

01 Action on Climate

Lead contact: David Eaton, Cllr Jackie Hook

Programme Status: On Track

Note: Data for the 4 utilities monitoring performance indicators provided by the utility companies, is not yet available.

Summary Statement

Lead by example to inspire others by becoming a carbon neutral council, using less energy and moving over to renewables, decarbonising our vehicle fleet and maximising recycling.

Following Full Council approval work is progressing on the fleet replacement. A dedicated website is being developed to host the resident and business actions from our draft Carbon Action Plan 2 which focuses on the district. The website and actions will be launched in quarter 1 of 2024/25

There are three major projects that are currently in progress.

Newton Abbot Leisure Centre - An Executive Member decision has been taken to approve the budget for the new connection to the heating and cooling system. The project completion date is October 2024 in time for the winter heating season.

Broadmeadow Leisure Centre - Following a wide public consultation, officers have made changes to the final design, and this will be presented to the Executive Committee on the 2nd of April for approval.

Create an agile workforce that reduces the miles travelled in the course of our business

Officers continue with a blended pattern of working from the office and working from home based on the needs of the service. The majority of meetings with partners and other agencies continues to be delivered via MS Teams reducing the need to travel. The data for business mileage will be available during the next quarter.

Provide public electric vehicle charging points in council carparks to augment and link in with the wider strategic charging network

There are three key projects.

- **On Street Residential Charging Scheme (DELETTI 2)** - The first site in phase 1 is in Bovey Tracey and the final review of the lease is being progressed. An installation date should be agreed during the next quarter.
- **EV Strategy** - Workshops have taken place with Staff and the Executive Members as part of the strategy development. The first draft will be available by the end of April.
- **Local Electric Vehicle Infrastructure LEVI** - officers have agreed to collaborate and be part of the County wide bid to this fund. There is currently no dedicated staff resource to undertake this work.

Increase resilience to the changing climate so that Teignbridge remains a safe and healthy place to live and do business

There are significant projects that are being progressed including working on a review and options appraisal of the River Lemon corridor with the Environment Agency, the Teignmouth Beach Management Plan, Teignmouth Combe Valley Dam improvements study and continued liaison with the Environment Agency regarding Dawlish Warren.

Ensure all council decisions consider climate change implications, updating council policies like those in our Local Plan to reduce greenhouse gas emissions

The Climate Change Officer continues to review all planning applications that require a Carbon Reduction Statement in accordance with our local plan policies.

Support businesses and communities to encourage carbon emission reductions, particularly in the transport and buildings sectors

Officers are working with partners as part of the Devon Climate Emergency Response Group. Officers continue to work with Members of ACT on specific projects and with local town and parish councils as part of the engagement work for the Carbon Action Plan 2.

02 A Roof over our Heads

Lead Contact: Graham Davey, Cllr Lin Goodman-Bradbury

Programme Status:

Caution

Summary Statement:

2 performance indicators are well ahead of target and 4 are on target

5 performance indicators are annual monitoring / tracking indicators and therefore have no target.

The remaining 5 indicators are recorded as either concern. They relate to homelessness and housing delivery.

Details of these are summarised below and a fuller explanation is in the Performance Indicator section of the report. The areas of concerns relate to net additional homes provided, (435 against a target of 720) However, affordable homes delivery has improved with 126 delivered against a target of 128. Homeless preventions by helping clients stay at home remain below expectation at 37 against a target of 80.

Of the 9 projects, 1 is completed 8 are on track.

Make sure plans take full account of all housing needs

Following the formal ending of the Greater Exeter Strategic Partnership the Local Development Scheme timetable was delayed due to additional consultation and the high level of consultation responses.

An updated timetable for the Local Plan was approved by the Executive on 12 September 2023. The key milestones in this were for consultation on the Addendum in November 2023 and submission to the Secretary of State to begin proceedings for public examination in February 2024. The Local Plan Addendum has since been re-consulted upon. The Plan was submitted on 14th March 2024 and Inspectors have been appointed to coordinate dates for the Examination hearing sessions.

Delivering affordable housing

Affordable housing delivery exceeded the annual target last year due to the addition of Teignbridge's T100 own housing delivery pipeline and homes coming on stream early at Southwest Exeter (SWE1) Total 200 against a 128 target. The pulling forward of delivery of homes into the end of last year has had the effect of slightly reducing figures this year. However, affordable homes delivery has improved with 126 delivered against a target of 128.

Evaluate options for delivering affordable rented housing

With the Councils Drake Road and East Street, Newton Abbot schemes both completed together with the Chudleigh Buy to Rent Scheme, a large house in Dawlish for temporary accommodation to compliment Albany House and the 5 Rough Sleeper Accommodation properties, focus has now turned to the next phases. The 18 homes for Afghan and Ukrainian refugees have all be secured with all but 2 completed and the remainder in the process of purchase. Sherborne House Car Park is still on track and in budget and a planning application has been submitted for 23 one and two bedroomed apartments. Application has been validated and awaiting decision likely to be at June Planning committee. The Rural 5 consultation with Town and Parish Councils has completed. Results have been circulated imminently and further consultation events have commenced with good attendance.

Improve housing conditions and reduce empty homes

The number of dwellings improved by Council intervention remains on track and the annual Empty Homes target was reduced again this year despite challenging market conditions.

Prevent homelessness wherever possible.

The current market conditions mean that the target to prevent homelessness remains a challenge.

We are still below target for this indicator because we are unable to prevent homelessness as effectively as we have in previous years, due to the lack of affordable private rented options locally. The gap between the local housing allowance rates and local market rents has meant far more homes are unaffordable for low-income households and therefore impacting our success in prevention and relieving homelessness.

Where we are able to secure private rented homes directly with landlords, we prioritise those in temporary accommodation where possible. However, the majority of homes secured in the private rented sector are through the resident finding the accommodation themselves and us supporting financially to secure it.

Housing Strategy

The Teignbridge Housing Strategy is completed and approved by Full Council. An event with stakeholders took place of 18th November 2022 at the Kenn Centre, Kennford which received positive feedback from those who attended. A further event took place on 8th March 2024 in the Council Chamber which was again well attended by Members, Officers, Town and parish Council representatives and Stakeholders.

PI Code	Title	Executive Member	+/-	Annual Target	Q1 Act	Q2 Act	Q3 Act	Q4 Act	PI Verifying Manager	Officer Notes
CSROH01	Net additional homes provided	Planning	+	720	70	133	276	435	Michelle Luscombe, Fergus Pate	(Quarter 1 - 4) This figure is an interim figure and hopefully will increase slightly in the next couple of weeks, as a take a while for completions to get to us. (HW)
CSROH2	Number of self-build homes provided	Planning	+	38	5	6	10	14	Michelle Luscombe, Fergus Pate	(Quarter 4) Overall completions are down so no surprise that the self and custom build completions are down also. (HW)
CSROH6	Deliver 29 affordable homes in rural areas to include delivery within the DNPA	Communities, Housing & IT	+	29	0	3	14	16	Graham Davey	(Quarter 4) Only 16 rural homes completed this year. Some delivery has slipped in to Q1 of 2024/25 and Rural 5 initiative have commenced with Town and Parish Councils to increase future delivery led by the Housing Enabling Team. (GD)
CSROH7	Deliver 5 affordable homes a year that are fully wheelchair accessible	Communities, Housing & IT	+	5	1	2	4	4	Graham Davey	(Quarter 4) Ashburton (2) Dawlish (1) Newton Abbot (1) (GD)
CSROH11	Homelessness prevented by helping client remain at home	Communities, Housing & IT	+	80	6	18	31	37	Tammy Hayes, Fran Lawrence	(Quarter 4) The increase of affordability issues has reduced opportunities to help people remain in their home where the property is not affordable long term. (TH)

03 Clean Scene

Lead contact: Chris Braines, Cllr Charles Nuttall

Programme Status:

On track

Summary Statement

The program remains largely on track with some ongoing challenges and significant projects underway, specifically;

The ageing fleet is contributing to some delays in collection services. The fleet decarbonisation and replacement project is on track and the first new vehicles arrived on schedule.

Imminent changes to waste transfer station legislation has significant implications for the operation of the Council's recycling and bulking station. Options to remain compliant are being explored and a project initiated which is likely to have significant financial and site disruption implications.

The implications for waste and recycling services from recent Extended Producer Responsibility and Simpler Recycling reforms are beginning to crystalize. A detailed update will be provided to the O&S committee on the 13th of May 2024.

The Community Environment Wardens are actively educating and enforcing the provisions of the Public Spaces Protection Order. They continue to work with Town and Parish councils informing them of the action they are taking and seeking their support to publicise the controls.

All of our beaches bathing water quality has been classified as 'Good' or 'Excellent'.

04 Going to Town

Lead Contact: Neil Blaney, Cllr Nina Jeffries

Programme Status:

Caution

Summary Statement

The 'Going to Town' retains an overall status of 'caution'.

However, following the approval of a Project Adjustment Request by Government the delays and changes to the flagship projects to be funded through the Future High Street Fund projects can now be revised. Along with closing off projects that are no longer progressing and the implementation of new projects it is anticipated that the status can be upgraded to 'on track' for the next quarterly review.

Designing and delivering small and large scale schemes:

The Project Adjustment Request for the Future High Street Fund projects has been agreed. This removes the proposal for a new cinema and extends the timeframe to deliver the remaining projects.

The Council has granted planning permission for the Health and Wellbeing Centre in Teignmouth and has an agreement in place with the NHS to sell them the land. However there has still been no meaningful progress from the NHS to date.

Plans for a new hotel in Newton Abbot have now been shelved.

Running and improving Newton Abbot Markets:

The current tenants will be temporarily rehoused to enable the improvements to the Markets, using Future High Street Funds. Plans for how the markets will be managed in the future are being developed.

The Council's Investment Plan for the UK Shared Prosperity Fund includes a 'Markets and town centres promotion and coordination' project. Its aim is the 'Promotion of Teignbridge towns and villages to help increase visitor and footfall numbers'. A budget of £286,000 is allocated to this project.

Town centre health checks:

Information is available on the Council's website <https://www.teignbridge.gov.uk/planning/local-plans-and-policy/annual-monitoring-report-2022-2023/going-to-town/>

The Council's Investment Plan for the UK Shared Prosperity Fund includes a 'Markets and town centres promotion and coordination' project. Its aim is the 'Promotion of Teignbridge towns and villages to help increase visitor and footfall numbers'.

Working with and supporting continued town centre management:

Officers continue to work with those responsible for managing or leading on projects within the towns across Teignbridge. The Council's Investment Plan for the UK Shared Prosperity Fund includes a bid for funding to support markets and town centre promotion and coordination.

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

The Environmental Health team provides significant support to businesses and uses its powers to deal with breaches, which helps consumer confidence. The Planning Department is prioritising enquiries and applications related to employment and job growth.

The UK Shared Prosperity Fund is being used to support businesses.

Improving accessibility and encouraging more town centre living:

The proposals for pedestrian enhancements along Queen Street in Newton Abbot are moving to delivery, starting in May and due to be completed by November 2024. The plans for cycle improvements along the National Cycle Network are being implemented in May and June 2024.

The proposal for a Health and Wellbeing Centre in Teignmouth will provide accessible health facilities for the community.

The plans for the regeneration of Bradley Lane, Newton Abbot are currently in for consideration with the Planning Department, to be delivered by Lovells. There are also plans for housing being considered for land next to Sherborne House, Newton Abbot.

Supporting evening cultural and leisure opportunities:

The Future High Street Fund projects will bring forward a wide range of evening activities that will complement the town centre. As noted above, there is now an increased element of risk to delivery for this project.

The Council's Investment Plan for the UK Shared Prosperity Fund includes £300,000 for funding to support exhibiting, performing and participating in art.

05 Great places to live and work

Lead contact: Neil Blaney, Cllr Gary Taylor

Programme Status:

On track

Summary Statement

Overall, the project is considered to be 'on track'. All key projects are on track, with the exception of the Ridgetop Park SANGS at South West Exeter, although this is due to a slippage in overall project delivery timescales, the park is open and being used, with the next phases in progress.

Make sure that our new neighbourhoods and other developments are built to the highest standards of design, with great public spaces and landscaping:

There is an ongoing focus on ensuring design quality in all major developments bringing forward new neighbourhoods, with adequate resource allocated and community engagement throughout.

Ensure that new neighbourhoods are real communities; safe, inclusive and accessible to all, close to, or including, local jobs, facilities, sports and leisure opportunities, with high quality public open spaces which support social interaction:

This can be evidenced in the emerging work on new applications and on the schemes being brought forward across the district.

Ensuring growth and development is high quality and sustainable by our continued involvement in the Garden Communities programme:

The Garden Community Project continues to thrive and develop plans and strategies with positive community involvement.

Protect our most important landscapes and heritage, and support proposals which enhance them:

The updated Local Plan sets the framework for future growth and protection of the most important landscapes and heritage, with mitigation policies to secure enhancements. The Local Plan was subject to a further consultation and is anticipated to be submitted for examination of Q4 of 2024.

Work towards an overall improvement in the area's biodiversity by protecting the most important habitats and investing in new wildlife areas:

This is covered through the Local Plan. In addition, the introduction of new legislation regarding Biodiversity Net Gain requirements is designed to ensure that there is not only protection but also enhancement of biodiversity.

Support improvements to walking, cycling and public transport opportunities and other ways to reduce carbon emissions and encourage a healthy, active lifestyle:

This is covered through the Local Plan and Local Cycling and Walking Infrastructure Plan. A number of projects have been implemented and attention is turning to future schemes, particularly the Teign Estuary Trail.

Make the difficult, long term decisions to create a resilient, prosperous and green future by preparing the Greater Exeter Strategic Plan and updating our own local plan:

This commitment has been superseded by the Council's all deciding to cease work on GESP. However, the authorities continue to work closely to ensure plans are aligned and shared ambitions can be delivered. The Council approved a document 'Shared Coordinates' which is a non-statutory statement of commitment to continued close working on strategic issues.

Project Status	Code	Title	Executive member	Last Review Date	Progress Review	Project Responsible Officer
Caution	CSGP 4.5	SW Exeter suitable alternative natural greenspace (SANGS)	Planning	07/05/2024	<p>Progress:</p> <p>Parcels K, A1 and B, acquired and established. Legal agreements with Land Trust for long-term management and endowment completed March 2022.</p> <p>Legal contract in place for land transfer A1 car park, A3 and B car park.</p> <p>Parcel A3 landfill area restoration - application determined November 2023. Parcel A1, B & K, approx. 20-hectares, opened to the public 8th June 2022.</p> <p>Parcel A1 car park opened for public use 2nd March 2023 (to be operated via licence initially).</p> <p>Parcel A2 now proposed to be delivered by Vistry as part of spine road. De-scoped from HIF contract.</p> <p>Parcel D now proposed to be delivered by developer, via planning condition requirement. De-scoped from HIF contract.</p> <p>Parcel B car park opened for public use August 2023.? Operated via licence with developer.</p> <p>Residents event held 12thAugust 2023, followed by positive press for the site.</p> <p>Planting of Parcel A3 has been completed (1,350 trees planted to expand Church Hill Path Plantation and create the first phase of Barbara's Copse).</p> <p>Ongoing:</p>	Fergus Pate

					<p>Inception meeting early June 2024 to commence on final legal documentation for Parcels A1 & B car parks, and Parcel A3.</p> <p>Design and preparation of interpretation materials during spring/summer 2024.</p> <p>Planting of hedgerows and remaining sections of A3, meadow seeding and installation of interpretation, seating and fencing in autumn 2024.</p> <p>Parcel B & A1 car park completion of long-lease completion by autumn 2024.</p> <p>Parcel A3 transfer to TDC expected by winter 2024/25.</p> <p>Parcel A3 long-lease completion with Land Trust completion by winter 2024/25.</p>	
--	--	--	--	--	---	--

06 Investing in prosperity

Lead contact: Tom Phillips, Cllr Martin Wrigley, Cllr Nina Jeffries

Programme Status:

On track

Summary Statement

Investment in commercial property projects

- Work is ongoing with T100 opportunities on Council owned land. Principally driven by Housing team with support from assets as and when appropriate.

- The Future High Streets Fund (FHSF) Full Council decided on Tuesday 16 January 2024 to abort the cinema project. On 16 April 2024 DLUHC approved the Project Adjustment Request to exclude the cinema and enhance the Market Hall. The unspent grant will be £2.25M and officers are exploring compliant alternatives that could meet the spend deadline of 31 March 2025. Transport (Queen St and NCN2) on track for a planned start on site May 2024. The FHSF project will see investment in the regeneration of Newton Abbot Market together with improvements to Queen Street, the gateway to the Town from the Railway Station and part of the National Cycle Network 2.
- Halcyon Street car park Newton Abbot hotel has been publicly aborted by the Administration and officers will have to take a report to executive to formalise the position. The car park will be re-lined.
- Brunswick Street Health and Wellbeing Centre achieved planning. No conditional contract in place – therefore no automatic subsequent transaction. NHS finally met with officers on 19 April 2024 and the trust reaffirmed their interest in pursuing this, however, they are struggling with internal NHS approval processes. Talk of inflationary pressures but no mention of trying to renegotiate price and transfer boundary. TDC contingency position is to hold as operational and income producing car park.
- Bradley Lane planning has again been delayed from March committee to after Summer. Developer contract longstop date expires on 5 May 2024, and they have no grounds to implement an extension. A new contract would have to be entered to continue with current Developer, who themselves are reviewing whether to now pursue this planning designed scheme. If successful, this BLRF grant assisted development will deliver c.100 dwellings (c.50% affordable) on brownfield land. Due to the latest planning delay the unconditional release of land for housing will not be achieved by fund deadline of end March 2024 and extension agreements will have to be sought. It has been confirmed that in an abortive situation, under Grant terms the spent money would not have to be paid back, however, the unspent money would have to be.
- The Council has a number of active projects, but there have been no new opportunities due to current economic uncertainties and requirement to tidy off legacy projects, some of which do not appear to have support of current members. Asset Manager is keen to unlock and progress Newton Abbot Aldi Employment site during 2024. A new Town Centre Masterplan is being explored for Newton Abbot given the extent of the Councils land holdings.

Facilitating links between businesses education providers

This project is ongoing as we continue to work with Building Greater Exeter (BGEX) as a partner. BGEX send Employers and apprentices into schools in an effort to enlighten young people about the variety of careers in construction from Architect to bricklayer. We aim for all

Teignbridge senior schools to be included in this programme. The Economic Development Officer also visits schools to talk about life in the workplace.

The Economic Development Officer works with local schools to provide inspirational speakers from the world of work and encourages local employers to attend careers fairs at Teignbridge senior school.

Project Status	Code	Title	Executive member	Last Review Date	Progress Review	Project Responsible Officer
Caution	CSIIP 2.3	Investment in commercial property projects	Business, Economy and Tourism	23/04/2024	<p>- Work is ongoing with T100 opportunities on Council owned land. Principally driven by Housing team with support from assets as and when appropriate.</p> <p>- The Future High Streets Fund (FHSF) Full Council decided on Tuesday 16 January 2024 to abort the cinema project. On 16 April 2024 DLUHC approved the Project Adjustment Request to exclude the cinema and enhance the Market Hall. The unspent grant will be £2.25M and officers are exploring compliant alternatives that could meet the spend deadline of 31 March 2025. Transport (Queen St and NCN2) on track for a planned start on site May 2024. The FHSF project will see investment in the regeneration of Newton Abbot Market together with improvements to Queen Street, the gateway to the Town from the Railway Station and part of the National Cycle Network 2.</p> <p>- Halcyon Street car park Newton Abbot hotel has been publicly aborted by the Administration and officers will have to take a report to executive to formalise the position. The car park will be re-lined.</p> <p>- Brunswick Street Health and Wellbeing Centre achieved planning. No conditional contract in place – therefore no automatic subsequent transaction. NHS finally met with officers on 19 April 2024 and the trust reaffirmed their interest in pursuing this, however, they are struggling with internal NHS approval processes.</p>	Tom Phillips

					<p>Talk of inflationary pressures but no mention of trying to renegotiate price and transfer boundary. TDC contingency position is to hold as operational and income producing car park.</p> <p>- Bradley Lane planning has again been delayed from March committee to after Summer. Developer contract longstop date expires on 5 May 2024, and they have no grounds to implement an extension. A new contract would have to be entered to continue with current Developer, who themselves are reviewing whether to now pursue this planning designed scheme. If successful, this BLRF grant assisted development will deliver c.100 dwellings (c.50% affordable) on brownfield land. Due to the latest planning delay the unconditional release of land for housing will not be achieved by fund deadline of end March 2024 and extension agreements will have to be sought. It has been confirmed that in an abortive situation, under Grant terms the spent money would not have to be paid back, however, the unspent money would have to be.</p> <p>- The Council has a number of active projects, but there have been no new opportunities due to current economic uncertainties and requirement to tidy off legacy projects, some of which do not appear to have support of current members. Asset Manager is keen to unlock and progress Newton Abbot Aldi Employment site during 2024. A new Town Centre Masterplan is being explored for Newton Abbot given the extent of the Councils land holdings.</p>	
--	--	--	--	--	--	--

07 Moving up a gear

Lead contact: Fergus Pate, Cllr Gary Taylor

Programme Status: On track

Summary Statement

The overall programme is on track. Priority infrastructure projects are being delivered, including major strategic pedestrian and cycle schemes.

Improving the A382 into Newton Abbot and a Forches Cross A383 link

The entire length of the A382 scheme benefits from planning permission. Phase 1 works between Forches Cross and Whitehill Cross have been completed. Teignbridge committed £5.1 million of developer funding towards the £13m project, which includes a new off road pedestrian and cycle route.

The A382 is due to benefit from an announced £45 million package of funding that has been awarded in order to commence works by around the end of 2024. A Full Business Case has been submitted to DfT and is due to be decided in the near future and preparatory works have already commenced.

Full Council approved a £600,000 funding contribution towards the Jetty Marsh link in April 2022. For VAT reasons, we ended up paying £500,000. A further £1,000,000 contribution towards the scheme was approved in Summer 2023.

The main street through Houghton Barton benefits from planning permission. The first phase between Forches Cross and Howton Road is complete. Teignbridge and Devon approved £1.25m (each) forward funding of future developer contributions in order to deliver the scheme. If planning permission is granted at Houghton Barton (current application for 900 homes), the developers will be expected to repay the forward funding and provide the remainder of the link road.

Bus improvements and park and ride services

Much of the work associated with bringing forward new park and ride facilities is in the hands of external partners, including Devon County Council as transport authority.

Further analysis from the transport authority indicates that plans for park and ride in Newton Abbot are not viable. There may still be limited scope for park and change at locations including Forches Cross.

£200,000 funding for a bus only route between Ashburton Road and Newton Abbot town centre was awarded by Homes England. Consultation responses did not support the project, which has now been shelved. An opportunity to use the funding for phase 1 of the Ogwell cycle link through Bakers Park is being taken forward instead. Works have commenced and are due to complete by Summer 2024.

Initial work on bringing forward a transport hub for Newton Abbot in collaboration with Devon County Council has paused because there has been a focus on other transport priorities. There is potential that a new transport hub could come forward in concert with redevelopment of the Cattle Market area and a consultancy brief for undertaking feasibility work ahead of any public consultation on bringing a scheme forward on this site has been drafted.

Supporting new railway stations

Marsh Barton station is now operational, having received £1.3m funding from Teignbridge using Community Infrastructure Levy receipts.

Dawlish Sea Wall defences now are constructed.

Heath Rail Link are understood to be continuing to work with Network Rail, GWR and Devon County Council on potential to reopen the branch line from Newton Abbot to Heathfield.

Encourage a cycling revolution .

The Teign Estuary Trail planning application has been approved and Full Council dedicated £1 million towards preparing a business case and progressing land acquisition in partnership with Devon County Council.

The scheme is a key priority but was not suitable for the Levelling Up Fund.

Other funding opportunities will be considered as they arise. The cost of this project is very significant and a phased approach to delivery may be required. The business case (which is now in development) will help to confirm the best approach to this, as well as helping to clarify the tourism potential of the project in consultation with local stakeholders.

Innovative transport schemes

Development frameworks for development allocations propose electric car charge point facilities in key public areas. The emerging Local Plan considers innovative transport opportunities.

The Newton Abbot and Kingsteignton Garden Community programme is bringing forward evidence on potential innovative public transport and walking/cycling improvements in the Newton Abbot area. A Local Cycling and Walking Infrastructure Plan has been adopted and schemes that align with it are being taken forward, including improvements to the National Cycle Network, the Teign Estuary Trail, the Ogwel Link and a feasibility assessment looking at improvements in the vicinity of Broadway Rd, Kingsteignton.

Opportunities to bring forward rural transport hubs are being considered through the Rural England Prosperity Fund. It is expected that local communities and partners will be asked to develop and submit schemes that they would like to implement. We are working with Dartmoor National Park Authority to agree an approach to this.

A Newton Abbot car parks study has been produced and provides robust evidence on the extent to which Local Plan proposals for town centre developments can be accommodated without adversely impacting on the adequacy of car park availability over the long term. Following a well-attended stakeholder workshop, further evidence has been gathered and the study has been published in support of the Local Plan.

Development supported by sustainable transport facilities

Individual new developments continue to be supported by improved transport facilities. The Development Frameworks for development allocations across the district incorporate sustainable transport facilities (including walking and cycle routes) as a centrepiece of their proposals.

A Design Code for the Houghton Barton and Bradmore new neighbourhood has also been devised with input from a citizens' panel and includes objectives for easy walking access to local facilities, including a greenway running through the neighbourhood.

The Infrastructure Delivery Plan and capital programme also continue to prioritise sustainable transport. More than £1 million has been identified as a contribution towards pedestrian and cycle facilities by 2027. Work is ongoing to ensure that sustainable transport remains at the forefront of the Local Plans.

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 and, combined with a CIL allocation of £1.3 million, the project is on track for completion by Summer 2024.

The £55 million South West Exeter Housing Infrastructure Fund programme is on track overall, including major junction, pedestrian and cycle improvements.

Proposals for the Combined County Authority capital funding have also been put forward in line with existing strategies and await assessment.

08 Out and about and active

Lead contact: James Teed, Cllr John Nutley

Programme Status:

On track

Summary Statement

The programme is on track across all projects. Strong levels of participation are being reported across a broad range of projects, which is encouraging.

There is a continued broad range of community engagement activities demonstrated across many areas of the Council's work, including the varied and interesting work with the Rangers and Green Spaces teams. The Broadmeadow refurbishment is progressing well, and the public consultation evidenced good levels of support for the scheme. The Teignbridge Leisure approved training centre received a very positive result from a recent audit from the Chartered Institute assessing the quality of the training being delivered.

09 Strong communities

Lead contact: Rebecca Hewitt, Cllr Martin Wrigley

Programme Status:

On track

Summary Statement

Teignbridge CVS has sourced £174,022 of grant funding for community groups in Teignbridge. The CVS have also facilitated 13 cost of living events. Work continues with food banks. 821 people have used community transport which is just slightly higher than the previous year.

An event took place in March hosted by the Devon Association of Local Councils which discussed ways to improve communication and joint working.

The Community Safety Partnership continues to deliver projects that help build the resilience of the community including the Let's Talk initiative which has reached nearly 7,000 people and developed how Community Protection Warnings can be utilised.

10 Vital, Viable Council

Lead contact: Amanda Pujol, Cllr Martin Wrigley, Cllr Richard Keeling

Programme Status: On track

Summary Statement

The programme is on track. 3 indicators are well ahead of target, 1 ahead of target and 3 on target. Subscriptions to the Councils My account have continued to rise and customers are continuing to increase the number of transactions completed online. Cost per head of service, income generated, and external funding received have also exceeded their targets.

There is one note of caution which relates to customer enquiries first point of contact resolution; however, it is anticipated this will improve next quarter as new staff become fully trained and gain further experience.

PI Code	Title	Executive Member	+/-	Annual Target	Q1 Act	Q2 Act	Q3 Act	Q4 Act	PI Verifying Manager	Officer Notes
CSWE 3.2	% of telephony enquiries dealt with at first point of contact	Corporate Resources	+	85%	83%	83%	79%	78%	Tracey Hooper. Amanda Pujol	Performance has been impacted by a number of new staff joining the team following a period of high staff turnover. New staff require extensive training before being able to deal with all enquiry types. This results in a higher number of 'hand offs' to more experienced Customer Support Advisers. We are working to improve our automated routing system (which ensures an appropriately skilled member of staff receives the call) to increase uptake of this automated service and improve performance against this KPI but where customers decline to select a query type their call may be handled by a CSA who is yet to receive training in the particular field.