

# The **ONE**Teignbridge story

*working **together** for a **better** future*





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# Foreword

by Cllr Richard Keeling, Leader of Teignbridge District Council



Cllr Richard Keeling  
Leader of Teignbridge  
District Council

**In September last year, we started on our journey of refreshing our Council Strategy – ‘One Teignbridge’. This is our plan to make sure that we spend your money wisely and focus time and energy on the things that matter most to our communities.**

As with most councils up and down the country, we provide many services and support dozens of communities, and every year we have less and less money to do this. To help us get the most out of our money and resources, we will look at what services we need to provide, what the biggest issues are and where we can have the most impact to make life better for our communities.

Our work to develop One Teignbridge is doing just this; focusing on finding out what your priorities are, and how we can support them.

To find out what you think about where you live, we’ve been talking to residents, town and parish councils, schools, businesses, voluntary services, partners, and community leaders from all over the district, and asking you what you love about

Teignbridge, what you want to improve, and how we can get better at involving you in what we do in the future.

Thank you to everyone who’s got involved in our One Teignbridge consultation and shared your thoughts and concerns. We’re really grateful to Teignbridge Community and Voluntary Services (CVS) who worked on our behalf to visit clubs, coffee mornings and individuals to talk to people from whom we might not normally hear.

We have looked at lots of information that tells us about our communities’ health and wellbeing, the state of our environment, and our economy. All of this, and the feedback we have had from you so far, is giving us a good picture of what is happening in Teignbridge. From this, we have set out what we understand to be the biggest five priorities for the district, and therefore what we need to focus your money and resources on.

The way that we will work to deliver our priorities will be guided by a set of key principles. We will aim to follow these in all the services we deliver and the projects we support.

## What is One Teignbridge?

**This is about finding out what your priorities are and making sure that the Council does what it can to support these.**

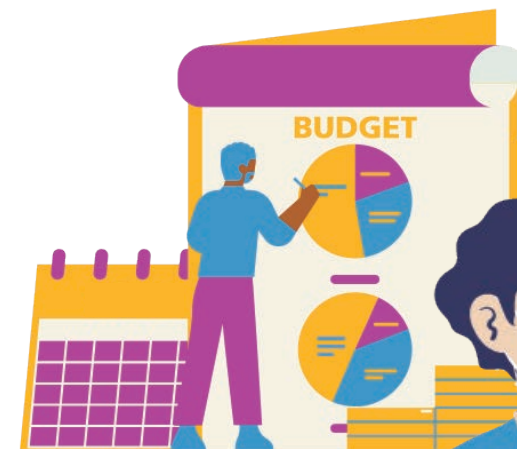
### What are we trying to achieve?

As a Council, we provide many **statutory services**. If we do nothing else, we need to make sure we have enough money and staff resources to provide these.

Alongside these services, we support projects that aim to improve the quality of lives for all of you. So that we can make sensible and informed decisions about what we do, we want to have a set of priorities that focus on tackling the biggest issues in the district.

### Why are we doing it?

Over the past 5 years we’ve had lots of challenges – the pandemic, cost of living crisis, and reduced funding from central government to name but a few. These have all had an impact on how we need to, and are able to, support you, our communities. We also know that many of you want to get more involved in how we run our projects and make decisions – so this is a perfect opportunity to look at how we can do this better.



# What are we responsible for?

We have had feedback about all sorts of issues that affect you. Some of them are directly within our control to change and improve, but unfortunately many others are not managed by us. For example, we are responsible for managing waste and recycling collections, but we don't run the Recycling Centres which are owned and managed by Devon County Council.

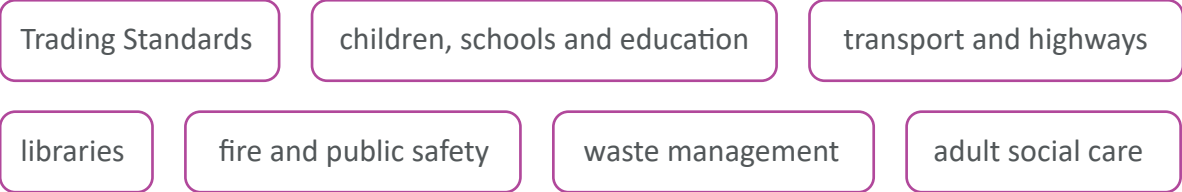
We are responsible for deciding where new homes will be built and for making sure that there is new infrastructure planned alongside them.

We are not responsible for delivering the new roads, schools, health facilities and sewage and water improvement works which is the responsibility of organisations like Devon County Council, the NHS, or South West Water.

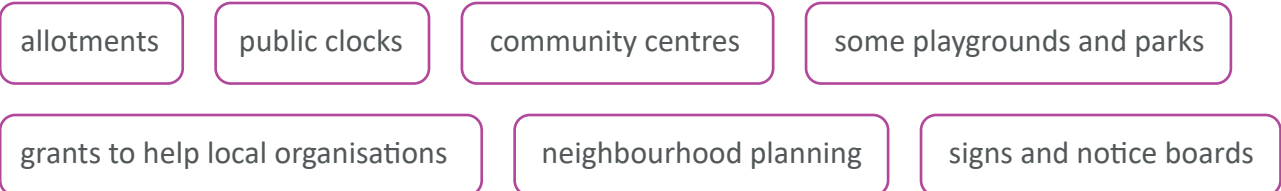
## District Councils



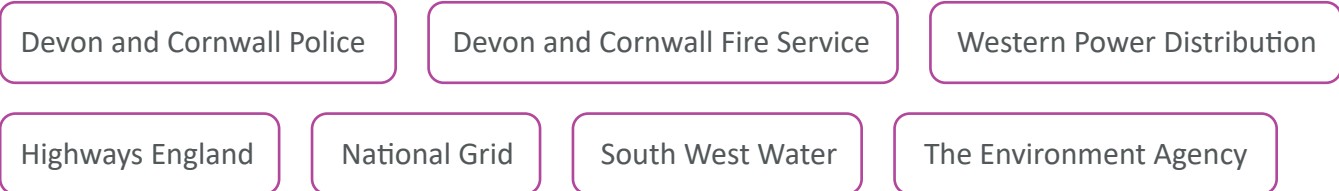
## County Councils



## Parish and town councils



## Other service providers and public bodies



# Who have we been talking to?

To understand as much about Teignbridge as possible, we've been out and about talking to many different groups and individuals from across the district.

## We've heard from:

- Town and Parish Councils
- Residents
- Businesses
- Social Enterprises
- Dartmoor National Park
- Devon County Council
- Students from Coombeshead Academy
- Students from Teign School
- Students from Bearnese and Wolborough Primary Schools
- Citizens Advice
- Teign CVS
- Action Climate Teignbridge
- Gypsy and Traveller Forum
- Bovey Paradiso
- Roots Community CIC
- Users of foodbanks
- Older residents at Buckland coffee morning, Courtenay Centre Exercise Group, Kingscare Wellbeing Group, and the Alice Cross lunch club
- Long term pain peer support group
- Mixed heritage families
- Carers and cared for residents
- Carers and cared (with dementia, learning disabilities, physical disabilities, sensory disabilities)
- Adults with learning disabilities

We talked to **partner organisations** about how we can work together to address the priorities in our community

The youngest person at our residents' workshops was less than a year old.

**The oldest was 92.**

We talked to a range of **people representative of our community**

**Over 40 town and parish councillors** attended out Spring Conference and community leader workshops

Resident's workshops were held in **10 towns and villages** across the district



# What you love, would improve, and don't love

## What residents love about Teignbridge

Residents love many aspects of our district, including good public transport and the abundance of green spaces, parks, and the nearby beaches.

The community spirit is strong, with many valuing the friendliness and support from neighbours and their local community.

Local amenities such as shops, leisure centres, and the library are valued, and the area's cleanliness and safety are frequently praised.



Access to natural environments like Dartmoor and the countryside is highly valued, as is the quiet and peaceful atmosphere.

As one resident put it, **“I love feeling safe!”** while another highlighted the **“great sense of community.”** Overall, the blend of natural beauty, accessible amenities, and strong communal ties makes the area a desirable place to live.

[illegible]

**“Great sense of community.”**

**“I love feeling safe.”**

## What residents would improve about Teignbridge

Residents have voiced concerns and desires for improvement in their community, ranging from housing and healthcare to transportation and green spaces.

The struggle with finding affordable housing and NHS dentists is particularly pressing, with one resident saying, "**Devon Home Choice has no choice,**" and another stating, "**We need more affordable and social housing.**" The need for better public transport, including more frequent bus services and safer cycle paths, is also emphasised.

[illegible]

Additionally, there's a call for more employment opportunities for people with additional needs and improved leisure facilities, including more outdoor swimming pools and affordable activities at places like Dyrons.

The community is also keen on environmental improvements, with requests for more tree planting and cleaner beaches. A Buckfastleigh resident said: **"We need a community garden and better access to healthcare professionals, dentistry, and childcare."**



**“We need more affordable and social housing.”**

**“We need a  
community garden  
and better access to  
healthcare professionals,  
dentistry, and childcare.”**



## What residents said they didn't love about Teignbridge

Residents have voiced concerns about their area, highlighting issues such as poor infrastructure and rapid over-development.

Potholes are a major grievance, with repeated mentions of **"Potholes! You know why!"** Public transport is frequently criticised for being unreliable and poorly timed, with comments like **"Buses - late a lot."** Traffic congestion and parking issues, including high charges and insufficient free parking, are also significant problems.

Many residents are troubled by the environmental impact of building on green fields and the lack of supporting infrastructure for new housing developments.

Concerns about antisocial behaviour, dog fouling, and the need for better amenities such as updated leisure centres and more youth services are also prevalent.

Overall, there is a strong call for more thoughtful urban planning and community-focused improvements.



# Your priorities

From all the feedback and information we have gathered, we think there are 5 priorities for our communities:

- 1

**Communities**  
Listening and responding to communities on local issues.
- 2

**Economy**  
Working with businesses and partners to support our local economy.
- 3

**Environment**  
Protecting our environment, supporting communities and landscapes, and responding to the challenge of climate change.
- 4

**Homes**  
Take action to tackle the housing crisis and strive to give everyone the chance to live in a safe warm home.
- 5

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

# The way we will work

Many of the topics that came up in the conversations we had with people go to the heart of how we work. These were things like helping you manage the impacts of climate change (such as flooding and storm damage to roads and houses) and working to reduce our carbon emissions.

You also talked about issues like rural isolation, anti-social behaviour, making places more accessible for wheelchair users and others with disabilities. You also have problems with being able to see a GP or an NHS dentist.

Some of these issues are directly within our control to change and improve, while many others are not.

Tackling these issues and advocating on your behalf to other organisations who have responsibility for these issues, are central to our One Teignbridge guiding principles for how we will work in the future.

## What we will do



- We will:
- talk meaningfully with you about the things 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 most vulnerable communities and environments.





# 1 Your priority: Communities

## You said...

- Some of us feel isolated from friends, job opportunities, and social activities.
- Mental health issues are rising.
- There is anti-social behaviour in some parts of the district - 'smoking, vaping and graffiti'.
- We need to embrace different cultures and have respect for them.
- We need better access to domestic abuse support.
- We need better facilities and access for people with disabilities.
- We need improved facilities for pensioners.
- We need more social clubs and events.
- We need more youth and teenager facilities: like bowling, laser tag, cinema and gyms.
- There is a funding crisis for voluntary services that support food banks.
- There is a lack of planning enforcement.



**"I love the strong sense of community, and range of groups and activities here."**

An Exminster resident.

**Residents at every workshop identified the feeling of community in our towns and villages as a key factor in making Teignbridge a great place to live.**



## What the evidence says

**20%** of Teignbridge residents are disabled (under the Equalities Act).

**27%** of Teignbridge residents are aged 65 or over, this is high compared to the English average of 18.4%.

A lot of Teignbridge's older residents live in the coastal towns or in villages in the rural areas (for example **38%** of residents in Bishopsteignton and Shaldon are aged **65 or above**).

**2.3%** of Teignbridge residents identify as non-white, compared to **18.3%** in England and Wales.

**1.4%** do not use English as their main language, compared to **8.9%** in England and Wales.

From the 2021 census, nearly half of all households in Teignbridge are classed as deprived.

The most deprived areas are in Newton Abbot, Teignmouth, and Dawlish.

## What we are doing

**78%** of our town and parish councils expressed a desire to work in a more cooperative and collaborative way with Teignbridge at a recent meeting.

**Teignbridge is running a project to work more closely with town and parish councils.**



**As the local planning authority, we have a statutory duty to advise and assist town and parish councils in preparation of Neighbourhood Development Plans.**

Representatives from every town and parish are invited to contribute to this strategy.

**ACT NOW!**



## What we will do

### 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 violence, 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.



## 2 Your priority: Economy

### You said...

- We need better paid jobs, more career opportunities, and more apprenticeships.
- There should be more job opportunities for sixth formers within walking distance of schools.
- Bring back manufacturing businesses to Teignbridge.
- We should encourage small businesses by having lower business rates.
- We need to help our town centres to thrive – more parking options, more independent local shops, local events and encourage longer shop opening times.
- Young people move away and don't return.
- Issues with mobile and broadband connectivity.



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**“TDC is very supportive of our work and values.”**

A Teignbridge business



**“Teignbridge District Council [need] to listen to us rather than rule us.”**

**“The challenge here is losing our shoppers to out of town superstores and to the internet.”**

Owner of an indie shop in Teignbridge

### What the evidence says

6% of students become involved with apprenticeships, which is slightly above the England average of **5.3%**.

**13.7%** of Teignbridge's employment is in the accommodation and food services sector, above a Devon average of **11.1%** and British average of **7.5%**.

**7.8%** of employment in Teignbridge is provided through manufacturing, which is above the British average of **7.3%**.

**58%** of Teignbridge's residents are of working age (15-64), lower than the England average of **64.1%**.

**34%** of the businesses surveyed are planning to move premises in the next five years.

**Average weekly earnings for people employed within Teignbridge are £577**, compared with the British average of £683 or Southwest average of £651.

### What we are doing

**Teignbridge has brought funding from the shared prosperity fund to promote business growth, including a project supporting female-led start-ups.**



**Nearly £400,000 has been invested through the green business grants supporting businesses and community organisations across the district with decarbonising and energy reducing projects.**

Celebrating local apprenticeships



### What we will do

#### 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.



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# 3 Your priority: Environment

## You said...

- You are concerned about climate change and the effects of storms; cliff falls and flooding.
- New housing should be energy efficient and have solar photovoltaic (PV) panels.
- We need better maintenance of green spaces, more attractive public areas, and safer play areas.
- Recycling is not always consistent or reliable.
- Recycling boxes are not sturdy enough and often crack.
- We need more street lighting and better CCTV.
- We need more dog bins, better street cleaning, more public toilets, and to respond to fly tipping.
- We need more considerate parking, better road signage, traffic speed management and to fix potholes.



Between 2012 and 2022 the average gas usage in Teignbridge households dropped by 22%.

Every resident we surveyed mentioned either the moors, parks, or coastline as a reason they loved living here.

At our community leaders' workshops, climate change - including the effects of storms, cliff falls and flooding - was selected as the biggest issue facing Teignbridge in 10 years.

Over 23% of people living in Teignbridge travel more than 10km to get to work.



## What the evidence says

**4 Teignbridge beaches** have Blue Flag status or Seaside Awards.



**A third** of Teignbridge is within Dartmoor National Park.

**Two thirds of children's play provision is rated high for quality**, but there are gaps in provision, especially in Kingsteignton, Ogwell and Teignmouth.

**54%** of household waste in Teignbridge is sent for reuse, recycled, or composted.

**Solar power generation increased by over 200%** between 2014–2022 in Teignbridge.

Litter was identified as impacting our community by our primary school children, young people in secondary schools, and residents' workshops across the district.



## What we are doing



As part of tackling climate change we've launched Teignbridge Climate Hub online at [teignbridgeclimatehub.co.uk](https://teignbridgeclimatehub.co.uk)

The hub provides ideas to cut your cost of living, lead a healthier life and play a vital part in reducing the district's carbon footprint. It's a place for you to see how we're all making a difference, be inspired, share your stories, and get involved.



**Teignbridge ranked sixth out of 168 councils in a national survey about tackling climate change.**



**Our Heart of Teignbridge cycling and walking infrastructure plan is giving car-free travel alternatives on the most travelled routes.**



Teignbridge monitors air quality in 44 locations. In the last year air quality has increased in 32 locations, but decreased in 12.

## What we will do



### 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 with 'excellent' or 'good' quality ratings.
- 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.

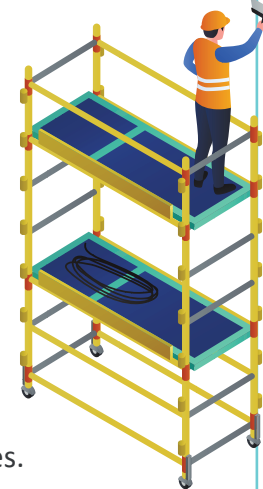




# Your priority: Homes

## You said...

- Young people cannot afford to live locally due to expensive house prices.
- We need:
  - more social housing
  - more homes for 1-2 people
  - better choice from the housing market
  - more adapted housing.
- It is costly to heat and power homes.
- There are too many Airbnbs and holiday homes.
- We need better maintenance of housing association properties.
- Make better use of derelict land and buildings to provide safe shelters, hostels and housing.
- Showers and food for homeless people.
- It is difficult to know how to get on the housing register.



**“We need more social and affordable homes”**

An Ashburton resident



## What the evidence says

In 2022 the average house price in Teignbridge was **10.5 times the average salary**.

Between 2011 and 2021 Teignbridge households in the social rented **sector increased from 8.9% to 9.5%**.

The highest increases reflect where **new development has taken place**, as this is how most social rented homes are provided.

There are about **1,500 people on the Housing Register** in Teignbridge. This has increased from around 1,000 in the last 18 months.

Fuel poverty is most common among vulnerable households, including those on low incomes, with children under 16 years old, people with disabilities or suffering from a long-term illness and older people.

Teignbridge’s overall housing stock is worse than the English average in relation to excess cold and fuel poverty. This problem is particularly bad in private rented homes, 30% of which are occupied by low-income households.

## What we are doing

**Teignbridge submitted our new local plan in March 2024, after 6 opportunities for the public to comment, detailing our strategy to provide homes to meet the needs of the population.**



We are working to improve decision times for planning applications- in the last quarter all eight of the major applications and 95.5% (189/198) of the non-major applications being issued within the deadline.



## What we will do

### 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.





# 5 Your priority: Infrastructure

## You said...

- We need more and safer cycling trails - pedestrians and cyclists on pavements don't mix.
- Bus services are poor - in both villages and some areas of the main towns. Services are unreliable for getting to healthcare appointments, work, schools (for example to Exeter College).
- Leisure facilities need upgrading.
- New homes should be supported by new infrastructure - play facilities, schools, healthcare, public transport, roads, drainage and sewage capacity, and community centres.
- We need to recognise that the car is important in a hilly and rural district.
- Drains need fixing to handle heavy rain and run off.
- More free dental care needed.
- Need more GPs.
- Rural shops and facilities are closing.



"[We need] well thought out, connected infrastructure"



## What the evidence says

**£10m** of Community Infrastructure Levy (CIL) has been spent on projects and **over £6m** given to town and parish councils across the district.

A further **£25m** of projects are planned using CIL funding.

Only **15%** of Teignbridge residents can access a frequent bus service, compared to **64%** in Exeter.

**37.4km** of new walking and cycling routes have been created since 2014.

The Teignbridge Local Plan 2020-2040 allocates small scale development in villages, recognising the need to support existing services and facilities.

**Improved infrastructure** was requested by residents, community leaders, town and parish councils, and young people in our schools.

## What we are doing



The Dawlish link bridge is being built to keep construction traffic away from existing homes.

We have spent **over £10m of Community Infrastructure Levy** on projects and allocated over £6m on town and parish councils across the district to deliver on their local priorities.

A further **£25m** of projects are planned using CIL funding, including over **£4m** of transport infrastructure and **£9m** towards education facilities.

**Over £200,000** was invested in accessible toilets and changing facilities in Newton Abbot, Dawlish Warren, and Dawlish town centre.

## What we will do

### We will:

- Work with partners to bring forward the schools, healthcare, green spaces, digital infrastructure, utilities and travel networks needed alongside new housing.
- Run leisure facilities to support community health and well-being 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.





# You said, we did...

## The reception at Forde House is unwelcoming.

The reception at Forde House has been cleared and brightened up, and the front desk is now staffed during opening hours.



## Swimmers asked for early morning sessions at Teignmouth Lido.

We have introduced early sessions this year, starting at 7am.



## Town and Parish councils feel disconnected from Teignbridge District Council

We have held a meeting where local councillors could meet officers, and there is a task force working on greater collaboration with our colleagues across the district. Planning training for town and parish councils was undertaken June 2024.

## Leisure centre users told us they wanted more access to badminton, short tennis, pickle ball.

We brought in racket sessions so customers can try different racket sports.



## The signage on the Forde Road Depot is contradictory and unfriendly.

This signage has been updated to reflect the activities happening at our Forde Road site, and to guide people to sources of support.



## To promote healthy living and active lifestyles among younger people, they wanted the opportunity to use the gyms at a younger age.

We brought in supervised junior gyms, where younger people can use the equipment in safe environment.

## Why isn't foil collected and recycled?

We collaborated on a small-scale trial with Alupro and Devon County Council, and foil is now collected at the kerbside across the district and recycled along with tins and aluminium drinks cans.



## Customers didn't want to be committed to a 9-month contract when they signed up to use Teignbridge leisure facilities.

Customers can now sign up to use our full range of leisure facilities for a single month.

## There is a path in Liverton which is experiencing persistent issues with dog fouling.

We have replaced the dog waste bin, added additional signage reminding people of the penalties, and are increasing enforcement activity.





# Your feedback, and the changes we've made

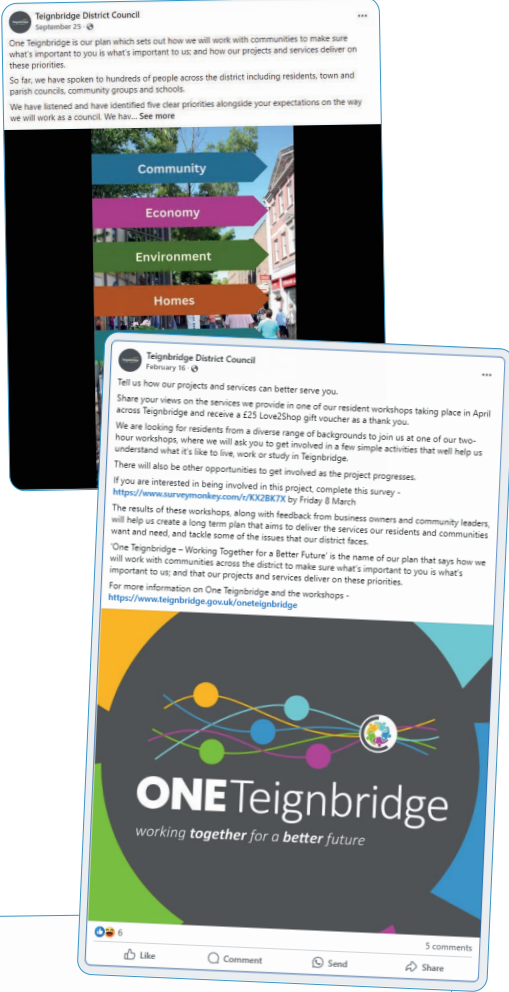
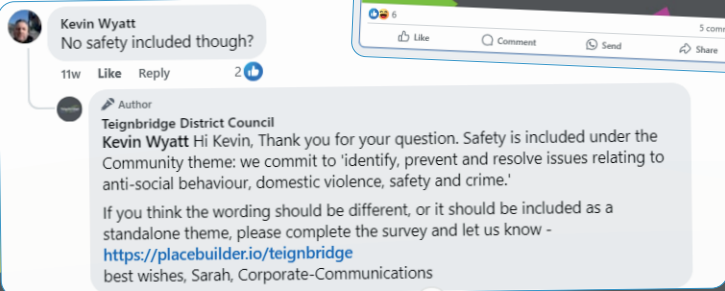
The draft Strategy was published for public consultation between the 8 August 2024 and the 26 November 2024.

224 responses were submitted from a range of individuals and organisations, including town and parish councils.



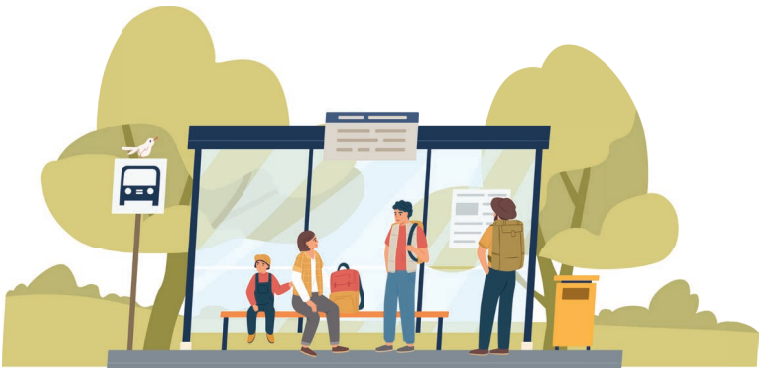
Here are some of the ways we got in touch with people to find out your thoughts on the draft Strategy:

- We got in touch with everyone who had been involved in the first stage of developing the Strategy, including schools and organisations in the voluntary sector.
- We told all our town and parish councils about the consultation.
- We had an online survey which encouraged everyone to tell us what they thought.
- We let people know about the consultation through posts on social media.
- We talked to local residents and businesses at the Chamber of Commerce business breakfast, coffee mornings and community events, and through Teign CVS.



## The changes we've made to the Strategy

- Under Infrastructure, we added the words **‘and integrated’** to **‘work closely with partners to deliver better and integrated public transport, walking and cycling routes and improve road conditions’** reflecting the need for joined up transport solutions linking settlements across the district and large employment centres in neighbouring areas.
- Under Homes, we added **‘well-designed’** to **‘deal with planning applications efficiently to ensure that well-designed homes supported by the Local Plan are delivered’** reflecting the desire for developments which support local character and place-making aims.



- Under Environment, we simplified our objective to **‘achieve net zero before 2050’** both strengthening the language of this objective and reflecting the broader structure where the projects and initiatives by which these objectives will be achieved are in the Action Plan.
- Under Environment, we added **‘work with partners to ensure our beaches are clean and well managed’**. This better aligns with our scope of control and the fact that ‘excellent’ or ‘good’ quality ratings refer solely to water quality, whereas residents and visitors have wider desires for the cleanliness and accessibility of the seafront.



- Under Communities, we changed **‘domestic violence’** to **‘domestic abuse’** reflecting widely accepted terminology and broadening this objective to include issues such as coercive control.
- Under Communities, the second objective is now **‘support our communities to prepare for and respond to emergency situations and our changing climate’**, reflecting the range of activities and aims of the council.







# ONE Teignbridge

This isn't our document - it's the result of hundreds of pieces of feedback, comments and conversations we've had with residents, communities, representatives from towns and parishes across the district and voluntary sector organisations. It guides the way we work and our mission to improve the lives of everyone who lives and works in the district, and will continue to evolve to reflect changing times and changing priorities. Thank you to everyone who has contributed to this in any way, and please continue to give us your feedback or find out more at [teignbridge.gov.uk/oneteignbridge](https://teignbridge.gov.uk/oneteignbridge)