

## 04 Going to Town

**Lead Contact:** Neil Blaney, Cllr Nina Jeffries

**Programme Status:**

Caution

### Summary Statement

This review is written just as the legal lockdown measures have been ended. The impact of the lockdown restrictions on town centres will not be fully understood for some time and we await to see the level of consumer confidence in returning to town centres over the summer months. On this basis the project status is 'caution', but many individual projects are progressing well.

The Government created the 'Welcome Back Fund', using money from the European Regional Development Fund, to support the safe return to high streets and help 'build back better' from the pandemic.

The Government has approved the Council's Grant Action Plan, which sets out the projects and activities that will be funded for the towns in Teignbridge. All Town Councils and Dartmoor National Park were approached to help develop the Grant Action Plan. However, not all Towns could submit proposals as they did not have schemes that fitted the scope of the funding.

The Welcome Back Fund is a funding allocation, rather than a grant, which allows the Council to access £340k worth of funding. Only projects that comply with the funding requirements are eligible. A workshop has been held with Stakeholders and more recently Town Clerks to discuss priorities and establish how best to deliver them. The funding must be spent by 31 March 2022.

The fund will be an essential way in which the Council will be able to monitor town centre activity levels through the introduction of footfall counters, support town centre management and run digital campaigns to encourage people back to town centres.

### Designing and delivering small and large scale schemes:

Positive progress is being made on a number of town centre projects. Planning consent has been granted for Travelodge in Newton Abbot town centre, the procurement exercise to find a developer partner for Bradley Lane is nearing completion and the Council has agreed to accept the £9.1m funding for the Future High Street Fund.

However, two projects have stopped, with Premier Inn withdrawing from Teignmouth and significant additional costs making the proposed flats at Sherborne House unviable. Alternative plans for those sites are being investigated.

<p><b>Running and improving Newton Abbot Markets:</b>                  The plans for the Market Quarter being progressed following the award of Future High Street Fund money. The lockdown measures have had a significant impact on the Markets. Vacancy is currently 40% and footfall is -52% down on year to date pre-Covid levels.</p>
<p><b>Town centre health checks:</b>                  As part of the Welcome Back Fund new measures will be introduced to help measure town centre footfall. Regular liaison with the local chambers of commerce or equivalent will also take place to monitor vacancy and business experience.</p>
<p><b>Working with and supporting continued town centre management:</b>                  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 Welcome Back Fund Action Plan will be delivered in partnership with the towns and support activity.</p>
<p><b>Using our powers to bring about improvements and support business growth:</b>                  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.</p>
<p><b>Improving accessibility and encouraging more town centre living:</b>                  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. This is further supported by a national relaxation of planning rules relating to change of use requirements and permitted development rights through the Planning Reforms which enable greater ease to change the property use, or for derelict or empty properties to be turned into homes.</p>
<p><b>Supporting evening cultural and leisure opportunities:</b>                  The Future High Street Fund projects will bring forward a wide range of evening activities that will complement the town centre. The Welcome Back Fund will be used to promote visitors back to the town and can be used to promote the evening economies of the towns.</p>

## 05 Great places to live and work

Lead contact: Rosalyn Eastman, Cllr Gary Taylor

Programme Status: On track

Project Status	Code	Title	Executive member	Last Review Date	Progress Review	Project Responsible Officer
Caution	CSGP 5.1	Establish travel planning protocols with partners to max impacts on modal shift in new developments	Planning	03/08/2021	Further engagement with DCC is needed to ensure protocols work for all parties. The project will be extended by 6 months to allow this to take place and to integrate this activity with other strands of Council activity including in relation to Green Infrastructure and wider Active travel improvements.	Rosalyn Eastman

## 06 Investing in prosperity

Lead contact: Stephen Forsey, Cllr Nina Jeffries

Programme Status: On track

## 07 Moving up a gear

Lead contact: Fergus Pate, Cllr Gary Taylor

Programme Status: On track

## 08 Out and about and active

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

**Programme Status:**

Caution

**Summary Statement**

The programme status remains as a caution, as the limited return of activities was impacted by the Covid related operating restrictions.

**PIs on still on hold due to Covid 19 restrictions**

- 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
- CSOAA 6.3 Number of people 30-60 participating in activities we organise

Participation data will available when all such Covid restrictions are lifted. Participation will be lower but and will take time to rebuild but when participation data is available, we will remodel our indicators.

## 10 Vital, Viable Council

**Lead contact:** Amanda Pujol, Cllr Alan Connett, Cllr Richard Keeling

**Programme Status:**

On track

Appendix A2 - O&S2 – Q1 2020-21 Teignbridge Ten Programmes Exception report April – June 2021

PI Code	Title	Executive Member	+/-	Current Target	Q1 Act	Q2 Act	Q3 Act	Q4 Act	PI Verifying Manager	Officer Notes
CSWE 3.2	% of telephone enquiries dealt with at first point of contact	Corporate Resources	+	85% (3/12)	80%				Tracey Hooper	'First point of contact' performance has remained fairly constant across Q1 but, due to ongoing covid-related demands, we have not been able to deliver the performance improvements required to meet the higher target set for 2021. We expect this to improve as we emerge from the Covid crisis and are able to resume the training and development programme for our Customer Support Advisers.