

Tuesday, 3 December 2024

OVERVIEW AND SCRUTINY BOARD

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

Wednesday, 11 December 2024

commencing at **5.00 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 Spacagna (Chairman)

Councillor Cowell

Councillor Douglas-Dunbar

Councillor Fellows

Councillor Foster

Councillor Hutchings

Councillor Johns

Councillor Law

Councillor Long

Councillor Tolchard (Vice-Chair)

A Healthy, Happy and Prosperous Torbay

Download this agenda via the free modern.gov app on your [iPad](#), [Android Device](#) or [Blackberry Playbook](#). For information relating to this meeting or to request a copy in another format or language please contact:

Town Hall, Castle Circus, Torquay, TQ1 3DR

Email: governance.support@torbay.gov.uk - 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 3 - 20)
To confirm as a correct record the minutes of the meetings of the Board held on 6 and 14 November 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 Chairman decides are urgent.
5. **Torbay Food Strategy**
To review the progress of the Sustainable Food Partnership and draft Torbay Food Strategy, encompassing food insecurity (sustaining social supermarkets etc), community growing projects and use of Council assets; and reducing food waste and make recommendations to the Cabinet.
6. **Update on Operation Brighter Bay and Operation Town Centres** (Pages 21 - 42)
To review the implementation of Operation Brighter Bay and Operation Town Centres projects.

Minutes of the Overview and Scrutiny Board

6 November 2024

-: Present :-

Councillor Spacagna (Chairman)

Councillors Cowell, Douglas-Dunbar, Fellows, Foster, Hutchings, Johns, Law, Long and Tolchard (Vice-Chair)

(Also in attendance: Councillors Billings, Brook, Bye, Barbara Lewis, Chris Lewis and Tyerman)

27. Apologies

Apologies for absence were received from Councillors David Thomas and Jackie Thomas who were represented by Councillor Chris Lewis.

28. Minutes

The minutes of the meetings of the Board held on 2 and 8 October 2024 were confirmed as a correct record and signed by the Chairman.

29. Safer Torbay Annual Review

Safer Torbay (Torbay's Community Safety Partnership) Overview

Victoria McGeough, Partnership Lead Manager, Torbay Council presented the submitted overview report which provided an update on the following work of Safer Torbay:

- Strategic Assessment
- Prevent
- Modern Slavery

In response to questions, Members were informed that there are clear pathways of support in place for young people who were at risk of terrorism which would lead to multi-agency support. Where online bullying was identified Members were told that appropriate responses were put in place by schools and where necessary Police and Children's Services. A lot of the work was identification around having conversations and identifying when behaviours or activities sounded like they had changed for the individual without explanation. When working with individuals in the Prevent space it was about challenging views and offering a counter narrative to address dangerous and or toxic narratives. Work with schools was good and Torbay's referral rates were

at the level expected and were appropriate as a result of the support that was in place. There is a programme called 'Act Early' where family and friends could find information and be aware of how to report concerns to prevent radicalisation and extremism by acting early (see <https://actearly.uk/>). It was noted that risk from radicalisation was a form of exploitation in its own right and individuals were often known to agencies through existing vulnerabilities and were often vulnerable to any form of exploitation including county lines, modern slavery and human trafficking. Torbay works in partnership with Devon on modern slavery and human trafficking with Plymouth and Cornwall joining to help increase awareness and support what people do moving forward. It was important to encourage people to understand what they were looking for and how to report, work has included campaigns for taxi drivers, hotels, leafletting and working with the Children's Services Exploitation Team. The charity 'Unseen' was the leading charity in this area and a key partner in this work (see <https://www.unseenuk.org/about-us/unseen-history>). The British Transport Police have carried out training for train workers, and have undertaken joint work with the Police and Children's Services, and taxis present at the train stations to raise awareness and identification of risks, particularly young people's movement around different areas. This was part of a positive partnership approach to challenges faced. Training was provided to schools via the Learning Academy. Schools also have good relationships with Children's Services and Community Safety, with Multi-Agency Forums including representatives from schools. The Multi-Agency Safeguarding Hub (MASH) was the place to refer concerns which were then reviewed by multiple partners within 24 hours with specialist referrals for certain crimes. This works to a National Standard which requires understanding if a child was being exploited. There was a perception that trafficking was for foreign nationals, but this was not the case it could be local e.g. people in the same street. It involves children and adults with the split of demographics depends on the type of modern slavery. Incidents of cuckooing were referred Police and to the single point of contact for Adult Social Care.

Members were advised that there was no evidence of higher toxic incidents towards women in Torbay compared to other areas. It was important to talk about how to change perceptions and have conversations around the topics and challenge some perceptions, including early conversations to mitigate gender-based violence.

Serious and Organised Crime

Superintendent Hayley Costar, Devon and Cornwall Police gave a verbal update on serious and organised crime. It was noted that this was nationally defined as individuals planning and co-ordinating or committing serious crime. The Police were mapping the problem and trying to understand what role people played within an organised crime group and the impact they have in Torbay. Not all people mapped to Torbay will commit crimes in Torbay. The proportion of crimes was mapped biannually. 50% of people impacted by organised crime related to drugs, 10% fraud, 10% exploitation and 30% serious violence and antisocial behaviour.

Members were advised that the Police work on a four 'P' approach: pursue, prevent, protect and prepare working together with partners. Torbay has strong partnerships and a Strategic Assessment which replicates the priorities for the area. Police hold a tactical co-ordination meeting each month, with monthly activity driven by the business to see sustained outcomes. This was measured in multiple ways including

conviction and disruptions to the person and the place involved, which helped to stop incidents happening where successful disruptions were achieved. Last year across South Devon there were 88 disruptions, £370,000 of drugs was seized, 89 weapons were seized, 88 arrests and £100,000 cash recovered. The cash was invested through a national pot and £20,000 was given back to the Police to invest in South Devon to support local communities. There were 5 convictions in the last twelve months totalling 19 years relating to three crime groups.

The Board noted the actions for the next twelve months were to continue the approach with regular weeks of intensification focussing on areas such as cyber-crime, knife crime week, sexual exploitation, county lines and business crime interventions on shoplifters.

Members asked questions in relation to what formula was used for the proceeds of crime for seized cash and was £20,000 fair for South Devon; how did the crime figures compare to last year; how do our statistics compare to the rest of the country; and how was harm measured.

In response to questions, Members were informed that some of the money from proceeds of crime funds economic crime staff and that £20,000 back to South Devon seemed fair. The crime figures were viewed in terms of the overall threat assessment type which had stayed the same as last year, but the impact of the crime had increased. Analysts had a harm index and also a recency, frequency, gravity matrix which provided a score of the harm being caused by the crime.

Domestic Abuse and Sexual Violence

Shirley Beauchamp, Domestic Abuse and Sexual Violence Commissioning and Strategy Lead outlined the submitted papers in respect of domestic abuse and sexual violence (DASV). The DASV Executive Group had agreed the following three priority areas for specific focus:

1. Communications

To develop a communications plan that raises awareness and also educates people about domestic abuse and sexual violence in the context of relationships; and ensures victims and survivors know where to get support and trust that they will be believed.

2. Workforce Development

To review the range of learning offers available, content and format. To identify, test solutions and make recommendations to address the challenges the system is experiencing in maximising uptake of learning offers.

3. Disruption

To focus on ways to identify and disrupt the person causing harm as early as possible. This included prevention and initiatives in communities (including in the Night Time Economy) as well as seeking resources to put in place sustainable

behaviour change interventions that are currently not available due to a lack of funding.

Prior to the meeting Members of the Board received a paper on funding for DASV services. Members acknowledged that a significant amount of funding for DASV services ended in March 2025 and until the Government had confirmed the allocation to Local Authorities, it was not clear how services would be funded in the future. This was also impacting on funding for support services, advocacy and criminal justice services which could take up to 18 months to get through if the perpetrator pleaded not guilty. Partners work with the Safer Rainbow Service on behalf of the whole of Devon and they have seen the complexity of cases referred to the service increasing month on month. Members also noted the submitted letter from the Chief Executive Officer from Devon Rape Crisis and Sexual Abuse Services raising concern over future sustainability of their services, which currently had an office in Torquay. The risks around future funding was included on the risk register and reviewed monthly.

The Board was concerned over the lack of certainty and sustainable funding for DASV services which impacted on the most vulnerable people in Torbay and their families and sought assurance that this would be escalated.

Members asked questions in relation to the impact on charities and organisations caused by lack of certainty around funding for DASV support services; what work was being done to show people what healthy relationships look like; were children able to be recognised as being victims of domestic abuse; and what was the best message Councillors could give around DASV.

Members were advised that there was a real risk to some organisations that would impact on critical services if they had to cut their costs and would have to give notice to staff which may result in services not being delivered locally.

In response to questions, Members were advised of the Healthy Relationship programme in schools, although there was a statutory requirement to allow parents to opt their children out of taking part. There was not a consistent approach across all schools and Officers would like to see this being consistent.

It was noted that Torbay Council enables a child in their own right to be referred to the Multi-Agency Safeguarding Hub (MASH) via the single assessment process if they were a victim of domestic abuse. They would also be a child in need for their legal status but would be seen as a victim of domestic abuse in their own right. This was also covered in the Risk Assessment for Children.

The Board was advised that there was an officer Domestic Abuse Champion who sits in the Safeguarding Hub and was available for consultation and to talk and engage with young people on how they respond and help young people to realise if they were a victim of domestic abuse.

Members were encouraged to challenge and use the bystander approach if they see any inappropriate behaviour, to work with their local primary and secondary schools to raise awareness and to consider the appointment of a Domestic Abuse Member Champion. There was an Interpersonal Trauma Response Service – Fear Free (see

<https://www.fearfree.org.uk>) based in GPs to help people affected by domestic and sexual abuse through trained practitioners which Members could also promote.

Torbay Drug and Alcohol Partnership

Lincoln Sargeant, Director of Public Health presented the submitted paper on the work of the Torbay Drug and Alcohol Partnership, which had been in operation for two years and had arisen from the Government's 10 Year Drug Strategy.

Members asked questions in relation to what work was being done around alcohol misuse; was there a link between people who abuse alcohol at home and domestic abuse; was the use of Buvidal combined with therapy; with the increased use of synthetic drugs and spice in vapes, had there been an increase in the number of people being spiked with them and was Torbay seeing a link with an increase in sexual violence towards girls as a result; would most of the drug alerts happen at the weekend; was there anything that could be done to encourage people to receive support and make them aware of the impact of drug and alcohol misuse on their family and children; was there evidence of alcohol misuse in young people; and were the assessments and treatments for drugs and alcohol still clinically based.

In response to questions, Members were advised that Torbay's Drug and Alcohol Strategy included alcohol as that was one of the challenges in Torbay with a lot of people being addicted to alcohol but not recognising it in the same way as people do for drugs. Often people who misuse alcohol drink at home and appear to be unaffected so may not be picked up until they visit their GP with liver or other health problems. Alcohol misuse was the focus of a previous Public Health Annual Report and outreach work was being used to bring people into the Service to receive support.

Members were informed that, although there was visible use of alcohol in the Town Centres with associated antisocial behaviour, alcohol treatment services could only help when people were ready to engage. People cannot be treated unless they were ready to receive support. Members were advised of the good partnership arrangements with Criminal Justice where courts may mandate as part of a person's sentencing that they have a treatment order which gets them engaged in support.

Addictions often develop in people who already have other issues and there was a wider need to help them manage their issues as well as their addictions. This could be seen particularly with Children's Social Services working with Youth Justice and Drug and Alcohol Treatment Services to address the complex needs of these young people who undertake therapy together, they make connections and then open up social connections. When people have criminal convictions and addictions, they find it difficult to secure employment and there was a need to try to help remove some of those barriers to help with their recovery and secure employment. When people from different socioeconomic backgrounds undertake therapy together, they can make connections and open up positive opportunities as a result.

The Board informed that the use of Buvidal was combined with other therapy in the same way that methadone was prescribed as part of a treatment package. Part of the reason for the Government's 10 Year Drug Strategy was due to the increase in drug related deaths which have increased year on year since 2012. The risk of drug

related death was now heightened further, due to the presence of synthetic opioids being identified within the drug supply nationally. Some variants have been found to be much stronger than traditional opioids, increasing the risk of adverse reactions and/or overdose. There was further danger as naloxone which was given to reverse the effect of opiate overdose would be required in higher volumes to be effective at reversing an overdose. There have been incidents of this in Bristol, Plymouth and North Devon but not yet in Torbay.

During working hours there was a system to send an alert to key partners when there were concerns about potential harms due to drugs and this was co-ordinated between Police, Drug and Alcohol Services, Public Health and community safety. It was acknowledged that the current alert system was not set up to respond out of hours, and as such a contingency was being explored for this. The Jatis Project provide 24-hour support for adults in Torbay who had experienced drug and alcohol problems and the Council was exploring a mechanism for how Jatis staff could help communicate the threat and harm reduction advice to vulnerable people out of hours. This process also relies on Torbay's out of hours emergency helpline, delivered by SWISCO to act as a conduit for communicating the alert and the viability of this was currently being explored. The Police on the beat were being trained to administer naloxone and to carry packs with them. There was no evidence to support that alerts would most likely occur out of hours - they could happen at any time.

It was noted that the majority of drug and alcohol assessments and treatments took place in clinics but more outreach was being explored, where appropriate. Members noted the Multiple-Complex Needs Alliance was responsible for drug and alcohol services and additional funding from Government had been available through the Supplemental Substance Misuse Treatment and Recovery (SSMTR) grant. The Alliance would have to look at how grant funded services would be delivered if grant was not extended.

Members were informed that the vast majority of children and young people who use drugs and alcohol do not have an addiction. Many young people experiment with alcohol as they grow up. However, a young person who has a lot of personal issues may be at greater risk of having a drug and/or alcohol problem. There were risk markers and some of those who had engaged with Council Services often engage in multiple risky behaviours. Ketamine was emerging as substance of abuse because it was cheap compared to others and cannabis use could be a gateway to harder drugs in at-risk young people. Public Health was working with Trading Standards around alcoholic ciders etc. and there was a need to support families to help inform them and young people about the harms of alcohol and drugs and how to deal proportionately and sensibly with these concerns. There was also work with schools. Substance misuse was a concern for Torbay but not out of proportion in comparison to other areas with similar characteristics. Members noted the problems with misuse of prescription drugs being higher than illegal drugs and the need for better awareness and communication between partners to support people affected.

Resolved (unanimously):

1. that the Overview and Scrutiny Board notes the updates provided at the meeting in respect of Safer Torbay and continues to receive an annual update each year;
2. that the Safer Rainbow Group be requested to present to an all Member briefing on their work;
3. that the Cabinet be advised of the concerns of the Overview and Scrutiny Board on the lack of sustained funding for Domestic Abuse and Sexual Violence (DASV) as part of their budget build to support services after April 2025, that the Priority and Resources Review Panel be requested to consider the funding for Domestic Abuse and Sexual Violence Services as part of the budget review for 2025/2026 and that Domestic Abuse and Sexual Violence Commissioning and Strategy Lead be requested to provide Members with appropriate background information on the service providers;
4. that the Adult Social Care and Health Overview and Scrutiny Board be requested to add a key line of enquiry around women's safety as part of their work on the Public Health Annual Report Focussing on Women's Health;
5. that the Democratic Services Team Leader be requested to progress the Bystander training scheduled a part of the Member Development Programme for 2024/2025;
6. that the Cabinet be recommended to appoint a Domestic Abuse and Sexual Violence Member Champion; and
7. that the Overview and Scrutiny Co-ordinator be requested to write to the local Members of Parliament to ask them what the proposals are around the base funding for Domestic Abuse and Sexual Violence services from 2025/2026 and raise awareness of the risk of loss of critical services in Torbay.

30. Special Educational Needs and Disability (SEND) and work with Local Government Association

Councillor Bye - Cabinet Member for Children's Services, Nancy Meehan – Director of Children's Services, and Hannah Baker - Head of Special Educational Needs and Disability (SEND) and Inclusion outlined the submitted report which provided an update on the direction of travel for SEND and the work of the Local Government Association (LGA) following the Local Area Inspection of SEND in 2021 and the subsequent Written Statement of Action.

Members noted the advice from the LGA, set out in exempt Appendix 1 to the submitted report, which sought to reduce and simplify the approach to making improvements for young people and their families around SEND.

It was noted that there would be a Peer Review of SEND taking place in November 2024 at the same time as a lot of reforms taking place locally including a Locality

Model, which was currently out to consultation, changes to governance arrangements with the SEND Local Area Improvement Partnership Board (SLAIP) being at the heart of the system, the Safety Valve Agreement with the Government around funding and the Dedicated Schools Grant Management, as well as a change to the Ofsted Inspection framework requirements.

Members acknowledged the work undertaken to date and the direction of travel set out in the submitted report and questioned what action was being taken to get school leaders involved in the process.

The Board was advised that school leaders representing secondary, primary and further education would be part of the SLAIP and would be part of the strategic visioning moving forward. Previously there were lots of pillars and activities with each priority group having up to 30 people involved. The Integrated Care Board (ICB), teachers and others were in the room but not getting anything out of it. It was important to get the right people round the table at the top level to drive improvements forward. This would feed into the safety Locality Model, Schools Forum, Safety Valve and Local Improvement Board to ensure school leaders feel they have a voice in and want to be part of the visioning and not just listening. This would give school leaders ownership and engagement into the new system to help give support to children at the earliest opportunity without the need to get an education and health care plan (ECHP).

Resolved (unanimously):

1. that the Overview and Scrutiny Board note the contents of the submitted report, and the progress made to date; and
2. that the Overview and Scrutiny Board continue their oversight of the SEND improvement and preparation work.

31. Performance Monitoring Quarter 2 2024/2025

Councillor Lewis, Deputy Leader of the Council and Cabinet Member for Place Development and Economic Growth provided an overview of the submitted report which set out details of the Council's performance against the priorities in the Community and Corporate Plan as at Quarter 2 for 2024/2025.

Members asked questions in relation to page 43, how the projects relate in the different columns under community and people; what were the projects under BPO4 – Percentage of contacts to Children's Services progressing to early help services in the period on page 44 and why were they not on target; BP07 what was the reason for the percentage of cared for children in the period with three or more placements in the last 12 months being so high; it was positive to see 305 carers signed up to MyBay discount scheme, what was being done to increase numbers; what was the long term action plan to improve the average customer wait time when contacting Customer Services by phone as this was much worse than target; when would BP47 percentage of weed spraying schedule due, to be achieved during the quarter be back on track; what action was being taken to improve the timescale for determining planning applications and reduce the number of appeals being upheld; Torquay Museum holds

nationally important collections could the Council do more to support them; how would the decision to turn down the YMCAs proposal for new housing impact on the delivery of new housing; clarification on if the timeline for Brixham Car Park had been met; page 53 decarbonisation refers to political support was needed for the priorities, a list had been previously provided, what was the current situation; and a lot of emphasis was put on enforcement cases, at the end of last year there were 586 cases and now there were 664 cases, when was it expected to get down to the target of 450 cases.

In response to questions, Members were informed that that each column in the tables needed to be read separately as they do not relate to each other. Namely Projects, milestones due in 2024/2025 and performance indicators for each service area.

Members noted that BP04 percentage of contacts to Children's Services progressing to early help services was being reviewed by the Children's Services Continuous Improvement Board. It was noted that there was additional wording around BP04 on page 61 of the report. BP07 percentage of cared for children in the period with three or more placements in the last 12 months was much worse than target due to the numbers involved, however, the Cabinet Member for Children's Services (Councillor Bye) explained that the Council does the best for each individual child but sometimes it was in their best interest to bring them back from placements to foster carers.

It was noted that the MyBay resident's discount scheme was being promoted through the Carers' Newsletter which goes out to a wide range of Carers and their social media, Carers Right's Day on 25 November 2024. The number of Carers signed up had increased to 460. Overall 1200 residents had signed up.

The Board was informed that there was an improvement plan in place to reduce the amount of time people waited when phoning Customer Services, with volatile peaks when letters were sent out e.g. Council Tax Single Person Discount, which could be overwhelming, the timing of such communications would need to be balanced in the future. Part of a move to a target operating model, Officers were working with the Department and would be reviewing all processes early in the New Year to try to digitise more and include a customer satisfaction survey.

Members were advised of the issues relating to the electric quad back and the impact that it had on grass cutting which had caused a backlog and there was a desire to link the timing of grass cutting with weed spraying utilising a weed ripper to remove the dead weeds. It was anticipated that there would be a greater improvement in the Spring for this target area. A concern was raised about the use of glyphosate weed sprays, but it was explained that this was the most suitable chemical to use and with the use of the weed ripper it had a longer lasting effect on weeds.

In response to questions around planning, Members were advised that the Cabinet acknowledged there had been some improvements but there was a long way to go, a new Interim Director of Pride in Place (Anthony Payne) had been appointed and was working with the Divisional Director of Planning, Housing and Climate Emergency (David Edmondson) to encourage pre-applications and looking at capacity in the Team and how this could be improved. Members were reminded to encourage people to enter into pre-application discussions to aid the processing of their planning applications. The enforcement performance had been impacted by staffing with

numbers of cases continuing to increase. A new Enforcement Strategy had been agreed as well as in-year funding for two additional members of staff and the member of staff who had been off sick had returned to work. It was anticipated that the new working practices and available staff would help get numbers down so that they could then focus more on new cases.

Members were advised that ongoing discussions were being held with Torquay Museum around support and funding.

The Board was advised that Officers were working with the YMCA to try to help them secure future sites to deliver the much needed housing for our care leavers and young people to help support delivery of the Council's housing targets.

It was noted that Brixham Car Park had been put on hold pending the confirmation of funding from the Government, who had announced last week that they would not be clawing back any funding. The next item on the agenda would include a request for extra funding to be added to the Budget Monitoring Report to cover the feasibility study for this project.

Members were informed that the priorities for decarbonisation needed to be further reviewed by the Cabinet so that they could determine which priorities the Council could afford to take forward.

It was noted that the Long Term Plan for Towns (LTPT) referred to on page 53 had not been discontinued it was £20m over 10 years but the Council did not yet know the detail and was waiting for confirmation from the Government.

Resolved (unanimously):

1. that the content of the submitted Performance report be noted; and
2. that the Director of Corporate Services be requested to include more detail within the performance report under the sections where the performance is not meeting its target.

(Note: prior to consideration of Minute 31, Councillor Douglas-Dunbar declared a non-pecuniary interest as a Trustee of Torquay Museum Society.)

32. Budget Monitoring 2024/2025 April to September 2024 Revenue and Capital Outturn Forecast

The Cabinet Member for Housing and Finance, Councillor Tyerman and the Director of Finance, Malcolm Coe outlined the submitted revised Quarter 2 Budget Monitoring Report for 2024/2025, which showed an overall end of year forecast of £0.292m overspend.

In addition to the report the Board was advised that the following items would be included in the Capital section of the report to the Cabinet and Council:

	Q2 £000	6 Nov £000	Variance £000
Oldway Mansion – Phase 1 of masterplan	330	7,554	7,224
Victoria Centre demolition	Q2 funding sufficient		
Brixham Port Infrastructure	75	171	96
Brixham Town Centre Car Park	0	114	114
Tor Hill House Lighting	29	200	171
	Addition to Q2 Report		7,605

Members asked questions in relation to where the £7.554m was coming from for Oldway; concern over the potential increase in spend for Adult Social Care and the impact on the budget; what was the reason for the £180,000 from Children’s Services Higher Needs Capital Funds for YMCA Capital improvements (a written response would be provided to this question); what was the reason for the waste disposals being significantly higher than last year and was there a corresponding increase or decrease in recycling; the content of the Budget Digest; assurance around 33 agency full time equivalent agency staff in Children’s Services and if this was going to reduce; the Dedicated Schools Grant and the Safety Valve and the agreed payback; and what was the governance around the decision to vire money from the Town Deal Fund to fund the Harbour Public Realm (a written response would be provided to this question).

In response to questions, Members were advised that the £7.554 for Oldway would be drawn down from Government capital funding with the Director of Finance being authorised to draw down funding to ensure the Council was spending to meet the grant conditions.

Members noted that the Council had negotiated a new deal with the Integrated Care Organisation from 1 April 2025 and know what the financial liability for Adult Social Care was and how much to put in, any overspend was held with health colleagues. Wider Adult Services the additional money put into temporary accommodation and homelessness were now meeting demand as well as the additional money in Children’s Services, which was looking like a balanced budget would be delivered by the end of the financial year.

The Board was advised that the waste product from the recycler’s market value had declined bringing in less income but for a better quality product. The levels of waste being sent to incineration and recycling goes up and down. It was noted that the Waste and Recycling had not been over budget since Torbay became part of the South West Waste Partnership. Members were advised that they could visit the site to see how our waste was managed and to let the Governance Support Team know if they wanted to organise a visit.

It was noted that there was still upwards pressure on the Higher Needs Block of the Dedicated Schools Grant, however, interventions such as the proposed Locality Model and the need to make different decisions would help longer term. The Director of Finance gave assurance that the Director of Children's Services was looking at the sustainability of staffing for Children's Services.

Members were advised that the recent Budget Digests did not include the traditional savings plans and targets that had been previously used but focussed on areas to ensure they were addressing the costs e.g. Home to School Transport.

Resolved (unanimously):

1. that the Overview and Scrutiny Board notes the Council's forecasted revenue outturn position and mitigating action identified in the submitted revised report;
2. that the Overview and Scrutiny Board notes the updates to the Capital Investment Plan and the revised budget for 2024/25 as set out in the submitted revised report;
3. that future Budget Monitoring reports include more detail on the Higher Needs Element of the Dedicated Schools Grant and Safety Valve; and
4. that the Director of Children's Services be requested to provide a copy of the recovery plan for agency workers to Members.

Chairman

Minutes of the Overview and Scrutiny Board

14 November 2024

-: Present :-

Councillor Spacagna (Chairman)

Councillors Cowell, Douglas-Dunbar, Foster, Fox, Johns, Barbara Lewis, Long and Tolchard (Vice-Chair)

(Also in attendance: Councillors Chris Lewis and David Thomas)

33. Apologies

Apologies for absence was received from Councillor Hutchings and Councillor Tranter (Cabinet Member for Adult and Community Services, Public Health and Inequalities who was represented by Councillor David Thomas, Leader of the Council).

It was also reported that, in accordance with the wishes of the Conservative and Liberal Democrat Groups, the membership of the Board had been amended to include Councillors Barbara Lewis and Fox in place of Councillors Fellows and Law respectively.

34. Local Transport Plan 4 Consultation

The Cabinet Member for Pride in Place Transport and Parking (Councillor Billings), and the Service Manager, Strategy and Project Management, Spatial Planning (Adam Luscombe) outlined the draft Local Transport Plan (LTP) 4 Consultation document as set out in the submitted papers and presentation. The Local Transport Plan set out the key priorities for transport for the next 15 years, was a key policy document for the promotion of safe, integrated, efficient and economic transport across the Devon and Torbay, and would be supplemented by LTP action plans on how the policies would be implemented. The Divisional Director of Planning, Housing and Climate Emergency (David Edmondson), Principal Planning & Public Health Officer Strategy and Project Management (Andrew Gunther) also attended the meeting and responded to questions.

Members noted that the plan would:

- align with the Peninsula Transport Board's priorities;
- be used to direct the Integrated Transport Blocks of funding from the Government for Devon County Council and Torbay Council, which would be pooled with other funding streams and would be used by the new Devon and

- Torbay Combined County Authority and would also help unlock other funding streams for the benefit of the two areas; and inform the revised Torbay Local Plan.

Members asked questions in relation to would there be improved signage for roads and key buildings and heritage sites; what improvements would be made to electronic bus stops; lots of new housing estates were emerging, would suitable off road infrastructure for pedestrians, mobility scooters and cyclists be provided as part of the planning process; the vision was 'well-integrated, accessible and inclusive transport will improve travel choice and benefit the health and wellbeing of everyone' how would the Plan help residents for example in Barton and Watcombe access Torbay Hospital by bus when the previous 65 bus service was no longer in operation, and how would it support provision for the less profitable bus routes to ensure that people were not isolated in their communities and consider franchising; how did the Bus Service Improvement Plans link with the LTP and when would they be reviewed; did the Plan cover the location of the roads for highways maintenance and how much was the funding gap for this; how did the Plan link to other key Council documents; had consideration been given to operating residential community buses; access to trains was important to Torbay's economy, particularly in Paignton with cuts to previous services, how could this be strengthened within the Plan and also address concerns on overcrowding and access to routes; what was the reason for the contraction in the number of people travelling to work in the area between 2001 and 2011; what action was being taken to ensure that the Edginswell Railway Station was completed and when did the Planning permission expire; where were potential sites for park and ride in Torbay and why was there no reference to a potential park and ride to ease congestion in Brixham; and what was being done to reduce the impact of heavy goods vehicles (HGVs) on the roads and moving things differently.

Members were informed that the proposals included improving signage to help people find key routes and key attractions through Torbay and also to make it easier to encourage more active travel. This would include directions to car parks, foot and cycle routes as well as heritage trails.

In response to questions around buses, the Board was advised that there were currently six electronic screens on bus shelters across Torbay and work was being done on the flags at bus stops to improve them and make the routes clearer. Members were encouraged to let the Team know if there were any specific areas where they feel the signage needs improving to feed into this work. The current bus contract was for eight years and would be reviewed towards the end of that contract. Members were informed that the document included sufficient reference to good public transport network, including bus routes which would enable further work to be done to support buses in residential areas off of the main A and B roads. Members were informed that funding for the Bus Service Improvement Plan was imminent and there may be a date by which the Government requires the Plan to be updated, otherwise it was proposed to update it in Summer 2025. The bus fleet would start to be electrified from next year with 49 new buses being in place by 2026. It was noted that Stagecoach was keen to maximise solar voltaic panels on the rooves of the bus station. The Transport Advisory Group was looking at bus franchising opportunities. Park and ride options were being explored at Gallows Gate and a potential option around Nightingale Park which would also support staff and visitors to Torbay

Hospital. Torbay was different to Exeter which were publicly run as the only park and ride in Torbay was in Churston and this was privately run.

In response to questions around highways, Members were advised that the Planning Officers try to access routes around proposed new housing estates to check access for all users and where this was not possible the developer would have to pay funding to provide this, the Inglewood Development was given as an example of this which included connections through Whiterock into existing infrastructure connecting schools and supermarkets etc. There was approximately £68m funding gap for highways maintenance with the Council reliant on additional Government funding to cover the shortfall and it was hoped that the new Devon and Torbay Combined County Authority would have the opportunity to bid for significant investment. Members were informed that the Plan was not the appropriate document to include details of the roads covered by highways maintenance as it covered both Devon County Council and Torbay Council areas. It did list main routes, other road and then minor roads with priority identified locally. 20 MPH zones were being implemented but there had not been any additional funding coming through to implement further proposals, this linked to the priority for making greater places for people.

The Board was advised that active travel was acknowledged as a key element of the Plan and was addressed in many of the proposals. The weight given to active travel was a consideration for the decision-maker for each element. It was hoped that the LTP would help secure greater levels of funding to deliver more active travel routes. The Plan supported the Council's Community and Corporate Plan and would also be used to update the revised Local Plan to ensure a golden thread of priorities through all those Policy Framework documents.

In response to questions around railways, Members were advised that concerns had been raised previously in respect of overcrowding but were encouraged to report any incidents to the providers and that CrossCountry were aware of the issues with one of their Directors living locally but had not yet found a solution. They had new carriages which would help with capacity and the cancellations due to driver training should be reduced as the backlog of training had been completed. The Planning permission for the Edginswell Railway Station expires on 24 November 2026 and the Council had written to the Member of Parliament for Torbay outlining the situation and the need for an additional £7m to complete the scheme but was waiting for a decision around the funding. Issues of HGVs on roads had been discussed at a Peninsula level and the LTP provided opportunities to try to aggregate loads and working with the Freight Forum to support greater use of pallets to reduce the number of HGVs using the roads. It was anticipated that there would be Government funding to support this.

Resolved (unanimously):

1. that Cabinet Member for Pride in Place, Transport and Parking be requested to provide written assurance that there is sufficient links to highways maintenance within the Local Transport Plan 4; and
2. that, subject to 1 above, the Torbay Overview and Scrutiny Board recommends to Torbay Council/Devon County Council's Cabinets that they support the

priorities for Torbay in the Local Transport Plan 4 Consultation document and suggest the following:

- a. to include under 'improving travel choice' the importance of improving bus connectivity in residential neighbourhoods away from the main routes and consider options for residential bus services and bus franchising;
- b. to include securing the long term commitment for national rail services to Paignton;
- c. to include reference to the importance of the need for park and ride in Torbay, particularly to support Torbay Hospital and as a potential solution to parking in Brixham;
- d. to include the strategic importance and need for the Government to provide additional funding in order to realise the Edginswell Railway Station; and
- e. to highlight the opportunities to use the Devon and Torbay Combined County Authority to secure additional funding not just for capital infrastructure but for highways maintenance across Devon and Torbay to meet the large backlog.

35. Multiple Complex Needs (MCN) Alliance Review

The Board received an update on the Multiple Complex Needs Alliance (MCNA) Review as set out in the submitted report. The Leader of the Council (Councillor David Thomas), the Consultant in Public Health (Bruce Bell) as well as the Interim General Manager Public Health Services with Torbay and South Devon NHS Trust and member of the Growth in Action (MCNA) Strategy Group (Simon Acton) attended the meeting and responded to questions. The MCNA had been operating for two years (since 21 June 2022) bringing services together and the report highlighted the successes as well as the need for improvements such as a more integrated approach; the importance on focusing on the importance of relationships and the need for service users to work with the same person for continuity of support; cessation of supplementary central Government grant funding; and lack of suitable move on accommodation.

Members asked questions in relation to how the voice of the service user was being heard; the benefit of having more detail about the transformation and culture change; what were the problems around officer capacity; had the MCNA approached charities to support their work; how much was the current grant that was at risk; what action would benefit the MCNA the most; the importance of addressing the lack of suitable move on accommodation and the need to take brave decisions; and if the MCNA works with other local authorities across Devon who may have capacity in their accommodation.

In response to questions around mental health, Members were advised that the inclusion of mental health in the Alliance was explored with the Clinical

Commissioning Group (CCG) at the time of procurement process, but this was not possible. Members were informed of the dual diagnosis function and work within Torbay Recovery Initiatives and the work that the Alliance was doing with mental health services to work better together.

Regarding move on accommodation there were up to 15 residential rehabilitation placements for up to 12 months with around 10 to 15 people successfully completing the programme. There was a wider need for accommodation with the Council having statutory responsibilities for domestic abuse accommodation and staying safe accommodation. Devon experiences similar challenges regarding suitable accommodation. The MCNA work supported the Housing Policies moving forward with outreach being important part of engagement and support. Working with the community, voluntary and faith sectors was well established and there were further opportunities to work with Torbay Community and Community Builders in addition to the work already done with YES Brixham and YES Paignton. It was noted that the MCNA could benefit from being part of a central hub together with wider services e.g. health, education, housing and psychology where users could talk about their housing and other needs without being stigmatised for needing support; as well as inclusive recovery focussed community support.

Members were informed that hearing the voice of the user was fundamental and would be explored in different ways, subject to funding, including surveys, speaking to users and their peers on their experiences on what was good and what they wanted to change and continuing those discussions and involving them in the solutions and telling them what had been done as a result.

The Board was advised that response staff and commissioners across the Alliance were busy delivering and overseeing service delivery with constrained capacity to realise the culture and transformational change required of the Alliance Agreement. While progress had been made looking at lived experience and co-production, further focus and work was needed on certain change elements, including workforce development and support for wider alliance across the Teams to achieve synergies and effective ways of working, working closely with Torbay Council Commissioners to collectively learn from experiences.

Members noted that the total funding for the MCNA was between £2m to £3m with approximately £200,000 (Note: following the meeting it was confirmed that this was £798,000 and not £200,000) of additional funding from the Supplementary Substance Misuse Treatment and Recovery Grant (SSMTR) which was at risk for 2025/2026. At the last meeting of the Board, Members raised concern about the lack of sustainable funding for domestic abuse and sexual violence services and the MCNA report also referred to the lack of sustainable grant funding for drug and alcohol services. Members were concerned over the lack of certainty around the future grant funding and the impact on the MCNA.

Resolved (unanimously):

1. that the improvements made in the performance and quality of support as well as the positive changes made through the Multiple Complex Needs Alliance (MCNA) be acknowledged;

2. that the attendance of members of the MCNA Oversight Board to offer support and challenge to the Alliance Leadership Team be endorsed;
3. that the Overview and Scrutiny Board seeks assurance over the coming 12-months that the transformational opportunities afforded by the Alliance approach are observable and progressing towards realisation and a report be brought to the Board in Autumn 2025 when the Safer Torbay update comes to the Board;
4. that the Cabinet be advised of the Boards concerns:
 - a. in respect of the lack of suitable, affordable move on accommodation which is compromising the functioning and outcomes of the Alliance. This is adversely impacting on those vulnerable residents being supported but unable to move on with their lives. Consideration of funding and access to accommodation to meet the needs these residents is urgently required to address the impacts being faced; and
 - b. in respect of the risk to delivery and outcomes gained from central government grants for drug and alcohol treatment and domestic violence and sexual abuse support due to these coming to an end on 31 March 2025. This external grant funding has significantly benefited the available support, experience and outcomes for vulnerable Torbay residents and consideration needs to be given to this risk, impact and therefore budget considerations in 2025/26 if central government does not reinstate or mainstream this funding. For domestic abuse specifically, there remains a statutory duty to provide support in designated safe accommodation;
5. that the Overview and Scrutiny Co-ordinator be requested to write to the local Members of Parliament to ask them what the proposals are around the base funding for drug and alcohol services from 2025/2026 and raise awareness of the risk of loss of critical services in Torbay; and
6. that the Priority and Resources Review Panel be requested to consider the funding for Drug and Alcohol Services as part of the budget review for 2025/2026.

Chairman

Meeting: Overview and Scrutiny Board **Date:** 11th December 2024

Wards affected: All wards

Report Title: Brighter Bay: 6 monthly Performance Report

When does the decision need to be implemented? No decision – For noting

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

Director/Divisional Director Contact Details: Lisa Tuck. Divisional Director Economy, Environment, and Infrastructure. Lisa.tuck@torbay.gov.uk

1. Purpose of Report

- 1.1 The purpose of this report is to provide the Overview and Scrutiny Board with relevant information to review the performance and outputs of the Brighter Bay initiative from 1st April 2024 to 31st October 2024.

2. Reason for Report

- 2.1 Torbay Council committed £300,000 as part of the budget setting process for the financial year 2024/2025 to improve the attractiveness of our public spaces and improvements to highways across Torbay. The Overview and Scrutiny Committee has requested a report on the performance of the initiative to review its effectiveness.

3. Recommendation(s) / Proposed Decision

- 3.1 That the Overview and Scrutiny Board consider the information contained in this report and provide comments to Cabinet to support the maximisation of performance of the Brighter Bay initiative.

Appendices

Appendix 1: Dashboards

Background Documents

[Budget 2024/25 - Torbay Council](#)

[budget-overview-and-proposals-for-2025-26-draft-1.pdf](#)

1. Introduction and Background

- 1.1 Operation Brighter Bay is an investment project by Torbay Council in partnership with SWISCo that aims to:
- Improve the cleanliness and appearance of the streets, parks, and public spaces in Torbay.
 - Increase resident and visitor satisfaction levels of our public realm.
 - Support the local economy and tourism by creating attractive and vibrant destinations.
- 1.2 The operation covers various aspects of the public realm, such as grass cutting, line marking, weed control, street cleansing, and highway maintenance. The operation started on 1st April 2024 and is expected to run (subject to budget approval) for at least two years.
- 1.3 The objectives of the operation during 2024/2025 are:
- To increase the frequency and quality of grass cutting of residential verges, final mile routes, parks, and destination parks, using additional staff and machinery.
 - To enhance the floral display of the English Riviera flower bed with an additional planting per year, and to create three new flower beds and install hanging baskets and barrier planters in strategic locations.
 - To improve the road surface and visibility of the markings with a tarmac planer and a line marking team, using in-house and supply chain resources.
 - To boost the street cleansing function in Brixham with 1.5 FTE and a pedestrian sweeper, and to schedule the service for 5 or 7 days per week depending on the season.
 - To control the weed growth with an additional staff and a weed spraying quad, and to schedule the service for 5 or 7 days per week depending on the season.

2. Summary of Performance

- 2.1 This summary highlights the achievements, challenges and performance of the Brighter Bay initiatives. Detailed dashboards are included in Appendix 1.

- The grass cutting service has averaged approximately 90% completion rate for highway grass verge cutting, parks in destination parks, and final mile and prestige routes since April 2024. The service faced some challenges early in the season such as recruitment difficulties and wet ground conditions making the early cuts difficult to complete. Partially off target initially but improved to on target. Performance improved significantly since June.
- The weed spraying service was unable to use vehicle delivery methods in the early months due to mechanical breakdown and as such until July weed spraying was done by pedestrian application slowing progress to target. New vehicles arrived in July and subsequently the service has delivered against target. Under investment and performance over an extended period of years has resulted in established weed growth in many areas of the Bay. To accelerate removal of weeds a mechanical weed ripper has been deployed since September.
- The line marking service has line marked a total of approx. 8000 metres of road and output is increasing month on month. The work has primarily focused on road safety markings and is expected to exceed target.
- The floral display enhancement has seen the creation of four additional planted flower beds and the installation of hanging baskets and barrier planters in strategic locations. The additional planting per year for the English Riviera flower bed has been completed on schedule. These efforts have resulted in a significant improvement in the visual appeal of public spaces, contributing to the overall aesthetic enhancement of the area.

2.2 The table below summarises the main tasks, the progress made, and the challenges faced in the quarter.

Task	KPI	Target	Actual at 30/9/24	On Track for year end target	Commentary
Additional Grass Cut – Highway Verges (increase from 5 – 7 p/a)	% of 7 scheduled cuts completed.	100%	Cuts 1-2 72% Cuts 3 – 6 100%	100% not achievable Forecast year end target 92%	<i>Wet ground conditions delayed some cuts earlier in the season. Resources were redeployed to parks maintenance and shrub management.</i>
Additional Grass Cuts – Final Mile/Premier Routes (increase from 7 – 14 cuts p/a)	% 14 scheduled cuts completed	100%	Cuts 1-5 55% Cuts 6-14 100%	100% not achievable Forecast year end target 84%	<i>Wet ground conditions delayed some cuts earlier in the season. Resources were</i>

Task	KPI	Target	Actual at 30/9/24	On Track for year end target	Commentary
					<i>redeployed to parks maintenance and shrub management.</i>
Additional Grass Cuts – Parks in Residential Areas (increase from 5 to 10 cuts p/a)	% of 10 scheduled cuts complete	100%	Cuts 1-4 63% Cuts 5-10 100%	100% not achievable Forecast year end target 85%	<i>Some cuts delayed due to availability of staff or not required due to wet weather in the early season. First cut discounted, additional cut carried out in September.</i>
Additional Grass Cuts – Destination Parks (increase from 7 to 14 cuts p/a)	% of 14 scheduled cuts completed	100%	Cuts 1-5 52% Cut 6 95% Cut 7-13 100%	100% not achievable Forecast year end target 83%	<i>Wet ground conditions delayed some cuts earlier in the season. Resources were redeployed to parks maintenance and shrub management.</i>
Additional Planting – English Riviera Flower Bed (increase from 2 – 3 p/a)	No of Flower Bed Plantings	3	2	Achieved adjusted Target 2	<i>Agreed not to do this due to weather and good quality plants lasting longer than forecasted. Plants redirected to Torquay Park</i>
Additional Flower Beds (increase from 4-7 planted beds/hanging baskets/ barrier planters)	No of additional flower beds, hanging baskets, barrier planters	7	8	Achieved adjusted target	<i>Adjusted target includes addition of Torquay Park</i>

Task	KPI	Target	Actual at 30/9/24	On Track for year end target	Commentary
Pothole repairs	Number of additional potholes filled and carriageway patches completed	20% increase on 23/24 baseline	Data is reported annually but to date approx 20% increase from last year on potholes and carrigeway repairs	On track for target	<i>Planner purchased and due to be delivered in Dec/Jan. The planner will improve performance in terms of quality – right first time as opposed to quantity</i>
Line Marking (contractor and inhouse team)	Number of additional metres completed	7500	8009	Target exceeded	
Additional Street Cleansing in Brixham	Number of additional hours resources deployed compared to 23/24	2912 (8 hours per day x7 days per week x 52 weeks)	1400	2912 not achievable Forecast year end target 2800	<i>Recruitment process completed, new staff hired and deployed, new machinery purchased and delivered</i>
Additional Weed Control	Number of roads visited twice per year.	<i>Awaiting Data.</i>	Awaiting Data 375 Roads received at least 1 visit.	Awaiting Data	<i>Recruitment process completed, new staff hired and deployed, new machinery purchased and delivered by end May. Spraying commenced in June. Technical machinery issues created delay, foot patrols were deployed and hitting target. Target all Torbay roads visited twice a year.</i>

3. Conclusion and officer recommendations

There are some areas that need improvement or attention. These areas have experienced some delays or difficulties due to wet weather, staff availability and technical issues with equipment.

To enhance performance against targets for the Brighter Bay scheme, the following recommendations are proposed:

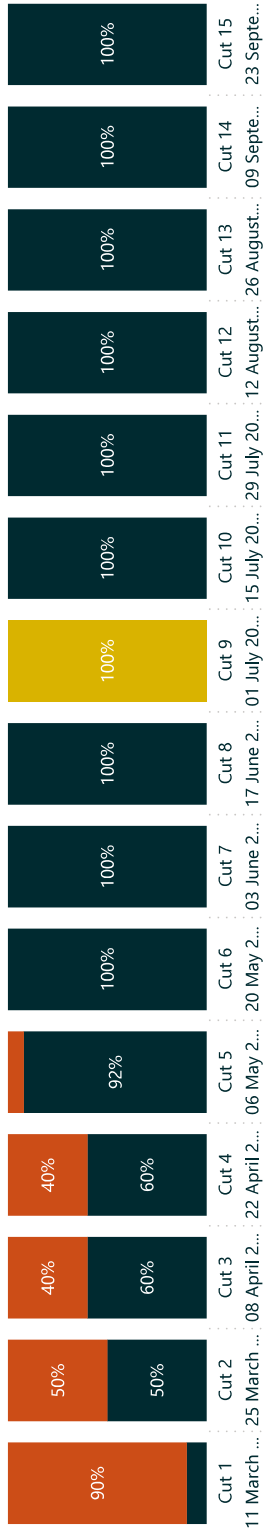
- **Optimize Grass Cutting Schedule:** Continue to review and adjust the grass cutting schedule and frequency in future years based on weather conditions and demand.
- **Address Unmapped Areas:** Identify and map previously overlooked areas requiring grass cutting. This will ensure comprehensive coverage and prevent any sections from being neglected. Recognise that 7 cuts a year and premiere routes once a fortnight, still some areas that weren't mapped, road closures, not resilience left in the capacity to cope with weather backlogs and disruptions. Additional funding available next year to build resilience and elongate final mile, and public rights of way.
- **Increase Capacity and Resilience:** Allocate additional funding to build resilience and capacity, particularly for handling road closures and weather-related disruptions. This will ensure a more robust response to unforeseen challenges. Additional funding for 25/26 will also ensure grass cutting along final mile can be elongated and public rights of way cutting increased.
- **Utilise New Technologies:** Explore the use of new technologies and innovations in weed control and maintenance. This can improve efficiency and reduce the impact of technical issues on performance.
- **Enhance Training and Development:** Provide ongoing training and development for staff to improve their technical skills and adaptability. This will ensure a competent and versatile workforce capable of addressing various challenges.
- **Community Engagement and Feedback:** Through resident surveys engage with the community to gather feedback on the scheme's performance and areas for improvement. This will help tailor services to meet public expectations and enhance overall satisfaction.

This page is intentionally left blank

Parks, Grounds & Enforcement

Final Mile and Prestige Routes - Grass Cutting & Sweeping

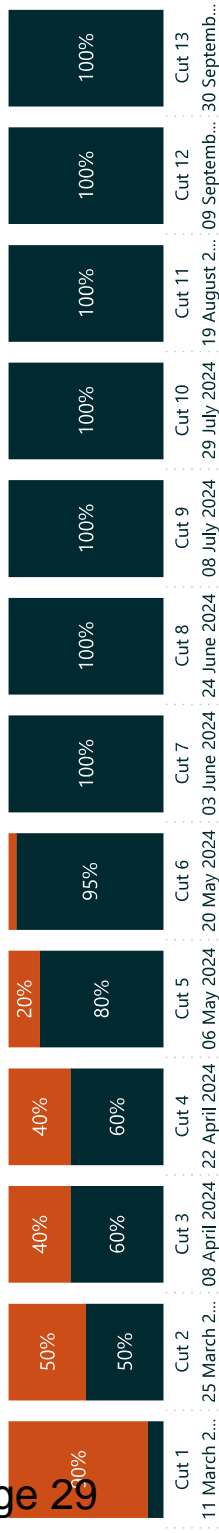
● Complete ● Not Required ● Staff Unavailable ● Too Wet ● Unservicable Machinery



14 Cuts per year (March - October)

Grass Cutting in Destination Parks

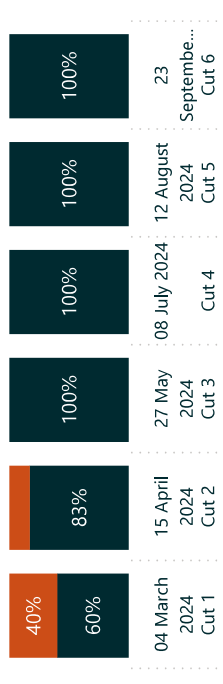
● Complete ● Not Required ● Staff Unavailable ● Too Wet ● Unservicable Machinery



14 cuts per year (March - October)

Highway Grass Verge Cutting

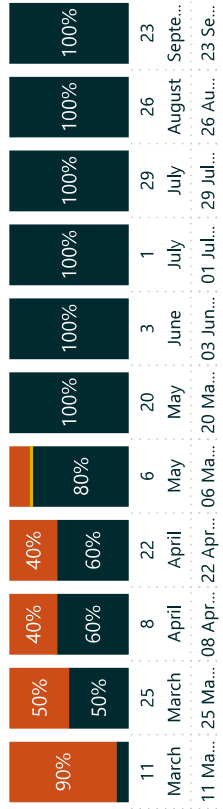
● Complete ● Not Required ● Staff Unavailable ● Too Wet ● Unservicable Machinery



5-7 cuts per year (March - October)

Grass Cutting in Residential Parks

● Complete ● Not Required ● Staff Unavailable ● Too Wet ● Unservicable Machinery



10 cuts per year (March - October)

Additional Planting, Beds and Decorative

Flower bed	Status
Barrier Planters, Torquay Rd, Paignton (next to Tesco Express)	On target
Hanging Baskets, Station Square	On target
Paignton Creet Bed	On target
Paignton Town Green	On target
Roundham	On target
Torbay Park Paignton	On target
Torquay Crest Bed	On target

Number of Vehicles/Caravans Removed

Town	Year	vehicles/caravans removed
Brixham	2024	0
Paignton	2024	10
Torquay	2024	7

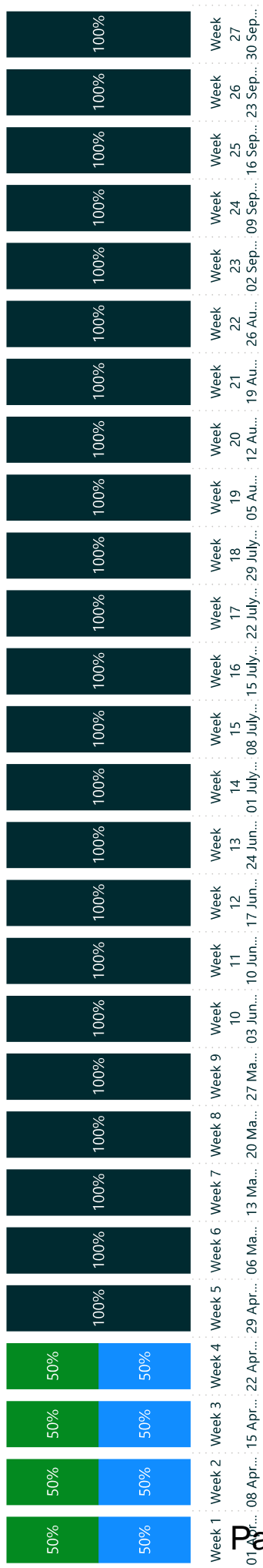
Number of Encampments Removed

Town	Year	Encampments removed
Brixham	2024	
Paignton	2024	
Torquay	2024	

A Torbay Council Company

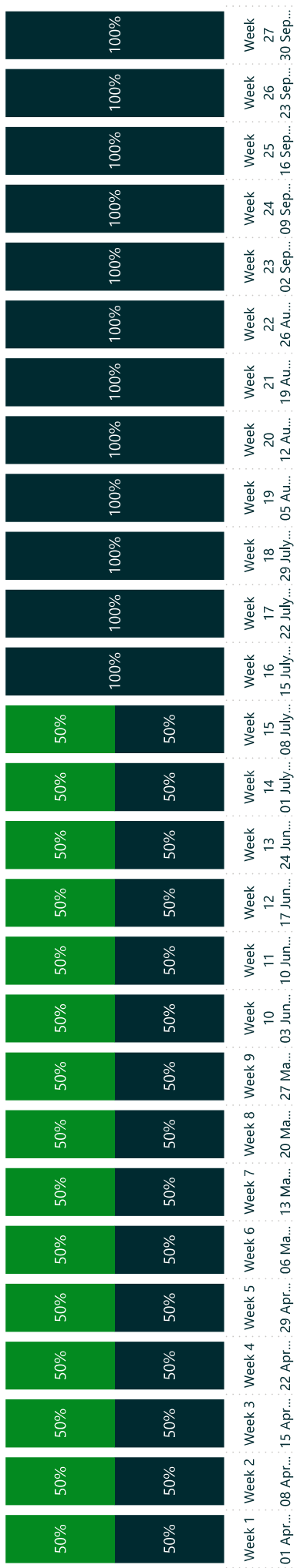
Maxwind Pedestrian Brush in Brixham

● Complete ● Not Required ● Staff Unavailable ● Too Wet ● Unservicable Machinery



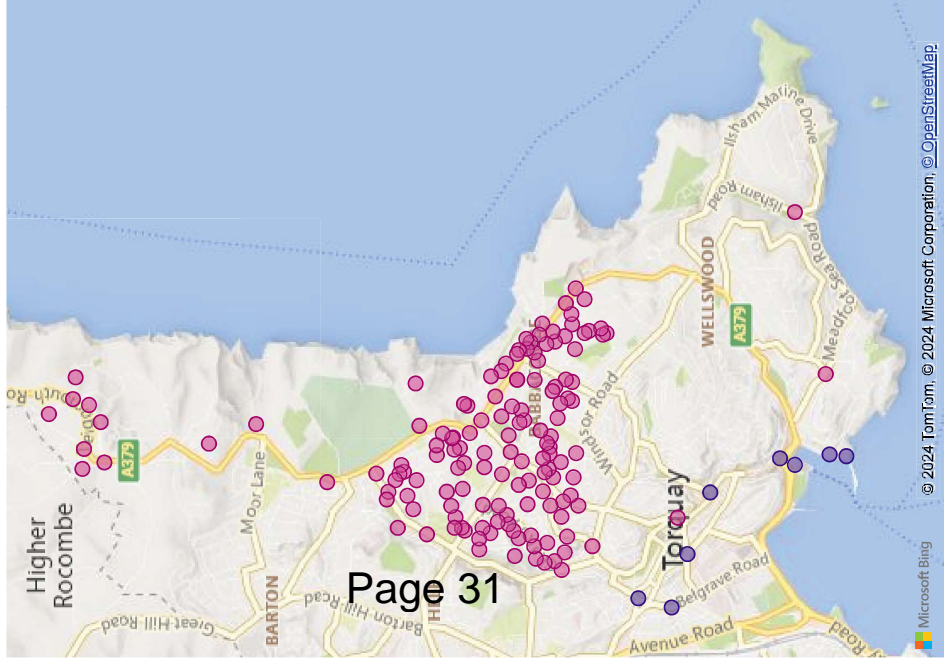
Weed Spraying with Quad Bikes

● Complete ● Not Required ● Staff Unavailable ● Too Wet ● Unservicable Machinery



Weed Spraying Torquay - June to August

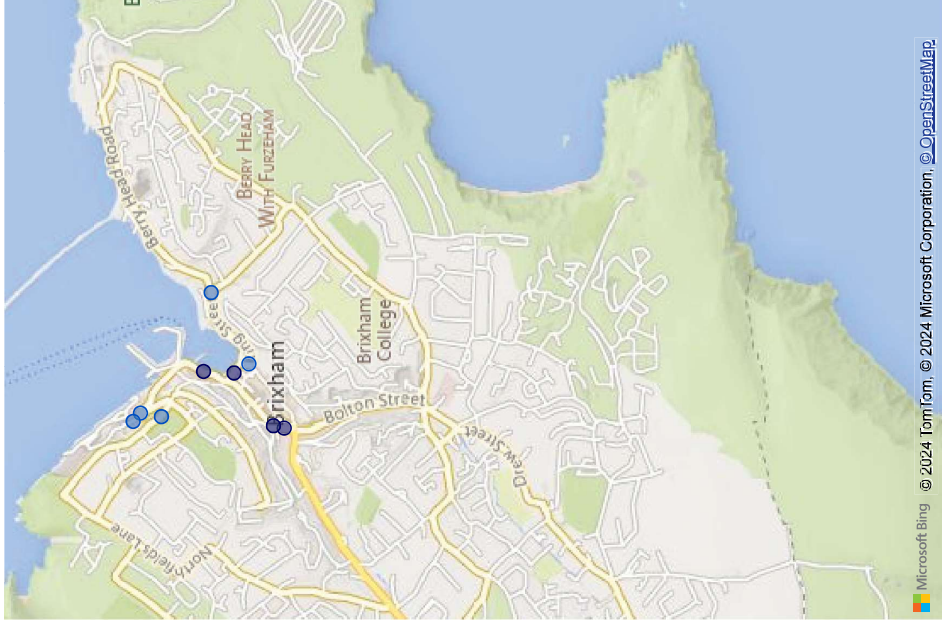
Location ● Torquay ● Torquay Town Centre



Street Cleansing Weed Spraying

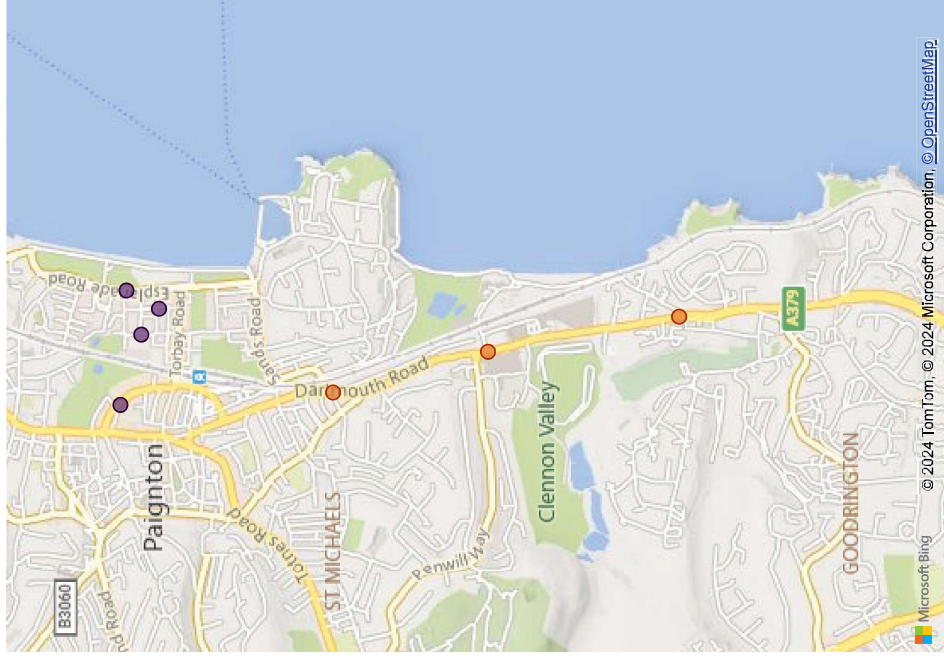
Weed Spraying Brixham - June to August

Location ● Brixham ● Brixham Town Centre



Weed Spraying Paignton - June to August

Location ● Paignton ● Paignton Town Centre

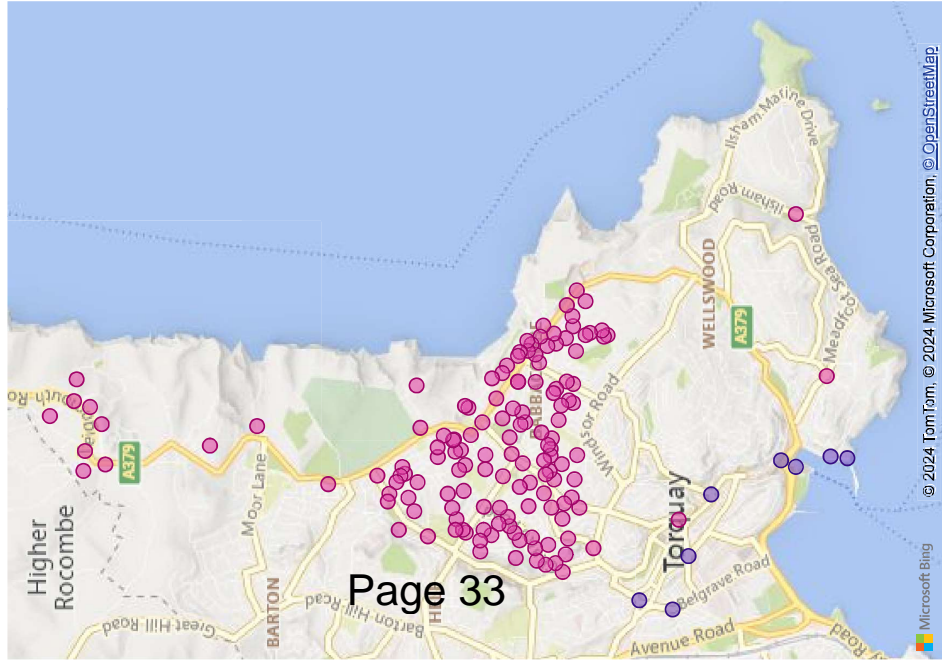


Month	Street	Ward	Sum of Metres	Month	Street	Ward	Sum of Metres	Month	Street	Ward	Sum of Metres
April	Broadley Drive	Cockington with Chelston	20	June	Asheldon Road	Wellswood	398	September	9 disabled bays around Torbay		130
April	Broadpark Road	Cockington with Chelston	20	June	Barton Road	Tormohun	80	September	Abella Close	Kings Ash	5
April	Condor Drive	Barton with Watcombe	10	June	Eastern Esplanade	Roundham with Hyde	280	September	Aillescombe Road (part)	Kings Ash	5
April	Greenway Road	Churston with Galmpton	300	June	Heath Park	St Peters with St Marys	46	September	Barton Avenue	Kings Ash	15
April	Hawkins Avenue	Shiphay	140	June	Ilsham Road	Wellswood	375	September	Barton Crescent	Kings Ash	10
April	Heron Way	Barton with Watcombe	21	June	McKay Avenue	Tormohun	20	September	Barton Drive	Kings Ash	15
April	Shearwater Drive	Barton with Watcombe	10	June	Old Woods Hill	Tormohun	210	September	Barton Gardens	Kings Ash	5
April	Sherwell Lane	Cockington with Chelston	106	June	Waterside Road	Churston with Galmpton	200	September	Barton Road	Kings Ash	12
April	Sherwell Valley Road	Cockington with Chelston	60	July	Horsepool Street	Furzeham with Summercombe	15	September	Berkeley Avenue	Shiphay	100
April	Stoke Gabriel Road	Churston with Galmpton	40	July	Ilsham Marine Drive	Wellswood	75	September	Berkeley Rise	Shiphay	35
April	Tanners Road	Goodrington with Roselands	45	July	Ilsham Road	Wellswood	65	September	Broadsands Car Park (overflow)	Churston with Galmpton	908
April	Torbay Road	Roundham with Hyde	180	July	Longcroft Avenue	Furzeham with Summercombe	5	September	Cadwell Park Road	Shiphay	19
April	Upper Cockington Lane	Shiphay	100	July	Park Avenue	Furzeham with Summercombe	5	September	Castle Circus	Tormohun	10
May	Alma Road	Furzeham with Summercombe	15	July	Polhearne Way	Furzeham with Summercombe	20	September	Collaton Road	Shiphay	12
May	Beacon Hill	Tormohun	15	July	Waterside Road	Churston with Galmpton	91	September	Grosvenor Avenue	Shiphay	127
May	Cross Park	Furzeham with Summercombe	20	August	Ashburn Walk	Churston with Galmpton	7	September	Grosvenor Close	Shiphay	55
May	Dashpers	Furzeham with Summercombe	110	August	Barton Hill Road	Barton with Watcombe	230	September	Higher Cadewell Lane	Shiphay	8
May	Eastern Esplanade	Roundham with Hyde	538	August	Castle Circus	Tormohun	75	September	Honeysuckle Close	Kings Ash	5
May	Eden Park	Furzeham with Summercombe	50	August	Clifton Road	Clifton with Maidenway	5	September	Jasmine Grove	Kings Ash	5
May	Esplanade Road	Roundham with Hyde	10	August	Coniston Close	Furzeham with Summercombe	8	September	Keria Close	Kings Ash	5
May	Greenover Road	Furzeham with Summercombe	30	August	Davies Avenue	Churston with Galmpton	110	September	New Park Road (part)	Kings Ash	7
May	Knick Knack Lane	Furzeham with Summercombe	135	August	Gibson Gardens	Churston with Galmpton	7	September	Newton Road	Shiphay	28
May	Moor Lane	Barton with Watcombe	70	August	Gibson Road	Churston with Galmpton	250	September	Preston Gardens Car Park	Preston	256
May	South Furzeham Road	Furzeham with Summercombe	150	August	Higher Union Lane	Tormohun	10	September	Redwell Road (part)	Kings Ash	12
May	Speedwell Close	Furzeham with Summercombe	9	August	Kingsway Avenue	Churston with Galmpton	15	September	Rougemont Avenue	Shiphay	55
May	Steep Hill	St Marychurch	12	August	Lymington Road	Tormohun	145	September	Smallcombe Road	Kings Ash	12
May	Torbay Road	Roundham with Hyde	150	August	Magdalene Road	Tormohun	10	September	Spuce Way	Kings Ash	5
May	Watcombe Primary School	Barton with Watcombe	40	August	Rippon Close	Furzeham with Summercombe	8	September	St Mary Church Car Park (All bays)	St Mary Church	256
				August	St Marychurch Road	Tormohun	15	September	Trematon Avenue	Tormohun	7
				August	Summer Court Way	Furzeham with Summercombe	30				
				August	Trematon Avenue	Tormohun	140				
				August	Union Street	Tormohun	195				

SWISCO

Weed Spraying Torquay - June to August

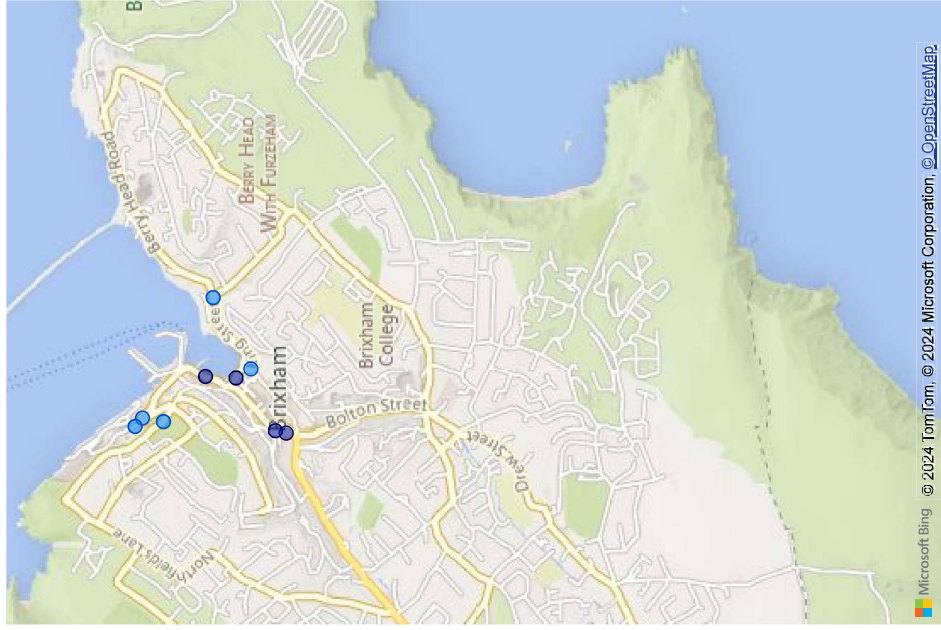
Location ● Torquay ● Torquay Town Centre



Street Cleansing Weed Spraying

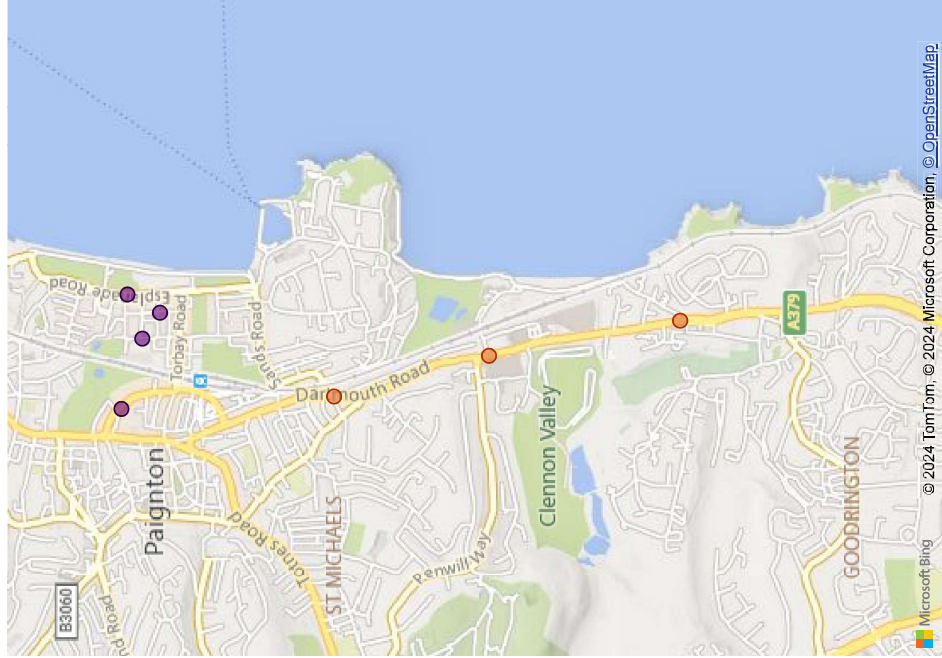
Weed Spraying Brixham - June to August

Location ● Brixham ● Brixham Town Centre



Weed Spraying Paignton - June to August

Location ● Paignton ● Paignton Town Centre



This page is intentionally left blank

Month	Street	Ward	Sum of Metres
April	Broadley Drive	Cockington with Chelston	20
April	Broadpark Road	Cockington with Chelston	20
April	Condor Drive	Barton with Watcombe	10
April	Greenway Road	Churston with Galmpton	300
April	Hawkins Avenue	Shiphay	140
April	Heron Way	Barton with Watcombe	21
April	Shearwater Drive	Barton with Watcombe	10
April	Sherwell Lane	Cockington with Chelston	106
April	Sherwell Valley Road	Cockington with Chelston	60
April	Stoke Gabriel Road	Churston with Galmpton	40
April	Tanners Road	Goodrington with Roselands	45
April	Torbay Road	Roundham with Hyde	180
April	Upper Cockington Lane	Shiphay	100
May	Alma Road	Furzeham with Summercombe	15
May	Beacon Hill	Tormohun	15
May	Cross Park	Furzeham with Summercombe	20
May	Dashpers	Furzeham with Summercombe	110
May	Eastern Esplanade	Roundham with Hyde	538
May	Eden Park	Furzeham with Summercombe	50
May	Esplanade Road	Roundham with Hyde	10
May	Greenover Road	Furzeham with Summercombe	30
May	Knick Knack Lane	Furzeham with Summercombe	135
May	Moor Lane	Barton with Watcombe	70
May	South Furzeham Road	Furzeham with Summercombe	150
May	Speedwell Close	Furzeham with Summercombe	9
May	Steep Hill	St Marychurch	12
May	Torbay Road	Roundham with Hyde	150
May	Watcombe Primary School	Barton with Watcombe	40

Month	Street	Ward	Sum of Metres
September	9 disabled bays around Torbay		130
September	Abella Close	Kings Ash	5
September	Aillescombe Road (part)	Kings Ash	5
September	Barton Avenue	Kings Ash	15
September	Barton Crescent	Kings Ash	10
September	Barton Drive	Kings Ash	15
September	Barton Gardens	Kings Ash	5
September	Barton Road	Kings Ash	12
September	Berkeley Avenue	Shiphay	100
September	Berkeley Rise	Shiphay	35
September	Broadsands Car Park (overflow)	Churston with Galmpton	908
September	Cadwell Park Road	Shiphay	19
September	Castle Circus	Tormohun	10
September	Collaton Road	Shiphay	12
September	Grosvenor Avenue	Shiphay	127
September	Grosvenor Close	Shiphay	55
September	Higher Cadewell Lane	Shiphay	8
September	Honeysuckle Close	Kings Ash	5
September	Jasmine Grove	Kings Ash	5
September	Keria Close	Kings Ash	5
September	New Park Road (part)	Kings Ash	7
September	Newton Road	Shiphay	28
September	Preston Gardens Car Park	Preston	256
September	Redwell Road (part)	Kings Ash	17
September	Rougemont Avenue	Shiphay	51
September	Smallcombe Road	Kings Ash	12
September	Spuce Way	Kings Ash	5
September	St Mary Church Car Park (All bays)	St Mary Church	256
September	Trematon Avenue	Tormohun	7

This page is intentionally left blank

Overview and Scrutiny Report for Operation Town Centres

Written: 29th November 2024

Presented: 11th December 2024

Introduction:

This report provides an overview of activities delivered within and related to Operation Town Centres, which seeks to address anti-social behaviour and increase feelings of safety. Activity primarily focuses on the areas of Torquay and Paignton. Whereas the focus of this report is on Council funded and delivered activity, brief reference is also made to the wider partnership efforts for broader context.

1. Resources

1.1 Council resource

To assist in the delivery of Operation Town Centres, the Council invested in additional capacity in key roles from 24/25. These roles include:

2 x FTE Town Centres Officers (bringing current total to 3 x FTE) – to provide visible uniformed patrolling across Torquay and Paignton Town Centres, liaising with Police, enforcing the town centre Public Spaces Protection Orders (PSPO), assisting evidence gathering for ASB cases, challenging ASB and engaging residents / businesses / visitors.

2 x ASB Investigators (bringing current total to 3 x FTE) – conducting investigations into ASB allegations across Torbay and progressing actions utilising the full range of powers under the ASB Crime and Policing Act 2014 where proportionate and necessary.

There was also an investment in **legal capacity** which has been used for the instruction of Counsel so far to date for contested Hearings.

1.2 Grant funded resource for 24/25

1 x Town Centre Officer for Paignton funded by Safer Streets 5 (FTC until March 2025).

2 x Town Centre Officer covering Torquay and Paignton and Street Marshalls funded by Hotspot Policing (FTC until March 2025).

Street Marshalls for Paignton NTE funded by Safer Streets 5 (contract until March 2025).

1.3 Partnership resource

The wider partnership has also provided the following additional resource allocated for the financial year 24/25:

OPCC invested in an **ASB Lawyer** for 12 months to cover Exeter and Torbay and allocated 0.5 FTE for **Project Management** to help coordinate partner activity under the Street-focus initiative (see below) also over a 12 month period (until May 2025). The ASB Lawyer works within D&C Police focussing on use of ASB legislation – forums are in place for the coordination of Council and Police legal actions, to avoid duplication and maximise efficiency.

D&C Police have also appointed an **Inspector for Torquay Town Centre** for a fixed term until the end of the financial year and also prioritised tasking of their **Neighbourhood Support Team** to Torquay.

2. Enforcement of Public Spaces Protection Orders (PSPOs) and other ASB legislation

2.1 Enforcement activities:

Community Protection Warnings (CPW) and Community Protection Notices (CPN) are powers under the ASB, Crime and Policing Act 2014 that enable a structured challenge to ASB. A warning precedes a notice which is then enforceable if not complied with. The following table details the numbers of each that have been issued for town centre related issues each month of the current financial year.

Month	Apr 24	May 24	Jun 24	Jul 24	Aug 24	Sep 24	Oct 24	Nov 24
CPW / CPNs issued	3 CPW 1 CPN	6 CPW 2 CPN	9 CPW 3 CPN	6 CPW 7 CPN	6 CPW 5 CPN	10 CPW 0 CPN	4 CPW 3 CPN	3 CPW 3 CPN

Enforcement of the town centre PSPOs started at their commencement in May 2024. One PSPO restricts the consumption of alcohol in the town centre areas of Torquay, Paignton and Brixham and the other enables the dispersal from a specific area within Torquay town centre for ASB. Both PSPOs can be enforced by Council and Police, although the data here reflects Council enforcement actions only. The data will include instances where some individuals have had multiple requests made for the surrender of alcohol within or across months.

Month	Apr 24	May 24	Jun 24	Jul 24	Aug 24	Sep 24	Oct 24	Nov 24
Alcohol PSPO data	N/A	PGN 7 TQ 63 67 complied	PGN 9 TQ 56 59 complied	PGN 6 TQ 61 66 complied	PGN 14 TQ 59 62 complied	PGN 4 TQ 33 26 complied	PGN 7 TQ29 28 complied	PGN 2 TQ 17 7 complied

Month	Apr 24	May 24	Jun 24	Jul 24	Aug 24	Sep 24	Oct 24	Nov 24
Dispersal PSPO data	N/A	5	9	0	1	6	2	2

A snapshot of recent and current activity includes:

- Successful prosecution for non-compliance with a direction to disperse
- Closure orders obtained for 2 problematic premises in Melville area
- An injunction order obtained with power of arrest on one of the clauses
- A Criminal Behaviour Order obtained with exclusion prohibition following successful PSPO breach prosecution
- Successful prosecution for a breach of a community protection notice with application for a Criminal Behaviour Order now awaiting court hearing
- Further breach files for community protection warnings and an injunction application pending

2.2 Impact:

Consistently positive feedback has been received regarding the presence of the Town Centre Officers, notably from traders. This is consistent across both town centres, suggesting that the additional presence has both been noticed and valued. Officers are regularly stopped by shoppers thanking them for being around and commenting how safer they feel because of their presence.

There is a significant level of enforcement that has taken place under the PSPOs since their implementation in May 2024 and also a sharp increase numbers of other enforcement tools provided by ASB legislation. Working relationships between the Council and Police remain productive, targeted and coordinated.

Our teams report improvements within the Strand area of Torquay Harbourside, but how much this may relate to the disruption due to the redevelopment works in the immediate vicinity remain to be determined. There has been less improvement noted in the Castle Circus area despite the uplift in both Police and Council enforcement. The following trends have been observed:

PSPO enforcement – whereas a great deal of compliance has been achieved when enforcing the alcohol PSPO, it has not prevented or appeared to reduce its occurrence. It is frequent that the same people have had multiple challenges around their consumption of alcohol which has not deterred further consumption, occasionally it modifies behaviour to another nearby location or drinks are attempted to be concealed having been decanted into soft drinks bottles or other forms of non-alcohol drink container. It is apparent that compliance with requests are diminishing when Council employed Officers are issuing the challenges, suggesting that the orders are perceived as having no real consequence. As such there is no compelling evidence of lasting behaviour change as a result of such enforcement. The dispersal powers have proven to be more effective when used by the Police as there is the potential consequence of arrest, which is not a recourse open to Council enforcers.

ASB powers enforcement – numerous positive court outcomes have been secured and delivered, involving successful prosecutions and further orders obtained that place enforceable restrictions on individuals. Within the context of town centre related ASB it is common for the variety of warnings / notices / orders to be breached suggesting that behaviours are generally dispersed or recurrent. When court processes are involved there can be a considerable time lapse between the offence and the court outcome, particularly if the matter is contested. Fines are typically the sentence given for any breach or prosecution. However, the enforcement allows for repeated challenge of unacceptable behaviours and demonstrates proactivity to wider public in this regard.

Staff delivering these enforcement actions ensure that feedback to any victims and witnesses is routinely given, so that people are aware of the efforts being undertaken, where things are at within the various processes and the outcomes of action taken.

3. Related Initiatives

3.1 Safer Streets 5 in Paignton

Safer Streets 5 is a Home Office funded initiative led by the OPCC which focuses on public realm ASB and VAWG. Delivery on the funds started in late summer 2023 and concludes in March 2025. Specific elements that have been / are being delivered include:

- Town Centre Officer and NTE Street Marshalls
- Restorative Circles for ASB delivered by Make Amends
- Improved street lighting
- 8 new CCTV cameras in strategic locations
- Target hardening – bench removal, foliage management, additional / improved signage
- Bystander Training for NTE staff

- Police VAWG Operation

3.2 Hotspot Policing

Home Office funded initiative that increases uniformed officer presence in hotspot locations and key times, as per data-led evidence base. Resource across Paignton and Torquay town centres delivered by Police, Town Centre Officers and Street Marshalls. Funded until March 2025.

3.3 Street-focus

An OPCC led initiative engaging partners in responses to ASB in Torquay Town Centre. Further detail can be found at Street Focus <https://www.street-focus.co.uk/>

3.4 Communications

Increased levels of communication activity to the public and engagement events in town centres. Messaging coordinated between Council, Police and OPCC to maximise reach and ensure consistency of content.

3.5 Abandoned Possession Protocol / Locker Storage

Protocol developed for the swift removal of items left in public realm to help maintain a tidy and clean environment, allows for collection of personal possessions where relevant. Provision of storage for the possessions of people rough sleeping or insecurely accommodated currently in development and should be operational in new year.

4 Going forward

There has been a significant amount of activity that has been undertaken by the Council and wider partners in addressing the challenges faced by our town centres. It is suggested that there are a variety of activities that need to take place to take this work forward under a long-term commitment to the challenge. This will require the diversification of the framing of the issues and of the approaches taken to tackle them. The following actions have been identified as necessary to progress within a partnership context:

- Multi-agency event to take place in January to identify a shared understanding of the nature and cause of the endemic issues facing our town centres – the results of which will inform areas for focus and governance
- Seek commitment to long term and consistent work on the various issues facing our town centres and restructure governance arrangements to facilitate this collaborative effort
- Continue to seek and implement regenerative projects and opportunities across all town centres
- Maintain the uniformed visibility of Officers in town centres and persistent coordinated communications internally and externally.

- Torbay's CSP to develop its approach to ASB as a newly designated priority area – promoting the Safer Torbay as a consistent 'brand' that incorporates partnership working.
- Explore a dispersed accommodation model to tailor support delivery to individual need.