

Monday, 1 July 2024

## **OVERVIEW AND SCRUTINY BOARD**

A meeting of **Overview and Scrutiny Board** will be held on

**Tuesday, 9 July 2024**

commencing at **5.30 pm**

The meeting will be held in the Banking Hall, Castle Circus entrance on the left corner of the Town Hall, Castle Circus, Torquay, TQ1 3DR

### **Members of the Committee**

Councillor Twelves (Chairwoman)

Councillor Cowell	Councillor Law
Councillor Steve Darling	Councillor Long
Councillor Fellows	Councillor Tolchard (Vice-Chair)
Councillor Foster	Liberal Democrat Vacancy
Councillor Hutchings	

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## **A Healthy, Happy and Prosperous Torbay**

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**01803 207087, Town Hall, Castle Circus, Torquay, TQ1 3DR**

Email: [governance.support@torbay.gov.uk](mailto:governance.support@torbay.gov.uk) - [www.torbay.gov.uk](http://www.torbay.gov.uk)

# OVERVIEW AND SCRUTINY BOARD AGENDA

1. **Apologies**  
To receive apologies for absence, including notifications of any changes to the membership of the Board.
2. **Minutes** (Pages 4 - 5)  
To confirm as a correct record the minutes of the additional meeting of the Board held on 10 June 2024.
3. **Declarations of Interest**
  - a) To receive declarations of non pecuniary interests in respect of items on this agenda  
  
**For reference:** Having declared their non pecuniary interest members may remain in the meeting and speak and, vote on the matter in question. A completed disclosure of interests form should be returned to the Clerk before the conclusion of the meeting.
  - b) To receive declarations of disclosable pecuniary interests in respect of items on this agenda  
  
**For reference:** Where a Member has a disclosable pecuniary interest he/she must leave the meeting during consideration of the item. However, the Member may remain in the meeting to make representations, answer questions or give evidence if the public have a right to do so, but having done so the Member must then immediately leave the meeting, may not vote and must not improperly seek to influence the outcome of the matter. A completed disclosure of interests form should be returned to the Clerk before the conclusion of the meeting.  
  
**(Please Note:** If Members and Officers wish to seek advice on any potential interests they may have, they should contact Governance Support or Legal Services prior to the meeting.)
4. **Urgent Items**  
To consider any other items that the Chairwoman decides are urgent.
5. **Torbay Place Leadership Board** (Pages 6 - 16)  
To review the work of the Torbay Place Leadership Board.  
  
(Note: Jim Parker, Chairman of the Place Leadership Board has been invited to the meeting for this item.)
6. **Budget Monitoring - Outturn 2023/24** (Pages 17 - 59)  
To consider the Budget Monitoring Outturn Report for 2023/2024 and to make recommendations to the Cabinet.  
  
(Note: this report contains exempt appendices which have been circulated separately.)

- 7. SWISCo Green Space Management and Engagement - Update** (Pages 60 - 66)  
To receive an update on SWISCo's green space management and engagement with the community on green spaces.
- 8. Economic Growth Strategy Action Plan** (To Follow)  
To review progress on delivery of the Economic Growth Strategy Action Plan.
- 9. Performance Report - Quarter 4 2023/2024** (Pages 67 - 91)  
To review the Council's key performance indicators and make recommendations to the Cabinet.

## **Minutes of the Overview and Scrutiny Board**

**10 June 2024**

**-: Present :-**

Councillors Atiya-Alla, Brook, Carter, Fellows, Fox, Long, Barbara Lewis, Twelves and Virdee

(Also in attendance: Councillors Tyerman, Bye, Chris Lewis, David Thomas and Jacqueline Thomas)

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### **62. Election of Chairman/woman**

Councillor Carter was elected as Chairwoman for the meeting.

### **63. Apologies**

It was reported that, in accordance with the wishes of the Independent Group and the Conservative Group, the membership of the Board had been amended to include Councillors Atiya-Alla and Barbara Lewis in place of Councillors Cowell and Strang respectively.

### **64. Minutes**

The minutes of the meeting of the Board held on 8 May 2024 were confirmed as a correct record and signed by the Chairwoman.

### **65. Call-In of Cabinet's Decision on Next Steps Properties at Ryan Place**

The Board had before it details of a call-in by five Members of the Council of the decision of the Cabinet regarding Next Steps properties at Ryan Place. The Call-in Promoter, Councillor Long explained his reasons for the call-in as set out in the submitted call-in notice. Councillor Long advised the Board that he was supportive of the Next Steps scheme, which had been mainly successful and in which he had been involved as a Cabinet Member at the time the decision was made in 2020. However, he outlined specific concerns raised about the lack of recording of incidents with the Police and unclear communications between the Registered Landlord, the tenants and the Police. Councillor Long and the call-in Supporters sought assurance that similar issues would not occur when the new properties were purchased following the sale of the two properties at Ryan Place. The call-in also sought assurance that relationships with Homes England had not been impacted for future housing projects.

The Cabinet Member for Housing and Finance, Councillor Tyerman, reminded the Board that he was not a Councillor in 2020/2021 and was not involved in the original decision-making process or any informal meetings that may have taken place

between the previous Administration and Councillor Officers. However from what he was aware there had been frictions between the Next Steps residents at Ryan Place and existing residents as soon as the properties were occupied and accepted that there had been some challenges between the Registered Landlord, tenants and the Police. Councillor Tyerman assured Members that the purchase and management of replacement properties would be conducted in a different manner taking into account the location of the properties and the impact on the community using the wider experience of Senior Officers from the Council working with the Cabinet Member to ensure that he was able to raise any concerns which may not otherwise be identified.

The Chief Executive, Anne-Marie Bond, highlighted the importance of the context of the time the original decision was made towards the end of 2020 when the country was in the middle of Covid-19 pandemic and lockdowns took place during that period. The Government expected the Council to identify properties quickly in order to allocate the money awarded to specific properties. Mrs Bond advised that it was clear now that whilst Ryan Place was not formally a retirement block the demographics were of a more mature cohort of individuals and that the mix of tenants in the block should have been a greater consideration. A Sensitive Letting Policy was adopted for Ryan Place following issues identified, however in retrospect, this should have been in place from the very beginning.

Resolved:

That no further action be taken in respect of the call-in of the Cabinet's decision on Next Steps Properties at Ryan Place.

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Chairman/woman

**Meeting:** Overview & Scrutiny Board     **Date:** 9<sup>th</sup> July 2024

**Report Title:** Torbay Place Leadership Board

**Report Author:** Alan Denby, Director of Pride in Place, alan.denby@torbay.gov.uk

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## 1. Purpose of Report

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- 1.1 Torbay's Place Leadership Board is maturing with partners becoming better engaged. This is resulting in increased confidence in the Board's role from external agencies. The Place Leadership Board's stewardship of the Torbay Story<sup>1</sup> has considerably aided the relationship with Government departments and others throughout the past eighteen months and equally contributed significantly to our confidence to attend UK Real Estate Investment & Infrastructure Forum in 2023 and 2024.
- 1.2 More recently the success achieved in winning further government investment results in a need to consider how the role of the Place Leadership Board is furthered, and in doing so deepens Torbay's commitment to the overall place leadership approach.
- 1.3 This report is intended to summarise for Overview and Scrutiny the background to the Place Leadership Board being established, its current way of working and its work programme including some live considerations of issues that the Board is discussing.

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<sup>1</sup> <https://torbaystory.co.uk/our-story/>

## 2. Reason for Proposal and its benefits

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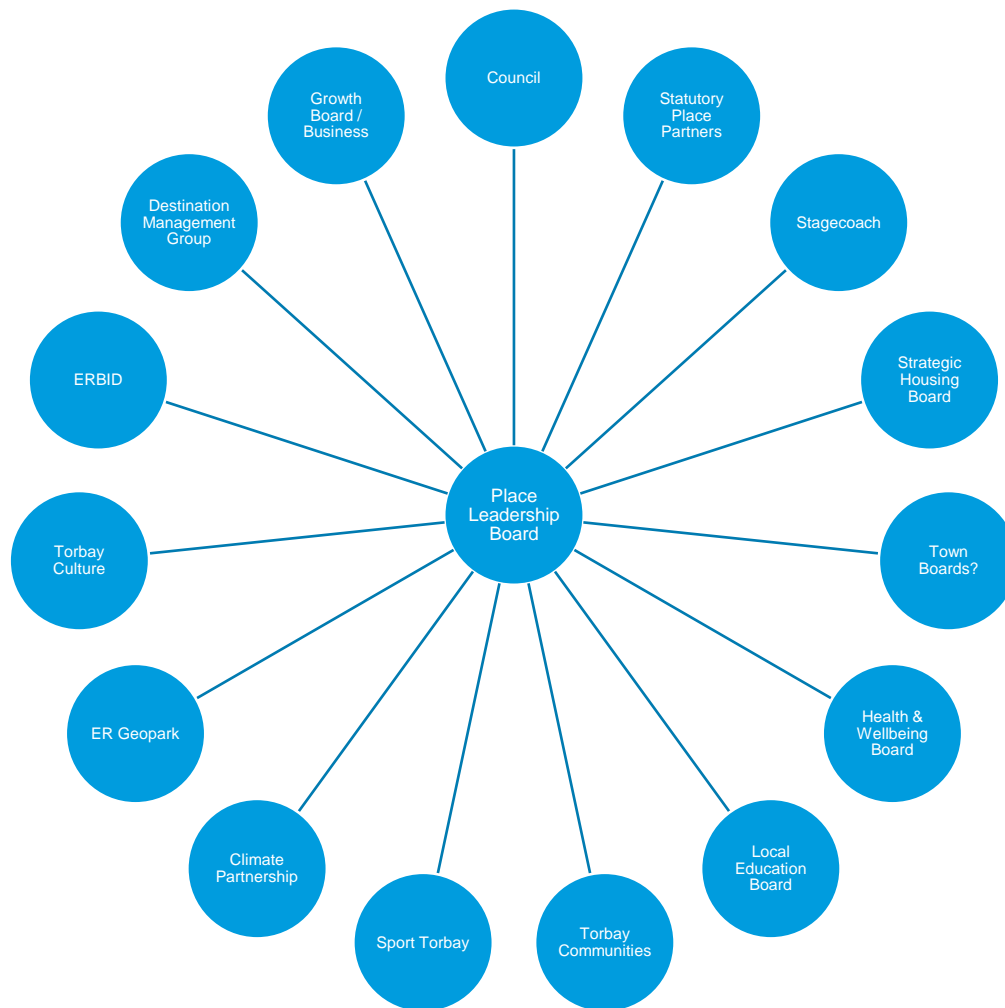
- 2.1 Until 2017 Torbay, unlike many areas, had not had an active “strategic partnership” in place. An LGA peer review in late 2015 identified that partners across Torbay stood ready to work with the Council and develop a strategic vision. The strategic partnership was reborn and developed an informal way of working which saw some broad principles established for how the partnership would work.
- 2.2 In 2018 having become aware of the Town Deal extended to Grimsby and NE Lincs the Partnership began more active consideration of its core activities. This led to two visits with Government ministers in 2018 to make the case for Government investment in Torbay. While not immediately successful the feedback received informally politically and from officials indicated that there was recognition of Torbay acting in a different way. This supported the partnership in further developing its thinking of how it could support the Council in developing a vision for the place.
- 2.3 Immediately prior to the pandemic examples from Bristol, Exeter and Plymouth had been used to shape the thinking of what is possible. Lessons learnt from these places were about a deep understanding of the issues but critically the importance of the opportunities and assets in your place. Alongside a willingness to plan over a longer period and for relationships to deepen to allow for better partnerships and better inter organisation planning and collaboration. This in turn led to the appointment of Thinking Place to develop “Torbay Story”.
- 2.4 The link to Torbay Story has been provided as a footnote on the previous page. Torbay Story is intended to convey what Torbay could be based on the strengths and the assets that already exist here. It was developed through interviews, workshop sessions and visits by the Thinking Place team and acts to provide a set of messages that can be used to demonstrate the potential of Torbay to investors, potential inward investment businesses, government officials and others.
- 2.5 It has been critiqued and criticised by some for not being an accurate portrayal of the real experience of living in Torbay particularly if you are a resident in some of the more challenged communities within Torbay. This is fair criticism but also represents a misunderstanding of the purpose of the Torbay Story. Its purpose is to provide that wide framework which the Council’s community plan and assorted policy framework plans exist within alongside the potential for the plans of other organisations and partners to be represented there. In doing so this reinforces the central messages of Torbay and the ambition as it has been captured in the Torbay Story for Torbay to build on its high tech

strengths and the wider opportunities for active lifestyles so that Torbay is the premier marine and natural experience.

- 2.6 This as a statement of intent is intended to demonstrate that Torbay is greater than the sum of its parts and that our assets can allow the place to be premier. It is a call to action for partners led through the Place Leadership Board to rally behind with distinctive roles for the three towns again each based on the strengths of the towns as assessed through the Thinking Place work.
- 2.7 Torbay Story has been used to support the messaging for Torbay's attendance at the UK Real Estate Investment & Infrastructure Forum (UKREiiF) in 2023 and 2024. Attendance in 2023 was pivotal to securing interest in becoming Torbay's regeneration partner with Wilmott Dixon and Milligan appointed in the autumn of 2023. It has also supported the attendance in May of this year and the feedback from local government, potential investors and occupiers to the messaging has been consistently positive. While there is work to do to make the story real for our residents, visitors and businesses there should be no doubt that the development of the Torbay Story and its use has been integral to recent progress with funding and partnership development.
- 2.8 To support the further development and adoption of the Torbay Story Thinking Place also proposed that each of the three towns should have a linking group to the Place Leadership Board. Suggested initially as "Town Boards" Torbay Communities have been exploring the potential here and this work is ongoing.
- 2.9 A Torbay Champions network <https://torbaystory.co.uk/champions/> has been established and has grown to bring together a range of organisations and individuals with an interesting in learning and telling the Torbay Story. Also intended to provide a different type of networking platform to those already in existence in the area the champions network provides access to dedicated marketing materials including images, design toolkit and a pitch pack to help champions promote Torbay. A practical challenge to raising visibility and increasing the number of champions past its current level, over 2400 registered for information, is the officer resource required to do this. This work is underway with the Council's Director of Pride in Place.
- 2.10 Recently Government's decision to withdraw support for the Local Enterprise Partnerships, established by the coalition government in 2011/2012, alongside locally the establishment of the Devon and Torbay County Combined Authority will see the introduction of a growth board model. For Torbay this has seen active consideration of how best to fulfil the growth board responsibilities. Bringing business views through the Place Leadership Board means



that all Place partners have sight of the issues, opportunities and asks emerging from the sector. It also provides place partners with a point to reflect on how other aligned boards might do the same. Those aligned boards include;



2.11 A task for over the summer of 2024 is establishing an agreed way in which the discussions from these boards will feed through to the Place Leadership Board and improve the overall understanding of each partner about the range of place focused activities across Torbay. Doing so should provide ways to improve collaborative approaches which in turn could result for instance in new delivery methods being identified, opportunities for curriculum development at South Devon College or schools, new project ideas which could be developed and generally deepen the commitment to this way of working. It would also provide the Place Leadership Board with a greater structure and a work programme throughout the year.

2.12 There are two disadvantages of such a move, the first is that it may move the board away from a more open discursive model, however this can be mitigated. The second is that as many of these boards are run by or through the Council, the Place Leadership Board becomes (or is perceived as) an additional form of scrutiny or performance management for

the Council. Care would need to be taken to ensure that the Place Leadership Board was clear on why it was receiving reports and ensure that its focus was on how working collectively across the Place Leadership Board partners better outcomes for our communities can be achieved.

### 3 Way ahead










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- 3.1 The terms of reference, Appendix B, have recently, March 2024, been reviewed to ensure that they reflect the ambition and the intended outcomes of place partners. The Place Leadership Board has developed an informal system and function which allows for broad strategic discussions to take place. The review carried out by Thinking Place in 2023 and the informal feedback received from partners reassures that the partnership is developing and maturing with the influence of the Board growing beyond Torbay.
- 3.2 There remains work to be done internally to the area to increase the credibility of the message with the local community and to inspire individuals and organisations to act on that and in alignment with that message. To do this the role of the Champions and the Town Boards continues to be important. This should be a priority action for April – September 2024.
- 3.3 The Board might also consider how the diversity of voices engaged in these civic conversations is improved. Torbay's community is becoming more diverse, the intended "levelling up" of Torbay's economy if delivered successfully will change the dynamic of the local population with a likely increase in the working age population of the area. Ensuring that these voices and the voices of young people, who are often silent in formal consultation and engagement, are developed and heard seems an important area to explore. The board may wish to consider mirroring the introduction of a Future Leaders programme similar to that introduced by Burnley's place leaders <https://burnley.co.uk/future-leaders/>. Aimed at under 30s this programme is intended to create a pipeline of future place leaders and help nurture passion and pride in the place, encourage retention of young talent and encourage personal and professional development. This could align for instance to emerging thinking from secondary school leaders about the Torbay Promise. In Burnley's case funding is from the bondholders, those businesses who contribute to the place branding and marketing in the area, in the absence of a bond holder scheme identifying funding would be a barrier but there may be options available.

## Appendices

### Appendix A – Highlight report template

#### Highlight Report – [Insert Project title here]

<b>Project Sponsor / SRO: (Senior Responsible Owner)</b>		<b>Project Overall Risk Score – Unmitigated:</b>			
<b>Project Manager / Author:</b>		<b>Project Overall Risk Score – Mitigated:</b>			
<b>Reporting Period:</b>		<b>Reporting Date:</b>	dd/mm/yyyy		
<b>Project Status</b> RAG key:  = Major issues identified /  = Minor issues identified /  = On track					
<b>Overall</b>	<b>Budget</b>	<b>Resources</b>	<b>Schedule</b>	<b>Benefits</b>	<b>Risks</b>
					
<b>Project Manager / Author Summary</b>					
<ul style="list-style-type: none"> <li>▪</li> <li>▪</li> </ul>					
<b>In Period Deliverables (brief overview of progress)</b>			<b>Next Period Deliverables</b>		

1. 2.	1. 2.	
<b>New Risks / Issues</b>		
Description	Priority / Severity	Mitigating Actions
<b>New Key Decisions Required</b>		<b>New Key Dependencies</b>
▪		▪

## Appendix B – terms of reference

### OUR MISSION:

To be guardians of the Torbay story and brand

To provide a strategic, place led view and leadership for the promotion and development of the place regionally, nationally and internationally

Champion Torbay locally, nationally and internationally to attract Government investment, business investment, tourism and talent

Harnessing and aligning the power of the anchor institutions

### OUR ROLE:

- To champion and provide leadership in developing Torbay’s sense of place, promoting an ethos of:
  - Ambition
  - Pace and momentum
  - Investor friendly
  - ‘Can do’
  
- To oversee the positioning and promotion of Torbay as:
  - A thriving local community
  - A highly competitive location for business investment (UK and overseas)
  - A destination for visitors and tourists
  - A destination for talent (including students)
  
- To strengthen the lobbying of Government and influencing of Government policy for the benefit of Torbay, ensuring that:
  - Torbay has a clearly articulated voice in any national place orientated debate
  - We continue to attract public sector investment in infrastructure (physical and digital), skills, etc.

- Any emerging devolution proposals for Torbay are supported by a wider landscape of key stakeholders
- On behalf of Torbay, to seek and attract investment, and welcome potential investors as champions for the region.
- To provide leadership, guidance and challenge to the activities of other key stakeholders including local government and LEP, encouraging collaborative place-orientated working across Torbay, especially in relation to key cross cutting drivers of growth including skills, innovation and infrastructure.
- To act as a stakeholder-led, pan-Torbay ‘sounding board’ and ‘critical friend’ for other place related activity and to offer strategic and intellectual input into other place related strategies and plans.
- Be independent champions and spokespeople for Torbay, including undertaking media activity as required, and attend events to sell and tell our story e.g. MIPIM, MIPIM UK and other place related opportunities
- To champion and support our Torbay Together Champions (Ambassadors) programme and encourage other organisations to get involved
- To play a lead role in place led initiatives. To direct, oversee and review the Place Plan.
- To secure necessary funding to ensure the long-term viability of place related activity
- To connect with other local and regional organisations to promote the interests of Torbay
- To utilise the English Riviera and Our Torbay Story brands to promote Torbay

MEMBERSHIP (at 280624):

<b>Name</b>	<b>Role</b>	<b>Organisation</b>
Jim Parker (Chair)	Independent Chair	
Dave Thomas	Leader	Torbay Council
Anne-Marie Bond	Chief Executive	Torbay Council
Laurence Frewin	Principal and CEO	South Devon College
Liz Davenport	Chief Executive	Torbay and South Devon NHS Foundation Trust
Alan Denby	Director of Pride in Place	Torbay Council
Carolyn Custerson	Chief Executive	English Riviera BID
Chris Hart	Chair	English Riviera BID
Tracey Cabache	Community/Voluntary Rep	Torbay Community Development Trust
Jacob Brandon	Chair	Torbay Culture
Vince Flower	Business Rep	
Glenn George	Business Rep	Hi-Tech Cluster
Kevin Foster	MP	Torbay MP
Anthony Mangnall	MP	Totnes MP (includes Brixham)
Steve Reynolds	Business rep	Torbay Business Forum
Peter Knight	Business Rep	Stagecoach
Rev'd Nathan Kiyaga	Area Dean	Church of England

Alison Hernandez	Police and Crime Commissioner for Devon and Cornwall	OPCC
Ch. Supt. Roy Linden	South Devon Police Commander	Devon and Cornwall Police
Nick Powe	Chair	UNESCO Geopark
Lee Tozer		DWP/Jobcentre Plus
Alistair Allender	Chair	Torbay Strategic Housing Board



**Meeting:** Overview & Scrutiny Board/Cabinet/Council

**Date:** 9 July /11 July/18 July 2024

**Wards affected:** All Wards

**Report Title:** Budget Monitoring – Outturn 2023/24

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

**Cabinet Member Contact Details:** Alan Tyerman, Cabinet Member for Finance  
[alan.tyerman@torbay.gov.uk](mailto:alan.tyerman@torbay.gov.uk)

**Supporting Officer Contact Details:** Ian Rowswell, Deputy Director of Finance,  
[ian.rowswell@torbay.gov.uk](mailto:ian.rowswell@torbay.gov.uk),

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## 1. Purpose and Introduction

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- 1.1. This report provides a high-level budget summary of the Council's revenue and capital position for the financial year 2023/24. This report is based on the final outturn position for the year ended 31st March 2024.
- 1.2. The Council has delivered an end-of-year surplus of £0.678m. This is an improved position on the forecast at Quarter 3, which projected an overspend. It is proposed that this surplus is used as follows:
  - 1.2.1 £400k transferred to an earmarked capital reserve to assist with delivery of the Capital Investment Programme.
  - 1.2.2 The balance transferred to Comprehensive Spending Review (CSR) reserve and used to fund one off activities to accelerate the delivery of Operation Brighter Bay.
- 1.3. The Council A revised 4-year Capital Investment Programme was approved as part of setting the 2024/25 budget, which showed a revised Outturn forecast of £58.5m against an initial budget of £90m for 2023/24. Total expenditure of £46.8m has been spent in this financial year in relation to this programme, funded from capital receipts, grants and contributions, reserves and revenue budget contributions, and long-term borrowing.

## 2. Recommendation(s) / Proposed Decision

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### Recommendations for Overview & Scrutiny Board

- 2.1 That the Overview & Scrutiny Board notes the Council's revenue outturn position and makes any comments and/or recommendations to the Cabinet.
- 2.2 That the Overview & Scrutiny Board notes the Council's Capital outturn position and makes any comments and/or recommendations to the Cabinet.

### Recommendation for Cabinet/Council

- 2.3 That Cabinet recommends to Council:
  - 2.3.1 That Council notes the revenue outturn position and approves the transfer of the £0.678m end of year surplus as follows:
    - £400k transferred to an earmarked capital reserve to assist with delivery of the Capital Investment Programme.
    - The balance transferred to the Comprehensive Spending Review (CSR) reserve and used to fund one off activities to accelerate the delivery of Operation Brighter Bay
  - 2.3.2 That Council approve the addition of the Paignton and Preston coastal defence project, into the Capital Investment Plan at a value of £17.515m, subject to:
    - a) securing the required funding from the Environmental Agency (£9.441m), and
    - b) production of a compliant Full Business Case being discussed and supported at Capital Growth Board and approval from Cabinet (Outline Business Case attached as Appendix 4).
  - 2.3.3 That delegated authority be given to the Divisional Director of Economy, Environment and Infrastructure in consultation with the Section 151 officer and Portfolio Holder for Finance and Housing to award the contract of works for the delivery of the Paignton and Preston coastal defence project.
  - 2.3.4 Following receipt of £20m grant funding from the round 3 of Levelling Up Funds (LUF3) approval is given for feasibility funding to progress the following projects to the next stage:
    - 2.3.4.1 Brixham port infrastructure project. Initial allocation of £75k to be drawn down for feasibility works.
    - 2.3.4.2 Paignton tec park project - Initial allocation of £85k to be drawn down for feasibility works.

### 3. 2023/24 Revenue Budget Summary Position

- 3.1 The Council has had to manage national “cost of living” issues throughout 2023/24, arising from inflationary pressures, including utility and fuel increases and escalating housing rent costs.
- 3.2 The financial pressures on services and providers have been the highest they've been for many years. Between September 2022 and March 2023, when the 2023/24 budget was set, CPI inflation rates were over 10%. Prices have remained high throughout 2023/24, but inflation rates have steadily reduced with the annual CPI rate at March 2024 being only 3.2%. These reduced figures have been reflected within the Council’s Medium Term Resource Plan.
- 3.3 The approved budget set by the Council for 2023/24 effectively reallocated resources to meet the demands from these additional cost pressures, and through robust challenge and monitoring, Officers have managed to deliver a balanced budget with a relatively small overall underspend.
- 3.4 The table below provides a summary of the Outturn position across Council Services, along with the movement from the figures reported in Quarter 3.

Service	Budget £m	Final Outturn £m	Variance £m	Forecast at Q3 £m	Movement since Q3 £m
Adult Services	51.559	52.129	0.570	1.030	-0.460
Children’s Services	50.338	51.210	0.872	0.991	-0.119
Corporate and Executive Services	12.676	12.853	0.177	0.363	-0.186
Finance Services	-12.859	-16.228	-3.369	-2.100	-1.204
Investment Portfolio	-4.134	-4.134	0.000	0.000	0.000
Pride in Place Services	22.940	24.054	1.114	0.513	0.601
Public Health Services	10.430	10.420	-0.010	0.000	-0.010
<b>Revenue sub-total</b>	<b>130.950</b>	<b>130.304</b>	<b>-0.646</b>	<b>0.797</b>	<b>-1.378</b>
Sources of Finance	-130.950	-130.982	-0.032	0.000	-0.032
<b>Revenue Over/Under spend</b>	<b>0.000</b>	<b>-0.678</b>	<b>-0.678</b>	<b>0.797</b>	<b>-1.410</b>

- 3.5 The underspend against Finance Services, mainly from Treasury Management and higher interest rates, has offset several overspends during the year. Many of these pressures have been addressed through 2024/25 budget setting and will continue to be managed and monitored to reduce the risk of these overspends arising again.

- 3.6 The outturn for the council in 2023/24 has improved compared with the last forecast made at Quarter 3. Variances across services will be reviewed with the aim of identifying lessons to learn for the future and which budgets require further review and more robust monitoring throughout 2024/25. The improved position is primarily down to income received on cash balances being greater than the levels forecast and income from the Devon-wide business rates retention pool being higher than budgeted.
- 3.7 Funds carried forward in previous years and held in specific reserves have been deployed effectively to support the reduction of long-term costs, as well as providing a pathway to deliver on the approved 2023/24 budget.
- 3.8 Appendix 1 provides a summary of the agreed budget savings for 2023/24, showing whether these saving proposals have been achieved. Further details of the savings can be found within the published budget papers - [proposals-for-efficiencies-income-generation-and-service-change.pdf \(torbay.gov.uk\)](https://www.torbay.gov.uk/sites/default/files/2024-03/proposals-for-efficiencies-income-generation-and-service-change.pdf). Almost 70% of the total savings have been delivered.
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## 4. Collection Fund

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- 4.1. The Collection Fund reserve is set to meet the impact of shortfalls within collection rates for both Council Tax and Business Rates. No drawdown against this reserve was required in 2023/24.
- 4.2 In-year income collected from Council Tax in 2023/24 was slightly ahead of forecasts at 96.13%, a return to pre Covid-19 levels. However, collection levels for business rates income were slightly below forecast, at 94.77%. It is thought that the impact of rising inflation and general costs increases is the main reason for this reduction. We will continue to explore opportunities to increase our overall collection rates moving forwards.
- 4.3 Local authorities received additional funding in 2023/24 relating to compensation for their share of income loss following implementation of the green plant and machinery exemption in 2022 to 2023. Torbay Council received £0.051m, which was not budgeted for. This contributes to the underspend of £0.032m against 'Sources of Funding', shown in para 3.4 above.

## 5. Wholly Owned Companies

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- 5.1 SWISCo. continued to experience financial pressure in terms of operational delivery throughout 2023/24 - mainly due to higher material and fuel costs and a decrease in the value and therefore income from recyclable materials. These pressures were in addition to a £0.250m budget reduction relating to efficiency savings. The pay award again had a disproportionate percentage impact on SWISCo given the higher proportion of staff on below average salary rates. The Council has an agreement with SWISCo to fund any additional costs arising from pay awards and as a result provided an additional £0.391m of funding

specifically to meet the shortfall. Despite the additional pressures and savings targets included in the 23/24 budget, the company met its target to break even during the year.

- 5.2 Torbay Economic Development Company, (TEDC), Limited is forecasting a profit of £0.407m for 2023/24, which included a reported loss in the subsidiary company, TorVista Homes, of (£0.303m). TEDC returned into Council management in April 2024 and we are continuing to work through the company closedown and transfer of assets and contracts.
- 5.3 Torbay Education Limited, which is run with an objective to breakeven, returned a small surplus of £22,000 for the year which is retained in the company's books.
- 5.4 More detailed financial reporting about the Council's wholly owned Companies will form part of the final statement of accounts, when presented to Audit Committee.

## 6. Statement of Accounts – 2021/22, 2022/23 and 2023/24

- 6.1 The Council's 2021/22 Statement of Accounts are anticipated to be signed off at Audit Committee in July 2024. The accounts have not been signed in line with the Government's Statutory deadline, which is an issue that is common across many Councils. The audit of the 2021/22 accounts has taken a significant amount of time due to a number of challenges, particularly continuing issues in the local external audit market.
- 6.2 The government recently consulted on options to resolve the nationwide issue of the high volume of accounts that have not had an audit opinion issued. The consultation proposed a 'backstop' option which enable auditors to 'sign off' outstanding accounts by 30 September 2024 with minimal, if any, audit work being completed. Therefore, it is expected that the 2022/23 accounts for Torbay Council will not receive a full audit.
- 6.3 The ongoing audit of accounts has had an impact on preparation of the 2023/24 accounts and many Councils, including Torbay, were unable to publish their unaudited accounts for public inspection by 31 May 2024. We did however publish the 2023/24 Statement of Accounts in mid-June and these will receive a full audit from Grant Thornton later this year.

## 7. Service Budgets

### Adults and Community Services

Service	Budget £m	Final Outturn £m	Variance £m	Forecast at Q3 £m	Movement since Q3 £m
Housing Options, incl. Temporary Accommodation	1.329	1.768	0.443	0.740	-0.297
Homelessness prevention	0.145	0.344	0.199	0.255	-0.056
Cemetery and Crematoriums	-0.897	-1.014	-0.117	0.000	-0.117
Other minor variances			0.045	0.035	0.010
<b>Outturn position</b>	<b>51.559</b>	<b>52.129</b>	<b>0.570</b>	<b>1.030</b>	<b>-0.460</b>

- 7.1 Overall Adults and Community Services overspent by £0.570m. The table above highlights the areas that contributed to the Outturn variance. This was mainly due to overspends against budgets relating to the provision of temporary accommodation to individuals/families and the prevention of homelessness.
- 7.2 Temporary Accommodation and homelessness remains a national issue, fuelled by the 'cost of living' crisis. There remains considerable demand pressure in the local housing market, with a lack of affordable 'move-on' accommodation and limited availability of temporary options for individuals and family groups in need of temporary accommodation (TA).
- 7.3 Activity on the prevention of homelessness has been effective and although spend in this area has exceeded budget it has limited the number requiring temporary accommodation and associated spend. The number of households in TA peaked at 165 in October 2023 but reduced to 121 in March 2024.
- 7.4 A decision was made in 2022/23 to spend £10m on procuring properties to improve the stability and cost of accommodation options available to the Housing Options team. All 32 homes have now been acquired, providing a more traditional 'home' setting for individuals currently in Temporary Accommodation and reducing the use of more expensive spot purchased accommodation.
- 7.5 Within Adult Social Care the majority of spend is against a fixed price financial arrangement (contract) for the delivery of services provided through the Integrated Care Organisation (ICO). Due to these financial arrangements with the ICO there is no financial impact on the Council budget, despite the increasing pressures within the sector. The 2023/24 spend is in line with the revenue budget set.
- 7.6 The Council signed a new, five year, extended contract with the ICO in March 2024 which will run from the 2025/26 financial year. This contract will enable the Council to plan with a degree of financial certainty over the coming years which will feed into our Medium-Term Resource Plan (MTRP). Collaborative work is underway between Council & NHS colleagues on the Adult Social Care Improvement Plan (ASCIP) to manage overall spend within the system as there remain significant cost pressures over and above the set budget.
- 7.7 There was an end of year underspend of £116,000 on the Cemetery and Crematorium budget, due to rental income received exceeding the budget.

### Children's Services

Service	Budget £m	Final Outturn £m	Variance £m
Care Placements including Unaccompanied Asylum-Seeking	21.431	22.968	1.537
Home to School Transport	3.818	4.252	0.434
Section 17 - intervention & support.	0.480	0.592	0.112

Forecast at Q3 £m	Movement since Q3 £m
1.548	-0.011
0.312	0.122
0.070	0.042

Net staffing underspend across various CS teams/services.	19.573	18.681	-0.892		-0.829	-0.063
Recruitment and Retention	0.582	0.383	-0.199		-0.140	-0.059
Disabilities Service - Refund of unused Direct Payments	-0.090	-0.231	-0.141		0.000	-0.141
Other minor variances			0.021		0.030	0.229
<b>Outturn Position</b>	<b>50.338</b>	<b>51.210</b>	<b>0.872</b>		<b>0.991</b>	<b>0.119</b>

- 7.8 Overall Children's Services overspent by £0.872m. The table above highlights the areas that contributed to the Outturn variance.
- 7.9 The cost of placing children in care, including Unaccompanied Asylum-Seeking Children (UASC), continues to be the main reason for the overspend and totals £1.537m of the variance. Despite the overall numbers of cared for children being lower than previous years, significant shortages of suitable available placements are driving up costs within the market. Price increases since 2021/22 are in excess of 30% in residential and unregulated/unregistered placements. The legislation on unregulated placements changed in September 2022 and continues to result in further pressure on this budget into 2023/24.
- 7.10 The Home to School Transport budget overspent by £0.434m as a result of increasing costs relating to existing routes. A thorough review of provision is current being undertaken, including a review of single occupancy taxis and the promotion of independent travel.
- 7.11 Expenditure relating to support for children in need under Section 17 of the Children Act 1989, was over budget by £0.112m. This spend also covered areas such as housing support and ensured the Council met its duty to safeguard the children and promote their welfare.
- 7.12 Underspends in staffing budgets totalling (£0.892m) and in recruitment and retention budgets (£0.199m) have helped to offset these pressures across the Directorate.
- 7.13 Agency costs have been a significant financial pressure in recent years, but following successful recruitment and retention within the service, the total agency costs for 2023/24 totalled £2.3m compared with spend in 2021/22 of £4.9m. We are now seeing significantly increased salary expectations within the agency market and stiff competition from other Councils that are offering increased hourly rates to stabilise their own workforces and it is therefore an area that needs continued focus moving forward.
- 7.14 There was an underspend on the Disabilities Service of (£0.141m), resulting from a refund of unused direct payments, which was greater than had been budgeted.
- 7.15 Outside of Local Authority funded activities, the schools' higher needs block in the Dedicated Schools Grant, (DSG), remains under financial pressure from high levels of referrals for assessment for higher needs support for children.
- 7.16 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 the historic DSG deficit will be written off, through additional funding by ESFA.

7.17 Torbay Council has already received £7.270m from the ESFA in response to its recovery plan, without which the DSG cumulative deficit was forecast to be £12.756m by the end of the financial year. For 2023/24 the DSG overspend was £1.024m, in line with the forecast deficit within the agreed safety valve plan. It is critical that the Council continues to deliver on its recovery plan.

### Corporate and Executive Services

Service	Budget £'000	Final Outturn £'000	Variance £'000	Forecast at Q3 £m	Movement since Q3
Legal Services	1.336	1.698	0.362	0.416	-0.054
HR Services	0.974	0.853	-0.121	-0.034	-0.087
Policy, Performance and Comms	0.733	0.634	-0.099	-0.044	-0.055
Other Minor Variances			0.041	0.025	0.01
<b>Outturn Position</b>	<b>12.677</b>	<b>12.853</b>	<b>0.177</b>	<b>0.363</b>	<b>-0.186</b>

7.18 There is a total overspend for Corporate and Executive Services totalling £0.177m. The table above highlights the areas that contributed to the total Outturn variance.

7.19 The overspend is mainly due to spending pressures within Legal Services (£0.362m overspend), which is a national issue affecting Councils. This is a result of the difficulties the service continues to face in recruiting permanent staff to meet levels of demand. This has meant the service have had to use more expensive agency staff to continue delivering legal support to services across the Council.

7.20 The Council has struggled to compete with the salaries paid by other organisations – both within the private and public sector. The service is now applying additional market factors in the hope this will make a difference to their ability to recruit and reduce their requirements of agency workers. The Director for Corporate Services is working closely with the Head of Legal Services to mitigate the ongoing impact of these pressures in future years.

7.21 Within Corporate and Executive Services, there are some underspends forecast across other teams and service areas, which are partially offsetting the overspend within Legal Services, particularly within HR Services (£-0.121m) and Policy and Performance and Communications (£-0.099m).

### Finance Services



Service	Budget £m	Final Outturn £m	Outturn Variance £m	Forecast at Q3 £m	Movement since Q3 £m
Treasury Management	19.275	16.307	-2.968	-2.000	-0.968
Business rates retention from Devon pool.	-0.900	-1.208	-0.308	0.000	-0.308
Other Minor Variances			-0.093	-0.100	0.007
<b>Outturn position</b>	<b>-12.859</b>	<b>-16.163</b>	<b>-3.369</b>	<b>-2.100</b>	<b>-1.269</b>

7.22 There is a total underspend for the Council's Finance Corporate Cost Centres, (including central Government grants), totalling (£3.304m). The table above highlights the areas that contributed to the Outturn variance.

7.23 The underspend is mainly a result of increased interest rates, being applied on investments. This means the Council has earned higher levels of interest on its current cash balances than was budgeted for 2023/24. Given the current low levels of spend on Capital projects, there has also been a saving on interest payable by the Council as lower levels of spend activity means lower amounts borrowed, therefore reduced interest paid by the Council.

7.24 Torbay Council also received (£0.308m) more income from the Devon-wide business rates retention pool than was budgeted, resulting from business rate income across the pool membership exceeding expectations in totality.

### Investment Portfolio

Service	Budget £m	Final Outturn £m	Outturn Variance £m	Forecast at Q3 £m	Movement since Q3 £m
Outturn position	(4.6)	(4.6)	0	0	0

7.25 The Council's Investment Portfolio reported a net revenue contribution, after the use of the investment property reserve to cover lost rent, holding costs of vacant premises and landlord' works.

7.26 This means the Council's investment portfolio has contributed £4.6m towards Council activity and has maintained its Investment Fund Reserve which will help offset future pressures as and when they arise.

### Pride in Place Services

Service	Budget £'000	Final Outturn £'000	Variance £'000	Forecast at Q3 £	Movement since Q3
Place Operations:					
- Torre Abbey	0.314	0.429	0.115	0.100	0.015
- Parks and green infrastructure	1.938	2.055	0.117	0.014	0.103
- Management fee to TCCT	0.491	0.491	0.176	0.170	0.006

- Leisure and sport	0.145	0.245	0.098	0.000	0.098
- Highways	3.243	3.038	-0.204	-0.050	-0.154
- Car Parking	-6.115	-6.341	-0.226	0.000	-0.226
- Waste services	12.958	12.993	0.035	-0.070	0.105
Planning and Transport:					
- Development Control	0.492	0.845	0.353	0.150	0.203
- Land charges	-0.258	-0.193	0.065	0.070	-0.005
- Concessionary fees	3.546	3.412	-0.134	0.000	-0.134
- Building Control	0.125	0.202	0.077	0.100	-0.023
-					
Place Commissioning:					
- TDA contract fee overspend	1.018	1.348	0.330	0.000	0.330
- Various TDA client budgets	3.130	3.384	0.254	0.009	0.245
Other Minor Variances			0.058	0.020	0.038
<b>Outturn position</b>	<b>22.940</b>	<b>24.054</b>	<b>1.114</b>	<b>0.513</b>	<b>0.601</b>

7.27 Within the Pride in Place directorate there was a total overspend of £1.114m. This was higher than forecast due to some transfers from reserves not being actioned and overspends being funded from within the overall General Fund budget. The table above highlights the areas that contributed to the total Outturn variance, with further detail below.

7.28 Place Operations:

- a. Within Torre Abbey income, there was a £0.115m shortfall, mainly due to income from weddings and the café returning lower income than budgeted.
- b. The overspend within Parks and Green infrastructure mainly relates to additional expenditure required on recreation and park services (£0.071m) as well as on public toilets (£0.031m).
- c. An overspend of £0.170m related to the management fee paid to the Torbay Coast and Countryside Trust for management of land leased to the Trust by the Council. This provides protection and enhancement of Torbay's natural heritage for the benefit of the community and visitors. The additional fee is to provide short term support, whilst the Trust implements a number of measures to improve its financial sustainability.
- d. An overspend of £0.098m occurred within the Leisure and Sport service, mainly because of additional energy costs, plus income being below budget.
- e. There was an underspend of (£0.204m) across Highways budgets, mainly due to savings on energy costs relating to streetlighting and traffic signals.
- f. Across Car Parking budgets there was a total underspend of (£0.226m). On-street car parking budgets ended up breaking even, with income from off-street parking being slightly lower than budgeted. This shortfall is offset by underspends within Parking Enforcement – mainly income above budget and vacancy savings (-£0.452m).
- g. The Waste Collection service was overspent by £0.684m, mainly due to the Garden waste service being short of the budgeted income target by £0.550m. The number of

subscribers in the first year of operation was lower than the levels anticipated. A contribution from the Waste reserve of £0.150m was planned but this has not been actioned due to underspends within the Waste Disposal budget, offsetting these overspends. Underspends of (£0.649m) arose due to waste disposal levels and associated costs being lower than forecast, plus additional profit share income from the Waste Partnership.

#### 7.29 Planning and Transport:

- a. Development Control budgets overspent by £0.353m, mainly due to additional expenditure on professional fees and agency staff, plus income levels being lower than budgeted.
- b. Other Planning budgets were overspent by £0.065m, due to income from land charges being lower than budgeted, although slightly better than previous projections.
- c. There was an underspend on the Concessionary fares budget at year end totalling (£0.134m) as usage and associated costs were lower than budgeted, especially in the final quarter of the year.
- d. Building control fee income was lower than budgeted and was the main reason for the £0.077m overspend.

#### 7.30 Place Commissioned:

- a. The TDA commissioning fee budget overspent by £0.330m due to an increase in commissioned work from the Council and additional cost pressures. This has not been funded from reserves as planned and accounts for a large proportion of the movement between Q3 forecast and the Outturn position.
- b. There was a net overspend across the TDA client budgets of £0.254m, despite savings in utility and NNDR budgets. The main overspends relate to costs exceeding budget on Paignton Library Hub (£0.122m), Oldway Mansion (£0.074m) and programmed/ reactive repairs (£0.058m), plus a shortfall of income against the asset disposal budgets (£0.067m).

### Public Health Services

Service	Budget £'000	Final Outturn £'000	Outturn Variance £'000	Forecast at Q3 £	Movement since Q3
Public Health	10.430	10.420	-0.010	0	0

- 7.31 Overall Public Health presents a balanced position, with only a small overall underspend of £0.010m. There was an underspend of £0.061m within the ring-fenced grant, which has been carried forward to 2024/25 for funding Public Health priorities in future years.

- 7.32 A significant amount of spend relates to the provision of 0-19 services, which is expected to see increased spending pressures in future years, plus increases in the Sexual and Reproductive Health contract. A project group has been set up exploring future options for re-procuring these services in future years within the resource envelope available.

## 8. One-off allocations and ring-fenced reserves

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- 8.1 At year end the Chief Finance Officer transferred unspent “one off” budget allocations to reserves to be spent in future years. In addition, funds unspent from other earmarked or ring-fenced funding streams were also carried forward such as funds held for Adult Social Care and Public Health.
- 8.2 The net 2023/24 underspend across the council enables the £0.613m outturn surplus to be transferred to reserves. It is proposed that £0.4m is moved into a specific earmarked reserve which will assist the Council in the re-prioritisation, and ultimate delivery, of the Capital Investment Programme. Revenue costs will be required to continue with design and feasibility work for specific schemes alongside bolstering capacity, and skills, in project delivery, which will assist delivery in the future. It is proposed that £0.213m is moved into the CSR reserve to fund one off expenditure to accelerate delivery of Operation Brighter Bay.
- 8.3 The Section 151 Officer provided a report on Reserves to Council, in February 2024, as part of the 2024/25 budget setting papers. These Reserves will be reviewed in more detail over the coming months and ultimately feed into the budget setting process for 2025/26.

## 9. Capital Outturn 2023/24

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- 9.1. In 2023/24 the Council spent £46.8m on capital projects, compared with an initial budget of £90m and a revised budget of £58.5m. This spend is part of a wider 4-year capital programme approved as part of the 2024/25 budget setting process.
- 9.2. The spend for each project compared to budgets is shown in Appendix 2 to this report, which also highlights estimated scheme costs and spend in previous years.
- 9.3 The level of cost inflation on construction contracts remains high and along with supply chain issues have impacted on the “pace” of spend and capital expenditure for the year being less than forecast. The balance on unspent capital budgets will be transferred into future years.
- 9.4 There were over 30 separate projects that incurred spend over £100k. This demonstrates the breadth and scale of projects a unitary council like Torbay is involved with, over a wide range of services including highways, schools, housing and regeneration. Eleven projects incurred spend greater than £1m, with the largest spend of £10.4m relating to the Harbour View Hotel development.
- 9.5 Appendix 2 shows that the funding of the capital spend on 2023/24 was broadly in line with forecasts - primarily funded from capital grants (£15.9m) and from unsupported borrowing

(£27.8m). These were supplemented by capital receipts, revenue and external contributions such as s106 payments and the use of reserves.

- 9.6 The Council, due to its cash flow did not borrow any additional funds during the year and remained within both its operational and authorised (borrowing) limits. Further detail will be included within a separate Treasury Management outturn report to Audit Committee.
- 9.7 The Council has received confirmation of a successful grant applications for the sum of £20m of capital funding from the Levelling Up Partnership (LUP). The grant funding is to be committed by March 2025 and the 2024/25 Q1 monitoring report will provide further details on the projects to be supported with this funding.
- 9.8 More urgent approval is required however on one of the projects to enable the procurement phase and further development of the business case. This relates to the Paignton and Preston coastal defence project which would receive £7m of this grant, to fund the estimated £17.515m costs. If costs were to increase and exceed estimates (including contingencies), then re-scoping of the public realm works would be required to scale the final works within budget. A recommendation is included above for approval to proceed with this project.
- 9.9 In addition to the LUP funds, Torbay Council have also been successful in our application for the third round of Levelling Up Funds (LUF3) to support the Brixham port infrastructure and Paignton technology park projects. Subsequently, Torbay was awarded £20m, which has been allocated between these projects for delivery by March 2026. The cost is estimated at £25.415m, with Torbay Council required to match fund a total of £5.4m through supported borrowing, subject to an approved business case.
- 9.10 Approval is required for feasibility funding to progress these projects to the stage where there is further transparency and understanding of full project costs, risks and revenue funding streams to fund the borrowing costs.

## 10. Risks & Sensitivity

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10.1. 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 23/24 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

## 11. Appendices.

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- 11.1. Appendix 1 – Monitoring of agreed 23/24 Savings
- 11.2 Appendix 2 - Capital Plan Summary – Outturn position for 2023/24
- 11.3 Appendix 3 – Write offs over £5,000 – EXEMPT
- 11.4 Appendix 4 – Outline Business case for Preston and Paignton sea defence scheme - EXEMPT

<b>Monitoring of savings appearing on 23/24 published budget papers</b>				
Description of saving/efficiency	Directorate	£m	Achieved?	Comments
Harbour Health and Safety post to be funded by Harbours	Adults & Community	-0.050	Partial	Part achieved for £40k salary cost
CCTV - contribution from Fleet Walk	Adults & Community	-0.050	Yes	Achieved - budget adjusted
Home to School Transport	Childrens	-0.067	No	Pressures remain in H2S Transport
Reduction in agency costs	Childrens	-0.030	Yes	Savings achieved
Removal of Transformation post	Corporate	-0.060	Yes	Achieved - budget adjusted
Digitalisation within electoral services	Corporate	-0.010	No	Not yet achieved
Use of MS365 - security	Corporate	-0.020	Yes	Savings from New E365 licences - from Jan 24
Town Hall - savings from reduced usage	Place/Corporate Services	-0.100	Partial	Behind target on achieving savings
Transport post funded from capital	Place	-0.050	No	Issues flagged and listed as budget pressure
SWISCO efficiencies	Place	-0.250	Yes	Achieved - budget adjusted
Climate change savings offsetting borrowing costs	Place	-0.060	No	Issues flagged and listed as budget pressure
Increased recycling reducing costs of waste disposal	Place	-0.055	Yes	Achieved - budget adjusted
Increased income from Section 38 highways works	Place	-0.010	Yes	Savings achieved
Marketing costs to picked up externally	Place	-0.006	Yes	Budget adjusted and no issues
Increased income from events	Place	-0.033	No	Pressures emerging at Q1
Reduce net costs of Torbay Airshow - sponsorship	Place	-0.027	N/A	Additional budget found to reverse saving
TDA to fund borrowing costs of regeneration schemes	Finance	-0.200	N/A	Additional budget found to reverse saving
<b>Total published savings</b>		<b>-1.078</b>		
<b>Savings achieved</b>		<b>-0.481</b>	<b>45%</b>	
<b>Savings n/a</b>		<b>-0.227</b>	<b>21%</b>	
<b>Savings partially achieved</b>		<b>-0.150</b>	<b>14%</b>	
<b>Savings not achieved</b>		<b>-0.220</b>	<b>20%</b>	
		<b>-1.078</b>	<b>100%</b>	

**CAPITAL PLAN - OUTTURN 2023/24 - EXPENDITURE**

**Appendix 2**

Project Details				23/24 Spend vs budget		
Capital Programme Project	Estimated Scheme Cost £000	Spend in Prev Years £000	2023/24 Budget £000	2023/24 Total Revised Budget	2023/24 Outturn £000	Variance £000
<b>Schools Capital Programme</b>						
Capital Repairs and Maintenance	on-going	on-going	300	1,010	650	359
Education Review Projects	on-going	on-going	1,461	111	54	55
High Needs Capital Provision	on-going	on-going	2,650	890	299	591
Devolved Formula Capital	315			314	113	202
Paignton Academy STEPS Relocation	1,250	0	0	150	80	70
Foster Homes Adaptations	300	51	100	1	3	(2)
Acorn Centre (Youth Investment Fund)	528	0	264	80	6	74

<b>Schools Closed Projects</b>						
Mayfield Expansion	1,575	1,534	0	62	62	0
Paignton CS Academy Expansion	1,737	1,735	0	2	2	0
Roselands Primary - additional classroom	599	553	0	26	4	22
St Cuthbert Mayne Expansion	5,681	4,949		731	64	668
St Cuthbert Mayne Phase 2	1,000	34	750	966	791	175

<b>Projects under Feasibility and Development</b>						
Crossways, Paignton - Regeneration	36,983	2,264	5,000	1,968	2,218	(250)
Extra Care Housing (Torre Marine)	22,281	1,415	2,153	660	0	660
Edginswell Railway Station	24,400	613	5,000	2,297	2,035	262
Union Square Acquisition & Development (Town Deal)	70,000	3,957	7,043	846	791	55
Strand Land Assembly & (Debenhams) Demolition	13,600	161	2,500	50	69	(20)
Debenhams Redevelopment				253	253	0
Torquay Town Deal - Pavilion	13,000	57	1,300	423	7	416
Torquay Town Deal - Core Area Public Realm	850	60	598	60	35	25
Torbay Road Paignton (High Streets Funding)	1,500	77	426	100	(2)	102
Station Square (High Streets Funding)	2,540	202	2,027	211	48	163
Victoria Centre (Paignton) Phase 1 (FHSF)	652	25	602	351	456	(106)
Victoria Centre (Paignton) Phase 2 (FHSF)	3,862	55	3,312	1,360	13	1,347
Diversification (High Streets Funding)	0	0	1,300	0	0	0
Paignton Coastal Defence Scheme	17,515	238	150	211	201	11
Paignton Flood Defence (High Streets Funding)	571	0	485	37	44	(7)
Oldway Mansion - phase 1 of Master-Plan	0	0	0	0	72	(72)

<b>Economic Development / Regeneration</b>						
Edginswell Business Park Unit 1	6,927	2,200	5,724	4,384	4,079	305
Edginswell Enabling Works (LEP GBF)	5,281	2489	2,250	2,060	2,060	(0)
Harbour View Hotel Development	21,249	10,445	8,600	11,174	10,432	742
Torquay Strand Public Realm (Town Deal Funding)	4,485	587	1,814	800	1,202	(402)
Paignton Picture House (Future High Streets Funding)	1,285	918	367	367	367	0
Paignton Picture House (Community Dev Fund)	2,323	0	1,800	1,950	0	1,950



Lymington Rd Business Centre (LEP GBF/EGF)	5,925	1070	3,986	4,623	4,148	475
Small Projects - UK Shared Prosperity Fund	361	8	139	131	97	34

### Housing Development / Investment

Temporary Accommodation	9,621	4,121	5,000	5,500	4,928	572
Disabled Facilities Grants	2,332	0	1,295	1,287	1,265	22
Enhancement of Development sites	329	137	65	132	4	128
Housing Rental Company - Loan	3,267	2,767	0	456	456	0
Community Led - Affordable Housing Loans	0	0	3,000	0	0	0
St Kilda's, Brixham - Affordable Housing Stage 1	434	0	338	434	232	203
St Kilda's, Brixham - Affordable Housing Stage 2	5,249	0	0	0	7	(7)

### Environment / Climate Capital Investment

SWISCO Loan - Vehicle & Equipment Replacement	2,800	1,230	2,338	0	1,305	(1,305)
SWISCO Loan - Buildings	1,200	0	1,000	0	80	(80)
Car Park Investment	850	54	500	796	495	301
Climate Change Initiatives	1,000	0	250	392	166	226
Green Waste Bins	929	201	619	200	55	145
Local Electric Vehicle Infrastructure	958	0		0	0	0
Changing Places Toilets	180	0	180	40	69	(29)
Solar Farm, Brokenbury (EGF)	2,275	192	1,620	288	17	271
Solar Farm, Nightingale Park (EGF)	4,150	385	2,914	484	450	35

### Transport Capital Investment

Transport Highways Structural Maintenance	4,361		2,038	2,877	2,600	277
Transport Integrated Transport Schemes	2,241		1,147	1,186	424	762
Transport - Torquay Gateway Road Improvements	3,485	3,450	20	21	(307)	326
Transport - Western Corridor	12,294	11,682	250	199	(2)	202
Shiphay Lane (Active Travel Fund)	227			0	4	(4)
Babbacombe Beach Road	469	439	31	15	11	4

### Coastal Defence / Flood alleviation

Flood Alleviation - Cockington	328	301		27	23	4
Flood Alleviation - Monksbridge	412	86	295	326	36	290
Flood Alleviation - Monksbridge	50	4	20	46	5	42
Paignton Flood Alleviation	60	10	40	50	14	36
Brixham Flood Alleviation	45	10	25	35	29	6
Collaton St Mary Flood Alleviation				497	135	362

<b>Sports, Leisure and Culture</b>						
Clennon Valley Sport Improvements	70	32		22	18	4
Haldon & Princess Pier	95	7	50	88	9	79
Princess Pier - Structural repair	1,665	818	60	0	0	0
Torquay Town Dock - Infrastructure Improvements	1,200	741	211	460	360	99
Harbour Patrol Boat	72	0		75	75	(0)
Torre Valley North Sports Facilities	422			44	45	(0)
Park Tennis Renovation	504			504	504	0
Armada Park Refurbishment	91			30	30	(0)
Torre Abbey Gatehouse/SW Wing	1,290	54	707	813	632	182
Torre Abbey SE Wing/Courtyard/Tower	539	20	297	344	215	129
Torre Abbey Renovation - Phase 3	0	0	208	32	0	32
RICC Improvements - Backlog Repairs	1,250	935	0	280	283	(3)

<b>Closed Projects</b>						
Preston (North) - Development of former WCs		47	717	(47)	(47)	0
The Pines (TCCT)	75			75	0	75
Maidencombe Beach CP (TCCT)	45			45	0	45
EPIC Equipment (funded from LEP)	230			230	230	0
Claylands Redevelopment	11,150	10,748		20	9	11

<b>Funding (to be moved to Projects Pending)</b>						
Adult Social Care Grant	2,777	0	895	80	80	(0)
Affordable Housing	1,598	243	529	0	0	0
Torquay Towns Fund (General)	158	0	52	113	114	0
General Capital Contingency	342	0	632	336	16	320
Capital Contingency	0	0	600	0	0	0

<b>Other</b>						
Corporate IT Developments				430	430	0
Capital Expenditure from Revenue				47	47	(0)
Schools Capital Spend from Revenue				559	559	0
Contingency - Major repairs				83	83	(0)
South Devon Highway - Council contribution				76	76	(0)
Old Toll House, Tqy Seafront (Econ Growth Fund)				(191)	(191)	0

<b>Full Capital Investment Plan Totals</b>	<b>351,695</b>	<b>74,411</b>	<b>90,044</b>	<b>58,495</b>	<b>46,829</b>	<b>11,666</b>
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**Meeting:** Overview and Scrutiny Board **Date:** 10<sup>th</sup> July 2024

**Wards affected:** All

**Report Title:** SWISCo Green Space Management and Engagement - Update

**Cabinet Member Contact Details:** Cllr Adam Billings. Cabinet Member for Pride in Place, Culture & Events and Parking. Adam.billings@torbay.gov.uk

**Director Contact Details:** Alan Denby. Director of Pride in Place, alan.denby@torbay.gov.uk

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## 1. Purpose of Report

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- 1.1 This report provides details of engagement between SWISCo and Friends Groups over the last 12 months and the steps taken to identify issues and challenges and put in place solutions to improve the working relationship

## 2. Introduction

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- 2.1 There are 8 formal Friends Groups currently active across Torbay and several loose alliances of volunteers. They range in scale and size both in terms of membership, site and work carried out.
- 2.2 Friends Groups provide a useful link into local communities and significant resource which deliver added value to the appearance and environmental quality of the sites on which they operate and look after.
- 2.3 Over several years the relationship between TOR 2 and then SWISCo and the Friends Groups had broken down and there was a lack of trust and respect, communication and joined up thinking.
- 2.4 Until 2023 SWISCo employed an Engagement Officer who left role due to the short-term Section 106 funding for the role coming to an end.

### 3. Health and Safety

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- 3.1 SWISCo and Torbay Council have an absolute liability to ensure that the Friends Groups operating on Council land are doing so in a way that is compliant with Health and Safety legislation and importantly also hold a duty of care to ensure their safety and welfare. In several examples, it was clear that this was not the case as on occasions some Groups were operating in a manner not compliant with relevant risk assessments and safe working practices. While the issues of health and safety are not universally understood by individuals and groups who may have no or limited experience the Council cannot allow people to be exposed to unnecessary risks.
- 3.2 The sites upon which the Friends Groups operate are all public open space, as such SWISCo and Torbay Council have a duty to ensure that users of the open space are not exposed to risk as a result of works

### 4. Engagement

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- 4.1 Following the departure of the Engagement Officer SWISCo undertook a series of workshops and meetings with Friends Groups to understand the issues they were facing in terms of working with SWISCo and what needed to be put in place to improve this relationship.
- 4.2 All known contacts were sent open invites to 4 engagement sessions held at Aspen Way where SWISCo's vision and determination to reset the relationship between SWISCo and the Friends Groups was explained, an overview of the need to recognise safe working practices was given and constructive critical feedback was invited.
- 4.3 One of the major areas of issues was the need for improved communication from SWISCo. As a result site visits were offered to all groups and the MD offered himself as short term point of contact to the groups, This was a short term measure to instil confidence and ensure that at the highest level of the business and understanding was obtained as to the issue facing the groups and where their frustrations were occurring.
- 4.4 The offer of site visits was well received and as a result much progress was made in overcoming long standing issues, improving working relationships and putting short term work programmes and plans in place.
- 4.5 As a result of the engagement SWISCo made available free public liability insurance to all groups, provided generic risk assessment templates with the offer of further assistance if required and undertook several significant outstanding tasks relating to sites supporting a Friends Group.

- 4.6 SWISCo confirmed their commitment to the South West in Bloom competition and their support for the entries made by the Friends Groups.

## 5. Friends of Charter

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- 5.1 As an action from the engagement session it was suggested that the issues identified were pulled together in a charter between SWISCo and the Friends Groups to guide the positive partnership working that was deemed necessary to develop the significant added value provided by the Groups. A copy of the draft Charter can be found as appendix 1. The Charter will be shared with the Groups week commencing 01<sup>st</sup> July as a draft for comment to ensure that the final version is as fit for purpose as possible and fully endorsed by all involved.

### **Friends Groups Charter**

Friends Groups add significant value to the green spaces of Torbay and are made up of local people who value them and want to make a positive difference. As well as working towards improving local greenspaces, Friends Groups act as a social connection for like-minded individuals and provide a valuable link into local communities.

SWISCo are responsible for the management and development of green spaces on behalf of Torbay Council and also to be responsible for the relationship with Friends Groups. SWISCo aim to work in partnership and offer support and guidance to Friends Groups

SWISCo will work in collaboration with Friends Groups to develop clear aims and objectives for their green spaces and local environments by listening to ideas from those who regularly use and enjoy them.

SWISCo will not dictate or restrict Friends Groups with unnecessary bureaucracy or rules but must ensure that the groups operate safely and within mutually agreed parameters. The Friends Groups Charter was developed following engagement and feedback from the Groups and aims to provide a framework to guide an ongoing positive relationship between the Friends Groups and SWISCo and how we will work together to deliver maximum benefit for the green spaces in the Bay.

#### **Respect, Honesty and Integrity**

We will treat everyone fairly and with respect.

We will always be honest and trustworthy in all that we do and not deliberately mislead, whether by withholding or distorting information.

We will ensure that we do not allow bias, conflict of interest or the undue influence of others to override their judgments and obligations or their duty to adhere to best practice.

If we are unsure whether an activity or project will fall outside the agreed upon parameters, we will seek to discuss and agree a way forward.

Criticism and disagreements will be dealt with through respectful and positive communication with each other and not via the public arena, incl. social media channels



## **Competence**

Volunteers must be aware of the limits of their competence and not work beyond these, only committing to what they can safely deliver.

Volunteers must work in accordance with all relevant standards and codes of practice, as agreed with SWISCo.

Volunteers must always act with due care and diligence when carrying out their activities.

Volunteers must take all reasonable care to avoid damaging the environment or creating any danger of death, injury or ill-health to any person or damage to property.

Where appropriate, volunteers must have the correct Personal Protective Equipment for the activity they are doing.

SWISCo will provide all relevant Personal Protective Equipment if requested to do so.

SWISCo will provide advice and guidance on suitable training, delivering it through in house staff wherever possible and offering opportunities to Groups when they are available.

## **Communication**

We will always be courteous, open and transparent in our communications.

SWISCo will commit to meet with each Friends Group individually, on site a minimum of twice per year to agree work programmes and responsibilities for delivering them. The work programmes will provide a framework for everyone to work against and as such communication should be kept to a minimum

We will share contact details with each other at an appropriate level and will respect the person we are contacting by doing so politely, considering their workload and priorities.

SWISCo will provide a specific contact point for Friends Groups –

[FreindsGroups@Swisco.co.uk](mailto:FreindsGroups@Swisco.co.uk) which can be used to access the services provided by SWISCo.

Emails to this address will be answered within 48hrs, by a named member of staff who if they are unable to provide an answer will direct the query to someone that can in a shared email to provide visibility of progress and ownership of the enquiry.

## Health and Safety

In relation to health and safety law, SWISCo, as Torbay Council's assignee, need to ensure that it treats volunteers carrying out tasks and projects on Torbay Council's land, as if they were employees. This means that we are legally bound to apply the duties covered within the Health and Safety at Work etc Act 1974, (HSWA) section 2, the general duties of employers, to their employees which is as follows:

***It shall be the duty of every employer to ensure, so far as is reasonably practicable, the health, safety, and welfare at work of all his employees, which includes you as volunteers.***

To ensure that SWISCo fulfils this legal duty, we must include volunteers in our risk assessment to identify significant risks and implement effective control measures. In so doing we are duty bound to provide the same level of protection to volunteers, where they carry out similar activities and are exposed to the same level of risk, as our employees.

If your group intends to undertake practical tasks and hold events, then you will require public liability insurance. Basic public liability insurance for volunteers is provided by SWISCo although Groups may wish to source additional insurance for tools and storage facilities.

The insurance provided by SWISCo will cover volunteers undertaking work on Council owned land that is managed/maintained by SWISCo and will apply to the following list of tasks, if SWISCo are provided with a completed generic Risk Assessment

- Pruning with secateurs and loppers if required
- Small scale fund raising events not requiring any applications to others, e.g. road closures, licences etc...
- Weeding with a hoe, or hand pulling of small vegetation
- Vegetation removal only by hand and following discussion with **SWISCo**
- Litter picking, with a handheld litter picker
- Cleaning of benches, and signage, with non-harmful products
- Irrigation as and when required
- Planting (shrubs/trees/herbaceous/perennials/annual plants & bulbs) – following discussion with **SWISCo** on plant species. Pot sizes no larger than a 10L pot size
- Bed preparation only with a fork and spade
- Mulching – woodchip on beds/borders and possible woodland paths. Wheelbarrow and shovels only

Green Waste Removal – dumpy bags should only be half full dependent upon the green waste and weight and left in the specified area for collection, following discussion with **SWISCo**

With training, assessment of the equipment and suitable and sufficient risk assessment, the following tasks/operations can be added to the schedule:

- The use of hand-held power tools, strimmers, blowers, hedge cutters, or pedestrian mowing equipment, or similar motor and electrically powered equipment, this specifically excludes chainsaws.

Where any young persons, under 18, are involved they must either be accompanied by a parent/guardian, or there has to be a safeguarding plan including DBS clearance.

Additional and more complex tasks can be covered subject to the inclusion of them in the risk assessment and the correct level of training and or qualification being held by the users.

**Meeting:** Overview and Scrutiny Performance Review Meeting **Date:** 5 June 2024  
**Title:** Performance Report – Quarter 4 2023/24  
**Contact:** Matthew Fairclough-Kay, Director of Corporate Services  
[Matthew.Fairclough-Kay@torbay.gov.uk](mailto:Matthew.Fairclough-Kay@torbay.gov.uk)  
**Cabinet Member** Councillor Jacqueline Thomas, Cabinet Member for Tourism, Culture & Events and Corporate Services

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### Introduction

- The purpose of considering the Performance Report is to be assured that progress is being made towards the Council's priorities.
- The complete performance report is included and sets out the end of year 2023/24 performance and how this compared to 2022/23's performance. Improvement is indicated by the direction of travel arrows.
- The quarter four report is based on performance indicators from the previous Community and Corporate Plan, the newly approved Community and Corporate Plan and the emerging Council Business Plan.
- The report is set out by Directorate and does not include projects or section summary narratives.
- The report shows the indicators that will transfer to the new Performance Report in yellow. The new indicators are identified in green font.

### Overall Performance

As requested by Cabinet this report now includes direction of travel arrows to indicate if the actual performance to date has improved compared to the previous year. The arrows included in this report compare the overall 2023/24 performance (1<sup>st</sup> April to 31<sup>st</sup> March) compared to overall performance for 2022/23.

As at 7<sup>th</sup> May 2024 the Quarter 4 performance report contains a total of 175 indicators. 105 indicators had annual performance reported that could be compared to a previously year's annual figure.

- 60% - 63 indicators have an improved direction of travel
- 34% - 36 indicators show a decline in performance and
- 6% - 6 indicators have no change

Examples of where performance has improved include:

- Average numbers in temporary accommodation
- Number of families in B&B accommodation
- Total number of placements and average length of stay in the hostel
- Rate per 10,000 children of cared for children and annual rate becoming cared for
- Annual rate per 10,000 referrals to the service
- Number of those receiving support via the family hubs
- Percentage of physically inactive adults
- Earning by Torbay residence and Torbay workplace
- Occupancy of Electronics and Photonics Innovation Centre
- Torre Abbey admissions footfall

- Minor and Other planning applications determined within 8 weeks (with and without extensions of time)
- Time taken to validate Minor and Other planning applications
- Percentage of household waste sent for reuse, recycling and composting
- Kilograms of residual household waste produced
- Percentage of commercial waste recycled
- £s secured through external decarbonisation funds
- Staff sickness – working days lost per Full Time Equivalent
- Number of corporate complaints received and dealt with within timescales
- Number of SARs dealt with within statutory timescales
- Registrations of births and deaths within set timescales
- Percentage of Council Tax collected

**Examples of where performance has declined include:**

- The percentage of total homelessness cases that were taken on at prevention stage
- Number of rough sleepers
- Number of reported incidents of theft from a person in Torbay
- Number of rape and sexual assaults reported to the Police
- Domestic Abuse Service – Number of children who are part of households accessing the service
- Percentage of adult carers reporting as much contact as they would like
- % of referrals to Childrens Services that were previously open to the service within the last 12 months
- Rate per 100,000 children who are first time entrants to the Youth Justice System
- Number of smoking quitters
- People in weight management programmes losing the set weight
- Take up of Long Acting Reversible Contraception fittings
- Out of work benefits claimant count
- Percentage of people who are economically active in Torbay
- Percentage of people in employment (aged 16 to 64)
- % of Major planning applications determined within 13 weeks (with and without extensions of time)
- Time taken to validate Major planning applications
- Number of open planning enforcement cases
- Percentage collected of National Non-Domestic Rates (NNDR)

90 performance indicators were scored against a set target. Out of the 82 performance indicators:

- 18 are performing 'much better than target'
- 4 are performing 'better than target'
- 12 are 'on target'
- 9 are 'worse than target'
- 47 are 'much worse than target'

**37.8% of the performance indicators (34 out of 90) are performing on or above target.**

## Recommendations

- The Overview and Scrutiny Board to review the Quarter 4 Performance Report and consider making recommendations to the Cabinet.

## Adults and Community Services

Data for the performance indicators below from the Torbay and South Devon NHS Foundation Trust Social Care Performance Report. Month 12 data is considered draft until finalised with the completion of statutory returns.

Code	Title	Polarity	Status	2022/23 Performance	2023/24 Target	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	2023/24 Performance	DOT
ASC 1E	Percentage of adults with a learning disability in paid employment	It's better to be high	Much worse than target	7.2%	7.2%	7.4%	6.4%	6.0%	6.2%	6.3%	6.5%	6.5%	6.4%	6.5%	6.5%	6.6%	6.3%	6.3% (Draft data)	↓
ASC 1Hx	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	Much worse than target	36.1%	65.0%	31.7%	51.6%	52.4%	51.7%	19.6%	19.7%	19.7%	19.4%	19.4%	18.6%	17.0%	17.6%	17.6% (Draft data)	↓
ASC03	Percentage of Enquiries where consent is given for feedback on the quality of the Safeguarding Enquiry Response	It's better to be high	Much worse than target	16.0%	20.0%	16.0%	19.3%	17.5%	18.2%	18.4%	18.5%	18.5%	18.7%	18.8%	18.8%	18.0%	17.6%	17.6% (Draft data)	↑
NEW	Percentage of people with a learning disability in settled accommodation, with or without support	It's better to be high			No target set									82.6%	82.6%	83.3%	83.2%	83.2% (Draft data)	-
NEW	Percentage of clients receiving Direct Payments	It's better to be high	Much worse than target	19.8%	28.0%	20.1%	20.1%	20.0%	20.6%	21.1%	20.7%	20.7%	20.6%	19.8%	19.7%	19.0%	19.2%	19.2% (Draft data)	↓
Code	Title	Polarity	Status	2022/23 Performance	2023/24 Target	Quarter 4 2022/23			Quarter 1 2023/24		Quarter 2 2023/24		Quarter 3 2023/24		Quarter 4 2023/24		2023/24 Performance	DOT	
	Numbers Housed through Devon Home Choice (DHC)	N/A	Monitoring only	185	-	61			39		63		48		34		184	↔	
Code	Title	Polarity	Status	2022/23 Performance	2023/24 Target	Quarter 4 2022/23			Quarter 1 2023/24		Quarter 2 2023/24		Quarter 3 2023/24		Quarter 4 2023/24		2023/24 Performance	DOT	
	Average numbers in temporary accommodation on any one night this quarter:	It's better to be low	Worse than target	166	120	166			143		153		110		129		129	Appendix 1	
	- With dependents (including pregnant women)		Much worse than target	85	44	85			74		69		50		61		61		
	- Single households (including childless couples)		Much better than target	81	76	81			69		84		60		68		68		

Robust management of temporary accommodation (TA), case management and prevention activity is successfully stabilising numbers against a backdrop of increasing demand. The expected post Christmas rise in demand occurred, but numbers in TA managed to see a 22% reduction compared to Q4 22/23. Focused work on people in TA and making timely decisions is having significant impacts. We are seeing a consistent trend of almost 50:50 split of families compared to singles in TA. The trend of landlords selling properties is still being seen and the loss of PRS still being the main cause of homelessness. Officer support is in place, enabling customers and service to access properties in PRS and maintaining tenancies in the challenging market.

Code	Title	Polarity	Status	2022/23 Performance	2023/24 Target	Quarter 4 2022/23	Quarter 1 2023/24	Quarter 2 2023/24	Quarter 3 2023/24	Quarter 4 2023/24	2023/24 Performance	DOT
	Number of families in B&B accommodation longer than 6 weeks this quarter (to whom we owe a housing duty)	It's better to be low	Much better than target	Q1 - 1 Q2 - 0 Q3 - 1 Q4 - 0	2	0	0	0	0	0	0	↓

We continue to maintain good performance through robust management, action planning and the purchase of family TA to meet supply.

Code	Title	Polarity	Status	2022/23 Performance	2023/24 Target	Quarter 4 2022/23	Quarter 1 2023/24	Quarter 2 2023/24	Quarter 3 2023/24	Quarter 4 2023/24	2023/24 Performance	DOT
	Number of new homelessness cases taken by the service this quarter	N/A	Monitoring only	Relief - 819 Prevention - 460 Triage - 414	-	Relief - 236 Prevention - 167 Triage - 163	Relief - 183 Prevention - 110 Triage - 117	Relief - 189 Prevention - 127 Triage - 113	Relief - 165 Prevention - 83 Triage - 180	Relief - 195 Prevention - 107 Triage - 198	Relief - 732 Prevention - 427 Triage - 606	N/A

Demand is still largely around the loss of rented accommodation which is due to the landlords selling properties or increasing the rent to unaffordable levels. This is now a trend across Devon. The increase at triage stage is due to cases being assessed and held at this stage until the team are satisfied that there is a threat of homelessness e.g. staying with friends and family or prison release cases. Numbers are therefore increasing at this stage, but allow the team more time to work with families before accessing TA. There is now an increased focus on reducing those at relief stage.

TTP03	The % of total cases that were taken at prevention stage	It's better to be high	Much worse than target	29%	45%	29%	27%	30%	19%	21%	21%	↓
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A review is still ongoing on data quality and a cross data match with Childrens services and Housing data is being undertaken. It is not considered that this would account for the dip in percentage completely. Numbers (rather than percentage) are however remaining consistent. Regional data is being provided to allow a fuller assessment on prevention activity across the region in the absence of Hcltick data as there is always a lag. Other areas are saying they have a decrease in % of prevention case as well. As more cases are held at triage the % at prevention decreases overall. We are also reviewing how all prevention activities are recorded and undertaken.

Code	Title	Polarity	Status	2022/23 Performance	2023/24 Target	Quarter 4 2022/23	Quarter 1 2023/24	Quarter 2 2023/24	Quarter 3 2023/24	Quarter 4 2023/24	2023/24 Performance	DOT
NEW	Total number of placements provided to different individuals at the Hostel per annum	It's better to be high	Much worse than target	54	116	54	34	50	63	77	77	↑

Code	Title	Polarity	Status	2022/23 Performance	2023/24 Target	Quarter 4 2022/23	Quarter 1 2023/24	Quarter 2 2023/24	Quarter 3 2023/24	Quarter 4 2023/24	2023/24 Performance	DOT
NEW	Average length of stay at the Hostel (Days)	It's better to be low		506 days (Feb 2023)	No target set	506 days (Feb 2023)	Performance monitoring being established	238	174	206	Overall improvement	↓

There has been significant improvement in the throughput and length of stay at the Hostel as well as the management of behaviours and intervention being provided at the accommodation. Although the targets have not been achieved for the year, they were always ambiguous. The throughput at the hostel is assisting with providing more capacity in an off the street offer for those that sleep rough. The average length of stay has increased due to one individual that has been at the hostel for a significant amount of time and cannot be moved due to medical reasons. Q4 saw 14 people move from the hostel out of the 29 rooms available.

Code	Title	Polarity	Status	2022/23 Performance	2023/24 Target	2023/24					2023/24 Performance	DOT
	Number of rough sleepers (NI annual survey)	It's better to be low	Much worse than target	20	4	Annual count figure = 27					27	↑

Current numbers sleeping rough, as identified through RSI Outreach visits, is in the region of 15 people. This is a decrease from the 2023/24 annual count numbers, and may be as a result of the Night Shelter provision. The provision (as run by New Footings Ministry) ran throughout the winter period from 22nd December 2023 until 10th March 2024 and accommodated many local individuals experiencing homelessness. However, in addition to accommodating many local individuals, the shelter provision saw a number of individuals from out of area accessing it. The shelter accommodated on average 14-16 individuals per night. Aside from the shelter provision RSI supported 24 individuals into temporary accommodation during the SWEP periods, using Winter Provision facilities for the above mentioned period. Additional individuals have been supported into temporary placements since that time. Aside from winter provision activity, the RSI team have managed to accommodate 18 individuals since January 2024 into more sustainable, medium or long term units. The RSI team is now fully staffed for 2024/25. Outreach visits throughout Torbay are run regularly, with early sessions running twice weekly. The team are aware of most individuals experiencing street homelessness and lead partnership approaches to working with individuals with complex needs who are experiencing homelessness.

Code	Title	Polarity	Status	2022/23 Performance	2023/24 Target	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	2023/24 Performance	DOT
BSC01	Number of unique ASB Police reported incidents.	It's better to be low	TBC	3,480	3,480	239	276	269	300	239	207	220	163	182	178	171	Data Not Available*	2444 (To end of February)	↓
	Number of incidents of theft from a person in Torbay	It's better to be low	(monitoring only)	85	-	14	8	9	8	12	10	12	8	6	4	4	Data Not Available*	95 (To end of February)	↑

\*Following implementation of new Police system, data has been re-instated in December 2023. These figures are to be used for information purposes only from Nov 2022 - Mar 2023. Data was requested for each month for the previous year to allow comparisons rather than just seasonal trend analysis. Data Q1- end Nov = 1765. Jan - Nov = 2,281. Data is currently not available to provide a direct status comparison against previous seasonal trends and if lower data in Q4 is an improvement as indicated.

Code	Title	Polarity	Status	2022/23 Performance	2023/24 Target	Quarter 4 2022/23	Quarter 1 2023/24	Quarter 2 2023/24	Quarter 3 2023/24	Quarter 4 2023/24	2023/24 Performance	DOT
	The number of times the Police request or view footage that involve the Security and CCTV teams	It's better to be high	(monitoring only)	394	-	83	112	140	122	110 (Estimate)	484 (Estimate)	↑
	Number of reports to the Police of rape and sexual assault (All)	N/A	(monitoring only)	Rape - 166 Sexual Offences - 288	-	Rape-36 Sexual Offences -78	Rape-38 Sexual Offences -62	Rape-49 Sexual Offences -81	Rape-59 Sexual Offences -86	Data only available until end Feb 2024 Rape-25 Sexual Offences -52	Data only available until end Feb 2024 Rape- 254 Sexual Offences - 281	↑

\*Following implementation of new Police system, data has been re-instated. These figures are to be used for information purposes only from Nov 22-Mar 23.

	Number of adults that have returned to Prison this period	It's better to be low	(monitoring only)	Awaiting Police Data	-	Data Not Available	Data Not Available	Data Not Available	Data Not Available	Data Not Available	Data Not Available	N/A
	Number of adults who have reoffended in last 2 months	It's better to be low	(monitoring only)	Awaiting Police Data	-	Data Not Available	Data Not Available	Data Not Available	Data Not Available	Data Not Available	Data Not Available	N/A

Code	Title	Polarity	Status	2022/23 Performance	2023/24 Target	Quarter 4 2022/23	Quarter 1 2023/24	Quarter 2 2023/24	Quarter 3 2023/24	Quarter 4 2023/24	2023/24 Performance	DOT
NEW	Torbay Domestic Abuse Service (TDAS) - New placements in the service - Adults	N/A	(monitoring only)	Not reported	-	Not reported	Not reported	Not reported	259	236	236	N/A
	Torbay Domestic Abuse Service - New placements in the service - Number of children who are part of households accessing the service	N/A	(monitoring only)	690	-	133	201	225	175	196	797	↑
	Torbay Domestic Abuse Service – Number of Multi Agency Risk Assessment Conference repeat cases within 12 months	N/A	(monitoring only)	136	-	34	24	6	24	18	72	↓

There continues to be a high number of referrals to Torbay Domestic Abuse Service however we are seeing a trend in non DVA cases ie relationship breakdown/housing issues that are not eligible to receive the service so the numbers look fairly consistent. Length of stay in safe houses continues to be impacted by the challenges of securing affordable long term accommodation to move on to, all avenues are explored. A continuation of uplift to the Children's DA Co-Ordinator post has been secured for 2024/25 through Domestic Abuse Act monies, recognising the contribution the role makes to the identification and support of children and young people as victims in their own right. Work to address the lack of referrals of 16/17 year olds into Multi Agency Risk Assessment Conference (MARAC) is due to commence, this may lead to increased referrals and potential repeat cases as purpose of MARAC becomes better understood.



Code	Title	Polarity	Status	2022/23 Performance	2023/24 Target	2023	2023/24 Performance	DOT
NEW	Percentage of Resident's Satisfaction Survey respondents who feel very or fairly safe after dark (age weighted)	It's better to be high	On target	N/A	36.8%	477	35.0%	N/A
NEW	Percentage of Resident's Satisfaction Survey respondents who feel very or fairly safe during the day (age weighted)	It's better to be high	Worse than target	N/A	63.0%	817	60.0%	N/A
Code	Title	Polarity	Status	2022/23 Performance	2023/24 Target	2023/24	2023/24 Performance	DOT
NEW	Percentage of adult carers reporting as much contact as they would like	It's better to be high	Much worse than target	32.4% 2018/19	33.1%	98	29.8%	↓
Code	Title	Polarity	Status	2022/23 Performance	2023/24 Target	2023/24	2023/24 Performance	DOT
NEW	Percentage of adult social care users who have as much contact as they would like	It's better to be high	Better than target	46.30%	46.7%	255 Draft data	50.6% Draft	↑

## Children's Services

Code	Title	Polarity	Status	2022/23 Performance	2023/24 Target	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	2023/24 Performance	DOT
TTP06	Rate per 10,000 children of cared for children at the end of the period	It's better to be low	On target	124	108	128	119	117	120	116	116	119	121	118	117	118	118	118	↓
<p>The original target was set before the changes to the NTS mandatory increase to accommodate UASC. So although we are seeing the number of cared for children reducing safely, we are still higher than the statutory neighbours. This is also due to poor historic care planning in previous years. We are still on target overall to have less children per 10,000 (YTD) than in the last financial year. However, this needs to be monitored closely going forward. We are reviewing our performance within our sufficiency work and will be incorporating our 0.1 FTE UASC into our next years figure to ensure that our target figure aligns with the national expectations.</p>																			
TTP07	Percentage of contacts to Children's Services progressing to early help services in the period	It's better to be high	Worse than target	28%	35%	30%	39%	38%	30%	31%	29%	33%	33%	28%	26%	28%	31%	31%	↑
TTP08	Annualised rate per 10,000 children of referrals to Children's Services in the period	It's better to be low	On target	822	747	822	965	580	708	641	836	575	912	684	803	727	737	745	↓
TTP09	Percentage of referrals in the period that were previously open to Children's Services within the last 12 months	It's better to be low	Worse than target	22%	24%	16%	30%	34%	21%	27%	32%	35%	20%	25%	25%	35%	15%	27%	↑
<p>Although fluctuating throughout the year we have seen a steady reduction of referrals and our final YTD figure has again reduced on the previous year. Unfortunately the increase in referrals is higher which may suggest for some children, the initial responses did not meet their needs and they subsequently required further statutory responses. We know from our JTAI that some children remained in early help too long and this is an area we are addressing as we unfortunately did not meet our predicted target.</p>																			
TTP10	Percentage of cared for children in the period with three or more placements in the last 12 months	It's better to be low	Much worse than target	21%	12%	21%	22%	22%	23%	20%	21%	19%	18%	18%	17%	17%	18%	18%	↓
<p>Although better than the previous financial year, we are impacted due to national challenges in respect of placement sufficiency. A very small number of our children have had multiple moves due to providers giving notice, which impacts adversely on the figure. Alongside this is the challenge for those children who we seek separation for, but the courts may not necessarily agree. The majority of children in the group who have had 3+ placements have complex needs. The in year performance was also affected by a number of UASCs who became cared for from the Asylum Hostel at short notice and who had two placements before a longer-term placement was identified. Our target must remain to be more aligned to statutory neighbours and the national picture going forward.</p>																			
Code	Title	Polarity	Status	2022/23 Performance	2023/24 Target	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	2023/24 Performance	DOT
TTP11	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	It's better to be high	On target	61%	68%	61%	62%	64%	66%	65%	60%	64%	67%	65%	69%	68%	66%	66%	↑
<p>Again, although we can see improvement from previous years we are impacted due to national challenges in respect of placement sufficiency. A very small number of our children have had multiple moves due to providers giving notice, which impacts adversely on the figure. Alongside this, is the challenge for those children who we seek separation for but the courts may not necessarily agree. We also have a small number of children in unregulated provision that require speedy move on to regulated provision.</p>																			
TTP12	Annualised rate per 10,000 children of children becoming cared for in the period	It's better to be low	Much better than target	44	33	10	38	19	33	14	29	38	43	14	43	33	38	29	↓

Code	Title	Polarity	Status	2022/23 Performance	2023/24 Target	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	2023/24 Performance	DOT
	Unaccompanied asylum seeking children at the end of the period [aged under 18]	N/A	Monitoring only	23	-	21	22	21	21	16	16	17	16	15	20	24	27	27	N/A
TTP13	Percentage of former cared for children who are now aged 19-21 and in employment, education or training (EET)	It's better to be high	Much worse than target	55%	62%	59%	54%	54%	54%	56%	51%	49%	54%	50%	47%	55%	56%	56%	↑

The percentage of care-experienced young people who are in EET is affected by the economy. This figure continues to remain a concern and has not increased as we would have hoped. We are reviewing our delivery model to support pupils back to school which may result in an increase but we have not significantly recovered post COVID.

Code	Title	Polarity	Status	2022/23 Performance	2023/24 Target	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	2023/24 Performance	DOT
	Number of requests for new Education Health and Care Plan (EHCP) assessments (YTD)	N/A	Monitoring only	349	-	16	42	36	38	9	21	28	30	24	20	28	41	333	N/A

There continues to be a significant increase in RSA and this has impacted across the year with a high number of new EHCP, although positively we have decreased our overall EHCP in the year. Although it was envisaged that the roll out of the graduated response should see this number fall, this has still not come to fruition. We are now at risk of not delivering against our projected safety valve expectations.

	Cessation of existing EHCPs	N/A	Monitoring only	181 total ceased (in 2022)	-	14	27	16	28	15	19	10	21	1	21	7	3	182	N/A
	Total EHCPs	N/A	Monitoring only	1,612 (at year end)	-	1,575	1,575	1,566	1,571	1,566	1,568	1,563	1,588	1,583	1,556	1,559	1,567	1,567	N/A

Unless we continue to reduce the number of RSA this will impact on the overall EHCP numbers. We are not on target to meet our projected safety valve projections.

Code	Title	Polarity	Status	2022/23 Performance	2023/24 Target	2021/22										2023/24 Performance	DOT
	Rate of identification of children at SEND	It's better to be low	Monitoring only	5.9% EHCP 12.6% SEN Support	-	<a href="#">Local authority data on EHC plans is published in the Education, health and care plans publication. That data covers all children and young people up to age 25 with EHC plans, and includes those not captured in this publication in non-maintained early years provision, further education, home education or not in education, employment or training.</a>										6.2% EHCP 12.6% SEN Support	N/A
Code	Title	Polarity	Status	2022/23 Performance	2023/24 Target	2021/22										2023/24 Performance	DOT
NEW	Rates of transition into work for young people with SEND				No target set	Data will be collected on this in the near future.											N/A
Code	Title	Polarity	Status	2022/23 Performance	2023/24 Target	Quarter 4 2022/23		Quarter 1 2023/24		Quarter 2 2023/24		Quarter 3 2023/24		Quarter 4 2023/24		2023/24 Performance	DOT
	Number of families where Children's Services have a duty to accommodate in temporary accommodation (families currently accommodated)	N/A	Monitoring only	34 families (65 children)	-											33 families (64 children)	N/A

We continue to meet the needs of those families who are classed as intentional homeless via the housing legislation through Section 17 and child in need support. This can at times be families remaining in TA for lengthy periods as options for families are reduced. The increased numbers of families bring not only a budgetary pressure but also workforce challenges, as they require allocation and the work required to find alternative accommodation is significant, alongside worker's other safeguarding priorities.

Code	Title	Polarity	Status	2022/23 Performance	2023/24 Target	Quarter 4 2022/23			Quarter 1 2023/24		Quarter 2 2023/24		Quarter 3 2023/24		Quarter 4 2023/24		2023/24 Performance	DOT
	Number of children where Children's Services have a duty to accommodate in temporary accommodation (children currently accommodated)	N/A	Monitoring only	65	-	17											64	N/A
NEW	Percentage of care experienced young people in suitable accommodation	It's better to be high	TBC	65%	No target set	TBC			75%		82%		75%		81%		81%	N/A
NEW	Number of those receiving support via the family hubs (including repeat visits)	It's better to be high	Better than target	28,983	29,200	6,488			5,882		7,483		9,130		10,195		32,690	↑

Code	Title	Polarity	Status	2022/23 Performance	2023/24 Target	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	2023/24 Performance	DOT
BSC02	Rate per 100,000 children who are first time entrants to the Youth Justice System in the period	It's better to be low	Much worse than target	181	165	172	190	226	299	326	326	362	344	335	345	353	335	335	↑

The number of children being supported by the Youth Justice Service has increased from the previous quarter (63) to 68.  
The rate of First Time Entrants per 100,000 10–17-year-old population in Torbay remains high at 335, but encouragingly, the number of children entering the formal youth justice system for the first time was lower in quarter 4 (five children) when compared with quarter 3 (ten children). This reduction will not be seen in the 12 month rolling rate until August at the earliest due to the high in-month figures seen in June and July.  
Reoffending performance is again strong. The proportion of children who committed an offence between October 2022 and December 2022 who reoffended within 12 months was 12%. The results for Pre-Court, First-Tier and Community Outcomes are particularly strong with none of the 12 children who received these outcomes going on to reoffend.  
There is currently one Torbay child serving a custodial sentence, this is the first custodial sentence one of our children has received in over three years.

Code	Title	Polarity	Status	2022/23 Performance	2023/24 Target	Quarter 4 2022/23			Quarter 1 2023/24		Quarter 2 2023/24		Quarter 3 2023/24		Quarter 4 2023/24		2023/24 Performance	DOT
New	Number of Out of Court Disposals	N/A	Monitoring only	65	-	15			17		15		13		11		56	N/A
	Rate of school permanent exclusions (YTD)	It's better to be low	Monitoring only	0.11	-	0.11			0.03		0.02		0.02		0.03		0.03	N/A

## Public Health

**PUBLIC HEALTH SERVICES:** 0-19 services maintained their performance in quarter 2. When factoring in patient choice (elective DNA's/cancellations) and issues such as out of area transfers and babies still being in hospital on the special care unit, the completion rate is above target (90/95%); all are above 97%. However the number of young people in substance misuse treatment is concerning and is a result of significant staff shortages (sickness and inability to recruit suitably skilled workers) in a small, specialist workforce are the main factors. Whilst the team were back to strength in Q3 where referral rates increased rapidly, they have now lost another experienced substance misuse worker who is leaving in Q4 so this will create more capacity issues. Sexual Health Services are on target, however capacity in primary care to deliver LARC remains a challenge due to ongoing workload pressures for core GP work meaning capacity to deliver these interventions is becoming more limited. Drug and alcohol performance is improving, however with the focus on increasing numbers in treatment (in line with drug strategy ambitions), and the rate of recovery is much slower, successful completions as a rate of those in treatment will subsequently reduce, it's not a result of a reduction in performance or quality of treatment being delivered, purely a consequence of higher numbers in treatment. Furthermore, the very nature of this provision is that there are peaks and troughs in delivery once a specific metric has 'topped out'. Healthy Behaviours Service (covering smoking, weight management and training) is improving but slowly. Ongoing staffing challenges relating to experienced staff leaving posts and difficulty in recruiting suitably skilled and qualified staff are hampering efforts to establish a firm footing of what is a comparatively small team (head count =12). The service will not be meeting their KPIs for year 1 of the contract due to these issues.

Code	Title	Polarity	Status	2022/23 Performance	2023/24 Target	Quarter 4 2022/23	Quarter 1 2023/24	Quarter 2 2023/24	Quarter 3 2023/24	Quarter 4 2023/24	2023/24 Performance	DOT
PH01	Number of smoking quitters	It's better to be high	Much worse than target	434	405	241	38	76	128	222	222	↓
PH02	At least 50% of people in weight management programmes lose 3% of their weight	It's better to be high	Much worse than target	62%	50%	62%	Zero 12 week programmes completed in Q1	26%	26%	32%	27%	↓
PH03	At least 30% of people in weight management programmes lose 5% of their weight	It's better to be high	Much worse than target	49%	30%	49%	Zero 12 week programmes completed in Q1	14%	12%	12%	13%	↓
PH04	No of Sexual health STI treatment interventions (genitourinary medicine (GUM))	It's better to be high		3,161	2,701	3,161	663	1,658				
PH05	No of Sexual health STI treatment follow ups (genitourinary medicine (GUM))	It's better to be low		30.9%	<30%	976 (30.9%)	118 (18%)	430 (26%)				
PH06	No of Sexual Health (Contraceptive) interventions	It's better to be high		5,167	5,200	5,167	1,285	2,385				
PH14	Provision of IUD LARC in Primary Care (No of Intrauterine Device Long-Acting Reversible Contraception fittings (both contraceptive and non-contraceptive))	It's better to be high	Much worse than target	153	175	153	23	50	84	127	127	↓
PH07	Successful completion from opiate drug treatment (Rolling 12 month period)	It's better to be high		5.50%	7.00%	5.50%	5.90%	6.10%	6.10%			
PH08	Successful completions from alcohol treatment (rolling 12 month period)	It's better to be high		43.2%	47.5%	43.2%	36.3%	35.8%	39.3%			
PH24	Successful completion from non-opiate drug treatment	It's better to be high		31.9%	45.0%	31.9%	30.1%	33.0%	33.3%			
PH25	Waiting times for treatment (% under 3 weeks)	It's better to be high		98.6%	100.0%	98.6%	98.2%	95.0%	77.0%			

Code	Title	Polarity	Status	2022/23 Performance	2023/24 Target	Quarter 4 2022/23	Quarter 1 2023/24	Quarter 2 2023/24	Quarter 3 2023/24	Quarter 4 2023/24	2023/24 Performance	DOT
PH15	Universal visits - Number of mothers who received a first face to face antenatal health and social care assessment of need with a Health Visitor at 28 weeks or above (Nos and %)	It's better to be high		85.5%	90.0%	84.0%	97.0%	95.5%	86.9%			
PH09	% of births that receive a face to face New Birth Visit (NBV) within 14 days by 0-19 service	It's better to be high		74.8%	95%	69.0%	76.0%	75.5%	81.0%			
PH10	% of children that receive a face to face 6-8 week Review by 0-19 service	It's better to be high		91.3%	95%	91.0%	92.7%	95.6%	93.0%			
PH11	% of children that receive a face to face 12 week Review by 0-19 service	It's better to be high		93.4%	90%	95.0%	95.3%	95.8%	98.0%			
PH12	% of children that receive a face to face 1 year Review by 0-19 service	It's better to be high		78.4%	95%	79%	85%	83%	82%			
PH13	% of children that receive a face to face 2-2.5 year Review by 0-19 service	It's better to be high		82.0%	95%	79%	82%	86%	87%			
PH16	Numbers in young people's drug and alcohol treatment (rolling 12 months)	It's better to be high		52	52	52	37	36	39			
PH17	Waiting times for treatment (% under 3 weeks) - YP treatment (rolling 12 months)	It's better to be high		93%	100%	93%	91%	98%	100%			
PH18	% of young people who complete treatment successfully (rolling 12 months)	It's better to be high		90%	95%	90%	92%	95%	92%			
PH19	Return Home Conversations offered within 72 hours (rolling 12 months)	It's better to be high		3%	100%	3%	100%	100%	100%			

Code	Title	Polarity	Status	2022/23 Performance	2023/24 Target	Quarter 4 2022/23	Quarter 1 2023/24	Quarter 2 2023/24	Quarter 3 2023/24	Quarter 4 2023/24	2023/24 Performance	DOT
PH20	Number of Making Every Contact Count (MECC) courses delivered	It's better to be high	Much worse than target	10	8	10	Training commences from Q2	Training programme developed but roll out has been pushed back to Q3 as additional staff were being recruited	Training has commenced but not completed by end of the quarter	1 (although cancelled due to poor attendance)	1	↓
PH21	Number of MECC course attendees	It's better to be high	Much worse than target	61	80	61	Training commences from Q2	Training programme developed but roll out has been pushed back to Q3 as additional staff were being recruited	Training has commenced but not completed by end of the quarter	1 (although cancelled due to poor attendance)	1	↓
PH22	Number of Connect 5 courses delivered	It's better to be high	Much worse than target	2	3	2	Training commences from Q2	Training programme developed but roll out has been pushed back to Q3 as additional staff were being recruited	Training has commenced but not completed by end of the quarter	1 (although cancelled due to poor attendance)	1	↓
PH23	Number of Connect 5 course attendees	It's better to be high	Much worse than target	21	40	21	Training commences from Q2	Training programme developed but roll out has been pushed back to Q3 as additional staff were being recruited	Training has commenced but not completed by end of the quarter	1 (although cancelled due to poor attendance)	1	↓
Code	Title	Polarity	Status	2017/21 Performance	Target	2018-22					2018/22 Performance	DOT
NEW	Differential in life expectancy in most deprived ward from least deprived ward	It's better to be low	Much worse than target	Males -11 yrs Females -6 yrs	Target for year 3 only -10 males -5 female	Males -11 yrs Females -6 yrs					Males -11 yrs Females -6 yrs	↔
Code	Title	Polarity	Status	2019	Target	2025					2025	DOT
NEW	Percentage of the Torbay child population living in one of the 20% most deprived areas	It's better to be low	TBC	30.1%	No target set	Next set of results are not published until 2025					Data not due	N/A
Code	Title	Polarity	Status	2019-21	Target	2020-22					2020-22	DOT
NEW	Directly age standardised suicide rate per 100,000	It's better to be low	On target	17.2	16.2	16.6 Figure is calculated over a three calendar year period = 58 suicides over 3 years					16.6	↓
Code	Title	Polarity	Status	2020/21	Target	2021/22					2021/22	DOT
NEW	Percentage of physically inactive adults	It's better to be low	Worse than target	25.4%	19.5%	20.5% This figure is collected annually by Sport England by survey					20.5%	↓

Code	Title	Polarity	Status	2022/23 Performance	2023/24 Target	Quarter 4 2022/23	Quarter 1 2023/24	Quarter 2 2023/24	Quarter 3 2023/24	Quarter 4 2023/24	2023/24 Performance	DOT
NEW	The estimated proportion of people who are dependent on opiates and/or crack cocaine, not in the treatment system (source NDTMS DOMES report) Rolling 12 months to quarter end	It's better to be low		43.00%	44.0%	44.9%	43.4%	43.5%	43.5%			
NEW	The estimated proportion of people who are dependent on alcohol, not in the treatment system (source NDTMS DOMES report) Rolling 12 months to quarter end	It's better to be low		64.90%	62.0%	63.0%	60.4%	60.3%	58.9%			
NEW	Treatment progress measure (all substances) – showing substantial progress (source NDTMS Local outcomes Framework) Rolling 12 months to quarter end	It's better to be high		54%	51%	51%	51%	49%	48%			



## Pride in Place







Code	Title	Polarity	Status	2022/23 Performance	2023/24 Target	2023/24										2023/24 Performance	DOT			
NEW	Percentage of Resident's Satisfaction Survey respondents who very or fairly strongly feel satisfied with their local area as a place to live (raw data)	It's better to be high	Much worse than target	N/A	73% (LGA round 35 - June 2023 figure)	797										59%	N/A			
Code	Title	Polarity	Status	2021/22 Performance	Target	2022/23										2022/23 Performance	DOT			
NI154	Net additional homes provided	It's better to be high	Much worse than target	312	720	251										251	↓			
Code	Title	Polarity	Status	2022/23 Performance	2023/24 Target	Quarter 4 2022/23	Quarter 1 2023/24	Quarter 2 2023/24	Quarter 3 2023/24	Quarter 4 2023/24	2023/24 Performance	DOT								
NI155	Number of affordable homes delivered	It's better to be high	TBC	32	No target set	8	16	21	Data Not Available	Data Not Available	Data Not Available	N/A								
Code	Title	Polarity	Status	31/03/22	Annual Target	31/03/23										As at 31/03/2023	DOT			
NEW	National Non Domestic Rates – Total number of occupied hereditaments (premises)	It's better to be high	TBC	4,757	No target set	4,841										4,841	↑			
NEW	National Non Domestic Rates – Total number of void hereditaments (premises)	It's better to be low	TBC	891	No target set	867										867	↓			
Code	Title	Polarity	Status	2022/23 at year end	Great Britain / Target	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	2023/24 at year end	DOT	
TEPI03	Out of Work Benefits Claimant Count	It's better to be low	Much better than target	3.3%	3.9%	3.3%	3.0%	3.0%	3.1%	3.1%	3.2%	3.1%	3.2%	3.2%	3.2%	3.4%	3.4%	3.4%	3.4%	↑
						2,625	2,425	2,460	2,465	2,450	2,525	2,505	2,550	2,540	2,560	2,710	2,705			
Code	Title	Polarity	Status	January to December 2021	Great Britain / Target	January to December 2022										January to December 2022	DOT			
TEPI07	Percentage of workless households in Torbay	It's better to be low	Much worse than target	17.1%	13.9%	6,400										16.6%	↓			
Code	Title	Polarity	Status	January to December 2022	Great Britain / Target	January to December 2023										January to December 2023	DOT			
TEPI08	Percentage of people who are economically active in Torbay	It's better to be high	On target	78.0%	78.8%	60,500										75.7%	↓			
TEPI09	Percentage of people in Torbay in employment (aged 16 to 64)	It's better to be high	On target	76.0%	75.8%	59,200										74.1%	↓			

Code	Title	Polarity	Status	2022 Performance	Great Britain / Target	2023	2023 Performance	DOT
PTPI05	Earnings by Torbay Residence (Gross weekly pay - Full time workers)	It's better to be high	Much worse than target	£566.70	£682.60	£574.90	£574.90	↑
PTPI06	Earnings by Torbay Workplace (Gross weekly pay - Full time workers)	It's better to be high	Much worse than target	£503.00	£650.60	£543.30	£543.30	↑
Code	Title	Polarity	Status	2021 Performance	South West / Target	2022	2022 Performance	DOT
NEW	Percentage of Torbay population with full time jobs	It's better to be high	Worse than target	29,000	65.0%	29,000	59.2%	↔
Code	Title	Polarity	Status	January 2022 - December 2022	South West / Target	January 2023 - December 2023	January 2023 - December 2023	DOT
NEW	Employment by occupation group 1-3: Managers, Directors and Senior Officials; Professional Occupations; Associate Professional Occupations	It's better to be high	Much worse than target	42.1%	49.9%	25,400	42.8%	↑
NEW	Employment by occupation group 4-5: Administrative & Secretarial Occupations; Skilled Trades Occupations	It's better to be high	On target	21.3%	20.2%	12,500	21.1%	↓
NEW	Employment by occupation group 6-7: Caring, Leisure and Other Service Occupations; Sales and Customer Service Occupations	It's better to be high	Much better than target	9.5%	13.9%	10,400	17.6%	↑
NEW	Employment by occupation group 8-9: Process Plant & Machine Operatives; Elementary Occupations	It's better to be high	Much better than target	17.1%	16.0%	11,000	18.5%	↑
Code	Title	Polarity	Status	2021 Performance	Target	2022	2022 Performance	DOT
NEW	Births of new enterprises (new enterprise start-ups) (Oflog measure Metric 11)	It's better to be high	TBC	11.28%	No target set	530	11.66%	↑
NEW	Deaths of enterprises (enterprises ceasing to exist) (Oflog measure Metric 12)	It's better to be low	TBC	9.72%	No target set	525	11.55%	↑

Code	Title	Polarity	Status	2022/23 Performance	2023/24 Target	Quarter 4 2022/23	Quarter 1 2023/24	Quarter 2 2023/24	Quarter 3 2023/24	Quarter 4 2023/24	2023/24 Performance	DOT
TE10	Number of businesses assisted	It's better to be high	TBC	183	120	36	19	40	55	Data unavailable at time of reporting	Awaiting Q4 data	-
	New investment from companies in key sectors	It's better to be high	TBC	New Indicator	No target set	New PI - TBC	KPIs being reviewed	KPIs being reviewed	KPIs being reviewed	KPIs being reviewed	Awaiting Q4 data	-
Code	Title	Polarity	Status	2022/23 Performance	2023/24 Target	Quarter 4 2022/23	Quarter 1 2023/24	Quarter 2 2023/24	Quarter 3 2023/24	Quarter 4 2023/24	2023/24 Performance	DOT
TE11	Occupancy of Electronics & Photonics Innovation Centre	It's better to be high	Much better than target	90.0%	85.0%	91.0%	90.0%	95.0%	95.0%	100.0%	95.0%	↑
TE12	Number of secondary schools engaged with business (Voluntary Enterprise Advisers)	It's better to be high	Worse than target	100.0%	100.0%	100.0%	100.0%	86.0%	86.0%	100.0%	93.0%	↓
TE13	Number of people supported through Multiply programme	It's better to be high	TBC	78 (Half year data)	190	73	82	46	85	Data unavailable at time of reporting	Awaiting Q4 data	-
Code	Title	Polarity	Status	2022/23 Performance	2023/24 Target	2023/24					2023/24 Performance	DOT
NEW	Amount of new workspace delivered – capital and growth board (manual process)				No target set							
Code	Title	Polarity	Status	2022/23 Performance	2023/24 Target	Quarter 4 2022/23	Quarter 1 2023/24	Quarter 2 2023/24	Quarter 3 2023/24	Quarter 4 2023/24	2023/24 Performance	DOT
PTR01	Seopark quarterly average twitter and Facebook impressions. (Twitter no longer being used by the Council)	It's better to be high	Much better than target	239,716	240,000	26,969	88,215	203,098	257,018	197,345	745,676	↑
PTR02	Number of events by Torbay Council or on Council land	It's better to be high	Much worse than target	86	110	11	26	43	11	6	86	↔
PTR03	Torre Abbey admissions footfall	It's better to be high	Much better than target	18,335	20,000	2,591	6,479	12,422	6,007	2,209	27,117	↑
Code	Title	Polarity	Status	2022/23 Performance	2023/24 Target	2023/24					Last period value	DOT
NEW	Cultural participation (Arts Council measure)	It's better to be high	TBC	N/A	No target set	We were unable to collect data for this indicator for 2023/24					N/A	-
NEW	Number of Arts Council National Portfolio organisations within Torbay	It's better to be high	Much worse than target	0	5	2					2	↑

Code	Title		Status	2022/23 Performance	2023/24 Target	Quarter 4 2022/23	Quarter 1 2023/24	Quarter 2 2023/24	Quarter 3 2023/24	Quarter 4 2023/24	2023/24 Performance	DOT
157a	% of Major planning applications determined: (statutory timeframe 13 weeks)	Without extension of time (local PI)	Much worse than target	29.17%	33.00%	20.00%	12.50%	0.00%	0.00%	0.00%	4.35%	↓
		With extension of time (reported to MHCLG)	Much better than target	91.67%	60.00%	80.00%	100.00%	66.67%	40.00%	75.00%	73.91%	↓
DMa4	% of Minor planning applications determined: (statutory timeframe: 8 weeks)	Without extension of time (local PI)	Much worse than target	36.55%	50.00%	44.44%	49.30%	38.60%	44.26%	29.63%	41.15%	↑
		With extension of time (reported to MHCLG)	Better than target	69.08%	70.00%	76.19%	74.65%	71.93%	78.69%	79.63%	76.13%	↑
	% of Other planning applications determined: (statutory timeframe: 8 weeks)	Without extension of time (local PI)	Much worse than target	42.90%	60.00%	47.37%	46.62%	57.94%	49.50%	35.48%	47.29%	↑
		With extension of time (reported to MHCLG)	Much better than target	79.24%	70.00%	80.92%	81.76%	88.10%	88.12%	76.61%	83.37%	↑
Code	Title		Status	2022/23 Performance	2023/24 Target	Quarter 4 2022/23	Quarter 1 2023/24	Quarter 2 2023/24	Quarter 3 2023/24	Quarter 4 2023/24	2023/24 Performance	DOT
Major Planning Appeals (local PI)	Number of decisions	Monitoring only		24	-	5	8	6	5	4	23	N/A
	% of decisions issued where appeal was allowed (i.e. overturning Council's refusal)	N/A		0.00%	10.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	Number of appeals	Monitoring only		1	-	0	0	0	0	0	0	N/A
	Percentage of appeals allowed (i.e. upheld in applicants' favour)	N/A		0.00%	25.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	% of appeals with split decisions (part upheld)	Monitoring only		0.00%	-	N/A	N/A	N/A	N/A	N/A	N/A	N/A

Code	Title	Status	2022/23 Performance	2023/24 Target	Quarter 4 2022/23	Quarter 1 2023/24	Quarter 2 2023/24	Quarter 3 2023/24	Quarter 4 2023/24	2023/24 Performance	DOT	
	Minor Planning Appeals (local PI)	Number of decisions	Monitoring only	249	-	63	71	57	61	54	243	N/A
		% of decisions issued where appeal was allowed (i.e. overturning Council's refusal)	Much better than target	1.20%	10.00%	1.59%	2.82%	3.51%	0.00%	1.85%	2.06%	↑
		Number of appeals	Monitoring only	15	-	3	11	8	7	4	30	N/A
		Percentage of appeals allowed (i.e. upheld in applicants' favour)	Much better than target	20.00%	25.00%	33.33%	18.18%	25.00%	0.00%	25.00%	16.67%	↓
		% of appeals with split decisions (part upheld)	Monitoring only	0.00%	-	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Code	Title	Status	2022/23 Performance	2023/24 Target	Quarter 4 2022/23	Quarter 1 2023/24	Quarter 2 2023/24	Quarter 3 2023/24	Quarter 4 2023/24	2023/24 Performance	DOT	
Page 84	Other Planning Appeals (local PI)	Number of decisions	Monitoring only	655	-	152	148	126	101	124	499	N/A
		% of decisions issued where appeal was allowed (i.e. overturning Council's refusal)	Much better than target	1.68%	10.00%	1.97%	5.41%	2.38%	0.00%	0.81%	2.40%	↑
		Number of appeals	Monitoring only	26	-	7	17	7	5	4	33	N/A
		% of appeals allowed (i.e. upheld in applicants' favour)	Much worse than target	42.31%	25.00%	42.86%	47.06%	42.86%	0.00%	25.00%	36.36%	↓
		% of appeals with split decisions (part upheld)	Monitoring only	0.00%	-	0.00%	0.00%	0.00%	0.00%	25.00%	25.00%	N/A

Code	Title		Status	2022/23 Performance	2023/24 Target	Quarter 4 2022/23	Quarter 1 2023/24	Quarter 2 2023/24	Quarter 3 2023/24	Quarter 4 2023/24	2023/24 Performance	DOT
	Major applications validated (local PI)	Percentage of total applications validated within 5 working days, from when required information is received	Much worse than target	44.00%	80.00%	0.00%	0.00%	50.00%	20.00%	100.00%	33.33%	
		Average number of days taken to validate, from when required information is received	Much worse than target	12.12	6.00	18.00	13.60	10.67	17.60	5.00	12.78	
Code	Title		Status	2022/23 Performance	2023/24 Target	Quarter 4 2022/23	Quarter 1 2023/24	Quarter 2 2023/24	Quarter 3 2023/24	Quarter 4 2023/24	2023/24 Performance	DOT
	Minor applications validated (local PI)	Percentage of total applications validated within 5 working days, from when required information is received	Much worse than target	46.93%	80.00%	46.81%	46.15%	45.31%	40.38%	69.81%	50.00%	
		Average number of days taken to validate, from when required information is received	Much worse than target	14.03	6	10.70	9.91	12.11	17.69	9.43	12.13	
	Other applications validated (local PI)	% of applications validated within 5 working days, from when required information is received	Much worse than target	48.48%	80.00%	57.48%	50.41%	48.36%	27.19%	73.08%	49.24%	
		Average number of days taken to validate, from when required information is received	Much worse than target	13.14	6	9.94	11.02	13.59	17.89	8.53	12.83	

Code	Title	Polarity	Status	2022/23 Performance	2023/24 Target	Quarter 4 2022/23	Quarter 1 2023/24	Quarter 2 2023/24	Quarter 3 2023/24	Quarter 4 2023/24	2023/24 Performance	DOT
NEW	Number of enforcement notices issued (during the quarter)	It's better to be high	TBC	4	No target set	3	2	3	1	9	15	↑
NEW	Number of planning enforcement cases closed (during the quarter)	It's better to be high	TBC	281	No target set	68	60	50	57	39	206	↓
NEW	Number of planning enforcement cases opened (during the quarter)	It's better to be low	TBC	362	No target set	81	86	89	47	75	297	↓
NEW	Number of open enforcement cases as at the end of the quarter	It's better to be low	TBC	522	No target set	522	529	556	558	586	586	↑
Code	Title	Polarity	Status	2022/23 Performance	2023/24 Target	Quarter 4 2022/23	Quarter 1 2023/24	Quarter 2 2023/24	Quarter 3 2023/24	Quarter 4 2023/24	2023/24 Performance	DOT
NI191	Residual household waste per household	It's better to be low	Better than target	497.0kg	120kg	122.47kg	130.03kg	128.45kg	120.29kg	109.85kg (ESTIMATE)	488.62kg (annual estimate)	↓
Q4 data is an early <b>estimate</b> and is likely to change due to not all data being available and a full review of the data being completed.												
NI192	Percentage of household waste sent for reuse, recycling and composting	It's better to be high	Much worse than target	38.2%	50.0%	40.2%	41.0%	40.0%	38.7%	41.9% (ESTIMATE)	40.4% (annual estimate)	↑
Q4 data is an early <b>estimate</b> and is likely to change due to not all data being available and a full review of the data being completed.												
CRTCC 01	Percentage of commercial waste recycled	It's better to be high	Much worse than target	21.90%	30.00%	20.22%	24.42%	26.07%	21.36%	17.23% (ESTIMATE)	22.66% (annual estimate)	↑
Code	Title	Polarity	Status	Previous Performance	2023/24 Target	2023/24 Performance					2023/24 Performance	DOT
	Tonnes of CO2e - Torbay	It's better to be low	Much worse than target	466,494 2021 data	Carbon neutral by 2030 (under review)	466,494 tonnes of carbon dioxide 2021. GHG emissions in Torbay have generally been on a downward trajectory with estimated GHG emissions of 787 kt CO2e in 2005 declining by 41% by 2021 (this is the most up to date data available) Source: University of Exeter Nov 2023. Torbay's emissions in 2016 were 503,000 tonnes of carbon dioxide. Between 2008 and 2016 emissions fell by 29%.						N/A
Code	Title	Polarity	Status	2022/23 Performance	2023/24 Target	2023/24 Performance					2023/24 Performance	DOT
	Tonnes of CO2 - Torbay Council operations and services	It's better to be low	Much worse than target	5,011	Carbon neutral by 2030	Emissions for 2022/23 rose by 12% from 4895 TCO2e in 2021/22 to 5011 TCO2e. Overall, since 2019/20 (baseline line for the Council Carbon Neutral Action Plan) emissions have reduced by 7%.					Not yet available	N/A

Code	Title	Polarity	Status	2022/23 Performance	2023/24 Target	Quarter 4 2022/23	Quarter 1 2023/24	Quarter 2 2023/24	Quarter 3 2023/24	Quarter 4 2023/24	2023/24 Performance	DOT
	£ saved on Torbay Council energy bills (LA maintained schools, TC assets whereby we pay the energy bills, TDA and SWISCo sites who also pay the bills via Laser.))	It's better to be high		Total gas and elec spend £3.45m	No target set		Electricity Spend £725,925 Gas £160,832	Electricity Spend £759,940 Gas £83,282	Q3 Electricity spend - £934,535 (up 3% on Q3 2022/23) Gas - £183,173 (down 18% on Q3 2022/23)			?
	Tonnes of carbon sequestered through new nature based projects on council owned land	It's better to be high		N/A	No target set	£100,000 to be spent on tree planting in 23/23 and 24/25. Exact numbers not available from SWISCo						?
Code	Title	Polarity	Status	2022/23 Performance	2023/24 Target	Quarter 4 2022/23	Quarter 1 2023/24	Quarter 2 2023/24	Quarter 3 2023/24	Quarter 4 2023/24	2023/24 Performance	DOT
	Capital monies spent on flood alleviation and coastal protection schemes	It's better to be high	Much better than target	£718,512	£250,000	£521,130	£73,991	£60,120	£128,768	£170,768	£433,647	↓
Page 87	£ secured through various external decarbonisation funds	It's better to be high	Monitoring only	£59,000	-	£59,000	£0	£0	£0. Bid for £600k of Public Sector Decarbonisation Funding in November 2023. Awaiting a decision.	Still waiting to hear about the Council's bid for £600k of Public Sector Decarbonisation Funding. Bid for £20k under the Local Net Zero Fund to understand how to decarbonise Brixham Harbour buildings. Successfully awarded £7.1m to support electric buses in Torbay and £950k to support rolling out electric vehicle charging points.	£8.1m	↑
	Code	Title	Polarity	Status	2022/23 Performance	2023/24 Target	2023/24 Performance				2023/24 Performance	DOT
	Total number of passengers journeys on buses in Torbay	It's better to be high		5.21	6.6m	Not yet available					N/A	
	Number of public electric vehicle charging points installed on council owned land	It's better to be high	Much worse than target	0	50	Works to prepare some sites have commenced.				0	↔	
	Estimated cycling as a % of total vehicles (Average at DfT Manual Count Points)	It's better to be high		Not yet available	1.75%						N/A	
	Length of new cycle infrastructure delivered (meters)	It's better to be high	Adopted Local Cycling and Walking Infrastructure Plan 2021	N/A	No target set	0					N/A	
	Number of Council owned buildings that are not going to pass the EPC rating level C.	It's better to be low	A baseline is being compiled	TBC	No target set	No update received - Q3 We currently have 59 leases granted on properties with an EPC Rating of C and above. 33 leases granted with an EPC Rating D, 14 with an EPC Rating E, 2 with an EPC Rating F. We have 3 leases where the EPC has expired and 114 leases where there is currently no EPC.				?	N/A	



## Corporate Services

Code	Title	Polarity	Status	2022/23 Performance	2023/24 Target	Quarter 4 2022/23	Quarter 1 2023/24	Quarter 2 2023/24	Quarter 3 2023/24	Quarter 4 2023/24	2023/24 Performance	DOT
	Staff sickness – working days lost per FTE	It's better to be low	Worse than target	9.06	8	2.14	1.9	2.17	2.31	2.15	8.53	↓

**Quarterly statistics from the Information Governance Team will be based on data taken at the time of producing the report. As these figures will be reviewed and finalised at the end of the financial year, they may be subject to change. Pls with calculations per 1000 population will use 2021 Census Torbay population figure of 139,300.**

	Number of Corporate Complaints received	It's better to be low	Monitoring only	402	-	97*	108*	80	85	88	361	↓
RECP106	Corporate Complaints per 1000 population	It's better to be low	Monitoring only	2.89	-	0.70*	0.78*	0.57	0.61	0.63	2.59	↓
RECP105	Number of Corporate Complaints - Dealt with within timescales	It's better to be high	Much worse than target	33%	90%	43%*	51%*	57%	60%	63%	57%	↑

\*Given the current pressures on the Revenues (Council Tax and Business Rates) and Corporate Debt Teams, responses to complaints were not being chased during these periods to allow the department to catch up on work, which was impacted by government schemes to assist customers with the cost of living.

The proportion of complaints dealt within published timescales has continued to increase in Q4 of 2023/24. In Q4 the Council closed and responded to 96 complaints and the average number of days to respond to a complaint in Q4 was 33 days. There is an existing action plan in place that includes regular meetings with Directors and Divisional Directors to go through overdue, outstanding and pending complaints. There is also a clear procedure within the Information Governance Team with agreed timescales and format for reminders as well as escalation to senior officers. With regards to % of corporate complaints upheld/partly upheld, these figures are based on the total number of outcomes identified for the quarter against closed complaints.

	% of Corporate Complaints upheld / partly upheld	It's better to be low	Monitoring only	56%	-	58%*	58%	46%	52%	58%	53%	↓
	Number of Freedom of Information (FOI) Requests / Environmental Information Requests (EIR) received	N/A	Monitoring only	1,510	-	368	401	377	395	479	1,652	N/A
FSIT012	Number of FOIs / EIRs - Dealt with within statutory timescales	It's better to be high	Worse than target	90%	95%	92%	90%	93%	91%	88%	91%	↑

The number of FOIs dealt with within statutory timescales fell in Q4 to 88%. During this period the Information Governance Team was working at reduced capacity due to staff absence and the Council received 84 more cases in Q4 compared to Q3 with a higher number of cases than normal being received in January. Work continues to reach the 95% response rate which is the expected performance level set by the Information Commissioner's Office. In Q4 we closed 451 FOI requests compared to 387 in Q3. Cases exceed statutory timeframes where information is not provided back to the Information Governance Team on time, or where requests are complex and time is required to carefully consider the information being requested and whether exemptions apply. The Information Governance Team has seen an increase in the complexity and volume of information being requested under this regime and this continues to have an impact on the overall response rate.

IG001	Number of subject access requests (SARs) received	N/A	Monitoring only	133	-	45	35	42	38	50	164	N/A
FSIT011	Number of SARs - Dealt with within statutory timescales	It's better to be high	Much worse than target	12%	95%	20%	32%	46%	88%	100%	63%	↑

Performance in relation to handling subject access requests has continued to improve in Q4 with 100% of SARs being responded to on time. In Q4 we closed and / or responded to 58 SARs. The demand for these types of requests continues to be high and looks to be remaining at similar levels to last year. The requests received are complex and large, impacting on processing times. There does remain a backlog of requests that continue to be processed alongside the new requests being received. However, it is clear that the additional post recruited to in 2022 continues to have a significant impact on the Council's ability to process requests. As we continue to deal with the backlog, and where large complex cases continue to be received, performance may fluctuate as we continue to see high numbers of requests coming in to the Council.

Code	Title	Polarity	Status	2022/23 Performance	2023/24 Target	Quarter 4 2022/23			Quarter 1 2023/24		Quarter 2 2023/24		Quarter 3 2023/24		Quarter 4 2023/24		2023/24 Performance	DOT	
IG002	SWISCO - Complaints per 1000 population	It's better to be low	Much better than target	0.57	0.25	0.22			0.15		0.13		0.10		0.10		0.48	↓	
	SWISCO - Compliments per 1000 population	It's better to be high	Monitoring only	0.47	-	0.1			0.07		0.10		0.06		0.06		0.29	N/A	
Code	Title	Polarity	Status	2022/23 Performance	2023/24 Target	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	2023/24 Performance	DOT
REG001 B	Registration of births - Registered within 42 days	It's better to be high	On target	96.7%	98.0%	97.0%	97.0%	93.0%	97.0%	97.0%	98.0%	96.0%	96.0%	99.0%	96.0%	97.0%	98.0%	96.8%	↑
REG001 D	Registration of deaths - Registered within 5 days	It's better to be high	Much worse than target	38.9%	90.0%	37.0%	31.0%	34.0%	38.0%	48.0%	38.0%	41.0%	48.0%	40.0%	45.0%	44.0%	39.0%	40.3%	↑

Community Doctors are not routinely available to complete death certificates, due to pressures within the NHS service. This has meant a delay in the completion of death certificates, coupled with the increase in deaths over the winter period. Due to the bank holiday period in December, the register office was closed for two days. This has affected the performance target, due to doctors' surgeries not issuing medical certificates on bank holidays. There have been several doctors strikes over the last quarter, which has had a negative impact on death certification being completed at the hospital. Torbay death registrations can be completed in any part of England and Wales. This is a useful service for families and takes away the need to attend the register office in Torbay to complete the registration. However, this can cause a delay in registration as appointment availability is dependent on the registration office which is taking the declaration appointment. Torbay Registration Service is fully staffed and has appointment availability. The service is offering death registration appointments within two days, which is in line with the national KPI.

Code	Title	Polarity	Status	2022/23 Performance	2023/24 Target	Quarter 4 2022/23			Quarter 1 2023/24		Quarter 2 2023/24		Quarter 3 2023/24		Quarter 4 2023/24		2023/24 Performance	DOT
	% increase in web transactions (CRM channel shift)	It's better to be high	Much better than target	NA	20% increase over the year	NA			0% increase		100% increase		85% increase		26% increase		26%	NA

CRM B went live in quarter 2, hence 100% increase from 0 in previous quarter, as expected percentage increase is now falling as the CRM transactions take their place amongst legacy G-Form transactions. There were 1,436 new CRM based transactions in the period.

Code	Title	Polarity	Status	2022/23 Performance	2023/24 Target	2023/24											2023/24 Performance	DOT
NEW	Percentage of Resident's Satisfaction Survey respondents who very or fairly strongly feel they belong to their local area (raw data).	It's better to be high	TBC	N/A	No target set	897											66%	N/A

## Finance

Code	Title	Polarity	Status	2022/23 Performance	2023/24 Target	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	2023/24 Performance	DOT
RECPI01	Agency Staff Cost (excluding schools)	It's better to be low	Monitoring only	£4,085,421	-	£134,446	£314,815	£317,786	£268,767	£279,513	£305,058	£336,218	£284,287	£274,467	£288,068	£339,609	£620,785	£3,763,819	↓
Cumulative Period 12: Adults £0k, Children's £2,344.1k, Corporate Services £796.1k Public Health £0k, Place-Operations £156.8k, Community & Customer Services £272.2k, Planning & Transport £101.2k, Finance £93.4k																			
Code	Title	Polarity	Status	2022/23 Performance	Annual Target	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	2023/24 Performance	DOT
RECPI02	Variance Against Revenue Budget (projected)	It's better to be low	On target	£0	£0	£1,478,250	£1,478,250	£1,478,250	£1,478,250	£1,478,250	£1,319,000	£1,319,000	£1,319,000	£1,319,000	£779,000	£779,000	£0 (Estimate)	£0 (Estimate)	↔
Code	Title	Polarity	Status	2022/23 Performance	2023/24 Target	2023/2024												2023/24 Performance	DOT
NEW	General Fund Reserves (as percentage of net revenue budget)	It's better to be high	Much better than target	4.3%	4.5%	5% (Estimate)												5% (Estimate)	↑
NEW	Council Tax Collection Fund – collection rate (in year)	It's better to be high	On target	95.50%	96.0%	96.13%												96.13%	↑
NEW	Additional Non-Domestic Rates Collection Fund – collection rate (in year)	It's better to be high	On target	95.20%	95.5%	94.77%												94.77%	↓

## Glossary of Terms

AI	Accounts investigations	MH	Mental Health
ASB	Anti-Social Behaviour	N/A	Not applicable
ASC	Adult Social Care	NTE	Night Time Economy
BID	Business Improvement District	NBV	New Birth Visit
CH	Community Hub	NHSE	NHS England
CIC	Community Interest Company	NTS	National Transfer Scheme
CN	Carbon Neutral	MOU	Memorandum of Understanding
CRM	Customer Relationship Management (system)	MCN	Multiple Complex Needs
CSC	Childrens Social Care	Ofsted	Office for Standards in Education
CWB	Community Wealth Building	OLPO	Online protection officer
DASV	Domestic Abuse and Sexual Violence	OPCC	Office of the Police and Crime Commissioner
DASVEG	Domestic Abuse and Sexual Violence Executive Group	PCN	Primary Care Network
DBS	Disclosure and Barring Service	PH	Public Health
DCS	Director of Children's Services	PSDF	Public Sector Decarbonisation Fund
DCC	Devon County Council	RP	Registered Providers
DHP	Discretionary Housing Payments	RSA	Requests for Statutory Assessment
DLUHC	Department for Levelling Up, Housing and Communities	RSI	Rough Sleeping Initiative
DM	Development Management	SEN	Special Educational Needs
DOT	Direction of travel	SEND	Special Educational Needs and Disability
DMP	Destination Management Plan	SME	Small to medium-sized enterprise
ECH	Extra Care Housing	SN	Statistical Neighbours
EET	Employment, Education or Training	SWEP	South West Emergency Protocol
EHCP	Education, Health and Care Plan	SW	South West
EPIC	Electronics & Photonics Innovation Centre (at White Rock Business Park)	TA	Temporary Accommodation
ERBID	English Riviera Business Improvement District	TBC	To be confirmed
ERDMP	English Riviera Destination Management Plan	TCEAP	Torbay Climate Emergency Action Plan
EV	Electric Vehicle	TCCT	Torbay Coast and country trust
ETE	Full-time equivalent (employees)	TCDT	Torbay Community Development Trust
EJEs	First time entrants (to the Youth Justice System)	TDA	Torbay Development Agency
GU	Genitourinary Medicine	TDAS	Torbay Domestic Abuse Service
GW	Great Western Railway	TSDFT	Torbay and South Devon (NHS) Foundation Trust
HotSW	Heart of the South West (Local Enterprise Partnership)	TUPE	Transfer of Undertakings (Protection of Employment)
HR	Human Resources	UASC	Unaccompanied Asylum Seeking Children
HSF	Housing Support Fund	UKSPF	UK Shared Prosperity Fund
HWR	Household Waste Recycling Centre	UNESCO	United Nations Educational, Scientific and Cultural Organization
IIC	Integrated Care Organisation	VAWG	Violence against women and girls
IMO	Interim Management Orders	VS	Voluntary Sector
IUD	Intrauterine Device	WSOA	Written Statement of Action
JD/PS	Job Description / Person Specification	YP	Young People
JTAI	Joint Targeted Area Inspection	YTD	Year to date
JE	Job Evaluation		
LA	Local Authority		
LARC	Long-Acting Reversible Contraception		
LCWIP	Local Cycling and Walking Infrastructure Plan		
LEP	Local Enterprise Partnership		
LGA	Local Government Association		
LGBTQ+	Lesbian, Gay, Bisexual, and Transgender, Queer or questioning (and others)		
LPA	Local Planning Authority		
MARAC	Multi Agency Risk Assessment Conference		
MECC	Making Every Contact Count (Training Course)		