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Date: Friday, 07 February 2025

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Dear Member

## **OVERVIEW AND SCRUTINY BOARD - WEDNESDAY, 12 FEBRUARY 2025**

I am now able to enclose, for consideration at the Wednesday, 12 February 2025 meeting of the Overview and Scrutiny Board, the following reports that were unavailable when the agenda was printed.

<b>Agenda No</b>	<b>Item</b>	<b>Page</b>
5.	<b>Budget Monitoring 2024/2025 - Quarter 3</b>	(Pages 3 - 28)
6.	<b>Performance Report 2024/25 - Quarter 3</b>	(Pages 29 - 66)
8.	<b>Rent and Service Charge Policy and proposed changes to Social Housing Rents</b>	(Pages 67 - 106)
9.	<b>Torbay Council Climate Change Action Plan</b>	(Pages 107 - 144)

Yours sincerely

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**Meeting:** Overview & Scrutiny Board/Cabinet/Council    **Date:** 12<sup>th</sup>/18<sup>th</sup>/27<sup>th</sup> February 2025

**Wards affected:** All Wards

**Report Title:** Budget Monitoring 2024/25 – April to December 2024 Revenue and Capital Outturn Forecast.

**When does the decision need to be implemented?** N/A

**Cabinet Member Contact Details:** Alan Tyerman, Cabinet Member for Finance  
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## 1. Purpose and Introduction

- 1.1. This report provides a high-level budget summary of the Council's revenue and capital position for the financial year 2024/25, reviewing budgets and considering year-end forecasts. These forecasts are based on the levels of spend and financial information at the end of quarter 3 (up to 31 December 2024).
- 1.2. The Council continues to face external pressures due to the wide-reaching implications of the current economic situation. The levels of cost inflation have reduced significantly but continue to have an impact on Council services. We are also seeing an impact on the levels of income received, with many projections being below budget, particularly in areas such as building control and planning. However, through careful financial management we are now projecting a number of underspends that are offsetting such pressures, resulting in an overall year end forecast for 2024/25 of **£0.011m overspend**.
- 1.3. The Capital Programme was reviewed and updated in 2023/24, with an updated forward looking Capital Investment Plan included within the 2024/25 budget papers. An updated Capital Investment Plan is shown as Appendix 1 and highlights a total revised capital budget of **£89.624m** for the period up to 2027/28 with **£32.613m** in 2024/25. Paragraph 6.3 provides a simple reconciliation of movement from the revised budget as approved in Q2.

## 2. Recommendations

### Recommendations for Overview and Scrutiny Board

- 2.1. That the Overview & Scrutiny Board notes the Council's forecasted revenue outturn position and mitigating action identified and make any comments and/or recommendations to the Cabinet.
- 2.2. That the Overview & Scrutiny Board notes the updates to the Capital Investment Plan and the revised budget for 2024/25 and make any comments and/or recommendations to the Cabinet.

### Recommendations for Cabinet/Council

- 2.3. That the Cabinet notes the forecasted revenue outturn position and amendments made to the published 2024/25 Capital Investment Plan.
- 2.4. That Council approves the revisions to the Capital Investment Plan, as per Appendix 1.

## 3. 2024/25 Budget Summary Position

- 3.1. Budget monitoring at quarter 3 is projecting the following variances across Council Directorates, resulting in a total forecast overspend at year end 2024/25 of £0.011m. This position has improved since Q2, where an overspend of £0.292m was forecast.

Service	Current Budget £m	Projected Outturn £m	Outturn Variance Q2 £m
Adult Services	55.712	55.668	-0.044
Children's Services	54.147	53.711	-0.436
Corporate and Executive Services	14.191	14.919	0.728
Finance (incl. Treasury Mngt)	-16.646	-18.196	-1.550
Investment Portfolio	-4.134	-4.134	0
Place	24.916	26.229	1.313
Public Health	11.018	11.018	0
<b>TOTAL</b>	<b>139.204</b>	<b>139.215</b>	<b>0.011</b>

- 3.2. The budgets and projections above include a drawdown of £171k from central contingency to rebase budgets for known spend commitments, which were unavoidable.

- 3.3. Robust financial management and control continues to be required from all services across the Council in order to mitigate current and emerging spending pressures and achieve a forecast breakeven position by the year end.
- 3.4. Financial Sustainability Plans have been completed by each Director in respect of the key risk areas and the following will continue to be reviewed.
- Integrated Adult Social Care contract – transformation programme
  - Children’s Services – social care placements
  - Prevention and relief of Homelessness
  - Legal Services – staffing and agency costs
  - Home to School Transport
- 3.5. It is anticipated that action against these plans will continue to mitigate pressures and reduce the overspends, where forecast. We are seeing this take effect in Children’s Services placements, contributing to an improved overall position for the Directorate since Q2. Legal services continues to be challenging however, with the projected overspend increasing since Q2 as demand for the service continues to increase whilst challenges remain around recruitment.
- 3.6. The Dedicated Schools Budget, and particularly the Higher Needs Block, is not currently shown within the table above. Spend continues to be monitored as part of the Safety Valve agreement in order to facilitate the write off of accumulated deficits of circa £12m (at end of 23/4). This has become more challenging throughout 2024/25 and an overspend of £1.409m is now being forecast, compared with the budgeted overspend of £0.481m. A summary of the position is shown in Appendix 4.

#### 4. Service Budgets

- 4.1. The table below summarises the most material variances (over £100k) currently being forecast at the end of December 2024.

Service	Current Budget £m	Projected Outturn £m	Projected Q3 Outturn Variance £m	Projected Q2 Outturn Variance £m
Childrens - Staffing/agency costs	20.846	20.754	(0.092)	0.374
Childrens – Section 17	0.480	0.600	0.120	0.122
Childrens - Home to School Transport	3.892	4.119	0.227	0.167
Childrens - Social care placements (excl. UASC)	23.424	23.014	(0.410)	(0.509)
Childrens - UASC	0.921	0.632	(0.289)	0.092
Childrens – Disabilities – overnight short breaks	1.299	1.474	0.175	0

Corporate – Legal Services	1.693	2.208	0.515	0.350
Corporate – Staffing	1.133	1.271	0.138	0
Finance – Investments and borrowing	18.572	17.172	(1.400)	(1.200)
Finance – Pension payments	1.244	1.094	(0.150)	0
Place – Torre Abbey	0.381	0.506	0.125	0.100
Place – Waste disposal	4.832	5.052	0.220	0.220
Place – Development Control and Planning - income	0.269	0.649	0.380	0.380
Place – Building Control income	0.127	0.262	0.135	0.170
Place – Concessionary Fares	3.746	3.471	(0.275)	(0.250)
Place – Management of Estate	3.776	4.094	0.306	0.306
Place - SWISCO	16.653	16.953	0.300	0
			<b>0.025</b>	<b>0.232</b>

*(Note: there are other smaller variances which are not highlighted within this table hence totals will differ from overall variance mentioned above)*

### **Adult Services (incl. Community and Customer Services)**

- 4.2. Within Adult Social Care the majority of spend is against a fixed price financial arrangement (contract) for the delivery of services provided by the Integrated Care Organisation (ICO). This agreement was uplifted by £5m in 2023/24, with a further £1.1m agreed for 2024/25. There is currently no significant variance being forecast for Torbay Council within this area.
- 4.3. In previous years we have reported overspends within our Housing Options Service relating to increasing costs for homelessness prevention and the provision of Temporary Accommodation. Although there continues to be considerable demand in this service the total budget was increased by £900k in 2024/25 and £10m has been invested in purchasing our own properties to reduce dependency on spot purchase arrangements. No material variances to budget are currently being forecast for this year.

### **Children’s Services**

- 4.4. An underspend of **£436k** is now being forecast across the service, a positive movement in the projection since Q2 of £645k. This is mainly due to the number of agency workers being much less than forecast and not increasing as expected, accounting for £466k of the movement. Despite increased salary expectations within the agency market and stiff competition from other Councils, the Service has had success with recruitment and managed to reduce the dependency on agency wherever possible.
- 4.5. An underspend (**£410k**) continues to be forecast across our budgets for children social care placements, which received £2.1m of growth funding as part of the 2024/25 budget setting process. Although this has reduced since Q2, an underspend of **£289k**

is now also being projected relating to Unaccompanied Asylum Seeking Children (UASC) as a result of funding levels being higher than expected.

- 4.6. The overall number of cared for children are lower than previous years, but the significant shortage of suitable available placements has driven up costs within the market and the high cost of weekly placements for Residential and Unregulated remain a concern and risk to the budget. This area will continue to be monitored closely throughout the year.
- 4.7. We continue to project an overspend within the Home to School Transport budget as a result of increasing fuel costs for transport providers as well as children and young people needing more bespoke arrangements to get to and from school. An overspend of **£227k** is now forecast, but this is a reduction on spend when compared to 23/24. The Financial Sustainability Plan for this area highlighted actions to mitigate pressures, including improvements to route planning and maximisation of shared transport (where possible).
- 4.8. An overspend of **£175k** is now being forecast in relation to our budgets for Disabilities - Overnight Shorts Breaks, due to an increase in demand for day services and placements that have occurred since Q2.
- 4.9. Expenditure relating to support for children in need under Section 17 of the Children Act 1989 is forecast to be over budget by **£120k**. This spend also covers areas such as housing support and ensures the Council meets its duty to safeguard children and promote their welfare.
- 4.10. Outside of Local Authority funded activities, the schools' higher needs block in the Dedicated Schools Grant (DSG) remains under financial pressure from continual referrals for assessment for higher needs support for children.
- 4.11. The Council is part of the Education and Skills Funding Agency (ESFA) and Department for Education (DfE) Safety Valve programme, which supports councils in achieving future financial sustainability in this area. If the council can deliver on its recovery plan and achieve a balanced higher needs budget, all of the historic DSG deficit will be written off, through additional funding by ESFA.
- 4.12. Torbay Council has already received £8.260m from the ESFA in response to its recovery plan, without which the DSG cumulative deficit would have been £12.756m at the end of 2023/24. For 2024/25 the DSG is forecasting an overspend of £1.409m at quarter 3, against the forecast deficit within the agreed safety valve plan of £481k. The service continues to work with Schools on the delivery of its recovery plan with robust monitoring arrangements in place. Appendix 4 provides more detail on the forecast year end position.

## **Corporate Services**

- 4.13. An overspend of **£0.515m** is currently being forecast within Legal Services, despite an additional £300k being added to the base budget for 2024/25. This is a national issue across the public sector, resulting from increasing demand for the service and difficulties in recruiting permanent staff. This has meant the service have had to use

more expensive agency staff to continue delivering legal advice and support across the Council. The council have struggled to compete with the salaries paid by other organisations – both within the private and public sector. A financial sustainability plan continues to be considered for this area and the application of increased additional market factors is starting to have an impact and improve the success in recruitment. However, high demand levels mean vacancies and absence need to be covered and has resulted in spend levels remaining high.

- 4.14. An overspend of **£138k** is projected on other Corporate Services staffing costs, mainly as a result of agency cover for long term sickness absence at Director level and additional project management support.

## **Finance**

- 4.15. The Finance budget area includes a wide variety of budgets including finance operations/teams, contingencies, treasury management and central grants such as Public Health and Social Care Grant. We will be reviewing how best to present these areas for 2025/26.
- 4.16. A **£1.4m** positive variance is being forecast across our Treasury Management budgets, an improved position from Q2. This is mainly as a result of increased interest rates being secured meaning the Council is forecast to earn higher levels of interest on its cash investments than budgeted. We also have a saving on interest payable by the Council on the amounts borrowed.
- 4.17. We are now projecting a **£150k** underspend in relation to our budget for previously agreed pension payments as a result of the number of payments reducing during the year.
- 4.18. As part of setting the 2024/25 budget a few central contingencies have been held, as in previous years. These are mainly linked to pay/inflation and other risk areas, to be released to fund identified cost pressures within services. These budget virements between services total £171k – but have a net nil impact across the Council.

## **Investment Portfolio**

- 4.19. The Council's Investment Portfolio is forecast to contribute £4.1m towards Council activity – in line with budget. The investment property reserve is in place and maintained to cover lost rent and holding costs arising from empty units.

## **Place**

- 4.20. Within the Place Directorate an overspend of **£1.313m** is currently forecast, mainly due to a number of service areas where the levels of income are projected to be lower than budgeted.
- 4.21. An overspend of **£125k** is being forecast in relation to Torre Abbey, a slight increase in the figure reported at Q2. This is due to increased expenditure pressures and income



levels projected to be below budget for a number of areas including the café and weddings.

- 4.22. An overspend of **£220k** is forecast within the Waste Disposal budget. The budget was reduced in 24/25 in line with 23/24 levels, but recent disposal volumes and associated costs have been significantly higher than last year.
- 4.23. An overspend of **£380k** is forecast in relation to shortfalls of income in Development Control - planning applications (£300k) and planning land charges (£80k), where the fees are forecast to be below budgeted levels. In addition, an overspend of **£135k** is forecast within the Building Control service, mainly resulting from reduced levels of fee income. Although the projection for Building control has improved slightly, income is still expected to be lower than budgeted for this year. All three of these elements reflect the challenging economic position of the country and the region.
- 4.24. An underspend of **£275k** is forecast against the Concessionary fares budget. The base budget was increased by £200k in 2024/25, but costs linked to the number of users are forecast to be lower than estimated.
- 4.25. An overspend of **£306k** is currently being forecast in relation to management of our Council estate. We have voids in a number of commercial properties, which are resulting in lost income and additional costs are being incurred that would have been met by tenants. We are forecasting underspends across various utility and NNDR budgets, however other budgets are projected to overspend including Paignton Library Hub (non-staffing budget), and a shortfall in income from Town Hall bookings.
- 4.26. Parking Services is forecast to break even, with any shortfall in parking income expected to be offset by enforcement income projected to be in excess of budget.
- 4.27. SWISCo. have been facing challenges in managing within current 2024/25 budgets, in light of increased prices and the reduced value of recycled material resales. They have also incurred some significant one-off costs during the year and an overspend of £300k is now being projected. The pay award for 2024/25 once again had a disproportionately high percentage increase on SWISCo, given lower average salary costs, however as in previous years, the Council has funded the shortfall in the pay award, using a contingency budget held for this purpose.
- 4.28. Although services and staff transferred from Torbay Development Agency, (TDA), to Torbay Council at the start of year, contracts and assets continue to be transferred throughout the year, meaning that some trading activity will remain within TDA for 2024/25. A full review of both TDA and Torbay Council accounts/transactions will take place over the coming months in preparation for year end and transitional costs associated with managing the transfer will be met from a specific reserve, established as part of the 2024/25 budget.

## **Public Health**

- 4.29. Overall Public Health is reporting a balanced position within its ring-fenced grant. A significant amount of spend relates to the provision of 0-19 services, which is expected to see increased spending pressures in future years linked to inflation.

## 5. Collection Fund

- 5.1. Collection rates levels in 2024/25 do not have any impact on the 2024/25 financial year and the collection fund equalisation reserve is maintained to manage any impact in the following year. Collection rates at Q3 suggest we are on target to achieve forecast levels with a projected end of year surplus in the Fund. We continue to explore opportunities to increase our overall collection rates, whilst supporting residents and businesses.

## 6. Capital

- 6.1. The Council set an original annual budget for 2024/25 of **£18.984m**, which was revised to **£39.115m** as per the quarter 1 budget monitoring report. The capital budget is updated each quarter to reflect the latest position within capital projects and recommendations made through the Capital Growth Board (CGB).
- 6.2. Further revisions were made to the budget as per the quarter 2 budget monitoring report. The revised budget was **£66.001m** with **£32.637m** being reprofiled to future years resulting in a revised approved budget of **£33.365m**
- 6.3. The table below highlights a revised budget for 2024/25 of **£32.613m**, with a further **£5.089m** being profiled into future financial years. The table also provides a simple reconciliation of the movement from the revised budget at Quarter 2.

Project Name	Amount	Comments
<b>Revised Budget 2024/25</b>	<b>£33,365,000</b>	<b>As approved in November 2024 by Cabinet and reported at Q2</b>
Pavilion, Torquay – Town Deal	£500,000	As per PID at Sep 24 CGB to take the project to Full Business Case for the opening up / scoping element of works – Contingency budget
Oldway Mansion - Levelling up Partnership	£1,198,000	As per Full Business Case at November CGB for delivery of Phase 1 of the restoration scheme, budget profiling adjustment from future years to reflect revised spend projection in 2024/25
Hotels to Home – Scheme 1	£400,000	Budget reprofile from future years to reflect revised spend projection in 2024/25
Paignton Library Heat Decarbonisation	£534,000	As per Full Business Case at December CGB to replace the current four gas boilers with Air Source Heat Pumps (£469k). Additional £65k requested as per Jan 25 CGB to fund projected total cost of scheme. Funding from PSDF fund and Climate Initiatives Fund
Flood Alleviation - Torquay	£107,200	As per Strategic Outline Case at January 25 CGB, to proceed as a Tier 2 project and develop the scheme up to Full Business Case. Budget request to enable the detailed design of the project to be undertaken and develop the scheme up to FBC
Brixham Flood Alleviation	£61,500	As per Strategic Outline Case at January 25 CGB, to proceed as a Tier 2 project and develop the scheme up to Full Business Case.

		Budget request to enable the detailed design of the project to be undertaken and develop the scheme up to FBC
Other project increases	£43,480	Includes projects with budget slippage from 2023/24 or projects which have no additional financial impact to the Council due to funding being approved previously. See <b>Appendix 2</b>
<b>2024/25 Quarter 3 Revised Budget</b>	<b>£36,209,180</b>	
Record of Decision Approvals – 17 December 2024	£1,492,650	See 6.5 below for details
Quarter 3 Revised Budget Reprofiled to future years	(£5,089,000)	Summary below, details included in <b>Appendix 1</b> Schools Capital Programme - <b>£0.081m</b> Projects under Feasibility & Development - <b>£2.538m</b> Environment/Climate Capital Investment - <b>£1.422m</b> Transport Capital Investment - <b>£0.679m</b> Coastal Defence / Flood Alleviation - <b>£0.249m</b> Sports, Leisure & Culture – <b>0.119m</b>
<b>2024/25 Revised Approved Budget</b>	<b>£32,612,830</b>	

6.4. An updated Capital Investment Plan is shown as **Appendix 1**, which details spend to date and forecast spend for 2024/25.

6.5. It should be noted that a record of decision was taken on 17 December 2024 to drawdown grant funding to progress three schemes for a total of £1.493m, (see table below), as detailed in **Appendix 3**.

Project Name	Amount	Comments
Crossways Extra Care Scheme	£1,300,000	Scheme to be progressed to the next stage of design, inclusive of planning
Collaton St Mary Flood Alleviation	£117,650	Scheme to be progressed through to the next stage of design
Brixham Public Realm	£75,000	progressed through to the next stage of design and consultation
<b>Total Approved</b>	<b>£1,492,650</b>	

## 7. Risks & Sensitivity

7.1. There are a number of financial risks facing the Council as shown below:

Risk	Impact	Mitigation
Financial sustainability and write off of the DSG Deficit	High	The Council has a recovery plan approved with the Department for Education's Safety Valve programme.

Adult Social Care funding is not sufficient to meet forecast costs	High	A new five-year contract has been agreed from April 2025 and the Director of Adult Social Care is developing a range of intervention activity and savings plans, in collaboration with Health Trust colleagues.
Price increases from high inflation rates continue to have an impact on both revenue and capital costs.	Medium	The 24/25 base budget included a higher than usual allowance for inflationary pressures and contingencies are held for revenue and capital.
The “cost of living” economic impact on the Council’s residents from higher fuel and utility costs is likely to impact on both demand for council services and may result in reduced income from Council Tax.	Medium	The Council will continue to mitigate where possible the impact on council services and support/signpost residents to support. The council will continue to administer payments under both the Household Support Fund and Council Tax Rebates.
Unable to recruit staff and need to use agency staff.	High	Work continues to identify solutions to these challenges which seem to be on a national scale. Recruitment & retention of Social Work staff and Legal services staff continues to be challenging.
Delivery of financial sustainability plans	High	Plans will be monitored at Directors meetings to assess progress and estimates of future saving levels.
Investment Property Income changes	High	The Investment Board will continue to review future leases and manage any potential break clause implications – maintaining appropriate balances within the Investment Reserve
Temporary Accommodation – increasing demand and cost pressures within the local housing market.	High	Robust monitoring will continue, including assessing the impact from directly procuring and properties to increase the stability of accommodation options available to the Housing Options team

## 8. Appendices

Appendix 1 – Updated Capital Investment Plan at Q3

Appendix 2 – Updated Capital Investment Plan – Other Budget Revisions

Appendix 3 – Record of Officer Decision – December 2024

Appendix 4 – Forecast year end position 2024/25 – Dedicated Schools Grant (DSG)

Appendix 5 - Write offs over £5,000 - EXEMPT



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## Appendix 1 - 2024/25 Quarter 3 Capital Plan

Project Name	2024/25 Budget			2024/25 Forecast Spend			Revised 4 Year Plan				
	Q2 Approved Budget	Q3 Budget Revisions	Revised Budget	Actual Spend at Q3	Forecast Spend 2024/25	Reprofiled to future years	2024/25 Budget	2025/26	2026/27	2027/28	Total Plan for Period
	£000's	£000's	£000's	£000's	£000's	£000's	£000's	£000's	£000's	£000's	£000's
Schools Capital Programme	5,219	(49)	5,170	1,574	5,089	81	5,089	1,751	1,692	1,400	9,932
Projects under Feasibility and Development	6,954	3,146	10,099	3,952	7,561	2,538	7,561	10,019	3,376	398	21,354
Economic Development / Regeneration	4,627	25	4,652	3,456	4,652	0	4,652	575	0	0	5,227
Housing Development / Investment	3,402	400	3,802	2,389	3,802	0	3,802	7,242	1,000	1,000	13,044
Environment / Climate Capital Investment	3,773	454	4,227	1,268	2,805	1,422	2,805	534	0	0	3,339
Transport Capital Investment	4,622	0	4,622	1,563	3,943	679	3,942	5,252	3,284	3,121	15,599
Coastal Defence / Flood alleviation	1,562	97	1,659	355	1,410	249	1,410	7,177	6,900	2,233	17,720
Sports, Leisure and Culture	2,038	0	2,038	1,440	1,919	119	1,919	56	0	0	1,975
Schools Closed Projects	474	5	479	17	479	0	479	0	0	0	479
Other Closed Projects	694	260	954	419	954	(0)	954	0	0	0	954
<b>Total</b>	<b>33,365</b>	<b>4,338</b>	<b>37,702</b>	<b>16,433</b>	<b>32,613</b>	<b>5,089</b>	<b>32,613</b>	<b>32,606</b>	<b>16,252</b>	<b>8,152</b>	<b>89,624</b>

### Capital Plan Detail

#### Schools Capital Programme

Project Name	2024/25 Budget			2024/25 Forecast Spend			Revised 4 Year Plan				
	Q2 Approved Budget	Q3 Budget Revisions	Revised Budget	Actual Spend at Q3	Forecast Spend 2024/25	Reprofiled to future years	2024/25 Budget	2025/26	2026/27	2027/28	Total Plan for Period
	£000's	£000's	£000's	£000's	£000's	£000's	£000's	£000's	£000's	£000's	£000's
Capital Repairs and Maintenance	706	(44)	662	126	662	0	662	250	200	200	1,312
Education Review Projects	725	(5)	720	60	720	0	720	670	660	368	2,418
High Needs Capital Provision	1,311	0	1,311	137	1,311	0	1,311	750	750	750	3,561
Devolved Formula Capital	280	0	280	232	280	0	280	0	0	0	280
Paignton Academy STEPS Relocation	1,170	0	1,170	611	1,170	0	1,170	0	0	0	1,170
Foster Homes Adaptations	81	0	81	0	0	81	0	81	82	82	245
Acorn Centre (Youth Investment Fund)	523	0	523	377	523	0	523	0	0	0	523
Childcare Expansion	199	0	199	18	199	0	199	0	0	0	199
YMCA	180	0	180	13	180	0	180	0	0	0	180
Sherwell School Salix	44	0	44	0	44	0	44	0	0	0	44

<b>Total</b>	5,219	(49)	5,170	1,574	5,089	81	5,089	1,751	1,692	1,400	9,932
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### Schools Closed Projects

Project Name	2024/25 Budget			2024/25 Forecast Spend			Revised 4 Year Plan				
	Q2 Approved Budget	Q3 Budget Revisions	Revised Budget	Actual Spend at Q3	Forecast Spend 2024/25	Reprofiled to future years	2024/25 Budget	2025/26	2026/27	2027/28	Total Plan for Period
	£000's	£000's	£000's	£000's	£000's	£000's	£000's	£000's	£000's	£000's	£000's
PCSA Expansion	0	5	5	5	5	0	5	0	0	0	5
St Cuthbert Mayne Expansion	428	0	428	2	428	0	428	0	0	0	428
St Cuthbert Mayne Phase 2	46	0	46	10	46	0	46	0	0	0	46
<b>Total</b>	<b>474</b>	<b>5</b>	<b>479</b>	<b>17</b>	<b>479</b>	<b>0</b>	<b>479</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>479</b>

### Projects under Feasibility and Development

Project Name	2024/25 Budget			2024/25 Forecast Spend			Revised 4 Year Plan				
	Q2 Approved Budget	Q3 Budget Revisions	Revised Budget	Actual Spend at Q3	Forecast Spend 2024/25	Reprofiled to future years	2024/25 Budget	2025/26	2026/27	2027/28	Total Plan for Period
	£000's	£000's	£000's	£000's	£000's	£000's	£000's	£000's	£000's	£000's	£000's
Crossways, Paignton - Regeneration	250	1,300	1,550	599	885	665	885	665	0	0	1,550
Extra Care Housing (Torre Marine)	45	0	45	18	45	0	45	0	0	0	45
Edginswell Railway Station	172	38	210	129	210	0	210	0	0	0	210
Union Square Acquisition & Development (Town Deal)	1,000	0	1,000	781	1,000	0	1,000	2,192	0	0	3,192
Debenhams Redevelopment	686	0	686	776	653	33	653	33	0	0	686
Torquay Town Deal - Pavilion	421	500	921	33	65	856	65	856	0	0	921
Torquay Town Deal - Core Area Public Realm	45	0	45	0	45	0	45	0	0	0	45
Torbay Road Paignton (High Streets Funding)	184	0	184	29	50	134	50	134	0	0	184
Station Square (High Streets Funding)	499	0	499	130	300	199	300	1,200	1,000	398	2,898
Victoria Centre (Paignton) (FHSF)	2,251	0	2,251	1,127	1,600	651	1,600	1,959	0	0	3,559
Oldway Mansion - phase 1 of Master-Plan	1,000	1,198	2,198	200	2,198	0	2,198	2,980	2,376	0	7,554
Brixham Square Public Realm (part of LUP £20m)	114	(39)	75	6	75	0	75	0	0	0	75
Brixham Central Car Park (part of LUP £20m)	0	114	114	0	114	0	114	0	0	0	114
Paignton Tech Park (Part of LUF £20m)	85	0	85	59	85	0	85	0	0	0	85
Brixham Port Infrastructure (Part of LUF £20m)	171	0	171	31	171	0	171	0	0	0	171
Foxhole Play & Ecology Hub	0	35	35	35	35	0	35	0	0	0	35
Edginswell Business Park - Unit 3	30	0	30	1	30	0	30	0	0	0	30



<b>Total</b>	6,954	3,146	10,099	3,952	7,561	2,538	7,561	10,019	3,376	398	21,354
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### Economic Development / Regeneration

Project Name	2024/25 Budget			2024/25 Forecast Spend			Revised 4 Year Plan				
	Q2 Approved Budget	Q3 Budget Revisions	Revised Budget	Actual Spend at Q3	Forecast Spend 2024/25	Reprofiled to future years	2024/25 Budget	2025/26	2026/27	2027/28	Total Plan for Period
	£000's	£000's	£000's	£000's	£000's	£000's	£000's	£000's	£000's	£000's	£000's
Torquay Strand Public Realm (Town Deal Funding)	3,461	0	3,461	2,698	3,461	0	3,461	0	0	0	3,461
Paignton Picture House (High Streets Funding)	900	25	925	604	925	0	925	575	0	0	1,500
Paignton Picture House (Community Dev Fund)	0	0	0	0	0	0	0	0	0	0	0
Small Projects - UK Shared Prosperity Fund	266	0	266	154	266	0	266	0	0	0	266
<b>Total</b>	<b>4,627</b>	<b>25</b>	<b>4,652</b>	<b>3,456</b>	<b>4,652</b>	<b>0</b>	<b>4,652</b>	<b>575</b>	<b>0</b>	<b>0</b>	<b>5,227</b>

### Housing Development / Investment

Page 17 Project Name	2024/25 Budget			2024/25 Forecast Spend			Revised 4 Year Plan				
	Q2 Approved Budget	Q3 Budget Revisions	Revised Budget	Actual Spend at Q3	Forecast Spend 2024/25	Reprofiled to future years	2024/25 Budget	2025/26	2026/27	2027/28	Total Plan for Period
	£000's	£000's	£000's	£000's	£000's	£000's	£000's	£000's	£000's	£000's	£000's
Disabled Facilities Grants	1,054	0	1,054	864	1,054	0	1,054	1,000	1,000	1,000	4,054
Enhancement of Development sites	545	0	545	21	545	0	545	0	0	0	545
St Kilda's, Brixham - Affordable Housing	1,703	0	1,703	1,169	1,703	0	1,703	3,742	0	0	5,445
Hotels to Homes - Scheme 1	100	400	500	336	500	0	500	2,500	0	0	3,000
<b>Total</b>	<b>3,402</b>	<b>400</b>	<b>3,802</b>	<b>2,389</b>	<b>3,802</b>	<b>0</b>	<b>3,802</b>	<b>7,242</b>	<b>1,000</b>	<b>1,000</b>	<b>13,044</b>

### Environment / Climate Capital Investment

Project Name	2024/25 Budget			2024/25 Forecast Spend			Revised 4 Year Plan				
	Q2 Approved Budget	Q3 Budget Revisions	Revised Budget	Actual Spend at Q3	Forecast Spend 2024/25	Reprofiled to future years	2024/25 Budget	2025/26	2026/27	2027/28	Total Plan for Period
	£000's	£000's	£000's	£000's	£000's	£000's	£000's	£000's	£000's	£000's	£000's
SWISCO Loan - Vehicle & Equipment Replacement	265	0	265	897	265	0	265	0	0	0	265
Tor Park Road Site Improvements	1,200	(80)	1,120	122	1,120	0	1,120	0	0	0	1,120
Car Park Investment	301	0	301	33	301	0	301	0	0	0	301
Climate Change Initiatives	387	0	387	0	387	0	387	0	0	0	387
Green Waste Bins	409	0	409	0	0	409	0	0	0	0	0

Local Electric Vehicle Infrastructure	479	0	479	0	0	479	0	0	0	0
Changing Places Toilets	61	0	61	60	61	0	61	0	0	61
Solar Farm, Brokenbury (EGF)	103	0	103	32	103	0	103	0	0	103
Solar Farm, Nightingale Park (EGF)	226	0	226	29	226	0	226	0	0	226
Paignton Library Heat Decarbonisation	142	534	676	2	142	534	142	534	0	676
Tor Hill House Lighting Upgrade	200	0	200	93	200	0	200	0	0	200
<b>Total</b>	<b>3,773</b>	<b>454</b>	<b>4,227</b>	<b>1,268</b>	<b>2,805</b>	<b>1,422</b>	<b>2,805</b>	<b>534</b>	<b>0</b>	<b>3,339</b>

## Transport Capital Investment

Project Name	2024/25 Budget			2024/25 Forecast Spend			Revised 4 Year Plan				
	Q2 Approved Budget	Q3 Budget Revisions	Revised Budget	Actual Spend at Q3	Forecast Spend 2024/25	Reprofiled to future years	2024/25 Budget	2025/26	2026/27	2027/28	Total Plan for Period
	£000's	£000's	£000's	£000's	£000's	£000's	£000's	£000's	£000's	£000's	£000's
Transport Highways Structural Maintenance	2,327	0	2,327	1,448	2,272	55	2,272	2,946	2,050	2,050	9,318
Transport Integrated Transport Schemes	1,874	0	1,874	131	1,375	499	1,375	1,570	1,071	1,071	5,087
Transport - Torquay Gateway Road Improvements	30	0	30	(25)	30	0	30	310	0	0	340
Transport - Western Corridor	150	0	150	0	150	0	150	300	163	0	613
Shipway Lane (Active Travel Fund)	222	0	222	9	100	122	100	122	0	0	222
Babacombe Beach Road	18	0	18	0	15	3	15	4	0	0	19
<b>Total</b>	<b>4,622</b>	<b>0</b>	<b>4,621</b>	<b>1,563</b>	<b>3,942</b>	<b>679</b>	<b>3,942</b>	<b>5,252</b>	<b>3,284</b>	<b>3,121</b>	<b>15,599</b>

## Coastal Defence / Flood alleviation

Project Name	2024/25 Budget			2024/25 Forecast Spend			Revised 4 Year Plan				
	Q2 Approved Budget	Q3 Budget Revisions	Revised Budget	Actual Spend at Q3	Forecast Spend 2024/25	Reprofiled to future years	2024/25 Budget	2025/26	2026/27	2027/28	Total Plan for Period
	£000's	£000's	£000's	£000's	£000's	£000's	£000's	£000's	£000's	£000's	£000's
Flood Alleviation - Cockington	10	(6)	4	13	4	0	4	0	0	0	4
Flood Alleviation - Monksbridge	240	(184)	56	13	56	0	56	0	0	0	56
Paignton Coastal Defence Scheme	1,000	0	1,000	261	1,000	0	1,000	6,929	6,900	2,233	17,062
Flood Alleviation - Torquay	206	0	206	6	100	106	100	106	0	0	206
Paignton Flood Alleviation	36	107	143	6	42	101	42	101	0	0	143
Brixham Flood Alleviation	6	62	68	12	26	42	26	42	0	0	68
Collaton St Mary Flood Alleviation	64	118	182	45	182	0	182	0	0	0	182
<b>Total</b>	<b>1,562</b>	<b>97</b>	<b>1,659</b>	<b>355</b>	<b>1,410</b>	<b>249</b>	<b>1,410</b>	<b>7,177</b>	<b>6,900</b>	<b>2,233</b>	<b>17,720</b>

## Sports, Leisure and Culture

Project Name	2024/25 Budget			2024/25 Forecast Spend			Revised 4 Year Plan				
	Q2 Approved Budget	Q3 Budget Revisions	Revised Budget	Actual Spend at Q3	Forecast Spend 2024/25	Reprofiled to future years	2024/25 Budget	2025/26	2026/27	2027/28	Total Plan for Period
	£000's	£000's	£000's	£000's	£000's	£000's	£000's	£000's	£000's	£000's	£000's
Haldon & Princess Pier	79	0	79	1	23	56	23	56	0	0	79
Princess Pier - Structural repair	62	0	62	0	0	62	0	0	0	0	0
Torre Valley North Sports Facilities	373	0	373	311	373	0	373	0	0	0	373
Armada Park Refurbishment	130	0	130	138	130	0	130	0	0	0	130
Torre Abbey Gatehouse/SW Wing	664	0	664	385	664	0	664	0	0	0	664
Torre Abbey SE Wing/Courtyard/Tower	424	0	424	500	424	0	424	0	0	0	424
Torre Abbey Renovation - Phase 3	136	0	136	3	136	0	136	0	0	0	136
Grants to Plainmoor and Admiral Swimming Pools	170	0	170	103	170	0	170	0	0	0	170
<b>Total</b>	<b>2,038</b>	<b>0</b>	<b>2,038</b>	<b>1,440</b>	<b>1,919</b>	<b>119</b>	<b>1,919</b>	<b>56</b>	<b>0</b>	<b>0</b>	<b>1,975</b>

## Closed Projects

Project Name	2024/25 Budget			2024/25 Forecast Spend			Revised 4 Year Plan				
	Q2 Approved Budget	Q3 Budget Revisions	Revised Budget	Actual Spend at Q3	Forecast Spend 2024/25	Reprofiled to future years	2024/25 Budget	2025/26	2026/27	2027/28	Total Plan for Period
	£000's	£000's	£000's	£000's	£000's	£000's	£000's	£000's	£000's	£000's	£000's
The Pines (TCCT)	75	0	75	0	75	0	75	0	0	0	75
Maidencombe Beach CP (TCCT)	45	0	45	0	45	0	45	0	0	0	45
Claylands Redevelopment	20	0	20	0	20	0	20	0	0	0	20
Edginswell Business Park Unit 1	48	140	188	125	188	0	188	0	0	0	188
Edginswell Enabling Works (LEP GBF)	0	109	109	98	109	0	109	0	0	0	109
Harbour View Hotel Development	182	4	186	13	186	0	186	0	0	0	186
Temporary Accommodation	39	0	39	39	39	0	39	0	0	0	39
Lymington Rd Business Centre (LEP GBF/EGF)	253	7	260	146	260	0	260	0	0	0	260
RICC Improvements - Backlog Repairs	32	0	32	(2)	32	0	32	0	0	0	32
<b>Total</b>	<b>694</b>	<b>260</b>	<b>954</b>	<b>419</b>	<b>954</b>	<b>(0)</b>	<b>954</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>954</b>

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### Appendix 2 - 2024/25 Q3 Other Budget revisions

Project Name	Amount	Comments
<b><u>Schools Capital Programme</u></b>		
Capital Repairs and Maintenance	(£44,330)	Transfer funding to Sherwell School Salix Project
Education Review Projects	(£5,162)	Moved to fund PCSA Expansion Project
<b><u>Schools Closed Projects</u></b>		
PCSA Expansion Project	£5,162	Addition funding required in respect of sewer works, funded from Education Review Projects (see above)
<b><u>Projects under Feasibility and Development</u></b>		
Edginswell Railway Station	£38,300	Additional requirement to match spend to date and to take project to close. As per Oct 24 CGB report.
Foxhole Play & Ecology Hub	£35,000	Need detail
<b><u>Economic Development / Regeneration</u></b>		
Paignton Picture House (Future High Street Funding)	£25,000	Budget profiling adjustment from future years to reflect revised spend projection in 2024/25
<b><u>Environment / Climate Capital Investment</u></b>		
Tor Park Road Site Improvements	(£80,300)	Slippage from 2023/24 to match spend in year
<b><u>Coastal Defence / Flood alleviation</u></b>		
Flood Alleviation - Monksbridge	(£184,000)	Funding aligned to Jan 2025 CGB report
Flood Alleviation - Cockington	(£6,000)	
<b><u>Closed Projects</u></b>		
Edginswell Business Park Unit 1	£139,900	Budget moved from unallocated to fund remaining expenditure
Edginswell Enabling Works (LEP GBF)	£108,510	Budget moved from unallocated to fund remaining expenditure
Harbour View Hotel Development	£4,000	Budget increase to fund remaining spend required on project to close
Lymington Rd Business Centre (LEP GBF/EGF)	£7,400	Budget moved from unallocated to fund remaining expenditure
<b>Total Other Budget Revisions</b>	<b>£43,480</b>	

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**Record of Officer Decision**

**Capital Plan Updates**

**Decision Taker and Date Decision Taken:**

Director of Finance, in consultation with the Cabinet Member for Finance and Housing on 17 December 2024.

**Summary of Matter or Issue Requiring Decision:**

Updates to the Capital Investment Plan following satisfactory review of business cases for the following projects:

- Crossways Extra Care Scheme (Strategic Outline Case)
- Collaton St Mary Flood Alleviation (Outline Business Case)
- Brixham Public Realm (Project Initiation Document)

**Decision Taken:**

- i) That Crossways be progressed through to the next stage of design, inclusive of planning, and a budget of £1,300,000 from the £2,000,000 ring fenced adult social care funds, as approved through a published Record of Decision on the 18 September 2019, be released to carry out this work;
- ii) That Collaton St Mary Flood Alleviation project be progressed through to the next stage of design and for a budget of £117,650 to be included within the Capital plan from the identified Section 106 Legal Agreement and Environment Agency grant funding;
- iii) That Brixham Public Realm project be progressed through to the next stage of design and consultation and for the project to be included within the Capital Plan with an initial allocation of £75,000 from the Levelling Up grant funds.

**Summary of Reason(s) for Decision Taken:**

All projects were reviewed and deemed to be strategically advantageous and satisfactorily compliant in terms of their feasibility and levels of risk to enable them to progress.

**Summary of Alternatives or Options considered and rejected and Background Papers:**

Approval of this decision enables the projects to progress within a controlled process – minimising the risk of not fully utilising the grant funding available.

**Details of any conflict of interest and dispensation granted to the Officer taking the decision or by any Member of the Council in delegating responsibility for any specific express delegation:**

None

**Implementation:**

This decision will be implemented immediately.

A copy of this decision and any supporting documentation considered by the Officer taking this decision may also be available for inspection by the public at the Council's offices or posted upon payment of any copying and postage charges. Any member of the public wishing to take up either of these options is asked to please ring (01803) 207087 or email [governance.support@torbay.gov.uk](mailto:governance.support@torbay.gov.uk)

Signed: \_\_\_\_\_ Date: \_\_\_\_\_  
(Director of Finance)



### Forecast Year End Position 2024/25 - DSG

Dedicated Schools Grant (DSG) funded activities are currently forecast to **overspend by £1.409m**.

The following table details the main areas of both over and under spend. Many of these budgets are demand led and will be monitored during 24/25 and revisions reported accordingly.

Budget Heading	Budget	Actuals to date	Projected Year End	Over / (Under) Spend
Early Years – under 2's and 2, 3 & 4 yr old payments – PVI's, Schools & Academies	£10.023m	£7.629m	£10.023m	£0k
Early Years – ALFI	£411k	£234k	£411k	£0k
Early Years – Deprivation (IDACI)	£351k	£87k	£351k	£0k
Early Years – Pupil Premium	£122k	£71k	£107k	(£15k)
Early Years – Disability Access Fund	£123k	£33k	£73k	(£50k)
Early Years – Retained element	£427k	£220k	£331k	(£96k)
ALFI - Reversal of High Needs Contribution				(£100k)
Joint Funded Placements	£200k	£150k	£198k	(£2k)
Recovery of funding from schools for Excluded Pupils, MTS and Elective Home Education	(£150k)	(£92k)	(£160k)	(£10k)
Contribution from Health towards EHCP's	(£100k)	(£238k)	(£238k)	(£138k)
South Devon College Placements	£1.000m	£818k	£1.305m	£305k
Independent Special School Placements	£2.392m	£1.751m	£2.846m	£454k
EOTAS packages for EHCP pupils and SEND personal budgets	£1.699m	£1.923m	£2.534m	£835k
Payments to / recoupment from other authorities for mainstream and Special School places	(£362k)	(£100k)	(£476k)	(£114k)
Medical Tuition Service	£970k	£1.005m	£870k	(£100k)
Virtual School / Hospital Tuition / Vulnerable Students Team	£560k	£363k	£486k	(£74k)
School contingencies (Planned pupil growth, NQT induction etc)	£137k	£148k	£149k	£12k
EHCP in-year adjustments (see separate paper for details)	£500k	£601k	£643k	£143k
Special Schools / High Needs in-year adjustments (see separate paper for details)	£350k	£213k	£275k	(£75k)
School Intervention / Commissioning	£13k	£11k	£8k	(£5k)
Business Support / Business Intelligence	£262k	£189k	£256k	(£6k)
Senior Management, Central Recharges, Admissions, EAL / Travellers, SACRE, SEND reform staffing	£659k	£567k	£626k	(£33k)
Visually impaired / Hearing impaired / Advisory Teachers	£181k	£127k	£178k	(£3k)
Deficit DSG budget set for 24/25	(£481k)	£0k	£0k	£481k
<b>Total – Forecast Outturn Position 24/25</b>				<b>£1.409m</b>

Cumulative overspend before Safety Valve payments C/Fwd from 23/24 £12.756m

Cumulative forecast overspend before SV payments at end of 24/25 £14.165m

Safety Valve payments received up to end of 23/24 from ESFA (£7.270m)

24/25 in-year Safety Valve payments from ESFA (£990k)

**Total Safety Valve payments by end of 24/25 (£8.260m)**

**Forecast net overspend at end of 24/25 after Safety Valve payments £5.905m**

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**Meeting:** [Overview and Scrutiny Board](#)

**Date:** 12 February 2025

**Wards affected:** [All](#)

**Report Title:** [Performance Report 2024/25 – Quarter 3](#)

**Cabinet Member Contact Details:** [Cllr Jacqueline Thomas, Cabinet Member for Tourism, Culture and Events and Corporate Services](#)

**Director Contact Details:** [Matthew Fairclough-Kay, Director of Corporate Service](#)  
[matthew.fairclough-kay@torbay.gov.uk](mailto:matthew.fairclough-kay@torbay.gov.uk)

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## 1. Purpose of Report

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- 1.1 This report provides an overview of the performance of the Council in working towards its ambitions and priorities within the Community and Corporate Plan and the Council Business Plan.

## 2. Reason for Proposal and its benefits

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- 2.1 The proposals in this report help us to deliver our vision of a healthy, happy and prosperous Torbay by ensuring that the Council remains focused on delivering its priorities, putting in place mitigations and/or allocating resources as appropriate.

## 3. Recommendation(s) / Proposed Decision

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1. That the Overview and Scrutiny Board review the Council's current performance and raise any issues or questions as appropriate.

### Appendices

Appendix 1: Community and People Summary Report

Appendix 2: Pride in Place Summary Report

Appendix 3: Economic Growth Summary Report

# Supporting Information

## 1. Introduction

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- 1.1 The Community and Corporate Plan 2023/2043 was approved by the Council at its meeting in December 2023. This sets out the Council's vision, objectives and priorities. The Plan brings together the interlinked priorities we need to address to make Torbay a happy, healthy and prosperous place for our whole community.
- 1.2 The Cabinet is at the heart of the Council's day-to-day decision making as we work towards the ambitions set by the Council. To ensure a cohesive approach to decision making, the Cabinet agreed, in June 2024, the Council Business Plan which sets out, against each theme of the Community and Corporate Plan, the priority actions which the Cabinet will take together with the milestones for delivering those actions.
- 1.3 In order to measure the Council's performance, 125 performance indicators have been identified – some of which will require a number of years to see positive changes in. Further, some indicators are reported against quarterly and others on an annual basis. The Council Business Plan includes 33 projects all being undertaken to support delivery of the Community and Corporate Plan's priorities. Each project has milestones identified.
- 1.4 Using our performance indicators and project milestones, the purpose of the quarterly performance report is to inform and update Councillors on performance against the three themes of the Community and Corporate Plan.
- 1.5 The Best Value Duty requires local authorities to “make arrangements to secure continuous improvement in the way in which its functions are exercised, having regard to a combination of economy, efficiency and effectiveness”. In practice, this covers how authorities exercise their functions to deliver a balanced budget, provide statutory services, including adult social care and children's services, and secure value for money in all spending decisions.
- 1.6 Annual targets have been set for the performance indicators where we have direct control over influencing the outcome and demonstrate our commitment to continuously improve. The targets set for the children's performance indicators are based on the average performance of our statistical neighbours. The targets set for our Adult Social Care indicators are locally agreed with our integrated service providers, Torbay and South Devon NHS Foundation Trust. Both the Community and Corporate Plan and Council Business Plan contain some performance indicators that do not have targets set. These indicators are in place to track contextual performance either to support other indicators or our longer-term ambitions (where the Council has no control over making an immediate positive impact). In addition to this, where we have targets that have already been agreed as part of adopted policy framework documents or partnership plans with other agencies, these figures have been included.
- 1.7 This along with future quarterly performance reports will always include a narrative that explains the position of the indicators that have targets set against them. Every year we will

review and revise future targets and milestones based on progress achieved to date to ensure we are clear on how we intend to continually improve and deliver against the themes and priorities in our Community and Corporate Plan.

## 2. Performance Summary for Quarter 3

2.1 Overall performance has improved in Quarter 3 compared to Quarter 2 for projects, milestones and performance indicators (PIs). The table below shows, by each Community and Corporate Plan theme, the percentage of project milestones achieved and projects on track or completed. It also shows the percentage of performance indicators which are much better than target, better than target, on target, worse than target and much worse than target.

Community and Corporate Plan Theme	Projects	Milestones due in 2024/25	Performance indicators
<b>Community and People</b>	10 projects (66.7%) on track 4 projects (26.7%) concern 1 project (6.6%) completed	31 milestones (67.4%) achieved 4 milestones (8.7%) not achieved 11 milestones (23.9%) not due to start this quarter	Much better than target = 1 (4.8%) Better than target = 1 (4.8%) On target = 3 (14.3%) Worse than target = 1 (4.8%) Much worse than target = 6 (28.5%) Data not entered = 4 (19.0%) No target set or monitoring only = 5 (23.8%)
<b>Pride in Place</b>	13 projects (100.0%) on track	34 milestones (72.3%) achieved 7 milestones (14.9%) not achieved 6 milestones (12.8%) not due to start this quarter	Much better than target = 4 (11.4%) Better than target = 3 (8.6%) On target = 3 (8.6%) Worse than target = 1 (2.9%) Much worse than target = 15 (42.8%) No target set or monitoring only = 9 (25.7%)
<b>Economic Growth</b>	4 projects (80.0%) on track 1 project (20.0%) concern	11 milestones (47.8%) achieved 5 milestones (21.7%) not achieved 7 milestones (30.4%) not due to start this quarter	Much better than target = 1 (8.3%) Better than target = 1 (8.3%) On target = 1 (8.3%) Much worse than target = 1 (8.3%) Data not entered = 8 (66.7%)

2.2 The table below sets out by theme whether overall the Council is on target or behind schedule to deliver against the Community and Corporate Plan together with specific points for consideration for each theme. A summary report for each theme is included in the appendix.

Community and Corporate Plan Theme	Q2 Overall Progress	Specific points for consideration
Community and People	Behind Schedule	<p>Overall, 10 out of the 15 projects under the Community and People theme are on schedule and one has been completed, however more than 50% of the PIs are under performing which is why the theme has been set a status of Behind Schedule.</p> <p>The review of Torbay’s play parks is underway, however there has been a slight slippage to the timeline in preparing the Improvement Plan which will now be presented to members of the Cabinet in January.</p> <p>The project to develop a plan to support Torbay’s community centres remains set as a concern as there is currently no designated budget to support this. In addition to this, for the first time, the project to encourage community action, support and reward has been set as a concern. This is due to low numbers of Community Ward Fund applications being submitted by Councillors as well as a delay in developing the engagement and communications plan to encourage civic pride and community action.</p> <p>The Adult Social Care project to establish a joint financial transformation plan with Torbay and South Devon NHS Foundation Trust has been set as complete as the plan and appointment of a delivery partner are both in place and latest monitoring reports show it as on track.</p> <p>Residents and businesses signing up to the MyBay scheme continue to grow.</p> <p>Operation Town Centres has made good progress this quarter with successful collaborative working in place with positive feedback has been received from both retailers and the public.</p> <p>The project to fully embed the Family Hub model across Torbay continues to make good progress with Central Government providing grant funding for the programme to continue for a fourth year.</p> <p>We are still progressing towards achieving UNICEF UK Child Friendly Community status. The results of the surveys carried out during Quarters 2 and 3 are currently being compiled and will be used to inform the Discovery Day.</p> <p>The performance indicators which are currently showing as much worse than target are:</p> <ul style="list-style-type: none"> <li>▪ BP04 – Percentage of contacts to Children’s Services progressing to early help services in the period</li> <li>▪ BP07 – Percentage of cared for children in the period with three or more placements in the last 12 months</li> </ul>






		<ul style="list-style-type: none"> <li>▪ BP09 - Annualised rate per 10,000 children of children becoming cared for in the period</li> <li>▪ BP16 - Percentage of clients receiving Direct Payments</li> <li>▪ BP19 – Average customer wait time when contacting Customer Services by phone</li> <li>▪ BP20 – Percentage of Community Ward Fund spent</li> </ul> <p>BP24 – Proportion of adults in contact with secondary mental health services who live independently, with or without support (year to month) – has been removed from the adult social care national performance framework therefore the Trust are no longer reporting it.</p>
<p><b>Pride in Place</b></p>	<p><b>On Track</b></p>	<p>All 13 projects in the Pride in Place theme are on track. Seven milestones across six of the projects have not been achieved. The direction of travel for both projects and milestones is up, however, there has been a slight decline on the direction of travel for overall performance with our performance indicators.</p> <p>Delivery of the Housing Strategy milestone relating to underused assets being used for brownfield housing development remains not achieved. The issues remain on requiring more clarity over which assets should be taken into consideration. Additionally, the milestone to deliver emergency accommodation for young people who are at risk of experiencing youth homelessness has still not been achieved, although some progress has been made during Quarter 3 as explained later in this report.</p> <p>The homeless strategy action plan milestone has experienced slippage, with the original date set for December 2024 now estimated to be completed in March 2025.</p> <p>The town centre regeneration schemes project has a project milestone to start work on site for the redevelopment of Central Car Park in Brixham by Autumn 2024. Work has begun on a feasibility design however redevelopment works are unlikely to start before 2026.</p> <p>The milestone date to have an updated Culture Strategy in place was set for September 2024, which has not been met. Pre work has begun.</p> <p>The milestone to commence Phase 1 of the Paignton Sea Defence scheme has not been met. There have been delays to the original milestone date of September 2024 and works are now due to commence during summer this year.</p> <p>The improvements to the Planning Service project notes explain that data shows some improvement, however enforcement backlogs continue to remain significantly high.</p> <p>The performance indicators which are currently showing as much worse than target are:</p>

		<ul style="list-style-type: none"> <li>▪ BP27//29 – Average numbers in temporary accommodation on any one night this quarter</li> <li>▪ BP33 – Average length of stay at the hostel</li> <li>▪ BP47 - Percentage of weed spraying schedule due achieved during the period</li> <li>▪ BP54 - Capital monies spent on flood alleviation and coastal protection schemes</li> <li>▪ BP59/61/63 – Major Planning Applications</li> <li>▪ BP64 - Minor Applications Average number of days taken to validate from when required information is received</li> <li>▪ BP69/70/71/73 – Other Planning Applications</li> <li>▪ BP77 – Open planning enforcement cases as at the last day of the quarter</li> </ul>
<p><b>Economic Growth</b></p>	<p><b>On Track</b></p>	<p>Four of the projects in Economic Growth are on track and one is set as a concern. As more projects are on track now compared with performance in Quarter 2 the theme has been set a status of On Track when previously it was Behind Schedule.</p> <p>The milestones relating to securing and gaining planning permission for the Technology Production Park continue to have been set as not being achieved. There are challenges with the Tech Park location. Like the Brixham Fish Market, both initiatives are reliant on the Council securing Levelling Up Fund 3.</p> <p>The milestone relating to young people with SEND and/or who are also care experienced accessing work experience, internship and apprenticeships has not yet been achieved. Discussions are taking place with colleagues within Children’s Services to explore opportunities for collaboration around data sharing (particularly NEET), supporting the development of an SLA with Devon County Council who are taking over the old Careers South West contract and engaging with Government’s new Connect to Work programme.</p> <p>The performance indicator which is currently showing as much worse than target is:</p> <ul style="list-style-type: none"> <li>▪ CP14 – Percentage of former cared for children who are now aged 19-21 and in employment, education or training</li> </ul>

## Appendix 1: Community and People Summary Report

This summary report highlights progress against the projects and milestones within the Council Business Plan and the agreed performance indicators for Quarter 3 of 2024/2025 for the Community and People theme.

Projects	Milestones due to be completed	Performance indicators	Overall progress
<b>Quarter 3 Performance</b>			<b>Behind Schedule</b>
11 projects = 73.3% On track (10) & Completed (1)	30 milestones = 88.2% Achieved	41.7% On or above target	
<b>Direction of travel</b>			
 Q2 93.3% On track	 Q2 90.5% Achieved	 Q3 50.0% Actual to date 1st April – 31st December 2024/25 compared to 2023/24	

## Overview of achievements this quarter

- In delivering Operation Town Centres, Anti Social Behaviour investigators, Police, Town Centre Officers and SWISCo staff have continued to meet weekly to share intelligence and agree priority areas for targeted action. Monitoring data on the delivery of Hotspot Policing shifts has demonstrated that the Town Centre Officers and Marshals have been meeting the requirements and receiving positive feedback from retailers and members of the public. Evidence is showing that the hours of patrol ideally need to be amended as there are some obvious times where impact is low. This is something that will be addressed if resource is confirmed for next financial year. Public Spaces Protection Order enforcement remains a constant activity although compliance levels are starting to show a decrease, particularly across a small but persistent cohort. Monthly performance data is being collected on the level of activity. Taxi Marshalling was provided in Torquay throughout December which included additional shifts on key dates throughout the festive period. Funding proposals are currently being developed to continue this provision across Torquay and Paignton for 2025/26 and 2026/27. Five of the Safer Streets projects are on track and meeting the grant funded timescales, although CCTV installation has been delayed and now due to be in place by the end of January / early February. An Anti-Social Behaviour Plan is currently being finalised with our key partners. Once complete it will be shared with Senior Leadership Team and Councillors for comment.
- A new post has been recruited to manage the MyBay scheme. Work will continue to promote and grow the scheme throughout 2025 with the second window for customers to sign up taking place in January. As at 31 December 2024, 1100 residents have signed up and 90 businesses.
- Funding for the Family Hubs has been confirmed by Central Government to continue for a fourth year. The funding for 2025/26 is £966k which is slightly more than what has been provided previously. We have been advised that future funding will be announced as part of the 2025 spring budget. Meetings are taking place with the providers to consider contingency plans should there be changes that impact these services.
- We have continued to work with our UNICEF project manager as part of the Discovery Phase of achieving UNICEF UK Child Friendly Community status. This phase has been extended to

ensure we fully understand our baseline position. Consultation exercises have taken place with children and young people, our workforce and with our partners. Project Board Meetings have commenced with Torbay Council colleagues, Councillors and partners. The project plan is in development which includes the recruitment of a Project Manager for 12 months to support the programme. It is envisaged that the post holder will start in January 2025. Throughout Quarters 2 and 3 we carried out a survey, the results are currently being compiled into a report. The findings will be used to inform our Discovery Day which will take place in the coming 6 months.

- Good work has taken place this quarter in promoting healthy behaviours and environments. We have piloted and are now expanding blood pressure monitor loans schemes across Torbay via our libraries. Community pharmacies have led our outreach blood pressure checks and attended local sporting events. We are working well with the Happy Hearts peer support group on promoting and expanding these initiatives. Throughout this quarter, we have worked with a selection of early years, primary and secondary schools on promoting good hygiene. A range of promotional activities took place during Antimicrobial Resistance week in November 2024. The handwashing light box machine is being used and proving to be very successful in supporting our messaging. Sexual health services have been procured and through the tender process, a supplier has now been selected.
- The Transformation Plan for adult social care was shared with the Adult Social Care and Overview Scrutiny Board during Quarter 3. The delivery partners produce a monthly report which currently shows that the programme is on track.
- Work on reviewing and updating the Public Health webpages continues which in Quarter 3 included updates to: health protection pages, key documents section, mental wellbeing pages and ensuring consistency where information duplicates on our Adult Social Care webpages. The Healthy Learning website holds personal development information for our schools to access and use. Work to update this website also continues which recently included; nutrition, oral health and health protection pages. During Quarter 4, work will commence on checking that all links on this website are up to date.
- The project to help people to live well and independently is on track with the Community Wellbeing Service contract awarded and a plan to deliver supported housing in development but not yet agreed. The Live Longer Better training is being delivered and funding to continue this for 2025/26 is being sought.
- The Torbay Suicide Prevention Action Plan shows that suicide rates are stabilising, however, there was an anomaly in the data published by the Office of National Statistics which showed a reduction caused by delayed data supplied via the coronial system. Proactive work has taken place during the quarter which included: promotional posters created to promote mental health and wellbeing services, a successful Children and Young People's Services webinar held in November, a successful domestic abuse and suicide prevention conference held in November, gambling awareness training and a task and finish group on relationships. Agreement has been made with our multi-agency partners to progress with the Baton of Hope Torbay initiative which will take place in September 2025.
- The Council continues to see demand for safe accommodation units. The refreshed Safe Accommodation Needs Assessment and summary was approved in October. Work is ongoing on all the workstreams. After three years of running a short term pilot, Torbay and South Devon NHS Foundation Trust have approved permanent funding for a Health Independent Domestic Violence Advocate who will be based at Torbay Hospital. This role is invaluable in providing a point of access for domestic abuse support from within a health setting for both

patients and staff. We are currently recruiting two Specialist Domestic Abuse Housing Officers which is a repeat process after no appointment was made first time around. Safer Accommodation funding for next year has not yet been confirmed however according to provisional announcements we are expecting in the region of £400k.

- BP11 – The number of those receiving support via the Family Hubs is performing much better than target at 32,849.
- BP05 – The annualised rate per 10,000 children of referrals to Children’s Services in the period is better than target at 692.
- CP3 – The rate per 10,000 children of cared for children at the end of the period) is on target at 112. This is also the case for BP08 - Percentage of cared for children aged 15 or under at the end of the period who have been cared for children for 2.5 years or more, who have been in the same placement for two years or more at 63% and BP25 - Percentage of people with a learning disability in settled accommodation, with or without support at 84.0%.

## Key challenges

- The results of engagement with children and young people as part of our review of our play parks are being analysed along with the results of the annual inspections. These are informing the improvement plan that will be presented to the Director of Pride in Place and members of the Cabinet during Quarter 4. This project has experienced a slight delay to the original milestone which had a date to have the improvement plan in place by December 2024.
- The overall project status for how community action can be encouraged, supported and rewarded has been set as a concern. Community Ward Fund applications that have been received are continuing to be assessed and approved but we are behind on the numbers we had hoped would be submitted by now for 2024/25. As part of our continuing drive to encourage civic pride, the activity within Operation Brighter Bay is being shared regularly, additional resource is in place to support the Place Leadership Board and the associated Torbay Champions Programme, and the Council is taking part in the emerging ERBIDCo Ambassadors Programme. The current work will be collated and a gap analysis will be carried out to determine what additional work is required to meet the milestones and original project brief.
- The project to develop a plan to support Torbay’s community centres remains set as a concern as there is currently no designated budget to support this. The project needs to be re-considered if this remains a priority within the Business Plan.
- Following an LGA review during Quarter 2 we are making changes to our governance structure for SEND. The Strategic Board has been stood down and instead we have established a SEND Local Area Improvement Panel which includes wider strategic members and education leaders. A peer review also took place during Quarter 3 which focused on our SEND programme of delivery.
- Within Children’s Services, the following performance indicators are currently worse or much worse than target:
  - BP04 – Percentage of contacts to Children’s Services progressing to early help services in the period (23% compared with a target of 35%).
  - BP06 - Percentage of referrals in the period that were previously open to Children’s Services within the last 12 months is 25% compared with the target of 23%. A specific piece of deep dive analysis is currently underway to consider what more can be done as



a partnership to reduce re-referral rates. However, in Quarter 3 our re-referral rate has significantly reduced and is more aligned to our target.




- BP07 – Percentage of cared for children in the period with three or more placements in the last 12 months (18% compared to a target of 14%). We are impacted due to a small number of children moving as providers struggle to meet the complex needs and give notice, resulting in unregulated provision being used.
- BP09 - Annualised rate per 10,000 children of children becoming cared for in the period (37 compared with a target of 28). The monthly annualised rate fluctuates dependent on the plans for individual children and the acceptance of National Transfer Scheme referrals in relation to Unaccompanied Asylum-seeking children.
- BP16 – The percentage of clients who receive Direct Payments (monthly) is performing much worse than target reporting a figure of 17.9% against a target of 21.0%. A full review of Direct Payments has been completed in 2024/25 with revised guidance and simplified processes. Staff training is underway to encourage staff to promote Direct Payments.
- BP19 - The average customer wait time when contacting Customer Services by phone (monthly) has improved compared with Quarter 2 however remains much worse than target. There was a 27% decrease in calls demand in Quarter 3 compared with Quarter 2. This decrease is attributed to a reduction in debt recovery notice postings between October and December. 12,299 debt recovery notices were posted in Quarter 3 compared 19,097 in Quarter 2, as well as a further 13,000 single person discount review letters. Call lengths are also longer due to extended discussions for these enquires. We expect to see further improvement during Quarter 4 as we recruited two extra full time advisors in December bolstering call handling resources and have arrangements in place with colleagues in the Finance Directorate to provide back office support during peak mail out times. Additional improvement measures are also being implemented.
- BP20 – Percentage of Community Fund Spent (20.6% compared to a target of 80%). Whilst there are some applications to the Community Ward Fund which are being processed, only one Ward has fully committed its Community Ward Fund for 2024/25 and thirteen councillors have yet to submit applications.

## **Risks to non-delivery**

- Lack of affordable accommodation is providing a challenge to the provision of move-on accommodation within the domestic abuse and sexual violence service.
- There currently is no budget to support Torbay's community centres. This project will need reconsidering if it is to remain in the Business Plan.

## Appendix 2: Pride in Place Summary Report

This summary report highlights progress against the projects and milestones within the Council Business Plan and the agreed performance indicators for Quarter 3 of 2024/2025 for the Pride in Place theme.

Projects	Milestones due to be completed	Performance indicators	Overall progress
<b>Quarter 3 Performance</b>			<b>On Track</b>
13 projects = 100.0% On track	34 milestones = 82.9% Achieved	38.5% On or above target	
<b>Direction of travel</b>			
 Q2 76.9% On track	 Q2 71.4% Achieved	 Q3 53.3% Actual to date 1st April – 31st December 2024/25 compared to 2023/24	

### Overview of achievements this quarter

- The Housing Delivery Plan has been finalised and approved. The St Kilda's scheme has started but has encountered delays due to the need to remove asbestos material. Progress continues with the regeneration schemes with the first property in the Hotels to Homes project purchased in November and the second currently being negotiated. The SHAP Programme is due to deliver on four new premises for young people at risk of homelessness through South Devon YMCA. YMCA are progressing with purchases and planning applications. Whilst two of these were refused at Planning Committee, one site has received approval at the Sea Anglers Association building in Paignton. A revised business case for Torre Marine will be considered by the Capital and Growth Board in March 2025.
- The draft Homelessness and Rough Sleeping Strategy was agreed by the Council in December 2024 which included agreed working principles as part of the co-design process. The action plan is in development but has been delayed slightly as a Relational Council approach is being undertaken which will have significant benefits in providing the collective ownership and delivery discussed in the strategy. An event is planned for 24 February to develop and agree the Homelessness Partnership Forum (delivery structure) and develop the action plan. The action plan will be completed in March and circulated and shared through the governance processes.
- Good progress is being made on the town centre regeneration schemes. The Union Square consultation on the planning application for mix use affordable homes and business units has been completed. The results of the consultation will inform the final planning application that is currently being prepared to submit in March. The Strategic Outline Business Case for Crossways has been approved by Cabinet which includes a mix use development. The consultation and planning for this scheme will take place during the summer. Work has started on the feasibility design for Brixham car park however, the milestone is not on track as

redevelopment works are unlikely to start before 2026. The scheme will consist of providing more car parking spaces. The Harbour Public Realm at The Strand in Torquay has been completed. The space opened in November and has been positively received by members of the public and local businesses. It was actively used as part of the Bay of Lights Illumination Trail and showcased in media coverage. There are some proposals emerging on the site at Victoria Centre, these include the provision of a shoppers' car park and 200 residential units (affordable and private accommodation). Discussions are taking place with some businesses who could be potentially interested in occupying the space.

- Work is progressing against all the capital schemes within the Levelling Up Partnership and this progress is being shared with Government officials. Works at Paignton and Preston Esplanade to regenerate the area are due to start this summer. Works have commenced at Oldway Mansion consisting of securing the roof and making it watertight. The options appraisal for Brixham Central Square has commenced which focuses on The Quay and The Strand. The first property for the Hotels to Homes project has been acquired and negotiations are taking place for a second property. This will create an additional 28 residential properties which are currently estimated to be in place by this summer. Each of the projects within the Community Infrastructure element of the Programme are on track with milestones completed. Grant Agreements are currently being prepared for the Cultural Infrastructure element. Cross departmental discussions with Government are providing improved connectivity and benefits for the Council e.g. housing pipeline discussions with Homes England, however we have not been able to convene a 'Torbay Summit' that we had originally hoped for. Given the English Devolution White Paper, realistically we may not be able to secure such a summit, however we will continue to maximise opportunities for the Council.
- With regards to the project to enhance Torbay's cultural heritage, works on securing the roof and making it watertight have commenced at Oldway Mansion with estimated costs in the region of £9 million. The next phase at Torre Abbey's (New Beginnings) restoration grant application to National Lottery Heritage Fund was submitted in December. We expect to hear if we have been successful early April. The lease for the Pavilion in Torquay has now been surrendered back to the Council. Plans and costings for restoration are being drawn up in accordance with Listed Building Consent.
- Cultural infrastructure review documentation was sent out in early January to potential consultants to undertake the review which is co-funded by Arts Council England, National Lottery Heritage Fund and Torbay Council. This review will inform the new Culture Strategy for Torbay. The Geopark Resilience bid to National Lottery Heritage Fund for £250,000 was successful and project Terra Firma will take place over the next few months to explore the future of the Geopark including its financial prospects.
- The project to consider whether a showground can be established in Torbay is on track. Market research has highlighted the need to have good basic infrastructure in place e.g. power, water supply, Wi-Fi, well drained land. Discussions have commenced regarding the potential of adjustments to Paignton Middle Green and other related areas. There is potential for Paignton Middle Green's drainage works and power and water supply works to take place as a benefit of the sea defence project.
- A review of the first six months of Operation Brighter Bay was carried out by the Overview and Scrutiny Board in December. All key milestones have been achieved.
- A report will be considered by Cabinet in February on the new Carbon Neutral Action Plan and revised Environment and Net Zero Carbon Policy. The previously prioritised projects needed to help with the Council's decarbonisation programme are either underway or being assessed in



terms of viability. The Torbay Climate Partnership's Greener Way for the Bay Framework and Action Plan is in place and new priorities for the Partnership for 2025 were discussed at their end of year meeting. The Solar Farms are still progressing to contract for construction during 2025.

- The project and milestones to improve road safety, especially around schools and speeding hotspots are all on track. 20mph schemes are being delivered at school locations across Torbay. Six sites are in progress with three currently being advertised following completion of the design work. The most recent completions include the Queensway area in Torquay and the Fisher Street area in Paignton. Community Speed Watch has been discussed with a number of residents groups. Mobile reactive speed signs have been purchased and “20 is plenty” signage made available to residents.
- The Local Plan Working Party met three times and started to agree site allocations for Regulation 18 Consultation. Advisory meetings have taken place with the Planning Inspectorate about next stages. The Service Fit for the Future project has been extended by request of the Director of Pride of Place. Performance of the Development Management service continues to improve, but a consistency of better performance is being sought. Further progress has been made on reducing the backlog of cases and the reduction of caseloads per officer. Building Control income was up again, but overall in the service the application fees received are well below income targets. The Enforcement Policy is now in place, and two new posts have been agreed for the team, which will help address the enforcement cases backlog.
- In terms of performance indicators on target, better than target or much better than target:
  - BP30 - The number of families in B&B accommodation for longer than 6 weeks was zero.
  - BP32 - The total number of placements provided to different individuals at the hostel per annum was 69.
  - BP35 - The percentage of care experienced young people in suitable accommodation was 91%.
  - BP41 - The number of events facilitated on Council land was 84.
  - BP45, BP46 and BP48 - The percentage of grass cutting, street sweeping and line marking schedules due that were achieved during the period were all much better than target.
  - BP65 - For minor planning applications, the percentage determined within timescales (including extensions of time) was 85.29%. BP66 - The percentage determined within timescales (without extensions of time) was 46.32% and BP68 - the percentage of appeals allowed was 31.25%.

## **Key challenges**

- Further information is needed on the Underused Assets for Brownfield development, to provide clarity on which assets should be brought into scope.
- Challenges remain in delivering emergency accommodation for young people who are at risk of experiencing youth homelessness with two applications refused at Planning Committee.
- Homeless strategy action plan milestone has experienced slippage, with the original date set for December 2024 now estimated to be completed in March 2025.

- Planned milestone date to start works at the central car park in Brixham by Autumn 2024 is significantly delayed. A feasibility design has commenced however redevelopment work are unlikely to start before 2026.
- The milestone date to have an updated Culture Strategy in place was set for September 2024. This has not been met and no new date has yet been proposed although pre work has begun.
- The tenders to deliver the Paignton's Sea Defence Scheme have been received and a chosen partner will be awarded in January. This is later than the milestone date of September 2024. Works are due to commence during the summer of 2025.
- Performance in Development Management although has shown some improvement, it continues to face some challenges. Enforcement cases continue to remain significantly high.
- The following indicators are showing as worse or much worse than target:
  - BP27/28/29 – Average numbers in temporary accommodation on any one night this quarter (152 – 71 of which have dependants and 93 are single households with the targets being 125, 62 and 63 respectively). There has been an increase in domestic abuse presentation in Quarter 3 particularly around families. A lack of move-on accommodation continues to hinder these performance indicators. A single accommodation pathway is being developed.
  - BP33 – Average length of stay at the hostel - 230 days compared to a target of 150 days. The average length of stay has increased slightly this is due to a handful of complex cases who have been resident for a long time and will require bespoke offers of accommodation in order to move on.
  - BP47 – The percentage of weed spraying schedule due achieved during the period was 72% compared with the target of 85% - The required machinery was not available until quarter 2. In quarter 3 the weed spraying was not possible in many areas due to dense leaf fall in kerbs and gullies.
  - BP54 - Capital monies spent on flood alleviation and coastal protection schemes was much worse than the in quarter target of £1,500,000 at £854,670. This is due to delays in awarding the Paignton & Preston Coastal Defence scheme and as yet we have not received grant in aid funding from the Environment Agency for three flood alleviation schemes.
  - Major Planning Applications - BP59 Average number of days taken to validate from when required information is received was 7.67 days compared with the target of 5. BP60 Applications determined within timescales (including extensions) was 73.3% compared with the target of 80.00%. BP61 Percentage determined within timescales (without extensions of time) was 20% compared with the target of 30%. BP63 Percentage of appeals allowed was 50% compared with the target of 30%.
  - Minor Applications BP64 - Average number of days taken to validate from when required information is received was 9.75 days against the target of 5.
  - Other Planning Applications - BP69 Average number of days taken to validate from when required information is received was 9.55 days compared with the target of 5. BP70 Percentage determined within timescales (including extensions of time) was 77.44% compared with the target of 88.00%. BP71 Percentage determined within timescales (without extensions of time) was 42.38% compared with the target of 55.00%. BP63 Percentage of appeals allowed was 38.71% compared with the target of 30%.




- Appeals have been finely balanced with some spilt decisions and those allowed made reference to the Council's high standards of design through local policy.
- BP77 – The number of open enforcement cases at the last day of the quarter was 648 compared to a target of 450. There has been significant progress with Planning Enforcement. The senior officer has returned from long term sick leave, support is in place and new targets set. The Planning Enforcement Officer has performed exceptionally investigating cases, closing and issuing notices. Recently three enforcement appeals have been dismissed which is a clear indication we are making the right decisions.

### **Risks to non-delivery**

- The lack of social housing and availability of affordable accommodation that can be used locally to support individuals, couples and families in housing need continues to remain a challenge. The demand for the services will continue to cause budget pressures as the need within Torbay remains high. A lack of move-on accommodation continues to hinder the performance indicators.
- Development Management's Enforcement Service continue to carry high numbers of enforcement cases. The targets set for the planning performance indicators will take time to achieve, however things are slowly improving compared to past years.

## Appendix 3: Economic Growth Summary Report

This summary report highlights progress against the projects and milestones within the Council Business Plan and the agreed performance indicators for Quarter 3 of 2024/2025 for the Economic Growth theme.

Projects	Milestones due to be completed	Performance indicators	Overall progress
<b>Quarter 3 Performance</b>			<b>On Track</b>
4 projects = 80.0% On track	11 milestones = 68.8% Achieved	75.0% On or above target	
<b>Direction of travel</b>			
 Q2 60.0% On track	 Q2 62.5% Achieved	 Q3 66.7% Actual to date 1st April – 31st December 2024/25 compared to 2023/24	

### Overview of achievements this quarter

- Good progress has been made this quarter on the project to improve skills and qualifications of our residents, including children and young people. However, the milestone to develop a programme to increase opportunities for children and young people who experience SEND and/or who are care experienced to access work experience, remains not achieved.
  - The Build Torbay project was relaunched in November 2024. The Steering Group has been re-established and following an extensive profile raising exercise, awareness of the project is high. Over the next 6 months the project will move more into delivery phase establishing Employment and Skills Plans with capital projects and developing school projects, such as the Minecraft project (targeted towards primary school age) to raise awareness and aspiration of careers in construction with our young people.
  - The Careers Hub continues to work with secondary schools and employers, raising awareness of local career opportunities. The Dragon's Den event is in its fourth year and will take place in February. The Hi Tech Cluster has been developing its material and messaging in readiness for attending school careers days for the 2024/25 academic year with the aim of raising awareness of local careers in technology.
  - Delivery of the Multiply programme is funded until the end of March 2025 (linked to the UK Shared Prosperity Fund (UKSPF)). We are exploring the potential to extend the project with the new UKSPF funding for 2025/26. Furthermore, one company based in EPIC, QLM, have been working with Spire College to embed what they do into the geography curriculum. The aim is to expand this with other businesses and subjects.

- We are looking to develop the service level agreement with Devon County Council who are taking over the old Careers South West contract. The Government's new Connect to Work programme will offer support to care experienced individuals and we are currently working on the scope for this project.
- Consultation has been completed on the draft Local Transport Plan with Devon County Council and the responses are being assessed. A report is due to be presented to Cabinet in March. The installation of electric vehicle charging points in Council car parks has been completed and initial challenges regarding connection issues have all been resolved.
- The project to develop the local economy so it is growth focused, sustainable and thriving has been set an overall project status as on track, however, it has experienced some challenges and not met two of its six milestones.
  - The majority of Hi Tech Cluster businesses have established working relationships with local universities. As part of the Cluster's ambition to raise awareness of careers, they are exploring closer opportunities to promote career opportunities with local universities.
  - The last quarter has provided some challenges with the Tech Park location. As a result, we have liaised with the Ministry for Housing, Communities and Local Government (MHCLG) to discuss switching the site for the Tech Park to Claylands and this has now been agreed.
  - Business support programmes continue to be delivered and outputs and outcomes are being monitored. We are currently exploring whether some or all will be extended for a further 12 months now Government has confirmed the extension of UKSPF.
  - We continue to support delivery of the Destination Management Plan; Geopark project is on-going until March 2025 but the Meet English Riviera Project has been completed. The outputs and outcomes from this project will be seen over the coming years as it is based around attracting conferences to Torbay, however enquiry levels are good. There is potential to extend one or both with the UKSPF allocation for 2025/26 and this is currently being explored.
  - The accommodation for the Brixham Fish Market is intrinsically linked to the Tech Park as both are part of a package bid for Levelling Up Fund 3. The Project Board is taking forward this project.
- The performance indicators which are performing on target or better than target are:
  - BP79 – Percentage of adults with a learning disability in paid employment (monthly) 5.8%.
  - BP91 – Occupancy rate of Council-let estate 90.3%.
- BP92 - Occupancy rate of at the Electronics and Photonics Innovation Centre 100%.

## **Key challenges**

- The project to create more full-time job opportunities in Torbay has been set an overall status as concern and two of its milestones have not been achieved.
  - The Economic Growth Strategy Action Plan has been reviewed to ensure it aligns with the Council's objectives and was presented to Directors in November when further amendments were requested, however these have not yet been completed.

- A proposal for the Enterprise Development Fund is being revised for further consideration by the end of January.
- The remit for economic development is usually centred around 18+ years as the focus is on employment and skills development. The Economic Development Team to date have had limited influence with schools and children. A meeting was held with the Director of Children’s Services in early October to explore opportunities for collaboration and this appears to be around sharing data (particularly NEET), supporting the development of the SLA with Devon County Council and the Connect to Work project.
- Creative UK have indicated further funding may be available and we are discussing a possible extension with the Creative partnership.
- We are looking at amending the business start-up programme to become a broader business support programme in order to reduce fragmentation across the business support offer.
- The performance indicator which is under performing and much worse than target is:
  - CP14 – Percentage of former cared for children who are now aged 19-21 and in employment, education or training (current performance 57% against a target of 71%). We are aspirational for our care experienced young people and our target reflects this. We are working across Council Directorates to look at internships and apprenticeships and this is being supported by colleagues in Human Resources by expanding our family business offer. It is worth noting that the December 2024 figure of 57% is in line with national comparators and above statistical neighbours, at 56% and 47% respectively.

### **Risks to non-delivery**

- There are risks to delivery as both the Economic Growth Strategy Action Plan needs adjusting into a 12 month plan and the Enterprise Development Fund proposal has not yet been submitted.

## Community and Corporate Plan Indicators

Code	Title	Polarity	2023/24 Performance	2024/25 Target	Current Status													2024/25 Actual to date	DOT
CP01	Percentage of Resident's Satisfaction Survey respondents who feel very or fairly safe in their local area after dark (2 yrs)	It's better to be high	35%	Data Not Due	-	Data Not Due Until 2025/26												Data Not Due	
CP02	Percentage of Resident's Satisfaction Survey respondents who feel very or fairly safe in their local area during the day (2 yrs)	It's better to be high	60%	Data Not Due	-	Data Not Due Until 2025/26												Data Not Due	
Code	Title	Polarity	2023/24 Performance	2024/25 Target	Current Status	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	2024/25 Actual to date	DOT
CP03	Rate per 10,000 children of cared for children at the end of the period (monthly)	It's better to be low	118	115	On target	119	118	116	116	115	114	112	111	112				112	↑
Code	Title	Polarity	2019	Target	Current Status													2024/25 Actual to date	DOT
CP04	Percentage of the Torbay child population living in one of the 20% most deprived areas (5 yrs)	It's better to be low	30.1%	Monitoring only	Monitoring only	Data Not Due Until 2025												Data Not Due	
Code	Title	Polarity	2018/22	Target	Current Status													2024/25 Actual to date	DOT
CP05	Differential in life expectancy in most deprived ward from least deprived ward (annual)	It's better to be low	Males -11 yrs Females -6 yrs	Monitoring only	Monitoring only	2019-23												Annual	
Code	Title	Polarity	2023/24 Performance	2024/25 Target	Current Status													2024/25 Actual to date	DOT
CP06	Percentage of Resident's Satisfaction Survey respondents who feel very or fairly strongly that they belong to their local area (2 yrs)	It's better to be high	66%	Data Not Due	-	Data Not Due Until 2025/26												Data Not Due	
Code	Title	Polarity	2020/22	Target	Current Status													2024/25 Actual to date	DOT
CP07	Directly age standardised suicide rate per 100,000 for Torbay (annual)	It's better to be low	16.6	Monitoring only	Monitoring only	2021-23												Annual	

There have been very significant coroner delays during 2023 that have led to a large artificial fall in the number of suicide registrations during 2023 for Torbay.



**Priority C1: Ensure our town centres are safe and welcoming for all**

Code	Title	Polarity	2023/24 Performance	2024/25 Target	Current Status	2024/25				2024/25 Actual to date	DOT
BP01	Percentage of people that describe Torbay as Safe and Welcoming (Annual Visitor Survey)	It's better to be high	N/A	Baseline	-	Not Yet Published - Reported Annually				Annual	
Code	Title	Polarity	2023/24 Performance	2024/25 Target	Current Status	Quarter 1 2024/25	Quarter 2 2024/25	Quarter 3 2024/25	Quarter 4 2024/25	2024/25 Actual to date	DOT
BP02	Number of fixed penalty notices issued by SWISCo's Enforcement Team (quarterly)	It's better to be high	N/A	Baseline	-	0	0	41		41	No DOT until Q4
Code	Title	Polarity	2023/24 Performance	2024/25 Target	Current Status	2024/25				2024/25 Actual to date	DOT
BP03	Number of residents signing up to Residents' Discount Scheme per year (annual)	It's better to be high	N/A	Baseline	-	Not Yet Published - Reported Annually				Annual	

**Priority C2: Keep children safe in their communities and provide safe environments for our young people to thrive in**

Code	Title	Polarity	2023/24 Performance	2024/25 Target	Current Status	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	2024/25 Actual to date	DOT
BP04	Percentage of contacts to Children's Services progressing to early help services in the period (monthly)	It's better to be high	31%	35%	Much worse than target	26%	29%	24%	28%	24%	21%	22%	11%	24%				23%	↓
BP05	Annualised rate per 10,000 children of referrals to Children's Services in the period (monthly)	It's better to be low	745	755	Better than target	941	836	846	737	494	732	594	542	504				692	↑
BP06	Percentage of referrals in the period that were previously open to Children's Services within the last 12 months (monthly)	It's better to be low	27%	23%	Worse than target	19%	27%	27%	21%	31%	37%	17%	24%	23%				25%	↑
BP07	Percentage of cared for children in the period with three or more placements in the last 12 months (monthly)	It's better to be low	18%	14%	Much worse than target	18%	18%	18%	17%	16%	18%	18%	19%	18%				18%	↑



Code	Title	Polarity	2023/24 Performance	2024/25 Target	Current Status	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	2024/25 Actual to date	DOT
BP08	Percentage of cared for children aged 15 or under at the end of the period who have been cared for children for 2.5 years or more, who have been in the same placement for two years or more, or who are currently placed for adoption and their current and previous placement totals two years or more (monthly)	It's better to be high	66%	66%	On target	66%	66%	65%	64%	64%	63%	60%	60%	63%				63%	↓
BP09	Annualised rate per 10,000 children of children becoming cared for in the period (monthly)	It's better to be low	29	28	Much worse than target	38	19	29	67	33	24	29	38	57				37	↓
BP10	Number of requests for new Education Health and Care Plan (EHCP) assessments (YTD) (monthly)	N/A	333	Monitoring only	Monitoring only	22	32	18	41	10	9	22	16	24				194	N/A

BP4 - This KPI is at 23% YTD. There is a need to factor in the diversion of contacts direct to Early Help via the portal which went live in May 2024, therefore directing work directly to Early Help rather than through a contact in the MASH which is distorting the measure. There is an increased proportion of work at universal and universal plus offer via the Family Hubs (the amount of work now moving through the Family Hubs has increased significantly as evidenced by BP11). We will continue to monitor during the year. BP6 - Our target is 23%, which is aligned to our statutory neighbours and national benchmarking. Although very slightly above target for the year to date, we are assured that the right children are receiving statutory services. A specific piece of deep dive analysis is currently underway, agreed through the CCIB, to consider what more can be done as a partnership to reduce re-referral rates. However, note in Qtr 3 our re-referral rate has significantly reduced and is more aligned to our target BP7 - We are impacted due to a small number of children moving as providers struggle to meet the complex needs and give notice resulting in unregulated provision being used. BP9 - The monthly annualised rate fluctuates dependent on the plans for individual children and the acceptance of NTS referrals in relation to UASC. As evidenced by CP3, there is a continued reduction in terms of the overall numbers and rate of cared for children.

Code	Title	Polarity	2023/24 Performance	2024/25 Target	Current Status	Quarter 1 2024/25	Quarter 2 2024/25	Quarter 3 2024/25	Quarter 4 2024/25	2024/25 Actual to date	DOT
BP11	Number of those receiving support via the Family Hubs (quarterly)	It's better to be high	32,690	35,000	Much better than target	10,120	12,142	10,587		32,849	↑

### Priority C3: Ensure early intervention is effective and targeted

Code	Title	Polarity	2022/23	Target	Current Status	2023/24	Actual to date	DOT
BP12	Percentage of physically inactive adults (annual)	It's better to be low	24.1%	Monitoring only	Monitoring only	Not Yet Published - Reported Annually	Annual	

Code	Title	Polarity	2023/24 Performance	2024/25 Target	Current Status	Quarter 1 2024/25	Quarter 2 2024/25	Quarter 3 2024/25	Quarter 4 2024/25	2024/25 Actual to date	DOT
BP13	The estimated proportion of people who are dependent on opiates and/or crack cocaine, not in the treatment system (quarterly)	It's better to be low	45%	43%		44.4%	45.2%	Data not yet available		Data Not Entered	
BP14	The estimated proportion of people who are dependent on alcohol, not in the treatment system (quarterly)	It's better to be low	59%	57%		58.2%	59.1%	Data not yet available		Data Not Entered	
BP15	Treatment progress measure (all substances) – showing substantial progress (quarterly)	It's better to be high	48%	48%		46%	45%	Data not yet available		Data Not Entered	

The proportion of people within Torbay estimated to have a dependency on opiates and/or crack cocaine, not currently in treatment is 45.2%. This remains similar to Q1 data, which estimated the proportion of adults with an unmet need for opiates and/or crack at 44.5%. The rates have remained relatively stable over the past few years, with unmet need rates for this cohort having reduced only slightly from 45.4% (Q4 21/22) to 45.2% (Q2 24/25). Focus remains on increasing numbers into treatment for this cohort, with targeted initiatives introduced to improve accessibility and engagement with treatment services, including dedicated outreach / peripatetic models and new pharmacological interventions (i.e. Buprenorphine). Although Torbay are significantly below target, performance remains heading in the right direction and is significantly better than the National average which currently sits as 53.4% for Q2

### Priority C4: Provide the best care and support available so that residents are empowered to achieve what matters most to them

Code	Title	Polarity	2023/24 Performance	2024/25 Target	Current Status	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	2024/25 Actual to date	DOT
BP16	Percentage of clients receiving Direct Payments (monthly)	It's better to be high	19.2%	21.0%	Much worse than target	19.1%	18.7%	18.9%	18.7%	18.7%	18.5%	18.7%	18.2%	17.9%				17.9%	↓

A full review of Direct Payments has been completed in 2024/25 with revised guidance and simplified processes. Staff training is underway to encourage staff to promote Direct Payments.

Code	Title	Polarity	2023/24 Performance	2024/25 Target	Current Status	2024/25											2024/25 Actual to date	DOT
BP17	Percentage of adult carers reporting as much contact as they would like (2 yrs)	It's better to be high	29.8%	Data Not Due	-	Data Not Due Until 2025/26											Data Not Due	
Code	Title	Polarity	2023/24 Performance	2024/25 Target	Current Status	2024/25											2024/25 Actual to date	DOT
BP18	Percentage of adult social care users who have as much contact as they would like (annual)	It's better to be high	47.7%	47.2%	-	Not Yet Published - Reported Annually											Annual	

### Priority C5: Provide clear signposting for those needing our help

Code	Title	Polarity	2023/24 Performance	2024/25 Target	Current Status	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	2024/25 Actual to date	DOT
BP19	Average customer wait time when contacting Customer Services by phone (monthly)	It's better to be low	4 mins 28 seconds	5 mins	Much worse than target	00:05:17	00:05:23	00:05:00	00:09:42	00:09:31	00:10:03	00:06:24	00:06:29	00:04:51				00:06:57	↓

Performance in Q3 was much improved compared with Q2. The 'Average Wait Time for calls to be answered' in Q3 was 5 minutes 50 seconds, compared with 9 minutes 45 seconds in Q2. There was a 27% decrease in calls demand in Q3 compared with Q2. This decrease is attributed to a reduction in debt recovery notice postings between October - December. 12,299 debt recovery notices were posted in Q3 compared 19,097 in Q2, as well as a further 13,000 single person discount review letters. Call lengths are also longer due to extended discussions for these enquires. It is expected to see further improvement in Q4 as 2 FTE Advisors were recruited in mid-December bolstering call handling resources and arrangement in place with the Finance Directorate to provide back office support during peak mail out increasing capacity further. Additional improvement measures are also being implemented.

### Priority C6: Support and encourage community action

Code	Title	Polarity	2023/24 Performance	2024/25 Target	Current Status	Quarter 1 2024/25	Quarter 2 2024/25	Quarter 3 2024/25	Quarter 4 2024/25	2024/25 Actual to date	DOT
BP20	Percentage of Community Ward Fund spent (quarterly)	It's better to be high	74.64%	80.00%	Much worse than target	0.0%	3.0%	17.6%		20.6%	No DOT until Q4

Whilst there are some applications to the Community Ward Fund which are being processed, only one Ward has fully committed its Community Ward Fund for 2024/25 and thirteen Councillors have yet to submit applications.

### Priority C7: Improve wellbeing and reduce social isolation

Code	Title	Polarity	2023/24 Performance	2024/25 Target	Current Status	Quarter 1 2024/25	Quarter 2 2024/25	Quarter 3 2024/25	Quarter 4 2024/25	2024/25 Actual to date	DOT
BP21	Torbay Domestic Abuse Service - New placements in the service - Adults (quarterly)	N/A	1,015	Monitoring only	Monitoring only	254	259	257		770	No DOT until Q4
BP22	Torbay Domestic Abuse Service - New placements in the service - Number of children who are part of households accessing the service (quarterly)	N/A	797	Monitoring only	Monitoring only	158	182	194		534	No DOT until Q4
BP23	Torbay Domestic Abuse Service - Number of Multi Agency Risk Assessment Conference repeat cases within 12 months (quarterly)	N/A	72	Monitoring only	Monitoring only	17	18	22		22	No DOT until Q4

The service continues to see high levels of demand. The placements in the service figure BP21 only reflects those that take up support and enter the service (either outreach support in the community, support from the Multi Agency Risk Assessment Conference (MARAC) Independent Domestic Violence Advocate (IDVA) or placements in safe houses. Actual referrals are much higher and have been increasing year on year, however not all referrals translate into an entry into the service for support as many people accept safety planning advice only.

Code	Title	Polarity	2023/24 Performance	2024/25 Target	Current Status	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	2024/25 Actual to date	DOT	
BP24	Proportion of adults in contact with secondary mental health services who live independently, with or without support (year to month)	It's better to be high	17.60%	18.0%		Devon Partnership Trust are no longer reporting this PI as it is no longer in the national framework.														N/A
BP25	Percentage of people with a learning disability in settled accommodation, with or without support (monthly)	It's better to be high	83.6%	80.0%	On target	83.7%	84.0%	84.5%	84.9%	84.7%	84.3%	83.7%	83.9%	84.0%				84.0%	No DOT until Q4	
Code	Title	Polarity	2023/24 Performance	2024/25 Target	Current Status	Quarter 1 2024/25			Quarter 2 2024/25			Quarter 3 2024/25			Quarter 4 2024/25			2024/25 Actual to date	DOT	
BP26	Number of concessionary bus journeys (quarterly)	It's better to be high	2,295,672	2,525,239		589,002			624,684			Data not yet available						Data Not Entered	No DOT until Q4	

## Pride in Place

### Community and Corporate Plan Indicators

Code	Title	Polarity	2023/24 Performance	2024/25 Target	Current Status	2024/25	2024/25 Actual to date	DOT
CP08	Net additional dwellings (all tenures) completed each year NI154 (annual)	It's better to be high	211	720	-	Not Yet Published - Reported Annually	Annual	
Code	Title	Polarity	2023/24 Performance	2024/25 Target	Current Status	2024/25	2024/25 Actual to date	DOT
CP09	Number of Affordable Homes delivered NI155 (annual)	It's better to be high	Not Yet Published	To Be Confirmed	-	Not Yet Published - Reported Annually	Annual	
CP10	Number of new Social Rent Homes completed each year (annual)	It's better to be high	Not Yet Published	Monitoring only	Monitoring only	Not Yet Published - Reported Annually	Annual	
Code	Title	Polarity	2023/24 Performance	2024/25 Target	Current Status	2024/25	2024/25 Actual to date	DOT
CP11	Cultural participation (Arts Council measure) (3 yrs)	It's better to be high	Not Yet Published	Data Not Due	-	Data Not Due Until 2026/27	Data Not Due	
Code	Title	Polarity	2023/24 Performance	2024/25 Target	Current Status	2024/25	2024/25 Actual to date	DOT
CP12	Percentage of Resident's Satisfaction Survey respondents who very or fairly strongly feel satisfied with their local area as a place to live (2 yrs)	It's better to be high	59%	Data Not Due	-	Data Not Due Until 2025/26	Data Not Due	

## Priority P1: Improve the delivery, affordability and quality of housing (including housing standards) for residents in Torbay

Code	Title	Polarity	2023/24 Performance	2024/25 Target	Current Status	Quarter 1 2024/25	Quarter 2 2024/25	Quarter 3 2024/25	Quarter 4 2024/25	2024/25 Actual to date	DOT
BP27	Average numbers in temporary accommodation on any one night this quarter (quarterly)	It's better to be low	129	125	Much worse than target	145	157	153		152	↓
BP28	- With dependents (including pregnant women) (quarterly)	It's better to be low	61	62	Much worse than target	73	69	67		71	↓
BP29	- Single households (including childless couples) (quarterly)	It's better to be low	68	63	Much worse than target	72	88	85		93	↓
BP30	Number of families in B&B accommodation longer than 6 weeks this quarter (to whom we owe a housing duty) (quarterly)	It's better to be low	0	0	On target	0	0	0		0	↔

The service has seen an increase in demand (7%) overall but temporary accommodation numbers have remained consistent. There has been an increase in domestic abuse presentation in Q3 particularly around families, therefore putting pressure on safe houses due to a lack of affordable and suitable move on accommodation. However we have still maintained performance on the number of families in B&B accommodation longer than 6 weeks. Any families placed in B&B is due to an emergency and they are relocated within days. The decrease in families is due to the Gulls Close development. A single accommodation pathway is being developed.

Code	Title	Polarity	2023/24 Performance	2024/25 Target	Current Status	2024/25				2024/25 Actual to date	DOT
BP31	Number of rough sleepers (annual)	It's better to be low	27	27	-	Not Yet Published - Reported Annually				Annual	
Code	Title	Polarity	2023/24 Performance	2024/25 Target	Current Status	Quarter 1 2024/25	Quarter 2 2024/25	Quarter 3 2024/25	Quarter 4 2024/25	2024/25 Actual to date	DOT
BP32	Total number of placements provided to different individuals at the Hostel per annum (quarterly)	It's better to be high	77	87	Better than target	40 (26 of these were in residence in Q4. Therefore 14 new placement)	55 (15 new placements)	69 (14 new placements)		69	↑
BP33	Average length of stay at the Hostel (days) (quarterly)	It's better to be low	231	150	Much worse than target	226	223	242		230	No DOT until Q4

BP32 provides the total number of placements, this includes those that were previously occupying the Hostel in Q4 (26) in Q1 data. There have therefore been 14 new occupants this quarter, providing accommodation to 71 different people in total. Performance is therefore currently viewed as being on target, although move on accommodation remains a considerable challenge due to lack of availability. The average length of stay has increased slightly this is due to a handful of complex cases who have been resident for a long time and will require bespoke offers of accommodation in order to move on. We are waiting for care assessments in two of these cases to inform next steps. These cases are impacting the figures for the rest of the service.

Code	Title	Polarity	2023/24 Performance	2024/25 Target	Current Status	Quarter 1 2024/25	Quarter 2 2024/25	Quarter 3 2024/25	Quarter 4 2024/25	2024/25 Actual to date	DOT
BP34	Percentage of households assessed and owed the main duty (quarterly)	It's better to be low	41%	Monitoring only	Monitoring only	72%	60%	52%		52%	No DOT until Q4
Due to the lifespan of a homeless application likely exceeding a quarter, the measure is not taken from the total number of cases taken but from the number of relief duties taken in that quarter that then go on to be owed the main housing duty. Therefore figures have been recalculated.											
BP35	Percentage of care experienced young people in suitable accommodation (quarterly)	It's better to be high	82%	85%	Better than target	85%	91%	91%		91%	↑
BP36	Number of requests for assistance from the Housing Standards service (quarterly)	N/A	319	Monitoring only	Monitoring only	81	107	108		296	No DOT until Q4
BP37	Number of legal notices served to improve quality of accommodation (quarterly)	N/A	46	Monitoring only	Monitoring only	10	10	13		33	No DOT until Q4

### Priority P2: Draw investment into our towns and breathe life into our town centres, partnering with the private sector to deliver major projects

Code	Title	Polarity	2023/24 Performance	2024/25 Target	Current Status	2024/25	2024/25 Actual to date	DOT
BP38	Total annual footfall in Torquay's Town Centre (annual)	It's better to be high	N/A	Baseline	Monitoring only	Not Yet Published - Reported Annually	Annual	
BP39	Total annual footfall in Paignton's Town Centre (annual)	It's better to be high	N/A	Baseline	Monitoring only	Not Yet Published - Reported Annually	Annual	
BP40	Total annual footfall in Brixham's Town Centre (annual)	It's better to be high	N/A	Baseline	Monitoring only	Not Yet Published - Reported Annually	Annual	

### Priority P3: Maximise heritage and cultural opportunities for the enjoyment and benefit of residents and visitors

Code	Title	Polarity	2023/24 Performance	2024/25 Target	Current Status	Quarter 1 2024/25	Quarter 2 2024/25	Quarter 3 2024/25	Quarter 4 2024/25	2024/25 Actual to date	DOT
BP41	Number of events facilitated on Council land (quarterly)	It's better to be high	86	90	Much better than target	39	29	16		84	↓
Code	Title	Polarity	2023/24 Performance	2024/25 Target	Current Status	2024/25				2024/25 Actual to date	DOT
BP42	Number of Arts Council National Portfolio organisations within Torbay (3 yrs)	It's better to be high	2	3	-	Data Not Due				Data Not Due	

Code	Title	Polarity	2023/24 Performance	2024/25 Target	Current Status	2024/25	2024/25 Actual to date	DOT
BP43	Number of organisations directly promoting Torbay's UNESCO Geopark Status (Partners) (annual)	It's better to be high	13 Core and 26 Associate Partners	Baseline	13 Core and 27 Associate	During 2023/2024: Core Partners - TDA amalgamated with Torbay Council reducing the Core to 12 with Wild Planet Trust (Paignton Zoo) joining in 2024 increasing the Core back to 13. There was a loss of 3 associate partners due to business closures or amalgamations with a further 4 new organisations welcomed.	Annual	
BP44	Number of Cultural Organisations recording an annual increase in participation and engagement from previous year (annual)	It's better to be high	N/A	Baseline	-	Not Yet Published - Reported Annually	Annual	

### Priority P4: Protect and enhance our lived, built and natural environments, including our green spaces

Code	Title	Polarity	2023/24 Performance	2024/25 Target	Current Status	Quarter 1 2024/25	Quarter 2 2024/25	Quarter 3 2024/25	Quarter 4 2024/25	2024/25 Actual to date	DOT
BP45	Percentage of grass cutting schedule due achieved during the period (quarterly)	It's better to be high	N/A	85%	Much better than target	85%	100%	100%		95%	No DOT until Q4
BP46	Percentage of street sweeping schedule due achieved during the period (quarterly)	It's better to be high	N/A	85%	Much better than target	100%	100%	100%		100%	No DOT until Q4
BP47	Percentage of weed spraying schedule due achieved during the period (quarterly)	It's better to be high	N/A	85%	Much worse than target	50%	85%	80%		72%	No DOT until Q4
BP48	Percentage of line marking schedule due achieved during the period (quarterly)	It's better to be high	N/A	85%	Much better than target	100%	100%	100%		100%	No DOT until Q4

BP47 The required machinery was not available until quarter 2. In quarter 2 the weed spraying was not possible in many areas due to dense leaf fall in kerbs and gullies.

Code	Title	Polarity	2023/24 Performance	2024/25 Target	Current Status	2024/25	2024/25 Actual to date	DOT
BP49	Number of repairs and interventions made to our carriageways and footways (annual)	It's better to be high	6,386	7,663	-	Not Yet Published - Reported Annually	Annual	



Code	Title	Polarity	2023/24 Performance	2024/25 Target	Current Status	2024/25				2024/25 Actual to date	DOT
BP50	Percentage of Resident's Satisfaction Survey respondents who feel very or fairly satisfied with the road maintenance services provided by the Council (2 yrs)	It's better to be high	16%	Data Not Due	-	Data Not Due Until 2025/26				Data Not Due	
BP51	Percentage of Resident's Satisfaction Survey respondents who feel very or fairly satisfied with the pavement maintenance services provided by the Council (2 yrs)	It's better to be high	34%	Data Not Due	-	Data Not Due Until 2025/26				Data Not Due	
BP52	Percentage of Resident's Satisfaction Survey respondents who feel very or fairly satisfied with the street cleansing services provided by the Council (2 yrs)	It's better to be high	44%	Data Not Due	-	Data Not Due Until 2025/26				Data Not Due	
BP53	Percentage of Resident's Satisfaction Survey respondents who feel very or fairly satisfied with the parks and green spaces maintained by the Council (2 yrs)	It's better to be high	64%	Data Not Due	-	Data Not Due Until 2025/26				Data Not Due	
Code	Title	Polarity	2023/24 Performance	2024/25 Target	Current Status	Quarter 1 2024/25	Quarter 2 2024/25	Quarter 3 2024/25	Quarter 4 2024/25	2024/25 Actual to date	DOT
BP54	Capital monies spent on flood alleviation and coastal protection schemes (quarterly)	It's better to be high	£433,647	£4,000,000	Much worse than target	£196,170	£428,910	£229,590		£854,670	↑
Expenditure to date is lower than we had predicted. This is due to the delays in awarding the Paignton & Preston Coastal Defence scheme. Originally it was planned that this scheme would commence on site before Christmas however this is now delayed and it is unlikely that the main contract works will commence this financial year. In addition, we have not as yet received grant in aid approval from the Environment Agency for three flood alleviation schemes which we had hoped would commence detailed design works in November 2024. As a result, we will be showing a lower overall spend for this financial year than predicted.											
Code	Title	Polarity	2022	2024/25 Target	Current Status	2023				Actual to date	DOT
BP55	Tonnes of CO2e -Torbay (annual)	It's better to be low	466 kt CO2e (2021)	Monitoring only	Monitoring only	New data - 396.7ktCO2 (2022) (* Note previous figure of 466ktCO2e for 2021 includes waste and other GHG emissions. The 2022 new data set does not include this.				Annual	
Code	Title	Polarity	2023/24 Performance	2024/25 Target	Current Status	2024/25 Performance				2024/25 Actual to date	DOT
BP56	Tonnes of CO2 - Torbay Council operations and services (annual)	It's better to be low	5011 CO2e (2022/23)	TBC	-	Not Yet Published - Reported Annually				Annual	

Code	Title	Polarity	2023/24 Performance	2024/25 Target	Current Status	2024/25	2024/25 Actual to date	DOT
BP57	£ secured through various external decarbonisation funds (annual)	It's better to be high	£8.1m	Monitoring only	Monitoring only	Secured £20,000 from the Local Net Zero Fund (July 2024). Bid for Round 4 of the Public Sector Decarbonisation Scheme funding. The bid is to replace end of life gas boilers with new air source heat pumps for Sherwell Valley Primary School (October 2024).	Annual	
Code	Title	Polarity	2023	2024/25 Target	Current Status	2024	Actual to date	DOT
BP58	Number of people killed or seriously injured on Torbay's roads (annual)	It's better to be low	54 (Draft)	47	-	Not Yet Published - Reported Annually	Annual	

### Priority P5: Ensure the effective operation of SWISCo to have resources to reinvest in Torbay

No KPIs

### Priority P6: Improve the delivery of our planning service

Code	Title	Polarity	2023/24 Performance	2024/25 Target	Current Status	Quarter 1 2024/25	Quarter 2 2024/25	Quarter 3 2024/25	Quarter 4 2024/25	2024/25 Actual to date	DOT
Major planning applications	BP59 Average number of days taken to validate from when required information is received (quarterly)	It's better to be low	12.78	5	Much worse than target	6.00	3.67	17.00		7.67	↑
	BP60 % Determined within timescales (including extensions of time) (quarterly)	It's better to be high	73.91%	80.00%	Worse than target	75.00%	71.43%	75.00%		73.33%	No DOT until Q4
	BP61 % Determined within timescales (without extensions of time) (quarterly)	It's better to be high	4.35%	30.00%	Much worse than target	50.00%	0.00%	25.00%		20.00%	No DOT until Q4
	BP62 Number of appeals (quarterly)	It's better to be low	0	Monitoring only	Monitoring only	0	1	1		2	No DOT until Q4
	BP63 % of appeals allowed (upheld in the applicant's favour) (quarterly)	It's better to be low	N/A	30.00%	Much worse than target	No major appeals this quarter	100%	0.00%		50%	No DOT until Q4

Code	Title	Polarity	2023/24 Performance	2024/25 Target	Current Status	Quarter 1 2024/25	Quarter 2 2024/25	Quarter 3 2024/25	Quarter 4 2024/25	2024/25 Actual to date	DOT
Minor planning applications	BP64 Average number of days taken to validate from when required information is received (quarterly)	It's better to be low	12.13	5	Much worse than target	10.00	8.24	9.04		9.75	↑
	BP65 % Determined within timescales (including extensions of time) (quarterly)	It's better to be high	76.13%	80.00%	Better than target	92.86%	88.33%	70.59%		85.29%	No DOT until Q4
	BP66 % Determined within timescales (without extensions of time) (quarterly)	It's better to be high	41.15%	45.00%	On target	45.24%	50.00%	41.18%		46.32%	No DOT until Q4
	BP67 Number of appeals (quarterly)	It's better to be low	30	Monitoring only	Monitoring only	5	6	5		16	No DOT until Q4
	BP68 % of appeals allowed (upheld in the applicant's favour) (quarterly)	It's better to be low	16.67%	30.00%	On target	60.00%	33.33%	0%		31.25%	No DOT until Q4
Code	Title	Polarity	2023/24 Performance	2024/25 Target	Current Status	Quarter 1 2024/25	Quarter 2 2024/25	Quarter 3 2024/25	Quarter 4 2024/25	2024/25 Actual to date	DOT
Other planning applications	BP69 Average number of days taken to validate from when required information is received (quarterly)	It's better to be low	12.83	5	Much worse than target	8.57	9.08	7.77		9.55	↑
	BP70 % Determined within timescales (including extensions of time) (quarterly)	It's better to be high	83.37%	88.00%	Much worse than target	81.25%	74.77%	76.19%		77.44%	No DOT until Q4
	BP71 % Determined within timescales (without extensions of time) (quarterly)	It's better to be high	47.29%	55.00%	Much worse than target	48.21%	45.95%	32.38%		42.38%	No DOT until Q4
	BP72 Number of appeals (quarterly)	It's better to be low	33	Monitoring only	Monitoring only	9	11	11		31	No DOT until Q4
	BP73 % of appeals allowed (upheld in the applicant's favour) (quarterly)	It's better to be low	36.36%	30.00%	Much worse than target	33.33%	27.27%	54.55%		38.71%	No DOT until Q4
Code	Title	Polarity	2023/24 Performance	2024/25 Target	Current Status	Quarter 1 2024/25	Quarter 2 2024/25	Quarter 3 2024/25	Quarter 4 2024/25	2024/25 Actual to date	DOT
Number of enforcement cases live	BP74 Notices issued (during the quarter) (quarterly)	It's better to be high	15	Monitoring only	Monitoring only	1	4	4		9	↑
	BP75 Cases closed (during the quarter) (quarterly)	It's better to be high	206	Monitoring only	Monitoring only	25	40	71		136	↓
	BP76 Cases opened (during the quarter) (quarterly)	It's better to be low	297	Monitoring only	Monitoring only	76	60	52		188	↑
	BP77 Open cases as at the last day of the quarter (quarterly)	It's better to be low	586	450	Much worse than target	640	664	648		648	↓

New stretched targets have been set for the processing of major, minor and other applications. The targets have been set based on the median performance of Local Authorities in our CIPFA comparator group and Devon Local Authorities. They continue to be monitored closely and looking for consistent performance is the reasoning for the continuation of the Planning Service Fit For the Future project. Appeals have been finely balanced with some spilt decisions and those allowed made reference to the Council's high standards of design through local policy. There has been significant progress with Planning Enforcement. The Planning Enforcement Officer has performed exceptionally in investigating cases, closing and issuing notices. Recently three enforcement appeals have been dismissed which is a clear indication we are making the right decisions.

Priority P7: Deliver priority capital projects within the Council's Capital Programme

No KPIs

Economic Growth

Community and Corporate Plan Indicators

Code	Title	Polarity	2023	2024/25 Target	Current Status	2024											Actual to date	DOT	
CP13	Percentage of people in Torbay who are economically active (aged 16 to 64) (annual)	It's better to be high	75.70%	Monitoring only	Monitoring only	Not Yet Published - Reported Annually											Annual		
Code	Title	Polarity	2023/24 Performance	2024/25 Target	Current Status	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	2024/25 Actual to date	DOT
CP14	Percentage of former cared for children who are now aged 19-21 and in employment, education training (EET) (monthly)	It's better to be high	55%	71%	Much worse than target	55%	56%	57%	57%	57%	56%	57%	55%	57%				57%	↑
CP14 targets are aspirational for our care experienced young people and our target reflects this. We are working across council directorates to look at internships and apprenticeships with support from HR colleagues. It is worth noting that the December 2024 figure of 57% is in line with national comparators and above statistical neighbours, at 56% and 47% respectively.																			
Code	Title	Polarity	2023/24 Performance	2024/25 Target	Current Status	2024/25 Performance											2024/25 Actual to date	DOT	
CP15	Local bus and light railway passenger journeys originating in the authority area NI177 (annual)	It's better to be high	5,957,370	6,559,801	-	Not Yet Published - Reported Annually											Annual		

Code	Title	Polarity	2023	2024/25 Target	Current Status	2024	Actual to date	DOT
CP16	Employment by occupation: Group 1-3: Managers, Directors and Senior Officials; Professional Occupations; Associate Professional Occupations (annual)	It's better to be high	42.8%	Monitoring only	Monitoring only	Not Yet Published - Reported Annually	Annual	
CP17	Employment by occupation: Group 4-5: Administrative & Secretarial Occupations; Skilled Trades Occupations (annual)	It's better to be high	21.1%	Monitoring only	Monitoring only	Not Yet Published - Reported Annually	Annual	
CP18	Employment by occupation: Group 6-7: Caring, Leisure and Other Service Occupations; Sales and Customer Service Occupations (annual)	It's better to be high	17.6%	Monitoring only	Monitoring only	Not Yet Published - Reported Annually	Annual	
CP19	Employment by occupation: Group 8-9: Process Plant & Machine Operatives; Elementary Occupations (annual)	It's better to be high	18.5%	Monitoring only	Monitoring only	Not Yet Published - Reported Annually	Annual	
Code	Title	Polarity	As At 31/03/2024	Target	Current Status	31/03/25	Actual to date	DOT
CP20	National Non Domestic Rates – Total number of occupied hereditaments (premises) (annual)	It's better to be high	5,025	Monitoring only	Monitoring only	Not Yet Published - Reported Annually	Annual	
CP21	National Non Domestic Rates – Total number of void hereditaments (premises) (annual)	It's better to be low	567	Monitoring only	Monitoring only	Not Yet Published - Reported Annually	Annual	
Code	Title	Polarity	2022	Target	2022 Target	2022	Actual to date	DOT
CP22	Gross Value Added per hour worked (annual)	It's better to be high	Not Yet Published	Monitoring only	Monitoring only	Not Yet Published - Reported Annually	Annual	
CP23	Gross Value Added per filled job (annual)	It's better to be high	Not Yet Published	Monitoring only	Monitoring only	Not Yet Published - Reported Annually	Annual	
Code	Title	Polarity	2023/24 Performance	2024/25 Target	Current Status	2024/25 Performance	2024/25 Actual to date	DOT
CP24	Earnings by Torbay Residence (Gross weekly pay - Full time workers) (annual)	It's better to be high	£574.90	Monitoring only	Monitoring only	Not Yet Published - Reported Annually	Annual	
Code	Title	Polarity	2023/24 Performance	2024/25 Target	Current Status	2024/25 Performance	2024/25 Actual to date	DOT
CP25	Percentage of people in Torbay in employment (aged 16 to 64) (annual)	It's better to be high	74.1%	Monitoring only	Monitoring only	Not Yet Published - Reported Annually	Annual	

Code	Title	Polarity	2023/24 Performance	2024/25 Target	Current Status	2024/25 Performance											Actual to date	DOT	
CP26	Percentage of Torbay population with full time jobs (annual)	It's better to be high	Not Yet Published	Monitoring only	Monitoring only	Not Yet Published - Reported Annually											Annual		
Code	Title	Polarity	2023/24 Performance	2024/25 Target	Current Status	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	2024/25 Actual to date	DOT
CP27	Out of Work Benefits Claimant Count (monthly)	It's better to be low	3.4%	Monitoring only	Monitoring only	3.3%	3.2%	3.2%	3.4%	3.3%	3.3%	3.2%	3.2%	Data not yet available				Data Not Entered	

**Priority E1: Encourage aspiration, providing opportunities for everyone to raise their skill level, particularly in high value careers**

Code	Title	Polarity	2023/24 Performance	2024/25 Target	Current Status	Quarter 1 2024/25			Quarter 2 2024/25			Quarter 3 2024/25			Quarter 4 2024/25			2024/25 Actual to date	DOT
BP78	Number of people supported through Multiply programme (quarterly)	It's better to be high	437	190		59			40			Data not yet available						Data Not Entered	
Code	Title	Polarity	2023/24 Performance	2024/25 Target	Current Status	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	2024/25 Actual to date	DOT
BP79	Percentage of adults with learning disability in paid employment (monthly)	It's better to be high	6.3%	5.5%	Better than target	5.9%	5.9%	5.7%	5.5%	5.5%	5.7%	5.7%	5.7%	5.8%				5.8%	↓
Code	Title	Polarity	2023/24 Performance	2024/25 Target	Current Status	Quarter 1 2024/25			Quarter 2 2024/25			Quarter 3 2024/25			Quarter 4 2024/25			2024/25 Actual to date	DOT
BP80	Number of secondary schools engaged with business (Voluntary Enterprise Advisers) (quarterly)	It's better to be high	93.0%	100%		100%			100%			Data not yet available						Data Not Entered	
Code	Title	Polarity	2023/24 Performance	2024/25 Target	Current Status	2024/25											2024/25 Actual to date	DOT	
BP81	Percentage of pupils achieving a 9 to 5 pass in English and Maths (annual)	It's better to be high	48.90%	Monitoring only	Monitoring only	Not Yet Published - Reported Annually											Annual		
Code	Title	Polarity	2023/24 Performance	2024/25 Target	Current Status	Quarter 1 2024/25			Quarter 2 2024/25			Quarter 3 2024/25			Quarter 4 2024/25			2024/25 Actual to date	DOT
BP82	Proportion of 16 - 17 year olds who were not in education, employment or training (NEET) (quarterly)	It's better to be low	4.4%	Monitoring only	Monitoring only	4.9%			4.7%			Data not yet available						Data Not Entered	No DOT until Q4
Code	Title	Polarity	2023	Target	Current Status	2024											Actual to date	DOT	
BP83	Percentage of people in Torbay that hold an NVQ 4+ qualification (annual)	It's better to be high	22%	Monitoring only	Monitoring only	Not Yet Published - Reported Annually											Annual		

### Priority E2: Drive training opportunities across all sectors to empower people to improve their skills

Code	Title	Polarity	2023/24 Performance	2024/25 Target	Current Status	Quarter 1 2024/25	Quarter 2 2024/25	Quarter 3 2024/25	Quarter 4 2024/25	2024/25 Actual to date	DOT
BP84	Number of people achieving a new qualification, licence or skill (quarterly)	It's better to be high	N/A	150		0	10	Data not yet available		Data Not Entered	N/A
BP85	Number of employed people undertaking training (quarterly)	It's better to be high	N/A	240		0	10	Data not yet available		Data Not Entered	N/A
BP86	Number of people supported into work (quarterly)	It's better to be high	N/A	130		3	7	Data not yet available		Data Not Entered	N/A

All three of the above projects are linked to our UK Shared Prosperity Fund programme that started April 2024. As with all new projects, it takes a while for outputs to start coming through however, we have met with South Devon College, who are delivering the projects which are delivering these outputs, to discuss the need to see outputs delivered quicker. There will also be a quarterly lag as it takes a while for the outputs to be reported to us from the college.

### Priority E3: Improve transport links to and within Torbay

Code	Title	Polarity	2023/24 Performance	2024/25 Target	Current Status	2024/25	2024/25 Actual to date	DOT
BP87	Number of electric vehicle charging points installed on Council-owned land (annual)	It's better to be high	0	24	-	Not Yet Published - Reported Annually	Annual	
BP88	Number of electric vehicles registered in Torbay (annual)	It's better to be high	1,196	Monitoring only	Monitoring only	Not Yet Published - Reported Annually	Annual	
BP89	Number of electric buses in service (annual)	It's better to be high	0	0	-	Not Yet Published - Reported Annually	Annual	

### Priority E4: Develop a year-round economy

Code	Title	Polarity	2023	Target	Current Status	2024	Actual to date	DOT			
BP90	Number of visitors to Torbay (annual figure) (annual)	It's better to be high	Not Yet Published	Monitoring only	Monitoring only	Not Yet Published - Reported Annually	Annual				
Code	Title	Polarity	2023/24 Performance	2024/25 Target	Current Status	Quarter 1 2024/25	Quarter 2 2024/25	Quarter 3 2024/25	Quarter 4 2024/25	2024/25 Actual to date	DOT
BP91	Occupancy rate of Council let Estate (Inc former TDA Estate) (quarterly)	It's better to be high	90.0%	90.0%	On target	92.5%	89.8%	88.5%		90.3%	No DOT until Q4
BP92	Occupancy rate at Electronics & Photonics Innovation Centre (EPIC) (quarterly)	It's better to be high	95.0%	80.0%	Much better than target	100%	100%	100%		100%	↑

**Priority E5: Increase the amount of full-time employment opportunities within Torbay**

Code	Title	Polarity	2023/24 Performance	2024/25 Target	Current Status	2024/25 Performance	2024/25 Actual to date	DOT
BP93	Earnings by Torbay Workplace (Gross weekly pay - Full time workers) (annual)	It's better to be high	£543.30	Monitoring only	Monitoring only	Not Yet Published - Reported Annually	Annual	
BP94	Percentage of Torbay unemployed (annual)	It's better to be low	2.8%	Monitoring only	Monitoring only	Not Yet Published - Reported Annually	Annual	
Code	Title	Polarity	2023	2024/25 Target	Current Status	2024	2024/25 Actual to date	DOT
BP95	Births of new enterprises (new enterprise start-ups) (annual)	It's better to be high	10.1%	Monitoring only	Monitoring only	Not Yet Published - Reported Annually	Annual	
BP96	Deaths of enterprises (enterprises ceasing to exist) (annual)	It's better to be low	11.2%	Monitoring only	Monitoring only	Not Yet Published - Reported Annually	Annual	

**Priority E6: Focus on inclusive growth, with opportunities which benefit everyone**

Code	Title	Polarity	2023/24 Performance	2024/25 Target	Current Status	Quarter 1 2024/25	Quarter 2 2024/25	Quarter 3 2024/25	Quarter 4 2024/25	2024/25 Actual to date	DOT
BP97	Number of individuals attending inclusive growth events delivered or commissioned by the Council (quarterly)	It's better to be high	112	115		82	116	Data not yet available		Data Not Entered	No DOT until Q4
Code	Title	Polarity	2023/24 Performance	2024/25 Target	Current Status	2024/25				2024/25 Actual to date	DOT
BP98	The percentage of total Council spend on goods and services from local businesses based in Torbay (annual)	It's better to be high	N/A	TBC	-	Not Yet Published - Reported Annually				Annual	



## Glossary of Terms

ASB	Anti-Social Behaviour	NBV	New Birth Visit
ASC	Adult Social Care	NEET	Not in Education, Employment or Training
BID	Business Improvement District	NHSE	NHS England
CCIB	Children's Continuous Improvement Board	NTE	Night Time Economy
CH	Community Hub	NTS	National Transfer Scheme
CIC	Community Interest Company	Ofsted	Office for Standards in Education
CN	Carbon Neutral	OLPO	Online protection officer
CRM	Customer Relationship Management (system)	OPCC	Office of the Police and Crime Commissioner
CSC	Children's Social Care	PCN	Primary Care Network
CWB	Community Wealth Building	PH	Public Health
DASV	Domestic Abuse and Sexual Violence	PSDF	Public Sector Decarbonisation Fund
DASVEG	Domestic Abuse and Sexual Violence Executive Group	RP	Registered Providers
DBS	Disclosure and Barring Service	RSA	Requests for Statutory Assessment
DCC	Devon County Council	RSI	Rough Sleeping Initiative
DCS	Director of Children's Services	SEN	Special Educational Needs
DHP	Discretionary Housing Payments	SEND	Special Educational Needs and Disability
DLUHC	Department for Levelling Up, Housing and Communities	SLA	Service Level Agreement
DM	Development Management	SME	Small to medium-sized enterprise
DMP	Destination Management Plan	SN	Statistical Neighbours
DOT	Direction of travel	SW	South West
ECH	Extra Care Housing	SWEP	South West Emergency Protocol
EET	Employment, Education or Training	TA	Temporary Accommodation
EH	Early Help	TBC	To be confirmed
EHCP	Education, Health and Care Plan	TCCT	Torbay Coast and country trust
EPIC	Electronics & Photonics Innovation Centre (at White Rock Business Park)	TCDT	Torbay Community Development Trust
ERBID	English Riviera Business Improvement District	TCEAP	Torbay Climate Emergency Action Plan
ERBIDCo	English Riviera BID Company	TDA	Torbay Development Agency
ERDMP	English Riviera Destination Management Plan	TDAS	Torbay Domestic Abuse Service
EV	Electric Vehicle	TSDFT	Torbay and South Devon (NHS) Foundation Trust
FTE	Full Time Equivalent	TUPE	Transfer of Undertakings (Protection of Employment)
GWR	Great Western Railway	UASC	Unaccompanied Asylum Seeking Children
HotSW	Heart of the South West (Local Enterprise Partnership)	UKSPF	UK Shared Prosperity Fund
HSF	Housing Support Fund	UNESCO	United Nations Educational, Scientific and Cultural Organization
HWRC	Household Waste Recycling Centre	VAWG	Violence against women and girls
ICO	Integrated Care Organisation	VS	Voluntary Sector
IMO	Interim Management Orders	VS	Voluntary, community and social enterprise sector
JD/PS	Job Description / Person Specification	WSOA	Written Statement of Action
JTAI	Joint Targeted Area Inspection	YP	Young People
LA	Local Authority	YTD	Year to date
LCWIP	Local Cycling and Walking Infrastructure Plan		
LEP	Local Enterprise Partnership		
LGA	Local Government Association		
LPA	Local Planning Authority		
MARAC	Multi Agency Risk Assessment Conference		
MASH	Multi Agency Safeguarding Hub		
MCN	Multiple Complex Needs		
MH	Mental Health		
MHCLG	Ministry of Housing, Communities & Local Government		
MOU	Memorandum of Understanding		
N/A	Not applicable		

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**Meeting:** Overview and Scrutiny Board/Cabinet      **Date:** 12 and 18 February 2025

**Wards affected:** All Wards

**Report Title:** Rent and Service Charge Policy and proposed changes to social housing rents

**When does the decision need to be implemented?** February 2025

**Cabinet Member Contact Details:** Councillor Alan Tyerman, Cabinet Member for Housing and Finance, alan.tyerman@torbay.gov.uk

**Director Contact Details:** Anthony Payne, Interim Director of Pride in Place, [anthony.payne@torbay.gov.uk](mailto:anthony.payne@torbay.gov.uk)

## 1. Purpose of Report

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- 1.1. The report seeks approval to adopt the Rent and Service Charge Setting Policy and authorisation to implement the proposed rent increases for Torbay Council's housing stock, due to be set by the Council on 27 February 2025 as part of the budget setting process, and to be implemented from 1 April 2025.
- 1.2. It is proposed that Torbay Council's social housing stock rent increase is set in line with the Government's Rent Standard Guidance and the Council's Rent and Service Charge Setting Policy includes a rent increase cap for 2025-2026 to remain at CPI + 1%. It should be noted that Temporary Accommodation and Service occupancy accommodation do not fall under the Government Rent Standard.

## 2. Reason for Proposal and its benefits

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- 2.1. The proposals in this report help us to deliver our vision of a healthy, happy, and prosperous Torbay by ensuring fair rent for the Council's Housing Stock.
- 2.2. The reasons for the proposal, and need for the decision is to ensure the Council has an up to date Rent and Service Charge Policy, which sets the framework for all its housing stock that any rent increases will operate within as is in accordance with the Government's Rent Guidance.

## 3. Recommendation(s) / Proposed Decision

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1. that the Rent and Service Charge Setting Policy set out at Appendix 1 to the submitted report be approved;

2. that Council on 27 February 2025 be recommended to approve as part of the Revenue Budget Fees and Charges the proposed rent increase for 2025/2026 whereby all Social Housing rents are increased by 2.7% (CPI+1%); and
3. that rent reviews take place on all Service Occupancy properties and those rents be increased up to open market value.

## 4. Appendices

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Appendix 1: Rent and Service Charge Policy

Appendix 2: Temporary Accommodation Charging Procedure

Appendix 3: Rent and Service Charge policy - Equality Impact Assessment

## 5. Background Documents

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[Rent Standard and Guidance - GOV.UK](#)

## Supporting Information

### 6. Introduction

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- 6.1 Last year saw the rents increase with CPI + 1% which equated to a total of 7.7%. The Government also increased the LHA rates for the period April 2024 to March 2025 and these are not set to increase for the forthcoming financial year. The table below shows the current LHA levels and the proposed increase to rents in Torbay Council's social housing stock.

#### Local Housing Allowance rates 2024/2025

Shared room	One bedroom	Two bedroom
£366.16	£503.62	£673.14

#### Proposed Social Housing Rents 2025/2026

Shared room	One bedroom	Two bedroom
£311.54	£496.36	£661.81

- 6.2 Social Housing tenants need to receive at least one month's notice to increase their rent, notices are normally hand delivered the last week in February. Some of the social housing stock remains with TorVista Homes at this time. During their Board meeting on 5 December 2024 TorVista homes Board approved the proposed rent increase for their stock at that meeting.

### **Temporary Accommodation**

- 6.3 Torbay Council have a framework they use to charge a service charge for all households in temporary accommodation to enable the recovery of ineligible housing costs. The Policy also allows the recovery of housing costs up to the value of the Local Housing Allowance (LHA) rate where the household are not eligible for housing benefit or have failed to submit a claim. In addition the Policy also allows the recovery of costs incurred by the service in discharging it's duties, such as kennels and removals.
- 6.4 The charges set are for use and occupation of the accommodation and the charge will be reasonable under the terms of s206(2) Housing Act 1996. The Licence fee (rent charged) is capped in line with the current LHA rates.

### **Service Occupancy Accommodation**

- 6.5 Under the terms of the existing service occupancy agreements there is no rent review clause. However under the Housing Act 1988 a Section 13 notice can be served by a landlord to propose an increase in rent.

## **7. Options under consideration**

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- 7.1. Not applicable

## **8. Financial Opportunities and Implications**

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- 8.1. Agreeing a policy that proposes rent increases below what is permitted under the Governments rent guidance has the potential to create revenue pressures with the management and maintenance of the properties. The proposal as set out reduces this risk.

## **9. Legal Implications**

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- 9.1. Not applicable

## **10. Engagement and Consultation**

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- 10.1. Not applicable

## **11. Procurement Implications**

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- 11.1. Not applicable

## 12. Protecting our naturally inspiring Bay and tackling Climate Change

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12.1. Not applicable

## 13. Associated Risks

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13.1. Agreeing a policy that proposes rent increases below what is permitted under the Governments rent guidance and that is being proposed has the potential to create revenue pressures with the management and maintenance of the properties. The proposal as set out reduces this risk.

## 14. Equality Impact Assessment

Protected characteristics under the Equality Act and groups with increased vulnerability	Data and insight	Equality considerations (including any adverse impacts)	Mitigation activities	Responsible department and timeframe for implementing mitigation activities
<p>Age</p> <p>Page 71</p>	<p>18 per cent of Torbay residents are under 18 years old.</p> <p>55 per cent of Torbay residents are aged between 18 to 64 years old.</p> <p>27 per cent of Torbay residents are aged 65 and older.</p>	<p>Safe, secure and affordable accommodation is vital to ensure wellbeing. This is key as people tend to experience increased fragility as they age.</p> <p>It is recognised that paying fees and charges may be difficult for some pensioners due to high levels of poverty within this demographic. Furthermore, some pensioners may difficulty accessing financial wellbeing information due to the societal shift to ‘digital first’ models of service delivery.</p> <p>Safe, secure and affordable accommodation is also important for children and young people to ensure that they can reach their potential.</p>	<p>We will work in a person centred and trauma informed manner alongside other Council departments to ensure that individual needs are met.</p> <p>Information about charges and fees will be clearly communicated to tenants in a format and manner that is accessible to them. The service will also signpost service users to partner agencies where additional support is required.</p> <p>This signposting will supplement the information about the cost-of-living crisis</p>	<p>Pride in Place</p> <p>Rent Arrears and Debt Recovery policy promotes a payment culture, early intervention when arrears occur and signposting to relevant agency.</p>

			<p>which is provided by Torbay Council.</p> <p><u>Help with the cost of living - Torbay Council</u></p>	
Carers	<p>At the time of the 2021 census there were 14,900 unpaid carers in Torbay. 5,185 of these provided 50 hours or more of care.</p>	<p>Safe, secure and affordable accommodation is vital to ensure wellbeing.</p> <p>It is recognised that paying fees and charges may be difficult for some carers due to higher levels of poverty within this demographic.</p> <p>However it is recognised that people with caring responsibilities are more likely to experience financial hardship.</p>	<p>We will work in a person centred and trauma informed manner alongside other Council departments to ensure that individual needs are met.</p> <p>Information about charges and fees will be clearly communicated to tenants in a format and manner that is accessible to them. The service will also signpost service users to partner agencies where additional support is required.</p> <p>This signposting will supplement the information about the cost-of-living crisis which is provided by Torbay Council.</p> <p><u>Help with the cost of living - Torbay Council</u></p>	Pride in Place



Disability	<p>In the 2021 Census, 23.8% of Torbay residents answered that their day-to-day activities were limited a little or a lot by a physical or mental health condition or illness.</p>	<p>Safe, secure and affordable accommodation is vital to ensure wellbeing.</p> <p>It is recognised that people with disabilities and in particular learning disabilities face increased vulnerabilities when compared to the wider population.</p> <p>It is recognised that paying fees and charges may be difficult for some people with disabilities due to higher levels of poverty within this demographic.</p> <p>It is also recognised that those with some mental health conditions may find applying for financial support daunting.</p>	<p>We will work in a person centred and trauma informed manner alongside other Council departments to ensure that individual needs are met.</p> <p>Information about charges and fees will be clearly communicated to tenants in a format and manner that is accessible to them. The service will also signpost service users to partner agencies where additional support is required.</p> <p>This signposting will supplement the information about the cost-of-living crisis which is provided by Torbay Council.</p> <p><a href="#"><u>Help with the cost of living - Torbay Council</u></a></p>	Pride in Place
Gender reassignment	<p>In the 2021 Census, 0.4% of Torbay's community answered that their gender identity was not the same as their sex registered at birth.</p>	<p>There is no differential impact anticipated.</p>	<p>Not applicable</p>	<p>Not applicable</p>

	This proportion is similar to the Southwest and is lower than England.			
Marriage and civil partnership	Of those Torbay residents aged 16 and over at the time of 2021 Census, 44.2% of people were married or in a registered civil partnership.	There is no differential impact.	Not applicable	Not applicable
Pregnancy and maternity	Over the period 2010 to 2021, the rate of live births (as a proportion of females aged 15 to 44) has been slightly but significantly higher in Torbay (average of 63.7 per 1,000) than England (60.2) and the South West (58.4). There has been a notable fall in the numbers of live births since the middle of the last decade across all geographical areas.	There is no differential impact.	Not applicable	Not applicable
Race	In the 2021 Census, 96.1% of Torbay residents described their ethnicity as white. This is a higher proportion than the South West and England. Black, Asian and minority ethnic individuals are more likely to live in areas of Torbay classified as being amongst	It is recognised that people who are from black, Asian or minority ethnic backgrounds are more likely to experience financial hardship.	We will work in a person centred and trauma informed manner alongside other Council departments to ensure that individual needs are met.  Information about charges and fees will be clearly communicated to	

	the 20% most deprived areas in England.		<p>tenants in a format and manner that is accessible to them. The service will also signpost service users to partner agencies where additional support is required.</p> <p>This signposting will supplement the information about the cost-of-living crisis which is provided by Torbay Council, this includes links for benefit and finance advice, housing and homelessness.</p> <p><a href="#"><u>Help with the cost of living - Torbay Council</u></a></p>	
Religion and belief	64.8% of Torbay residents who stated that they have a religion in the 2021 census.	There is no differential impact.	Not applicable	Not applicable
Sex	51.3% of Torbay's population are female and 48.7% are male	It is recognised that families and households headed by females are more likely to experience financial hardship and be on lower income and thus, experience homelessness.	We will work in a person centred and trauma informed manner alongside other Council departments to ensure that individual needs are met.	Pride in Place

			<p>Information about charges and fees will be clearly communicated to tenants in a format and manner that is accessible to them. The service will also signpost service users to partner agencies where additional support is required.</p> <p>This signposting will supplement the information about the cost-of-living crisis which is provided by Torbay Council.</p> <p><u><a href="#">Help with the cost of living - Torbay Council</a></u></p>	
Sexual orientation	In the 2021 Census, 3.4% of those in Torbay aged over 16 identified their sexuality as either Lesbian, Gay, Bisexual or, used another term to describe their sexual orientation.	There is no differential impact		Not applicable
Armed Forces Community	In 2021, 3.8% of residents in England reported that they had previously served in the UK armed forces. In Torbay,	Veterans often suffer complex physical and/or mental medical conditions resulting from their service experiences.	We will work in a person centred and trauma informed manner alongside other Council departments to ensure	Pride in Place

	<p>5.9 per cent of the population have previously served in the UK armed forces.</p>	<p>Torbay Council is committed to working with Veterans under the Localism Act.</p>	<p>that individual needs are met.</p> <p>Information about charges and fees will be clearly communicated to tenants in a format and manner that is accessible to them. The service will also signpost service users to partner agencies where additional support is required.</p> <p>This signposting will supplement the information about the cost-of-living crisis which is provided by Torbay Council. Help with the cost of living - Torbay Council.</p> <p><u><a href="#">Help with the cost of living - Torbay Council</a></u></p> <p>We will also signpost to appropriate organisations providing support to the armed forces community.</p>	
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Additional considerations				
Socio-economic impacts (Including impacts on child poverty and deprivation)		Torbay Council set rents under the Rent Standard set by the Government. Rents are capped at the Local Housing Allowance rate.	That we take steps under this policy to support this.	Pride in Place
Public Health impacts (Including impacts on the general health of the population of Torbay)		There is no differential impact anticipated	Not applicable	Not applicable
Human Rights impacts		There is no differential impact anticipated	Not applicable	Not applicable
Child Friendly	Torbay Council is a Child Friendly Council, and all staff and Councillors are Corporate Parents and have a responsibility towards cared for and care experienced children and young people.	There is no differential impact anticipated	Not applicable	Not applicable

## 15. Cumulative Council Impact

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15.1. None

## 16. Cumulative Community Impacts

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16.1. None

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# Rent & Service Charge Policy

August 2024

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## 1. Version control

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Date	Details	Updated by
August 2024	V1	

## 2. Policy Statement

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Torbay Council will set its rents and service charges annually for customers. We will work within the framework set out by the Regulator of Social Housing and we will provide the correct notices within the correct timeframe to all customers.

## 3. Scope

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This policy covers:

- Current and New Social Rent tenants, including any specialist projects.
- New build, including Affordable Rent
- Service Charges

This policy does not cover any charges payable or collected by Torbay Council on behalf of a third party. These will be set out in the relevant agreements.

This policy applies to all social housing tenants of Torbay Council owned properties. This policy does not apply to any commercial tenancies or agreements between Torbay Council and a third party. This policy provides the framework for Torbay Council to set both rent and service charges on an annual basis and is supported by the terms and conditions within occupation agreements.

## 4. Aims & Objectives

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### 4.1 Overall Aim

The overall aim of this policy is to ensure that rents and service charges are applied and recovered in accordance with legislative and regulatory requirements and provide a fair and affordable system of charging to customers that represents good value.

## 4.2 Objectives of the policy

The objective of this policy is to ensure that rents and service charges:

- are set and maintained in accordance with The Safety and Quality Standard, which was introduced on 01st April 2024 ([Safety and Quality Standard - GOV.UK \(www.gov.uk\)](https://www.gov.uk))
- are charged in accordance with the conditions of any lease and / or other legal document for leasehold properties.
- are compliant with the requirements of the Landlord & Tenants Act 1985 (and subsequent amendments) and other relevant legislative requirements.
- are set at levels that are affordable to customers on low incomes and / or in receipt of state benefits, represent value for money, and which adequately meet the operating and other costs of Torbay Council.

## 5. Responsibilities

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Key areas of responsibility relevant to the approval and implementation of this policy are set out below:

5.1 Cabinet - is responsible for establishing the overall framework for the setting of rents and service charges, and ensuring the policy is reviewed annually so that it complies with regulatory and legislative requirements as well as meeting Torbay Council's Financial Plan.

5.2 Director - has responsibility for ensuring this policy is applied to ensure compliance with regulatory and legislative requirements.

5.3 Head of Finance - has the responsibility for ensuring that rents and service charges are calculated in accordance with this policy, and that appropriate financial and other support and advice is provided to Cabinet and Director as required.

5.4 Housing Manager – The Housing Manager will have the day-to-day responsibility for the implementation of rent and service charges and ensuring timely communication with tenants, including:

- ensuring prompt implementation of rent and service charges increases / decreases following the Cabinet's decisions
- ensuring housing management and other systems are updated in a timely manner
- ensuring there is timely and appropriate communication with customers, and that customer enquiries are dealt with promptly and effectively
- ensuring prompt implementation of any internal audit recommendations.
- Tenants are required to comply with all terms and conditions of their Tenancy Agreement, lease or other legal agreement. The framework for collection of rents and service charges due is covered separately under the Income and Arrears Policy.

## 6. Definitions

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### **Social rented housing**

Since 2001 social rents have been set based on a government formula which uses average sector rent, relative county earnings, number of bedrooms and property value. This is known as formula rent and once calculated is subject to annual adjustments based on the rent uplifts since 2001 and the subsequent four reductions from 2016. Flexibilities allow us to charge at up to 5% above formula rent to take account of local circumstances and affordability.

### **Affordable rented housing**

This is housing that is subject to a Homes England housing supply delivery agreement, or an agreement between a local authority (Torbay Council in this instance) and the Secretary of State, which allows homes to be let at affordable rent. The rent, including service charges, must not exceed 80% of the gross market value.

### **Service Occupancy Agreement**

This is an Assured Shorthold Agreement where accommodation is linked to employment with Torbay Council. The agreement is between Torbay Council as the Employer and the employee. The accommodation is tied to the employment for the length of the employment contract. The rent has been set at two thirds of the open market rent of the accommodation.

### **CPI**

Consumer Price Inflation - The rate of inflation is the change in prices for goods and services over time. Measures of inflation and prices include consumer price inflation, producer price inflation and the House Price Index.

### **RPI**

Retail Price Index is another method of measuring consumer inflation and is produced by the Office for National Statistics.

## 7. Rent Setting Current and New Social Rent Tenants

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The Government announced that the previous Rent Standard Guidance would be reinstated for a five-year period (2020/21 – 2024/25 inclusive) at the end of the rent reduction period. This allows Registered Providers to increase social housing rents by CPI + 1% per year, with CPI taken by reference to the prevailing CPI rate at the September prior to the increase being implemented. A CPI + 1% rent increase will be applied for four years from April 2020. This increase has been extended for April 2025/26.

In setting its rent Torbay Council will following how the government sets social rents. This is called 'Rent Formula' and is for the rent and not the service charges. The formula uses the following factors:

**Value of house or flat (by the district valuer, not estate agents)**

**Property size (number of bedrooms)**

## **Average income for the region (set by government)**

### **Plus 5%**

Rents will be calculated and collected over a 12-month period each year. Rent increases / decreases will take effect on any day within the month. Tenants will be notified in writing at least 28 days prior to the change in changes coming into effect.

The rent chargeable on re-let mid-year will be the same as the rent charged under the previous tenancy, excluding any specific allowances / adjustments applied that relate specifically to the individual tenant(s).

The Cabinet will revisit this policy annually and confirm the policy assumptions set out above remain appropriate or make amendments to the policy as deemed appropriate. Key policies and rent settings will always go back to the Cabinet.

Affordable Rent Tenants - The Affordable Rent calculated will be set at no more than 80% of comparable Market Rents. Any Affordable rent will be recommended by Cabinet to the council as part of the fees and charges within the overall annual budget setting process.

Rent increases for Affordable Rent properties will be calculated using the same formula and timescales as defined under 'Current and New Social Rent Tenants'.

The initial rent for any new build affordable rental properties will be calculated in accordance with the current Government Policy, any delivery agreement with Homes England or any other partner. Where there is no delivery agreement in place, the approach to setting initial rents will be determined by Cabinet on a scheme-by-scheme basis.

## **8. Re Lets**

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Existing social rent properties will be re-let at formula rent plus 5%. If the existing rent exceeds formula rent plus 5% the rent at re-let will be lowered to formula rent plus 5%. We will ensure that these rents do not exceed the local housing allowance levels, including service charges.

Existing affordable rent properties will be revalued at re-let to ensure that they do not exceed 80% gross market rent or local housing allowance levels, including service charges. At re-let we may use comparable affordable rent properties or desktop reviews instead of a full valuation.

Where social rent properties are re-let to the same tenant at renewal of a fixed term tenancy the rent will remain the same.

Where affordable rent properties are re-let to the same tenant at renewal of a fixed term tenancy the rent will be re-set, using a valuation, to ensure it is no more than 80% of gross market value. We will not increase the rent by more than CPI plus 1% or local housing allowance, whichever is lower.

## 9. Annual Rent Reviews

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In accordance with the Welfare Reform & Works Act 2016 social and affordable rents were reduced by a further 1% in April 2019.

From April 2020 social and affordable rents increased by CPI (September the previous year) plus 1% for the next five years. The figure will be reviewed annually and reported to the Cabinet. No tenant will have their rent increased by more than CPI plus 1% during this period, including those who have had a renewal of a fixed term tenancy at a re-valued rent.

Service Occupancy Agreements are valued on an annual basis to ensure their rents remain at two-thirds of the open market rent.

The Head of Finance will oversee the preparation of a schedule of revised rents for any given annual review and the Housing Manager will ensure that tenants are notified of their revised rents using the appropriate notices within the required time, usually at least one month prior to the revised rent coming into effect and subject to the Council approving the rents as part of the annual budget setting process.

## 10. Service Charges

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Under the terms of its tenancy agreements and leases, Torbay Council operates a variable service charge regime. Service charges applied by the business are additional to the basic rent charge; they are property-specific and are calculated on the basis that Torbay Council recovers the full cost of providing these services, and that these costs are fair and reasonable.

Service charges are reviewed on an annual basis to ensure the service charge income is sufficient to cover future costs of service provision. In the instance of new developments, a token service charge will be set in the first year, to be reviewed at the end of the financial year and will be adjusted accordingly once there is a clear picture of the annual cost for the service provision.

Any service charges for which an individual tenant or leaseholder is liable to pay will be detailed in the relevant tenancy agreement, lease, or other legal documentation.

For the purposes of this section of the policy, tenants or leaseholders are referred to collectively as 'customers' and provisions apply to all unless specifically stated otherwise.

The Service Charges cycle - The variable service charges regime will be operated on a cyclical basis as illustrated at Appendix 1.

Relevant services – Torbay Council will recover from tenants the costs associated with providing services to schemes, blocks of flats, estates and / or individual dwellings that fall outside its statutory duties as a social landlord.

Costs will be recovered from tenants and leaseholders in accordance with the terms of the lease / legal agreement.

Each customer will pay service charges only in respect of the service and work pertaining to the scheme / block / estate in which their property is situated.

Where specific equipment or an individual service has been provided to support a tenant in maintaining their tenancy, the cost of that service and of servicing any equipment will be charged as a service charge specific to that property / tenancy, e.g., a stair lift.

A list of services for which costs are recharged through service charges is provided as Appendix 2 to this policy.

### **Apportioning shared service costs.**

In apportioning costs between residents in a block and / or estate, Torbay Council will seek to achieve a fair and reasonable apportionment of the costs between all residents in the block and / or estate.

Apportionment will be calculated for all customers on the same basis, regardless of tenure, and costs applied equally across all properties unless there are specific grounds to use an alternative method of apportionment. Apportionment will be based on the services that are available to, but not necessarily used by, customers, in accordance with the terms of their individual agreement.

There are some service costs which are non-recoverable from tenants, but which are charged to leaseholders, typically for an apportioned contribution to the maintenance of common parts and buildings insurance. In these instances, costs will be apportioned based on the total number of properties receiving the service, but only charged to those properties eligible to pay for them.

An estimate of the budgeted costs for providing services for the forthcoming year will be used as the basis of costs to be apportioned.

### **Management, Administration and Other Costs**

A management and administration charge of 15% of the estimated service costs (before over/under recovery adjustment) can be applied to all service charges to cover the costs of centralised management and administration of the variable service charges regime.

Statement of Actual Income and Expenditure and Over / Under Recovery of Service Costs, service charges for the year will be calculated based on the estimated costs of service provision for the forthcoming year. Within six months of the end of each financial year, each customer will be provided with a written statement (the Service Charge Statement) setting out details of actual income and costs for the year. Where there has been under-recovery of actual costs, this will be recovered in accordance with the rules applicable to a variable service charge regime. The amount of any under-recovery will be added to the amount of service costs to be recovered in the year immediately following the date of the Service Charge Statement and recovered in equal instalments throughout the year.

Where there has been an over-recovery of actual costs, this will be adjusted for in accordance with the rules applicable to a variable service charge regime. The amount of any over-recovery will be deducted from the amount of service costs to be recovered in the year immediately following the date of the Service Charge Statement and adjusted for in equal instalments throughout the year.

Management will seek to minimise the level of over and under recovery each year through setting appropriate budgets based on historic data and forecast activity.

Notification and Recovery of Service Charges. All customers will be notified in writing of the service charges applicable to the forthcoming financial year, at least four weeks in advance of the new charges coming into effect (the Rent and Service Charges Letter). This will include details of whether charges are eligible to be covered by Housing Benefit (or not). Following the introduction of Universal Credit, the Department for Work and Pensions has issued further guidance, 'Universal Credit service charges – guidance for landlords (April 2013)', which provides detail as to which charges are eligible / ineligible for inclusion in calculating UC entitlement.

Where there is a change in circumstance in-year that results in the introduction of a new service charge, e.g. completion of a disabled adaptation, customers will be notified in writing at least 28 days in advance of the new charge being applied to their account. Charges will be made and recovered monthly.

Customers are required to pay service charges under the conditions of their tenancy, lease or other legal agreement. Non-payment will result in the relevant arrears recovery policy being applied.

### **Challenging Service Charges**

The law requires that service charges can go up or down without any limit, but the landlord can only recover those costs which are reasonable. Leaseholders have rights to challenge service charges that they feel are unreasonable at the Tribunal.

The law also expects the landlord to behave in a 'reasonable' manner with regard to his expenditure on the building. The landlord has a long-term interest in maintaining the condition and the value of his investment. The leaseholder may have a much shorter-term view, only intending to remain in the property for a few years. These different viewpoints often lead to dispute.

A landlord is not usually bound to minimise the costs. However, the law states that service charges must be 'reasonable' and where the costs relate to works or services are of a reasonable standard.

Both landlords and leaseholders have a right to ask the Tribunal whether a charge, or a proposed charge, is reasonable; however, there is no statutory definition of what is 'reasonable'. The Tribunal will consider the evidence presented and then decide on the matter.

An application may be made to the Tribunal whether the charge has already been paid. It can be in respect of costs already incurred for works, services or other charges, or in respect of an estimate or budget. However, if the charges have been agreed or admitted by the leaseholder or finally determined by a court or tribunal, or by post-dispute arbitration, no application to a Tribunal can be made.

Further information can be found at: <https://www.gov.uk/housing-tribunals/apply-to-the-tribunal>

There are various laws that are relevant to this policy (detailed below) but in summary the law says that we should identify accurate costs of managing services to tenants and reasonable costs should be passed onto tenants with clear explanations.



Law	Summary
<p><b><u>Landlord and Tenant Act 1985 (as amended)</u></b></p>	<p>Definition of service charges            Provision for managing variable service charges            Can only charge or vary service charges as set out in the tenancy/lease            Tenants' rights in relation to service charges, consultation, information, recognised tenant's association            Amounts payable must be reasonably incurred            Services provided must be of a reasonable standard</p>
<p><b><u>Housing Act 1996</u></b></p>	<p>Makes it easier for leaseholders to challenge unreasonable service charges            Gives jurisdiction for Leasehold Valuation Tribunals (LVT) to determine service charge disputes.</p>
<p><b><u>Commonhold and Leasehold Reform Act 2002</u></b></p>	<p>Improved definition of variable service charges            Meaning and reasonableness of administration charges (Schedule 11)            Requirement to supply the Administration Charges (Summary of Rights and Obligations) (England) Regulations 2007 every time a demand for an administration charge is made.            Wider jurisdiction of the LVT (liability to pay, reasonableness of administration charges, variations of leases)            Improved rights regarding consultation about 'qualifying works' and 'qualifying long-term agreements'.</p>
<p><b><u>The Service Charges (Consultation Requirements) (England) Regulations 2003</u></b></p>	<p>Required consultation before we can lawfully charge for 'qualifying works or services under 'qualifying long-term agreements'.</p>
<p><b><u>The Service Charges (Summary of Rights and Obligations, and Transitional Provision) (England) Regulations 2007</u></b></p>	<p>Required content and format of service charge demands, to include summary of rights or tenants have the right to withhold payment.</p>

## 11. Sinking Funds

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Sinking funds may be provided for expenditure that may be incurred periodically, such as replacement of equipment. The use of sinking funds avoids the necessity for large amounts to be collected from the customer in a single year when the replacement expenditure is incurred.

Payments into sinking funds will be in accordance with the tenancy, lease or legal agreement, and will either be:

- In advance of the asset being replaced, based on an estimate of the likely replacement cost and anticipated useful economic life of the existing asset.
- Retrospectively in respect of the initial costs being depreciated, based on the actual cost incurred and anticipated useful economic life of the asset.
- The annual payments into the sinking fund will be held separately and attract interest, based on the rate of interest achieved by Torbay Council in respect of its own funds, to offset or partially offset future inflationary increases in replacement cost.
- In holding such sinking funds, the Torbay Council acts as a trustee under Section 42 of the Landlord and Tenant Act 1987, with funds held in trust. If, at the point of replacement, the cost of replacement exceeds the amount held in the sinking fund Torbay Council will consult with relevant customers to determine how this money is to be dealt with e.g. to support another project or refunded. A clear majority will be needed e.g. (more than 55% of all residents impacted). If there is no clear majority the money will be held in trust until a majority can be achieved.
- If the cost of replacement is less than the balance within the sinking fund, the Torbay Council will consult with customers as to whether to refund the surplus or utilise it to reduce future contributions to the fund.
- An annual statement of movements in the sinking fund, including receipts, expenditure and interest accrued, will be provided to all customers paying such a charge within six months of the year end.

## 12. Communication with Customers

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As set out above, customers will receive the following regular communication in respect of service charges:

**Rent & Service Charges Letter:** sent out four weeks prior to the implementation of new service charges (typically late February), this letter will detail the charges payable for the forthcoming financial year, the date from which they come into effect, supporting information on how charges are calculated, and advice / contact information for customers who are experiencing financial difficulties.

**Sinking Fund Statement:** sent out to customers where relevant with the Service Charges Statement, the Sinking Fund Statement provides details of the amount held in the fund, interest accrued, and any costs offset against the sinking fund balance during the year.

Detailed calculations of service charges and actual costs are not provided routinely. Customers can request additional information regarding how their charges are calculated, this will be provided on a case-by-case basis.

## 13. Equality & Diversity

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Torbay Council is committed to promoting equality and inclusion and to ensuring that our communities thrive. We complete equality impact assessments (EIAs) to help us understand the possible impacts that our decision may have on different groups. This toolkit guides you through the different stages of the equality impact assessment process to help ensure that your EIA is meaningful and robust.

The Equality Act 2010 provides legal protection from discrimination across nine 'protected characteristics' which are: age, disability, gender reassignment, race, religion or belief, sex, sexual orientation, pregnancy and maternity and marriage and civil partnerships.

Under the Act, the Council is subject to the Public Sector Equality Duty (PSED) which means that we must take steps to actively promote equality. The PSED requires public authorities to have due regard to the need to:

- Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Act.
- Advance equality of opportunity between people who share a protected characteristic and those who do not, and
- Foster good relations between people who share a protected characteristic and those who do not.

The PSED requires us to give 'due regard' to equality when making decisions and delivering services. This is to ensure our actions actively promote equality and do not directly or indirectly adversely affect people with protected characteristics.

## 14. Associated Documents

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- Lettings Policy
- Rent Arrears and Debt Recovery Policy

## 15. Appendices

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Appendix 1 – Summary of Rent types and changes

Appendix 2 - Schedule of Chargeable Services, including Eligibility for Housing Benefit or Universal Credit.

## Appendix 1 – Summary of rent types and changes

Rent type	Circumstance	Rent charge	Service charge	LHA cap to be applied	Reference
<b>SOCIAL</b>	New tenant	Formula rent plus 5% (rent flexibility).	Additional	Yes	Welfare & Reform Act 2016. Sch 2 Part 1 Section 1 Paras (3) to (5).
	Newly acquired property	Formula rent plus 5% (rent flexibility).			Feb 2019 Policy Statement para 2.2 and 2.14. Rent Standard 2020.
	Re-let (end of Fixed term tenancy)	Continue previous rent, with no re-base.			Assignment (no change).
<b>AFFORDABLE</b> (including rent conversions)	New tenant	The higher of (1) formula rent (2) 80% of current MV rent (revalued).	Included	Yes	Feb 2019 Policy Statement para 3.17 does not prevent change to social rent to increase rental
	Newly acquired property	80% of current MV rent (revalued).			Per IDS / relevant grant programme
	Re-let (end of FTT)	80% of current MV rent (revalued) or continue with previous rent if valued higher.			Feb 2019 Policy Statement para 3.15 & 3.16

## Appendix 2

### Schedule of Chargeable Services, including Eligibility for Housing Benefit or Universal Credit.

Service Charge Description	Description	HB eligible	UC Eligible
Communal Adaptations	Servicing of communal lifts and any other specific adaptations	Yes	Yes
Equipment Maintenance	Servicing of communal equipment and installations  Running costs of intercom system (excluding repairs)	Yes	Yes
Estates and Communal Areas	Caretaking / Cleaning of communal spaces and associated direct costs (including communal window cleaning)  TV license for communal areas	Yes	Yes
External Contractor Charges	3rd party block management charges (where TorVista Homes hold properties on long lease)	Yes	Yes
Grounds Maintenance and Landscaping	Maintenance of communal green spaces and associated direct costs	Yes	Yes
Laundry Charges	Running costs of communal laundry facilities	Yes	Yes
Utilities Communal	– Gas, electric and water supplies to communal areas / facilities	Yes	Yes
Utilities Personal	– Recharge of gas, electric and water supplies that are supplied through a communal meter but which relate to individual residential properties	No	No

Window Cleaning Personal	– Cleaning of external windows of residential properties within a block	No	Yes - if property is not on ground floor
Personal Adaptations	<p>Servicing of lift provided as a specific property adaptation (i.e. property adaptation rather than communal adaptation)</p> <p>Decommissioning of adaptations that are no longer required (one-off, on request)</p>	No	No
Insurance	Apportioned share of landlord property insurance	Yes	Yes
Management	15% of calculated service charges	Yes	Yes

This list may be subject to change and will be periodically updated if new charges are applied or if an existing charge is discontinued.

# Temporary Accommodation Charging Procedure 2025

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## Version control

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<b>Date</b>	<b>Details</b>	<b>Updated by</b>
V1- July 2023	Initial Draft	
V2 November 2023	Review	Torbay Council - Housing Needs Manager
V2.1 December 2023	Review	Torbay Council - Divisional Director Community and Customer Services
V2.2 January 2024	Review	Torbay Council - Divisional Director Children Services
V2.3 January 2024	Final Draft	
V2.3 February 2024	Agreed – Record of Decision	Torbay Council Director of Adults and Community Services
V3 January 2025	Review and updated	Torbay Council- Housing Needs Manager
V3 January 2025	Reviewed	Torbay Council - Divisional Director Community and Customer Services



## **1. Scope**

1.1 The Procedure details the framework Torbay Council will use to charge a licence fee to homeless households living in Temporary Accommodation (TA) where they are not entitled to full housing benefit or have failed to make an application for housing benefit.

1.2 It also details the charge for Council Tax, Utilities, and any furniture the tenant has in storage. It will also provide charging structure and mechanism by which to reclaim costs as appropriate associated with the use and provision of accommodation.

1.3 The procedure also applies to accommodation that is provided to a family in the event that housing do not owe a duty, under section 17 of the Children Act 1989 and the duty to safeguard and promote the welfare of children in need. There are circumstances whereby Children's Services may provide accommodation under section 17 of the Children Act 1989, in the event that the family have been found to be intentionally and are not eligible for assistance under homelessness legislation. Under this legislation, Children's services have the power (as opposed to duty) to provide financial assistance and accommodation to the child in need and their family (this refers to the child's parents, those with parental responsibility or other family members whom Children's Services deem to be responsible for the child's upbringing. If, at any stage, the care arrangements for a child change, the decision to exercise the power to provide accommodation and the associated assessment of need will be reviewed, which may result in the provision of accommodation being terminated.

1.4 Glossary of Terms and abbreviations can be in located in Appendix 1

## **2. Introduction & Aims**

2.1 Under the Housing Act 1996, the Council has a right to make a reasonable charge for temporary accommodation, to reduce inappropriate use of this accommodation and to ensure it is available to those with the greatest housing need. Where a household is to be placed into temporary accommodation, an affordability assessment (means test calculation) will be carried out to determine whether a contribution or full payment will be required. This assessment will be based on the national standards for assessing affordability as outlined in the Government's Code of Guidance to Local Authorities. When doing so, regard will also be given to the Homelessness (Sustainability of Accommodation) Order 1996 as amended.

2.2 The Council has the power to require the payment of reasonable charges in accordance with s206(2) Housing Act 1996. The charges are for the use and occupation of the accommodation, and it is anticipated the majority of households will be entitled to either full or partial housing benefit.

2.3 In all housing tenures, housing providers set a standard expectation that rental payments are the responsibility of residents; either through direct payments from their salary/income and/or, where entitled, through the application and receipt of housing benefit. It is therefore important that the Council supports the development of the financial skills of those living in TA, so they are not only able to secure more permanent accommodation but also sustain that accommodation.

2.4 The Council is committed to ensuring TA charges are affordable for everyone and therefore any licence fee that households will be expected to pay will be capped at Torbay's Local Housing Allowance (LHA) rates.

2.5 The licence fee a household will be required to pay will not be the full cost of the property that is paid by the Council, but a reasonable charge to the household for use and occupation (capped at the LHA rate). The difference between the actual cost and the household contribution (licence fee) will be met, by the Council.

2.6 The Council also has a duty to provide storage for homeless households to place their furniture if they become homeless and there would be a risk that their furniture would need to be disposed of. Local Authorities are legally allowed to charge households for this service at a level at which would be affordable for an individual household.

2.7 Torbay Council have not historically charged households any amount towards this cost but will do so in line with this procedure.

### **3. Objective of the Procedure**

3.1 The objective of the Procedure is to ensure that the licence fee charged is affordable to all. That it meets the operational costs of TA provision or as much as it reasonably can and does not act as a disincentive for households to work while ensuring a fair charge to those who can afford to pay.

### **4. Guiding Principles**

4.1 The Charging Procedure applies the following guiding principles:

- Focus on independent living – single people and families will be able to manage their money effectively by the time they leave Temporary Accommodation
- Provide Appropriate Support - Where single people and families experience financial budgeting difficulties support will be provided through the Welfare Assistance Team.
- Only charge proportionately - charging will be based upon what people can pay; the Council will not charge indiscriminately.

### **5. Legislative framework**

5.1 The principles of the policy are in line with the Council's Homelessness and Rough Sleeping Strategy 2020-2025 and is compliant with;

- Housing Act 1996 Part VII (as amended)
- Homelessness Reduction Act 2017.
- Homelessness Code of Guidance for Local Authorities (2018)
- Equality Act 2010

### **6. Overview of Charges**

6.1 In addition to the licence fee, households living in accommodation that is provided to a family under the Homelessness Act or Section 17 of the Children Act 1989 will be expected to pay other household bills, including Council Tax, Utilities (Gas, Water and Electricity) and where applicable the cost of storing furniture and other personal belongings.

<b>Charges</b>	<b>Description</b>
Accommodation Rental charges	Fees will reflect the relevant Broad Rental Market Area (BRMA) LHA levels for accommodation and will form the basis of any related needs assessments. The household will be required to contribute up to a set amount deemed suitable from the affordability assessment. This will include any shortfall between the Housing Benefit claimed and the cost of the nightly rental charge for the accommodation. Where the household in temporary accommodation or accommodation provided by Children's Services is not eligible for Housing Benefit, the Council will only seek to recover a reasonable charge towards the rent, equivalent to the LHA. Where it is affordable to the household, they will be required to pay the full costs associated with temporary accommodation for the full duration of the stay.
Cancellation/non-attendance charge	Where a household is booked into, but does not take up accommodation, the Council will still be charged by the provider for the booking or incur costs. In such cases, the Council may recharge the full amount to the household and seek to recover these costs in line with accommodation fees, as per above.
Storage of household possessions including pets	The Council will have due regard to Chapter 20 of the Homelessness Code for Guidance relating to the protection of personal property. Where possible, the Council will work with housing association partners to utilise any vacant residential garages for storage, if considered safe and secure. The Council will also work with registered local kennels and catteries when considering these options for animals. A household will be recharged for any removal/storage/kennel's/cattery's requirements during occupation of any temporary accommodation.
Utilities charges	Gas, electricity and water charges will be the responsibility of the licensee. Where utilities charges are separate to rent costs, the Council may recharge for utilities costs up to the full amount or based on an affordability assessment. Alternatively, the household may be required to pay the utility costs directly to the accommodation provider.
Damage to property and/or loss to ancillary items	Damage to property and/or loss to ancillary items Where accommodation is damaged and/or ancillary items (e.g. furniture; fixtures and fittings etc) are removed/lost, the Council will recharge the full amount to the household and seek to recover costs up to the full amount, based on an affordability assessment.
Cleaning	Where cleaning is required over and above what is considered reasonable, either whilst the household is occupying or vacating the accommodation, the Council will recharge the full amount to the household and seek to recover costs up to the full amount, based on an affordability assessment.
Council Tax Charges	Council Tax Charges will vary, and it will be dependent on the size and location of the property, this will also include hostel accommodation. The amount of Council Tax charged will be based on the current council tax banding scheme. Those receipt of passporting benefits will be eligible for Council Tax support.
Rents in Advance and Deposits	Where the Council offers any advance rent or deposits, the Council will seek to recover these amount via a repayment scheme and this will be based on an affordability assessment.

## **7.0 Housing Benefit and the recovery of Licence Fee**

7.1 All households entering TA or emergency accommodation offered by Children Services, will be expected to complete a Housing Benefit application as some customers will be eligible for assistance towards the licence fee through housing benefit. The Council will provide support to households to ensure that a housing benefit claim is made.

7.2 Housing Benefit will be assessed on the full rental charge of the temporary accommodation.

7.3 The outcome of the housing benefit claim will determine what charges will apply as follows:

- Where the household is entitled to full housing benefit, households will be liable for a full or partial contribution towards utility bills, subject to the type of temporary accommodation allocated.
- If the household is not eligible for full housing benefit due to the amount of income they receive, the Council will apply a maximum licence fee equivalent to their reduction in housing benefit due to excess income up to a capped amount. The capped amount will be in line with the current Local Housing Allowance (LHA) rate. Households will still be liable for a full or partial contribution towards utility bills, subject to the temporary accommodation they are allocated.
- Where households cannot reasonably afford the licence fee the Council will carry out a financial assessment to determine an affordable charge.
- If a household fails to apply for housing benefit the Council will expect them to pay the full licence fee however, where the household cannot afford this a financial assessment can be carried out to determine a reasonable charge. If a tenant is eligible for housing benefit or other welfare assistance but does not apply or provide follow up information required for the claim, they will be expected to pay the full charges for the temporary accommodation.

7.4 Torbay Council recognises some people may be unable to pay the full amounts e.g. they are subject to the Benefit Cap and therefore an affordability assessment will be completed where appropriate.

7.5 LHA levels are set nationally and are the maximum housing costs a household would receive through Housing Benefit/Universal Credit. [Local Housing Allowance \(LHA\) rates - GOV.UK \(www.gov.uk\)](https://www.gov.uk/local-housing-allowance-rates)

7.6 The Council will review the fee levels annually and any variation will be based on property size, location, LHA rates and any potential impacts from welfare reform. All licences will receive a minimum 28 days written notification of any variation.

## **8. Storage Charges**

8.1 The Council has a duty to take reasonable steps to prevent loss or prevent/mitigate damage to the personal property of the applicant and their household if the Council have reason to believe that there is a danger of loss or damage to the property and that there are no other suitable arrangements for the property. This duty applies whilst there is a risk of loss or damage.

8.2 All households will be expected wherever possible to make their own arrangements for the storage of their furniture and personal items.

8.3 Where the household has not been able to arrange this independently, the Council will arrange for furniture and personal items to be collected and stored by their preferred contractors. The Act makes provision for charges to be made for this under s211 (4) Housing Act 1996.

8.4 Households will be expected to pay the full storage costs including collection of the items, storage and delivery from storage to the follow-on destination.

8.5 The Council will not cover the collection of the items and delivery from storage to follow-on destination i.e. removal costs.

8.6 If the household cannot afford to pay upfront, they will be able to pay in instalments and required to sign a payment agreement. This will be a condition of the storage contract.

8.7 If the cost is not met or the instalments not maintained, the items in storage may be sold off to clear costs or disposed of. Where the household is unable to meet the cost of furniture storage, and the household is in receipt of full or partial housing benefit, they may be eligible for help from other welfare assistance provided by Torbay Council, subject to funding and eligibility criteria.

8.8 If items in storage (arranged by the Council on behalf of the applicant) are not removed within the requisite notice period of 28 days (Section 41 of the Local Government Act 1982), the items will be sold or disposed of (following relevant regulations) and the full cost of the storage and disposal will be charged to the owner.

8.9 When storage is arranged by the Council, but the items to be stored are refused by the storage provider, for example, where there is evidence of infestation which may affect other storage areas or items, the household will have to arrange alternative storage as it would require the Council to take unreasonable steps in seeking alternative arrangements.

## **9 Responsibilities of the Licensee**

9.1 All licensees will be provided with and be required to sign a condition of occupancy agreement (licence). The licence fee is part of the licence agreement and conditions of occupancy.

9.2 The licensee is responsible for applying and pursuing their housing benefit claim, including providing any relevant documentation to support their claim.

9.3 The licensee is responsible for applying and pursuing any other relevant welfare benefit, including providing any relevant documentation to support their claim.

9.4 The licensee must pay the licence fee on time.

9.5 The licensee must inform the Council's Housing Needs Team of any changes that will affect either their ability to pay the licence fee and/or the amount of housing benefit they receive.

9.6 The licensee will also be responsible for the payment of Council Tax, Utility charges (gas, water and electricity) and furniture storage where this has been provided.

## **10.0 Payments**

10.1 Upon occupying the accommodation and signing of the relevant documentation. Payments will be required on a weekly basis. Bills will be issued detailing the amount required and method of payment.

10.2 Where costs have been incurred associated with tenant damage, cleaning or other property related incidents, these costs will be directly invoiced to the tenant.

## **11.0 Arrears**

11.1 The Council intends for Licensees to be informed of any arrears in a prompt and timely manner with a view that early intervention can help with arrears.

11.2 Arrears will be recovered following the Council's Housing Needs arrears escalation procedure, the ethos is for early intervention and will involve officers making contact with customers, assisting with benefit claims, sending arrears reminder letters and setting up payment plans as customers with high arrears will be given the option to pay in instalments.

11.3 Where accommodation is provided under the Housing Act, eviction proceedings through legal action will be the final option available to the Council and will only be used once the Council is satisfied no further routes for recovery exist. This process will involve customers being issued a Notice to Quit giving up to 28 days to vacate the property, subject to which housing duty is owed to the applicant. The Council will also seek to recover costs incurred due to any legal proceedings.

11.4 Any potential notice will be subject to a case review and sign off from an officer who is senior to the officer intending to serve notice, this will normally be the team lead officer.

## **12. Recovery of outstanding costs**

12.1 If a Licensee leaves TA owing a debt, these outstanding charges are called former arrears and will follow a separate recovery process. Action will be taken to recover these arrears and households will be pursued for outstanding debts.

12.2 The Council will aim to minimise the level of arrears in a sensitive but effective manner, ensuring that there is early intervention in all cases before a debt becomes unmanageable. The process will be based on a preventative approach that seeks to maximise tenants' entitlement to benefits and secure regular payments. If arrears occur, prompt action will be taken to ensure that the arrears do not increase. Any decision to take legal action to recover outstanding payments will only be taken when all other means of recovery have been exhausted, in line with the Council's Debt Recovery Procedures

## **13. Complaints**

13.1 Torbay Council operates a complaints procedure that is open to all residents including tenants in temporary accommodation. A copy of the complaint procedure can be accessed at: [Complaints and compliments - Torbay Council](#)

## **14. Performance Monitoring**

14.1 The Council will monitor performance in charging and recovering income for temporary accommodation as follows:

- Total amount of temporary accommodation licence income and other charges due.
- Total amount of temporary accommodation licence and other charges collected.
- Total amount of arrears, showing number of accounts
- The number of tenants evicted due to rent arrears.
- Total arrears former debt
- Value of right offs

14.2 Other performance reports and statistics will be collected for management purposes.

14.3 The Council will review the Temporary Accommodation Charging Procedure annually or earlier if required by legislative changes.

## **15. Affordability Assessment.**

15.1 The Council will give due consideration to the affordability of any offer made. Where the household in temporary accommodation is eligible for Housing Benefit, the Council will seek to recover 100% of the Housing Benefit of the rent charged. If the household is required to pay a cost towards rent charges, the household's entire income will be taken into account as part of the affordability assessment. This includes any welfare state benefits, the cost of additional travel to and from the applicants' normal place of work, children's school or educational institute and access medical services for on-going treatment or aftercare.

15.2 The Council will consider whether the applicant can afford the housing costs without being deprived of basic essentials such as food, clothing, heating, transport and other essentials specific to their circumstances.

15.3 The Council will be guided by Universal Credit standard allowances ([https://www.gov.uk/universalcredit/what youll-get](https://www.gov.uk/universalcredit/what-youll-get)) when assessing the income that an applicant will require to meet essential needs aside from housing costs. The Council will ensure that the needs and circumstances of the applicant and their household are considered. The wider context of the household's particular circumstances will be considered when looking at the household overall expenditure. Further details on how this assessment will be carried out can be found at Appendix 2.

**APPENDIX 1: Glossary of Terms**

TA	Temporary Accommodation, Accommodation used to house customers who are homeless and owed a statutory duty under s188, S190 or s193 of the Housing Act 1996.
Provider charge	The cost the Council pays to any accommodation providers of temporary accommodation.
Section 41	S41 Local Government Act 1982 entitles the authority to give notice in writing requiring the collection of property, if this is not done the property will vest in the Local Authority.
TA–Subsidy gap	the limit the Government will pay through Housing benefit towards the cost of Temporary Accommodation, any difference or gap is covered by the Council.
LHA / Local Housing Allowance	This is used to work out how much Housing Benefit that can be paid as rent.
Licence fee	A fee charged for the use and occupation of the property. The licence fee is equivalent to the household's reduction in housing benefit due to excess income up to a capped amount. The capped amount will be in line with the current Local Housing Allowance (LHA) rates.
Licence/ Occupancy agreement	An agreement signed by the tenant, it will clearly set out responsibilities for the tenant and Council.
Tenants	Licence holders within temporary accommodation, assured shorthold tenancies are never used for temporary accommodation.
B &B	Bed and Breakfast
BRMA	Broad Rental Market Area

**APPENDIX 2: Affordability Assessment Calculations  
Homelessness Code of Guidance for Local Authorities**

Under section 210(2), the Secretary of State has made the Homelessness (Suitability of Accommodation) Order 1996. The 1996 Order specifies that in determining whether it would be, or would have been, reasonable for a person to occupy accommodation and in determining whether accommodation is suitable a housing authority must consider whether the accommodation is affordable by them, and in particular must take account:

<https://www.gov.uk/guidance/homelessness-code-of-guidance-for-local-authorities/chapter-17-suitability-of-accommodation>



### APPENDIX 3: Full Service Charges

The Department for Work and Pensions (DWP) use Local Housing Allowance (LHA) rates to calculate Housing Benefit for tenants renting from private landlords. LHA rates relate to an area in which a claim is made - these areas are called Broad Rental Market Areas (BRMA). A BRMA is where a person could reasonably be expected to live taking into account access to certain facilities and services.

The current local housing allowance amounts can be found at:

<https://lha-direct.voa.gov.uk/>

#### Temporary Accommodation Service Charge each year

Below is a table of the recommended charges set out by government for 2024 - 2025 and is intended to give an illustration of the charges someone may incur in temporary accommodation. The actual amount households pay, will depend upon the type of accommodation they are provided with and what services are already included in the core rent. For example, a hotel room will usually have all services included in the nightly rate but will not have cooking facilities. Self-contained accommodation will not have services included but will have cooking facilities. Officer's will select the ineligible charges that apply when they prepare the temporary accommodation licence.

Temporary accommodation has to meet the suitability criteria outlined in the Housing Act and Homelessness Code of Guidance and our fees must not create financial hardship. As such, in some cases, the Council may need to subsidise charges applied such as for Care Leavers for whom the Council are corporate parents.

<b>Service</b>	<b>Weekly Charge</b>
Water	£4:10
Heating	£35:25
Lighting	£2:85
Laundry/Bedding	£4:10
Cleaning	£4:10
Cooking	£4:10
Breakfast	£4:30
Service Charge	£20:00
Maintenance/Furnishings	£50:00

Table: 1 Government recommended weekly service changes for 2024 – 2025

The table 2 shows the difference between the charges due by the household if they are in ineligible for help with housing costs, compared to a household who are eligible for help with housing costs.

Assuming a service charge of £40 per week, a household in receipt of housing costs will be expected to pay £40 per week only, as they will have their eligible rent covered by housing benefit.

A household not in receipt of housing costs, will be expected to pay the appropriate LHA rate for their household and the accommodation they are in plus the service charge.

	Property Bedroom Size	Weekly Licence Charge	Utilities Charge Water	Utilities Charge Gas	Utilities Charge Elec	Council Tax	Service Charge	Weekly Total
Applicant on FULL benefits (with valid HB claim)	1 Bed or B&B	£0.00 Covered by HB	£ 10.00	£ 10.00	£ 10.00	£ 0.00 Covered by C/Tax Benefit	£ 10.00	£ 40.00
Applicant Working full time	1 Bed or B&B	£ 103.56	£ 10.00	£ 10.00	£ 10.00	£ 26.00 BAND A	£ 10.00	£ 169.56
Applicant on FULL benefits (with valid HB claim)	3 Bed	£0.00 Covered by HB	£ 10.00	£ 10.00	£ 10.00	£ 0.00 Covered by C/Tax Benefit	£ 10.00	£ 40.00
Applicant Working full time	3 Bed	£ 168.00	£ 10.00	£ 10.00	£ 10.00	£ 30.33 BAND B	£ 10.00	£ 238.33

Table 2: Illustrative service charge for those ineligible for assistance with housing costs.

A list of the annually agreed service charges can be found on Torbay Council Website [www.Torbay.gov.uk](http://www.Torbay.gov.uk)

**Meeting:** Overview and Scrutiny Board/Cabinet      **Date:** 12 February 2025/18 February 2025

**Wards affected:** All

**Report Title:** Torbay Council Climate Change Action Plan

**When does the decision need to be implemented?** N/A

**Cabinet Member Contact Details:** Cllr Chris Lewis, Cabinet Member for Place Development and Economic Growth, Chris.Lewis@torbay.gov.uk

**Director Contact Details:** Interim Director of Place, Anthony Payne  
anthony.payne@torbay.gov.uk

## 1. Purpose of Report

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2. To provide an update to Overview and Scrutiny Board on the revised Torbay Council Climate Change Action Plan 2024-2026 and make any recommendations to Cabinet prior to their consideration of the Plan on 18 February 2025. The Climate Change Action Plan outlines actions to reduce carbon dioxide emissions across Torbay Council's operations and services.

## 3. Reason for Proposal and its benefits

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- 3.1. To meet the Community and Corporate Plan's continued commitment to tackle the Climate Emergency a new Torbay Council Climate Change Action Plan has been drafted. This is to replace the out-of-date Carbon Neutral Council Action Plan 2022- 2024.

## 4. Recommendation(s) / Proposed Decision

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- 4.1. For Overview and Scrutiny Board to consider the Action Plan and make any recommendations to Cabinet prior to their consideration of the Plan.
- 4.2. That Cabinet approves the Torbay Council Climate Change Action Plan 2024-2026 as set out in Appendix 1 to the submitted report.

## 5. Appendices

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Appendix 1: Draft Torbay Council Climate Change Action Plan

Appendix 2: Refreshed Environment and Net Zero Carbon Policy

## 6. Background Documents

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[A Greener Way for Our Bay Framework and Action Plan.pdf](#)

## Supporting Information

### 7. Introduction

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- 7.1. This report focusses only on continued action to tackle the climate emergency across council operations and services.
- 7.2. In line with a request from Cabinet last year, a refreshed council action plan for 2024-2026 has been drafted. The new draft is outlined in Appendix 1. It was developed by the Climate Change Officers' Group and focuses on delivering actions that will reduce carbon emissions that arise from council's operations and services.
- 7.3. According to the latest carbon footprint for Torbay Council, carbon emissions over the past four years have reduced by seven percent in total.
- 7.4. This Board asked to see a draft action plan prior to it going to Cabinet for approval.
- 7.5. The Action Plan includes:
- Net Zero Carbon Target for 2030
  - Priority Actions – explained in detail below in para 7.6
  - Other actions

The draft is attached in Appendix 1.

- 7.6. The Priority actions are outlined in more detail below:

#### **Phase 1 - Priority Actions**

To maximise carbon savings and to help the Council save money on its energy bills, over the next 2 years we will firstly focus on:

- Subject to the development and approval of the business case, installing a new streetlighting control management system and LED lighting. The installation of a control management system and more energy efficient lighting will enable more efficient control of our streetlighting inventory and deliver significant carbon and energy savings.
- Undertake feasibility studies and whole building assessments to understand how to decarbonise ten of the council's worst energy performing buildings, including exploring the role of generating free energy from renewable energy sources such as solar power. Any propositions which provide a viable return on investment will be developed into business cases and will seek funding through business.
- Decarbonise Sherwell Valley Primary School (subject to a securing external funding)
- Decarbonise the Brixham Harbour estate (subject to a positive decarbonisation study)

- Decarbonise Tor Hill House building
- Recruit an Energy Officer to be take on the responsibility of managing the council's energy consumption, exploring quick win energy efficiency that can be enacted to reduce consumption and to lead on future decarbonisation and renewable energy projects.
- Introduce a new environment and climate change impact assessment tool for all council-led construction projects. The tool will be used by the Council's Capital and Growth Board to understand and help reduce negative environmental and climate related impacts of the things the council builds.
- Embed carbon and sustainability accounting into the early stages of procurement and commissioning. This will help reduce negative environmental and climate related impacts of the things the council buys/commission.

## Phase 2 - Priority Actions

### Travel

The Council and SWISCo need to fully understand how its staff and fleets operate in order to then reduce fuel consumption, costs and associated carbon emissions. This will take longer to explore and develop; hence this work will be undertaken as Phase 2 of the Action Plan.

Staff travel and journeys made by the Council and SWISCo fleets are responsible for the production of carbon emissions and other harmful pollutants (including staff using their personal cars for Council business, travel by bus, rail, taxi and other forms of travel i.e., hire cars). In 2022/23, these emissions accounted for 35%<sup>1</sup> of the Council's carbon footprint. We will explore work towards decarbonising the fleet and staff travel<sup>2</sup> through reducing the demand for travel, prioritising active, sustainable modes of transport and where journeys need to be made, make them in ultra-low/electric vehicles (EV)/car clubs where possible.

To maximise carbon savings and to help the Council and SWISCo save money on their fuel bills Over the next two years we will:

- Working with SWISCo, explore how to begin the transition of both the Council's and SWISCo's fleets to EV alternatives, whilst improving the optimisation of the fleet and improving the management of the fleet moving forward.
- Explore how council staff travel when out on council business and explore developing a series of actions to reduce the carbon emissions and costs arising from staff travel.

7.7. These priorities have been added to the CCAP and will be the priority over the next two years. The remaining actions within the action plan will continue to be delivered where capacity and funding allow. These are deemed deliverable by all lead officers. Many

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<sup>1</sup> SWISCo fleet makes up 32% of these travel related carbon emissions

<sup>2</sup> Travel made in council employee's own vehicles or other i.e public active transport modes to perform council duties

require no funding and only officer time. Other actions are enabling actions and must also be delivered to continue to make progress post 2026.

- 7.8. Please note that whilst these prioritised actions will deliver some carbon emissions savings to support the council net zero carbon target, action will need to be significantly accelerated from 2026/27 and up to 2030 (the estimated savings needed or offset by 2030 is approximately 1800 tonnes of carbon dioxide equivalents). Future budgets will need to factor-in funding to deliver the accelerated carbon emissions savings needed by 2030.
- 7.9. The Council has an Environmental and Carbon Neutral Policy that was adopted in March 2022. Appendix 2 is a proposed updated version of this Policy and based on the proposed changes in within the new draft Action Plan.

## 8. Options under consideration

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### 8.1. Option 1 – Adopt the revised CCAP

Benefits of Option 1: Outlines a co-developed, realistic and fundable set of actions that can deliver significant carbon and energy savings across our council estate, fleet and streetlighting. Also provides the framework for enabling actions that will deliver feasible solutions to create a pipeline of investable projects that can be delivered post 2026 and up to 2030.

Cons of Option 1: Whilst the plan does offer some significant carbon savings which are above the councils' historic levels of reduction (since 2019, the council has only made a 7% reduction in its carbon footprint), it does not meet the level of reduction required to meet the councils 2030 net zero target. Significant funding and actions will need to be taken post 2026 to ensure we meet our 2030 net zero target.

### 8.2. Option 2– Do not adopt the CCAP

Cons of Option 2: Without an adopted plan, the council will risk taking an unstructured and disjointed approach to tackling carbon emissions and reaching the 2030 net zero target. As a council it also won't meet our objectives as set out in the Council's Community and Corporate plan to ensure the effective use of our council resources and improving upon the council's value for money. This is highlight in the potential financial savings which will be missed from not taking a proactive approach to our energy consumption in our buildings and streetlighting and the fuel used by our council and SWISCo fleets.

## 9. Financial Opportunities and Implications

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- 9.1. To deliver the CCAP's newly prioritised actions – phase 1, the estimated cost is £1,027,895. These costs are based on current estimations and are subject to finalised business cases; these funded actions can deliver annual savings of £238,440 and reduce over 566 tonnes of carbon emissions annually. The existing funding sources to deliver the priority actions in CCAP are outlined below:

<b>Actions – Phase 1</b>	<b>Funding status</b>	<b>Cost to Deliver</b>	<b>Annual Savings</b>	<b>Annual Carbon Savings</b>
Installing a new streetlighting control management system and LED lighting.	Council funded subject to an attractive Business Case, CGB approval (and Full Council)	£955,717 <sup>3</sup>	£226,271	533
Embedding the new impact assessment into the Capital and Growth Board business case templates/wider processes.	No additional funding required	£0	N/A	100*
Procurement (Embed carbon and sustainability accounting into the early stages of procurement and commissioning Including IT).	No additional funding required	£0	N/A	50*
Decarbonise Sherwell Valley Primary School.	Subject to a successful PSDS round 4 bid	£19,361 (Subject to successful PSDS round 4 bid)	£12,500	32
Decarbonise the Brixham Harbour estate.	N/A (this will follow once feasibility work undertaken – see action below)	N/A (Funding for any identified solutions will be sought through business cases)	N/A	N/A
Decarbonise the Tor Hill House building.	N/A (this will follow once feasibility work undertaken – see action below)	N/A (Funding for any identified solutions will be sought through business cases)	N/A	N/A
Recruiting an Energy Officer.	Council funded – existing budget	£0	The officer in post will identify quick energy saving wins.	From the identified energy savings, carbon savings will be identified.

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<sup>3</sup> Subject to finalised costs

<p>Undertake feasibility studies / whole building assessments including Solar PV on ten of the councils' buildings within the estate. Any propositions which provide a viable return on investment will be developed into business cases and will seek funding through business cases.</p>	<p>Council funded – existing budget</p>	<p>£30,000 (Existing Budgets)</p>	<p>The solutions that will be identified by the surveys will deliver carbon savings.</p>	<p>The solutions that will be identified by the surveys will deliver carbon savings.</p>
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\*These savings are dependent on each project that is influenced by these new processes and will vary in the level of savings.

- 9.2. More work needs to be undertaken before we can identify how to fund any projects that arise from Phase 2. These projects will be subject to an approved business case and follow the usual council/SWISCo approval processes for capital spend.
- 9.3. Future projects identified from actions such as the feasibility studies will seek additional funding through sources such as loans or grant funding where applicable or utilise the Climate Initiative Fund the delivery of any solutions. These projects will be subject to an approved business case and follow the usual council/SWISCo approval processes for capital spend.
- 9.4. The existing actions within the council action plan are broken down by their funding status below:
- 7 actions have secured funding through existing budgets or external grant funding, Including;
    - Installation of LED light upgrades in Tor Hill House
    - Feasibility work to explore decarbonisation solutions for Brixham harbour and the new development
    - Feasibility studies of the Council and SWISCo estate to establish renewable energy potential
  - 27 actions that don't require any additional funding, Including:
    - Developing projects that will be suitable for external grant funding
    - Procurement and Social Value actions to embed sustainable practices and best value principles in council contracts
    - Quantification of carbon impacts for all major schemes including housing and transport schemes
    - Staff Behaviour actions including the roll out of Staff Carbon Literacy Training, a mandatory I-Learn Climate Change Module and extensive staff behavioural communications



- 6 actions will require additional funding subject to approval of their business cases, Including;
    - Transport actions for the transition of the Torbay Council and SWISCo fleet to EV or low carbon alternatives including EV charging infrastructure
    - Any low-carbon or renewable energy solutions that are identified as per the estate feasibility work and provide a return on investment
- 9.5. The funding for council actions which are externally focused and will be undertaken with the Torbay area have been costed within the already endorsed Greener Way for the Bay framework and action plan and therefore not included with these costs.

## 10. Legal Implications

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10.1. N/A at this stage.

## 11. Engagement and Consultation

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11.1. The original actions within the new plan were developed and agreed by Climate Change Officers group. The refined set of prioritised actions have been developed with SLT and Senior Responsible Officers.

## 12. Procurement Implications

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- 12.1. All actions will adhere to the Council's current procedures. Procurement colleagues are aware of three procurement exercises to be delivered in 2025 including;
- Streetlighting upgrade – value £955k + the additional costs to procure and install the CMS system and LED upgrades
  - Decarbonisation Technical feasibility works on our shortlist of Council and SWISCo buildings - Value £30k
  - Subject to a successful PSDS round 4 bid for heat pump installations at Sherwell Valley Primary School – Value £433k

## 13. Protecting our naturally inspiring Bay and tackling Climate Change

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- 13.1. This action plan will be a vital part of delivering the on-going commitment to tackle the climate emergency (Community and Corporate Plan 2024 – 2040). A Protecting our naturally inspiring Bay and tackling Climate Change Impact Assessment has been carried out. The Action Plan will have a positive impact on our naturally inspiring Bay and efforts to tackle climate change. It will:
- Reduce Greenhouse Gases, mainly Carbon Dioxide, that arise from across the Council's operations and services. The Action Plan includes a range of actions across the estate and fleet + other to achieve this.

- Reduce energy consumption across the council estate and fleet. There are actions to explore roof top mounted solar schemes and to install low carbon heat pumps and two solar farms.
- Protect and enhance biodiversity and nature recovery. It includes developing a new Green Infrastructure Action Plan, new Nature Recovery Plan and actions to protect and enhance local Sea Grass populations.
- Embed sustainable procurement and commissioning practices. This Action Plan includes actions to work with our procurement and commissioning teams to embed sustainable procurement and commissioning practices The Action Plan also includes actions to achieve this within the Council's capital programme and major regenerations schemes.
- Support the Council to withstand future impacts from climate change on its own services. This action plan includes the Council identifying the impacts climate change is/will have on key services and planning appropriate actions to minimise significant risks now and in the future.

## 14. Associated Risks

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- 14.1. The streetlighting priority action and future estate and fleet projects (paragraph 7.6) are all subject to the development of attractive business case and Capital Growth Board approval (and Full Council approval/ similar if for SWISCo).
- 14.2. We have undertaken a review of the action plan to identify any risks, their impact and probability of arising. Many of the actions within the plan have no inherent risks. Three actions face minimal risk of disrupted service delivery, through the construction stages of the project:
- Decarbonise the Brixham Harbour estate.
  - Decarbonise the Tor Hill House building.
  - Upgrade our streetlighting to LED lighting.

However, strategies will be in place to minimise such risks and ensure business continuity throughout.

## 15. Equality Impact Assessment

Protected characteristics under the Equality Act and groups with increased vulnerability	Data and insight	Equality considerations (including any adverse impacts)	Mitigation activities	Responsible department and timeframe for implementing mitigation activities
Age  Page 115	18 per cent of Torbay residents are under 18 years old. 55 per cent of Torbay residents are aged between 18 to 64 years old. 27 per cent of Torbay residents are aged 65 and older.	Installing a new streetlighting control management system and LED lighting: Consideration needs to be given to ensuring that areas are well illuminated to ensure safety for all ages.	Mitigation actions will be identified in the development of the business case.	SWISCo Streetlighting team
Carers	At the time of the 2021 census there were 14,900 unpaid carers in Torbay. 5,185 of these provided 50 hours or more of care.	No adverse impacts identified.		
Disability	In the 2021 Census, 23.8% of Torbay residents answered that their day-to-day activities were limited a little or a lot by	No adverse impacts identified.		

	a physical or mental health condition or illness.			
Gender reassignment	In the 2021 Census, 0.4% of Torbay's community answered that their gender identity was not the same as their sex registered at birth. This proportion is similar to the Southwest and is lower than England.	No adverse impacts identified.		
Marriage and civil partnership	Of those Torbay residents aged 16 and over at the time of 2021 Census, 44.2% of people were married or in a registered civil partnership.	No adverse impacts identified.		
Pregnancy and maternity	Over the period 2010 to 2021, the rate of live births (as a proportion of females aged 15 to 44) has been slightly but significantly higher in Torbay (average of 63.7 per 1,000) than England (60.2) and the South West (58.4). There has been a notable fall in the numbers of live births since the middle of the last decade across all geographical areas.	No adverse impacts identified.		

Race	In the 2021 Census, 96.1% of Torbay residents described their ethnicity as white. This is a higher proportion than the South West and England. Black, Asian and minority ethnic individuals are more likely to live in areas of Torbay classified as being amongst the 20% most deprived areas in England.	No adverse impacts identified.		
Religion and belief	64.8% of Torbay residents who stated that they have a religion in the 2021 census.	No adverse impacts identified.		
Sex	51.3% of Torbay's population are female and 48.7% are male	Installing a new streetlighting control management system and LED lighting: Consideration needs to be given to ensuring that areas are well illuminated to ensure safety for all sexes.	Mitigation actions will be identified in the development of the business case.	SWISCo Streetlighting team
Sexual orientation	In the 2021 Census, 3.4% of those in Torbay aged over 16 identified their sexuality as either Lesbian, Gay, Bisexual or, used another term to describe their sexual orientation.	No adverse impacts identified.		
Armed Forces Community	In 2021, 3.8% of residents in England reported that they	No adverse impacts identified.		

	had previously served in the UK armed forces. In Torbay, 5.9 per cent of the population have previously served in the UK armed forces.			
<b>Additional considerations</b>				
Socio-economic impacts (Including impacts on child poverty and deprivation)		No adverse impacts identified.		
Public Health impacts (Including impacts on the general health of the population of Torbay)		No adverse impacts identified.		
Human Rights impacts		No adverse impacts identified.		
Child Friendly	Torbay Council is a Child Friendly Council, and all staff and Councillors are Corporate Parents and have a responsibility towards cared for and care experienced children and young people.	No adverse impacts identified.		

## 16. Cumulative Council Impact

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- 16.1. The impact from actions that will lead to the implementation of new assets such as solar panels, heat pumps or upgrades to our streetlighting could, whilst being implemented, have some impact upon our council and SWISCo operations. However, these impacts will be mitigated to ensure that these works are undertaken with necessary decantation strategies in place to enable operational continuity.
- 16.2. All the actions have been deemed deliverable by officers with the two-year plan and will fall within the existing work programmes.

## 17. Cumulative Community Impacts

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- 17.1. The community impacts are minimal given this is an internal council action plan, however where examples such as the upgrading of streetlighting may impact the operations of services, the necessary actions will be taken to minimise impact. The community impacts from our influencing council actions are covered with the Greener Way for the Bay framework and action plan.

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# Torbay Council Climate Change Action Plan

2024 - 2026



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# Introduction

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## Background

Our operations and services are directly, and indirectly, responsible for a range of impacts on our natural environment. From the power we use in our offices, to the fuel powering our refuse vehicles, they all have a negative impact on the environment and are responsible for emitting carbon dioxide and other greenhouse gases (GHG) into the atmosphere, which are contributing to global warming and a changing climate.

In 2019 Torbay Council declared a climate emergency<sup>1</sup>. Our new Community and Corporate Plan commits us to continue to address the Climate Emergency so as to create a sustainable future. It also commits us to protect and enhance our natural environment.

Torbay (area-wide), through the Torbay Climate Partnership's Greener Way For Our Bay Framework and Action Plan, aims to become Net Zero<sup>2</sup> by 2050.

This Action Plan primarily focuses on what the Council will do reduce carbon dioxide emissions that relate to Council services and operations.

## Our Council Carbon Emissions

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Councils are responsible for carbon dioxide emissions<sup>3</sup> that arise from the operations and services within their direct and indirect control or where they have financial responsibility. The Council calculates its direct and indirect carbon emissions to create its carbon footprint. It is made up of emissions that arise from a range of assets and direct and indirect activities across the Council, including:

- All council buildings (including offices, maintained schools, other)
- Street lighting
- Council fleet
- School travel
- Staff travel (including staff using their personal cars for Council business (grey fleet), rail, taxi and other forms of travel i.e., hire cars)
- Others indirect sources (including outsourced services and SWISCo)

Torbay Council's total Carbon emissions from 2019 to 2023 have fallen by 7%. In the 2022/23<sup>4</sup> the Council was responsible for 5,011 tCO<sub>2</sub>e. The largest sources of emissions arose from the fuel

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<sup>1</sup> The climate emergency reflects the need for urgent action to reduce or halt climate change and avoid potentially irreversible environmental damage resulting from it.

<sup>2</sup> 100% reduction in carbon emissions by 2050. Technically this means that the total emissions (see 8 below) would be equal to or less than the emissions removed from the environment. This can include the use of offsetting to actively remove residual emissions.

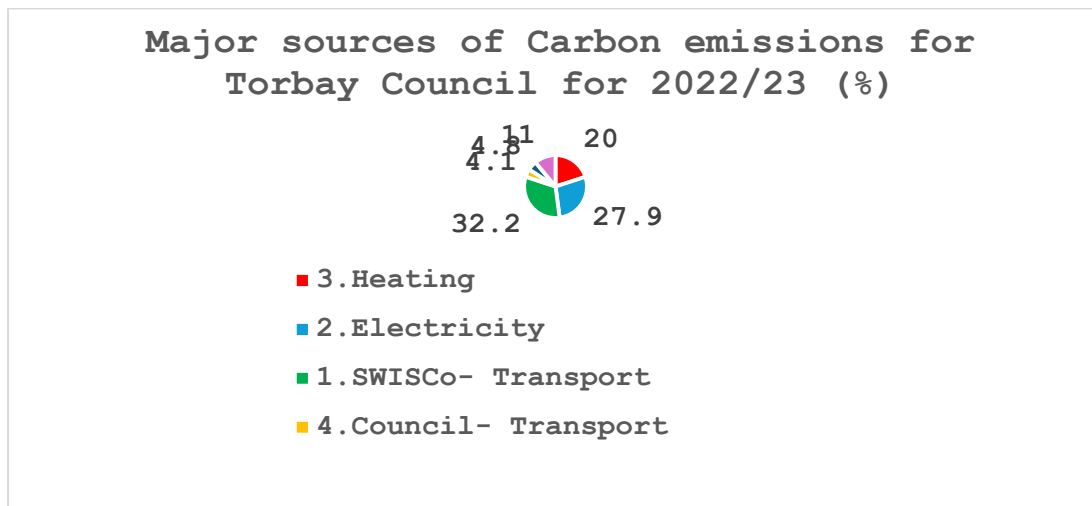
<sup>3</sup> Known collectively as Greenhouse gases but expressed as carbon dioxide equivalents. Hereon in referred to as carbon emissions

<sup>4</sup> Most up to date data set

used by the SWISCo fleet and the gas and electricity used to heat our buildings. These made up over 90% of the Council’s total carbon footprint. The remaining 10% of the carbon footprint was made up of water consumption, emissions from waste and from staff’s business travel. The following graph highlight this.

Excluding indirect emissions<sup>5</sup> including SWISCo’s fleet and outsourced services, direct carbon emissions in 2022/23 were 3,265 tCO<sub>2</sub>e.

Pie Chart 1: Summary of Torbay Council’s total Carbon Footprint for 2022/23.



The data used to compile the Footprint includes gas, electricity, water, fuel and waste consumption data as well as fleet data broken down into vehicle type. Currently, some data is not readily available in a consistent and standardised format nor is it available in one place.

## Our target

To lead by example the Council is committed to working to become a net zero carbon<sup>6</sup> authority by 2030. The primary focus will be on tackling emissions that directly relate to Council operations. For example, carbon emissions that arise from heating and powering our council estate, staff travel and from our council fleet, plus others<sup>7</sup>

## Scope

This action plan aims to deliver a range of actions that reduce carbon emissions that directly arise across the council’s estate and fleet and help meet the Council’s Net Zero Carbon Target<sup>8</sup> by 2030.

However, there are also emissions that arise from indirect, outsourced services like SWISCo, that also make up the Council’s total carbon footprint (as above).

<sup>5</sup> Excluding Scope 3 emissions see 4 (and the baseline for the Council’s net zero 2030 target)

<sup>6</sup> 100% reduction in carbon emission equivalents (TCO<sub>2</sub>e) by 2030 (See 8 below). Technically this means that the total emissions would be equal to or less than the emissions removed from the environment. This can include the use of offsetting to actively remove residual emissions, only as a last resort.

<sup>7</sup> Target includes direct emissions arising from gas and electricity consumption across the council estate (including streetlighting), Torbay council staff travel and fleet (known as Scope 1 and 2 emissions (GHG Reporting Protocol)). This target excludes indirect emissions arising from procurement/commissioning, capital projects and SWISCo fleet (known as Scope 3 emissions).

<sup>8</sup> See 4 above.



There are also some emissions that we currently do not have access to the data.

Therefore this action plan also addresses these indirect emissions. These procured and commissioned goods and services, all construction projects and the SWISCo fleet and estate. Whilst they don't contribute to meeting the target, some of these indirect emissions make up the largest sources of the Council's carbon footprint, so are also addressed in this action plan.

The Action Plan will run up to December 2026

There are many actions within this plan that will also help the Council save money on its energy, water and fuel bills, and through new efficient working/building procedures/practices.

The Council can use its influence to help reduce carbon emissions that arise from across the wider Torbay area in homes, businesses and transport. These actions undertaken by the Council, THA and SWISCo are part of the Torbay Climate Partnership's Greener Way for the Bay Framework and Action.

## Actions delivered from Carbon Neutral Action Plan for 2022-2024

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Under the previous Carbon Neutral Council Action Plan (2022- 2024), the following actions have been delivered:

- Installed Heat pumps at Torre Abbey Arid House which is estimated to save 100 tonnes of Carbon Dioxide (tCO<sub>2</sub>e) over the lifetime of the project.
- Installed at Torbay Leisure Centre energy efficiency measures, air source heat pumps and solar panels estimated to save 320 tCO<sub>2</sub>e per annum.
- Through our Partnership with Devon County Council, we have received the following grants to help decarbonise homes by installing energy efficiency measures and/or low carbon heating measures. *Please note Devon County Council were the accountable body and the funding was to cover all of Devon, including Torbay.*
  - **Green Homes Grant Local Authority Delivery Scheme** - £1,144,200.00: Date - October 2020 (Completed)
  - **Sustainable Warmth** - £2,472,500.00 & £7,151,059.00: Date - November 2021 (Completed)
  - **Home Upgrade Grant 2** - £13,339,272.00: Date - January 2023 (Complete)
- Secured £1,895,054 worth of Public Sector Decarbonisation Scheme funding;
  - Torbay Council received a **Phase 2 Low Carbon Skills Fund** grant to carry out heat decarbonisation plans on 7 schools - £36,000: Date – October 2021 (Complete)
  - Parkwood Leisure secured for Torbay Council £1.8m from the **Public Sector Decarbonisation Scheme** to install heat pumps and solar PV at Torbay Leisure Centre - £1.8m: Date - Sept 2021(Complete)
  - Torbay Council received **Phase 3b Public Sector Decarbonisation Scheme** funding to install low carbon heating at Watcombe Nursery - £59,054: Date – Jan 2023 (Complete)
- Secured £723,230 in local transport schemes;

- Torbay Council received **various bus** funding to support an increase in bus usage (NB: some of this was linked to covid response and some are annual grants) - £414,246: Date – June 2020 onwards (Complete)
- Torbay Council received **Travel Demand Management** funding for travel plans and encouraging more walking and cycling - £125,000: Date – Oct and Dec 2020
- Torbay Council received **various Active Travel** funding to provide safe walking and cycling opportunities - £183,984: Date: Jan 2022 onwards (Live)
- Secured £7.1m worth of funding to deliver public EV buses, run by Stagecoach, over the next three years.
- Secured just under £900k of funding to support the rollout of electric vehicle charge points from the government's Local Electric Vehicle (LEVI) fund.
- Implemented a 3-year Salix Recycling Fund programme on energy efficiency projects.
- Completed a Green Fleet Review which detailed the requirements and routes for how the council and SWISCo fleets can transition to electric vehicle alternatives. The transition of the fleet could have an estimated 188 tCO2e savings per annum.
- Carried out a Hire Car Review and developed a fully electric programme with three EV pool cars available for staff to use for their business travel.
- Installed 30 green roofed bus stops which will over their lifetime sequester carbon emissions, reduce traffic pollution, improve air quality and support biodiversity.
- Finalised an electric charging infrastructure strategy for Torbay and begun the scaling up on the delivery of public charging points across Torbay. 13 contracts have been awarded to enable the installation of electric chargers within council owned car parks, with four car parks are having works completed to enable installation.
- As part of a successful Devon-wide Sustainable Warmth programme, Since August 2020, 547 homes have been supported, 180 homes visited and issued practical advice and 63 events and clinics attended. It is estimated that this support will help save residents £387,350 off their energy bills. With Devon County Council, and through the Local Authority Delivery Grant 2, we have helped 119 homes to save energy through installing a range of measures such as insulation and replaced old gas boilers with new low carbon heat pumps.
- Continued to work with Exeter Community Energy to provide local energy saving practical support and advice, with 109 homes helped, 53 home visits and 20 clinics held.
- Developed a Healthy Torbay Sustainability Checklist that includes the requirements of major planning applications to meet the Local Plan's current Climate Change Policies.
- Integrated climate change considerations into the Council's new Social Value Policy to ensure all procurements and commissions reduce their climate and wider environmental impacts.
- Planted over 2,000 new trees in the Torbay area, through Forestry Commission grants, which will create long-term woodland areas, support biodiversity and sequester carbon in future years.
- Supported the formation of the Torbay Climate Partnership (TCP) in 2021, bringing together various organisations and local communities to accelerate climate action in Torbay.
- Supported the development of the Greener Way for the Bay Framework and Action Plan, which is a series of actions to be implemented by the various partners in the TCP to tackle climate change within the Torbay region. The framework and action plan are currently out for consultation, with the results of the consultation due in April 2024.
- Refreshed the Carbon Neutral Impact Assessment Tool into all decision-making reports and project management processes.

- Secured UK Shared Prosperity Funding to deliver a range of decarbonisation programmes in homes, with businesses and a green skills training programme for young people.

## Torbay Council Climate Change Action Plan 2024 – 2026

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To become a net zero carbon Council by 2030 we will need to rapidly reduce carbon emissions by as much as we possibly can.

This Action Plan has been developed by many officers from across the Council, SWISCo and Torbay Harbour Authority, with support from members, and focusses on the areas of the Council where most carbon emissions arise from. These include the operation of our estate, fleet and business travel. As a wholly owned company of the Council, who deliver a range of services for the Council, actions that relate to SWISCo are also included in this action plan. Some ongoing actions from the previous iteration of the action plan are also included within this new plan.

There are many actions within this plan that will also help the Council save money on its energy, water, fuel bills, and through new efficient working/building procedures/practices.

### Phase 1 - Priority Actions

To maximise carbon savings and to help the Council save money on its energy bills, over the next 1-2 years we will focus on:

- Subject to the development and approval of the business case, installing a new streetlighting control management system and LED lighting. The installation of a control management system and more energy efficient lighting<sup>9</sup> will enable more efficient control of our streetlighting inventory and deliver significant carbon and energy savings.
- Undertake feasibility studies and whole building assessments to understand how to decarbonise ten of the council's worst energy performing buildings, including exploring the role of generating free energy from renewable energy sources such as solar power. Any propositions which provide a viable return on investment will be developed into business cases and will seek funding through business cases
  - Decarbonise Sherwell Valley Primary School (subject to a securing external funding)
  - Decarbonise the Brixham Harbour estate (subject to a positive decarbonisation study).
  - Decarbonise Tor Hill House building
- Recruit an Energy Officer to be take on the responsibility of managing the councils energy consumption, exploring quick win energy efficiency that can be enacted to reduce consumption and to lead on future decarbonisation and renewable energy projects.
  - Introduce a new environment and climate change impact assessment tool for all council-led construction projections. The tool will be used by the Council's Capital and Growth Board to understand and help reduce negative environmental and climate related impacts of the things the council builds.

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<sup>9</sup> To complete the LED bulb roll out to 100% of all streetlights in Torbay

- Embed carbon and sustainability accounting into the early stages of procurement and commissioning. This will help reduce negative environmental and climate related impacts of the things the council buys/commission.

## Phase 2 - Priority Actions

### Travel

Staff travel and journeys made by the Council and SWISCo fleets are responsible for the production of carbon emissions and other harmful pollutants (including staff using their personal cars for Council business, travel by bus, rail, taxi and other forms of travel i.e., hire cars). In 2022/23, these emissions accounted for 35%<sup>10</sup> of the Council's carbon footprint, with the SWISCo fleet accounting for 32.2% of these emissions alone. We will explore work towards decarbonising the fleet and staff travel<sup>11</sup> through reducing the demand for travel, prioritising active, sustainable modes of transport and where journeys need to be made, make them in ultra-low/electric vehicles (EV)/car clubs where possible.

To maximise carbon savings and to help the Council and SWISCo save money on their fuel bills Over the next two years we will:

- Working with SWISCo, explore how to begin the transition of both the Council's and SWISCo's fleets to EV alternatives, whilst improving the optimisation of the fleet and improving the management of the fleet moving forward.
- Explore how council staff travel when out on council business and explore developing a series of actions to reduce the carbon emissions and costs arising from staff travel

### Other Actions

#### Council estate, energy and streetlighting

In 2022/23, the energy (gas and electricity) used in our council buildings made up around 62% of our carbon footprint. Building on the priority actions above, over the next two years we will continue to work towards decarbonising key assets across the estate, starting by evaluating and improving the worst energy performing<sup>12</sup> buildings.

Over the next two years we will:

- Based on studies completed in the priority actions above, develop a pipeline of investment ready energy efficiency, low carbon heating and solar photovoltaic (PV) projects, which subject to attractive business cases, seek internal and/or external funding to deliver these decarbonisation plans.
- Explore green electricity and gas energy tariffs to further reduce our carbon emissions and work towards net zero.

<sup>10</sup> SWISCo fleet makes up 32% of these travel related carbon emissions

<sup>11</sup> Travel made in council employee's own vehicles or other i.e public/active transport modes to perform council duties

<sup>12</sup> Highest consumers of gas and or electricity



- Building on priority actions 2, explore the electric vehicle infrastructure, subject to the feasibility of renewable energy generation being able to power the required infrastructure, to support the roll out of electric vehicles across our fleet (including generation and storage).

## **Corporate services and processes**

The way the Council makes decisions about what we do can help reduce environmental impacts and carbon and other greenhouse gas emissions. We can reduce the environmental impacts of the things we build and buy, along with the services we commission, through understanding the likely negative impacts and making more sustainable, environmentally friendly, low/zero carbon choices.

Over the next two years we will:

- Work with five contracts to pilot how to reduce their carbon emissions from their supply chain.
- Monitoring the carbon emissions related Social Value commitments in new contracts.
- Refresh the Environment and Carbon Neutral corporate policy.
- Review our core values to ensure tackling climate change and the principles within the new Environment and Carbon Neutral Policy are part of the organisation (if required).
- Review the Council's Water consumption and explore options to reduce consumption and costs.
- Provide training on the new Protecting our naturally inspiring Bay and Tackling Climate Change Impact Assessment Tool and roll out staff training to support its implementation.
- Explore quantification of carbon impacts for all major schemes - including transport and housing schemes.

## **Staff Behaviour**

Through colleague engagement and empowerment, we can garner effective action from all our staff to reduce the Council's carbon emissions and help them to understand how they all have a part to play within their day-to-day duties.

To support this, we will:

- Create a mandatory climate change I-learn module for all staff and councillors, helping to create better understanding and knowledge of the difficulties we face and how our actions can overcome this.
- Train several staff as Carbon Literacy trainers so that Carbon Literacy training can be rolled out to staff, including train the trainers' opportunities.
- Develop an internal staff behavioural change campaign on how to save energy, water and waste across the estate.
- Install better recycling collections for Tor Hill House and Town Hall.

## **Climate Adaptation and Resilience**

In addition to reducing our emissions, the Council will also need to ensure that all its operations and services are resilient to a changing climate. We will need to understand where we are currently vulnerable to weather events and where we will be vulnerable in the future as our climate continues to change.

Over the next two years we will:

- Use the results of the Adaptation Strategy for Devon, Cornwall and the Isles of Scilly to carry out a high-level climate change risk assessment on key services. This will ensure Torbay Council understands its current and future vulnerability to a changing climate and takes actions to reduce any current risks and strengthen service's resilience.

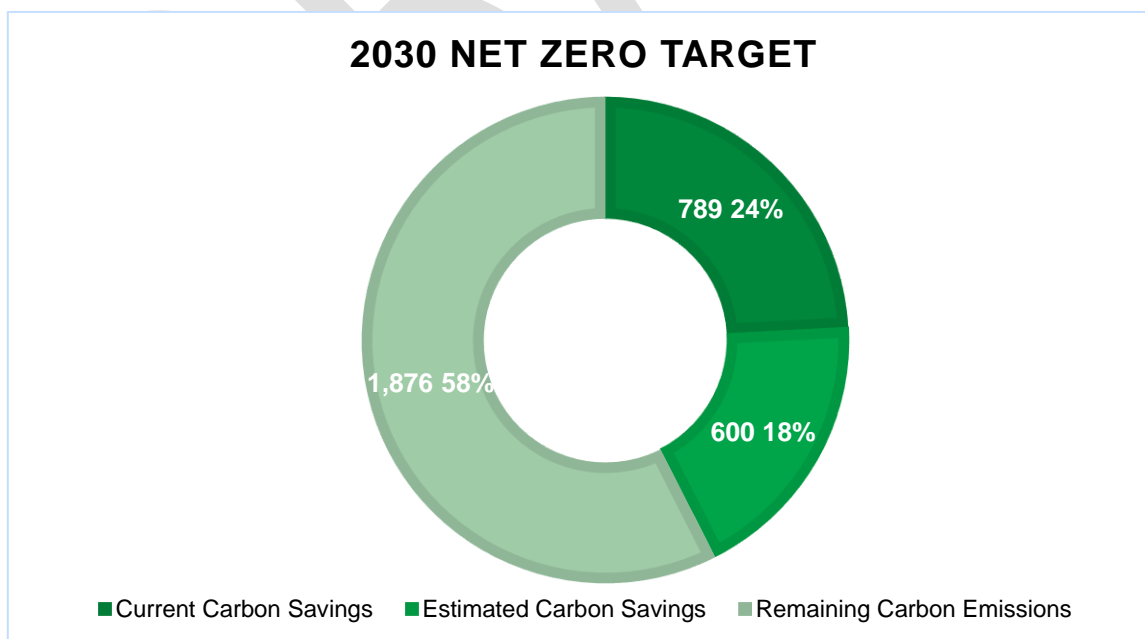
It is important to note that additional actions may be created to tackle high carbon intensity areas, such as for decarbonising the Councils estate or in the transitioning of the fleet to more sustainable alternatives. Therefore, this action plan needs to be flexible to meet changes in direction and focus during the next two years.

All large actions within this plan will be subject to having a positive and attractive business case that saves carbon emissions, and where possible, will save the council money or create a range of economic/social/wider environmental benefits.

## Carbon emission savings

This action plan will help the Council continue to work towards becoming a net zero carbon authority by 2030 and aims to tackle the largest sources of emissions that arise directly or indirectly across the Council's and SWISCo's operations. It acts as stepping stone towards meeting the target but will not result in the target being met yet.

In order to meet the proposed net zero carbon target by 2030 the Council will need to save or off set (only as last resort) just under 3,265 tonnes<sup>13</sup> of carbon dioxide equivalent emissions. Since 2019, the council has saved 789 tonnes of carbon dioxide equivalent emissions towards meeting the net zero carbon target.



<sup>13</sup> Scope 1 and 2 emissions only.

The priority actions within this action plan are estimated to save 600 tonnes of carbon. The other actions will also save or enable further savings to then be made towards the target, we are not able to quantify these at the moment<sup>14</sup>.

Based on the current savings and the estimated savings from the prioritised actions, the council will need to make savings of 1,876 tonnes of carbon dioxide equivalent emissions by 2030 to achieve the net zero carbon target.

By annually collating and monitoring our carbon footprint we be able to see how much more the Council will need to do to achieve this target. This action plan is designed to be flexible, likely to change and, therefore, is a live document, that will be updated regularly.

## Barriers to Overcome

Between 2019 – 2023 overall our total carbon emissions have fallen by seven percent. There are a range of barriers that the Council will need to overcome if it is to really start to reduce its carbon emissions and adapt to a changing climate. Many relate to coordinated and proactive fleet and estate management, dedicated budgets and senior leadership support. The following areas were identified as key barriers to overcome within the duration of this plan;

- Continued management of council fleets and staff travel and the transition to lower/EV alternatives over time
- The TDA coming back in-house within the Council to be seen as an opportunity to jointly work with the Climate Team and others to ensure decarbonisation of the estate is improved and energy bills are reduced annually.
- Recruitment of an Energy Officer.
- Need for a pipeline of investable projects.
- Explore embedding the new impact assessment into the Capital and Growth Board business case templates/wider processes.

## Funding this Action Plan

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The Council already spends a significant amount of money on improving the environment. Some of the work outlined in this action plan can be delivered through existing budgets and through existing staff. We recognise that transitioning to net zero emission will require significant additional capital and revenue funding, but that delivering this ambition is essential and the real/social cost of inaction will be far greater.

## Cost of delivering this plan

The estimated cost to deliver the phase 1 of the priority actions within this plan is approximately £1 million. These costs are based on current estimations and are subject to finalised business cases showing attractive carbon and cost savings. These actions can deliver cost savings estimated at

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<sup>14</sup> Preparatory actions are required to develop many carbon savings projects/similar i.e. feasibility work. Until these projects are fully developed, we cannot estimate CO2 savings (and other economic or social benefits)

£240,000 annually with the potential to reduce 570 tonnes of carbon emissions annually. Phase 2 requires more work, before establishing costs.

Please note it is not possible to cost all of the other actions contained within the Plan, however, actions relating to the transition of Council and SWISCo vehicles to EV's and any viable decarbonisation propositions that are identified by the feasibility work will require business cases to see additional funding. All other actions are funded through existing or already secured external funding sources.

The Council has a £1m dedicated Climate Initiative fund. This may help to fund a range of projects within this action plan:

- Decarbonisation Plans for the worst performing buildings.
- Match funding for forthcoming Public Sector Decarbonisation Scheme funding bids.
- See above for the limitations of this funding.

Some actions will also save money through reducing energy and water consumption or transitioning the fleet to electric vehicles which are cheaper to fuel and maintain.

Examples of external funds include the following:

- Low Carbon Skills Fund
- Public Sector Decarbonisation Scheme
- South West Net Zero Hub - Net Zero Fund
- Workplace Charging Scheme
- ChargePoint authorisation
- On-street Residential Charge point Scheme
- Ultra Low Emission Taxi Infrastructure Scheme

Other funding sources may become available as and when they are made available, at which point we will seek to work with the relevant officers to submit bids to secure these funding sources.

## Cost of doing nothing?

Failing to reduce the Council's energy, water, waste, and transport fuel consumption is a missed opportunity to save the Council money, which could be used to support other priority services or invest in more projects to save even more money. For example, the councils total spend on electricity and gas between April 2023 to March 2024 was £3,052,015. We can reduce these operational costs through retrofitting the buildings within our estate with high levels of energy efficiency measures, renewable and low carbon heating and power. There is also the reputational risk, if as a Council, we are not seen to be taking a lead to tackle carbon emissions and mitigating the effects of climate change.

There is the environmental impact of not acting urgently to tackle climate change. With a changing climate, there will be hotter summers and wetter winters, which will cause further issues such as flooding. Under current policies, the total cost of climate change damages to the UK are projected

to increase from 1.1% of GDP at present to 3.3% by 2050 and 7.4% by 2100, with the Torbay region likely to experience a 6.5% loss in local GDP<sup>15</sup>.

Should the Council not manage to reduce carbon emissions in line with its net zero target, residual emissions remain in 2030, these will need to be offset locally/nationally, and annually, through accredited carbon offset schemes at a financial cost to the Council. It's important to note that offsetting should be seen as a last resort to reduce carbon emissions as alone they are not enough to solve the climate change crisis and can't be used as a substitute for directly reducing carbon emissions.

The current price of carbon offsetting is £10 per tonnes of carbon dioxide (CO<sub>2</sub>); however, this has the potential to increase to £20-50 per tonnes of CO<sub>2</sub> as more investment is required in projects that take carbon out of the atmosphere in the long-term<sup>16</sup>.

Based on the assumption that prices rise by 2030 to £50 per tonnes of CO<sub>2</sub> and using our current trend of carbon reduction of 7-8% a year, we can predict that offsetting will cost the council £54k to offset its remaining residual emissions in 2030, and every year after that until greater carbon reduction is achieved. This figure is based on our current estimates for our carbon footprint, which doesn't include some direct emissions and indirect emissions that relate to council operations or the things we buy, or commission are not currently included within our carbon footprint. Therefore, the amount of residual carbon emissions could be a higher, having a knock-on effect of more residual emissions to offset.

It's important to note that the potential price of offsetting credits by 2030 could rise further due to other Local Authority's and organisations also offsetting their residual emissions. This could accelerate prices due to this spike in demand, whilst also requiring the offsetting sector to keep pace with this increased demand. This highlights the need for actions to reduce our carbon emissions as much as possible without relying on offsetting to cover any residual emissions.

## Monitoring progress

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The implementation of this action plan will be overseen by the Council's Climate Change Action Group on a quarterly basis. Any delivery issues will be directed to the Divisional Director Planning, Housing and Climate Emergency who can then escalate issues to the Council's Senior Management Team.

Half yearly progress reports will be compiled by the Officers' Group and presented to the Council's Senior Leadership Team and the Council's Cabinet and Overview and Scrutiny Board.

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<sup>15</sup> [What will climate change cost the UK? Risks, impacts and mitigation for the net-zero transition - Grantham Research Institute on climate change and the environment \(lse.ac.uk\)](#)

<sup>16</sup> Ten-fold increase in carbon offset cost predicted | UCL News - UCL – University College London

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For more information, please contact [future.planning@torbay.gov.uk](mailto:future.planning@torbay.gov.uk)

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# Environment and Net Zero Carbon Policy

Updated December 2024

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## Introduction

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Torbay Council's operations and services are directly, or indirectly, responsible for a range of impacts on our natural environment. Whilst we carry out a lot of actions to reduce our environmental

impacts, more action is needed. Torbay Council declared a climate emergency <sup>1</sup>in 2019 and is committed to continuing to tackle climate change locally, and:

- becoming a net zero carbon emission Council<sup>2</sup> by 2030, and
- working with others to create a net zero carbon emission Torbay by 2050.

Continuing to tackle climate change is committed to in Torbay Council's Community and Corporate Plan (2023 -2040).

The co-benefits of protecting our environment and tackling climate change, for instance for health, the economy, and our communities, means it must be part of the way we all work across the Council.

Therefore, we are changing how we work, developing future actions and ways of working that will help us all to minimise the impact the Council has on the natural environment and to play our part in tackling the climate change locally.

The overarching principles and aims of the Environment and Net Zero Carbon Policy are:

- **Reduce carbon emissions**  
To become net zero carbon emissions Council by 2030 by reducing carbon emissions across the Council and to:
  - **Reduce energy and generate clean energy**
  - **Minimise waste and water consumption**
  - **Transition to a zero-emission fleet by 2030**
  - **Use sustainable resources**
  - **Protect and enhance the natural environment**
  - **Climate resilience**
  - **Measure and report our performance**

## Scope

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This policy applies to all Council employees. It also applies to SWISCo employees and all services commissioned by Torbay Council.

## Related Policies and guidance

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<sup>1</sup> The climate emergency reflects the need for urgent action to reduce or halt climate change and avoid potentially irreversible environmental damage resulting from it.

<sup>2</sup> Carbon emission are reduced by 100% from 2019 levels by 2030. If met it means that the total emissions would be equal to or less than the emissions removed from the environment. This can be achieved by a combination of emission reduction and emission removal. Not all emissions can be reduced to zero, so those that remain need to be matched by actively removing carbon emissions from the atmosphere. This is known as " Carbon offsetting". For simplicity, we use the term 'carbon emissions' as shorthand for all greenhouse gases.

Please refer to the:

- [Community and Corporate Plan](#)
- [Initial Carbon Neutral Torbay Action Plan 2021](#)
- [Greener Way for Our Bay - Torbay Council](#)

Please refer to the [Carbon Neutral Council](#) page for guidance on how to assess and reduce environmental impacts and help tackle the climate emergency.

## Benefits

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By implementing different ways of working there are benefits to our employees, the organisation, and our customers:

### **Benefits for employees:**

- Add value by delivering environmental improvements as part of our existing and future work
- Can play a part in helping the Council tackle the climate and ecological emergency
- Physical and mental health benefits from increased support for business travel and service delivery through active travel

### **Benefits for the Council:**

- A working culture that is reducing environmental impacts, tackling the climate and ecological emergencies, and meeting its Community and Corporate Plan (2023-2040) vision including helping Torbay thrive.
- More efficient and effective use of natural resources such as energy, fuel, water, and paper
- Ability to reduce the Council's carbon footprint
- A more efficient use of Council resources<sup>3</sup>
- More teams coordinating action, sharing of best practice, cross-service working and effective management
- Improved employee physical and mental health through increased use of active travel

### **Benefits for our customers:**

- A more efficient use of Council resources meaning that more funds can be devoted to direct service delivery
- Torbay is also reducing environmental impacts, tackling the climate and ecological emergencies, and meeting its Community and Corporate Plan vision
- Improved air quality and fewer cars & vans on the road

### **UN Sustainable Development Goals**

This policy will also help the Council to begin to work towards the Sustainable Development Goals (SDGs). These have been designed to be a "blueprint to achieve a better and more sustainable

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<sup>3</sup> Initially, costs may be higher for what we are procuring, or delivering to meet this policy but that delivering this ambition is essential and the real/social cost of not doing so will be far greater for the council in the future.

future for all". These were adopted by the United Nations and the UK Government as a universal call to action to end poverty, protect the planet, and ensure that by 2030 all people enjoy peace and prosperity.

There are 17 goals. These goals also align with our Community and Corporate Plan (2019-2023) vision to make Torbay thrive. This policy will help to meet the following SDGs: 7 (Affordable Clean Energy), 12 (Responsible Consumption and Production) 13 (Climate Action), 14 and 15 (Life below water and Life on Land)



There are 17 goals. These goals also align with our Community and Corporate Plan (2019-2023) vision to make Torbay thrive. This policy will help to meet the following SDGs: 7 (Affordable Clean Energy), 12 (Responsible Consumption and Production) 13 (Climate Action), 14 and 15 (Life below water and Life on Land)

## Key Principles of this policy

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- **Reduce carbon emissions**

To become a net zero Carbon emissions Council by 2030<sup>4</sup> by reducing Carbon emissions across the range of Council operations<sup>5</sup>. Interim targets will be established<sup>6</sup>. The option of Carbon Offsetting any residual emission will be seen only as a last resort to achieving net zero emissions for the Council. A separate policy will be developed on Carbon offsetting emissions.

- **Reduce energy and generate clean energy**

To minimise energy use and reduce carbon dioxide emissions arising across Torbay Council's estate through the introduction of energy efficient measures, renewable/low carbon electricity generation, low carbon heating, use of renewable energy tariffs and staff behavioural initiatives.

- **Minimise waste and water consumption**

To minimise water consumption and waste created from Council operations and services through reduction, reuse, recycling, and staff behavioural change initiatives and remove consumer single use plastic from the Council's office estate.

- **Transition to a zero-emission fleet by 2030 and tackle air quality and improve health**

To reduce Carbon emissions, cut harmful pollutants and improve local air quality by supporting staff to travel for work purposes by healthier and more sustainable modes of travel such as walking, cycling, e-bikes, e-cargo bikes, and public transport. Where journeys need to be made in vehicles, the use of electric vehicles will be encouraged, and we will work towards transitioning our fleet to zero emission vehicles<sup>7</sup>.

- **Use sustainable resources**

To reduce environmental impacts of the things we build, buy and the services we commission, through making more sustainable, environmentally friendly, and low carbon choices.

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<sup>4</sup> Scope 1 and 2 emissions only.

<sup>5</sup> The target is an aggregated Torbay Council wide target and not bespoke minimum performance targets for individual departments, or wholly owned companies.

<sup>6</sup> Interim targets will be determined once further estate audits and fleet reviews have been carried out and a robust baseline is in place.

<sup>7</sup> Where there are no feasible or viable zero emission solutions, transition to ultra-low emission alternatives.

- **Protect and enhance the natural environment**

To protect, enhance and increase the biodiversity where appropriate of the Council's natural assets through a range of environmentally friendly conservation practices. We will also encourage improvements to our natural assets, including tree planting and rewilding initiatives, to achieve carbon storage and nature-based solutions for climate resilience. We will also protect and enhance where appropriate the marine environments Torbay Council are responsible for. A more detailed Marine Users Policy will be developed in partnership with Tor Bay Harbour Authority.

- **Climate resilience**

Understand the near-term and future risks of climate change for essential Council operations and services and plan for how we will build climate resilience across the Council.

- **Measure and report our performance**

Report progress towards becoming a Net Zero Carbon Council through an annual Greenhouse Gas Report and annual report to the Council's Cabinet and the Overview and Scrutiny Board. We will report on how we are taking action to conserve and enhance biodiversity in accordance with our Natural Environment and Rural Communities (NERC) Act duty.

**Managers must ensure that staff have properly considered the above aims and principles when developing new projects, policies, programmes, new procurement contracts and/or commissions.**

Employees and managers must acknowledge this policy and support the principles set out in this policy in their work.

## Funding

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There will be times when additional funding may be required to support this policy. Where staff cannot identify any internal or external funding please contact Jacqui Warren, Principal Climate Emergency Officer for advice. Some environmentally friendly, carbon saving projects/products may have an initial up-front cost that is more expensive, however, please consider the full costs over the whole lifecycle of the project/product, including any operational savings such as using less energy or fuel and reduced maintenance costs. When seeking approval for new proposals, and where funding cannot be found, officers must identify this in their Emerging Issues papers or Cabinet reports under the Climate Change section.

## Training and support

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### All staff and managers

All staff must support this policy wherever possible in their job roles.

Line managers are expected to challenge their teams and individuals to ensure this policy is adhered to.

Please refer to the [Carbon Neutral Council](#) page for guidance on how to assess and reduce environmental impacts and help tackle the climate emergency in projects, policies, programmes, new procurement contracts and/or commissions.

General guidance on what you can do in the office and at home is also available on the [Climate Change Council webpages](#).

Carbon Literacy Training is also available. Please contact [hrtraining@torbay.gov.uk](mailto:hrtraining@torbay.gov.uk) for further information.

## Equality statement

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This policy applies equally to all Council employees, as above, regardless of their age, disability, sex, sexual orientation, race, religion or belief, gender reassignment, pregnancy and maternity, marriage, and civil partnership. Care will be taken to ensure that no traditionally excluded groups are adversely impacted in implementing this policy.

## Policy Feedback

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If you have any feedback on this policy, please email [Jacqui.Warren@Torbay.gov.uk](mailto:Jacqui.Warren@Torbay.gov.uk)

## History of Policy Changes

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Date	Who	Page	Details of Change	Agreed by:
<b>Date</b>	Who	Page	Details of Change	<b>Agreed by:</b>
<b>August 2021</b>	Carbon Neutral Council Officers Group, Geopark, Director of Place	All	Added more on our NERC duties, aligned policy to the UN SDGs and added an interim carbon saving target.	
<b>November</b>	TJCC	All	N/a. Emailed TJCC. Comment received was supportive of the policy.	
<b>4/11/2021</b>	ELT	All	N/a. Supportive.	
<b>Dec/Jan 2022</b>	Carbon Neutral Council Officers Group and TDA (Director of Asset	Various	<ul style="list-style-type: none"> <li>▪ Clarified 1) scope – footnote 6, 2) amended the principle to - Transition to zero emission fleet by 2030 and 3)</li> </ul>	

	Management, Investment and Housing)			
7/1/2022	Director of Place	All	<ul style="list-style-type: none"> <li>▪ Various and minor</li> </ul>	
18/1/2022	SLT	All	<ul style="list-style-type: none"> <li>▪ Removal of an interim target until a robust baseline and various studies have been undertaken. Establish boundaries for the Policy with TDA.</li> </ul>	
15/2/2022	SWISCo Board		<ul style="list-style-type: none"> <li>▪ No major issues</li> </ul>	
15/2/2022	TDA Board		<ul style="list-style-type: none"> <li>▪ No major issues</li> </ul>	
<b>20/12/2024</b>	<b>Divisional Director – David Edmondson, Planning, Housing &amp; Climate Emergency</b>	All	<ul style="list-style-type: none"> <li>▪ <b>Updated policy wording. Removing carbon neutral with Net Zero Carbon Emissions. Web links have also been updated.</b></li> </ul>	

As it is a climate emergency this policy is to be reviewed every 2 years or when legislation or operational reasons require it sooner.

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