

Tuesday, 11 February 2025

**ADULT SOCIAL CARE AND HEALTH OVERVIEW AND SCRUTINY
SUB-BOARD**

A meeting of **Adult Social Care and Health Overview and Scrutiny Sub-Board**
will be held on

Wednesday, 19 February 2025

commencing at **9.30 am**

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 Board

Councillor Tolchard (Chairwoman)

Councillor Douglas-Dunbar
Councillor Foster (Vice-Chair)

Councillor Johns
Councillor Barbara Lewis

A Healthy, Happy and Prosperous Torbay

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Governance Support, Town Hall, Castle Circus, Torquay, TQ1 3DR

Email: governance.support@torbay.gov.uk - www.torbay.gov.uk

ADULT SOCIAL CARE AND HEALTH OVERVIEW AND SCRUTINY SUB-BOARD AGENDA

1. **Apologies**
2. **Minutes** (Pages 5 - 8)
To confirm as a correct record the minutes of the meeting of the Adult Social Care and Health Overview and Scrutiny Sub-Board held on 16 January 2025.
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. **Annual Public Health Report 2025 on Healthy Ageing** (Pages 9 - 16)
To receive an update on the Annual Public Health Report 2025 on Healthy Ageing.
6. **LGA Peer Challenge Action Plan** (Pages 17 - 28)
To receive an update and highlights of the LGA Peer Challenge Action Plan.
7. **Adult Social Care and Health Overview and Scrutiny Sub-Board Action Tracker** (Pages 29 - 32)
To receive an update on the implementation of the actions of the Sub-Board and consider any further actions required (as set out in

the submitted action tracker).

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**Minutes of the Adult Social Care and Health Overview and Scrutiny
Sub-Board**

16 January 2025

-: Present :-

Councillor Foster (Vice-Chairwoman)

Councillors Douglas-Dunbar, Fellows, Johns and Barbara Lewis

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

26. Apologies

Apologies for absence were received from Pat Harris and Amanda Moss (Non-voting Co-opted Members).

It was reported that, in accordance with the wishes of the Conservative Group, the membership of the Sub-Board had been amended to include Councillor Barbara Lewis in place of Councillor Tolchard (Chairwoman). In the absence of the Chairwoman, Councillor Foster (Vice-Chairwoman) chaired the meeting.

27. Minutes

The minutes of the meeting of the Sub-Board held on 7 November 2024 were confirmed as a correct record and signed by the Vice-Chairwoman.

28. Pharmacy First - Update/outline of new strategy

The Director of Public Health together with Director of Primary Care, NHS Devon gave a presentation, as circulated prior to the meeting, which provided an update on Pharmacy First and an outline of the new Pharmacy First Strategy.

Members raised questions in relation to why there was an age restriction for certain types of health issues for example urinary infections being treated at pharmacies (a written response would be provided for this question); if funding would be provided to pharmacies to provide a private space for consultations; the need for more publicity regarding what services were available for residents at local pharmacies; whether pharmacies had adequate workforce to meet the demand for services; why antidepressants were not listed on the structured medical reviews (a written response would be provided for this question); and whether appointments could be made available for residents wishing to use the services available at pharmacies.

Members were advised that not all pharmacies were located in buildings which could be altered to create a private consultation space. There was a minor improvement grant scheme available through NHS Devon that pharmacies could apply to, in order to make modifications to their existing buildings.

Members noted that there was wider publicity required to raise awareness of what services were available at pharmacies but there were some issues that need to be resolved such as workforce to enable the service to operate effectively. There were also some pharmacies who do not wish to be part of the Pharmacy First service due to issues with capacity.

Members were informed that NHS Devon were reviewing how the Pharmacy First service was working and had made suggestions to Pharmacies within the service to offer an appointment service as this would help to balance workforce and workforce planning issues.

Resolved (unanimously):

1. that the Director of Public Health be requested to ensure greater promotion of the Pharmacy First service is progressed for the benefit of the residents of Torbay; and
2. that an annual update on Pharmacy First is added to the Adult Social Care and Health Overview and Scrutiny Sub-Board Work Programme.

29. Exclusion of press and public

Prior to consideration of the item in Minute 30, the press and public were formally excluded from the meeting, for this item only, on the grounds that the item involved the likely disclosure of exempt information as defined in paragraph 1 of Part 1 of Schedule 12A of the Local Government Act 1972 (as amended).

30. Adult Social Care, Memorandum of Understanding between Torbay Council and Torbay and South Devon NHS Foundation Trust

The Director of Adult Services together with Care Group Director, Torbay and South Devon NHS Foundation Trust gave a presentation, as circulated prior to the meeting, on the Adult Social Care Memorandum of Understanding between Torbay Council and Torbay and South Devon NHS Foundation Trust.

Members considered the exempt report and discussion focused around key areas within the Adult Social Care sector where any challenges had been identified; how the service assists members of the community by ensuring they were aware of what care was available to them and what could be managed independently at home; work being undertaken to prevent unnecessary admissions to hospitals; and future technologies which may be available for patients requirements at home.

Resolved (unanimously):

1. that the Adult Social Care and Health Overview and Scrutiny Sub-Board notes the contents of the submitted report; and

2. that an annual update on Adult Social Care Memorandum of Understanding between Torbay Council and Torbay and South Devon NHS Foundation Trust is added to the Adult Social Care and Health Overview and Scrutiny Sub-Board Work Programme.

31. Adult Social Care Improvement Board - Co- production update

The Divisional Director of Adult Social Care provided a verbal update of the co-production work of Adult Social Care Improvement Board.

Members raised questions in relation to how it was ensured that greater co-production was undertaken to ensure wider engagement with residents for their awareness to take part in consultations; if Healthwatch had been involved with the Adult Social Care Improvement Board co-production; and what staff resources were available for the co-production activities.

Members were advised that a piece of work was completed with family members of residents residing in care homes and through this exercise, people were identified to be involved with the process.

Members noted that the Adult Social Care Improvement Board had a good relationship with Healthwatch as a partner, but Healthwatch were not involved on leading with the co-production activities.

Members were advised that the Adult Social Care Improvement Board had a good relationship with a local company whose team provided resource to work on the co-production activities. There was a need for a review to be carried out into all of the co-production work and the available resource to ensure what the co-production work entails to ensure correct engagement.

Members were further advised that to complete the co-production activities, it was important to identify people who were interested and knowledgeable in the relevant service areas to assist with the activities.

A copy of the Co-Production Update presented, and the original Presentation was circulated after the meeting.

32. Adult Social Care and Health Overview and Scrutiny Sub-Board Action Tracker

The Sub-Board noted the submitted action tracker.

Chairwoman

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Subject: Annual Public Health Report 2025 on Healthy Ageing

Authors/contributors: Lincoln Sargeant, Julia Chisnell, Sam Trethewey

Date: Torbay Overview and Scrutiny Committee Meeting 19 February 2025

1. Purpose

The purpose of this paper is to outline the process for developing the 2025 Annual Public Health Report including opportunities for colleagues to influence the recommendations.

2. Context

Demographic trends

Our 2025 Report is on ageing – specifically Healthy Ageing – which is a significant challenge for us within the dramatic demographic context of a substantially ageing population. The nature of the challenge was set out clearly in the Chief Medical Officers *Annual Report for England 2023: Health in an Ageing Society*, available here: [Report](#) The population is projected to be substantially higher in rural and coastal areas. There are also significant inequalities in relation to ageing, with people in lower socio-economic groups ageing faster, and living more years in ill-health. All these factors are relevant for Torbay.

The Torbay [Joint Strategic Needs Assessment](#) gives a picture of the latest local picture, and trends. A few key points:

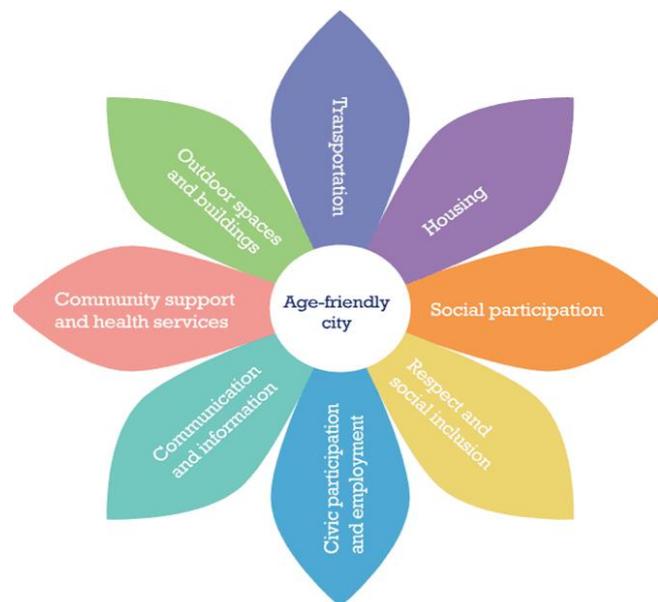
- The population 65+ rose by 21% between 2011-2021
- This upward trend is projected to continue, with 34% of the population expected to be aged 65 and over by 2043
- The healthy life expectancy for someone currently 65 years old is 11 years – in line with England. This represents around *half* of our remaining lives spent in health (53% for women and 57% for men, women on average living longer).
- The level of pension credit claimants is higher than England
- The rate of those aged 65 and over permanently admitted to residential care homes rose significantly during 2021/22
- Rates of unpaid carers are higher than England across all age groups and their health and wellbeing is poorer than other groups in the population.

Age Friendly Torbay

Before the pandemic, Torbay (Older People's) Assembly worked with the Council and the Foundation Trust to gain [WHO Age-Friendly Community](#) status for Torbay. The intention is to ensure people in the community, as they age, have a voice in the development of policies which will affect them. Importantly, partners are keen that an 'age-friendly' approach is not exclusive to older age but is part of an 'all age friendly' approach, promoting life enhancing inter-generational living. Under this initiative the Council signed up to the *Age Friendly Charter* in 2021 (see annex 1 below).

Age Friendly Watcombe in 2022 was an example of joint work with local people on a specific practical project. Recent work on evaluating the health impacts of the [draft Devon and Torbay Local Transport Plan 4](#) is an example where we have sought to integrate the Age Friendly approach into planning.

There is scope – and interest in among VCSE partners – to choose one or two of the Age-Friendly domains (see flower petals below) where we would jointly like to have an impact. There may be opportunities for example in terms of town centre development and regeneration plans.



3. Developing the annual report

Why do we do it?

A public health annual report is a statutory function of the Director Public Health. It gives us an opportunity to shine a spotlight on an important issue for our local

population. It also gives us an opportunity to make recommendations where we want to see action, either for ourselves as a council, or for partners agencies. Recent reports include physical activity, the Covid pandemic, mental health, cardiovascular disease, and in 2024, women's health.

Who is it for?

The report is for anyone interested in the topic or with a relevant role. However the recommendations are usually directed at policy makers and implementers, commissioners and providers - ie Council teams and members, NHS partners and VCSE - and therefore these are the key audience. Wider groups, such as business and education, are a potential audience, depending on the topic.

An important challenge for us is to ensure the report is accessible as possible for any reader whatever their background. This will be a consideration in how we present the content, to include the detail without detracting from the key messages.

What is the timetable?

The development timetable for this year's report is below. There is a fairly extensive engagement of Council forums to allow maximum time for directorate teams and members to input into the report. There are parallel processes working with internal and external partners and groups.

Activity	Involving	Timeline
Scoping discussions with partners	DOM, Torbay Citizens Assembly, Adult Social Care, Healthwatch	Sept – Dec 2024
Presentation of the topic & opportunity to influence	SLT	21 Jan 2025
	CAD	5 Feb 2025
	Scrutiny	19 Feb 2025
Insight & engagement work	Healthwatch, Torbay Citizens Assembly, target engagement groups	Feb – June 2025
Create content & develop themes		Jan – Jun 2025
Progress report on content & recommendations	DOM	27 May 2025
	CAD	11 June 2025

Finalise content & recommendations	All partners	July - August 2025
Format report	Communications & web teams	July – Sept 2025
Publish report	Stakeholder event	Oct 2025
Implementation plan	DOM	28 Oct 2025
	CAD	5 Nov 2025
	Health & Wellbeing Board	4 Dec 2025

4. Outline of content & themes for the 2025 report

Scoping discussions so far have centred around the themes below.

Theme	Questions	Approach
Concepts of ageing & 'healthy ageing'	Considering the impact of biological versus chronological ageing Public perceptions of ageing	International literature review Local community engagement
The opportunity gap	What is the potential gain, in terms of years of life in better health?	Data analysis Showcase local healthy ageing work
A life course approach	How we can better support people, throughout the lifecourse, to think ahead? Modifying behaviours in earlier life to reduce disease and disability in later life. Strengthening planning for later life (anticipatory conversations and decision making).	Informed by findings from population insights / engagement exercise
Cultural shifts in attitudes to ageing	How do we frame aspects of ageing more positively, reduce	Insight & engagement work

	stigma and empower older adults in Torbay	Case studies Learning from elsewhere
Environmental ageing	How <i>Age Friendly communities</i> can shape our environment to promote healthy ageing eg housing, transport, spatial planning. Focus on connecting communities to reduce social isolation and improve wellbeing.	Working with Torbay Citizens Assembly & Council teams Identify 2/3 key areas of focus – eg transport (started with engagement on the Local Transport Plan) & housing or regeneration
Recommendations	Activities with maximum potential impact: <ul style="list-style-type: none"> • within our scope as a unitary Council • we want to see from our partners 	
Supporting information & resources	Demographic context Data on key health and wellbeing outcomes, domains of wellbeing (physical, mental, social, cognitive) and multimorbidity.	

5. Post publication implementation

There is an implementation process following publication of each annual report, and each report includes a summary of the activity taken to implement the recommendations from the previous year. Updates on activities have been shared with the Scrutiny Committee and with other partners, so there is a clear feedback loop in terms of delivery.

6. Request of Overview and Scrutiny Committee

Members are invited to:

- Note the plan and timetable for the report
- Identify any themes you would like to see reflected in the recommendations for the 2025 annual report.



Torbay Charter

We commit to working together with people and organisations to progressively develop Torbay as a thriving, inspiring and vibrant place to live and work.

Key Principles and Commitments:

People are the solution

- We treat people we serve as equal partners and stakeholders and we include them in our decision-making processes.
- We acknowledge that people from a diverse range of backgrounds have the knowledge, skills and life experiences that can help to improve our communities and services.

Working together

- We create ways to work together with the people we serve to ensure that they are involved in co-designing and co-producing our services. This includes consultations, planning, review and re-design.
- We welcome discussion, debate and challenges from the community and will use this feedback to inform decision-making.
- We commit to working together to find ways through conflict.
- We acknowledge the value of working collaboratively across sectors including voluntary, charity, business and statutory sectors.
- We promote collaborative commissioning practises that create opportunities and flexible approaches in our community.
- We are inclusive and positive in our approaches so that everyone has the opportunity to become involved in developing a strong, thriving, healthy community.

Communication

- We ensure communication is timely and keep people fully updated and involved in our development processes.
- We provide information, advice and guidance that is up-to-date and relevant, in appropriate language/s, accessible formats and without jargon.
- We ensure that people have options in the ways they can communicate with us and access our services.

Accountability

- We challenge discrimination through actively identifying and changing inappropriate work practices, strategies or services so that people are not excluded or discriminated against because of their age, gender or race.
- We demonstrate a commitment to promoting services and practices which will reduce the number of people in our community who are vulnerable and therefore at risk of not engaging with our service.
- We are open and honest when we our engage with people and commit to using our resources effectively and efficiently.
- We actively remove barriers in our work culture so individuals across sectors and departments are enabled to work more collaboratively.
- We demonstrate accountability to the people we serve in Torbay and promote the principles of the Charter to all organisations and people we work with.

The central objective and commitment of the Charter is to progressively work to improve our ways of working and engaging with the people of Torbay. We will work together with you to identify and promote practises that can improve access, fairness, collaboration, active involvement, personal empowerment and delivery of better services. Please add your organisational commitments here:

Department/organisation commitments:

We the Torbay Council commit to:

Trust to commit to:

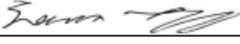
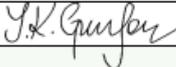
1. Communicating the Council commitment and intent to work within the principles of the Torbay Charter with relevant departments/groups across the Council in key areas affecting older people.
2. Involving representatives from the Torbay Assembly through consultation who will be invited to relevant groups and meetings in order to collaborate.
3. Developing our service delivery through engagement and by using co-design principles.
4. Challenging ageism at all levels and points in the patient's pathway.
5. Actively listening to our service users to inform decision-making and when changing delivery procedures.

Benefits to the Trust:

1. Torbay Assembly will guarantee to provide feedback to the Council/department/group.
2. There will be broader more active engagement on a continuing basis.
3. Our service users have a breadth of life experience that will enable them to contribute to co-design or production of plans for services and new initiatives.
4. Enhanced uptake of services, better understanding of campaigns, changes to services or programmes.
5. Torbay works within the Age Friendly UK Network and aspires to join the Global Network through the WHO.

What should the Council do?

1. Agree sign up as a Trust.
2. Identify relevant departments/groups.
3. Ask them to sign up to Torbay Charter with their specific departmental/service commitments.
4. Define how this will work in their group/department.
5. Link with the Torbay Assembly to organise representatives.
6. Guarantee to provide information in clear language without jargon in accessible formats.
7. Agree that these commitments can be shared with the public in Torbay.

Name: Cllr Steve Darling	Role: Leader of Torbay Council
Organisation: Torbay Council	
Date: 3 March 2021	Signature: 
Assembly representative	Name: John Gunson
Date: 15 March 2021	Signature: 



Torbay Community Development Trust 4-6 Temperance Street, Torquay, Devon, UK, TQ2 5PU.
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When local people are in the lead, communities thrive



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Meeting: [Adult Social Care and Health Overview and Scrutiny Sub-Board](#)

Date: [19th February 2025](#)

Wards affected: [All](#)

Report Title: [Local Government Association Adult Social Care Preparation for Assurance Peer Challenge](#)

When does the decision need to be implemented?

[Not applicable.](#)

Cabinet Member Contact Details: [Cllr Hayley Tranter, Cabinet Member for Adult and Community Services, Public Health and Inequalities, Hayley.Tranter@Torbay.gov.uk](#)

Director Contact Details: [Joanna Williams, Director of Adult and Community Services; Joanna.Williams@torbay.gov.uk](#)

1. Purpose of Report

- 1.1 In June 2024 Torbay council invited the Local Government Association to undertake a Peer Challenge on Adult Social Care Preparation for Assurance.
- 1.2 In November the feedback report and action plan were discussed at Overview and Scrutiny Sub Board, with the agreement to provide updates quarterly going forward.
- 1.3 This paper presents the action plan from that process, with progress to date.

2. Reason for Proposal and its benefits

- 2.1 The Peer Review Action Plan outlines the key areas of improvement identified during the Torbay Council Adult Social Care Preparation for Assurance Peer Challenge.
- 2.2 The progression of the action plan will assist us in improving the experiences of Torbay Residents and for us to deliver our vision of a healthy, happy and prosperous Torbay.

3. Recommendation(s) / Proposed Decision

- 3.1 That the Adult Social Care and Health Overview and Scrutiny Sub-Board considers the action plan and notes its progress.
- 3.2 That the Adult Social Care and Health Overview and Scrutiny Sub-Board provides any feedback in relation to the action plan.

Appendices

Appendix 1: Adult Social Care Assurance Peer Challenge Action Plan

Supporting Information

1. Introduction

- 1.1 In June 2024 Torbay Council invited the Local Government Association to undertake a Peer Challenge on Adult Social Care Preparation for Assurance.
- 1.2 In November the feedback report and action plan were discussed at Overview and Scrutiny Sub Board, with the agreement to provide updates quarterly going forward.
- 1.3 This paper presents the action plan progress.

2. Options under consideration

- 2.1 That the Adult Social Care and Health Overview and Scrutiny Sub-Board considers the action plan and notes its progress.
- 2.2 That the Adult Social Care and Health Overview and Scrutiny Sub-Board provides any feedback in relation to the action plan.

3. Financial Opportunities and Implications

- 3.1 None

4. Legal Implications

- 4.1 Accountability for Adult Social Care in Torbay remains with Torbay Council (The Council), by law. The Council has chosen to delegate responsibility for the operational delivery of key aspects of the adult social care function to Torbay and South Devon NHS Foundation Trust (The Trust). That delegated responsibility is overseen by a Section 75 agreement (Section 8.1 to 8.7), the detail is articulated via a Memorandum of Understanding, set alongside the finance agreement established between the Council, the Trust, and NHS Devon Integrated Commissioning Board.
- 4.2 This Peer Challenge included services from both The Council and The Trust as well as Community and Independent Care providers.

5. Engagement and Consultation

- 5.1 None.

6. Procurement Implications

6.1 None

7. Protecting our naturally inspiring Bay and tackling Climate Change

7.1 None

8. Associated Risks

- 8.1 Whilst overwhelmingly positive, the Peer Challenge Report identifies areas of weakness that, if not addressed, will potentially continue to have an adverse impact on the experiences of people with Adult Social Care needs.
- 8.2 The Peer Challenge Report and its recommendations will be considered by the Care Quality Commission when undertaking inspection of Adult Social Care in Torbay.

9. Equality Impact Assessment

Protected characteristics under the Equality Act and groups with increased vulnerability	Data and insight	Equality considerations (including any adverse impacts)	Mitigation activities	Responsible department and timeframe for implementing mitigation activities
Age	<p>18 per cent of Torbay residents are under 18 years old.</p> <p>55 per cent of Torbay residents are aged between 18 to 64 years old.</p> <p>27 per cent of Torbay residents are aged 65 and older.</p>	<p>There is no decision required in his report, therefore no equality considerations are identified.</p> <p>Equalities issues are raised in the report which will be addressed in detail in the action plan</p>	<p>The Peer Challenge Action Plan will address the equalities issues identified in the report.</p>	<p>Adults and Communities</p>
Carers	<p>At the time of the 2021 census there were 14,900 unpaid carers in Torbay. 5,185 of these provided 50 hours or more of care.</p>	<p>There is no decision required in his report, therefore no equality considerations are identified.</p> <p>Equalities issues are raised in the report which will be addressed in detail in the action plan</p>	<p>The Peer Challenge Action Plan will address the equalities issues identified in the report.</p>	<p>Adults and Communities</p>
Disability	<p>In the 2021 Census, 23.8% of Torbay residents answered that their day-to-day activities were limited a little or a lot by</p>	<p>There is no decision required in his report, therefore no equality considerations are identified.</p>	<p>The Peer Challenge Action Plan will address the equalities issues identified in the report.</p>	<p>Adults and Communities</p>

	a physical or mental health condition or illness.	Equalities issues are raised in the report which will be addressed in detail in the action plan		
Gender reassignment	In the 2021 Census, 0.4% of Torbay's community answered that their gender identity was not the same as their sex registered at birth. This proportion is similar to the Southwest and is lower than England.	There is no decision required in his report, therefore no equality considerations are identified. Equalities issues are raised in the report which will be addressed in detail in the action plan	The Peer Challenge Action Plan will address the equalities issues identified in the report.	Adults and Communities
Marriage and civil partnership	Of those Torbay residents aged 16 and over at the time of 2021 Census, 44.2% of people were married or in a registered civil partnership.	There is no decision required in his report, therefore no equality considerations are identified. Equalities issues are raised in the report which will be addressed in detail in the action plan	The Peer Challenge Action Plan will address the equalities issues identified in the report.	
Pregnancy and maternity	Over the period 2010 to 2021, the rate of live births (as a proportion of females aged 15 to 44) has been slightly but significantly higher in Torbay (average of 63.7 per 1,000) than England (60.2) and the South West (58.4). There has been a notable fall in the numbers of live births since the middle of the last decade across all geographical areas.	There is no decision required in his report, therefore no equality considerations are identified. Equalities issues are raised in the report which will be addressed in detail in the action plan	The Peer Challenge Action Plan will address the equalities issues identified in the report.	
Race	In the 2021 Census, 96.1% of Torbay residents described their ethnicity as white. This is a higher proportion than the	There is no decision required in his report, therefore no equality considerations are identified.	The Peer Challenge Action Plan will address the equalities issues identified in the report.	

	South West and England. Black, Asian and minority ethnic individuals are more likely to live in areas of Torbay classified as being amongst the 20% most deprived areas in England.	Equalities issues are raised in the report which will be addressed in detail in the action plan		
Religion and belief	64.8% of Torbay residents who stated that they have a religion in the 2021 census.	There is no decision required in his report, therefore no equality considerations are identified. Equalities issues are raised in the report which will be addressed in detail in the action plan	The Peer Challenge Action Plan will address the equalities issues identified in the report.	
Sex	51.3% of Torbay's population are female and 48.7% are male	There is no decision required in his report, therefore no equality considerations are identified. Equalities issues are raised in the report which will be addressed in detail in the action plan	The Peer Challenge Action Plan will address the equalities issues identified in the report.	
Sexual orientation	In the 2021 Census, 3.4% of those in Torbay aged over 16 identified their sexuality as either Lesbian, Gay, Bisexual or, used another term to describe their sexual orientation.	There is no decision required in his report, therefore no equality considerations are identified. Equalities issues are raised in the report which will be addressed in detail in the action plan	The Peer Challenge Action Plan will address the equalities issues identified in the report.	
Armed Forces Community	In 2021, 3.8% of residents in England reported that they had previously served in the UK armed forces. In Torbay, 5.9 per cent of the population have previously served in the UK armed forces.	There is no decision required in his report, therefore no equality considerations are identified. Equalities issues are raised in the report which will be addressed in detail in the action plan	The Peer Challenge Action Plan will address the equalities issues identified in the report.	

Additional considerations				
Socio-economic impacts (Including impacts on child poverty and deprivation)		There is no decision required in his report, therefore no equality considerations are identified. Equalities issues are raised in the report which will be addressed in detail in the action plan	The Peer Challenge Action Plan will address the equalities issues identified in the report.	
Public Health impacts (Including impacts on the general health of the population of Torbay)		There is no decision required in his report, therefore no equality considerations are identified. Equalities issues are raised in the report which will be addressed in detail in the action plan	The Peer Challenge Action Plan will address the equalities issues identified in the report.	
Human Rights impacts		There is no decision required in his report, therefore no equality considerations are identified. Equalities issues are raised in the report which will be addressed in detail in the action plan	The Peer Challenge Action Plan will address the equalities issues identified in the report.	
Child Friendly	Torbay Council is a Child Friendly Council, and all staff and Councillors are Corporate Parents and have a responsibility towards cared for and care experienced children and young people.	There is no decision required in his report, therefore no equality considerations are identified. Equalities issues are raised in the report which will be addressed in detail in the action plan	The Peer Challenge Action Plan will address the equalities issues identified in the report.	

10. Cumulative Council Impact

10.1 Not applicable

11. Cumulative Community Impacts

11.1 Not applicable

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Adult Social Care Assurance Peer Challenge Action Plan

January 2025

No.	Recommendation	Action	Lead	Progress Update	Started/Not Started/Completed
1	Alongside the role of the new Section 75 Joint Executive Group, the DASS should be considered for formal representation on Torbay and South Devon NHS Foundation Trust Executive.	In place.	DASS	Completed	Completed 
2	Urgent consideration given to capacity to support and deliver the transformation programme post March 2025.	Work underway with Transformation delivery partner to agree the resourcing requirements to deliver the 3-year transformation programme. Consideration is being given to the capacity and capabilities needed across the Council and Integrated care Organisation to inform future workforce development plans.	DASS and Divisional Director	Discussions ongoing to secure the capacity required.	Started 
	A piece of work should be undertaken to prioritise and communicate widely (to staff, managers, and partners) the deliverables and rationale of key parts of the Transformation Programme, and the risks of non-delivery. As part of this work, it might help to identify and prioritise some "quick wins" to build momentum and prove the benefits of the work in the shorter term.	A detailed plan of year one delivery is in place which has been developed with the ASC leadership team, this includes performance and finance trajectories. Operational teams are using "mock inspection" sessions to identify and deliver quick wins as part of our agile approach to improvement. Work is now underway to scope year 2 and 3 of the transformation programme with staff and the ASC leadership team supported by the delivery partner.	Adult Social Care Senior Leadership Team, Council and TSDFT	Staff engagement and communication events occurring over Quarter 4 2024/2025 and to continue quarterly going forward.	Started 
4	To undertake a piece of data led analysis of Discharge Pathways 0-3 for the local system, including modelling (against best practice) and shadow costings associated with the present outcomes for local people and how these might contract with best practice elsewhere.	Analysis has been completed for last 12 months. We are working closely with our ICB locality commissioners to model our local performance improvement trajectories. Work is underway to strengthen and increase our reablement capacity to reduce our reliance on bed-based support.	Adult Social Care Senior Leadership Team, Council, TSDFT and NHS Locality Commissioners	Work has started on the transformation of Hospital Discharge Pathways and increasing access to reablement support to increase peoples independence.	Started 
5	To replicate work undertaken on the Big Plan for other client groups across the authority, and to use this as a means to develop good practice and improved culture around coproduction, including in the Torbay and South Devon NHS Foundation Trust (TSDFT) partnership teams.	Through the development of our strategic commissioning priorities, we are improving our understanding of need and existing service configuration including gaps in current models of support. Through partnership forums such and our Ageing Well group we are working with care	Divisional Director, Public Health Consultants and NHS Locality Commissioners.	Future of partnership working for community groups being reviewed to understand best use of resources to facilitate community engagement.	Started 

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Appendix 1

		recipients to develop our commissioning plans at place, building on the learning from the development of The Big Plan for Learning Disability.			
6	Work with frontline staff and partners to better communicate key aspects of adult social care transformation, and improvement priorities and plans, would support greater ownership of their role within these, and to be more confident in describing these in future CQC assessment. This should include the Self-Assessment, with focus on strengths and areas of improvement and the direction of travel for their own teams and services.	Communication plan for transformation is in development, this will build on existing team meetings, partnership forums and our monthly newsletter to ensure all staff across ASC receive regular information, good news stories and updates on the transformation and improvement work. A series of staff workshops are planned through October and November to co-produce the next transformation priorities and gather input from frontline staff. Strategic Commissioners are working with care providers to re-establish provider forums across the market including home care, care homes, supported living and the voluntary sector. Workshops with staff to include these elements.	Adult Social Care Senior Leadership Team, Council and TSDFT	Staff engagement and communication events occurring over Quarter 4 2024/2025 and to continue quarterly going forward. Care Provider Forums established for Quarter 4 2024/2025.	Started 
7	Ongoing quality and practice assurance work to improve consistency in practice and bring learning from areas of strength to support improvements.	Quality assurance audits Lunch and Learn staff events Mock inspections Development of Commissioning and Contracts management best practice through ongoing workforce development. Development of a refreshed quality, performance, risk and financial reporting approach. Utilise Transformation opportunities to enhance practice.	Adult Social Care Senior Leadership Team, Council and TSDFT	Quality assurance audits occur monthly Mock inspections have been undertaken Refreshed performance, quality, risk and financial report developed and in place.	Started 
8	Develop the Equalities, Diversity and Inclusion work with increased use of data to demonstrate need and impact and improve visibility across the Council and TSDFT and ensure it is thread through strategies and plans.	Work has started with the development of an ASC ED&I plan, including the development of staff workshops. A workshop has been held with providers to explore issues together.	Council and TSDFT	ASC ED&I plan has been drafted. Governance structure updated, and there is an Inclusion subgroup in place to take this work forward.	Started 
9	The LGA heard areas of challenge from Carers, with dissatisfaction around the carers offer and more long-term improvement for replacement care required.	Undertake an assessment of the current carer's offer to identify gaps in current provision and improvement opportunities.	DASS		Not Started 

Adult Social Care and Health Overview and Scrutiny Sub-Board Action Tracker

Date of meeting	Minute No.	Action	Comments
16/01/25	28	<ol style="list-style-type: none"> 1. that the Director of Public Health be requested to ensure greater promotion of the Pharmacy First service is progressed for the benefit of the residents of Torbay; 2. that an annual update on Pharmacy First is added to the Adult Social Care and Health Overview and Scrutiny Sub-Board Work Programme. 	<ol style="list-style-type: none"> 1. Working with Communication team to promote through Members briefings and will forward NHS promotion of Pharmacy First through Council's communications channels. 2. Complete – added to work programme
16/01/25	30	<ol style="list-style-type: none"> 1. that the Adult Social Care and Health Overview and Scrutiny Sub-Board notes the contents of the submitted report; 2. that an annual update on Adult Social Care Memorandum of Understanding between Torbay Council and Torbay and South Devon NHS Foundation Trust is added to the Adult Social Care and Health Overview and Scrutiny Sub-Board Work Programme. 	<ol style="list-style-type: none"> 1. Complete. 2. Complete – added to work programme
07/11/24	21	<ol style="list-style-type: none"> 1. that the Adult Social Care and Health Overview and Scrutiny Sub Board notes the contents of the submitted report; 2. that the Senior Commissioning Manager (Pharmacy, Optometry and Dental) NHS Devon Integrated Care Board (ICB) be requested to provide an update to the Adult Social Care 	<ol style="list-style-type: none"> 1. Complete 2.

Adult Social Care and Health Overview and Scrutiny Sub-Board Action Tracker

Date of meeting	Minute No.	Action	Comments	
<p style="writing-mode: vertical-rl; transform: rotate(180deg);">Page 30</p>		<p>and Health Overview and Scrutiny Sub-Board on waiting list information and how many and for how long people are on waiting lists</p> <p>3. that ICB colleagues be requested to provide regular updates to the Adult Social Care and Health Overview and Scrutiny Sub-Board on workforce planning and new dentists coming to work in Torbay;</p> <p>4. that the Director Public Health be requested provide information on key areas that Members could allocate their Member Ward Funds to and information on key areas that Members can share with their constituents and for them to encourage vulnerable people to engage with the three Family hubs around oral health promotion;</p> <p>5. that an annual update on Dentistry Access and Oral Health Promotion is added to the Adult Social Care and Health Overview and Scrutiny Sub-Board Work Programme; and</p>	<p>3.</p> <p>4. Working with Communications department to promote through Members briefings.</p> <p>5. Added to the work programme for 25/26.</p>	
	07/11/24	22	<p>1. that the Adult Social Care and Health Overview and Scrutiny Sub-Board notes the content of the submitted report and action plan;</p>	<p>1. Complete</p>

Adult Social Care and Health Overview and Scrutiny Sub-Board Action Tracker

Date of meeting	Minute No.	Action	Comments
		<p>2. that the Adult Social Care and Health Overview and Scrutiny Sub-Board receives a quarterly update of progress on the Adult Social Care Assurance Peer Challenge Action Plan; and</p> <p>3. that the Director of Adult and Community Services be requested to carry out a review into the replacement and progress of the case management system and a report is brought to a future Sub-Board meeting.</p>	<p>2. Added to the work programme for 2025/26.</p> <p>3. Added to the work programme for 2025/26.</p>
<p style="writing-mode: vertical-rl; transform: rotate(180deg);">Page 31</p> <p>07/11/24</p>	<p>23</p>	<p>1. that the Adult Social Care and Health Overview and Scrutiny Sub-Board notes the contents of the submitted report;</p> <p>2. that the Clerk be requested to organise visits to the Jack Sears unit for the Adult Social Care and Health Overview and Scrutiny Sub-Board Members; and</p> <p>3. that the Divisional Director for Adult Services be requested to organise for an Employment and Skills Board representative to be invited to attend a future meeting with Domiciliary Care providers.</p>	<p>1. Complete</p> <p>2. Complete – visit held on 30 January 2025.</p> <p>3.</p>
<p>07/11/24</p>	<p>25</p>	<p>1. that the Clerk be requested to chase up the outstanding actions and</p>	<p>1. Complete.</p>

Adult Social Care and Health Overview and Scrutiny Sub-Board Action Tracker

Date of meeting	Minute No.	Action	Comments
		<p>provide an update at the next meeting;</p> <p>2. that an update be provided at a future meeting on the safety of the care home estate, linking with the Torbay Safeguarding Adults Board Annual report; and</p> <p>3. that the Sub-Board receive details of safeguarding adult's reviews when they are published to look at lessons to be learned and consider a themed meeting on safeguarding issues.</p>	<p>2. Added to the work programme for 25/26.</p> <p>3. Added to the work programme for 25/26.</p>