

04 Going to Town

Lead Contact: Neil Blaney, Cllr Nina Jeffries

Programme Status:

On track

Summary Statement Overall the projects within 'Going to Town' are on track.
Designing and delivering small and large scale schemes: Positive progress is being made on a number of town centre projects in Newton Abbot and Teignmouth.
Running and improving Newton Abbot Markets: The plans for the Market Quarter are being progressed, with a Design Team appointed and stakeholder engagement to be undertaken within the next quarter. In Newton Abbot Market Hall the vacancy rates remain at 40% and footfall is -40% down year on year to date against pre-Covid levels.
Town centre health checks: Regular liaison with the local chambers of commerce or equivalent takes place to monitor vacancy and business experience. Given the impact of the lockdown measures and the gradual reopening no health checks have been undertaken this year, but will be undertaken next year.
Working with and supporting continued town centre management: We're working on the delivery of projects within the 'Welcome Back Fund' Grant Action Plan. 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.
Using our powers to bring about improvements and support business growth: The Environmental Health team has provided significant support to businesses looking to reopen, and helping consumer confidence in dealing with reported breaches. The Planning Department is prioritising enquiries and applications related to employment and job growth.
Improving accessibility and encouraging more town centre living: The Council continues to support proposals for town centre living. The Garden Communities and Future High Street Fund projects propose significant improvements into Newton Abbot town centre, which will encourage more sustainable travel into the town. The Council has recently agreed to sell land at Bradley Lane, Newton Abbot to a development partner for housing, subject to them obtaining planning consent.

Appendix A2 - O&S2 – Q2 Teignbridge Ten Programmes Exception report July – September 2021

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. The Welcome Back Fund will be used to promote visitors back to town centres and can be used to promote the evening economies of the towns.

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

Appendix A2 - O&S2 – Q2 Teignbridge Ten Programmes Exception report July – September 2021

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, which then transitioned in to the summer period and this is typically a quieter period.

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

We anticipate further programme growth and activities returning to the programme from September and will assess attendance data again from the next quarter, when we will remodel our indicators reflecting on the covid impacts to our performance indicators.

One Projects is still on hold due to Covid 19 restrictions

- CSOAA 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.

10 Vital, Viable Council

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

Programme Status: **On track**

PI Code	Title	Executive Member	+/-	Current Target	Q1 Act	Q2 Act	Q3 Act	Q4 Act	PI Verifying Manager	Officer Notes
CSWE 6.4	Cost of management as a % of total service cost	Corporate Resources	+	2.54% (1/12)	1.34%	19.23%				(Quarter 1 - 2) Income high due to grants which brings overall total cost down so management as a proportion seems artificially high at this point (SW)
CSWE 8.2	% of customer complaints dealt with within 20 working days	Corporate Resources	+	85% (1/4)	82%	79%				(Quarter 2) Complaints as of 12/10 october. There has been an overall decrease in the number of complaints received across the Authority this quarter and a higher number of complaints not being dealt with within the 20 working day target. This has affected the percentage for this quarter. Planning and Parking Services have reported resource issues and conflicting priorities as a reason for not being able to respond to complaints within the 20 working day target (WA)