

## 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'. The delays to the flagship projects to be funded through the Future High Street Fund projects continue to create a risk to the ability to spend the funding within the timescales.

At the same time the economic impacts on the cost of living, energy bills and global events make this a challenging time for the local economy. The Council has been allocated £1.6 million from the UK Shared Prosperity Fund, which includes projects to support town centres, with funding needing to be spent by the end of March 2025. The investment plan submitted to government was approved at Full Council in July 2022.

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

The Council remains in negotiations with the NHS regarding land at Brunswick Street, Teignmouth following Full Council's agreement to sell the land subject to planning permission.

The submission of the revised timelines for the Market Hall and Alexandra Cinema elements of the Future High Street Fund projects will be submitted to Government for approval in May. The delays, as a result of changes to the original submission and further work requested by Council, has created a significant risk in relation to the timescale to draw down and spend the grant by March 2024.

A planning application for a new four screen cinema in the Market Square is due for consideration by Planning Committee. A planning application for the Market Hall is being developed.

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

The revised business case for the Markets Quarter project was approved by Council in November 2022 and constitutes the proposed approach to improve the markets.

Footfall into the Market Hall hasn't recovered since the end of covid restrictions and occupancy remains lower than the pre-Covid period. The markets run at an operational loss and therefore are an ongoing cost the Council. If the Future High Street Fund projects do not come forward decisions will be required on the future of the Markets.

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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'.

### **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-2021-2022/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'.

The Future High Street Fund included a one-off budget for footfall counting in Newton Abbot.

### **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.

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

The Future High Street Fund proposals for pedestrian enhancements along Queen Street in Newton Abbot have been the subject of a draft Traffic Regulation Order consultation, led by Devon County Council. The outstanding matters relating to objections to loading bays have been resolved and a report will be taken to the Teignbridge HATOC for a final decision.

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

### **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 a bid for funding to support exhibiting, performing and participating in art.

## 05 Great places to live and work

**Lead contact:** Rosalyn Eastman, Cllr Gary Taylor

**Programme Status:** On track

### Summary Statement

As with previous reviews, all teams within the Council continue to work hard towards ensuring that we are able to keep Teignbridge as a Great Place to Live and Work.

Individual projects and indicators reflect the variety of the work undertaken as part of this Super Project and the wide range of issues involved from Town Centre and transport improvements through to ensuring through our development management and enforcement functions that development is undertaken in the right way and to the benefit of existing and future communities.

We continue to review our practice to take account of feedback received and work hard to maintain performance with regard particularly to our key Government indicators, although this is especially challenging at present as the effects of periods with low resources as well as changing demands in terms of workload and the impact of Covid-19 continue to be felt.

Two Member Working Groups / Task and Finish Groups were established in 2022/23. These are reviewing our Enforcement function and the delivery and management of open spaces. Recommendations of the enforcement group are in the process of being implemented

## 06 Investing in prosperity

**Lead contact:** Tom Phillips, Cllr Nina Jeffries

**Programme Status:** Caution

### Summary Statement

**Investment in commercial property projects**

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Work is ongoing with T100 opportunities on Council owned land. The Beachcomber Restaurant in Teignmouth has been successfully marketed and refurbished completing in early May 2023 as planned. The result is a significant enhancement of the building, an improved food offer in the vicinity and an increased rental return.

The Future High Streets Fund (FHSF) The planning driven design changes being considered cannot be implemented due to the one interested operator not being prepared to accept the reduced size. The BCR numbers have now been run and the PAR request will be submitted w/e 19 May to Government to approve the alternative plans, timescale extension, changes to spend profile and grant allocation. Queen Street Public Highway improvement objection to the successful Traffic Regulation Order (TRO) by the Town Council has been overcome. The FHSF project will see investment in the regeneration of Newton Abbot Market, a new 4 screen Cinema (planning decision target March 2023 now July 2023), 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 is being explored and a revised rental offer has been proposed by Travelodge.

Brunswick Street Health and Wellbeing Centre is in advanced stages of planning and may result in a transaction to NHS.

Bradley Lane planning has been delayed to end of Calendar year due to issues and potential redesigns due to planning issues. If successful, this BLRF grant assisted development will deliver c.90 dwellings (c.50% affordable) on brownfield land.

The Council has a number of active projects, but there have been no new opportunities due to current economic uncertainties.

### **Facilitating links between businesses and 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 is an Ambassador for the Careers and Enterprise Service and works with local schools to provide inspirational speakers from the world of work.

### **Improved broadband provision**

There are a total of 67,839 premises in Teignbridge District Council. Phase 1 of the CDS programme saw 56,199(82.84%) of these having superfast delivered, made up as a combination of 21,035 from CDS and 35,164 from the commercial sector.

Under our Phase 2 contracts, Airband are contracted to deliver 5,211 premises using Fibre to the Premise technology. CDS's records indicate that the commercial sector will be delivering a further 1,078 premises, giving a total of 6,289.

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Total coverage already delivered or planned therefore totals 62,488 premises or 92.11%. There remain a further 5,351 premises to connect thereafter.

Airband's Lot F contract is split into clusters, with 8 of these impacting Teignbridge.

Two of these eight clusters are currently in-build:

F5: Powderham. This cluster serves 479 premises. To date, 9 out of 15 poles have been installed and 32 of a required 39 Kms have been completed. This cluster is almost complete, awaiting one critical wayleave to be able to finish build. 116 premises are now able to order a fibre service, with 28 of these connected or awaiting installation

F8: Bishopsteignton and Luscombe. This cluster serves 1033 premises. To date, 39 out of 65 poles have been installed and 30 of a required 54 Kms completed. 239 premises are now able to order a fibre service, with 33 of these connected or awaiting installation. Estimated Build completion Autumn 23.

A further four clusters are due to go into build shortly;

F03: Doddiscombsleigh. 96 premises. Estimated build completion - end Summer 23.

F09: Dawlish. 846 premises. Estimated build completion - end Summer 23.

F10: Stover. 754 premises. Estimated build completion - Summer 23.

F13: Marldon and Combe Fishachre. 610 premises. Estimated build completion - Spring 23.

PI Code	Title	Executive Member	+/-	Annual Target	Q1 Act	Q2 Act	Q3 Act	Q4 Act	PI Verifying Manager	Officer Notes
CSIIP 1.2	Processing of minor planning applications	Planning	+	65%	67%	59%	55%	49%	Rosalyn Eastman	(On behalf of RE) The proportion of minor planning applications determined in target (with or without an agreed extension of time) has dropped this quarter to be close to the national target of 65% over the year to date. Government performance is measured over a 2-year period and against this metric we remain ahead of target. However, the team is refocusing on securing agreement to extensions of time for determining minor applications where we can improve our performance in this area.

## 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. Most of the land needed to deliver the remainder of the scheme has been secured but the County Council are still assembling some final areas of land.

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.

Our Capital programme includes a provision for a further £900,000 contribution towards the project, in light of the Jetty Marsh saving, it is likely that the recommendation will be to increase this to £1,000,000 when an associated report comes forward 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.

#### **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.

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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 and will be reported to Executive Committee in Summer 2023.

Devon County Council has been awarded £14 million to improve bus provision and services across the County. Further details of how this may benefit communities across Teignbridge are awaited but some funding has been allocated to Newton Abbot. Initial work on bringing forward a transport hub for Newton Abbot has paused because there has been a focus on other transport priorities but this may change now that additional funding has been allocated. There is potential that a new transport hub could come forward in concert with redevelopment of the Cattle Market area.

### **Supporting new railway stations**

Marsh Barton station is due to be operational by early 2023.

Phase 1 Dawlish Sea Wall defences now are constructed, with phase 2 progressing well.

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. The scheme remains a key priority but was not suitable for the Levelling Up Fund. Other funding opportunities will be considered as they arise and meanwhile technical work and land negotiations are continuing. The cost of this project is very significant and a phased approach to delivery may be required.

Work to update proposals for the Dawlish to Teignmouth section of the Teign Estuary Trail is underway with a view to delivering this, easier to achieve, portion of the route early.

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Unfortunately the Levelling Up Fund bid for a South Devon Cycleway was not approved - Teignbridge was in the lowest priority tier for Levelling Up, meaning that chances of success with the bid were very limited.

### **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. Consultation on a Local Cycling and Walking Infrastructure Plan (LCWIP) for the Newton Abbot and Kingsteignton area was undertaken in summer 2021 and subsequently endorsed by HATOC.

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.

A Newton Abbot car parks strategy is being procured to provide 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.

### **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.

The Infrastructure Delivery Plan and capital programme also continue to prioritise sustainable transport, including through funding commitments towards Marsh Barton station and more than £1 million being identified as a contribution towards pedestrian and cycle facilities by 2026. 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 a planning application for the bridge there has now been approved. Cost inflation is expected to have implications for the overall scheme and meeting these additional costs is Full Council decision in May 2023. The project is on track for completion by 2024.

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

Project Status	Code	Title	Executive member	Last Review Date	Progress Review	Project Responsible Officer
Caution	CSMUG 2.1	Bus and Park and Ride services (CSMUG 2.1)	Planning	27/01/2023	<p>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.</p> <p>An updated scheme for an A30 park and ride is not anticipated in the short term. Examination of the Ide neighbourhood plan recognised some potential for a P&amp;R at 'Round Field' in the future. Devon County Council have reviewed potential for a P&amp;R at Peamore, which may come forward as part of a scheme for employment there.</p> <p>Further analysis undertaken by the County Council indicates that it is unlikely to viable for Park and Ride to be delivered on any of the main routes into Newton Abbot.</p> <p>£200,000 was awarded by Government to bring forward a bus only route between Ashburton Road and Newton Abbot town centre. The funding needed to be spent by Spring 2023. Following public consultation in Summer 2022, Bradley Lane Bus Link scheme has been shelved and opportunities to divert it to phase 1 of the Newton Abbot to Ogwell cycle link are being investigated.</p>	Estelle Skinner

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					Further work associated with the Future High Streets Fund, Newton Abbot Garden Community projects is underway and opportunities for a new transport hub at Sherborne Rd are being considered in order to enhance transport choices as well as enhancing levels of activity, commercial opportunity, walking and cycling along that important town centre corridor. However, this scheme is delayed because of a focus on other priorities in the town.	
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### 08 Out and about and active

**Lead contact:** James Teed, Cllr John Nutley

**Programme Status:** On track

#### Summary Statement

The programme on track across all projects. As number of new projects were added to the programme and details are seen in the projects report. Whilst PIs on still on hold whilst we returned programmes, we have now analysed attendance profiles and will reinstate the attendance profiles from Q1 2023-2024.

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.

Improvements to the leisure centres have been discussed alongside the phase 2 decarbonisation proposed work programmes as we consider the improvements as part of one bigger combined project. The scoping works were initiated in the past few weeks and details will be available in the coming months.

## 10 Vital, Viable Council

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

**Programme Status:** On track

The programme is on track with 5 performance indicators well ahead of target and 3 on target.

The Council is continuing to promote online services to residents resulting in an increase in the number of registrations for the Council's My Account. Ongoing decarbonisation work at Forde House has been completed on the first and second floors with some snagging being resolved and has resulted in most staff working in a hybrid way with part of the week based in the office and part at home. The rollout of laptops and Microsoft 365 has enabled staff to work effectively in an agile way through use of the use of Teams and SharePoint and Hybrid AV equipment is now available in 4 meeting rooms offering a better meeting experience.

M25 Programme has been launched with a target of saving £2.6m over the next 3 years with clear principles on moving to a more digital operation where possible. We have completed cataloguing 320 customer facing processes with the focus to September being Planning process reviews FMS project processes and Assets. Work has started on 40 cost saving projects following the ignite review, quick wins have been realised already to a value of circa £450k with the priority being Assets. Work on signing off the high-level organisational structure is under way and also on recruiting a digital team to lead the digital workstream.

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PI Code	Title	Executive Member	+/-	Annual 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 contacts	Corporate Resources	+	85%	85%	89%	84%	76%	Tracey Hooper, Amanda Pujol	(March) We are in the process of training up 3 new starters in the Customer Support Team. During the training process, these officers are limited in the type of calls they can handle through to completion. Many will need to be handed off to more experienced advisers which has a negative impact on the first point of contact resolution statistics. Performance will improve once these officers are sufficiently trained and we are confident in their skillsets and ability to resolve the customer enquiry through to completion and to a high standard. (TH)