

## 04 Going to Town

Lead Contact: Neil Blaney, Richard Keeling

Programme Status

Caution

### Summary Statement

This is the first review since the Covid-19 lockdown measures have started to be relaxed. The impact of the lockdown effectively froze the projects in the Council Strategy, and as the lockdown eases some elements have started up again, but many remain very uncertain.

### Invest in key town centres to improve their viability, quality and sustainability:

After the Covid-19 lockdown the projects in Newton Abbot and Teignmouth were paused. However, once construction was allowed back work has continued, with planning applications submitted and tenders out for procurement.

### Town centre health checks:

The pre-Covid town centre health checks are available to view at [teignbridge.gov.uk/oureconomy](https://teignbridge.gov.uk/oureconomy). It will take some time to be able to measure the impacts of the lockdown on the town centres, but consumer confidence remains low which has impacted on visitors to the town.

### Using our powers to bring about improvements and support business growth:

As town centres reopened the Economic Development team have worked closely with the Environmental Health team and representatives from the towns to look at how to reopen safely. The Government fund 'Reopening High Streets Safely' was reviewed collectively, but ultimately was not utilised as it had very limited scope, required upfront investment to be made and then recovered, and did not allow for the ideas and projects the towns wanted or needed for safe reopening. The Environmental Health team has provided significant support to businesses looking to reopen, and helping consumer confidence in dealing with reported breaches.

The Council has administered the Government's business grants, both for those who pay Business Rates and those who don't but were eligible for Discretionary grants.

### Improving accessibility and encouraging more town centre living:

The Council continues to support proposals for town centre living. The Future High Street Fund bid includes significant improvements into Newton Abbot town centre, which will encourage more sustainable travel into the town.

### Supporting evening cultural and leisure opportunities:

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The lockdown has significantly impacted on the cultural and leisure industries. Businesses in these sectors are starting to reopen, but it is too soon to fully understand the impact. The Government scheme aimed at encouraging people to eat out has been taken up by many businesses, but social distancing requirements have reduced capacity.

### **Running and improving Newton Abbot Markets:**

The lockdown saw the Markets close in March. While the Food Hall reopened with social distancing measures in place in June, with the Market Hall reopening in July. Footfall is significantly decreased and 40% of stalls are currently vacant. We are looking at initiatives that can help support existing traders and encourage new businesses into the market.

## 05 Great places to live and work

The Programme, PIs and Projects are all on track

## 06 Investing in Prosperity

The programme is on track. 1 of the 5 projects is reported with a caution status and 1 of the 3 performance indicators is reported with a caution status. The details for these are in the tables below.

Project Status	Code	Title	Last Review Date	Progress Review	Project Responsible Officer
Caution	CSIIP 8.1	<u>Improved broadband provision</u>	20/08/2020	<p><b>Reason:</b> The tender process for a new contractor to deliver the roll-out was started before the lockdown due to Covid 19, but the lockdown created delays in the project.</p> <p><b>Improvement Plan:</b> The project covers Devon and Somerset, with the area broken up into 'lots' for contractors to bid on. The following update has been provided by the Connecting Devon and Somerset team.</p> <p>'The initial bids have now been submitted for every 'lot' and the optimisation period has now elapsed. Final bids were received on 25 August and the</p>	Neil Blaney

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				evaluation of the final bids is now underway. Thereafter preferred suppliers will be identified and those bids will be subject to Broadband Delivery UK (BDUK) assurance. It is currently expected that contracts will be awarded in December 2020.'	
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PI Code	Title	+/-	Current Target	Q1 Act	Q2 Act	Q3 Act	Q4 Act	PI Verifying Manager	Officer Notes
	<u>Total rateable value £000 of business premises in Teignbridge</u>		(1/4)	£85,417				Hooper	<b>Reason:</b> The rateable value has been reduced by £845 as a result of a large assessment (BCT Ltd) being deleted from the rating list. <b>Improvement plan:</b> This is a temporary reduction pending reassessment of individual units on the site by the Valuation Office (TH)

### 07 Moving up a gear

The programme is on track. 1 of the 6 projects is reported with a caution status, details are in the table below.

Project Status	Code	Title	Last Review Date	Progress Review	Project Responsible Officer
Caution	CSMUG 6.2	<u>Transport provision in future plans</u>	19/08/2020	<b>Reason:</b> The GESP Options report was due to include transport information and proposals. With the future of GESP under review, associated transport strategy implications will need to be considered.  <b>Improvement Plan:</b> It will be possible to incorporate transport strategy proposals into the Teignbridge Local Plan Review process, working with Devon County Council, as Transport Authority, and other agencies and stakeholders, to build on the work that has already begun for GESP. A more thorough routemap for transport strategy preparation can be devised once fundamental decisions about the future of GESP have been made.	Fergus Pate

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## 08 Out and about and active

**Lead Contact:** Cllr Andrew MacGregor, James Teed

**RAG Status:**

**Caution**

### Summary Statement

This Programme status is a caution because of the number of activities on hold due to the Covid-19 crisis that required closure of the Leisure centres and stopping of a number of activity programmes. PI numbers of participants in activities we organise will be significantly lower than projected. We are making recovery plans to re-open Leisure Centre's as soon as this is permitted, anticipating a reduced programme taking into account social distancing, increased cleaning etc. Discussions are ongoing with Active UK to gauge the Leisure industry landscape through this period and to feed into discussion with central government regarding plans for reopening Leisure Centre's. Communication also ongoing with Active Devon our external funders for other activities now on hold.

### PIs on hold due to Covid- 19 lockdown and restrictions:

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

It is anticipated participation data will become available Q3 along with an estimate of revised target figures.

### Projects on hold due to Covid- 19 lockdown and restrictions

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

**CSOOA 5.1** Volunteer task days a year across Teignbridge Countryside sites. These are generally small groups so could start up again in time. This will be kept under review.

**CSOOA 8.2** Develop a plan of activities, events and opportunities from other events to promote walking and cycling activities in Teignbridge. Again smaller groups should be able to start up in time.

**CSOOA 6.1** Develop and provide a programme of activities aimed at removing barriers to participation. In particular targeting 30-45s, 45s and over, women and lower social-economic areas. Recovery will start with a reduced programme aimed at building up income and customer base initially.

Some improvement projects have progressed, playing pitch works at Decoy, Bakers park tennis courts, Fore St MUGA (S106 town council project), Ogwell Dawes Close play area (Parish Council S106 project) tender documents for Decoy Play area are in preparation awaiting the industry to pick up sufficiently to enable a competitive tender.

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**10 Vital, viable Council**

The programme and the 3 projects are on track, 2 of the 8 PIs are reported as a concern status. Details are provided in the table below.

PI Code	Title	+/-	Current Target	Q1 Act	Q2 Act	Q3 Act	Q4 Act	PI Verifying Manager	Officer Notes
CSVV 1.4	<u>Number of subscriptions to my account</u>	+	20,800 (1/4)	18,000				Robert Duddle, Amanda Pujol	<b>Reason:</b> The shortage can be attributed to a slowing of the promotional campaign as a result of the absence of a Communications manager, and the following pandemic, when despite a new Comms manager being in place, all communications campaigns were focused on Covid-19, and the massive work surrounding it. <b>Improvement Plan:</b> As a result of Covid19 more digital transactions and interactions are becoming the 'norm' and more people will have adapted to online service requests. This and the planned campaigns to encourage MyAccount sign up should help improve performance of this PI (RD)
CSWE 8.2	<u>% customer complaints dealt with within 20 days</u>	+	85% (1/4)	69%				Tracey Hooper, Karen Land	<b>Reason:</b> Performance has dipped in Q1 as a result of the automated reminder system failing. This operates as a safety net alerting Complaints Champions that the deadline date is approaching. This failure, combined with the impact of the Covid-19 outbreak on frontline services, has had a negative impact on response times. <b>Improvement plan:</b> This system failure was fixed in early August and we should see in improvement in performance going forwards. (KL)