies should be a decision for landlords based on the legislation and regulation. Our decision (to use fixed term tenancies) will be based on our ability to resource the review process that is required and whether this represents value for money. It will also depend on how they fit with our strategic aims and assessment of their impact on our tenants and sustainable communities.</p>	<p>One of the fundamental considerations outlined in the tenancy strategy was the use of fixed term tenancies to make best use of stock. This was a key element of the previous strategy and we intend to keep this requirement. We would welcome a conversation about the best use of stock and how you plan to tackle under occupation and the retention of adapted homes for those most in need. Apropos social housing regulation, the Tenancy Standard (2.1) says <i>'registered providers shall co-operate with local authorities' strategic housing function, and their duties to meet identified local housing needs'</i>.</p>
3.5	<p>You mention aids and adaptations and the potential to work on direct matching adapted stock. Is there some more scope here in terms of taking a more strategic approach? i.e. new builds, disability facilities grants, the role of occupational therapists and the disabled person's register (DPHR), potentially facilitated through Devon Home Choice.</p>	<p>Since the council adopted the housing strategy in 2015 we have exceeded the requirement to deliver 5 affordable homes a year that are fully wheelchair accessible (23 to date). This has led to a reduction of the number of households on the housing register requiring a wheelchair adapted property. In Q4 2017/18 we had 35 households all requiring fully wheelchair accessible homes. The Council's Multi Adapted Panel meets regularly, facilitating direct matching and specialised one to one support; this number now stands at 16. In regards to DFGs, this year we have assisted 194 vulnerable and elderly residents to remain in their own home, with a yearend target of 250.</p>
3.7	<p>We are signed up to the 'commitment to refer', but your strategy is rather ambiguous as to your expectations of registered providers in terms of preventing and resolving homelessness</p>	<p>We are pleased to see that a number of local providers have signed up to the National Housing Federation's 'commitment to refer'. Their website provides guidance and tools on how to work alongside local housing authorities in reducing homelessness and we would be happy to work with you to implement measures.</p>

3.7	We cannot commit to not making any tenant homeless if they are seeking to prevent their homelessness. This is very subjective and their attempts at seeking to prevent it may not be sufficient.	In May 2018, the Devon and Cornwall Housing Options Partnership drafted a 'pre-eviction protocol' that was presented to the Devon Home Choice Management Board. The aim of the protocol is to ensure that all reasonable measures are taken to ensure that eviction is avoided and that costs to the tenant and landlord are minimised. It was agreed that the protocol would have to be agreed between providers and each local authority. The protocol raises concerns about data protection, but has been agreed between the Council and Teignbridge's largest provider, Teign Housing. We intend to work with other local providers to get the protocol agreed multilaterally. Eight local providers have signed up to the National Housing Federation's Commitment to Refer, where the Federation is looking into how partners can ensure a better use of data in eviction prevention (7.1).
3.7	Point 5 - Not <u>all</u> registered providers are best placed to meet the needs of <u>all</u> homeless people in their local communities, clearly some require a level of supported accommodation that we do not currently provide. Expanding our services and provision will only take place alongside our own business plan and corporate objectives.	Whilst we would like to eliminate all homelessness, we understand that this is not possible in every case. We will therefore amend the statement to 'Work in partnership to provide a range of affordable housing options that meet the needs of homeless people in their local communities and, where possible, assist the local authority to deliver projects specifically aimed at reducing homelessness and rough sleeping such as Housing First.
3.7 Homeless	"Contribute to ending migrant homelessness" – it is not clear to what extent you expect registered providers to do this other than through housing applicants through the Devon Home Choice scheme.	We will remove this clause from the strategy
3.7	In terms of annual visits for flexible tenancies (assuming this means fixed term) then the point really is that where a flexible tenancy is due to end, a visit should happen at least 12 months beforehand to put to the existing tenant the factors which would determine whether a further tenancy is granted.	Agreed. We will amend the text accordingly
3.7	3.7 Point 3 could possibly be reworded, as it could easily be misinterpreted and maybe a reference to adhering to the pre-eviction protocol with Teignbridge would be beneficial?	Agreed. We will amend the text and make reference to the Devon and Cornwall Housing Options Partnership pre-eviction protocol, which is Devon-wide and could be included as an appendix.

3.7	Are there any areas where you can work more closely with registered providers to help get applicants for housing tenancy ready and prevent tenancy failure and homelessness?	Thank you. We would welcome working with providers to get applicants 'tenancy ready', helping households to manage and sustain tenancies. We are piloting such a scheme with our clients in temporary accommodation and would welcome a partner approach.
3.8	We cannot see how this strategy can be applied to registered providers. We have funding arrangements in place with Homes England that require a small number of conversions from social rent to affordable rent, the aim being that we obtained the funding with the intention of charging higher rents to help fund future development.	There is a balance to be struck in regards to funding future development and maintaining a truly affordable social housing market. Homes England has earmarked Teignbridge as a 'high affordability pressure area' and their Rent Standard Guidance (section 4.7) prescribes that providers ' <i>should consider the local market context when setting rents, including the relevant Local Housing Allowance for the Broad Rental Market Area in which the property is located</i> '. We are mainly concerned with affordability, therefore, if affordable rents remain under the LHA, this would not present a problem.
3.8	We hear your point about conversions, but providers depended on this for the purposes of the Affordable Housing Programme 2011/15. We are not minded to do anymore going forward and we haven't converted in recent years. We only have 44 in total.	Noted. The requirement to convert is conspicuously absent in the 2018/21 programme. The point here is about affordability. The Affordable Housing Partnership defines 'affordable rent' as 'a rent which does not exceed 80% of the open market rent, inclusive of any service charges and should not exceed the published Local Housing Allowance for the relevant property type'.
3.8	Conversion of social rents to affordable rents: This is a decision that is for the RP to make and not the Council. To ensure that RP's business plans are maintained there will be times when social rents will be concerted.	As you will know, if you are developing affordable homes in Teignbridge it is recommended you join the Affordable Housing Partnership. The Partnership defines 'affordable rent' as 'a rent which does not exceed 80% of the open market rent, inclusive of any service charges and should not exceed the published Local Housing Allowance for the relevant property type'.
3.10	As Teignbridge knows, our board approved our own 'Tenancy Fraud Policy' last year. We also conduct a 'Keeping In Touch' (KIT) visit to all of our tenancies over a 2 year period – we aim for 50% p/a.	This is noted and we welcome your work in this area.

Misc	We do feel that the tone of the document could be amended, so as to foster a greater spirit of team working.	Noted. Unfortunately, we have found evidence that where we have been less prescriptive in the past by toning down the requirements and stating registered providers 'may' wish to consider certain elements of the strategy, there has been inconsistency. For example, some providers were advertising rents above Local Housing Allowance levels. We are attempting to keep things brief, clear and concise and ensure there is no ambiguity around the council's position.
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## 4. Contact details

If you need this information in another format please contact us

Housing Services  
 Forde House  
 Brunel Road  
 Newton Abbot  
 Devon  
 TQ12 4XX



[housing@teignbridge.gov.uk](mailto:housing@teignbridge.gov.uk)  
[www.teignbridge.gov.uk/housing](http://www.teignbridge.gov.uk/housing)  
 Tel: 01626 361 101

**TDC tenancy strategy 2019 O AND S REPORT 190204 v5 Appendices**  
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# Housing Services Tenancy Strategy

February 2019

Teignbridge District Council



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Amended text following consultation

# 1 Background

Social housing is more than providing a roof over people's heads. It extends to healthy, balanced communities and vibrant neighbourhoods. It helps to create thriving, mixed communities and meets a need alongside home ownership, shared ownership and private rented accommodation. By providing decent, affordable, stable homes for thousands of local households, it also benefits our society by tackling poverty, contributing to health and wellbeing, reducing pressure on other public services and stimulating the wider economy.

Additionally, many social housing providers now see their responsibility as creating and shaping 'places' and are diversifying their activities beyond providing housing. This may include community development, providing support services, offering training and helping people into work.

Of course, core business for social housing providers is still about developing and maintaining property, as well as managing tenancies and estates well, minimising arrears and dealing with anti-social behaviour effectively. Good quality housing management is central to providing homes and communities where people want to live. How it's done can vary widely depending on the provider's accommodation and services, the local context, what tenants want and, increasingly, what social housing providers can afford.

This document fulfils the requirements of the Localism Act (2011) for local authorities to have a tenancy strategy, setting out the matters to which social landlords in the area must have regard when setting their policies. It gives local authorities powers to ensure that social housing in their areas is meeting local need and local priorities, as identified in the council's plans and strategies.

This strategy also refers to the Government's regulatory tenancy standards, which contain specific expectations and the outcomes that providers are expected to achieve, for example, to provide 'tenancies that are compatible with the purpose of the accommodation, the needs of individual household, the sustainability of the community and the efficient use of their housing stock'.

[\(Regulatory Standards\)](#)











## 2 Aims of the strategy

Our strategy proposes developing local housing framework, which would set ranges for rents in relation to local incomes, whilst also enabling social housing providers to develop and maintain property, as well as manage homes through the tenancies they offer.

In summary, the overarching aims of this strategy are to:

- 2.1 Comply with the legislation
- 2.2 Encourage a wide range of housing options
- 2.3 Promote affordability
- 2.4 Make the best use of the available social housing stock
- 2.5 Ensure that vulnerable households are able to access appropriate accommodation
- 2.6 Promote mobility within social housing and other housing tenures
- 2.7 Promote clarity

## 3 Specific objectives of the strategy

More specifically registered providers are encouraged to:		Link
3.1	Charge rents under the local housing allowance rate	
3.2	Publish clear and accessible policies on tenancy management	
3.3	Create clear and transparent advertisements on Devon Home Choice	
3.4	Charge no more than 2 weeks rent in advance	
3.5	Co-operate with the Council to make the best use of stock	
3.6	Bid for social grant where available	
3.7	Assist the local authority to maintain tenancies and prevent homelessness	
3.8	Limit the conversion of social rents to affordable	
3.9	Promote mobility within the sector	
3.10	Take precautions to tackle tenancy fraud	

### 3.1 Charge rents under the local housing allowance rate

The Council defines 'affordable rent' as:

'a rent which does not exceed 80% of the Open Market Rent (inclusive of any service charges) for the relevant property type and in any event should not exceed the published Local Housing Allowance for the relevant property type and in the relevant property market area allowing for any modifications to a level of allowance as published from time to time by the Government SAVE THAT the rent charged under all lettings may be increased annually by a proportion equivalent to an increase by the Consumer Price Index plus 1%, or any relevant increase determined from time to time by Homes England'.

The Council expects registered providers to take the level of service charge payable on the property into account when looking at affordability. Rent and basic service charges, excluding water/waste, pull-chords/alarms etc., should be included in the rent setting, which should fall below the Local Housing Allowance rate. Extra Care accommodation is exempt from this requirement.

It is expected that registered providers will endeavour to keep increases for Universal Credit eligible service charges within the CPI + 1% Guideline Limit.

[\(2.4 Rent Standard guidance\)](#)

A tenancy where a registered provider is the landlord is excluded from mainstream Local Housing Allowance rules. But landlords should consider the local market context when setting rents, including the relevant Local Housing Allowance for the Broad Rental Market Area in which the property is located.

[\(4.7 Rent Standard guidance\)](#)

Providers are reminded that the Rent Standard requires tenants to be supplied with clear information on how service charges are set, therefore providers should properly distinguish between rents and eligible and ineligible service charges.

[\(2.2 Rent Standard\)](#)



The Council does not expect providers to charge for the extra day in a leap year.

The Council is keen to see registered providers carrying out affordability assessments with households when letting properties at rents that are close to the current Local Housing Allowance, to ensure that the tenancy will be sustainable over time.

### **3.2 Publish clear and accessible policies on tenancy management**

The Regulatory Standards make it clear that registered providers shall publish clear and accessible policies which outline their approach to tenancy management, including:

1. How their rent and any service charge are set, and how they are changed, including reference to the CPI benchmark to which annual changes to rents should be linked
2. The type of tenancies they will grant
3. The circumstances in which they will grant tenancies of a particular type
4. Where they grant tenancies for a fixed term, the length of those terms and any exceptional circumstances in which they will grant fixed-term tenancies for a term of less than five years in general needs housing following any probationary period
5. The circumstances in which they may, or may not, grant another tenancy on the expiry of the fixed term, in the same property, or in a different property
6. The way in which a tenant, or prospective tenant, may appeal against or complain about the length of fixed term tenancy offered and the type of tenancy offered, and against a decision not to grant another tenancy on the expiry of the fixed term
7. Their policy on taking into account the needs of those households who are vulnerable by reason of age, disability or illness, and households with children, including through the provision of tenancies which provide a reasonable degree of stability
8. The advice and assistance they will give to tenants on finding alternative accommodation in the event that they decide not to grant another tenancy
9. Their policy on granting discretionary succession rights, taking account of the needs of vulnerable household members
10. Their approach to managing interventions to sustain tenancies and prevent unnecessary evictions
11. Their approach to how they are tackling tenancy fraud

[\(2.2 Tenancy Standard\)](#)

### **3.3 Create clear and transparent advertisements on Devon Home Choice**

Registered providers shall let their homes in a fair, transparent and efficient way. They shall take into account the housing needs and aspirations of tenants and potential tenants ([1.1 Tenancy Standard](#))

The Council expects that registered providers will commit to the use of Devon Home Choice as their principle method of identifying new tenants. If lettings are made without advertisement, providers should report these to the Devon Home Choice Board of Management, having first informed the local authority.

To promote transparency, advertisements should:

1. Clearly set out the rent. If the rent is not known, it should not be advertised
2. Clearly set out and detail any individual service charges, making it clear if they are eligible under Universal Credit, or if the tenant is to pay on top of any benefits. If the service charge is not known, it should not be advertised
3. Clearly set out any rent in advance; not requesting payment above this upon shortlisting
4. Include specific eligibility criteria, such as local connection, accessibility and age

5. Include a reasonable photograph of the property. Where none is available, for example, it is being developed, then the provider should explain this and use an alternative likeness, such as the architect's impression
6. Include the council tax band where possible

### 3.4 Charge no more than 2 weeks rent in advance

The Council would like to see households being able to transition smoothly into safe and secure homes, regardless of income. We support and encourage clients to prioritise paying rent, but we are increasingly concerned that there is a significant number of people who cannot afford upfront payments.

It's vital that homeless households, people on low incomes and people who can't access other forms of housing can find a home they can afford. Social housing provides that safety net, but one month's rent in advance is simply not affordable, particularly when you consider that social tenants are expected to pay additional costs for carpeting and curtains, unlike in the private rented sector.

We wish to support the good work registered providers do on behalf of their tenants, including the ability to offer flexibility for those who may be struggling financially. However, it is the Council's opinion that access to social housing should be fair and equitable and that rent in advance is a barrier to those with little, or no income, or no savings.

A key function of social housing is to provide accommodation that is affordable to people on low incomes. However, it would appear that decisions about the amount of rent in advance are being made upon personal, protected characteristics and income and this could be seen as discriminatory practice. Furthermore, there is no regulation around what happens at the end of a tenancy when rent in advance is charged and fully paid up by Universal Credit.

Registered providers should therefore charge no more than 2 weeks rent in advance, clearly stating the amount when advertising and not requesting payment above this upon shortlisting.

Additionally, we would like to see providers publish an online rent in advance policy. The policy should clearly set out how rent in advance will be used, how it is returned, the process should the tenancy transfer to another provider and that no damages, or court costs will be deducted from these payments.

Where delays to the housing element of Universal Credit has led to providers being unable to offer financial flexibility, the Council is keen to work in collaboration to find solutions for providers and their tenants that will work to both reduce rental arrears and sustain tenancies.

The Council recommends that:

1. There should be better access to pre-tenancy information for tenants, including budgeting and income maximisation
2. A financial assessment for potential vulnerability be introduced at the allocation stage
3. Providers should continue to improve their engagement with tenants and prioritise tenancy support, including helping tenants get online where appropriate
4. Joint working arrangements between the Council, the Department of Work and Pensions and registered providers should be maintained to ensure a holistic service is provided

### 3.5 Co-operate with the Council to make the best use of stock

Registered providers shall co-operate with local authorities' strategic housing function, and their duties to meet identified local housing needs. This includes assistance with local authorities' homelessness duties, and through meeting obligations in nominations agreements. ([2.1 Tenancy Standard](#))

#### Local letting plans

The Council expects registered providers work in partnership with the Council to develop local lettings plans to help create sustainable communities. The aim of a lettings plan would be to ensure that providers let homes in a way that:

- a) Develops balanced and mixed communities
- b) Promotes social inclusion
- c) Meets the needs of those in the greatest housing need
- d) Maximises the housing choice for applicants
- e) Minimises re-let periods
- f) Makes the best use of the stock, for example downsizing and better use of adapted homes
- g) Enables people to live and work in rural areas

#### Direct matches

The Council would like to work with providers to set up direct matches on adapted homes that are fully wheel-chair adapted and/or have wet rooms. This may require the Council facilitating a Multi Adapted Panel Meeting if we are extending the invite to all local providers.

#### Fixed-term tenancies

The Council encourages landlords to offer fixed-term tenancies where this will help to make best use of the stock, in particular on larger properties of 3, or more bedrooms and on properties that have been significantly adapted for use by someone with a disability. This will help to ensure that in future, if a household no longer requires a larger, or adapted property, they can be supported to move on and the property can be reallocated to those in greater housing need.

The Council supports registered providers offering a minimum of 3 years fixed-term tenancy where this supports the aims of the tenancy strategy.

#### Disposals

If a registered provider is looking to dispose of a property in the Teignbridge area, they should discuss this with the Council at the earliest opportunity.

### 3.6 Bid for social grant where available

The Council expects that any registered provider bidding for grant funding and/or developing in Teignbridge to become a member of the Teignbridge Affordable Housing Partnership.

Partners meet regularly, generally every four months and focus predominantly on new development, but may cover wider issues such as housing management and making best use of stock. Each partner will also meet individually with the Council at least once a year to discuss delivery pipeline and any other issues.

Benefits of becoming a member of the partnership include:

- a) Recommendation to developers for acquisition of S106 schemes
- b) Priority for the purchase of housing land where the Council is involved in its disposal
- c) Priority for any funding that the Council is awarding, for example top-up funding for new developments, new homes bonus, funding for particular projects

- d) Priority to being involved in the development of new initiatives and projects to deliver new homes and/or increase the amount of social housing available
- e) Support for appropriate funding bids to Homes England and other bodies
- f) Opportunities to influence policy, including meetings with members and officers, as appropriate
- g) Providing access to planning and enabling guidance and assistance

A copy of the Partner Agreement is available upon request.

### 3.7 Assist the local authority to maintain tenancies and prevent homelessness

Registered providers shall co-operate with local authorities' strategic housing function, and their duties to meet identified local housing needs. This includes assistance with local authorities' homelessness duties, and through meeting obligations in nominations agreements.

[\(2.1 Tenancy Standard\)](#)

Private Registered Providers have a duty under s.170 (Housing Act 1996) to cooperate with housing authorities – where the authority requests it - to such extent as is reasonable in the circumstances in offering accommodation to people with priority under the authority's allocation scheme. Similarly, s.213 (Housing Act 1996) provides that, where a Private Registered Provider has been requested by a housing authority to assist them in the discharge of their homelessness functions under Part 7 (Housing Act 1996), it must cooperate to the same extent

[\(Chapter 6. Allocation of accommodation\)](#)

The Council expects all registered providers to work proactively to manage and sustain tenancies. This should include regular contact with the tenant, regardless of tenancy type. **Where a fixed-term tenancy is granted, the provider should make contact with the tenant at least 12 months prior to the tenancy end date to put forward the factors that would determine whether a further tenancy is granted, or the grounds for not renewing the tenancy.**

The Council also expects registered providers to:

1. Contribute to the development and execution of local authority homelessness strategies
2. Operate flexible allocations and eligibility policies that allow individual applicants' unique set of circumstances and housing history to be considered
3. **Ensure that all reasonable measures are taken to prevent eviction and homelessness in line with the Devon Home Choice 'pre-eviction protocol'**
4. Commit to meeting the needs of vulnerable tenant groups
5. **Work in partnership to provide a range of affordable housing options that meet the needs of homeless people in their local communities and, where possible, assist the local authority to deliver projects specifically aimed at reducing homelessness and rough sleeping such as 'Housing First'**
6. Ensure that properties offered to homeless people should be ready to move into
7. Lobby, challenge and inspire others to support ending homelessness
8. Commit to referring an individual, or household to the Council if they are homeless or threatened with homelessness [\(Commitment to refer\)](#)

### 3.8 Not to convert social rents to affordable rents

In the 2010 Spending Review the Coalition Government expressed a desire to build more homes for less public money and announced their intention to introduce a new 'intermediate rent'. Under this model registered providers could offer tenancies at rents of up to 80% of market rent levels within the local area. The new 'affordable rents' are more expensive than social rents throughout England and in areas of high house prices, such as Teignbridge, the difference is noticeably larger.

According to Homes England, Teignbridge is a local authority in a 'high affordability pressure area'. Affordable rent can be a good option for some people on middle incomes who just need a little help. However, is unlikely to be truly affordable for those in the most housing need. Without more new social rented homes, more and more people on low incomes, or who are homeless, will be offered no option, other than a home with a rent they can't afford, forcing them to rely on Universal Credit to bridge the gap.

We appreciate that to ensure registered provider's business plans are maintained there will be times when social rents will need to be converted to affordable rents. The Council would expect partners to keep this to a minimum to enable the largest percentage of stock possible to remain at the most affordable social rents levels.

Where providers convert to affordable rents they should charge 'a rent which does not exceed 80% of the open market rent, inclusive of any service charges and should not exceed the published Local Housing Allowance for the relevant property type'.

### **3.9 Promote mobility within the sector**

The Council is keen to promote mobility within social housing, and expects landlords to actively promote schemes to facilitate mutual exchange. Landlords will need to be aware of the provisions within the legislation for affecting mutual exchange between tenants with different tenancy types and to ensure that their policies reflect these requirements.

Registered providers shall ensure the provider of the internet based mutual exchange service to which they subscribe is a signatory to an agreement, such as Home Swap Direct, under which tenants can access matches across all (or the greatest practicable number of) internet based mutual exchange services. They should also take reasonable steps to publicise the availability of any mutual exchange service that allows:

1. a tenant to register an interest in arranging a mutual exchange through the mutual exchange service without payment of a fee
2. the tenant to enter their current property details and the tenant's requirements for the mutual exchange property they hope to obtain
3. the tenant to be provided with the property details of those properties where a match occurs

Registered providers shall clearly set out, and be able to give reasons for, the criteria they use for excluding actual and potential tenants from consideration for allocations, mobility, or mutual exchange schemes. [\(Sections 1/2, Tenancy Standard\)](#)

Additionally, providers are expected to promote other housing products, such as shared ownership, or low cost home ownership to tenants who meet the criteria. Help to Buy South West is the local one stop shop, allowing households to apply for a whole host of schemes and developments regardless of the supplier. As one of its nine Help to Buy agents, they are appointed by the Homes and Communities Agency, as the agent for South West of England.

### **3.10 Take precautions to tackle tenancy fraud**

Investigating, taking action against and preventing fraud remains a time intensive process, but necessary to maintain the integrity and reputation of both the local authority and registered providers.

The Council expects landlords to take reasonable precautions to tackle tenancy fraud, incorporating some form of check into applications, tenancy sign-up and subsequent regular contact. This currently includes

verifying overcrowding, lacking a bedroom, or detecting sub-letting through home visiting, obtaining proof of address, or other means.

Statutory guidance on social housing allocations states that eligibility will be assessed at the time of application and again at the time of any offer of accommodation. Applicants need to be aware that eligibility at the time of application does not mean that they will necessarily be eligible at the time of any offer of accommodation, particularly if there has been a substantial gap of time between the two.

[\(3.2 Allocation of accommodation\)](#)

The Localism Act 2011 provides local authorities with the power to determine for themselves what classes of persons are, or are not, persons qualifying to be allocated social housing in their areas. Households assessed by one of the Devon local authorities as being guilty of unacceptable behaviour will not be considered as a qualifying person. Examples of unacceptable behaviour could include, but is not limited to, households who have knowingly given false or misleading information or withheld information that has been reasonably requested as part of their Devon Home Choice.

[\(2.5 Devon Home Choice allocation policy\)](#)

Any applications where there are concerns that the applicant has knowingly or recklessly made a statement which is false, or knowingly withheld information should be reported to the relevant person at the local authority managing the application.

[\(16 Devon Home Choice Procedures Manual\)](#)

In addition, the Council will require data sharing agreements with providers when processing the allocation of social housing to which the applicant is party and for undertaking its legal obligation under fraud detection where sharing data would be necessary for the Council to comply with the law.

Registered Providers are responsible for tackling tenancy fraud, such as subletting and should have a clear policy available (Prevention of Fraud Act 2013). [\(Prevention of Social Housing Fraud Act 2013\)](#)



## 4. Contact details

If you need this information in another format please contact us

Housing Services  
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Brunel Road  
Newton Abbot  
Devon  
TQ12 4XX

[housing@teignbridge.gov.uk](mailto:housing@teignbridge.gov.uk)  
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Tel: 01626 361 101

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# Housing Services Tenancy Strategy

Supporting evidence

January 2019

Teignbridge District Council



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# 1 Context

The Localism Act (2011) requires local authorities, when preparing their tenancy strategy, to take into account the Council's key corporate priorities, including their housing and homelessness strategies. We expect registered and other housing providers to have regard to our detailed principles and objectives set out in the Devon Home Choice Allocations Policy, planning obligations prescribed in our Section 106 policies, as well as the relevant national legislation.

## 1.1 The Localism Act 2011

Under the Localism Act 2011, a local housing authority in England must prepare and publish a strategy setting out the matters to which the registered providers of social housing for its district are to have regard in formulating policies relating to:

1. the kinds of tenancies they grant
2. the circumstances in which they will grant a tenancy of a particular kind
3. where they grant tenancies for a term certain, the lengths of the terms
4. the circumstances in which they will grant a further tenancy on the coming to an end of an existing tenancy

The tenancy strategy must summarise those policies, or explain where they may be found. The changes apply to tenancies created from April 2012 onwards. Existing tenants seeking a transfer retain their existing form of tenancy where the transfer request and allocation accords with Sections:

- 158 Secure and assured tenancies: transfer of tenancy and
- 159 Further provisions about transfer of tenancy under Section 158

The specific responsibility for managing transfers rests with individual registered provider landlords.

Localism Act 2011 [www.legislation.gov.uk/ukpga/2011/20/contents/enacted](http://www.legislation.gov.uk/ukpga/2011/20/contents/enacted)

## 1.2 Regulatory standards that registered providers of social housing must meet

Regulatory standards contain specific expectations and the outcomes that providers are expected to achieve. Providers' boards and local authority councillors who govern service delivery are responsible for meeting the relevant standards and determining how this is done. The standards are classified as either 'economic' or 'consumer'.

### Economic standards

The Regulator of Social Housing proactively seeks assurance from providers that they are meeting the 3 economic standards, which are:

1. Governance and Financial Viability Standard 2015
2. Value for Money Standard 2018
3. Rent Standard 2015

### Consumer standards

These apply to all registered providers including local authorities (note exclusions below). The Regulator of Social Housing's role is to set the consumer standards and to intervene where failure to meet the standards has caused, or could have caused, serious harm to tenants. The 4 consumer standards are:

1. Home Standard 2015
2. Tenancy Standard 2015
3. Neighbourhood and Community Standard 2015
4. Tenant Involvement and Empowerment Standard 2017

The consumer standards and the Rent Standard do not apply to all types of housing. The following exclusions should be noted:

1. the Rent Standard and the consumer standards do not apply to 100% owned Low Cost Home Ownership

2. the Rent Standard does not apply to less than 100% owned Low Cost Home Ownership, nor to certain types of housing detailed in the Rent Standard Guidance including intermediate rent
3. the Tenancy Standard does not apply to intermediate rent nor to less than 100% owned Low Cost Home Ownership

### **The Regulator of Social Housing's approach**

Guidance on the approach the regulator takes to assessing registered providers' compliance with the regulatory standards is set out in [Regulating the standards](#).

Details of this approach, where there are issues of non-compliance with the regulatory standards, can be found in [Guidance on the regulator's approach to intervention, enforcement and use of powers](#).

The Regulators annual [Consumer Regulation Reviews](#) explain more about the regulator's approach to consumer regulation and include case studies and lessons learned.

Regulatory standards: [www.gov.uk/guidance/regulatory-standards](http://www.gov.uk/guidance/regulatory-standards)

### **Rent Standard guidance**

How social housing rents are set: [www.gov.uk/government/publications/rent-standard-guidance](http://www.gov.uk/government/publications/rent-standard-guidance)

## **1.3 Specific expectations and the outcomes that providers are expected to achieve**

Regulatory standards contain specific expectations and the outcomes that providers are expected to achieve. Providers' boards and local authority councillors who govern service delivery are responsible for meeting the relevant standards and determining how this is done.

### **Tenancy Standard**

#### **1. Required outcomes**

1.1.1 Registered providers shall let their homes in a fair, transparent and efficient way. They shall take into account the housing needs and aspirations of tenants and potential tenants. They shall demonstrate how their lettings:

- (a) make the best use of available housing
- (b) are compatible with the purpose of the housing
- (c) contribute to local authorities' strategic housing function and sustainable communities

#### **2 Specific expectations**

2.1.1 Registered providers shall co-operate with local authorities' strategic housing function, and their duties to meet identified local housing needs. This includes assistance with local authorities' homelessness duties, and through meeting obligations in nominations agreements.

#### **2.2 Tenure**

2.2.1 Registered providers shall publish clear and accessible policies which outline their approach to tenancy management, including interventions to sustain tenancies and prevent unnecessary evictions, and tackling tenancy fraud, and set out:

- (a) The type of tenancies they will grant.
- (b) Where they grant tenancies for a fixed term, the length of those terms.
- (c) The circumstances in which they will grant tenancies of a particular type.
- (d) Any exceptional circumstances in which they will grant fixed term tenancies for a term of less than five years in general needs housing following any probationary period.
- (e) The circumstances in which they may or may not grant another tenancy on the expiry of the fixed term, in the same property or in a different property.
- (f) The way in which a tenant or prospective tenant may appeal against or complain about the length of fixed term tenancy offered and the type of tenancy offered, and against a decision not to grant another tenancy on the expiry of the fixed term.
- (g) Their policy on taking into account the needs of those households who are vulnerable by reason of age, disability or illness, and households with children, including through the provision of tenancies which provide a reasonable degree of stability.

(h) The advice and assistance they will give to tenants on finding alternative accommodation in the event that they decide not to grant another tenancy.

(i) Their policy on granting discretionary succession rights, taking account of the needs of vulnerable household members.

### **Rent Standard**

2.7 Registered providers shall provide clear information to tenants that explains how their rent and any service charge are set, and how they are changed, including reference to the CPI benchmark to which annual changes to rents should be linked (except where rents are controlled under different legislation).

Regulatory standards: [www.gov.uk/guidance/regulatory-standards](http://www.gov.uk/guidance/regulatory-standards)

## **1.4 Teignbridge Council Strategy 2016 – 2025**

At the heart of our strategy are the Teignbridge Ten super projects. These are ten connected areas of work, which will each have a widespread impact on the economy, community wellbeing and the environment. Two in particular are relevant to this strategy:

### **A roof over our heads**

Provision of homes, particularly affordable homes, brings very significant health and wellbeing benefits to our communities, helps to retain young people in the area who may otherwise be unable to remain, and provides many local construction jobs. In addition, our actions will help towards reducing poverty and deprivation.

### **Actions**

1. Make sure our plans take full account of all housing needs including those of older people, vulnerable people, self build, traveller and rural housing
2. Continue to deliver affordable housing, including through negotiations with market housing developers
3. Evaluate options for developing affordable rented housing, including the viability of a housing company
4. Improve housing conditions and reduce empty homes through a range of measures, including enforcement
5. Prevent homelessness wherever possible

### **Health at the heart**

We will aim to achieve healthier and more active communities with improved physical and mental health by working in partnership with others to reduce health inequalities between communities.

Housing that meets the needs of older, disabled and vulnerable people along with grants for home improvements and adaptations will improve the health of older people and give them more independence in their own homes.

### **Actions**

1. Deliver health interventions, educational and physical activity programmes to local communities most in need
2. With others, we will target home improvement measures such as loans and grants for those in greatest need
3. Deliver disabled facility grants to enable those with long term health and care needs to remain at home independently
4. With others, deliver and support specialist and adapted housing to meet identified needs
5. Design new developments to create places that are safe, inclusive, and accessible to all and promote social interaction and a healthy, active lifestyle

[www.teignbridge.gov.uk/councilstrategy](http://www.teignbridge.gov.uk/councilstrategy)

## **1.5 Teignbridge Council Housing and Homelessness Strategies 2015 - 2020**

Housing is the cornerstone of building strong communities. The availability and quality of housing can directly affect people's health and wellbeing and their educational attainment, as well as affecting local levels of deprivation and crime. The delivery of new housing also brings benefits to the local economy.

The strategies set out what the council, and its partners, will be doing over the next few years to improve the housing situation for our current and future residents. The themes reflect the broad range of work that we do to meet local housing need, from developing affordable housing, to preventing homelessness, whilst maintaining housing standards and helping people to stay independent in their own homes.

### **A place to live**

- a) Maximise the delivery of affordable housing according to need
- b) Make sure that local housing is in a good state of repair
- c) Make best use of existing stock

### **Access to services**

- a) Make information easy to understand, increase self-service and listen to customers
- b) Prevent homelessness and give support to those in crisis
- c) Work with partners to increase the coverage and impact of services

### **Healthy lives**

- a) Offer advice and services to help people to stay independent and to maintain their health and wellbeing
- b) Reduce the housing factors that can lead to accidents and ill health
- c) Take a holistic approach to meet people's health needs in the home

### **Money matters**

- a) Help people to manage money to keep a roof over their heads
- b) Help people access different financial solutions
- c) Make sure we get value for money

[www.teignbridge.gov.uk/housingstrategy](http://www.teignbridge.gov.uk/housingstrategy)

## **1.6 National Planning Policy Framework (2018): Definition of affordable housing**

As updated on 24 July 2018, the revised National Planning Policy Framework sets out government's planning policies for England and how these are expected to be applied.

Affordable housing: housing for sale or rent, for those whose needs are not met by the market (including housing that provides a subsidised route to home ownership and/or is for essential local workers); and which complies with one or more of the following definitions:

a) Affordable housing for rent: meets all of the following conditions: (a) the rent is set in accordance with the Government's rent policy for Social Rent or Affordable Rent, or is at least 20% below local market rents (including service charges where applicable); (b) the landlord is a registered provider, except where it is included as part of a Build to Rent scheme (in which case the landlord need not be a registered provider); and (c) it includes provisions to remain at an affordable price for future eligible households, or for the subsidy to be recycled for alternative affordable housing provision. For Build to Rent schemes affordable housing for rent is expected to be the normal form of affordable housing provision (and, in this context, is known as Affordable Private Rent).

b) Starter homes: is as specified in Sections 2 and 3 of the Housing and Planning Act 2016 and any secondary legislation made under these sections. The definition of a starter home should reflect the meaning set out in statute and any such secondary legislation at the time of plan-preparation or decision-making. Where secondary legislation has the effect of limiting a household's eligibility to purchase a starter home to those with a particular maximum level of household income, those restrictions should be used.

c) Discounted market sales housing: is that sold at a discount of at least 20% below local market value. Eligibility is determined with regard to local incomes and local house prices. Provisions should be in place to ensure housing remains at a discount for future eligible households.

d) Other affordable routes to home ownership: is housing provided for sale that provides a route to ownership for those who could not achieve home ownership through the market. It includes shared ownership, relevant equity loans, other low cost homes for sale (at a price equivalent to at least 20% below local market value) and rent to buy (which includes a period of intermediate rent). Where public grant funding is provided, there should be provisions for the homes to remain at an affordable price for future eligible households, or for any receipts to be recycled for alternative affordable housing provision, or refunded to Government or the relevant authority specified in the funding agreement. [www.gov.uk/government/publications/national-planning-policy-framework--2](http://www.gov.uk/government/publications/national-planning-policy-framework--2)

## 1.7 Links to relevant legislation and guidance

Housing Act 1985 (flexible tenancies)

[www.legislation.gov.uk/ukpga/1985/68/part/IV/crossheading/flexible-tenancies](http://www.legislation.gov.uk/ukpga/1985/68/part/IV/crossheading/flexible-tenancies)

Housing Act 1996

[www.legislation.gov.uk/ukpga/1996/52/contents](http://www.legislation.gov.uk/ukpga/1996/52/contents)

Housing and Regeneration Act 2008 (Regulation of Social Housing)

[www.legislation.gov.uk/ukpga/2008/17/contents](http://www.legislation.gov.uk/ukpga/2008/17/contents)

Localism Act 2011 (see below)

[www.legislation.gov.uk/ukpga/2011/20/contents](http://www.legislation.gov.uk/ukpga/2011/20/contents)

National Planning Policy Framework – 2018 (Definition of affordable housing)

[www.gov.uk/government/collections/revised-national-planning-policy-framework](http://www.gov.uk/government/collections/revised-national-planning-policy-framework)

Social Housing Rents (Exceptions and Miscellaneous Provisions) Regulations 2016 (Formula rent)

[www.legislation.gov.uk/uksi/2016/390/contents/made](http://www.legislation.gov.uk/uksi/2016/390/contents/made)

Teignbridge Allocations Policy (Local lettings agreement)

[www.devonhomechoice.com/useful-information-0](http://www.devonhomechoice.com/useful-information-0)

Teignbridge Council Strategy

[www.teignbridge.gov.uk/council-and-democracy/council-information/strategies-policies-and-performance/strategies-and-plans/](http://www.teignbridge.gov.uk/council-and-democracy/council-information/strategies-policies-and-performance/strategies-and-plans/)

Teignbridge Housing and Homelessness Strategies

[www.teignbridge.gov.uk/council-and-democracy/council-information/strategies-policies-and-performance/strategies-and-plans/](http://www.teignbridge.gov.uk/council-and-democracy/council-information/strategies-policies-and-performance/strategies-and-plans/)

Town and Country Planning Act 1990 (Planning obligations under Section 106)

[www.legislation.gov.uk/ukpga/1990/8/contents](http://www.legislation.gov.uk/ukpga/1990/8/contents)

Welfare Reform and Work Act 2016 (Social housing rents)

[www.legislation.gov.uk/ukpga/2016/7/contents](http://www.legislation.gov.uk/ukpga/2016/7/contents)

Prevention of Social Housing Fraud Act 2013

[www.legislation.gov.uk/ukpga/2013/3/contents](http://www.legislation.gov.uk/ukpga/2013/3/contents)

Allocation of accommodation: guidance for local housing authorities in England

[www.gov.uk/government/publications/allocation-of-accommodation-guidance-for-local-housing-authorities-in-england](http://www.gov.uk/government/publications/allocation-of-accommodation-guidance-for-local-housing-authorities-in-england)

## 2 Affordability

### 2.1 Balancing the housing market

‘Paying for housing, whether rent or mortgage payments, is the single biggest cost for many households. The proportion of people in the poorest fifth of the working-age population of the UK who spend more than a third of their income (including Housing Benefit) on housing costs has risen from 39% in 1994/95 to 47% in 2015/16. This has been driven in part by the rise in the number of people renting in the private sector, where costs are highest.’

‘Households in the private rented sector were more likely to spend over a third of their income on housing than those in any other sector. However, since 2010 and the introduction of affordable rent, based on 80% of the gross market rent, there has been a rise in the proportion of those in the social rented sector spending a similar proportion of their income.’

[\(JRF Analysis Unit\)](#)

Access to low-cost social rented housing is key in preventing low income families being cast into poverty. However, the cost of renting in both the private rented and social housing sectors has steadily increased in recent years.

Our strategy proposes a local housing framework, which would find a balance to establishing a range of rents in relation to local incomes, whilst also enabling social housing providers to develop and maintain property, as well as manage homes through the tenancies they offer.

Local housing allowance (LHA) is used to work out how much housing benefit tenants can get if they rent their home from a private landlord. It is calculated by the Valuation Office Agency under a framework introduced by the Department for Work and Pensions. It is the flat rate rental allowance providing financial assistance towards the housing costs of low income households for different private rental market areas and property types.

Although properties let by registered providers are not subject to the Local Housing Allowance, when setting affordable rents, providers should have regard to the local market context, including the relevant Local Housing Allowance for the Broad Rental Market Area in which the property is located.

It is the opinion of Teignbridge Council that if we are establishing a maximum amount of Housing Benefit, or Universal Credit under the Local Housing Allowance in the private rented sector, then this should also broadly apply to affordable rents in the social sector.

‘Additionally, more than 150,000 of the most affordable rented homes have been lost across England in just five years, according to analysis from the Chartered Institute of Housing (CIH). The organisation is predicting that loss will reach 230,000 by 2020, making it increasingly difficult for people on lower incomes to access a decent home at a price they can afford.’

Figures from the Ministry of Housing, Communities and Local Government and Homes England show that 103,642 local authority homes and 46,972 housing association homes for social rent were lost between 2012 and 2017. Most of the losses were down to homes being converted to ‘affordable rent’, or being sold through the right to buy scheme, while some were demolished.

CIH chief executive, Terrie Alafat said: ‘For many people on lower incomes, the only truly affordable option is social rent. It is simply unacceptable that we are losing so many of our most affordable homes at a time when more and more people are in need.’

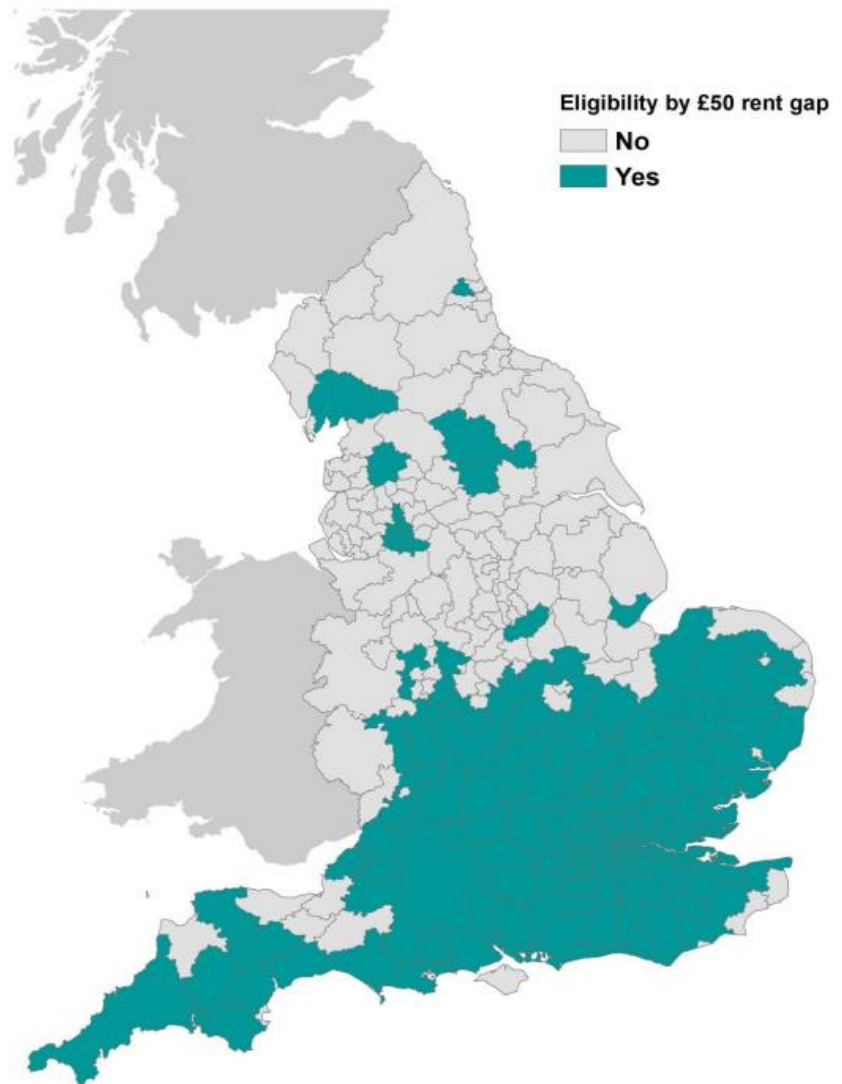
[\(Chartered Institute of Housing 2018\)](#)



## 2.2 Local housing affordability

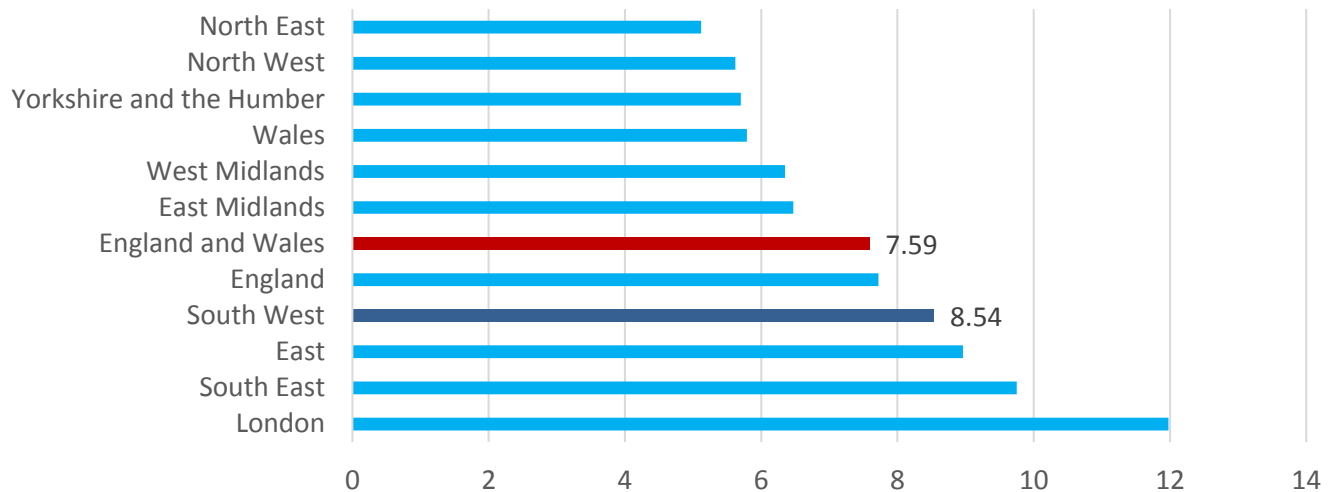
According to a recent government circular, Teignbridge is a local authority in a 'high affordability pressure area', as measured by the difference between social rents and private rents, where the difference is £50, or more per week.

**Figure 1: Local authority areas with an average gap between weekly social and private rents above £50**



[\(Social rent addendum to Shared Ownership and Affordable Homes Programme 2016 to 2021\)](#)

**Figure 2: Ratio of median price paid for residential property to median workplace-based gross annual earnings, by region and country, 2016**



Source: [The Office of National Statistics](#)

To understand how much people are likely to be able to afford when buying a house, both house prices and annual salary must be considered. Housing in England and Wales became less affordable in 2016 compared with 2015. The affordability ratio increased from 7.37 in 2015 to 7.59 in 2016, which is a 3% increase.

Figure 2 shows the affordability ratio for all regions in England and Wales, including the affordability for England and Wales as a whole. London was the least affordable region with a ratio of 11.98, followed by the South East with 9.75 and the South West with 8.54.

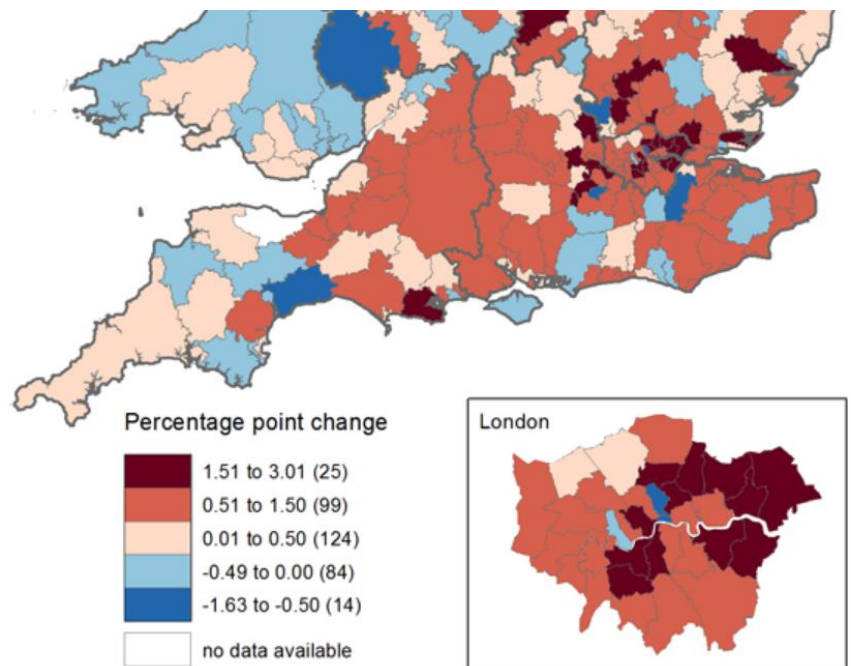
This means that in 2016, a worker in the South West could typically expect to spend around 8.5 times their annual earnings on purchasing a home.

**Figure 3: Change in housing affordability ratio, by local authority, England and Wales, 2015 to 2016**

Housing affordability appears to have worsened slightly from 2015 to 2016 overall in England and Wales with an increase in affordability ratio. The map shows the geographical spread of the change in affordability ratio from 2015 to 2016 in local authority districts in England and Wales.

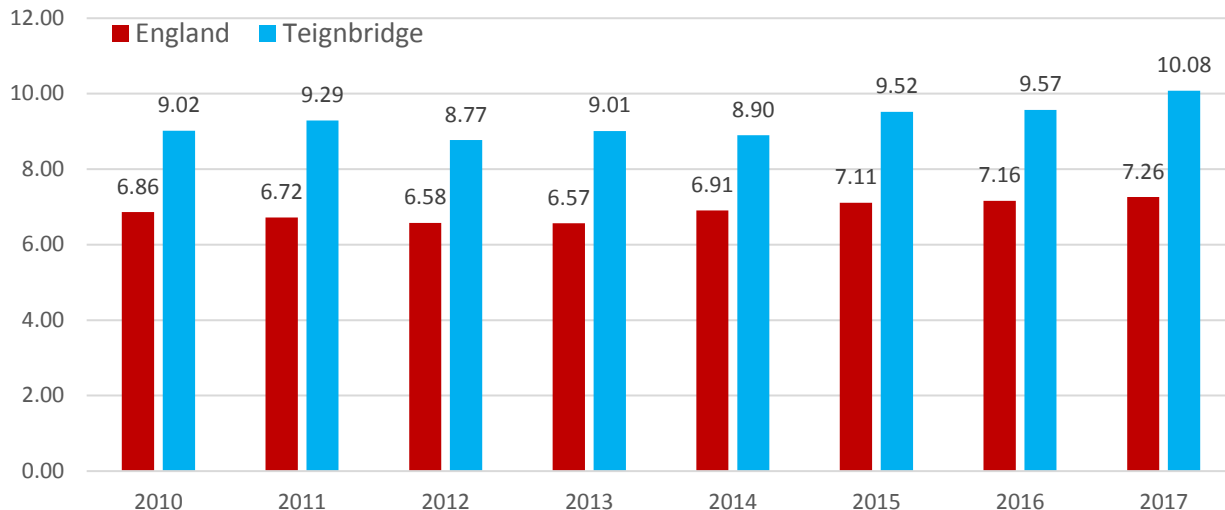
In red are the areas in which affordability ratios increased the most. These are mainly in London and the South East, where house prices are generally more expensive and increasing more rapidly than elsewhere.

West of Exeter, Teignbridge stands alone as a district with a higher affordability ratio increase.



Source: [The Office of National Statistics](#)

**Figure 4: House price to workplace-based earnings ratio, Teignbridge 2010 to 2017**



Source: [Office for National Statistics](#)

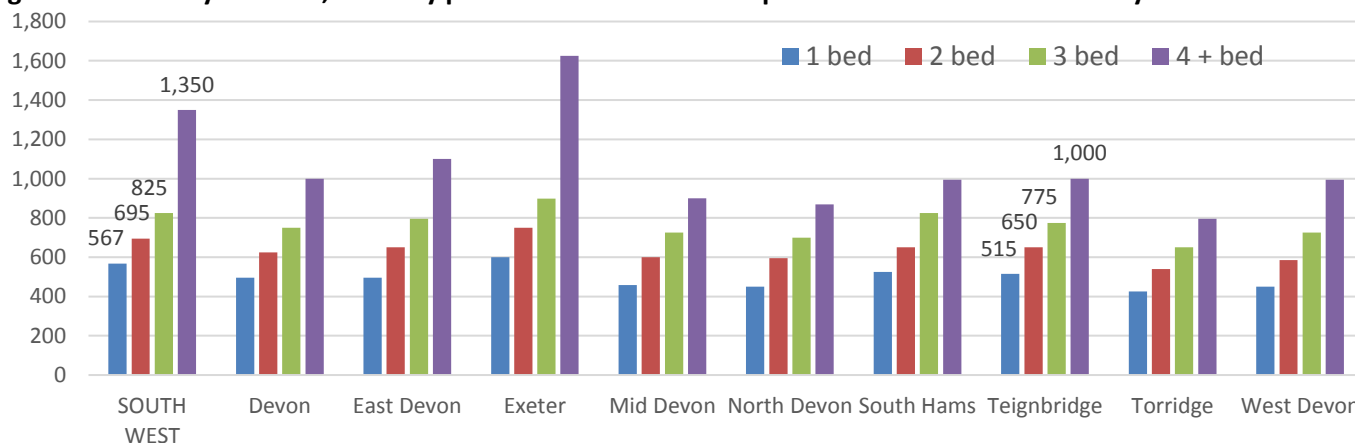
Affordability ratios are calculated by dividing house prices by gross annual workplace-based earnings. Based on the median and lower quartiles of both house prices and earnings in England.

Figure 4 shows the affordability ratio for all regions in Teignbridge, with a ratio of 10.08, meaning that last year a worker in the Teignbridge would expect to spend around 10 times their annual earnings on buying a home.

### 3 Local private rents

The private rented sector in England has more than doubled in size since 2002 and now consists of 4.5 million households. Private renting is no longer just a short-term housing solution. Over half of renters (56%) are aged 35, or over, and more than one third (36%) of households are families with children. Nearly a quarter of households (24%) have lived in the private rented sector for 10 years or longer. As the cost of home ownership rises and the lack of social housing endures, the private rented sector plays an increasingly important role in housing people.

**Figure 5: Summary of mean, monthly private rents between 1 April 2017 and 31 March 2018 by Devon districts**



Source: [GOV.UK](#)

In the 2011 Census, Teignbridge reported over 9,000 (16%) homes in the private rented sector, a growth of 18% since the previous Census in 2001. If you apply the same percentage increase, the figure today is likely to be nearing 11,000, which represents around 18% of the local housing stock. Teignbridge also has a low level of social housing stock, 9% compared to England's 18%.

### 3.1 Local Housing Allowance

Local Housing Allowance was introduced in 2008 and is the way of calculating entitlement under the Housing Benefit scheme and is worked out by the Valuation Office Agency. LHA rates were set up to ensure tenants in similar circumstances and areas could claim similar amounts and so that it was possible to know in advance how much rent could be covered by housing benefit for an specific area. The maximum amount of support a household can claim will depend on where they live, the minimum number of bedrooms they need and their income. It is not based on the rent charged.

In Teignbridge 4,168 (8%) claim housing benefit in order to help cover the cost of their rent. Many of these renters will be working, but their income is not sufficient to cover local private rents, which have been rising consistently for several years.

Originally, LHA was based on median market prices, but was changed in April 2011 to the 30th percentile of local rented accommodation, meaning only 30% of all rented property on the market will cost less and 70% will cost more than housing benefit payments. It was increased by 1% in 2014 and again in 2015. Since April 2016, LHA has been frozen until 2020 to help control the benefits bill.

Teignbridge is split into two parts, known as Broad Rental Market Areas (BRMAs). On the whole properties with an 'EX' postcode will fall into the Exeter BRMA and ones beginning with 'TQ' will fall into South Devon.

[\(Teignbridge LHA\)](#)

Anyone who claims housing benefit is expected to find a home to rent that is cheaper than average for their local area. Housing benefit levels are already set at, or below, the cost of renting a home in the bottom third of the private rental market. Since 2010 housing benefit levels have not risen in line with rising private rents, and the current freeze on LHA means that they will remain frozen at their 2016 levels until 2020, regardless of how much private rents go up by in each local area.

This means that most private renters who need their income topped up by housing benefit will face a monthly shortfall between the actual cost of their rent, and the financial support available.

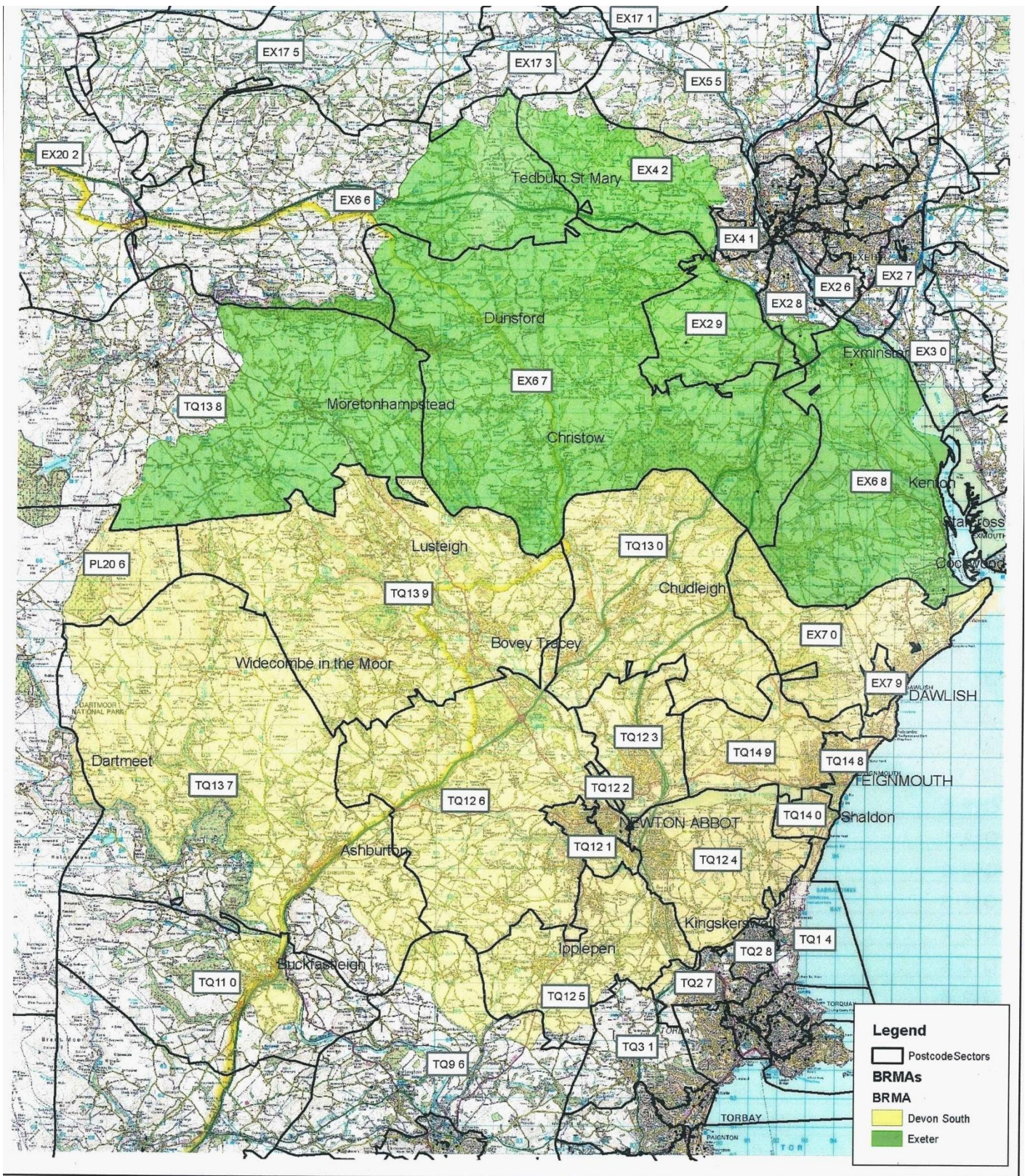
**Figure 6: LHA rates compared to mean, weekly private rents between 1 April 2017 and 31 March 2018**

	South Devon (TQ) LHA rates	Exeter (EX) LHA rates	South West mean monthly rents	Teignbridge mean monthly rents
1 bed	£96.91	£116.52	£130.85	£118.85
2 bed	£128.19	£141.24	£160.38	£150.00
3 bed	£153.02	£164.79	£190.38	£178.85
4 bed	£192.24	£218.63	£311.54	£230.77

Source: [GOV.UK](#) and [Teignbridge Council](#)

By taking the mean, monthly private rents between 1 April 2017 and 31 March 2018 and breaking them down into weekly rates, we can compare mean, private rents against the Local Housing Allowance rates.

Figure 7: Teignbridge Broad Rental Market Areas



Looking more locally at property renting websites, our analysis reveals just how dramatic those shortfalls can be for different sized household types, in different areas.

**Figure 8: Snap-shot of current private rents in Teignbridge (November 2018)**

Town	BRMA	1 bed	2 bed	3 bed	4 bed
Bovey Tracey	South Devon	£ 112.62	*	£ 198.00	*
Buckfastleigh	South Devon	*	£ 147.00	£ 201.92	*
Dawlish	South Devon	£ 144.00	£ 141.69	£ 211.38	£ 167.08
Kingsteignton	South Devon	£ 126.92	£ 169.85	*	£ 312.00
Moretonhampstead	South Devon	*	£ 156.00	£ 137.08	*
Newton Abbot	South Devon	£ 126.69	£ 158.08	£ 213.46	£ 219.00
Teignmouth	South Devon	£ 120.69	£ 158.08	£ 201.92	*
<b>Average rent</b>	<b>South Devon</b>	<b>£ 126.18</b>	<b>£ 155.12</b>	<b>£ 166.25</b>	<b>£ 232.69</b>
<b>LHA</b>	<b>South Devon</b>	<b>£96.91</b>	<b>£128.19</b>	<b>£153.02</b>	<b>£192.24</b>
<b>Average shortfall</b>	<b>South Devon</b>	<b>-£29.27</b>	<b>-£26.93</b>	<b>-£13.23</b>	<b>-£40.45</b>

Christow	Exeter	*	*	*	£ 288.00
Kenn	Exeter	*	£ 229.85	*	*
Starcross	Exeter	£ 141.92	£ 164.54	*	*
Tedburn St Mary	Exeter	*	£ 178.15	£ 300.00	*
<b>Average rent</b>	<b>Exeter</b>	<b>£ 141.92</b>	<b>£ 190.85</b>	<b>£ 300.00</b>	<b>£ 288.00</b>
<b>LHA</b>	<b>Exeter</b>	<b>£116.52</b>	<b>£141.24</b>	<b>£164.79</b>	<b>£218.63</b>
<b>Average shortfall</b>	<b>Exeter</b>	<b>-£25.40</b>	<b>-£49.61</b>	<b>-£135.21</b>	<b>-£69.37</b>

Source: [zoopla](#)

## 4 Social and affordable rents

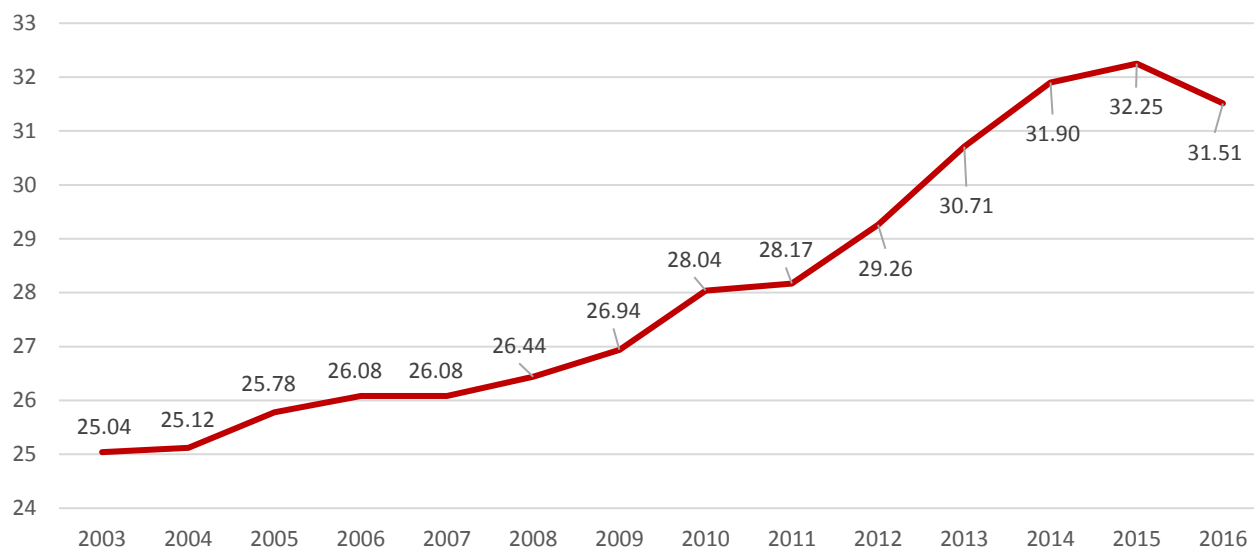
### 4.1 Background

Prior to 2010, councils and housing associations built 'social rented' housing, often called council housing. Rents were based on a 'rent formula' that combined local wages and local property values, so that for much of southern England, rents would be set at around 50% of local market rents, even lower in very expensive areas. Social housing rents allowed people to work without being dependent upon housing benefit.

In 2010 the Coalition Government expressed a desire to build more homes for less public money and in the October 2010 Spending Review the government announced their intention to introduce a new 'intermediate rent'. Under this model registered providers could offer tenancies at rents of up to 80% of market rent levels within the local area. The intention being that the additional finance raised would be made available for reinvestment in the development of new affordable housing. Essentially, this model replaced capital grant supply subsidy for social housing with a revenue subsidy.

Affordable Rents are more expensive than social rents throughout England, however in areas of high house prices, the difference is noticeably larger, particularly in the Southern Regions. Of course, the increased income allows registered providers to deliver better services, more homes and more local investment and Affordable Rent can be a good option for some people on middle incomes who just need a little help. However, is unlikely to be truly affordable for those in the most housing need. Without more new social rented homes, more and more people on low incomes, or who are homeless, will be offered no option, other than a home with a rent they can't afford, forcing them to rely on housing benefit to bridge the gap.

**Figure 9: Average weekly social rent cost as a percentage of tenth percentile weekly salary, England, 2003 to 2016**



Source: [The Office of National Statistics](#)

Figure 9 shows the average weekly social rent costs as a percentage of 10th percentile weekly salary for England and for Wales between 2003 and 2016. The higher the percentage value, the less affordable it is considered to be.

Tenth percentile gross weekly salary is used as the measure for earnings in the affordability ratio, as the individuals most likely to socially rent are those with the lowest earnings. The percentages presented here do not take into account any rent reductions for those receiving benefits and are based on general needs social housing provided by registered providers, not local authority.

Generally, social rent has become less affordable for England since 2003. In 2016, the average weekly social rent cost as a percentage of 10th percentile weekly salary in England was 31.5, meaning that someone earning at the lowest 10% of earnings could expect to spend 31.5% of their weekly earnings on social rent.

#### 4.2 Income limits on social housing

From April 2015, the government made it possible for social landlords to charge a full market rent where a social tenant household has an annual income of at least £60,000. This was designed to allow landlords to make better use of their social housing, rather than requiring them to provide sub-market rent properties to households with relatively high incomes.

It should be noted that within the Devon Home Choice Allocations Policy (Paragraph 2.74) ‘Households with a gross household income more than six times higher than the relevant Local Housing Allowance level prevailing in Devon at the time will normally be considered to be able to meet their housing need, through either renting privately or owner occupation. Such households will normally have their applications placed in the ‘No housing need’ band (E), or removed from the Devon Home Choice register in those local authority areas which do not register households with no housing need.’

**Figure 10: Income limit on Devon Home Choice**

Bed size	Exeter	Income limit	South Devon	Income limit
1 Bed Self Contained	£116.52	£36,354	£96.91	£30,236
2 Beds	£141.24	£44,067	£128.19	£39,995
3 Beds	£164.79	£51,414	£153.02	£47,742
4 Beds & above	£218.63	£68,213	£192.24	£59,979

[Devon Home Choice Allocation Policy](#)

### 4.3 Properties let through Devon Home Choice

In October 2018 Teignbridge Housing Services became aware that some rents being advertised on Devon Home Choice were at, or above the Local Housing Allowance rates. Figure 11 details all of these properties, specifying the amount by which the total rent, including eligible service charges, was at, or above the LHA rate. All the other information was collected directly from the adverts as they appeared on the Home Connection software.

**Figure 11: Properties let through Devon Home Choice at or above the Local Housing Allowance since 2017**

Devon Home Choice advert summary 2017/18						
Advert ref	Address	Area	Landlord	Total rent pw £	Above LHA £	Rent In Advance (as per ad)
3534856	Old Quarry Drive	Exminster	Aster	145.00	3.76	4 weeks
3535464	Exminster	Exminster	Aster	143.60	2.36	4 weeks
3534518	Milbury Farm	Exminster	Aster	116.52	0.00	4 weeks
3536963	Egret Close	Dawlish	Cornerstone	126.92	10.40	1 month
3535264	Millin Way	Dawlish	Cornerstone	165.23	0.44	TBC
3533872	Russell House	Newton Abbot	Guinness	116.42	19.51	1 month
3534754	Orchard House	Chudleigh	Guinness	114.39	17.48	
3537054	Beechcroft	Teignmouth	Guinness	109.29	12.38	2 months
3534982	Quinnell House	Teignmouth	Guinness	100.70	3.79	1 week
3507899	Quinnell House	Teignmouth	Guinness	100.67	3.76	
3537305	Quinnell House	Teignmouth	Guinness	99.93	3.02	2 weeks
3536911	Greenhill Sheltered	Kingsteignton	Guinness	97.07	0.16	2 month
3534412	Templer Place	Bovey Tracey	LiveWest	218.63	9.57	
3536260	Heath Walk	Bovey Tracey	LiveWest	150.00	10.27	
3536154	Mountford Drive	Bovey Tracey	LiveWest	150.00	10.27	
3534409	Templer Place	Bovey Tracey	LiveWest	116.52	10.65	
3534409	Templer Place	Bovey Tracey	LiveWest	116.52	10.65	
3507979	Tamworth Close	Ogwell	LiveWest	145.19	5.83	
3534641	Lockyear Place	Bovey Tracey	LiveWest	170.00	3.90	
3534641	Lockyear Place	Bovey Tracey	LiveWest	170.00	3.90	
3534641	Lockyear Place	Bovey Tracey	LiveWest	170.00	3.90	
3534641	Lockyear Place	Bovey Tracey	LiveWest	170.00	3.90	
3534641	Lockyear Place	Bovey Tracey	LiveWest	170.00	3.90	
3534641	Lockyear Place	Bovey Tracey	LiveWest	170.00	3.90	
3536153	Mountford Drive	Bovey Tracey	LiveWest	170.00	3.90	
3536962	Foxglove Close	Newton Abbot	LiveWest	169.68	3.61	
3536389	Foxglove Close	Newton Abbot	LiveWest	144.35	5.06	
3536389	Foxglove Close	Newton Abbot	LiveWest	144.35	5.06	
3536389	Foxglove Close	Newton Abbot	LiveWest	144.35	5.06	
3534644	Folly Court	Bovey Tracey	LiveWest	166.34	0.52	
3534644	Folly Court	Bovey Tracey	LiveWest	166.34	0.52	
3534644	Folly Court	Bovey Tracey	LiveWest	166.34	0.52	
3532354	Chariot Drive	Kingsteignton	LiveWest	166.34	0.52	
3534441	Foxglove Close	Newton Abbot	LiveWest	109.69	4.34	
3534441	Foxglove Close	Newton Abbot	LiveWest	109.69	4.34	
3534441	Foxglove Close	Newton Abbot	LiveWest	109.69	4.34	
3534643	Folly Court	Bovey Tracey	LiveWest	139.35	0.44	
3534643	Folly Court	Bovey Tracey	LiveWest	139.35	0.44	



3507839	Vetch Place	Newton Abbot	LiveWest	139.25	0.35	
3526215	Tamworth Close	Ogwell	LiveWest	139.25	0.35	
3507919	Tamworth Close	Ogwell	LiveWest	139.25	0.35	
3534645	Folly Court	Bovey Tracey	LiveWest	105.35	0.34	
3534646	Folly Court	Bovey Tracey	LiveWest	105.35	0.34	
3507855	Tamworth Close	Ogwell	LiveWest	105.27	0.26	
3534648	Folly Court	Bovey Tracey	LiveWest	195.00	2.76	
3507796	Templer Place	Bovey Tracey	LiveWest	154.46	10.44	
3536169	Whitelake Place	Newton Abbot	Sanctuary	104.09	7.18	
3536275	Whitelake Place	Newton Abbot	Sanctuary	103.49	6.58	
3536426	Whitelake Place	Newton Abbot	Sanctuary	103.49	6.58	
3536536	Hawkweed Close	Newton Abbot	Teign	132.69	35.78	
3536533	Hawkweed Close	Newton Abbot	Teign	132.69	35.78	
3536537	Hawkweed Close	Newton Abbot	Teign	132.69	35.78	
3536538	Hawkweed Close	Newton Abbot	Teign	155.77	27.58	
3536538	Hawkweed Close	Newton Abbot	Teign	155.77	27.58	
3536540	Hawkweed Close	Newton Abbot	Teign	155.76	27.57	
3507190	St Marys Court	Newton Abbot	Teign	106.15	9.24	2 weeks min
3534475	Alberta Court	Teignmouth	Teign	100.72	3.81	2 weeks
3506166	Hamlyns Way	Buckfastleigh	Teign	98.15	1.24	2 weeks min
3506166	Hamlyns Way	Buckfastleigh	Teign	98.15	1.24	2 weeks min
3507191	Mapleton Close	Newton Abbot	Teign	97.53	0.62	2 weeks min
3537818	Kings Close Field	Broadhempston	Teign	128.19	0.00	2 weeks min
3535909	Kings Close Field	Broadhempston	Teign	128.19	0.00	2 weeks min
3535622	Charles Road	Kingskerswell	Teign	128.19	0.00	2 weeks min
3537712	Greenhill Road	Kingsteignton	Teign	128.19	0.00	2 weeks min
3537712	Greenhill Road	Kingsteignton	Teign	128.19	0.00	2 weeks min
3537712	Greenhill Road	Kingsteignton	Teign	128.19	0.00	2 weeks min
3537712	Greenhill Road	Kingsteignton	Teign	128.19	0.00	2 weeks min
3537712	Greenhill Road	Kingsteignton	Teign	128.19	0.00	2 weeks min
3537712	Greenhill Road	Kingsteignton	Teign	128.19	0.00	2 weeks min
3536409	Hockmore Drive	Newton Abbot	Teign	128.19	0.00	
3536409	Hockmore Drive	Newton Abbot	Teign	128.19	0.00	
3536811	Hockmore Drive	Newton Abbot	Teign	128.19	0.00	
3536811	Hockmore Drive	Newton Abbot	Teign	128.19	0.00	
3536811	Hockmore Drive	Newton Abbot	Teign	128.19	0.00	
3536402	Hockmore Drive	Newton Abbot	Teign	192.24	0.00	2 weeks min
3536402	Hockmore Drive	Newton Abbot	Teign	192.24	0.00	2 weeks min
3535985	Honeywell	Kingskerswell	Westward	103.32	6.41	2 months
3521618	Honeywell	Kingsteignton	Westward	103.32	6.41	2 months
3536986	Prince Street	Newton Abbot	Westward	101.01	4.10	2 months
3506086	Prince Street	Newton Abbot	Westward	101.01	4.10	2 months

Devon Home Choice advert summary 2018/19						
Advert ref	Address	Area	Landlord	Total rent pw £	Above LHA £	Weeks in advance
3535855	Tamworth Close	Ogwell	LiveWest	116.57	19.66	0
3521624	Tamworth Close	Ogwell	LiveWest	145.59	17.40	0
3507814	Vetch Place	Newton Abbot	LiveWest	134.93	6.74	4 weeks
3538726	Chariot Drive	Kingsteignton	LiveWest	159.20	6.18	0
3537970	Celtic Fields	Dawlish	LiveWest	166.34	1.55	0
3537970	Celtic Fields	Dawlish	LiveWest	166.34	1.55	0
3538394	Celtic Fields	Dawlish	LiveWest	166.34	1.55	0
3538394	Celtic Fields	Dawlish	LiveWest	166.34	1.55	0
3538394	Celtic Fields	Dawlish	LiveWest	166.34	1.55	0
3538394	Celtic Fields	Dawlish	LiveWest	166.34	1.55	0
3538837	Mountford Drive	Bovey Tracey	LiveWest	152.00	23.81	
3538165	Whitelake Place	Newton Abbot	Sanctuary	103.68	6.77	0
3539111	Alberta Court	Teignmouth	Teign	98.66	1.75	2 weeks
3538244	Mapleton Close	Newton Abbot	Teign	98.29	1.38	2 weeks
3527006	Alberta Court	Teignmouth	Teign	97.82	0.91	2 weeks
3506886	Oldway	Chudleigh	Teign	153.02	0.00	2 weeks
3506684	Honeywell	Newton Abbot	Westward	103.32	6.41	1 week

In 2017/18 a total of 388 Teignbridge properties were let via Devon Home Choice. By October 2018/19 a total of 134 properties had been let. In 2017/18 20% of homes let were at, or above the LHA. The following year the number dwindled to 13%, which is due to providers adjusting rents in April each year to meet the 'social rent reduction'; as from April 2016, the Welfare Reform and Work Act 2016 has required social landlords to reduce their rents by 1% each year for four years.

Since contacting the providers, it appears that some properties are indeed over the LHA rates, but also that the rent was sometimes inaccurate on the advertisement. You will also note that 'rent in advance' varies from provider to provider, can be 4 weeks in advance, unconfirmed, or even stated as '2 weeks minimum'. The latter provides no assurances to prospective tenants as to how much they will be paying each week.

**Figure 12: Summary of homes let on Devon Home Choice at, or above the Local Housing Allowance since 2017**

	2017/18		2018/19	
	Count	%	Count	%
<b>At LHA rate</b>	17	4%	1	1%
<b>Above LHA rate</b>	63	16%	16	12%
<b>Total</b>	<b>80</b>	<b>21%</b>	<b>17</b>	<b>13%</b>

# 5 Rent setting

## 5.1 Background

Since 2001, rents for properties let at ‘social rent’, which constitute a majority of rented social housing properties, have been set based on a formula set by government. This creates a ‘formula rent’ for each property, which is calculated based on the relative value of the property, relative local income levels, and the size of the property. An aim of this formula-based approach is to ensure that similar rents are charged for similar social rent properties.

In 2011, the government introduced ‘affordable rent’ which permits rents to be set at up to 80% of market rent (inclusive of service charges). The introduction of affordable rent made it possible to build more homes for every pound of government investment, allowing more people in housing need to have access to a good quality home at a sub-market rent. Landlords can only let new properties at affordable rent where certain conditions apply. Within the terms of the government’s affordable homes programmes, existing vacant properties can be converted from social rent to affordable rent in certain circumstances.

Government policy has also limited maximum annual changes in social rent and affordable rent levels. From April 2016, the Welfare Reform and Work Act 2016 has required social landlords to reduce their rents by 1% each year for four years (the ‘social rent reduction’). This is designed to help put welfare spending on a more sustainable footing and to ensure that the social housing sector plays its part in helping to reduce the deficit. The social rent reduction is subject to a number of exceptions. Most of these exceptions apply for all four years of the reduction, although some only applied for the first year.

Source: [Guidance on rents for social housing](#)

## 5.2 Rent policy from April 2020 onwards

In October 2017 the government announced its intention to set a long term rent deal for both local authority landlords and housing associations. This would permit annual rent increases on both social rent and affordable rent properties of up to consumer prices index (CPI) plus 1 percentage point from 2020, for a period of at least five years. This is the percentage change in the CPI over the period of 12 months up to and including the September falling in the previous financial year.

The new policy will come into effect from 1 April 2020. It will not override landlords’ statutory obligation to complete the four year social rent reduction as required by the Welfare Reform and Work Act 2016. Where a landlord has not completed the social rent reduction by 31 March 2020 (because its rent year begins after 1 April), it must complete the reduction before the applying the new policy.

Source: [Rents for social housing from 2020-21](#)

## 5.3 Social rent setting

The Welfare Reform and Work Act 2016 introduced rules around the levels of rents that can be charged by registered providers of social housing to 2021. For the period that the rent under a tenancy of a registered provider’s social housing is to be governed by the Act, the rent for that tenancy is not covered by the Rent Standard. Providers are expected to consult the Welfare Reform and Work Act 2016 and the Social Housing Rents (Exceptions and Miscellaneous Provisions) Regulations 2016 to establish how the rules apply to their stock, taking legal advice if they consider it necessary.

Source: [Regulatory Standards](#)

### Relevant legislation

[Welfare Reform and Work Act 2016](#)

[Social Housing Rents \(Exceptions and Miscellaneous Provisions\) Regulations 2016](#)

## 5.4 Affordable rent setting

Affordable Rent means a rent (inclusive of service charges) which does not exceed eighty per centum (80%) of the market rent for an equivalent property of the relevant size and location such rent to be assessed and set in accordance with the requirements of the Rent Standard

Source: [Affordable Homes Programme 2015 to 2018](#)

Source: [Guidance on rents for social housing](#)

**Rent Standard: Affordable rent guidance**

The Rent Standard sets out that Affordable Rent terms can only be used in relation to accommodation pursuant to a housing supply delivery agreement entered into between a registered provider and the Homes and Communities Agency (HCA) or the Greater London Authority (GLA).

Where the housing supply delivery agreement is entered into under the Affordable Homes Programme, this should take the form of either a Framework Delivery Agreement (FDA), or a Short Form Agreement (SFA) for new social housing supply.

Gross market rents are generally expressed inclusive of any service charges. An Affordable Rent, set at up to 80% of the gross market rent, should take account of the service charge for a property (where applicable) and reflect the property size and location. The maximum rent level for Affordable Rent should be assessed according to the individual characteristics of the property. Landlords are required to assess the gross market rent that the individual property would achieve and set the initial rent (inclusive of service charges) at up to 80% of that level.

**Supported housing**

Housing for vulnerable and older people often includes a range of services to support the particular needs of the client group. When setting an Affordable Rent, the gross market rent comparables should be based on similar types and models of service provision. Where there are insufficient comparables for similar types of provision in the local area, valuers should be requested to identify comparables from other areas, and extrapolate their best view of the gross market rent that would be applicable in the location in which the property is situated. Registered providers should set the initial rent at up to 80% of that level.

A tenancy where a registered provider is the landlord is excluded from mainstream Local Housing Allowance rules. But landlords should consider the local market context when setting rents, including the relevant Local Housing Allowance for the Broad Rental Market Area in which the property is located.

In all cases, an Affordable Rent should be no lower than the rent calculated based on the formula rent. In cases where an Affordable Rent would otherwise be lower than the formula rent for a property, the formula rent will constitute a 'floor' for the rent to be charged.

**Valuations for initial rent setting**

Valuations for initial rent setting should be in accordance with a Royal Institution of Chartered Surveyors (RICS) recognised method.

Source: [Rent Standard guidance](#)



## 6 Contact details

If you need this information in another format please contact us

Housing Services  
Forde House  
Brunel Road  
Newton Abbot  
Devon  
TQ12 4XX

[housing@teignbridge.gov.uk](mailto:housing@teignbridge.gov.uk)

[www.teignbridge.gov.uk/housing](http://www.teignbridge.gov.uk/housing)

Tel: 01626 361 101

**TDC tenancy strategy 2019 EVIDENCE 181220 v2**

G:\Housing\Strategy\TDC Tenancy Strategy\Strategy documents\Teignbridge



Ref No: TS2019

Proposal: Tenancy strategy 2019

## **Business Impact Assessment**<sup>1</sup>

Conducted by: Housing services

Date: Jan 2019

### 1. Aims of the Proposal

Under Section 150 of the Localism Act 2011 Councils have a duty to prepare and publish a Tenancy Strategy. The Tenancy Strategy must set out the matters to which Registered Providers of social housing for its district are to have regard in formulating policies.

As a local authority Teignbridge Council must keep its tenancy strategy under review, and may modify, or replace it from time to time. The last strategy was adopted in 2013, however since that time there have been major changes in housing legislation and welfare reform, as well as increased affordability issues across the sector.

In response to these changes Teignbridge Council has updated its tenancy strategy to put forward a more holistic approach to managing social housing in the district.

#### KEY ISSUES

1. Registered providers are becoming more commercial in their business models
2. Some registered provider rents are beyond Local Housing Allowance Rates thus unaffordable for many
3. Registered providers' 'rent in advance' policy can vary, with some charging 8 weeks rent in advance. This is not affordable for many on low incomes
4. Teignbridge has high house price to income ratio, with the average house price now being ten times the average salary
5. According to Homes England, Teignbridge is a local authority in a 'high affordability pressure area'
6. In 2010 the government introduced 'affordable rents', which are typically 80% of the local market rents. These rents are more expensive than social rents, which were typically 60% of market rents. In areas of high house prices, such as Teignbridge this is a particular issue

#### AIMS OF THE STRATEGY

Our strategy proposes developing local housing framework, which would set ranges for rents in relation to local incomes, whilst also enabling social housing providers to develop and maintain property, as well as manage homes through the tenancies they offer.

In summary, the overarching aims of this strategy are to:

1. Comply with the legislation
2. Encourage a wide range of housing options
3. Promote affordability
4. Make the best use of the available social housing stock
5. Ensure that vulnerable households are able to access appropriate accommodation
6. Promote mobility within social housing and other housing tenures
7. Promote clarity

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<sup>1</sup> Guidance notes are available to help fill in this form at [www.teignbridge.gov.uk/bia](http://www.teignbridge.gov.uk/bia).

More specifically registered providers are encouraged to:

1. Charge rents under the local housing allowance rate
2. Publish clear and accessible policies on tenancy management
3. Create clear and transparent advertisements on Devon Home Choice
4. Seek a maximum of two week's rent in advance
5. Co-operate with the Council to make the best use of stock
6. Bid for social grant where available
7. Assist the local authority to maintain tenancies and prevent homelessness
8. Limit the conversion of social rents to affordable rents
9. Promote mobility within the sector
10. Take precautions to tackle tenancy fraud

## 2. Methodology

This Equalities Impact Assessment uses the methodology and approach set out in Teignbridge's Engagement Strategy toolkit. Every new, or revised, strategy requires the undertaking of such an assessment to make sure that the proposals within the strategy address the Council's equalities policies and statutory requirements.

The BIA has considered the draft tenancy strategy's proposals and has analysed whether they are likely to have a positive, or negative, impact upon the different groups within our community. Action to be taken to prevent direct and indirect discrimination and to positively promote harmonious community relations is set out below.

## 3. Environment impacts

<b>The proposal indicates the following impacts on the environment.</b>	<i>Please score</i> <b>+3 ← 0 → -3</b>
a. Natural environment (wildlife, landscape, trees)	0
b. Built environment (townscape, design, archaeology, conservation)	0
c. Climate change (adaptation, mitigation)	0
d. Resource use (land, energy, water, minerals)	0

## 4. Value and financial impacts

<b>The proposal indicates the following financial impacts.</b>	<i>Please score</i> <b>+3 ← 0 → -3</b>
a. Jobs, or training opportunities	0
b. Business investment within the area	0
c. Tourism	0
d. The supply, or quality of housing	+3
e. Access to services and benefits	+3
f. Reduce cost, or increase income	+2
g. Increase capital receipts/funding	+2

### 4d. The supply, or quality of housing +3

Social housing is more than providing a roof over people's heads. It helps to create thriving, mixed communities and meets a need alongside home ownership, shared ownership and private rented accommodation.

The strategy aims to provide decent, affordable, stable homes for thousands of local households, whilst making the best use of Teignbridge's social housing stock. It contributes to health and wellbeing, reducing pressure on other public services and stimulating the wider economy.



#### 4e. Access to services and benefits +3

The Council is keen to see registered providers carrying out affordability assessments with households when letting properties at rents that are close to the current Local Housing Allowance, to ensure that the tenancy will be sustainable over time. This will include looking at benefits to which the household may be entitled.

#### 4f. Reduce cost, or increase income +2

The Council would like to see households being able to transition smoothly into safe and secure homes, regardless of income. However, we are increasingly concerned that there is a significant number of people who cannot afford upfront payments. We have therefore recommended to registered providers that they should not be charging more than two week's rent in advance.

Additionally, the Council expects registered providers to take the level of service charge payable on the property into account when looking at affordability. Rent and basic service charges, excluding water/waste, pull-chords/alarms etc., should be included in the rent setting, which should fall below the Local Housing Allowance rate.

#### 4g. Increase capital receipts/funding +2

The Council expects that any registered provider bidding for grant funding and/or developing in Teignbridge to become a member of the Teignbridge Affordable Housing Partnership, who will provide support for appropriate funding bids to Homes England and other bodies. This will provide more affordable housing and increase funds from the government's New Homes Bonus scheme.

### 5. Social impacts and duties

The proposal indicates the following social impacts.	%	Please score 3 ← 0 → -3
<b>a. Age Children (Under 16)</b>	16.3%	+2
<b>Young (16-24)</b>	9%	+2
<b>Working age (25-59)</b>	42.8%	+2
<b>Older (60+)</b>	31.9%	+1
<b>b. Women</b>	51.6%	0
<b>c. Men</b>	48.4%	0
<b>d. Transgender</b>	0.01%	0
<b>e. BAME (Black, Asian, minority ethnic)</b>	3.8%	0
<b>f. LGB (lesbian, gay, bisexual)</b>	5%	0
<b>g. Marriage and Civil Partnership</b>	52%	0
<b>h. Religion and belief (or none)</b>	71.9%	0
<b>i. Disability</b>	20.6%	+2
<b>j. Pregnancy and Maternity</b>		0
k. Rural	27%	+2
l. Economic Deprivation	21.8%	+2

\* **Bold** = 'Protected characteristics'

#### 5a. Age

The Tenancy Strategy does not discriminate on the basis of age. According to the government's green paper 'a new deal for social housing', 'social housing tenants tend to be of a similar age mix to all households in the population', which is not true of other tenures.

##### Young +2

The Council encourages landlords to offer fixed-term tenancies where this will help to make best use of the stock, in particular on larger properties of 3, or more bedrooms. This will help to ensure that in future, if a household no longer requires a larger, or adapted property, they can be supported to move on and the property can be reallocated to those in greater housing need. This will enable larger properties to become available for families with children.

### **Working age +2**

The Council expects registered providers to take the level of service charge payable on the property into account when looking at affordability. Rent and basic service charges, excluding water/waste, pull-chords/alarms etc., should be included in the rent setting, which should fall below the Local Housing Allowance rate. This ensures that affordable rents do not exceed the maximum benefits entitlement for housing costs.

### **Older households +1**

The Council encourages landlords to offer fixed-term tenancies where this will help to make best use of the stock, in particular on properties that have been significantly adapted for use by someone with a disability, more often for retired people. This will help to ensure that in future, if a household no longer requires an adapted property, they can be supported to move on and the property can be reallocated to those who have the most need for an adapted home.

### **5i. Disability +2**

The Council would like to work with providers to set up direct matches on adapted homes that are fully wheel-chair adapted and/or have wet rooms. This may require the Council facilitating a Multi Adapted Panel Meeting, extending the invite to all local providers.

The Council also encourages landlords to offer fixed-term tenancies where this will help to make best use of the stock, in particular on properties that have been significantly adapted for use by someone with a disability. This will help to ensure that in future, if a household no longer requires an adapted property, they can be supported to move on and the property can be reallocated to those in greater need for an adapted home.

### **5k. Rural Communities +2**

The Council expects registered providers work in partnership with the Council to develop local lettings plans to help create sustainable communities. One of the aims of a lettings plan would be to ensure that providers let homes in a way that enables people to live and work in rural areas.

### **5l. Economic deprivation +2**

To keep rents affordable for households on low incomes, the Council expects registered providers to charge rent, including basic service charges, below the Local Housing Allowance rate. This ensures that affordable rents do not exceed the maximum benefits entitlement for housing costs.

The Council is keen to see registered providers carrying out affordability assessments with households when letting properties at rents that are close to the current Local Housing Allowance, to ensure that the tenancy will be sustainable over time.

The Council expects that providers commit to the use of Devon Home Choice as their principle method of identifying new tenants. Advertisements should clearly set out the rent and detail any service charges, making it clear if they are eligible under the housing element of Universal Credit, or if the tenant is to pay on top. This will help potential tenants better understand costs making tenancies more sustainable.

The Council further recommends that:

1. There should be better access to pre-tenancy information for tenants, including budgeting and income maximisation
2. A financial assessment for potential vulnerability be introduced at the allocation stage
3. Providers should continue to improve their engagement with tenants and prioritise tenancy support, including helping tenants get online where appropriate
4. Joint working arrangements between the Council, the Department of Work and Pensions and registered providers should be maintained to ensure a holistic service is provided

The Council expects all registered providers to work proactively to manage and sustain tenancies. This should include regular contact with the tenant, regardless of tenancy type.

## 6. Summarise potential impacts and planned mitigations:

Have representatives of those likely to be affected by the proposal been <b>consulted</b> ?	<b>Yes</b>
Are there ongoing plans to <b>monitor</b> the impact of the proposals	<b>Yes</b>
Are there any relevant <b>Human Rights</b> considerations?	<b>No</b>

## 7. Duties

Under the Equality Act 2010 s.149 the Council must annually publish what actions we have taken in response to our three equality duties. This proposal contributes to the duties in the following ways:

### a) The elimination of discrimination, harassment, victimisation and other prohibited conduct

Our strategy proposes a local housing framework, which would find a balance to establishing fair rents and policies equitable to all groups regardless of race, tenure, family composition, gender, religion and sexual orientation.

### b) The advancement of equality of opportunity by:

According to the government's green paper 'a new deal for social housing', 'social housing helps to keep neighbourhoods diverse and integrated. It goes on to say that 'social housing tenants tend to be of a similar age mix to all households in the population', which is not true of other tenures. By promoting quality, affordable social housing Teignbridge Council is advancing equality of opportunity to local residents.

### c) The fostering of good relations between people by:

NA

Service information here: [www.teignbridge.gov.uk/equalityduties](http://www.teignbridge.gov.uk/equalityduties)

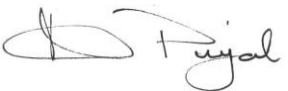

## 8. Managers' evaluation

<input checked="" type="checkbox"/>	No major change required
<input checked="" type="checkbox"/>	Adjustments have been made to better advance equality
NA	Continue despite having identified some potential for adverse impacts.
<input checked="" type="checkbox"/>	Cease the proposal. It shows actual or potential unlawful discrimination.

## 9. Recommended Actions

That the housing strategy is adopted and that Housing remains a priority for the Council

## 10. Sign off

	Business Manager		BID
	Amanda Pujol		Kay O' Flaherty
Signed		Signed	
Date	February 2019	Date	February 2019
Review date	February 2020	Review date	February 2020

## If you need this information in another format, please contact us.

If you would like further information about this report, please contact us.



**Email:** [housing@teignbridge.gov.uk](mailto:housing@teignbridge.gov.uk)  
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TQ12 4XX



Text us your name or reference number and we'll call you back

**07768 808 160**

Please note that by texting us you give Teignbridge District Council the right to contact you on this number, unless otherwise instructed by you.

**TDC tenancy strategy 2019 BIA 190201 v4 SIGNED**

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## TEIGNBRIDGE DISTRICT COUNCIL

## OVERVIEW & SCRUTINY COMMITTEE

**CHAIRMAN:** Cllr Mike Haines

**DATE:** 4 March 2019

**REPORT OF:** Principal Delivery Officer

**SUBJECT:** Community Infrastructure Levy Monitoring Report  
**PART I**

### RECOMMENDATION

**That the summary of the Community Infrastructure Levy, financial reporting and funding forecasts is noted.**

### 1. PURPOSE

- 1.1 To consider the background to the Community Infrastructure Levy (CIL), the process of reporting funding received and future income and expenditure forecasts.

### 2. THE COMMUNITY INFRASTRUCTURE LEVY (CIL)

- 2.1 The Planning Act 2008 introduced the Community Infrastructure Levy (CIL) and the 2010 Community Infrastructure Levy regulations provided the detailed framework for CIL charge setting, collection, expenditure and reporting. There have been partial amendments to the regulations during most of the intervening years.
- 2.2 CIL is a fixed charge on new development floor space. Affordable housing does not incur a liability and exemptions are available for extensions to existing dwellings and custom and self-build housing. As Charging Authorities, councils must use monies collected to fund infrastructure needed to support the development growth of the area.
- 2.3 A neighbourhood funding element must also be passed to town and parish councils. This amounts to 15% or 25% of the total CIL receipts depending on whether a neighbourhood plan has been made.
- 2.4 Teignbridge introduced CIL in October 2014 following an independent examination. The rates set were based on development viability evidence that also supported introduction of the Local Plan. The evidence gathered identified that it was only residential development and out of town centre retail schemes that could afford to pay a charge.
- 2.5 CIL amounts charged depend on where in the district development is located and are set out in the council's CIL Charging Schedule. Inflation is applied annually in line with the Royal Institute of Chartered Surveyors' index of build

## TEIGNBRIDGE DISTRICT COUNCIL

costs. Further information about Teignbridge's CIL is available at the following link.

[www.teignbridge.gov.uk/cil](http://www.teignbridge.gov.uk/cil)

### 3. CIL MONITORING REPORT

3.1 The CIL Regulations require councils to prepare a CIL monitoring report each year before the end of December. The report must address financial matters associated with CIL liabilities, income and expenditure relating to the preceding financial year.

3.2 CIL reports are available at the following link and the latest for 2017/18 is at Appendix 1. Also included in the report are figures for the cumulative position since CIL was introduced in 2014.

<https://www.teignbridge.gov.uk/planning/planning-applications-and-appeals/community-infrastructure-levy/what-is-cil-spent-on/>

3.3 The following sections summarise the purpose and content of each of the rows included in table 1 of the monitoring report.

#### Liabilities raised

3.4 By March 2018 Teignbridge had granted planning permission for development whose cumulative CIL liability since October 2014 amounted to £15,365,707 (Appendix 1, table1, row 1).

3.5 In many cases CIL exemptions were available. Taking these into account, non-exempt CIL liabilities over all years amounted to £12,642,365 (row 2).

3.6 However, CIL liabilities do not provide a reliable forecast of CIL income. These figures do not, for example, take into account planning permissions that might lapse without being implemented and it would not be prudent to commit budget on the strength of liabilities alone.

#### Amount of CIL Raised

3.7 Chartered Institute of Public Finance and Accountancy (CIPFA) guidance does allow councils to recognise CIL income once development has commenced. At that point the associated CIL invoice is issued by the Charging Authority in the form of a 'demand notice' and the requirement to pay cannot be reversed.

3.8 At March 2018, receipts due from development that had commenced, and where a demand notice had been issued amounted to £4,933,994 (row 3). It is this figure that the Monitoring Report's later data on expenditure and income retained is based.

## TEIGNBRIDGE DISTRICT COUNCIL

- 3.9 Teignbridge charges developers CIL in four equal instalments every six months for two years. Because of this, the amount of cash actually received lags behind recognised income. The report shows total CIL received amounting to £3,529,617 (row 4).
- 3.10 Excluding the amount that has subsequently been paid to town and parish councils (see below), Teignbridge has received £2,807,363 in cash.

### Administrative and borrowing expenses

- 3.11 The CIL regulations allow Charging Authorities to direct up to 5 per cent of CIL income towards administrative expenses. Teignbridge does not currently draw on this facility (row 5), which means that all income can be directed towards new infrastructure and infrastructure improvements.
- 3.12 The regulations enable the Secretary of State to set limits on the extent to which authorities can borrow against future CIL income. That limit is currently set at zero and no borrowing is allowed (row 6).

### Town and parish councils

- 3.13 The requirement to pay 15% - 25% of receipts to town and parish councils applies when cash is received. By March 2018, £722,255 had been passed to town and parish councils (row 7).
- 3.14 Because of the phased nature of Teignbridge's CIL payment schedule, a further £248,891 of recognised income will be paid to town and parish councils upon receipt of the cash (row 8).
- 3.15 The CIL regulations provide for CIL income to be recovered by the Council where town and parish councils have not deployed it within five years of receipt. There have been no instances of this because CIL was only introduced in Teignbridge four and a half years ago (row 9).

### Teignbridge's CIL expenditure

- 3.16 Excluding funds paid to town and parish councils, Teignbridge has spent £1,596,151 of CIL income (row 10).
- 3.17 The second table in the Monitoring Report at Appendix 1 explains that these funds have been directed towards Dawlish Countryside Park and cycle paths. This expenditure was planned through the capital programme.

### Cash income retained

- 3.18 Starting with a net Teignbridge cash balance of £2,807,363 (section 3.9 above), the result of this expenditure is a residual cash balance of £1,211,211.

### Recognised income retained

## TEIGNBRIDGE DISTRICT COUNCIL

- 3.19 Having recognised £4,933,944; sent £722,255 to town and parish councils; and spent £1,596,151 on infrastructure, Teignbridge's recognised CIL income retained amounted to £2,366,697 by March 2018.

### 4. FUTURE CIL INCOME

- 4.1 In January 2019, Government published technical proposals to amend the requirements of future CIL Monitoring Reports. The full consultation document is available at the following link:  
[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/767292/CIL\\_Amendment\\_Regulations\\_Consultation\\_Paper.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/767292/CIL_Amendment_Regulations_Consultation_Paper.pdf)
- 4.2 One of its chief proposals is to require that three year CIL forecasts are prepared on an annual basis. A similar section 106 funding forecast would also be required.
- 4.3 Officers already forecast CIL income. These estimates help to inform setting of the three year Teignbridge capital programme. Forecasts for the next five years of total CIL income across Teignbridge are summarised at Appendix 2. They indicate that around £6,500,000 could be paid to town and parish councils, with a further £21,500,000 available for the District Council to spend on infrastructure.
- 4.4 Whilst detailed analysis goes into producing CIL forecasts, these cannot be relied upon in absolute terms. One reason is that development rates often respond to market conditions, which can improve or worsen over time.

### 5. TIME-SCALE

- 5.1 The CIL Monitoring Report for 2018/19 will be published before the end of the 2019 calendar year. It will take into account any relevant amendments to the CIL regulations.

**Fergus Pate**  
**Principal Delivery Officer**

<b>Wards affected</b>	<i>All outside Dartmoor</i>
<b>Contact for any more information</b>	<i>Fergus Pate</i>
<b>Background Papers (For Part I reports only)</b>	<i>Referred to in report</i>
<b>Key Decision</b>	<i>No</i>
<b>In Forward Plan</b>	<i>No</i>
<b>In O &amp; S Work Programme</b>	<i>Yes</i>



## TEIGNBRIDGE DISTRICT COUNCIL

### Appendix 1: CIL Monitoring Report

#### Teignbridge Community Infrastructure Levy Monitoring Report

Financial Year April 2017 – March 2018

#### Introduction

Teignbridge District Council (the Council) adopted the Community Infrastructure Levy (CIL) in July 2014 and the Levy took effect across the district from 13 October 2014.

This CIL monitoring report provides a summary of the CIL income received and spent by the Council, secured through development.

The monitoring report also includes the CIL apportioned to town or parish councils during the financial year. The Council makes payments to town and parish councils where liable development is charged and payment is received from the developer. Where there is no formerly constituted parish or town council, the Council will hold the levy receipts to be spent on infrastructure.

#### CIL Income and Spending to date

	<b>A: Financial Year (1 April 2017 – 31 March 2018)</b>	<b>B: Total since CIL in force (13 October 2014)</b>
1. Amount of liability notice generated.*	£9,308,684	£15,365,707
2. Amount of CIL liability after exemptions.*	£8,524,209	£12,642,365
3. Total CIL receipts due from developments which have commenced (including parish proportions).	£727,087	£4,933,994
4. Total CIL received, including town/parish amounts.	£2,105,061	£3,529,617
5. Amount of CIL applied to administrative expenses.	£0	£0
6. Amount applied to repay money borrowed.	£0	£0
7. Amount CIL sent to town/parish councils.	£414,609	£722,255

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8. Amount CIL due to town/parish councils upon receipt.	-	£248,891
9. CIL income recovered from town/parish councils.	£0	£0
10. Total CIL expenditure.	£0	£1,596,151
11. CIL income retained.	£312,478	£2,366,697

\*The Council provides a 'liability notice' to all developers once planning permission has been granted, and this gives a useful indication of potential future CIL income. However, not all of this will in fact be collected because developments may not happen and some developments like self-build housing and extension to existing houses can claim nationally – defined exemptions from paying CIL. The two figures shown are the total of the liability notices issued, including and excluding development which have claimed exemptions.

### Details of Expenditure

Financial Year	Amount	Project	Delivery Body
2014-15	£0		
2015-16	£0		
2016-17	£1,526,151.13	Dawlish Countryside Park	Teignbridge District Council
2016-17	£70,000.00	Contribution for cycle paths	Devon County Council
2017-18	£0		

### Spending on Infrastructure Projects

The Council is planning to fund various projects either partially or fully with CIL income, including projects set out in the Capital Programme.

CIL Regulations require that 15% of the CIL income is given directly to town and parish councils, except in areas with an existing adopted Neighbourhood Plan, where the parish proportion rises to 25%.

Town and parish councils must make arrangements for the proper administration of their financial affairs, including CIL payments, in accordance with the Local Government Act 1972, and the Accounts and Audit (England) Regulations 2011.

For each year when they have received funds through the levy, town and parish councils must publish the information specified in Regulations 62A. They should publish this information in their website.

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Appendix 2: CIL Income forecast 2018 – 2023

	<b>2018/19</b>	<b>2019/20</b>	<b>2020/21</b>	<b>2021/22</b>	<b>2022/23</b>	<b>Total</b>
Parish and town	£303,056	£660,870	£1,276,180	£1,995,857	£2,421,299	£6,657,263
Teignbridge	£999,779	£2,305,658	£4,079,027	£6,388,869	£7,534,107	£21,307,439
Total	£1,302,835	£2,966,528	£5,355,208	£8,384,726	£9,955,405	£27,964,702

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TEIGNBRIDGE DISTRICT COUNCIL

**OVERVIEW & SCRUTINY COMMITTEE**

CHAIRMAN: Cllr Mike Haines

**DATE:** 4 March 2019  
**REPORT OF:** Principal Delivery Officer  
**SUBJECT:** South East Devon Habitat Regulations Executive Committee  
**PART I**

**RECOMMENDATION**

**That the summary of South East Devon Habitat Regulations Executive Committee evidence, governance and decisions is noted.**

**1. PURPOSE**

- 1.1 To consider the background and reasons for forming the joint South East Devon Habitat Regulations Executive Committee, as well as associated governance arrangements.

**2. THE HABITAT REGULATIONS**

- 2.1 The European Habitats Directive has been transposed into UK law through the Conservation of Habitats and Species Regulations (the 'Habitat Regulations'). The most recent version of the Habitat Regulations was published in 2017 and is available at the following web link:  
[http://www.legislation.gov.uk/ukxi/2017/1012/pdfs/ukxi\\_20171012\\_en.pdf](http://www.legislation.gov.uk/ukxi/2017/1012/pdfs/ukxi_20171012_en.pdf)
- 2.2 The Habitat Regulations require that councils (as 'competent authorities') must only approve plans or projects if they will not adversely impact on designated European Sites. Whether that impact would occur needs to be assessed both with regard to individual plans or projects and the combined impacts of multiple plans or projects.
- 2.3 Exiting the European Union is not expected to alter the relevance of the Habitat Regulations and the provisions of the Habitats Directive will continue to be reflected in UK law.

**3. EVIDENCE OF PRESSURE ON OUR EUROPEAN SITES**

- 3.1 Natural England are the Government's nature conservation body. They are responsible for advising councils on how to apply the Habitat Regulations. Local authorities must have regard to their advice.

## TEIGNBRIDGE DISTRICT COUNCIL

- 3.2 In 2010 Natural England advised Teignbridge, Exeter and East Devon's councils that they should consider the potential impacts of development growth on the protected habitats and species of the Exe Estuary, Dawlish Warren and East Devon Pebblebed Heath European Sites (see Appendix 1).
- 3.3 On the Exe, for example, the area qualifies as a European Site for regularly supporting at least 20,000 waterfowl, including Avocet and Brent Goose, that rely on being able to rest and feed over winter in order that they have the energy to migrate and breed in Spring. This is a finely balanced situation where human disturbance can result in mortal consequences for the protected species. If the frequency of disturbance might increase as a result of new development, the Habitat Regulations require that the associated implications for the protected wildlife must be mitigated.
- 3.4 In other local authority areas, failure to meet the requirements of the Habitat Regulations has led to an embargo on development until the matter can be resolved. In Teignbridge this would be likely to significantly dilute our housing land supply, invoking the 'presumption in favour of sustainable development' and introducing scope for unplanned and unallocated housing sites to come forward in parts of the district where there would not be significant impacts on the European Sites.
- 3.5 A range of studies were commissioned to investigate further. Drawing on extensive experience from across the UK, leading experts in the field assembled robust evidence that included:
- 2000 local postal questionnaires** establishing households' likelihood of visiting the sites depending on how far away they live.
- Visitor surveys on the sites** to understand where people were travelling from and how they were using the sites.
- Disturbance studies** to understand how often protected species were being disturbed and by what activities.
- 3.6 All of this evidence led to a shared scientific understanding of the most harmful recreational activities observed on the European Sites. It also resulted in an expert assessment of the additional pressure that would apply to the Sites and their designated features as a result of housing and population growth.
- 3.7 This information fed into the Local Plan making process across the three authority areas. It was necessary for each Local Plan to incorporate firm policies that would only allow new development to come forward where there would be no 'likely significant effect' on the Sites or where the impacts of additional recreational pressure from new residents could be mitigated.

## 4. JOINT STRATEGY FOR HABITAT MITIGATION

- 4.1 In 2014 a joint South East Devon European Site Mitigation Strategy (SEDESMS) was finalised for Teignbridge, Exeter and East Devon. This drew

## TEIGNBRIDGE DISTRICT COUNCIL

together the scientific evidence that had already been prepared. At the same time it harnessed international expertise and real-world examples in order to arrive at a suite of mitigation measures whose implementation would prevent the condition of the European Sites from worsening as new development came forward. These measures drew widespread support from experienced stakeholder organisations including Natural England, the Exe Estuary Management Partnership, Devon Wildlife Trust and the RSPB.

- 4.2 The Mitigation Strategy set out that new development within 10km of the European Sites would result in significant impacts on the Sites' protected features. This established the basis for the three planning authorities to collect contributions from development within the 10km zones (Appendix 2) so that they could fund the Strategy's mitigation projects.
- 4.3 With measures identified; contributions being collected; and a route map for the public authorities to mitigate development pressures, the councils put themselves in the position of being able to continue granting housing planning permissions.
- 4.4 The Mitigation Strategy and associated evidence are available at the following web link:

<https://www.teignbridge.gov.uk/planning/biodiversity/exe-estuarydawlish-warren-habitat-mitigation/evidence-base/>

## 5. JOINT GOVERNANCE OF THE MITIGATION STRATEGY

- 5.1 By 2015 the three Councils were in a position where they had joint evidence, a joint strategy and were collecting funds associated with shared habitat mitigation projects. A structure for implementing the joint approach was required. Building on the experiences of other local authorities managing similar cross-boundary issues, the three authorities formed a new South East Devon Habitat Regulations Executive Committee (HREC).
- 5.2 Formation of the HREC was approved by Teignbridge's Executive Committee on 8 December 2015. In summary, the following decision was made:
  - a) Establishment of the HREC
  - b) Approval of Terms of Reference and Rules for the HREC
  - c) Delegation of all necessary powers to deliver mitigation measures in line with the Habitat Regulations, except for compulsory purchase powers
  - d) Appointment of the Portfolio Holder for Planning and Housing as the Council's member of the HREC.
  - e) Delegated authority to the Solicitor to the Council, in consultation with the Group Leaders and Democratic Services Manager, to make any further amendments to the Terms of Reference and Rules of Procedure
- 5.3 Further details of the Executive decision and the Terms of Reference and Rules of Procedure are available at the following links:

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<https://www.teignbridge.gov.uk/committee-meetings-and-agendas/executive-meetings/executive-2015-2016/8-december-2015/>

<http://eastdevon.gov.uk/media/2537580/cjune18part9.pdf>

- 5.4 The HREC has met since June 2016. Its Terms of Reference provided for at least four meetings in the first year of operation. Since the second year began the HREC has been able to determine the frequency of meetings in line with projected workload. With a requirement for an annual business plan, the HREC needs to meet approximately once a year as a minimum but usually more often.
- 5.5 East Devon District Council acts as the HREC financial accountable body and provides much of the necessary democratic services support. Agendas and minutes of HREC meetings are available at the following link:  
<http://eastdevon.gov.uk/council-and-democracy/committees-and-meetings/south-east-devon-habitat-regulations-executive-committee/>
- 5.6 Whilst Executive functions have been delegated to the HREC, a joint scrutiny committee has not been formed. Each of the councils has retained its own scrutiny powers. However, no decision has been called-in by any of the authorities' scrutiny committees to date.

## 6. IMPLEMENTING THE MITIGATION STRATEGY

- 6.1 Across the three European Sites, the Mitigation Strategy identified 60 measures that need to be implemented (See Table 26 from p218). Progress with the measures and annual business plans is reported to the HREC. The position as at April 2018 is summarised in the table at Appendix 3 and items that were of interest when this report was requested are considered in more detail below.

### Habitat Mitigation Officers

- 6.2 October 2018 marked two years since two Habitat Mitigation Officers (HMO) were appointed. The main day to day duties of the HMOs continues to focus heavily on public engagement and education across the three protected sites. Close working with project partners further enhances understanding and knowledge of the European Sites.
- 6.3 The HMOs help to promote the importance of the European Sites. This includes explaining the Exe Estuary Wildlife Refuges and codes of conduct.
- 6.4 The partnership approach of the HMOs has included work with the Wetland Bird Survey (WeBS) team, the Exe Estuary Management Partnership, the Royal Yachting Association Green Blue, and liaison with conservation/land management teams across the region (EDDC, TDC, RSPB, DWT and Pebblebed Heaths Conservation Trust).



## TEIGNBRIDGE DISTRICT COUNCIL

### Patrol Boat

- 6.5 Ensuring people are following agreed codes of conduct and helping them to understand and respect the Exe Estuary Wildlife Refuges is a fundamental component of the long-term strategy to reduce overwintering bird disturbance on the Exe Estuary. The patrol boat is a key element within this and as such needs to be operational regularly during the winter. The mitigation strategy recommended delivery of an up-to date and well equipped patrol boat, with an appropriate level of staff resources available.
- 6.6 The patrol boat was launched in August 2018 and the HMOs have ensured there is a visible and capable Local Authority presence on the water. This helps to deter anti-social behaviour and speeding. The patrol boat is operated from Exmouth marina, in close co-operation with the Harbour Authority, National Coastwatch Institution and the RNLI.

### Wildlife refuges

- 6.7 The wildlife refuges are essentially a request to the thousands of people using the Exe Estuary to act responsibly and refrain from using two critically important ecological areas. The areas were determined (and substantially adapted) after an extensive, 9 month consultation which included 18 specific user group meetings, two general meetings, a dedicated website and two online surveys.
- 6.8 The protected species depend on the estuary for their survival. The evidence, coupled with the precautionary approach required by legislation, makes it clear that doing nothing is not an option. No fines or enforcement are in place and therefore the success of the voluntary approach will depend on the continued adoption of the refuges and education of people using the estuary for their recreational pursuits.
- 6.9 The wildlife refuges are identified at Appendix 4. They represent just 3.5% of the Exe Estuary European Site throughout the year (at Dawlish Warren) and a total of 7% for 14 weeks of the year (when including the Exmouth refuge area).

### Monitoring

- 6.10 Monitoring is essential to ensure the successful delivery of the mitigation work, to ensure approaches are working as anticipated and to identify whether further refinements or adjustments are necessary. As the individual projects are delivered, monitoring can inform where resources can best be allocated.
- 6.11 The monitoring programmes as recommended in the mitigation strategy are therefore aimed at ensuring mitigation effort is focused and responsive to changes in access, and that money is well-spent and correctly allocated. The monitoring is integral to the mitigation 'package'.

## TEIGNBRIDGE DISTRICT COUNCIL

- 6.12 As outlined in the approved 5Yr Delivery Programme, a region-wide monitoring programme of visitor numbers, behaviour and activities at the protected sites is planned for 2020-21 and every 5 years thereafter. The wildlife refuges are currently being monitored as part of a 3 year programme to ascertain their effectiveness, with annual reporting to HREC. The Delivery Programme is available at the following link:

<http://eastdevon.gov.uk/media/1779159/290616-south-east-devon-hrec-agenda-public.pdf>

- 6.13 In addition, there are site specific monitoring projects underway, including species and habitat monitoring at Dawlish Warren and visitor counters have been installed at Dawlish Countryside Park SANGS.

## 7. NEXT STEPS

- 7.1 The next HREC meeting is scheduled for 29 April 2019. Included on the agenda will be:

- Project delivery annual report
- Financial performance annual report
- Annual business plan
- 5 year delivery programme
- New habitat mitigation website

### Habitat mitigation website

- 7.2 A new habitat mitigation website is being prepared. It is understood that it will be available in advance of the 29 April HREC meeting. The website will help to enhance public understanding of many of the matters addressed in this report, including questions like:

- What and where are the European Sites?
- Why are they under threat, and what is the evidence?
- What is the strategy for responding and what measure are proposed?
- What mitigation measures have been implemented on each site?
- What are the future mitigation plans?
- How do I find out more about the HREC?

## 8. TIME-SCALE

- 8.1 The South East Devon European Site Mitigation Strategy relates to development plans for the next 15 years. However, many of the mitigation measures need to be put in place on an ongoing basis and the HREC has been established as a permanent committee.

## 9. OFFICER PRESENTATION

## TEIGNBRIDGE DISTRICT COUNCIL

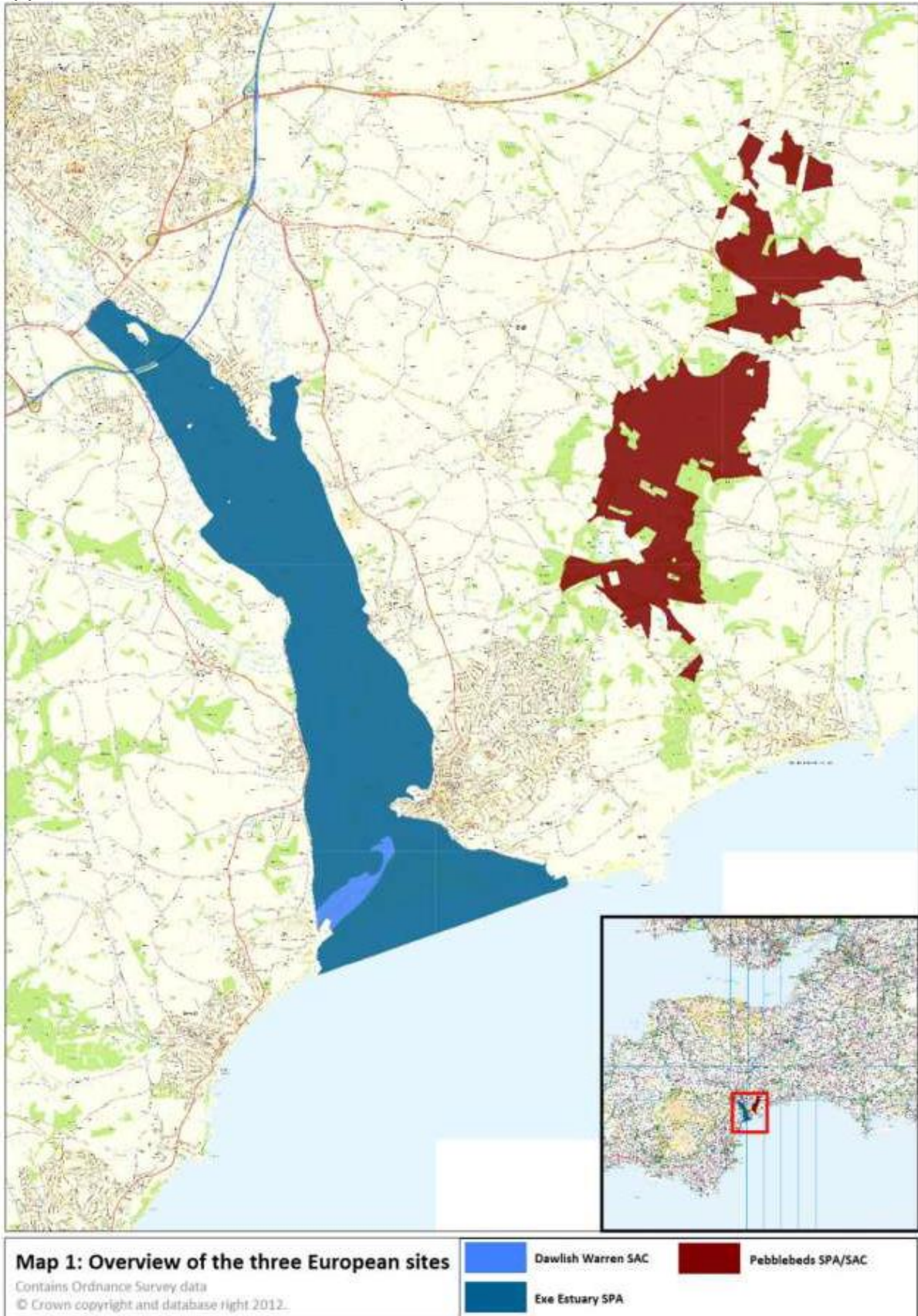
- 9.1 On 4 March Teignbridge and HREC officers will deliver a presentation providing further information about the European Sites, the evidence gathered, the Mitigation Strategy, Habitat Mitigation Officers' day-to-day role and how the HREC operates.

**Fergus Pate**  
**Principal Delivery Officer**

<b>Wards affected</b>	<i>All outside Dartmoor</i>
<b>Contact for any more information</b>	<i>Fergus Pate</i>
<b>Background Papers (For Part I reports only)</b>	<i>Identified in report</i>
<b>Key Decision</b>	<i>No</i>
<b>In Forward Plan</b>	<i>No</i>
<b>In O &amp; S Work Programme</b>	<i>Yes</i>

# TEIGNBRIDGE DISTRICT COUNCIL

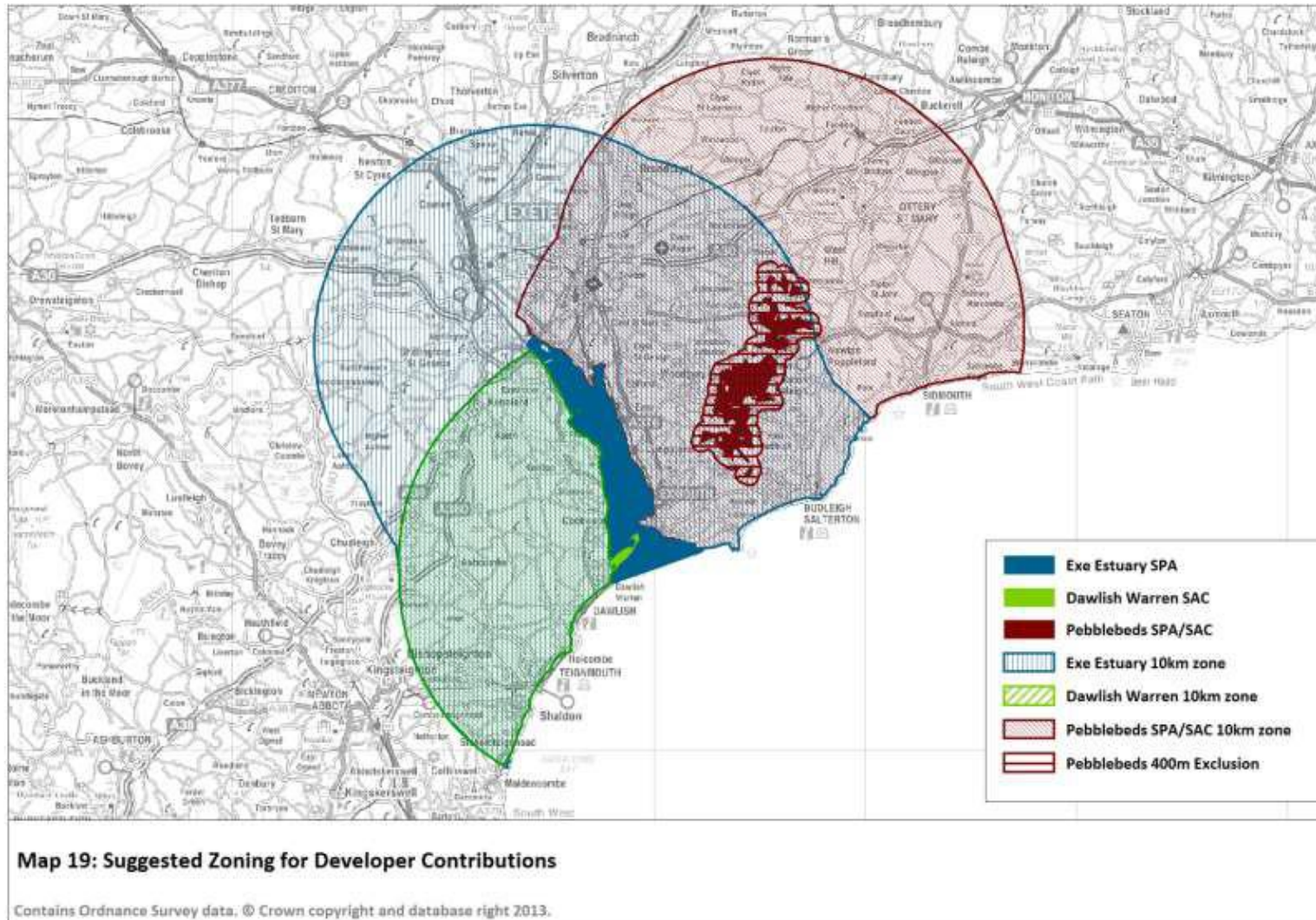
## Appendix 1: South East Devon European Sites



# TEIGNBRIDGE DISTRICT COUNCIL

## Appendix 2: 10km Zones

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**TEIGNBRIDGE DISTRICT COUNCIL**

**Appendix 3  
2016-17 and 2017-18 Habitat Regulations Executive Committee  
Annual Business Plans. Mitigation measures completed/ongoing**

<b>Site</b>	<b>Measure</b>	<b>Status</b>
Cross Site	Delivery Manager (Reports to HREC, delivery of annual business plan, line management)	Completed (ongoing)
Cross Site	Two Habitat Mitigation Officers (Public engagement/education across the protected sites)	Completed (ongoing)
Cross Site	HMO vehicle	Completed (ongoing)
Cross Site	Dog project (Positive, free membership scheme to promote responsible dog ownership)	Completed (ongoing)
Dawlish Warren	Changes to car parking management (To avoid increasing visitor pressure at most sensitive time of the year)	Initiated (ongoing) <sup>1</sup>
Dawlish Warren	Byelaw preventing fires and barbeques in buffer zone	Under investigation <sup>2</sup>
Dawlish Warren	Carry out audit of information boards (Education tool – signage redesigned across the Warren)	Initiated: Delivery Summer 2018
Dawlish Warren	BBQ info at local retailers (Due to fire risk, no BBQs or fires are permitted at the Warren)	Initiated: Delivery Spring 2018
Dawlish Warren	Removal of Dog Control Order (Dogs on leads in buffer zone difficult to enforce)	Under investigation
Exe Estuary	Patrol boat (Presence on the water, reinforce codes of conduct, wildlife refuges, deter ASB, speeding)	Initiated (ongoing)
Exe Estuary	Disturbance monitoring (3 year monitoring, effectiveness of wildlife refuges)	Initiated (ongoing) <sup>3</sup>
Exe Estuary	Update signs at public slipways (To reflect wildlife refuges, codes, speed limit, byelaws)	Initiated: Delivery Summer 2018
Exe Estuary	New interpretation boards (five boards) (See above)	Initiated: Delivery Summer 2018
Exe Estuary	Procurement, installation, maintenance of buoy markers. (To demarcate the wildlife refuges)	Initiated: Delivery Autumn 2018
Pebblebed Heaths	Maps highlighting sensitive areas (To inform promoted routes, signage, way marking, car parking)	In progress <sup>4</sup>
Pebblebed Heaths	Dog bins	Completed (ongoing)
Pebblebed Heaths	Codes of conduct	Completed
Pebblebed Heaths	Boardwalks/ Path surfacing (Avoiding erosion of heaths and deterioration of wet heath due to runoff)	Initiated (ongoing) <sup>5</sup>

<sup>1</sup> TDC are working to respond to the HREC recommendations.

<sup>2</sup> Pursuing with TDC Legal department, collection of evidence.

<sup>3</sup> Monitoring started Feb 2018, 3 year contract.

<sup>4</sup> Pebblebed Heaths Conservation Trust are working with a graphic designer to finalise.

<sup>5</sup> Pebblebed Heaths Conservation Trust are working with a contractor to undertake 1<sup>st</sup> schedule of urgent works.

Appendix 4

Exe Estuary Wildlife Refuges



**Exe Estuary**

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Teignbridge District Council

# ten year

2016 - 2025

# strategy

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What else we will do	45-47

# Council Strategy 2016-2025

04 February 2019

**Goal** 01 A roof over our heads

**Lead Contact:** Humphrey Clemens, Amanda Pujol

**RAG Status:**

Caution

## Summary Statement

Four of the eight indicators are highlighted as a concern. Two are on target, one is ahead of target and one well ahead of target. Details of these are summarised below and a fuller explanation is in the performance indicator section of the report. All three projects reported this quarter are on track.

### **Make sure plans take full account of all housing needs**

The net additional new homes is on target with 480 delivered against a target of 465. The review of Devon Home Choice is ongoing and we are awaiting the findings of the audit report due to be published mid-January. The provision of self build plots is well ahead of target.

### **Deliver affordable housing**

As noted last quarter the annual target for affordable housing delivery will not be met. We are currently ten properties below the quarterly target. However last quarter we reported we were anticipating a short fall of 25 units at end of year, now we estimate we will be one unit below the target at the end of the year.

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

The project to deliver affordable housing on land owned by Teignbridge Council is on track and reported below.

### **Improve housing conditions and reduce empty homes**

As reported last quarter we are assessing eight further applications from agents for accreditation under the Property Agent Rating Scheme, and envisage we will be in a position to make further awards at the end of January. The number of dwellings improved by intervention from the Council is on target.

Teignbridge recorded a figure of 338 empty homes at the assessment date of 1st October 2018 exceeding the target for the tenth consecutive year and reducing empty homes to 0.54% of total housing stock which is well below the national average of 0.85%.

### **Prevent homelessness wherever possible**

The homeless prevention targets continue to show as a concern and we are having ongoing dialogue with Ministry of Housing Communities & Local Government. We are trialling a process whereby we include Disabled Facility Grant DFG applications in the figures if the householder would otherwise be threatened with homelessness without a DFG. This will improve the figures however, we will be significantly below target at the end of the year. We will review these targets for 2019/20 to take account of the new criteria as the current targets are unachievable and were set before the new guidance came into force.

The rough sleeper count was conducted this quarter and seven people were recorded. This is three more than the last count. Following the count, the Teignbridge Housing Options Team has worked intensively with those verified rough sleepers who are open to engagement in order to find accommodation and provide support. As a result, only two of the seven people verified through the count remain street homeless as they are currently unwilling to engage with our service. We will continue to encourage them to accept our offers of help.

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**Key to Performance Status:**

Performance Indicators:

No data

Concern

Caution

On target

Ahead of target

Well ahead of target

**Key to +/- Column:**

+

Higher figures are better

-

Lower figures are better

OFF

Direction cannot be determined

**Performance Indicators**

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Code 2	Title	+/-	Prev Year End	Annual Target	Current Target	Status	Q1 Act	Q2 Act	Q3 Act	Q4 Act	Actual to Date	Officer Notes
CSROH 1.4	<u>Ratio of self-build permissions to registered demand</u>	+	n/a	100%	100%	Well ahead of target	n/a	n/a	n/a	165%	165% (4/4)	(2018 - 2019) This is data is from the submission for the period 31 Oct 17 to 30 Oct 18 There were 60 new registrations during this period and 99 'suitable' plots for custom or self build. (HW)
CSROH 4.1	<u>Number of empty properties impacting on the New Homes Bonus (Y2-4)</u>	-	361	360	360 (3/4)	Ahead of target	461	338	338		338	(Quarter 3) Teignbridge recorded a figure of 338 at the assessment date of 1st October 2018 exceeding the target for the 10th consecutive year and reducing empty homes to 0.54% of total housing stock which is well below the national average of 0.85%. (GD)
CSROH 1.2	<u>Net additional homes provided</u>	+	697	620	465 (3/4)	On target	170	325	480		480	
CSROH 4.2	<u>Number of dwellings improved through intervention by the Council (Y2-4)</u>	+	180	198	149 (3/4)	On target	61	118	149		149	
CSROH 5.1	<u>Number of rough sleepers as an estimate on a snapshot date (Y1-4)</u>	-		4	4	Concern	n/a	n/a	n/a	7	7 (4/4)	(2018 - 2019) The annual rough sleeping count happens in mid November and is co-ordinated by the Dept. for Communities and Local Government. All Devon authorities undertake the count on a single night. This years count was done over the week leading up to 16.11.18 (JT)
CSROH 2.1	<u>Deliver an average of 124 affordable homes a year in</u>	+	139	124	93 (3/4)	Concern	48	53	83		83	(Quarter 3) 30 new homes delivered in Kennford,

**Performance Indicators**

Code 2	Title	+/-	Prev Year End	Annual Target	Current Target	Status	Q1 Act	Q2 Act	Q3 Act	Q4 Act	Actual to Date	Officer Notes
	<u>urban areas as defined by the Local Plan (Y1-4)</u>											Teignmouth and Kingsteignton. Current projections indicate that delivery will only fall one short of target and would be exceeded without developer delays beyond our control. (GD)
CSROH 5.2	<u>Homelessness prevented by client remaining in existing home (Y1-4)</u>	+	495	440	330 (3/4)	Concern	4	23	29		29	(Quarter 3) Low figure reflects the fact that we cannot yet claim homelessness preventions due to DFGs and intervention by HB team as a result of changes to the reporting process through the Homelessness Reduction Act. This has had a significant impact on prevention figures for LAs nationally. A trail process has been agreed to claim DFGs where there is evidence that a person is threatened with homelessness. If successful, the new process will be used to claim HB interventions also. NB. MHCLG have confirmed that prevention figures will not be a determinant of future funding for homelessness prevention services. (TM)
CSROH 5.3	<u>Homelessness prevented by assisting with alternative accommodation (Y1-4)</u>	+	408	363	272 (3/4)	Concern	31	89	201		201	(Quarter 3) Figures had been low for first two quarters of this financial year. Officers have had to adapt to new legislation under the Homelessness Reduction Act and the need to now make statutory homelessness decisions in addition to conducting prevention and relief work. The total of this quarter (112) is a significant improvement and is comparable to the officer intervention figures prior to the implementation of HRA. (TM)
CSROH 5.4	<u>Number of households placed into temporary accommodation (Y1-4)</u>	OFF	62	TPI	TPI	Not calculable/No status	87	85	104		104	

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Performance Indicators												
Code 2	Title	+/-	Prev Year End	Annual Target	Current Target	Status	Q1 Act	Q2 Act	Q3 Act	Q4 Act	Actual to Date	Officer Notes
CSROH 1.1	<u>Provide gypsy and traveller pitches according to identified need in Plan Teignbridge</u>	+	48	21	21	Data not due	n/a	n/a	n/a		n/a	
CSROH 1.3	<u>Number of self build homes provided</u>	+	15	31	31	Data not due	n/a	n/a	n/a		n/a	

**Key to Performance Status:**

Projects:

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

**Delivery of the Local Plans\* (CSO1)** Caution Project Responsible Officer Simon Thornley

Date	Progress Review
25/01/2019	A revised Local Development Scheme will be presented to Executive, updating the timetable. This reflects the agreed revision to the GESP which has been through other councils' committees, and which has a knock-on effect on the Teignbridge Local Plan. In addition, Council has agreed to prepare a Wolborough DPD which needs to be included in the LDS. The timetable alteration is reflected in the caution status, although work on the plans will continue apace.
31/03/2019	

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

Date	Progress Review
02/01/2019	The Property Agent Rating Scheme (PARS) is a scheme set up to ensure that all letting agents and property managers comply with letting related legislation. In addition to 8 agents who have received awards for this scheme already, a further 8 applications are currently being assessed and we are awaiting confirmation that websites have been updated. This will be followed up in January 2019 with a view that the awards will be made by the end of the month. Work has commenced with assessing other agents who have not made applications for bronze standard (legislative standard) and this will be reviewed the second week of January.
31/03/2019	

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

Date	Progress Review
03/01/2019	Schemes are being worked up on council land in Newton Abbot, Kenn, Ideford and Chudleigh. Two sites have received positive pre-application advice. A scheme at Haldon Ridge for three pitches is now completed. A scheme for acquisition of land in Bovey Tracey to deliver 4 custom build affordable homes had been approved in principle by the Capital Review Board, as is a scheme in Hennock but these parcels of land will now not be acquired by TDC due to covenant restrictions. In the past month Leadership has approved the use of land at East Street, Newton Abbot to be developed, subject to planning and funding, as an affordable rented housing scheme.
	In addition, two further sites in Newton Abbot are receiving feasibility assessments for development and redevelopment respectively.
31/03/2019	

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Date	Progress Review
08/01/2019	<p>The Audit Team have released their draft report in relation to anti-fraud measures and the DHC application and property allocation process. The processes at the point of both application and allocation are deemed to be compliant with the Devon Home Choice Policy. The Housing Team will act on the sole recommendation flowing from the Audit Team report:</p> <p><i>We recommend a spreadsheet is set up to record allegations of housing fraud / tenancy fraud to inform management and enable monitoring and reporting of investigation outcomes and trends. This will need to be held securely to protect the sensitive data it is likely to hold .</i></p> <p>The wider review of Devon Home Choice will follow and will be completed by June 2019. This review will focus on Devon Home Choice's adequacy in meeting the housing needs of registered applicants and its operational efficacy.</p>
31/03/2019	

# Council Strategy 2016-2025

04 February 2019

**Goal** 02 Clean Scene

**Lead Contact:** Chris Braines, Kevin Lake

**RAG Status:**

On track

## Summary Statement

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

### Deliver and monitor effective cleansing services

The Duty of Care and Flytipping awareness project has been delivered and monitoring work is underway. Work is ongoing on the new IT system to manage street cleansing functions. Some progress has been made working towards an agreed specification but the project remains behind schedule as STRATA consider a more strategic approach across authorities. The WRAP litter innovation fund project to reduce rubbish entering the marine environment as litter from bins and household waste has been delivered and the required feedback report has been submitted. The number of community litter picks supported is ahead of target at present.

### Fly Tipping and Community Environment Wardens

There are active fly tipping investigations that Teignbridge are leading on which may result in cases being taken to Court. The fly tipping publicity campaign remains active and preliminary work has begun on a 'Clean Devon' initiative involving various organisations such as the Police & Crime Commissioners Department, the Environment Agency, the National Farmers Union, Highways England, Devon County Council, the Devon Districts, the National Trust in a bid to co-ordinating our approach in tackling fly tipping.

### Waste & Recycling

Final figures confirmed that Teignbridge are celebrating a second consecutive year as the highest performing recycling authority in Devon with a rate of 55.4% of waste recycled. The amount of residual waste decreased by over 5kg per household and the total amount of waste collected reduced by 469 tonnes. The amount of household plastic recycled increased by over 180 tonnes. The collection of foil for recycling has now been added to all households in the district following the successful trial. Garden waste subscription renewals have been a great success with over 21,000 users renewed. The estimated Q3 2018/19 recycling rate is ahead of target at 56.6% pending final data for this period. Teignbridge have also been involved in a marine plastics recycling project the 'Ocean Recovery Project' working with resorts and Exeter City Council.

### Bathing water quality

Bathing water quality classifications for beaches in Teignbridge in 2019 were Excellent apart from Dawlish which received a good classification. Work with the Environment Agency will take place to try and identify why there has been a drop in classification in Dawlish. Beach wise campaigns such as 'bin it for beaches' and 'think sink' were supported via posters and social media.

### Air quality standards

The Teignbridge Air Quality plan was submitted in Quarter 2 to Defra for technical consideration. Officers have not yet received the technical review of the document. When this is received the plan will be taken to Overview and Scrutiny Committee for consideration.

### Council policies on dog fouling and access restrictions

The PSPO was considered by Full Council on the 14th January 2019 and approved with some amendments. Officers are now working on publishing the order with an implementation for the new controls of the 1st April 2019.

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**Key to Performance Status:**

Performance Indicators:

No data

Concern

Caution

On target

Ahead of target

Well ahead of target

**Key to +/- Column:**

+

Higher figures are better

-

Lower figures are better

OFF

Direction cannot be determined

**Performance Indicators**

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Code 2	Title	+/-	Prev Year End	Annual Target	Current Target	Status	Q1 Act	Q2 Act	Q3 Act	Q4 Act	Actual to Date	Officer Notes
CSCLS 3.2	<u>Street cleaning &amp; litter responsibilities. £'s per household</u>	-	£21.18	£23.50	£17.63 (3/4)	Well ahead of target	£4.71	£9.09	£14.82		£14.82	
CSCLS 4.1	<u>Number of community litter picks supported</u>	+	40	27	20 (3/4)	Well ahead of target	10	16	29		29	
CSCLS 3.1	<u>Improved street and environmental cleanliness - level of litter</u>	-	1.00%	2.00%	2.00% (2/3)	Well ahead of target	n/a	n/a	n/a		1.00%	
CSCLS 5.3	<u>Residual household waste per household</u>	-	346.60kg	355.00kg	266.25kg (3/4)	On target	91.60kg	173.60kg	257.20kg		257.20kg	(Quarter 1 - 3) Waiting on final figures for Qtr 3. Estimated cumulative figure for Qtr 3 18/19 is 257.2kg/hh. (EB)
CSCLS 5.1	<u>Household waste recycled and composted</u>	+	55.35%	56.00%	56.00% (3/4)	On target	56.23%	56.38%	56.65%		56.65%	(Quarter 1 - 3) Waiting on final figures for Qtr 3. Estimated cumulative figure for Qtr 3 18/19 is 56.65%. (EB)
CSCLS 5.4	<u>Household waste collected: £'s per household (BV86)</u>	-	£50.96	£50.29	£37.72 (3/4)	On target	£11.40	£16.75	£37.77		£37.77	
CSCLS 2.1	<u>Number of incident types dealt with by Community Environment Warden Team</u>	OFF	1,082	TPI	TPI	Not calculable/No status	184	427	642		642	



**Key to Performance Status:**

Projects:

No status set

Milestone Missed

Will not be achieved

Caution

On track

Ahead of schedule

Project completed

Data not due

**Projects**

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

Date	Progress Review
07/01/2019	The project remains behind schedule but some progress has been made. STRATA have begun to develop the specification for the IT solution across the 3 authorities.
31/03/2019	

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

Date	Progress Review
07/01/2019	At the end of the fly tipping campaign which ran from June to September 2018, comparisons of fly tipping data have been made between the campaign period and the same period the previous year.  The number of incidences reported in the first month of the campaign was 29% lower than the same month the previous year. However, overall there was a very slight increase in fly tipping incidences of 1%, compared to the same 4 month period the previous year. Figures show that only 3 additional incidences were recorded between June and September 2018 than in the same period in 2017.  The campaign material will continue to be displayed on our vehicle livery and we will continue to promote the message through community engagement opportunities such as road shows, talks, community newsletters and social media.  Plans are now underway to promote the See It Hate It Report It litter campaign in March 2019 in areas not covered by the pilot in 2018.
08/02/2019	

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

Date	Progress Review
07/01/2019	Work has continued in this area, both through the Teignbridge anti fly-tipping campaign but also through an emerging 'Clean Devon' project looking to bring together a range of interested bodies including, Devon County Council, Highways England, Devon Districts, Environment Agency, NFU and the Police and Crime Commissioner to look at potential for greater joint working across Devon on reducing fly tipping and littering.
29/03/2019	

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

Date	Progress Review
07/01/2019	Bathing water quality classifications for beaches in Teignbridge in 2019 were Excellent apart from Dawlish which received a good classification. Work with the Environment Agency will take place to try and identify why there has been a drop in classification in Dawlish. Beachwise campaigns such as bin it for beaches and think sink were supported via posters and social media..
31/03/2019	

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**Updating Air Quality Action Plan (CSCLS 7.2)****On track****Project Responsible Officer Colin Bignall**

Date	Progress Review
13/01/2019	The plan was submitted in Quarter 2 to Defra for technical consideration. Officers have not yet received the technical review of the document. When this is received the plan will be taken to Overview and Scrutiny Committee for consideration.
29/03/2019	

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

Date	Progress Review
13/01/2019	<p>During this quarter the PSPO has been considered by the Executive on the 30<sup>th</sup> October, Overview and Scrutiny on the 19<sup>th</sup> November 2018 and the Executive on the 4<sup>th</sup> December 2018.</p> <p>The PSPO will now be considered by Full Council on the 14<sup>th</sup> January 2019. Officers will then work on publishing the order with an implementation for the new controls of the 1<sup>st</sup> April 2019.</p> <p>A Review Group is also being set up to monitor the implementation of the PSPO as a recommendation of the Executive.</p>
29/03/2019	

# Council Strategy 2016-2025

04 February 2019

**Goal** 03 Going to town

**Lead Contact:** Neil Blaney, Timothy Golder

**RAG Status:**

On track

## Summary Statement

Overall the project is on track.

### **Designing and delivering small and large scale schemes:**

Work is progressing on a number of projects across Newton Abbot and Teignmouth, which will help to deliver a wide range of town centre improvements, along with new employment space and housing.

### **Running and improving Newton Abbot Markets:**

We have funded a feasibility study to look at the viability of installing solar panels on the roofs of the Market Walk shopping centre and now look to move forward with a FIT (Feed-In Tariff) system by the end of March 2019, or failing that, a smaller non-FIT system post-March 2019.

Coach party visitors have increased significantly since a Wednesday temporary coach parking facility has been provided within the Western Service Yard. Based on the coach survey work, we have recorded an increase in spending from coach parties in the town centre.

The seasonal events in the markets, including character hunts and walkabout characters at Halloween and Christmas saw an increase in footfall into the Markets.

### **Town centre health checks:**

The town centre health checks have been completed and are now available to view at [teignbridge.gov.uk/oureconomy](http://teignbridge.gov.uk/oureconomy). We aim to update the health checks on an annual basis and to explore new types of data to be included.

The free public Wi-Fi project is facing significant challenges in regards to the 2017 Electronic Communications Code. We are investigating whether the Code would nullify the use of delivering the project through a concession contract, as intended. This is because operators offering a concession contract usually require exclusivity to make the project commercially viable, where the Code potentially prevents exclusivity from being enforceable. If a concession contract cannot be delivered, we will explore the cost of delivering a limited 'paid-for' service in the TDC owned areas of Market Walk and the Market Hall.

### **Working with and supporting continued town centre management:**

The project to create a shared Town Centre Manager post for the Dartmoor towns will not be achieved. Despite positive discussions with the Town Councils of Bovey Tracey and Ashburton we have been unable to source funding for the post. We will continue to look for potential funding streams.

Using our powers to bring about improvements and support business growth:

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

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**Improving accessibility and encouraging more town centre living:**

The Housing and Planning teams have been working together on a scheme in Newton Abbot town centre, specifically focusing on the preservation and reoccupation of listed buildings, to increase the use of empty and underused spaces above commercial premises for residential occupation. Small grants are available subject to conditions and a press release was issued for this in December.

**Supporting evening cultural and leisure opportunities:**

In the last quarterly update an overview was given of why the Best Bar None project hasn't taken off as anticipated, which was mainly due to a lack of interest from the Licensed Premises who would run the scheme. Best Bar None is an Accreditation Scheme with National Awards supported by the Home Office and the drinks industry which is aimed primarily at promoting responsible management and operation of alcohol licensed premises.

Since the last update the lead link officer for Best Bar None has also left the Council. Having tried without success to promote the scheme for over 3 years it is recommended that this project is now closed.

**Key to Performance Status:**

Performance Indicators: No data Concern Caution On target Ahead of target Well ahead of target

**Key to +/- Column:**

+ Higher figures are better - Lower figures are better OFF Direction cannot be determined

160

**Performance Indicators**

Code 2	Title	+/-	Prev Year End	Annual Target	Current Target	Status	Q1 Act	Q2 Act	Q3 Act	Q4 Act	Actual to Date	Officer Notes
CSGTT 7.1	<u>% of businesses with a food hygiene rating of 5</u>	+	91%	90%	90% (3/4)	On target	90%	90%	91%		91%	(Quarter 3) Business compliance is generally being maintained even though the economic climate continues to be challenging. Public awareness of the Food Hygiene Rating Scheme remains high. (PN)

**Key to Performance Status:**

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

**Projects**

<u>Peripatetic Town Centre Manager (CSGTT 4.2)</u>		Will not be achieved	Project Responsible Officer Allie Clark
Date	Progress Review		

**Peripatetic Town Centre Manager (CSGTT 4.2)** Will not be achieved Project Responsible Officer Allie Clark

Date	Progress Review
11/01/2019	<p>During discussions with the Town Councils of Ashburton and Bovey Tracey in 2018 there was interest in looking into this project further.</p> <p>However, following the meeting it has been confirmed that there isn't sufficient budget to resource this post. With not alternative sources of funding available this project will not be achieved and we therefore recommend it be closed.</p> <p>The Economic Development team will continue to monitor potential funding streams and will work with the Town Councils if opportunity arises.</p>
29/03/2019	

**Best Bar None\* (CSGTT 7.3)** Will not be achieved Project Responsible Officer Rebecca Hewitt

Date	Progress Review
11/01/2019	<p>The initial meeting took place in 2015. Since then there have been a number of communications with licensed premises to encourage them to get involved. There has also been a launch event, several meetings, and support from the national coordinator who visited premises. The details of these and other actions were included in the last review for this project as an explanation of the work undertaken to progress the project.</p> <p>Since the last update, the lead link officer for Best Bar None has also left the Council. Having tried without success to promote the scheme for over 3 years it is recommended that this project is now closed.</p>

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

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Date	Progress Review
11/01/2019	<p>Since the last quarterly update there have been two themed events at the Markets, for Halloween and Christmas. Working with the traders, a 'character hunt' takes place in the Market Hall aimed at children, with characters located around the Hall and a prize for completing the hunt. This encourages younger people into the Markets and for adults to browse around all of the stalls, increasing footfall and therefore opportunity for the traders. For the outdoor markets at Christmas there were walkabout characters on the weekends leading up to Christmas, which added theatre to the shopping experience for people in the town centre. Both events saw an increase in footfall into the Market Hall.</p> <p>Looking forward, planning is underway for similar events for Easter. Additionally, following the improvements to the shop frontages in Market Walk, consideration will be given to how the Market Square and Market Hall can be improved.</p>
30/06/2019	

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

Date	Progress Review
15/01/2019	<p>Master Plan published and exhibited to the public on the 12th December 2018. The report was well received and documented by local press and well attended by members of the public. Further place based planning applications in relation to the master plan are being prepared and are to be submitted following Council approval later this year. Further work is required to review public and sustainable transport options around the Town and connectivity to the wider residential allocations</p>
29/03/2019	

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

Date	Progress Review
15/01/2019	<p>Customer satisfaction with Newton Abbot Markets is carried out every two years and the next survey is due in the summer 2019. The results will be reported later this year.</p>

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

Date	Progress Review
29/03/2019	<p>The annual Coach Driver Survey has been completed, and we have observed an increase from the lowest recorded figure of 106 coach driver incentive payments in 2016 to 173 in 2018. 98% of visitors would recommend Newton Abbot to friends, and the main recommendations were to improve permanent coach parking; and, ground floor public toilets within the Markets/Market Walk area.</p> <p>Market traders and Market Walk tenants will be surveyed early in 2019. An update on the results of those surveys will be included in the next quarterly update.</p>

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

Date	Progress Review
11/01/2019	<p>Newton Abbot: Masterplan: The Newton Abbot Town Centre Masterplan Delivery Strategy was finalised in November 2018. A copy of the vision document is available at <a href="https://www.teignbridge.gov.uk/marketwalk">https://www.teignbridge.gov.uk/marketwalk</a></p> <p>Market Walk Shopping Centre: Following the £1.9 million refurbishment programme, the Centre celebrated its new look with an official opening ceremony on 12<sup>th</sup> December 2018. The project has been well received by operators and members of the public.</p> <p>The principle of the council constructing a new cinema has been approved and the final proposal will be considered by members in the spring.</p> <p>Halcyon Road Car Park: Members will be presented with a report to Full Council 28<sup>th</sup> February seeking approval to enter into a partnership agreement with a hotel operator.</p> <p>Bradley Lane: Preparations are underway to commence a procurement process seeking a joint venture partner for the development of Bradley Lane. This area will perform an important role in providing enhanced employment opportunities (around 15,000 square metres of B-use classes, community and public uses) and circa 170 homes with a target of 20% affordable homes.</p> <p>Forde Road: Initial feasibility and design work is underway for the development of employment units for small and start-up business.</p> <p>Teignmouth: Brunswick Street: At the September meeting of the Executive, the Council resolved to proceed with a proposal for the Council to build a hotel on part of the site. Subject to a public consultation to be run by the NHS this winter, it also resolved to work with the NHS to progress the delivery of a Health and Well-Being Centre. In tandem with this projects being taken forward, work to develop detailed plans to increase car parking in the town is also underway.</p>
31/03/2025	

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# Council Strategy 2016-2025

04 February 2019

**Goal** 04 Great places to live and work

**Lead Contact:** Humphrey Clemens, Rosalyn Eastman

**RAG Status:**

On track

## Summary Statement

### Design Guidance

The remaining changes to the Residential Design Guide are being finalised with a view to adoption by the end of February 2019. It will provide a framework for achieving high quality in new development. There was an Executive resolution in July 18 to adopt the guide, delegating the approval of the further amendments to the Planning and Housing Portfolio Holder in consultation with the Business Manager - Strategic Place.

### Ensuring Neighbourhoods are real communities

We continue to work with communities and developers to adopt masterplans for the allocations.

Following the consultation of the draft masterplan Full Council have now approved preparation of a Development Plan Document (DPD) for the NA3 allocation at Wolborough. A further public consultation will take place later in 2019. The original planning application for outline mixed use including up to 1210 dwellings is with the Planning Inspectorate to determine following an appeal for non-determination. The appeal Public Inquiry is due to take place in March 2019. A duplicate planning application is now being considered alongside two other smaller applications for elements of the overall scheme.

Detailed consent was given for 156 dwellings together with outline permission for 12 self-build plots and employment use at Monks Way, Bovey Tracey (Challabrook) on 26 November 2018.

Outline permission for South West Exeter (SWE 1) was issued on 2 November 2018 in line with the South West Exeter masterplan. A net increase of 6,294 sqm of employment space has been provided this financial year to date to improve work opportunities within easy reach of Teignbridge residents.

### Protecting landscapes and heritage

The Conservation Area Character Appraisals are reviewed on a rolling 5 year programme. A programme for reviewing the registered parks and gardens within the district is also due to commence shortly.

### Working towards overall improvement in biodiversity

A land agreement for the first 4ha of SANGS at SW Exeter has been signed with acquisition likely in spring 2019. Homes England decision on Housing Infrastructure Fund support is expected in spring 2019. Talks with remaining land owners are underway and the detailed delivery strategy is currently being updated.

South East Devon European Site Mitigation Strategy projects are on target.

Over £330,000 of Section 106 money has been secured to fund biodiversity improvements this financial year.

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Following the public consultation in 2018 a revised draft Greater Horseshoe Bat SPD and advisory notes are being completed and will be considered by the Steering Group in February 2019. It will then be passed to the various stakeholder councils for their consideration prior to adoption.

Under the Pollinator Pledge a new wildflower site to be developed at Manor Gardens in Dawlish. Scrub clearance has also taken place at various grassland and heathland sites.

### Supporting improvements to walking, cycling and public transport

The Ashburton Road cycle route is nearing completion. The DCC planning application for the Ogwell/Bakers Park Cycle Route will go to their planning committee at the end of January. Various options for funding for the Teignbridge Estuary Trail are being researched but there is no obvious solution at present. Sites for cycle tracks at Teignmouth at Dawlish Warren have been agreed and will be installed spring 2019.

#### Key to Performance Status:

Performance Indicators: No data Concern Caution On target Ahead of target Well ahead of target

#### Key to +/- Column:

+ Higher figures are better - Lower figures are better OFF Direction cannot be determined

### Performance Indicators

Code 2	Title	+/-	Prev Year End	Annual Target	Current Target	Status	Q1 Act	Q2 Act	Q3 Act	Q4 Act	Actual to Date	Officer Notes
CSGP 2.3	<u>Sqm of employment space completed</u>	+	4,440sq.m	TPI	TPI	No Target	1,009sq.m	3,746sq.m	6,294sq.m		6,294sq.m	(Quarter 3) Please note 1033m2 has been added this period, which were historical past late completions. The actual true figure for this period is 1515m2 (HW)
CSGP 4.1	<u>Section 106 Money Secured For Biodiversity</u>	+	£201,252.82	TPI	TPI	No Target	£306,079.00	£317,414.80	£330,887.59		£330,887.59	

#### Key to Performance Status:

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

### Projects

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<b>Adopt A Greater Horseshoe Bat SPD (CSGP 4.6)</b>		<b>Caution</b>	<b>Project Responsible Officer Michelle Luscombe</b>
<b>Date</b>	<b>Progress Review</b>		
07/01/2019			
25/01/2019	The final draft is being worked up jointly between the local planning authorities, following the recent consultation. However, the status as an SPD needs to be reconsidered in relation to the legal limitations on the role of SPD.		
<b>Adopt Supplementary Planning Document For Wolborough (CSGP 2.5)</b>		<b>On track</b>	<b>Project Responsible Officer Michelle Luscombe</b>
<b>Date</b>	<b>Progress Review</b>		
17/01/2019	Council considered comments received as a result of Summer 2018s consultation on a draft masterplan for Wolborough and approved preparation of a new Development Plan Document for the site that would introduce new planning policy. This is due to be adopted in 2021 following two rounds of public consultation and an independent examination.		
31/03/2019			
<b>Devon Pollinator Pledge (CSGP 4.7)</b>		<b>On track</b>	<b>Project Responsible Officer Sian Avon, Mark Payne</b>
<b>Date</b>	<b>Progress Review</b>		
15/01/2019	The wildflower areas each side of the walkover at Forde House were successful through late summer and early autumn with some new varieties noted, bee orchids were very prominent early in the season. A new wildflower site is to be developed in conjunction with members of Dawlish Town Council in the Manor Gardens has been identified as suitable for the installation of a bug hotel, habitat piles and some wild flower seeding. The site has some woodland type shrubs which already promote pollinators very well and the intention is to incorporate some additional shrub pollinators eg. blackthorn, gorse, hawthorns etc. The longer term aim is to develop this site in conjunction with one of the local schools in the hope of some ownership being taken by them going forward. Closed churchyard pollinators patches have been very successful, the seven sites will be cut and cleared in January. Scrub clearance has been ongoing on a number of grassland and heathland sites such as Decoy and Coombe Valley Local Nature Reserves and Ideford Common in order to safeguard valuable pollinator habitat.		
31/03/2019			
<b>Preparation And Adoption Of Residential Design Guide* (CSGP 1.3)</b>		<b>On track</b>	<b>Project Responsible Officer Maureen Pearce</b>
<b>Date</b>	<b>Progress Review</b>		
09/01/2019	The first chapter of the Design Guide and a schedule of representations was presented to the Executive Committee on 17th July 2018. The committee accepted the approach and resolved to adopt, with further amendments to other sections being delegated to the Planning and Housing Portfolio Holder in consultation with the Business Manager for Strategic Place. The remaining changes will continue to be finalised during early 2019.		
31/03/2019			
<b>Implementation Of Projects In South East Devon European Site Mitigation Strategy (CSGP 4.3)</b>		<b>On track</b>	<b>Project Responsible Officer Maureen Pearce</b>
<b>Date</b>	<b>Progress Review</b>		
10/01/2019	<p>The Exe Estuary wildlife refuges - Successful completion of Yr1 wildlife refuge at Exmouth, in effect 15/09 - 31/12.</p> <p>The Exe Estuary wildlife refuges - Focus on Dawlish Warren patrols 01/01 - 31/04</p> <p>The Exe Estuary Patrol Boat is a regular presence on the water. Effective partnership work with Devon Wildlife Trust pre-xmas to move a boat moored inside Dawlish wildlife refuge over a number of weeks.</p> <p>The Exe Estuary Patrol Boat received very positive coverage on ITV Westcountry News <a href="https://www.youtube.com/watch?v=ZtQnG3BzWpA">https://www.youtube.com/watch?v=ZtQnG3BzWpA</a></p> <p>Signage and interpretation panels installed at Dawlish Warren, Cockwood Steps and a number of other sites around the Exe.</p> <p>Review of the operation of Devon Loves Dogs scheme, future planning and arrangements.</p>		

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

Date	Progress Review
	Dawlish Countryside Park awarded the RTPi South West Award for Planning Excellence 2018.
31/03/2019	

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

Date	Progress Review
11/01/2019	We have now signed the Put & Call agreement with Westcountry Land for Parcel K (4.1 hectares of land), which we anticipate taking on in spring 2019. The Bovis land agreement is awaiting feedback from Landmark on past-land uses and any potential action needed. We are attempting to start talks with another developer who we anticipate will soon be coming forward with SANGS land, to allow sufficient time for legal discussions. We are still awaiting the outcome of the Homes England funding, and we hope to know this by spring. An update of the Delivery Strategy will be with us by the end of this month. We are carrying out preparation work and site visits in advance of procurement, to ensure we achieve the best outcome.
17/01/2019	The first land agreement for 4.1 hectares has been signed and the land is expected to be acquired in spring 2019. Further ground condition investigations are underway before the next land agreement can be made. Talks with the site's remaining landowners are also underway.  Homes England decision on Housing Infrastructure Fund support for the project is expected in spring 2019.  The detailed Delivery Strategy for the site is being updated whilst preparation work and site visits in advance of procurement are being carried out.
31/03/2019	

# Council Strategy 2016-2025

04 February 2019

**Goal** 05 Health at the heart

**Lead Contact:** Paul Nicholls, Sylvia Russell

**RAG Status:**

On track

## Summary Statement

The overall Health at the Heart programme remains on track and continues to focus on the wider determinants of health and health inequalities not being addressed by the other Teignbridge Ten programmes.

### **Health interventions, educational and physical activity programmes to local communities most in need**

The Teignbridge Dementia Alliance continues to make good progress on developing Dementia Friends within the community. There also continues to be good progress on various health wellbeing initiatives lead by the Community Voluntary Sector and our Leisure Services which will have a positive impact on specific sectors of our population.

Progress has also been made on the Health Exchange and the implementation of Make Every Contact Count training for Teignbridge front line staff. An informal Health Exchange was held with the Community Voluntary Service in December and another is planned for Q4 to include representatives from South Devon and Torbay Clinical Commissioning Group. A meeting was also held in December with a representative of Human Resources team and the Devon County Council MECC Coordinator and a plan developed for the implementation of MECC at Teignbridge. Unfortunately the Best Bar None initiative is no longer being progressed, see project notes.

Sickness absence remains a concern however our human resources policies are being updated and managing sickness absence is one of the priorities. A new absence policy is in development including a toolkit to support managers in monitoring absence and carrying out effective return to work interviews. The HR Team are proactively managing sickness cases, with a particular focus on resolving long term sickness absence cases. There is a dedicated HR business partner who is supporting managers in addressing these issues with staff.

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

In total 73 vulnerable households have been financially assisted with improvements to their homes to ensure that they have been able to remain in their own homes for as long as possible. The number of direct grants has reduced due to the number of changes from ECOFlex 2T to Ecoflex 3 and the release of funding to the energy companies. This will improve from January 2019.

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

Work to implement the new loans and grant policy continues with a total of 92 disabled facility grants completed at the end of Quarter 3. Approval for "top up" funding which has been transferred from DCC continues with 5 applications received to date. The number of grants for vulnerable & elderly residents assisted to remain in their own home has fallen this quarter due to the change in ECO funding. It is expected that this will increase in Q4. However 26 local energy advice partnership (LEAP) referrals have been completed in Teignbridge. Additional funding of £50K has been secured for disabled facility grants which will be used to further assist household in Teignbridge.

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

Strategically there is no current need to build and deliver any further, specifically adapted homes as we first anticipated in 2016. We have fulfilled the requirement by ensuring that there is reference to these types of homes within our Local Plan and through the homes built at Hayden Court, Newton Abbot. The continued need for this objective will be reviewed at the annual T10 meeting.

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

The Councils Executive Committee accepted the first chapter of the Design Guide and the proposed approach and resolved to adopt with further amendments to other sections being delegated to the Planning and Housing Portfolio Holder in consultation with the Business Manager Strategic Place. The remaining changes will be made during 2019.

**Key to Performance Status:**

Performance Indicators: No data Concern Caution On target Ahead of target Well ahead of target

**Key to +/- Column:**

+ Higher figures are better - Lower figures are better OFF Direction cannot be determined

**Performance Indicators**

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Code 2	Title	+/-	Prev Year End	Annual Target	Current Target	Status	Q1 Act	Q2 Act	Q3 Act	Q4 Act	Actual to Date	Officer Notes
CSHAH 2.4	<u>Number of properties receiving free or subsidised energy efficiency measures (Y4)</u>	+	178	280	210 (3/4)	Well ahead of target	65	183	258		258	(Quarter 3) This quarter has delivered more than previously expected with more funding available than anticipated. It is likely that further funding will be released in January 2019 resulting in a further increase in assistance (AD)
CSHAH 1.10	<u>Number of households whose housing conditions have been improved through financial assistance (Y4)</u>	+	n/a	100	75 (3/4)	Well ahead of target	32	47	316		316	(Quarter 3) Target has been reassessed to include declarations made for ECOFlex. (Estimate 300 declarations).

## Performance Indicators

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Code 2	Title	+/-	Prev Year End	Annual Target	Current Target	Status	Q1 Act	Q2 Act	Q3 Act	Q4 Act	Actual to Date	Officer Notes
												<p>Declarations Q1-Q3 261 Grants and loans 8</p> <p>The number of direct grants has reduced due to the number of changes from ECOFlex 2T to Ecoflex 3 and the release of funding to the energy companies. This will improve from January 2019. (AD)</p>
CSHAH 3.3	<b><u>Number of vulnerable &amp; elderly residents assisted to remain in their own home (Y4)</u></b>	+	n/a	250	188 (3/4)	On target	68	124	194		194	(Quarter 3) The number of grants has fallen this quarter due to the change in ECO funding. It is expected that this will increase in Q4. However 26 LEAP referrals have been completed in Teignbridge. (AD)
CSHAH 5.9	<b><u>Working days lost due to sickness absence - av/all employees</u></b>	-	9.71 days	10.30 days	7.73 days (9/12)	Concern	2.68 days	5.85 days	8.53 days		8.53 days	(December) HR have implemented revised sickness monitoring. HR policies are currently being updated in order of priority and managing sickness absence is one of the priorities - The new absence policy is in development including a managers toolkit to support managers in

## Performance Indicators

Code 2	Title	+/-	Prev Year End	Annual Target	Current Target	Status	Q1 Act	Q2 Act	Q3 Act	Q4 Act	Actual to Date	Officer Notes
												monitoring absence and carrying out effective return to work interviews. The HR Team are proactively managing sickness cases, with a particular focus on resolving long term sickness absence cases -There is a dedicated HRBP who is supporting managers in addressing these issues with staff. (RS)
CSHAH 3.1	<b>Total number on housing register requiring a wheelchair adapted property (Y4)</b>	OFF	35	TPI	TPI	Not calculable/No status	25	23	16		16	

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### Key to Performance Status:

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

**Best Bar None\* (CSGTT 7.3)** Will not be achieved Project Responsible Officer Rebecca Hewitt

Date	Progress Review
11/01/2019	<p>The initial meeting took place in 2015. Since then there have been a number of communications with licensed premises to encourage them to get involved. There has also been a launch event, several meetings, and support from the national coordinator who visited premises. The details of these and other actions were included in the last review for this project as an explanation of the work undertaken to progress the project.</p> <p>Since the last update, the lead link officer for Best Bar None has also left the Council. Having tried without success to promote the scheme for over 3 years it is recommended that this project is now closed.</p>

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

Date	Progress Review
15/01/2019	Leisure officers met with Public Health colleagues to identify key contacts to enable more activities to be developed in the coming year. Training has been arranged for staff in 'making every contact count' that will help staff engage with customers more effectively to help understand and reduce barriers to participation. The training dates are being confirmed but will follow in the coming weeks. We have also partnered with 'AquaPhysical' to deliver a programme targeting the inactive; we will deliver 12 weeks of complimentary activity to encourage 20 people to work with us through a prescribed programme of activities. The results will be reviewed alongside testimonies from the participants to help demonstrate the effects of the programme and supported activity intervention. Countryside Rangers are planning to make conservation workdays more regular and accessible through a monthly date and departure hub (Decoy Country Park) including offer of lifts in ranger vehicles. Discussions have also taken place with outdoor activity providers to understand the barriers to using our areas outdoor for exercise. A workshop is being planned for companies wanting to deliver outdoor classes in Teignbridge.
02/04/2019	

**Smoke Free Play Parks (CSHAH 1.7)** **On track** **Project Responsible Officer Hollie Warran**

Date	Progress Review
11/01/2019	No further progress has been made. We aim to complete the project in Q4 2018/19.
31/03/2019	

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

Date	Progress Review
11/01/2019	We will continue to raise awareness of sun exposure and skin cancer for our visitors and residents through out the 2019 season.
30/04/2019	

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

Date	Progress Review
24/01/2019	The Economy and Assets team are working on making the first phase of the Market Walk development smokefree. This area is covered and is required to be smokefree. Other areas of Market Walk will be considered when the full impact of this area being smokefree has been evaluated.
31/03/2019	

**Increase Staff & Member Awareness Of Mental Health & Dementia (CSHAH 1.3)** **On track** **Project Responsible Officer Rebecca Hewitt**

Date	Progress Review
11/01/2019	The Teignbridge Dementia Alliance continues to meet. 192 individuals have now become Dementia Friends.  Rebecca Hewitt has been trained as a Dementia Friends Champion so will be able to deliver Dementia Friends training in Teignbridge.  262 individuals have attended Suicide Prevention Briefings across Teignbridge, South Hams and West Devon through the Community Safety Partnership. A number of Teignbridge Staff have attended and many professionals from a variety of agencies in the District. Further sessions are being offered on the 17 <sup>th</sup> January.
31/03/2019	

**Preparation And Adoption Of Residential Design Guide\* (CSGP 1.3)** On track **Project Responsible Officer Maureen Pearce**

Date	Progress Review
09/01/2019	The first chapter of the Design Guide and a schedule of representations was presented to the Executive Committee on 17th July 2018. The committee accepted the approach and resolved to adopt, with further amendments to other sections being delegated to the Planning and Housing Portfolio Holder in consultation with the Business Manager for Strategic Place. The remaining changes will continue to be finalised during early 2019.
31/03/2019	

**Removing Barriers To Participation In Sport And Activity\* (CSOAA 6.3)** On track **Project Responsible Officer Nikki Taylor, James Teed**

Date	Progress Review
15/01/2019	The leisure service has offered a couple of different membership promotions to help engage people to develop an active and healthy lifestyle. The campaigns were introduced to support the launch of a new junior activity programme with activities being introduced to all three leisure centres. We also offered a Winter Wonderland from Dawlish Leisure Centre in December, this included a visit to Santa supported by activities for children, market stalls and a free swim offered to attendees. A workshop is being planned for companies wanting to deliver outdoor classes in Teignbridge open spaces to help us understand the barriers. Teignbridge have linked in with Active Devon to promote Devon Girls Can, linked to the national This Girl Can campaign, and the Big Devon March, which is looking to engage workplaces in physical activity. Officers are looking to link potential partners to both campaigns.
31/03/2019	

**Partnership activity - Health & Wellbeing initiatives delivered by the Voluntary & Community sector (CSHAH 1.8)** On track **Project Responsible Officer Kay OFlaherty**

Date	Progress Review
04/01/2019	<p>Teignbridge Community &amp; Voluntary Services (CVS) has been successful in its application to explore how VCSE can support Single Points of Contact at Acute Trusts(Tobay Hospital) with a view to getting people home faster.</p> <p>HOPE - New NHS care model , rolling out learning to groups in delivering this self awareness and self care motivational programme for long-term health and mental health users.</p> <p>Social Prescribing - CVS manages the contact for provision in Teignbridge, sub contracting to local providers.</p> <p>Other initiatives: Buckland - Councillor Gordon Hook is developing some community initiatives with residents,they are starting with Neighbourhood Watch and a Good neighbourhood scheme.</p> <p>Disability - Living Opitions have a new project Time to Talk . BID and the CVS having some inital talks with Living Options about a Time toTalk group in Newton Abbot.</p>
29/03/2019	

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# Council Strategy 2016-2025

04 February 2019

**Goal** 06 Investing in prosperity

**Lead Contact:** Donna Best, Timothy Golder

**RAG Status:**

On track

## Summary Statement

Overall the project is on track.

### Promptly grant regulatory decisions

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

### Investing money into new commercial estates and buildings

Forde Road, Newton Abbot: Initial feasibility and design work is underway for the development of employment units for small and start-up businesses.

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

Bradley Lane, Newton Abbot - Preparations are underway to commence a procurement process seeking a joint venture partner for the development of Bradley Lane. This scheme will perform an important role in providing enhanced employment opportunities (around 15,000 m<sup>2</sup> of B-use classes, community and public uses) and circa 170 homes with a target of 20% affordable homes.

### Giving commercial advice and support to businesses

Businesses in Teignbridge are able to access free advice from the Growth Hub service run on behalf of the Heart of the South West Local Enterprise Partnership. Since the service started in March 2016 561 Teignbridge based businesses have interacted with the Growth Hub. The Economic Development team continues to support businesses seeking to grow, through assistance with finding new sites, accessing funding and making connections with others who can help.

### Working with the Greater Exeter councils

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

The Economic Development teams are procuring a report and data relating to economic clusters across the Greater Exeter area. This will be used to inform a refresh of the Shared Strategy, to identify what clusters exist and where, and to focus our actions and activities at both the Greater Exeter and Local Enterprise Partnership level.

### Work with local businesses and education providers

The Economic Development team continue to link businesses with the South Devon University Technical College, South Devon College and Exeter College. The team also meet with contacts within those organisations to discuss opportunities available, and continues to develop relations with the secondary schools within the district, to create links and identify opportunities for future projects.

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The Council has agreed to become a sponsor of the Building Greater Exeter project ( <https://www.buildinggreaterexeter.co.uk/> ), being led by Exeter City Council. Building Greater Exeter is focussed on supporting the construction sector to address the skills and recruitment challenges it faces in the light of predicted growth. It will have 3 key areas of focus;

1. Inspire the future workforce through an effective engagement programme with schools and young people,
2. Support employers by facilitating recruitment to existing vacancies and providing opportunities for up-skilling and re-skilling,
3. Support the adoption of the National Skills Academy for Construction model using the Client Based Approach, through procurement and planning.

Building greater Exeter is designed to support the construction sector to meet its skilled labour requirements now, and in the future.

#### **Ensure Local Plan continues to prioritise economic development**

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

#### **Grasp all reasonable opportunities to improve the area's economic base**

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

We continue to apply for any grants/funds available to support economic projects within the District. TDC will apply for a share of the Future High Streets Fund: This project will focus on the heritage of Newton Abbot Town Centre, mostly around the Butter Market Hall and the Alexandra Cinema. The LEADER programme has been awarded a second tranche of funding and we will work hard to ensure that Teignbridge based businesses are awarded a share of that fund.

The Economic Development Team work closely with developers looking to release land for employment that will lead to job creation.

#### **Scrutinise the Connecting Devon and Somerset (CDS) broadband programme**

Delivery is in delay and Gigaclear has submitted proposals to the CDS Board to deliver the programme using a revised build methodology. It will continue to provide full fibre to the premise technology and will continue to deliver the full coverage of 47,810 homes and businesses across the region. There will be no increase in the public subsidy. Gigaclear continues to commit investment of £127.8 million in the CDS region. The revised trunk and spur approach will reduce disruption to communities and will deliver 40% of contracted premises by June 2020 and the remainder by June 2022. Discussions are ongoing with Broadband Delivery UK (BDUK), Ministry of Housing, Communities and Local Government (NHCLG) and the Local Enterprise Partnership (LEP) seeking extension of grant funding time lines. The CDS Board provided guidance on an approach to discussions with Gigaclear and emphasised the importance of communicating so that people understand what will be delivered and when.

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

#### **Key to Performance Status:**

Performance Indicators:

No data

Concern

Caution

On target

Ahead of target

Well ahead of target

#### **Key to +/- Column:**

+

Higher figures are better

-

Lower figures are better

OFF

Direction cannot be determined

Performance Indicators												
Code 2	Title	+/-	Prev Year End	Annual Target	Current Target	Status	Q1 Act	Q2 Act	Q3 Act	Q4 Act	Actual to Date	Officer Notes
CSIIP 1.1	<u>Processing of major planning applications</u>	+	82.14%	60.00%	60.00% (3/4)	Well ahead of target	80.00%	91.67%	90.00%		90.00%	
CSIIP 1.2	<u>Processing of minor planning applications</u>	+	68.75%	65.00%	65.00% (3/4)	Well ahead of target	63.44%	73.85%	77.10%		77.10%	
CSIIP 5.1	<u>Total number of days of work placement provided to young people</u>	+	142 days	60 days	45 days (3/4)	Well ahead of target	22 days	62 days	62 days		62 days	
CSIIP 3.5	<u>Total rateable value £000 of business premises in Teignbridge</u>	+	£85,101	£85,611	£85,611 (3/4)	On target	£85,129	£85,085	£85,150		£85,150	
CSIIP 1.3	<u>Planning Appeals Allowed</u>	-	36.5%	30.0%	30.0% (3/4)	Concern	36.4%	39.1%	35.9%		35.9%	(Quarter 3) This figure is derived from the number of appeals allowed as a percentage of all appeals made. In the year to date 15% of planning applications determined have been refused. This is a total of 145 refused applications. 39 appeals have been determined of which 14 were allowed by the planning inspectorate. A figure of around 30% is expected as it is dependant on the Inspector's decision and many decisions are finely balanced. The national average is 32%. If 3 fewer appeals (one each quarter) had been allowed the 30% target would have been met. (TC)

**Key to Performance Status:**

Projects:

No status set

Milestone Missed

Will not be achieved

Caution

On track

Ahead of schedule

Project completed

Data not due

## Projects

<b>Improved broadband provision (CSIP 8.1)</b>	<b>Caution</b>	<b>Project Responsible Officer Neil Blaney</b>
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Date	Progress Review
08/01/2019	<p>The project remains as a caution due to the ongoing delay to the rollout programme.</p> <p>Gigaclear has submitted proposals to the Connecting Devon and Somerset (CDS) Board to deliver the programme using a revised build methodology. It will continue to provide full fibre to the premise technology and will continue to deliver the full coverage of 47,810 homes and businesses across the region. There will be no increase in the public subsidy. Gigaclear continues to commit investment of £127.8 Million in the CDS region. The revised trunk and spur approach will reduce disruption to communities and will deliver 40% of contracted premises by June 2020 and the remainder by June 2022. Discussions are ongoing with Broadband Delivery UK (BDUK), Ministry of Housing, Communities and Local Government (NHCLG) and the Local Enterprise Partnership (LEP) seeking extension of grant funding time lines. The CDS board provided guidance on approach to discussions with Gigaclear and emphasised the importance of communicating so that people understood what would be delivered and when.</p> <p>Once a revised approach and timetable has been agreed the milestones for the project will be reviewed.</p> <p>A representative from Connecting Devon and Somerset will present an update to the Overview and Scrutiny Committee at their meeting on 28th January 2019.</p>
31/12/2019	

<b>Bringing forward new employment land (CSIP 2.2)</b>	<b>Caution</b>	<b>Project Responsible Officer Donna Best</b>
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Date	Progress Review
15/01/2019	<p>Land at Decoy, Newton Abbot - Discussions ongoing with adjacent landowners and wider delivery of NA3.</p> <p>Bradley Lane, Newton Abbot - Preparations underway to commence a procurement process seeking a joint venture partner for a development scheme.</p> <p>Forde Road: Initial feasibility and design work underway for the development of employment units.</p>
25/01/2019	Current build costs are prohibitive.
01/02/2019	Construction costs are warranting built employment schemes difficult to deliver in terms of viability on small sites or where not cross funded with higher value development

<b>Facilitating links between businesses and education providers (CSIP 5.2)</b>	<b>On track</b>	<b>Project Responsible Officer Neil Blaney</b>
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Date	Progress Review
09/01/2019	<p>Since work on this project began in 2016 there has been a change to the way the Council has looked at how it can facilitate links between businesses and education providers.</p> <p>The original objective was to 'work with local businesses to help inform educators and trainers on the need for flexible and up to date courses which properly equip learners of all ages for working life. To identify skills gaps and work with educators to target these.'</p> <p>It became very clear in discussions with the schools, colleges and businesses that this approach would not be achievable or necessary. A large number of businesses either provide their own training in-house or are already working with the education providers. There are skills in all sectors that are in short supply, and with near full employment and technological improvements changing the way businesses work, the issues relating to any skills gap is far more complex.</p> <p>There is still a role for the District Council to play, however, in introducing businesses to the education providers. To date we have run two events during Apprenticeship Week with South Devon College targeting small businesses. Another example of how we can get involved is in our decision to become a</p>

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

Date	Progress Review
	<p>sponsor on the Building Greater Exeter project, which is being led by Exeter City Council and engages with the construction sector, including a private sector led board. Building Greater Exeter is focussed on supporting the construction sector to address the skills and recruitment challenges it faces in light of predicted growth. It will have 3 key areas of focus;</p> <ol style="list-style-type: none"> <li>1. Inspire the future workforce through an effective engagement programme with schools and young people,</li> <li>2. Support employers by facilitating recruitment to existing vacancies and providing opportunities for up-skilling and re-skilling,</li> <li>3. Support the adoption of the National Skills Academy for Construction model using the Client Based Approach, through procurement and planning.</li> </ol> <p>Building Greater Exeter is designed to support the construction sector to meet its skilled labour requirements, now, and in the future. There may be other similar initiatives that arise where we can get involved.</p> <p>It is therefore proposed that the objective is amended as follows.</p> <p>‘To introduce businesses to education providers who can help provide training and support to address skills needs. To engage with and support initiatives that will improve skills levels for businesses and employees across the district.’</p> <p>It is also recommended that this project is reported on annually, as projects and initiatives usually take time to develop, and more frequent reporting is unlikely to provide much of an update.</p>
30/06/2019	

**Greater Exeter Greater Devon (CSIIP 4.1)****On track****Project Responsible Officer Neil Blaney**

Date	Progress Review
10/01/2019	<p>The Councils in the Greater Exeter area work closely on projects and opportunities, in line with the Shared Economic Strategy. The Economic Development officers from each authority continue to meet monthly to develop the objectives of the Strategy, including data and intelligence gathering of the local markets and economy, access to business advice and economic input into the emerging Greater Exeter Strategic Plan.</p> <p>The Economic Development teams are procuring a report and data relating to economic clusters across the Greater Exeter area. This will be used to inform a refresh of the Shared Strategy, to identify what clusters exist and where, and to focus our actions and activities at both the Greater Exeter and Local Enterprise Partnership level.</p> <p>The teams also manage a shared Commercial Property Register, which is a free service that allows commercial agents to advertise premises for sale or rent, and also allows businesses to register their enquiries for new employment space. The register provides valuable insight into the supply and demand for employment space across the Greater Exeter area. This evidence is used in support of proposals for new employment space. To ensure it works efficiently and remains relevant there is a need to invest staff resource into its upkeep and maintenance.</p>
29/03/2019	

**Update Economic Development Plan (CSIIP 7.1)****Project completed****Project Responsible Officer Neil Blaney**

Date	Progress Review
24/01/2019	<p>The Economic Development Plan (EDP) was endorsed by the Executive Committee on 2nd October 2018. Work is now underway to deliver on the actions and commitments set out in the Action Plan that accompanied the EDP. This project is now completed.</p>
30/09/2019	

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# Council Strategy 2016-2025

04 February 2019

**Goal** 07 Moving up a gear

**Lead Contact:** Humphrey Clemens, Fergus Pate

**RAG Status:** On track

## Summary Statement

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

The entire length of the A382 scheme benefits from planning permission. A compulsory Purchase Order (CPO) for phase I between Forches Cross and Newton Abbot has been published. All objections have now been withdrawn and the County Council is seeking confirmation of the Order. The link between the Ashburton Road and Forches Cross on the Bovey Tracey Road has been designed and work needed for Devon County Council to submit a planning application to Teignbridge is being finalised. The application is due to be submitted during Spring.

### Bus improvements and park and ride services

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

### Supporting new railway stations

Devon County Council bid to Network Rail's industry risk fund for support with delivering Marsh Barton Station and is also in the process identifying lower cost options for the scheme. There is no identified budget for an Exminster Station feasibility study.

### Encourage a cycling revolution

The East-West cycle route on Ashburton Road, and related improvements, is nearing completion, providing an additional 1km of off-road shared cycle route. DCC have submitted planning application, with input from TDC and commitment to provide funding for essential lighting to extend the hours of use, for the Ogwell / Baker's Park Cycle Route - this will be heard by DCC planning committee at the end of January. TDC are also supporting associated landowner negotiations.

The potential for a Reaching Communities Big Lottery bid for part of the Teign Estuary Trail is being explored. A recent national Sustrans report found during public consultation that the Teign Estuary Trail attracted the most comments regarding the need to fill a missing gap in the national cycle network than any other location.

A report proposing funding for a Teign Estuary Trail planning application will be presented to Council in February.

A Customer & Communities Fund bid for E-Bikes at Teignmouth railway station has been made but there has been no response yet.

We explored potential cycle track locations in 2018 with DCC and Teignmouth Town Council. Six locations have been identified and delivery by DCC is expected by April 2019.

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A site meeting took place December 2018 in Dawlish Warren to agree installation of eight standard cycle racks by Beach Road car park, which will be funded by TDC and will take place this financial year.

### Innovative transport schemes

Development frameworks for development allocations propose electric car charge point facilities in key public areas.

### Development supported by sustainable transport facilities

Individual new developments continue to be supported by improved transport facilities. The existing and emerging Development Frameworks for development allocations across the district incorporate sustainable transport facilities (including walking and cycle routes) as a centrepiece of their proposals.

Preparation of the Wolborough Development Plan Document represents an opportunity for new sustainable transport planning policies associated with the site.

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

Bids were submitted to the Government's Housing Infrastructure Fund for funding to support delivery of key transport infrastructure at Dawlish and South West Exeter. Funding totalling £4.9 million has been approved for the Dawlish link road scheme albeit there have been central government contractual delays. The £55 million South West Exeter bid is currently being considered by Government.

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#### Key to Performance Status:

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

Rail improvements (CSMUG 3.2)		Caution	Project Responsible Officer Fergus Pate
Date	Progress Review		
17/01/2019	Devon County Council bid to Network Rail's industry risk fund for support with delivering Marsh Barton Station and is also in the process identifying lower cost options for the scheme. They are now working with Network Rail as well as the Department for Transport to try and achieve this.		
	There is no identified budget for an Exminster Station feasibility study.		
30/06/2020			

Bus and Park and Ride services (CSMUG 2.1)		Caution	Project Responsible Officer Fergus Pate
Date	Progress Review		
17/01/2019	An updated scheme for an A30 park and ride is not anticipated in the short term. Examination of the Ide neighbourhood plan has recognised some potential for a P&R at 'Round Field' in the future. At Houghton Barton, a park and change is expected to come forward alongside future development proposals at Forches Cross. Park and change and cycle links are expected to accompany the new link through Houghton Barton but will not form part of the initial		

<b>Bus and Park and Ride services (CSMUG 2.1)</b>		<b>Caution</b>	<b>Project Responsible Officer Fergus Pate</b>
<b>Date</b>	<b>Progress Review</b>		
30/03/2019	<p>planning application for that road. They will need to be brought forward as part of the wider allocated developments at Houghton Barton. Opportunities for a bus only route between Ashburton Road and Newton Abbot town centre are being investigated.</p>		
<b>A382 widening (CSMUG 1.1)</b>		<b>On track</b>	<b>Project Responsible Officer Fergus Pate</b>
<b>Date</b>	<b>Progress Review</b>		
17/01/2019	<p>The entire length of the A382 scheme benefits from planning permission. A compulsory Purchase Order (CPO) for phase I between Forches Cross and Newton Abbot has been published. All objections have now been withdrawn and the County Council is seeking confirmation of the Order. This will pave the way for the contract process to commence so that phase I can be completed in line with 2020/21 timescales prescribed through LEP Growth Deal Funding.</p>		
31/03/2019	<p>The A382 has also been announced as part of the Government's Major Road Network (MRN) at the same time as announcements about funding for improvements to the MRN over the coming years. Further information at: <a href="https://www.gov.uk/government/publications/major-road-network-and-large-local-majors-programmes-investment-planning">https://www.gov.uk/government/publications/major-road-network-and-large-local-majors-programmes-investment-planning</a></p>		
<b>Providing a new Avenue linking the A383 to Forches Cross, A382 (CSMUG 1.2)</b>		<b>On track</b>	<b>Project Responsible Officer Fergus Pate</b>
<b>Date</b>	<b>Progress Review</b>		
17/01/2019	<p>The link between the Ashburton Road and Forches Cross on the Bovey Tracey Road has been designed and work needed for Devon County Council to submit a planning application to Teignbridge is being finalised. The application is due to be submitted during Spring.</p>		
	<p>The LEP reaffirmed the scheme's status on its Growth Deal Programme in December 2018 and that £2.9m is available for construction of the link.</p>		
<b>Transport provision in future plans (CSMUG 6.2)</b>		<b>On track</b>	<b>Project Responsible Officer Fergus Pate</b>
<b>Date</b>	<b>Progress Review</b>		
15/10/2018	<p>Progressing in line with overall Greater Exeter Strategic Plan timescales.</p>		
29/03/2019	<p>DCC are progressing access strategies and infrastructure investigation for the draft Greater Exeter Strategic Plan, including detailed transport modelling of the GESP area to help further develop these strategies. These transport models will also provide the technical basis to support any bids for any future government funding opportunities.</p>		
<b>Cycle provision (CSMUG 6.3)</b>		<b>On track</b>	<b>Project Responsible Officer Fergus Pate, Estelle Skinner</b>
<b>Date</b>	<b>Progress Review</b>		
10/01/2019	<p>The East-West cycle route on Ashburton Road, and related improvements, is nearing completion, providing an additional 1km of off-road shared cycle route. DCC have submitted planning permission, with input from TDC and commitment to provide funding for essential lighting to extend the hours of use, for the Ogwell / Baker's Park Cycle Route - This will be heard by DCC planning committee at the end of January. TDC are also supporting in the landowner negotiations.</p>		
	<p>The Teign Estuary Trail Coastal Communities Fund bid submitted by DCC with support from TDC was unsuccessful due to significant over-subscription for the fund and limited direct job creation evidence (one of the core criteria). We are exploring the potential of a Reaching Communities Big Lottery bid for part</p>		



Date	Progress Review
	<p>of the Teign Estuary Trail, and we need to include the community if taking this forward. We will be meeting with the Save the Teign Estuary Trail Group this month to discuss. A recent national Sustrans report found during public consultation that the Teign Estuary Trail attracted the most comments regarding the need to fill a missing gap in the national cycle network than any other location. We have made contact with Sustrans to touch base regarding any future funding they may secure and to emphasis this route as a priority.</p> <p>There has been no response as yet regarding the Customer &amp; Communities Fund bid for E-Bikes at Teignmouth railway station.</p> <p>We explored potential cycle rack locations in 2018 with DCC and town council in Teignmouth, and six locations have eventually been agreed are anticipated for delivery by DCC by April 2019.</p> <p>A site meeting took place Dec. 2018 in Dawlish Warren to agree installation of eight standard cycle racks by Beach Road car park, which will be funded by TDC and will take place this financial year. There is a dire need for cycle tracks in this location, as other racks were removed without consideration for need / replacement.</p>
29/03/2019	

# Council Strategy 2016-2025

15 January 2019

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

## Summary Statement

### Y3 Q3 Programme Summary

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

#### Preparation of a residential design guide

The first chapter of the Design Guide and a schedule of representations was presented to the Executive Committee on 17th July 2018. The committee accepted the approach and resolved to adopt, with further amendments to other sections being delegated to the Planning and Housing Portfolio Holder in consultation with the Business Manager for Strategic Place. The remaining changes will continue to be finalised during early 2019.

#### Healthy Lifestyles Campaign

New junior activity programme has been launched with activities being introduced to all three leisure centres. A workshop is being planned for companies wanting to deliver outdoor classes in Teignbridge open spaces to help us understand the barriers. Teignbridge continues to link with Active Devon on activity campaigns.

#### Improvement Plans for local Sport Facilities

Plans are progressing with proposals for new all-weather facilities at Coach Road DCFA for football and at Stover School for Hockey. Preparations for drainage improvements across a number of Teignbridge outdoor pitch facilities are in progress.

#### Improvement plans for open spaces

Play improvements will start on site at Coombe Valley Local Nature Reserve this January. Improvement plans for play facilities at Ashburton Road Newton Abbot, New Road Teignmouth and Powderham Park are being progressed this spring/summer. Activities funded by the Heritage Lottery have continued at Homeyards Botanical Gardens.

#### Open Space events for Schools and Communities

Events have taken space with Buckfastleigh Primary School and Rydon primary School and planning is in progress for 2019 school events. Teignbridge have submitted applications for 4 Green Flag awards. Ranger events with young people have been well attended this quarter and the Teignbridge Community and Sports Awards took place in early December.

#### Activities to promote cycling

Collaboration continues with British Cycling, Active Devon and Sustrans to combine efforts on cycling campaign and initiatives.

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### Removing Barriers to Participation in Sport and Activities

Leisure officers met with Public Health colleagues to identify key contacts to enable more activities to be developed in the coming year. Training has been arranged for staff in 'making every contact count' that will help staff engage with customers more effectively to help understand and reduce barriers to participation. An 'AquaPhysical' programme targeting the inactive is about to start.

### Strategic review of Leisure

Projects highlighted by the recent Strategic review are being progressed. Work has also continued on the business cases for improving our existing Leisure Centres and development of a new Active Leisure Programme which ties into work in our open spaces and Leisure Centres.

### Provision of Volunteer Task Days in Open Spaces

Volunteer groups at Dawlish Warren included Lloyds Bank 'Make a Difference Day' with 15 staff attending. Regular site volunteers also contributed 42 days practical work and staffed the visitor centre on 18 occasions. Other volunteer events took place at Decoy, Dawlish Countryside Park and Orley Common.

#### Key to Performance Status:

Performance Indicators: No data Concern Caution On target Ahead of target Well ahead of target

#### Key to +/- Column:

+ Higher figures are better - Lower figures are better OFF Direction cannot be determined

### Performance Indicators

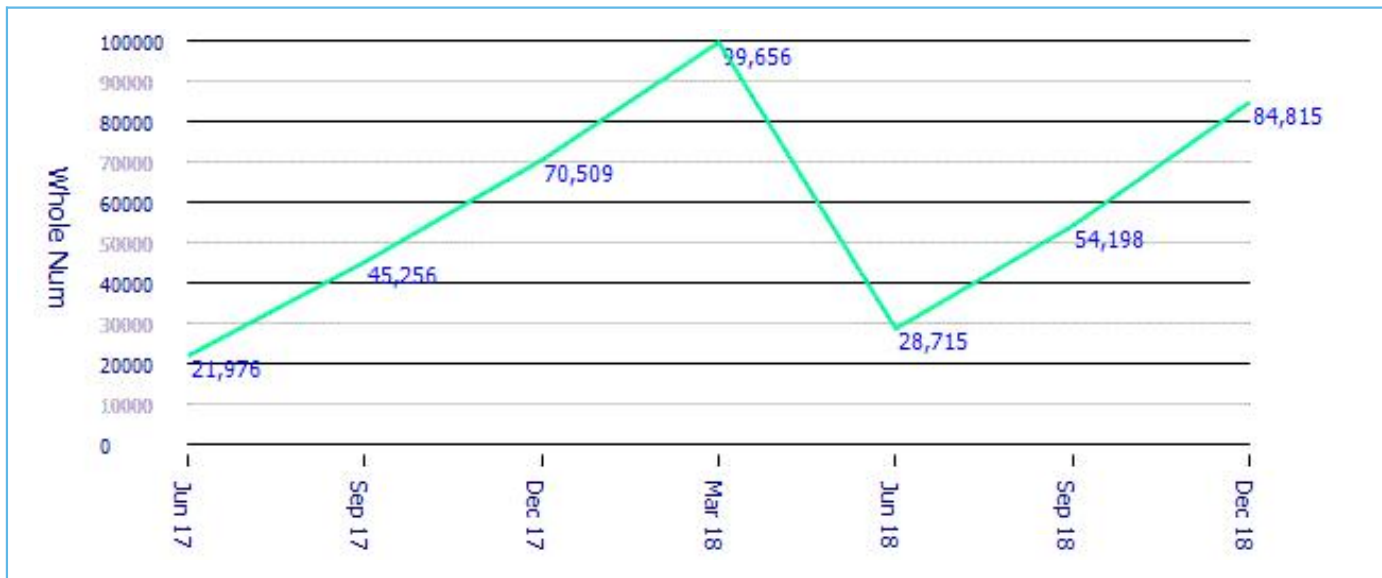
Code 2	Title	+/-	Prev Year End	Annual Target	Current Target	Status	Q1 Act	Q2 Act	Q3 Act	Q4 Act	Actual to Date	Officer Notes
CSOAA 6.1	<u>Number of young people (under 18) who participate in activities we organise</u>	+	69,635	32,500	24,375 (3/4)	Well ahead of target	14,383	35,603	59,611		59,611	(Quarter 3) This includes Leisure Centre activities, Ranger school events, and Junior Ranger and Greenspaces activities (LM)
CSOAA 6.2	<u>Number of older (over 60) people participating in events we organise</u>	+	99,656	75,000	56,250 (3/4)	Well ahead of target	28,715	54,198	84,815		84,815	(Quarter 3) This includes Leisure Centre activities, Walking for Heal and Conservation task days. (LM)

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**CSOAA 6.1 - Number of young people (under 18) who participate in activities we organise**



**CSOAA 6.2 - Number of older (over 60) people participating in events we organise**



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**Key to Performance Status:**

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

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

Date	Progress Review
15/01/2019	Leisure officers met with Public Health colleagues to identify key contacts to enable more activities to be developed in the coming year. Training has been arranged for staff in 'making every contact count' that will help staff engage with customers more effectively to help understand and reduce barriers to participation. The training dates are being confirmed but will follow in the coming weeks. We have also partnered with 'AquaPhysical' to deliver a programme targeting the inactive; we will deliver 12 weeks of complimentary activity to encourage 20 people to work with us through a prescribed programme of activities. The results will be reviewed alongside testimonies from the participants to help demonstrate the effects of the programme and supported activity intervention. Countryside Rangers are planning to make conservation workdays more regular and accessible through a monthly date and departure hub (Decoy Country Park) including offer of lifts in ranger vehicles. Discussions have also taken place with outdoor activity providers to understand the barriers to using our areas outdoor for exercise. A workshop is being planned for companies wanting to deliver outdoor classes in Teignbridge.
02/04/2019	

**Develop Improvement Plans For Local Sports Facilities & Skateparks (CSOAA 2.2)** On track **Project Responsible Officer Nikki Taylor**

Date	Progress Review
15/01/2019	The DCFA new artificial pitch proposal is going to Planning Committee late January and Stover School are engaging a landscape consultant to help prepare a planning application for a hockey pitch that will enable the facility to fit into the heritage parkland landscape. A tender is being prepared to procure the specialist drainage improvement works across 11 pitches on 5 sites across the District. Officers have met with Abbotskerswell Cricket Club, Shaldon Optimists Cricket Club and Bovey Tracey Cricket Club to discuss improvements at their facilities and given guidance on their next steps.
31/03/2019	

**Preparation And Adoption Of Residential Design Guide\* (CSGP 1.3)** On track **Project Responsible Officer Maureen Pearce**

Date	Progress Review
09/01/2019	The first chapter of the Design Guide and a schedule of representations was presented to the Executive Committee on 17th July 2018. The committee accepted the approach and resolved to adopt, with further amendments to other sections being delegated to the Planning and Housing Portfolio Holder in consultation with the Business Manager for Strategic Place. The remaining changes will continue to be finalised during early 2019.
31/03/2019	

**Develop A Strategy For Leisure Provision (CSOAA 1.4)** On track **Project Responsible Officer Lorraine Montgomery**

Date	Progress Review

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**Develop A Strategy For Leisure Provision (CSOAA 1.4)** **On track** **Project Responsible Officer Lorraine Montgomery**

Date	Progress Review
15/01/2019	<p>Projects identified in the Playing Field Strategy have progressed, the DCFA new artificial pitch proposal is going to Planning Committee late January and Stover School are engaging a landscape consultant to help prepare a planning application for a hockey pitch that will enable the facility to fit into the heritage parkland landscape.</p> <p>A tender is being prepared to procure the specialist drainage improvement works across 11 pitches on 5 sites across the District. Work has also continued on the business cases for improving our existing Leisure Centres and development of a new Active Leisure Programme which ties into work in our open spaces and Leisure Centres.</p>

**Develop Improvement Plans For Open Spaces (CSOAA 2.3)** **On track** **Project Responsible Officer Chrissie Drew**

Date	Progress Review
15/01/2019	<p>Play improvements will start on site at Coombe Valley Local Nature Reserve this January. The improvements will include a new multiuse ball end, a new play frame bridge, and play sculptures throughout the site. The works will be complete the April. Officers are working up improvement plans for play facilities at Ashburton Road to be installed for the summer, New Road Teignmouth and Powderham Park improvements will be in place by September. Activities funded by the Heritage Lottery have continued at Homeyards Botanical Gardens, with a successful Halloween event and the Friends Group have launched 'coffee stops' in the renovated castle. Hasler Rehabilitation Centre joined Friends of Homeyards for a volunteer workday and local residents in conjunction with a local artist are looking to develop a poetry trail on the site. Courtenay Park Air Raid Shelter Association continues to develop the site with TDC support, adding an electrical connection and security lighting/alarm system fitted.</p>
31/03/2019	

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**Programme Of Events For Schools And Communities (CSOAA 4.1)** **On track** **Project Responsible Officer Chrissie Drew**

Date	Progress Review
15/01/2019	<p>A Community Garden Project to plant bulbs to place with Buckfastleigh Primary School in November working with the Eco School Co-ordinator and Ashburton / Buckfastliegh Rotary Club to support their Purple4Polio Campaign. A follow up visit is planned in 2019 to carry out caring for the environment activities with the re-cycling team. A similar planting and litter pick activity morning took place with Rydon primary School. Planning is in progress for 2019 school events to include wildflower seed sowing, litter picks with primary schools; school holiday activity sessions to include environmental awareness activities such as 'picking up after your dog' and also a pollination game, in addition to physical activity skills. Three Teignbridge sites have retained Green Flag status, four applications have been submitted in December, Homeyards Botanical gardens has been added following the HLF funded renovation. District Rangers events have included a drop in leafy Lookalikes event attended by 21 youngsters and two Junior rangers events Archers of England with 21 young peoples and a Fungus Foray event with 15 youngsters. Stover Watch Group attended through a visit funded under the Higher Level Stewardship Scheme for a Ranger lead Mud Walk learning about the Clay history Wolborough Fen. Teignbridge Sports &amp; Community Awards once again aimed to highlight the work that has been happening across the district, including events and open spaces. The South West Youth Games featured heavily, showcasing Dawlish Leisure Centre in particular, but there were many other groups that were promoted using Teignbridge facilities and open spaces.</p>
31/03/2019	

**Develop A Plan Of Activities To Promote Cycling In Teignbridge (CSOAA 8.2)** **On track** **Project Responsible Officer Nikki Taylor**

Date	Progress Review

# Council Strategy 2016-2025

04 February 2019

**Goal** 09 Strong communities

**Lead Contact:** John Goodey, Kay OFlaherty

**RAG Status:**

On track

## Summary Statement

There have been a number of key achievements through initiatives in the Strong Communities programme:

### **Encourage Councillors to help develop and deliver local ideas**

Communities Together Fund - awarded over 90k across 43 community groups

### **Help with community-led planning to shape the future**

A number of Neighbourhood Plans are in progression. The consultation for Chudleigh ended in early March, this will then lead to proposed submission in the autumn.

### **Provide grant funding to support community activities and growth**

Rural Aid has delivered £40k of grants for community projects

Crowd funding has pledged £1,500 to a project in Ide, uplift to over £5k was achieved

### **Encourage networking between the voluntary, business and community sectors**

CVS worked with Greg's (the bakers) and the Kingsway meadow Residents Association to provide food during the school holidays in Teignmouth

'Buckfastleigh Soup' - Funding event in partnership with the CVS - delivered £700 in small grants for local initiatives

CAB Mental Health training 12 Oct Council Chamber

Teignbridge Crowd fund launch event in Oct - offered support to interested groups

Facilitated ABCD Community Development Training

### **With others, help communities become more resilient, resourceful, and sustainable to provide safer places to live**

345 people attended suicide prevention training across Teignbridge, South-Hams and West Devon. This included people from 82 agencies, 86 people were officers at TDC

192 people completed dementia friends

The project team meet on a regular basis to review progress, share learning and highlight opportunities to have a joined up approach to the programme. In the coming months there will be a big push to accelerate uptake to the Crowdfunding pilot, this will be supported by an event held at Forde House and run by CVS that will give the appropriate training to community groups. This will hopefully give them the confidence to put in project bids. The Elections team are also running an event in February to encourage those thinking about standing for Council in the forthcoming elections to find out more about the role.

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**Key to Performance Status:**

Performance Indicators: No data Concern Caution On target Ahead of target Well ahead of target

**Key to +/- Column:**

+ Higher figures are better - Lower figures are better OFF Direction cannot be determined

**Performance Indicators**

Code 2	Title	+/-	Prev Year End	Annual Target	Current Target	Status	Q1 Act	Q2 Act	Q3 Act	Q4 Act	Actual to Date	Officer Notes
CSSC 3.1	<u>£1,000's grant income sourced by Teignbridge CVS and accessed by community group</u>	+	£936	TPI	TPI	No Target	£25	£70	£373		£373	
CSSC 4.1	<u>Number of people using community transport services we give grants to</u>	+	4,179	TPI	TPI	No Target	1,198	1,293	1,127		1,127	
CSSC 2.1	<u>% of the Teignbridge residents residing within a designated Neighbourhood Plan area</u>	+	64%	TPI	TPI	No Target	71%	71%	71%		71%	(Quarter 3) Updated dataset from Local Government Association- 2015 population figures (previous from 2011 ONS) (DK)
CSSC 2.2	<u>Number of Assets of Community Value currently on the successful nominated list</u>	+	25	TPI	TPI	No Target	23	22	19		19	(Quarter 3) Some Assets have expired (5 yrs. on the list) (DK)

**Key to Performance Status:**

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

**Projects**

<b>Encouraging networking (CSSC 5.1)</b>		<b>On track</b>	<b>Project Responsible Officer Gary Powell</b>
Date	Progress Review		
04/01/2019	Teignbridge CVS working in partnership with Devon County Council, Devon Communities Together and Refugee Devona to pilot a volunteering project supporting refugees into volunteering.  Teignbridge Council hosted an ABCD community development training event for Parish Councils in prtnership with the CVS on the 13thNovember.		

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<b>Encouraging networking (CSSC 5.1)</b>		<b>On track</b>	<b>Project Responsible Officer Gary Powell</b>
<b>Date</b>	<b>Progress Review</b>		
	CVS are working with a number of groups in Dawlish in particular with young people.  New work in being undertaken by the CVS with Devon Carers and local Voluntary Community Social Enterprise providers to re-introduce a volunteer-led carer sitting service.		
29/03/2019			
<b>Encourage Councillors to help develop and deliver local ideas (CSSC 1.1)</b>		<b>On track</b>	<b>Project Responsible Officer Gary Powell</b>
<b>Date</b>	<b>Progress Review</b>		
04/01/2019	Ward Councillor attended Buckfastleigh funding event 26th October.  Councillors supported the launch of TDC Crowd funding project 31st October.  Buckland ward councillor has encouraged local residents in Buckland in with ambition to set up a Neighbourhood watch and Good neighbour scheme.  Councillors have provided small grants work £20k this quarter to help develop and deliver local projects.		
29/03/2019			
<b>Helping communities become more resilient, resourceful, sustainable and safer places (CSSC6.1)</b>		<b>On track</b>	<b>Project Responsible Officer Rebecca Hewitt</b>
<b>Date</b>	<b>Progress Review</b>		
11/01/2019	In November and December Suicide Intervention briefings were delivered by the Community Safety Partnership across Teignbridge South Hams and West Devon. So far 262 individuals have attended and there are two further sessions booked for the 17 <sup>th</sup> January.  The Exploitation Prevention Guide is being finalised following feedback and will be rolled out in the next quarter.  The safeguarding at events project products have now been finalised and training will take place in February.  Teignbridge is linked in to delivering the Devon and Torbay Prevent Action Plan. Work continues to develop focused responses to anti-social behaviour.  £528,000 has been successfully bid for from the Home Office for Teignbridge, South Hams and Torbay to enable work to address Youth Gang Culture.		
29/03/2019			

# Council Strategy 2016-2025

04 February 2019

<b>Goal</b>	10 Zero Heroes
<b>Lead Contact:</b>	David Eaton, Timothy Golder
<b>RAG Status:</b>	<b>On track</b>
<b>Review:</b>	Q3 2018-19 Programme Review

## Summary Statement

The Zero Heroes Project Team have continued working on a number of different projects and there have been regular meetings between the Programme Manager and the Portfolio Holder for Zero Heroes. The overall programme is on track.

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

The utility bills have not yet been received so this data is not yet available.

### **Use renewable energy and more energy efficient equipment in our buildings**

There are a number of projects that are ongoing which are looking at either renewable energy replacement systems or more energy efficient replacements. The project team have considered the business case for the installation of pool covers at Teignmouth Lido. This business case will now feed into the strategic leisure work which is considering all our leisure assets. This project will now be closed.

Forde House heating replacement system is on track for an Executive report during the next quarter including a capital assessment approval form for the project. Subject to relevant approvals the project works would start in the summer of 2019.

The solar PV project at Heathfield Business Centre has been assessed by local suppliers who have reviewed installation cost, current FiT and potential for income from selling generated power to the adjacent self-sufficient industrial units. During the next quarter a report will be prepared together with a capital assessment approval form for the project.

### **Reduce waste and recycle more from our own operations and buildings**

Recycling Officer is looking into the cups used at the leisure centres to see if these can be more readily recycled as currently there is a mix of plastic and paper cups in some of the machines. Recycling Officer has been looking into drawing up a 'Single Plastics Use Strategy' similar to DCC which can hopefully guide what further actions to take into reducing, replacing or avoiding certain plastic items altogether. Work continuing with the Economy and Assets Team to improve the recycling facilities at the market in Newton Abbot and to trial take away cup recycling here once an audit of cups has taken place.

Leisure are working on reducing paper for a lot of their service areas. Currently they already now do 75% off membership sign ups online with the introduction of two tablets per site in reception areas. The aim is to have most of the bookings on line together with all swim school enrolments.

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### Use technology to reduce the miles travelled by our workforce

Strata have completed the Beta testing and four officers within Environmental Health will begin a trail of the app during quarter 4.

The Workplace Travel Group identified what actions could be pursued as a result of the recent survey. Officers have not completed the report for Strategic Leadership Team but this will be completed at the beginning of the next quarter. This will allow the actions to be progressed and delivered by the end of the financial year so the project will still remain on track.

### Examine the potential for electric vehicles for the council

The DELETTI (Devon and Exeter Low Carbon Energy and Transport Technology Innovator) consortium is still waiting to hear whether the bid has been successful.

Officers have held meetings with Devon County Council and Highways England as part of the HEEVG scheme (Highways England Electric Vehicle Grant). Two sites have been identified that are suitable for a rapid charging point that are close to the strategic road network. Devon County Council will lead the procurement with the aim of installation by the end of April 2019.

Officers have developed and consulted internal service areas on an Electric and Low Emission Vehicle Policy. This is now scheduled for Overview and Scrutiny Committee on the 4 th March 2019.

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

Officers have publicised the work of Zero Heroes via staff newsletter and Members Newsletter.

#### Key to Performance Status:

Performance Indicators:

No data

Concern

Caution

On target

Ahead of target

Well ahead of target

#### Key to +/- Column:

+

Higher figures are better

-

Lower figures are better

OFF

Direction cannot be determined

### Performance Indicators

Code	Title	+/-	Prev Year End	Annual Target	Current Target	Status	Q1 Act	Q2 Act	Q3 Act	Q4 Act	Actual to Date	Officer Notes
CSZH 1.1	<u>Gas consumption</u>	-	3,822,986kWh	TPI	TPI	No Target	2,370,680kWh	149,009kWh			149,009kWh (2/4)	(Quarter 2) Figures show significant decrease, likely due to very warm weather compared to last year for the same period, reducing gas used for heating. (DE)

Performance Indicators												
Code	Title	+/-	Prev Year End	Annual Target	Current Target	Status	Q1 Act	Q2 Act	Q3 Act	Q4 Act	Actual to Date	Officer Notes
CSZH 1.2	<u>Electricity consumption</u>	-	223,301kWh	TPI	TPI	No Target	158,270kWh	164,473kWh			164,473kWh (2/4)	(Quarter 2) Figures show a slight increase compared to the previous year, which is small enough it cannot be attributed to one factor or site. (DE)
CSZH 1.3	<u>Water consumption</u>	-	10,599m3	TPI	TPI	No Target	16,426m3	16,260m3			16,260m3 (2/4)	(Quarter 2) Figures show a slight decrease compared to the previous year, which is small enough it cannot be attributed to one factor or site. (DE)
CSZH 2.1	<u>Renewable energy as a % of the total energy used in buildings that have renewable source</u>	+	207%	TPI	TPI	No Target	378%	274%			274% (2/4)	(Quarter 2) % of renewables to energy use is poorer this year compared to previous. This is due to significantly reduced solar panel energy generation from Newton Abbot Leisure Centre Dry Side compared to previous years. This has been reported and is currently under investigation. (DE)

**Key to Performance Status:**

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

<b>Tracking project for mobile workers (CSZH 4.3)</b>		<b>On track</b>	<b>Project Responsible Officer David Eaton</b>
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Date	Progress Review
25/01/2019	Strata have completed the Beta testing and four officers within Environmental Health will begin a trail of the app during quarter 4. The app allows officers to start work on the district and record essential mileage and vehicle checks. When the officer is working the app allows the location to be plotted on a GIS map.

<b>Examine the potential for electric car charging points (CSZH 5.2)</b>		<b>On track</b>	<b>Project Responsible Officer Colin Bignall</b>
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Date	Progress Review
17/01/2019	The DELETTI (Devon and Exeter Low Carbon Energy and Transport Technology Innovator) consortium is still waiting to hear whether the bid has been successful. Officers have held meetings with Devon County Council and Highways England as part of the HEEVG scheme (Highways England Electric Vehicle Grant). Two sites have been identified that are suitable for a rapid charging point that are close to the strategic road network. Devon County Council will lead the procurement with the aim of installation by the end of April 2019. Officers have developed and consulted internal service areas on an Electric and Low Emission Vehicle Policy. This is now scheduled for Overview and Scrutiny Committee on the 4 <sup>th</sup> March 2019.
31/03/2019	

<b>Investigate A Business Case For A Pool Cover For Teignmouth Lido (CSZH 2.5)</b>		<b>On track</b>	<b>Project Responsible Officer Daron Hand</b>
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Date	Progress Review
17/01/2019	The project team have considered the business case for the installation of pool covers at Teignmouth Lido. This business case will now feed into the strategic leisure work which is considering all our leisure assets. This project will now be closed.
31/03/2019	

<b>Review use of Single Use Plastics in Teignbridge (CSZH 3.4)</b>		<b>On track</b>	<b>Project Responsible Officer Elizabeth Turner</b>
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Date	Progress Review
25/01/2019	Recycling Officer is looking into the cups used at the leisure centres to see if these can be more readily recycled as currently a mix of plastic and paper cups are in some of the machines. Recycling Officer to see a sample of the cups next week and proceed from there.  Recycling Officer has been looking into drawing up a 'Single Plastics Use Strategy' similar to DCC which can hopefully guide what further actions to take into reducing, replacing or avoiding certain plastic items altogether.  Work continuing with the Economy and Assets Team to improve the recycling facilities at the market in Newton Abbot and to trial take away cup recycling here once an audit of cups has taken place.
31/03/2019	

<b>Workplace Travel Group (CSZH 4.5)</b>		<b>On track</b>	<b>Project Responsible Officer David Eaton</b>
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Date	Progress Review
25/01/2019	The Workplace Travel Group identified what actions could be pursued as a result of the recent survey. Officers have not completed the report for Strategic Leadership Team but this will be completed at the beginning of the next quarter. This will allow the actions to be progressed and delivered by the end of the financial year so the project will still remain on track.

# Council Strategy 2016-2025

04 February 2019

**Goal** What else we will do - our supporting actions

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

**RAG Status:** On track

## Summary Statement

All work streams within this programme are currently on track.

### Cost & efficiency

The business challenge process for 2019/20 is near completion. Business Plans have been reviewed and updated to show how services are performing, delivering value for money and how potential efficiencies/savings can be achieved. Possible savings have been included in the draft 2019-20 budget, as well as items that will need further consideration for the future.

### Customers & innovation

Our corporate transformation programme is now gaining pace with improved processes using new technology going live in early February. These new processes will improve the experience of customers when they report issues online, leading to a much more streamlined service. Over the last three months we have seen improved performance in the time it takes to respond to customer complaints, this is currently ahead of the target.

### Key to Performance Status:

Performance Indicators: No data Concern Caution On target Ahead of target Well ahead of target

### Key to +/- Column:

+ Higher figures are better - Lower figures are better OFF Direction cannot be determined

## Performance Indicators

Code 2	Title	+/-	Prev Year End	Annual Target	Current Target	Status	Q1 Act	Q2 Act	Q3 Act	Q4 Act	Actual to Date	Officer Notes
CSWE 6.3	<u>£ cost per head of population on all Services</u>	-	£100.38	£127.93	£95.95 (3/4)	Well ahead of target	£31.65	£39.75	£57.56		£57.56	(Quarter 1 - 3) Some large grant income received in full

Performance Indicators												
Code 2	Title	+/-	Prev Year End	Annual Target	Current Target	Status	Q1 Act	Q2 Act	Q3 Act	Q4 Act	Actual to Date	Officer Notes
												but associated costs only part year spend (SW)
CSWE 2.1	<u>£ Income generated</u>	+	£53,107,082	£50,027,770	£37,520,828 (3/4)	Well ahead of target	£13,388,791	£41,551,418	£82,163,080		£82,163,080	
CSWE 8.2	<u>% customer complaints dealt with within 20 days</u>	+	89%	85%	85% (3/4)	Well ahead of target	91%	91%	95%		95%	
CSWE 3.2	<u>% of telephone enquiries dealt with at first point of contact</u>	+	36%	60%	60% (9/12)	Concern	43%	35%	39%		39%	

**Key to Performance Status:**

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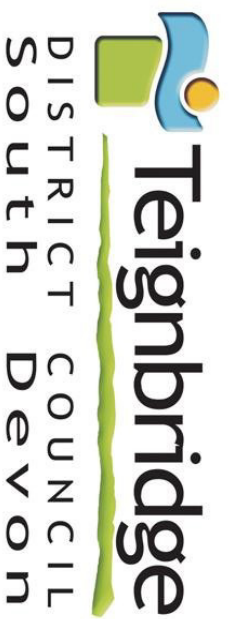
**Projects**

<b>Digital First @ Teignbridge (CSWE 3.4)</b>		<b>On track</b>	<b>Project Responsible Officer Kay OFlaherty, Amanda Pujol</b>
Date	Progress Review		
04/01/2019	<p>Substantial technical development has been completed over the last quarter to ensure that the next phase of processes will be available for customers to use. The start of the new year offers an opportunity to revisit success and any lessons learned so far and ensure that the ongoing plan is amended to ensure it remains achievable.</p> <p>Customer feedback following the first phase of development has been extremely positive with a high volume of compliments being received about the time taken to respond to requests. Data also shows that customer telephone calls have been reducing as there has been no reason to chase up service delivery.</p> <p>Related projects including the introduction of a new telephony system will be implemented later this year. This will offer improved functionality both for customers and service areas.</p>		
30/03/2019			

Date	Progress Review
04/01/2019	All service business plans have been completed and are currently under review by the Senior Leadership Team. Savings and ideas for income generation have been supplied to the Finance department who have already taken many of the suggested savings. Other larger initiatives need to be explored further.
29/03/2019	

Date	Progress Review
03/01/2019	<p>Following a technical build and intensive testing a new, improved online process will be available for recording complaints. The Complaints Review Board and complaints champions have been involved in developing this.</p> <p>Following go live of the new process on 7 January monitoring will take place to ensure that officers are using the form correctly and that the current high response rate of complaints dealt with within 20 working days is maintained.</p>
29/03/2019	





## Public Notice and Annual Forward Plan

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

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

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

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

**Cllr JEREMY CHRISTOPHERS**

**Leader of the Council**

Council Offices, Forde House, Newton Abbot TQ12 4XX

## TEIGNBRIDGE DISTRICT COUNCIL – EXECUTIVE FORWARD PLAN

Forward Plan of anticipated key decisions by the Executive for the next 12 months commencing February 2019

*(R) indicates a recommendation to Council.*

Matter for Consideration	Date of Decision	Private Decision	Documents to be considered in preparing report	Report Author(s) & Contact Name & Number	Agenda inc. Report Published
<b>Final financial plan proposals 2019/20 to 2021/22 – to consider Teignbridge’s final budget proposals for the next three years (R)</b>	07/02/2019	No		Report of Martin Flitcroft - Chief Finance Officer. Contact 01626 215246	30/01/2019
<b>Local Plan Review and Local Development Scheme</b>	07/02/2019	No		Report of Michelle Luscombe Principal Policy Planner – Contact 01626 215754	30/01/2019
<b>Staplehill Road, Forches Cross, Newton Abbot</b> 66	07/02/2019	Yes		Report of Donna Best Estates & Development Manager – Contact 01626 265467	30/01/2019
<b>Council’s Tenancy Strategy</b>	05/03/2019	No		Report of James Toler – Housing Strategy Officer Contact 01626 215313	25/02/2019
<b>Councillors Community Fund</b>	05/03/2019	No		Report of the Portfolio Holder for Community Neighbourhoods – Contact Gary Powell 01626 215895	25/02/2019
<b>Artificial 3G pitch, Coach Road, Newton Abbot</b>	05/03/2019	Part		Report of Donna Best Estates & Development Manager – Contact 01626 265467	25/02/2019

<b>Rural Development Programme for England – Local Action 2015-2020</b>	05/3/2019	No		Report of Graeme Smith Coastal Officer – Contact 01626 215748	25/02/2019
<b>Moving Forward with the Teign Estuary Trail</b>	05/3/2019	No		Report of Fergus Pate - Principal Delivery Officer – Contact 01626 215466	25/02/2019
<b>Brunswick Street, Teignmouth</b>	05/03/2019	Part		Report of Donna Best Estates & Development Manager – Contact 01626 265467	25/02/2019
<b>South West Mutual</b>	05/03/2019			Report of Martin Filtcroft Chief Finance Officer Contact 01626 215246	25/02/2019
<b>Proposed Chargeable Neighbourhood Planning Service for Non-Statutory Functions</b>	02/04/2019	No		Report of David Kiernan – Neighbourhood Planning Officer Contact 01626 215758	25/03/2019
<b>Digital Strategy</b>	02/04/2019	No		Report of Kay O'Flaherty - Business Improvement and Development Contact 01626 215602	25/03/2019
<b>Greater Exeter Strategic Plan</b>	06/06/2019	No		Report of Simon Thornley – Business Manager, Spatial Planning Contact: 01626 215706	29/05/2019
<b>Restructure Proposals</b>	TBC	No		Report of Phil Shears – Managing Director Contact: 01626 215	TBC

<b>Affordable Housing Supplementary Planning Document and Starter Homes</b>	TBC	No		Report of Simon Thornley – Business Manager, Spatial Planning Contact: 01626 215706	TBC
<b>Teignbridge Car Park Plan – draft for consultation</b>	TBC	No		Report of Neil Blaney – Economy Manager. Contact: 01626 215233	TBC
<b>Leisure Strategy</b>	TBC	No		Report of Lorraine Montgomery – Interim Head of Operations James Teed Contact: 01626 215852	TBC
<b>Teignmouth Regeneration</b>	TBC	No		Report of Interim Head of Commercial Services Contact: 01626 215828	TBC
<b>Dawlish Warren Habitat Mitigation</b>	TBC	No		Report of Fergus Pate - Principal Delivery Officer – Contact 01626 215466	TBC

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## **PUBLIC NOTICE**

### **TEIGNBRIDGE DISTRICT COUNCIL**

#### **THE LOCAL AUTHORITIES (EXECUTIVE ARRANGEMENTS) (MEETINGS AND ACCESS TO INFORMATION) (ENGLAND) REGULATIONS 2012**

An item has been added to the Executive agenda for 5 March 2019 at 10.00am:-

A report to offer financial support to South West Mutual – the reason being that the SW Mutual Bank have a prospectus which closes on 31 March 2019 which would enable the Council to be in the first tranche of the shareholding.

This has meant the Council has been unable to give 28 days notice through the Executive's Forward Plan.

If you have any queries or comments on this notice please contact.

Sarah Selway  
Democratic Services  
Council Offices  
Borde House  
Newton Abbot TQ12 4XX

14 February 2019

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

**Standing Items**  
Strata Joint Executive Minutes

<b>4 March 2019</b>		<b>Lead Officer / Next Steps</b>
Tenancy Strategy	Report. Recommendation to Executive 5 March	James Toler 215313
Housing Affordability in Teignbridge	Report. For information to support the Tenancy Strategy	Graham Davey 215412
Councillors Community Fund	Report. Recommendation to Executive 5 March 2019	Kay O'Flaherty 215602
Electric and low emission vehicle policy	Report	David Eaton 215164 Request of Cllr Golder
CIL	Report	Fergus Pate Request of Cllr Dewhirst
Council Strategy Performance Monitoring Reports Q3	Report	Eve Bates 215345
SEDHREC	Presentation	Fergus Pate Request of Cllr Wrigley

<b>8 April 2019</b>	<b>Report</b>	<b>Lead Officer / Next Steps</b>
T10 programme overviews: -Clean scene -Zero heroes	Presentations	Chris Braines David Eaton 215164
Safeguarding	Report	Rebecca Hewitt 215873

**Items to be scheduled**

Update on Universal Credit	DWP Partnership Manager, Lee Tozer (Presentation) to report on how things are progressing after the roll out	Tracey Hooper/Lee Tozer
Affordable Housing Supplementary Planning Document and Starter Homes	Report	Simon Thornley – Business Manager, Spatial Planning
Teignbridge Car Park Plan – draft for consultation	Report of the Review Group	Neil Blaney – Economy Manager
Leisure Strategy	Report	Lorraine Montgomery – Interim Head of Operations James Teed

## Past Meeting items

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

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

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

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

<b>15 October 2018</b>	<b>(CL meeting beforehand)</b>	<b>Lead Officer / Next Steps</b>
<b>Overview</b>		
Update on changes in Housing Enforcement <ul style="list-style-type: none"> <li>• Introduction of Minimum Energy Standards</li> </ul>	Report	Alison Dolley



<ul style="list-style-type: none"> <li>Banning orders and rogue landlords database</li> <li>Extension of HMO licensing</li> </ul>		
<b>Scrutiny</b>		
Performance Monitoring – Q1 data (include the update on HR)	Report	Performance Monitoring – Q1 data (Tim Slater - HR)

<b>19 November 2018</b>	<b>(CL meeting beforehand)</b>	<b>Lead Officer / Next Steps</b>
<b>Overview</b>		
T10 programme overviews: -Going to town -Investing in prosperity -Moving up a gear	Presentations	Neil Blaney Donna Best Fergus Pate
Travellers on unauthorised land	Report	Request from Cllr G Hook (Marie Downey (Graham Davey))
Homeless Reduction Act Update	Presentation	Tony Mansour
Homelessness Strategy – Action Plan update	Presentation	Tony Mansour
Teignbridge Asset Strategy	Report	Donna Best
<b>Scrutiny</b>		
Performance Monitoring – Q2 data	Report	Eve Bates
Call in PH decision 11-2018 - RSPB site	Confidential Report PH Cllr Clemens in attendance	Rosalyn Eastman
Call in Executive 30 October 2018	Executive Report	David Eaton

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

<b>28 January 2019</b>		<b>Lead Officer / Next Steps</b>
<b>Overview</b>		
The Community Safety Partnership	Report	Rebecca Hewitt 215873
Connecting Devon and Somerset	Presentation from the CDS	Request of Cllr Bullivant
Councillors Community Fund	Report. Recommendation to Executive 7 February 2019	Kay O'Flaherty

<b>4 February 2019</b>	<b>(CL meeting afterwards)</b>	<b>Lead Officer / Next Steps</b>
Digital Strategy	Report	Amanda Pujol and Kay O'Flaherty
Budget	Report	Martin Flitcroft

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

Submitted by:

Item for Consideration:

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

**Priority for matter to be considered:**

High (up to 3 months)

Medium (3-9 months)

Low (over 9 months)

Basis on which priority has been set .....

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

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

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

**Members are requested to provide information on the following:-**

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

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

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

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