



One Teignbridge Action Plan

October 2025

Our Council Strategy 2025-2030

The way we will work

We will:

- talk meaningfully with you about the projects and decisions that affect you and your area
- manage money, resources and services responsibly.
- make sure you can see how and why decisions are being made
- take action to reduce our own carbon footprint and support communities to do the same
- create opportunities for healthier and happier living.
- speak up for our communities to improve services that other organisations provide
- focus non-statutory projects on our communities and environments that are most vulnerable.



Community

Listening and responding to communities on local issues.



Economy

Working with businesses and partners to support our local economy.



Environment

Protecting our environment and supporting communities and landscapes and responding to the challenge of climate change.



Homes

Take action to tackle the housing crisis and strive to give everyone the chance to live in a safe warm home.



Infrastructure

Providing with partners the services, facilities and travel networks that our residents and businesses need.



Community

We will:

- Work collaboratively with town and parish councils to support the work that they do in their local communities.
- Support our communities to prepare for and respond to emergency situations and our changing climate.
- Identify, prevent and resolve issues relating to anti-social behaviour, domestic abuse, safety and crime.
- Work more effectively with community and voluntary services to provide essential support for residents most in need.
- Collaborate and partner with communities on projects to achieve better outcomes.



Economy

We will:

- Work with education partners to develop a skilled and well-educated workforce to meet the demands of existing and emerging local businesses.
- Attract business and investment to Teignbridge through the development of strategic employment sites and associated infrastructure.
- Manage our assets to support the local economy and achieve value for money for residents.
- Attract and administer grant funding to support local businesses.
- Work with our communities to support town centre initiatives.



Environment

We will:

- Make sure neighbourhoods are kept clean and safe and use our legal powers to respond to planning and environmental breaches.
- Achieve net zero before 2050.
- Work with partners to ensure our beaches are clean and well managed.
- Look after our play areas, parks and green spaces, making sure they are clean, safe, and wildlife friendly places where people of all ages want to go.
- Work with developers and other organisations to improve biodiversity.
- Increase household recycling rates to 65% by 2035.



Homes

We will:

- Facilitate and encourage more affordable housing, in particular social rented and one-bedroom homes.
- Improve the standard of housing stock and make them as energy efficient as practical.
- Deal with planning applications efficiently to ensure that well-designed homes supported by the Local Plan are delivered.
- Facilitate and encourage the provision of more housing that meets the needs of older people and people with limited mobility.



Infrastructure

We will:

- Work with partners to bring forward the education facilities, healthcare, green spaces, digital infrastructure, utilities and travel networks needed alongside new housing.
- Run leisure facilities to support community health and wellbeing across the district.
- Support town and parish councils in making plans about development and infrastructure in their area.
- Work closely with partners to deliver better and integrated public transport, walking and cycling routes and improve road conditions.

Community – Priority Projects and Actions

Priority Project	Key Actions	Service Lead(s)	Capital Cost*	Revenue Cost**	Target Completion Date	Performance Indicators
C.1. Deliver a programme of improved working relationships with town and parish councils, providing better channels of communication and mutual understanding of expectations.	<ul style="list-style-type: none"> • Adopt a working agreement • Ensure direct lines of communication • Support towns and parishes to prepare emergency response plans and establish Community Hubs • Deliver planning training and information through regular planning training and advice sessions 	Strategy and Partnerships	Nil	Nil	Ongoing project	<ul style="list-style-type: none"> • % town and parish councils represented at events • % satisfaction rate of town and parish councils with District Council communication • # Community Emergency Response Plans • # community hubs
C.2. Work with partners as part of the Community Safety Partnership to reduce crime, anti-social behaviour and domestic abuse.	<ul style="list-style-type: none"> • Deliver the Safe Spaces Safer Places Project • Deliver the Let's Talk Project • Continue the roll out of Community Protection Warnings and Community Protection Notices 	Strategy and Partnerships Neighbourhoods	Grant funded	Nil	Ongoing project	<ul style="list-style-type: none"> • % of projects on target in the Local Delivery Plan • Upcoming government datasets reporting on ASB • % compliance with CPWs and CPNs
C.3. Work with our community and voluntary partners.	<ul style="list-style-type: none"> • Establish a biannual Community Forum for mutual support and benefits • Annually review and monitor SLAs with key voluntary sector partners • Maintain Councillors Community Fund for local projects • Maintain the Teignbridge Community Lottery to support local projects 	Strategy and Partnerships Legal (Democratic Services)	Nil	£170,500 (SLAs and Councillor Community Fund)	Ongoing project	<ul style="list-style-type: none"> • # community and voluntary representatives attending events • % town and parish councils represented at events • SLA specific KPIs • £ Councillors Community Fund invested in community projects • £ Community Lottery funding given to support local projects

Priority Project	Key Actions	Service Lead(s)	Capital Cost*	Revenue Cost**	Target Completion Date	Performance Indicators
C.4. Collaborate with Devon County Council to improve road safety conditions	<ul style="list-style-type: none"> Support applications for reduced speed/road safety schemes where appropriate Lobby Devon County Council for improvements to road signage and road conditions 	District Councillors	Nil	Nil	Ongoing project	<ul style="list-style-type: none"> Percentage of adults who walk or cycle for travel purposes at least once per week (DfT) Killed or seriously injured per billion vehicle miles (DfT)

**to be included in 2026/27 Capital programme*

***exceeding existing base salary budget*

Community – Business as Usual

Project	Service Lead(s)	Capital Cost*	Revenue Cost**	Performance Indicators
C.5. Work with partners as part of the South Devon Community Safety Partnership to carry out statutory community safety and safeguarding duties.	Strategy and Partnerships	Nil	Subject to Grant Funding	<ul style="list-style-type: none"> % on target of projects on Local Delivery Plan Safeguarding reports to SLT on a 6-monthly basis Upcoming government datasets reporting on ASB
C.6. Ensure strategic emergency planning and business continuity protocols are up to date and all necessary staff are trained in response and recovery.	Strategy and Partnerships	Nil	Nil	<ul style="list-style-type: none"> # training exercises completed per year % services completed business continuity plan (BCP) annually

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Economy – Priority Projects and Actions

Priority Project	Key Actions	Service Lead(s)	Capital Cost*	Revenue Cost**	Target Completion Date	Performance Indicators
EC.1. Accelerate the delivery of employment land by developing sites we own and working with the private sector to create new spaces for jobs and local enterprise.	<ul style="list-style-type: none"> Work with strategic partners and landowners to encourage commercial investment in Local Plan employment allocations, particularly the strategic sites at GC20 Forches and Perry Cross, GC21 Ilford Park and EE2 West Exe. Deliver 10 x 1000sqft business units to the rear of Aldi on Forde Close. Promote commercial opportunities in the district through marketing materials. 	Strategy and Partnerships Assets	£3m (Forde Close)	£20,000 (marketing)	Ongoing	<ul style="list-style-type: none"> # hectares (net) employment and business land delivered. % of the allocated business and employment land developed
EC.2. Work in partnership with Newton Abbot Town Council to prepare a masterplan for Newton Abbot town centre	<ul style="list-style-type: none"> Consideration of Newton Abbot town centre assets as part of masterplan, including Cattle market, Multi Storey Car Park, Wilko block and service yard, Sherborne House, Leisure Centre and Halcyon Road Car Park. Consideration of sustainable transport hub in the town. 	Strategy and Partnerships Assets	Nil	£40,000	Q4 – 2026/27	<ul style="list-style-type: none"> Approved masterplan
EC.3. Support plans for an Arts Trail around Newton Abbot Town Centre	<ul style="list-style-type: none"> Enable council-owned buildings to be used for murals where appropriate Support initiatives for community-led art schemes 	Strategy and Partnerships Assets	Nil	Nil	Ongoing	<ul style="list-style-type: none"> # new art installations in Newton Abbot
EC.4. Complete redevelopment of Market Hall	<ul style="list-style-type: none"> Carry out external landscaping works Internal refurbishment and fit-out 	Assets	No additional funds for 26/27 onwards	Nil	Q4 – 2025/26	<ul style="list-style-type: none"> # visitors to Market Hall

Priority Project	Key Actions	Service Lead(s)	Capital Cost*	Revenue Cost**	Target Completion Date	Performance Indicators
	<ul style="list-style-type: none"> Appoint an external partner to run and manage the market 					

Economy – Business as Usual

Project	Service Lead(s)	Capital Cost*	Revenue Cost**	Performance Indicators
EC.5. Deliver the Asset Disposal Programme	Assets	Nil provided no asset improvement spend prior to disposal	c.£50k consultant fees to be paid via staff salary budget savings. Otherwise handled via existing internal resource. Sales fees to be covered via disposals to self-finance	<ul style="list-style-type: none"> £ savings # Assets disposed
EC.6. Provide resource to administer devolved grant funding to businesses.	Strategy and Partnerships	Nil	Nil	<ul style="list-style-type: none"> £ grant funding issued # grants issued
EC.7. Ensure all relevant applications contain an Employment and Skills Plan.	Development Management	Nil	Nil	<ul style="list-style-type: none"> # of major applications approved containing an Employment and Skills Plan
EC.8. Work with local businesses, Devon County Council, the Combined County Authority, and Chambers of Commerce to make sure education and future business and career demands align with each other.	Strategy and Partnerships	Nil	Nil	<ul style="list-style-type: none"> % unemployment in Teignbridge Average resident earnings Average workplace earnings

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***exceeding existing base salary budget*

Environment – Priority Projects and Actions

Priority Project	Key Actions	Service Lead(s)	Capital Cost*	Revenue Cost**	Target Completion Date	Performance Indicators
EN.1. Improve enforcement processes	<ul style="list-style-type: none"> Deal with enforcement issues and complaints effectively and efficiently. Prepare and implement a corporate enforcement policy Proactively monitor development sites 	Neighbourhoods Development Management	Nil	Nil	Ongoing	<ul style="list-style-type: none"> % compliance with enforcement notices # Enforcement complaints # Enforcement notices served Fly-tipping enforcement actions per incident (DEFRA) # site monitoring visits held
EN.2. Support and educate our residents and businesses to reduce their carbon footprint	<ul style="list-style-type: none"> Increase the information we provide about climate change. This includes social media campaigns, the Teignbridge Climate Hub website, partnership working with ACT, and community outreach opportunities. Support ACT with roll out of the 'My Electricity' project, <i>and projects arising out of strategic meetings.</i> 	Strategy and Partnerships	Nil	£110,000 for Media and Communications Officer 2-year fixed term contract.	Q3 – 2027/28	<ul style="list-style-type: none"> # views of Climate Hub webpage % of carbon footprint generated by domestic heating. % of carbon footprint generated by commercial heating.
EN.3. Introduce new measures to increase household recycling rates	<ul style="list-style-type: none"> Deliver upgraded waste transfer station Collection of soft plastics Collection of tetrapacks Communications and compliance efforts to encourage public uptake Move to 3 weekly residual waste collections to improve recycling rates 	Environment	£5m	To be confirmed following award of recycling sorting infrastructure contracts and approved approach to collections	Q4 – 2026/27 Q4 – 2026/27 Q4 – 2025/26 Ongoing Q4 – 2028/29	<ul style="list-style-type: none"> % of household waste recycled / reduction in residual waste (kg/hh/yr) % reduction in food waste/evaluate tonnage analysis/market research (carried out county wide)
EN.4. Main Depot upgrades	<ul style="list-style-type: none"> Demolish elements of depot no longer fit for purpose and provide improved temporary office accommodation and welfare 	Assets Environment	£700k TBC following options appraisal	Nil	Q2 – 2026/27	

Priority Project	Key Actions	Service Lead(s)	Capital Cost*	Revenue Cost**	Target Completion Date	Performance Indicators
	facilities accommodation for operational staff to reduce our carbon footprint and enable long term redevelopment connected to the electrification of the fleet.					
EN.5. Increase tree planting and accessible green spaces	<ul style="list-style-type: none"> Partner with the Plymouth and South Devon Community Forest and Town and Parish Councils to enable tree planting opportunities. Deliver Bradmore Hilltop Park (Newton Abbot) 	Strategy and Partnerships	Nil £1.55m (CIL)	Nil	Q3 – 2026/27 Q4 – 2029/30	<ul style="list-style-type: none"> % tree canopy coverage # hectares publicly accessible open space

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Environment – Business as Usual

Project	Service Lead(s)	Capital Cost*	Revenue Cost**	Performance Indicators
EN.6. Enforce Biodiversity Net gain requirements	Development Management	Nil	Nil	<ul style="list-style-type: none"> % biodiversity net gain secured through planning permission
EN.7. Implementation of climate change planning policies	Development Management Strategy and Partnerships	Nil	Nil	<ul style="list-style-type: none"> % of carbon footprint generated by domestic heating.
EN.8. Audits and review of Carbon Action Plans	Strategy and Partnerships	Nil	Nil	<ul style="list-style-type: none"> Completion of scheduled audits and reviews
EN.9. Carry out an Environment Agency funded programme of works to reduce the impact of flooding and coastal erosion on our communities.	Strategy and Partnerships	Environment Agency funded	Nil	

EN.10. Prepare Beach Management Plans to manage local flood and coastal erosion risks.	Strategy and Partnerships	Nil	Nil	<ul style="list-style-type: none"> • % vulnerable coastline covered by an up to date Beach Management Plan
EN.11. Updates to procurement framework to embed climate change and supply chain considerations within the corporate procurement process.	Finance	Nil	Nil	<ul style="list-style-type: none"> • % of overall TDC embodied carbon emissions attributed to procurement and suppliers.
EN.12. Work with other local authorities in Devon to align services and deliver other projects as per the joint 'Resource and Waste Management Strategy for Devon and Torbay 2020-2030'	Environment	Nil	Nil	<ul style="list-style-type: none"> • % of household waste recycled / reduction in residual waste (kg/hh/yr) • % reduction in food waste/evaluate tonnage analysis/market research (carried out county wide)
EN.13. Promote campaigns such as Keep Britain Tidy, Great British Spring Clean etc.	Environment	Nil	Nil	<ul style="list-style-type: none"> • # litter picks per year
EN.14. Air Quality Monitoring Programme	Neighbourhoods	Nil	Nil	<ul style="list-style-type: none"> • Deaths attributable to particulate air pollution (particulate matter less than 2.5 micrometres in diameter {PM2.5} (Fingertips)

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Homes – Priority Projects and Actions

Priority Project	Key Actions	Service Lead(s)	Capital Cost*	Revenue Cost**	Target Completion Date	Performance Indicators
H.1. Facilitate or deliver 100+ affordable homes on Council-owned sites.	<ul style="list-style-type: none"> Deliver social rented homes on Sherbourne House Car Park. Undertake feasibility studies and facilitate delivery of affordable homes by Registered Provider partners on Council-owned sites. Undertake feasibility and design work to explore options for the redevelopment of Bradley Lane for residential development, including extra-care housing. 	<p>Housing</p> <p>Housing</p> <p>Housing</p>	c.£1.8m (net of grant and housing capital receipts)	<p>Funded from external revenue grant (TBC) and Housing service match-funding</p> <p>c.£100K</p>	<p>Q4 – 2027/28</p> <p>Q4 – 2028/29</p> <p>Q4 – 2027/28</p>	<ul style="list-style-type: none"> # Social rented homes delivered # Extra-care Homes commissioned # Extra-care Homes delivered
H.2. Invest in development management and delivery resource to accelerate housing delivery on allocated sites.	<ul style="list-style-type: none"> Secure Planning Performance Agreements (PPAs) to increase resource. Prioritise delivery resources on unblocking site constraints. Enhance engagement with agents, developers and housing associations. Promote private and public sector investment in extra care schemes/care homes to cater for our aging population. Introduce early Member engagement on prospective development sites. Quarterly on-site visits to active strategic development sites to 	<p>Development Management</p> <p>Strategy and Partnerships</p>	Nil	Funded through Planning Performance Agreements	Ongoing	<ul style="list-style-type: none"> £ income generated through PPAs # net additional dwellings Total new homes as % of existing homes % of planning applications delivered on time # affordable homes delivered # accessible homes delivered type of homes delivered (residential mix) £ average house prices House price to workplace-based earnings ratio

Priority Project	Key Actions	Service Lead(s)	Capital Cost*	Revenue Cost**	Target Completion Date	Performance Indicators
	monitor progress and compliance. <ul style="list-style-type: none"> • Work to ensure compliance with policy H5 of the Local Plan, delivering accessible homes for individuals with limited mobility. 					
H.3. Work collaboratively with the private rented sector to improve housing conditions and stabilise the local market.	<ul style="list-style-type: none"> • Landlord engagement and training • Tenant engagement, advice and mediation • Council inspection, investigation and enforcement • Work with Housing Association partners and private rented sector to agree protocols for disrepair including policies relating to damp and mould 	Housing	Nil	Government New Burdens grant funding	Ongoing	<ul style="list-style-type: none"> • # private rented homes improved through Council intervention • Private rented sector enforcement actions taken, and fixed-penalty notices issued • Proportion of rental housing deemed decent • # Homelessness presentations
H.4. Improve temporary accommodation arrangements and reduce use and cost of B&B accommodation	<ul style="list-style-type: none"> • Produce Temporary Accommodation Improvement Plan • Targeted search and acquisition of properties to extend Council-owned temporary accommodation provision 	Housing Housing Assets	£1m	£100,000 for 2 years (to provide capacity in Assets across a range of projects)	Q4 – 2026/27	<ul style="list-style-type: none"> • % of households in Temporary Accommodation (TA) in B&B • Average length of stay in TA • £ spend on Temporary Accommodation
H.5. Prepare a new Housing Strategy for Teignbridge setting out priority outcomes to 2030	<ul style="list-style-type: none"> • Collaborate with partners to identify key issues and set strategy for addressing housing issues in Teignbridge • Develop a prospectus for external grant funding bids • Complete Supported Housing Needs Assessment (with Devon County Council) and integrate Supported Housing actions into the Housing Strategy. 	Housing Strategy and Partnerships	Nil	Nil	Q2 – 2026/7	<ul style="list-style-type: none"> • Approved Housing Strategy

Priority Project	Key Actions	Service Lead(s)	Capital Cost*	Revenue Cost**	Target Completion Date	Performance Indicators
H.6. Encourage the delivery of affordable homes in rural areas	<ul style="list-style-type: none"> Promote rural exception site opportunities with Community Land Trusts, communities and the development industry. 	Housing Strategy and Partnerships	Nil	Nil	Ongoing	<ul style="list-style-type: none"> # market homes delivered in designated rural parishes # affordable homes delivered in designated rural parishes
H.7. Manage Gypsy and Traveller provision in the district	<ul style="list-style-type: none"> Secure parks/ and carry out target hardening to reduce unauthorised encampments on Council-owned sites. Work with DCC and other Districts to identify transit/stopping-place provision. 	Environmental Services Housing	Nil	Nil	Q3 – 2026/27 Q2 – 2027/28	<ul style="list-style-type: none"> # unauthorised encampments on Council-owned sites # transit/stopping places available
H.8. Work in partnership to end Youth Homelessness in Teignbridge	<ul style="list-style-type: none"> Engage Stakeholders Develop Strategic Plan and oversight arrangements Launch interventions 	Housing	Nil	From existing resources and partners – to be developed in Strategic Plan	2030/31	<ul style="list-style-type: none"> Objectives are for youth homelessness to be rare, brief and unrepeated – KPIs to be developed as part of Strategic Plan

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**exceeding existing base salary budget

Homes – Business as Usual

Project	Service Lead(s)	Capital Cost*	Revenue Cost**	Performance Indicators
H.9. Homelessness & Rough sleeper Strategy Implementation	Housing	NA	Base budget and external grant	<ul style="list-style-type: none"> % Homelessness Preventions and Relief # households in Temporary Accommodation # Rough-sleepers
H.10. Full range of Local Authority Housing functions and services including: <ul style="list-style-type: none"> Homelessness and Rough-sleeper services Disabled adaptations Devon Homechoice Affordable Housing Enabling 	Housing	Nil	Base budget and external grants	<ul style="list-style-type: none"> % of households where homelessness prevented or relieved # Rough-sleepers over the month who are long-term; and on a single night # of households with children in temporary accommodation # of families in B&B over 6 weeks #Affordable housing lettings # new Affordable Homes started and completed # of disabled adaptations provided and time for delivery

<ul style="list-style-type: none">• Bringing long-term empty homes back into use• Social Housing Landlord• Improving housing conditions including energy efficiency• Actions under SPRinT – Support People Renting in Teignbridge				<ul style="list-style-type: none">• # of long-term empty homes brought back into use• Teignbridge DC tenant satisfaction• Proportion of homes rate EPC C and above• Social housing demand / # households on the Housing Register
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Infrastructure – Priority Projects and Actions

Priority Project	Key Actions	Service Lead(s)	Capital Cost*	Revenue Cost**	Target Completion Date	Performance Indicators
IN.1. Deliver additional education facilities to support new development.	<ul style="list-style-type: none"> Secure planning permissions and funding for additional primary school accommodation in Newton Abbot and Bovey Tracey 	Strategy and Partnerships	£27m (CIL)	Nil	2029/30	<ul style="list-style-type: none"> # new primary school places created
IN.2. Coordinate a Strategic Infrastructure and Growth Partnership and Programme to accelerate housing delivery.	<ul style="list-style-type: none"> Work with providers to secure infrastructure alongside development – including National Grid, Devon County Council, National Highways, the NHS and utilities companies. Establish earlier opportunities for discussions to speed up S106 negotiations. Prioritise CIL and S106 spending in accordance with the Infrastructure Delivery Plan and Capital Programme. 	Development Management Strategy and Partnerships	£7.8m (CIL)	Nil	Ongoing	<ul style="list-style-type: none"> # residential planning permissions granted # overall homes delivered # projects delivered in Infrastructure Delivery Plan
IN.3. Support parish and town councils to prepare neighbourhood and infrastructure plans and coordinate joint programmes for infrastructure spending .	<ul style="list-style-type: none"> Manage a Community Pot of CIL for up-to match funding Town and Parish projects which are in accordance with a Community Infrastructure Plan. Establish regular forums for officer-led outreach neighbourhood planning and infrastructure planning support. 	Strategy and Partnerships	£0.8m (CIL)	Nil	Ongoing	<ul style="list-style-type: none"> # parishes with an approved Infrastructure Plan # parishes with an adopted Neighbourhood Plan £ CIL Community Pot distributed to parishes
IN.4. Undertake a review of the Local Plan to align with the new National Planning Policy Framework	<ul style="list-style-type: none"> Explore strategic planning opportunities with neighbouring authorities. 	Strategy and Partnerships	Nil	Variable depending on programme	Progress aligned with Local Development Scheme targets	Local Development Scheme milestones achieved

Priority Project	Key Actions	Service Lead(s)	Capital Cost*	Revenue Cost**	Target Completion Date	Performance Indicators
	<ul style="list-style-type: none"> Publish a call for sites exercise to identify potential availability of land. 					
IN.5. Promote Garden Community status through website and marketing.	<ul style="list-style-type: none"> Bid for Garden Community funding when available (2026/27) Develop micro-website for Garden Community projects 	Strategy and Partnerships	£20k one-off payment for micro-website (grant)	Nil	Q4 – 2026/27	<ul style="list-style-type: none"> # micro-website vies £ secured via Garden Community grant funding
IN.6. Support community and voluntary sector to redevelop Buckland Community Centre	<ul style="list-style-type: none"> Invest capital receipt into the project from residential land sale if there is a viable project proposed by a community and voluntary sector partner. 	Finance Assets Housing	Nil	Nil	Q2 – 2027/28	<ul style="list-style-type: none"> Redevelopment of Buckland Community Centre
IN.7. Develop an understanding of current and future health and wellbeing and playing pitch needs in the district.	<ul style="list-style-type: none"> Commission a Playing Pitch Needs Assessment Develop and implement an Active Wellbeing Strategy Collaborate with partners to guide priority actions and delivery of the strategy. 	Leisure Strategy and Partnerships	Nil	£60,000	Q3 – 2026/27 Q3 – 2026/27 Ongoing	<ul style="list-style-type: none"> £ S106 invested in playing pitch provision and facilities Updated Playing Pitch Strategy Approved Active Wellbeing Strategy
IN.8. Facilitate improvements to our leisure centres	<ul style="list-style-type: none"> Complete the refurbishment of Dawlish Leisure Centre Investigate opportunities for a new Health and Wellbeing Centre in Newton Abbot which includes leisure facilities. 	Leisure Assets	£1.5m Nil	Nil, reduced operating cost.	Q3 – 2026/27 Q4 – 2025/26	<ul style="list-style-type: none"> Reduced operating costs Increased memberships and participation levels
IN.9. Maximise use and value of car parking assets	<ul style="list-style-type: none"> Prepare a Parking Strategy for all TDC owned car parks to ensure the right provision is in the right places, and that investment is focused in priority car parks. 	Neighbourhoods Strategy and Partnerships	Nil	Nil	Q4 – 2026/27	<ul style="list-style-type: none"> £ income from TDC owned car parks
IN.10. Increase EV charging points in the district	<ul style="list-style-type: none"> Implement planning policies that require EV charging points in association with new development. Work with partners and the private sector to expand the 	Development Management Neighbourhoods Strategy and Partnerships	Nil	Nil	Ongoing Q4 – 2027/28	<ul style="list-style-type: none"> # EV charging points in the district % low or zero emissions taxis and private hire vehicles

Priority Project	Key Actions	Service Lead(s)	Capital Cost*	Revenue Cost**	Target Completion Date	Performance Indicators
	network of EV charging points in Teignbridge. <ul style="list-style-type: none"> • Raise resident and visitor awareness of the EV charging network. • Explore opportunities to accelerate the adoption of low and zero emission taxis and private hire vehicles. 				Ongoing Q4 – 2027/28	
IN.11. Work with DCC and other partners to improve public transport in the district.	<ul style="list-style-type: none"> • Support the delivery of actions arising from Greater Exeter Transport study. • Support Community Transport organisations to deliver services in the district. • Lobby Devon County Council for improvements to bus services 	Strategy and Partnerships District Councillors	Nil	Nil	Ongoing	# projects delivered in Infrastructure Delivery Plan

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Infrastructure – Business as Usual

Project	Service Lead(s)	Capital Cost*	Revenue Cost**	Performance Indicators
IN.12. Monitor and manage income and expenditure of Community Infrastructure Levy and S106 payments.	Strategy and Partnerships	Nil	Nil	<ul style="list-style-type: none"> • £ CIL income • £ CIL expenditure • £ S106 income • £ S106 expenditure
IN.13. Regularly review the Capital Programme and ensure alignment with One Teignbridge Action Plan and Infrastructure Delivery Plan.	Strategy and Partnerships Finance	Nil	Nil	<ul style="list-style-type: none"> • Annually updated Capital programme
IN.13. Work with Homes England and the Combined County Authority to secure	Strategy and Partnerships	Nil	Nil	<ul style="list-style-type: none"> • £ grant funded income for infrastructure projects

funds for infrastructure requirements associated with housing delivery.				
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The way we will work – Priority Projects and Actions

Priority Project	Key Actions	Service Lead(s)	Capital Cost*	Revenue Cost**	Target Completion Date	Performance Indicators
W.1. Ensure all projects and key information are communicated fully with our communities and that people feel they have been meaningfully engaged when decisions are being made.	<ul style="list-style-type: none"> Implement recommend changes to the Residents Newsletter Use improved consultation software Hold face to face meetings wherever appropriate Run consultation and engagement exercises through CAB, CVS and CIC, to ensure we reach groups from whom we might not otherwise hear. 	Strategy and Partnerships	Nil	Nil	Q3 – 2025/26	<ul style="list-style-type: none"> % open rates of resident's newsletter % open rates of key website pages # positive news stories released per month # engagement events run per year
W.2. Establish and provide corporate oversight of a Partnership Programme to support delivery of all One Teignbridge Action Plans.	<ul style="list-style-type: none"> Ensure partnerships and scrutiny processes are in place to oversee the implementation of the Action Plan, with representatives from key partners and relevant community groups. Update the corporate monitoring framework and risk register to ensure effective and appropriate scrutiny of performance and risk. 	Strategy and Partnerships	Nil	Nil	Ongoing	<ul style="list-style-type: none"> % risk reviews updated on time % performance reviews updated on time
W.3. Deliver the Modern 25 Programme	<ul style="list-style-type: none"> Continue to implement the Modern25 Programme to generate savings, be more efficient, and innovate the way we work in line with the recommendations of the Ignite Report. 	HR and OD Finance Assets Strategy and Partnerships SMT and SLT Strata	Revenue Savings	Nil	Ongoing	<ul style="list-style-type: none"> # M25 projects completed £ revenue savings achieved
W.4. Implement the 'Digital First' approach.	<ul style="list-style-type: none"> Continue to design our services around a 'Digital First' approach. Explore opportunities to improve digital inclusion. 	Customer and Digital	Nil	Nil	Ongoing	<ul style="list-style-type: none"> % of telephone enquiries dealt with at first point of contact Customer Services cost £s per Head of Population

	<ul style="list-style-type: none"> Ensure there are options for residents to talk to us where they cannot access services digitally. 					<ul style="list-style-type: none"> Number of online transactions made by external customers through Firmstep Number of subscriptions to my account
W.5. Ensure we understand and respond to our customers' and residents' experience of our services.	<ul style="list-style-type: none"> Carry out customer satisfaction surveys and analysis and implement improvements. Carry out annual residents and budget survey. 	Customer and Digital Finance Strategy and Partnerships	Nil	Nil	Ongoing	<ul style="list-style-type: none"> % customer complaints dealt with within 20 days Number of ombudsman complaints upheld (with injustice)

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The way we will work – Business as Usual

Project	Service Lead(s)	Capital Cost*	Revenue Cost**	Performance Indicators
W.6. Update the Medium-Term Financial Plan annually to ensure sustainability of the organisation.	Finance	Nil	Nil	<ul style="list-style-type: none"> % of residents satisfied with the way the Council runs things Annual MTFP approved by the Council
W.7. Transparent decision making through publishing of documents online, including agendas, minutes and videos of Council and Committee meetings.	Legal (Democratic Services)	Nil	Nil	<ul style="list-style-type: none"> % residents who know where to find information about the council's services
W.8. Ensure all published content is accessible and understandable for all.	Customer and Digital	Nil	Nil	<ul style="list-style-type: none"> % of people who agree that the Council provides value for money Cost of management as a % of total service cost % of telephone enquiries dealt with at first point of contact % customer complaints dealt with within 20 days

**to be included in 2026/27 Capital programme*

***exceeding existing base salary budget*