

Annual Report

2011-2012

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Welcome

to our Annual Report

It was a privilege to be elected Mayor of Torbay in May 2011 and the time since has proved to be an exceptionally challenging period as the UK copes with austerity measures. However, we have still been able to make good progress in turning around the fortunes of this truly wonderful part of the country.

Whilst we still have much more to do, we can at least look back with pride on what we have achieved over the past year. This reports aims to reflect just some of the positive work that has been undertaken by fellow elected members, council staff and partner organisations for the benefit of the Bay.

It also sets out our pledges which give us a clear focus for the way ahead, as well as providing information on our performance and financial accounts, and noting some of the awards that came our way.

Perhaps the most significant announcement during the year under review was the Government's green light for the building of the South Devon Link Road, which will play such a crucial part in driving forward the Bay's economic prosperity.

To say that this £110 million road, which will bypass Kingskerswell, has been a long-awaited scheme is something of an under-statement, as it was around half a century ago that its need was first identified. After decades of lobbying by Devon County Council with the backing of the Bay and others, it has now been given the go-ahead, with main construction works due to get underway before the end of 2012 and completion scheduled in late 2015.

The highly congested road through Kingskerswell has hampered our economic prospects over the years, but the new road, which is expected to lead to the creation of nearly 8,000 jobs, 3,600 of them in Torbay, will enable us to attract new businesses to the Bay.

Also on the subject of transport links, the year also saw the completion of the main phase of the £4.8 million improvement scheme at Tweenaway Cross in Paignton, another part of the Bay that had previously suffered from traffic congestion, having an adverse effect on the area's economy.

Of course, regeneration does not depend solely on decent roads, important as they are. The sympathetic regeneration of the Bay and boosting local employment are key priorities. We want to continue to encourage inward investment to enable our young people to continue to live and work here and encourage new employment opportunities for all.

We are committed to protecting vulnerable children and adults. We know that early intervention – initiatives targeted at an emerging problem to prevent it escalating or to reduce its severity – improves overall outcomes for people and ultimately reduces cost; and that if we can continue to move our limited resources towards preventative work and early intervention, then we can make a real tangible difference to our communities.

The demographic projection for Torbay shows an increasing ageing population. We will continue to make sure we use the wisdom and social capacity of older people who are fit and able in the Bay to contribute to quality of life. We will also work with providers to ensure when older people do need care and support that we have the right affordable care in place based on personal choice.

The physical environment of the Bay continues to be a source of pride for residents and visitors. Torbay's regeneration projects combined with our commitment to maintaining our high cleaning standards will further develop that civic pride. I am delighted that we have been able to fund repairs to the promenade to enable it to be open for all to enjoy in the season; to plant new iconic palm trees and invest a further £250,000 into marketing the Bay.

This document can be made available in other formats and languages. For more information telephone 01803 208832

Torbay is a vibrant and forward thinking resort, attracting visitors of all interests, from people looking for art and culture to marine enthusiasts. We host numerous maritime events throughout the year, from powerboat racing to cruise ships, and we are looking forward to building on this success to attract events of all kinds that have a positive direct economic impact on local businesses, reinforcing the message that the English Riviera is a great place to live, work, visit and invest in.

There is no doubt that the coming years will continue to be difficult ones. We are re-examining everything we do and how we do it to ensure that the work we do for the Torbay community is focused on their priorities and provides value for money. The reduced funding available to us will mean tough decisions; some services will be reduced and some will stop altogether. We are committed to continuing to consult and involve our communities in making these difficult choices. You can view our customers' views, on what we are doing well, what needs improving and which services matter the most to them, on page 5.

Finally I would personally like to thank all members, partners and officers whose hard work and efforts have contributed to these achievements.

In the meantime I hope you will join me in celebrating the achievements in this report, as they set a standard for excellence which will inspire us to attain our goals for a prosperous, healthy and happy Bay.

**Gordon Oliver,
Mayor**



featuring...

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Your council

Torbay Council provides over 700 services to the local community, including:

- Schools, children's centres and youth clubs
- Investing in projects that will help develop and support our local economy
- Keeping the Bay clean, recycling facilities and refuse disposal
- Safeguarding vulnerable children and adults
- Maintaining and improving roads, street lights, traffic lights and footpaths
- Libraries
- Registration services, births, deaths, marriages and civil partnerships
- Investing in bus routes and park and ride services.

Torbay Council is dedicated to delivering top quality, value for money services to every section of the community, but we need your help to ensure what we provide meets your needs and aspirations.

Every year we seek our customers' views on what we are doing well, what needs improving and which services matter the most to you.

How well informed do you feel about local services?

	2006 % response	2008-9 % response	2009-10 % response	2010-11 % response	2011-12 % response
How and where to register to vote	91.0%	90.8%	89.6%	95.9%	97.8%
How your council tax is spent		58.8%	60.5%	74.3%	81.2%
How you can get involved in local decision-making	33.1%	27.3%	30.9%	50.3%	63.4%
What standard of service you should expect from local public services	39.0%	37.5%	37.0%	49.2%	61.5%
How well local public services are performing	23.3%	35.4%	37.9%	45.3%	51.3%
How to complain about local public services	40.8%	34.2%	33.3%	41.9%	56.4%
What to do in the event of a large-scale emergency e.g. flooding, human pandemic flu		16.8%	37.8%	25.4%	31.1%
Overall, how well informed do you feel about local public services?	30.7%	34.7%	41.0%	52.3%	58.5%

Improving our services to you

We are committed to putting our residents, businesses and visitors at the heart of all we do and making sure you receive the best possible service from us.

Our aim is to provide you with high quality services and information. Improving customer care is an important part of the council's work.

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How do you want to do it?

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Go to channel 539 and press the red button
Type in the QuickCode 867

Virgin

Go to channel 233 and press the red button
Type in the QuickCode 867

Wii

<http://lookinglocal.gov.uk/torbaycouncil>

Mobile

Download the 'looking local' app, go to 'service search' and enter QuickCode 867
<http://lookinglocal.gov.uk/torbaycouncil> on any web-enabled mobile phone

Computer

Visit our website: www.torbay.gov.uk

Telephone

01803 20 70 20

Our pledges

Working for a prosperous, healthy and happy Bay

- Sympathetic regeneration
- Boosting local employment
- Protecting vulnerable children and adults
- A cleaner, greener, healthier Bay
- Expansion of our tourism and heritage offer
- A safer Bay
- Value for money



Our future plans

Working for a prosperous, healthy and happy Bay

What will this mean for the Bay?

- Building schemes that enhance our environment
- Increased skills for children and adults
- More jobs
- Better health and more engaged, active communities
- More visitors and vibrant town centres
- Keeping crime low
- Managing our resources well
- Keeping vulnerable adults and children safe

A prosperous Bay

- Job-led regeneration focusing on specific sectors
 - Create the right environment for inward investment
 - Continue to work towards completion of the South Devon Link Road
 - Lobby to improve rail services
 - Monitor the TOR2 contract for improved recycling, waste and clean streets
 - Adhere to sympathetic regeneration
 - Raise skills levels by working with schools and South Devon College to meet the standards set by Department for Education for attainment and attendance
 - Work with partners, encourage public and private sectors to develop employment of apprentices
 - Continue to support town centres Business Improvement Districts
- Revitalise the retail offer in the town centres
 - Plan for the future supply and demand of energy for the Bay
 - Continue to provide value for money for our communities by:
 - Reducing costs/increasing income/improving productivity so increases in council tax are kept low
 - Reviewing the structures of the council so they are still fit for purpose.





A healthy Bay

- Continue to improve Children and Adults Safeguarding
- Continue to work on the Closing the Gap Strategy and roll out to other areas by involving communities
- Reduce the negative impact of alcohol, obesity, tobacco and drugs on our communities
- With partners, use the principles of Early Intervention and Early Prevention in supporting communities
- Reduce local greenhouse gas emissions
- Reduce teenage pregnancy
- Promote sport and outdoor activity to improve health and wellbeing.

A happy Bay

Work towards keeping crime low by:

- Maintain focus on the night-time economy
- Work with the Police Commissioner for resources to ensure crime levels remain low and people feel safe
- Jointly engage and involve communities to resolve local issues in neighbourhoods
- Work towards creating a sustainable and flourishing leisure, culture and tourism sector that is open to residents and visitors
- Make it easier to get around the Bay by developing integrated transport where feasible
- Ensure an appropriate supply of quality housing within communities
- Engage with communities in rolling out locality working and community budgets as part of localism
- Promote democracy, transparency and civic engagement, and when able to, re-look at the Mayoral System of Governance.

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Working for a prosperous Bay



South Devon Link Road

The Department for Transport gave the go-ahead for the long-awaited South Devon Link Road.

The news was warmly welcomed by Torbay Council and Devon County Council, as it heralds the fact that an end is in sight to the congestion that has clogged the A380 for decades.

Full funding approval was given to the major new road, which will bypass the A380 between Newton Abbot and Torbay.

The main works on site are due to get underway before the end of 2012, with completion expected by the end of 2015.

The 5.5km dual carriageway, which will bypass Kingskerswell, has been awarded £76.4 million toward the £110 million cost by the Government. Devon County Council and Torbay Council have committed £33 million from their budgets towards the scheme costs and Teignbridge District Council will contribute a further £500,000.

It is predicted that the new road will remove 95% of traffic away from Kingskerswell, restoring and revitalising the village.

It is also estimated that almost 8,000 jobs will be created across the area, with 3,600 of those in Torbay. Research indicates that every £1 invested into the construction of the bypass will produce a £9 stimulus to the South Devon economy, providing a vital economic boost to the area.

The link road's green light is excellent news for Torbay and for South Devon, and is vital to the local economy, with the lack of a decent road into Torbay having severely hampered the Bay's economic prospects.

Inadequate road access into the Bay has made potential investors think very carefully in recent

years about whether to come to the area, but now the building of the link road will enable the council to attract new investment and jobs to the area.

Tweenaway Cross

Traffic journey times through one of South Devon's busiest junctions have been cut by up to a half thanks to a £4.8 million major road scheme in Torbay.

The Tweenaway Cross junction in Paignton, which forms a key part of Torbay's transport network, used to suffer traffic congestion, particular during the morning and afternoon peak periods and at the end of the school day.

These problems also had an adverse effect on the economy of the area and the regeneration of Torbay.

The main phase of Torbay Council's Tweenaway Cross junction improvement scheme was completed in the summer, and monitoring showed a big improvement to traffic flows and journey times.

The monitoring was carried out using Automatic Nameplate Recognition Cameras (ANPRs), with the system recording the journey time along a 1.4 kilometre length of Kings Ash Road and Brixham Road through both the Tweenaway Cross and Claylands Cross junctions.

Analysis of flows during one week in August 2010 and in the same period in 2011 showed a halving in journey times during peak periods from 7.5 minutes to 3.75 minutes, with the average speed at peak times increasing from about 7.5mph to 15 mph.

The final stage of the Tweenaway Cross scheme, which forms part of a long term plan to improve the A380 western corridor serving many business areas, commenced in early 2012, with further improvements to journey times and junction capacity anticipated.

Progress on the buses

Torbay has a comprehensive network of bus routes, and the council's efforts to promote public transport continued to make good progress during the year.

Figures showed that passenger journey numbers continued to rise during the year.

In the 12 months up to the end of March there were 8,145,617

passenger journeys made on Bay buses – a rise of nearly 83,000 compared with the previous year.

Several improvements to bus services came into operation in partnership with local bus operators.

Frequency of services on some routes increased, and changes to some routes were made in response to requests from local residents.

The council bid successfully for money from the Department of Transport's Better Bus Area Fund.

It received £514,700 for a number of schemes in Torbay. These include the installation of Real Time Information screens and kiosks in main transport areas such as Paignton Bus Station, South Devon College and Torbay Hospital, and the upgrading of all bus stops across the Bay to provide information to mobile phones to let people know when the next bus can be expected.

The public transport guide "Getting Around Torbay" provides detailed information about bus, coach and rail travel services.



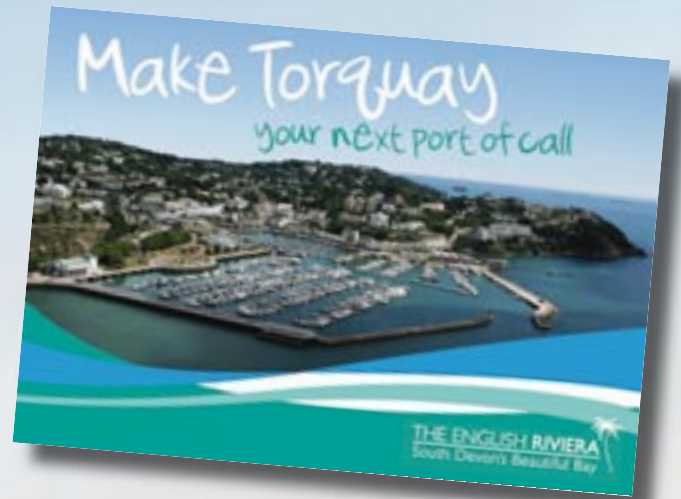
Cruise ships

Torbay Council has been working with a number of partners to look at different ways to attract cruise ship visits to the Bay.

As part of the Mayor's pledge to boost local tourism, postcards promoting Torbay were sent to Cruise Shipping Miami - the cruise industry's leading international exhibition and conference - for distribution to key decision makers.

Cruise Shipping Miami provided the opportunity to showcase Torbay and its attractions on an international platform to an audience of influential buyers and decision makers who attend.

The aim is to actively pursue further vessels for future visits as part of continued investment to maritime tourism. Key strategies include providing warm welcomes for cruise ship passengers and alternative excursion options to help keep passengers entertained in the Bay during their visit.



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Bringing the Princess Promenade back to life

A promenade in one of Torquay's prime locations came back into use following the completion of a £795,000 restoration project.

Princess Promenade is now fully open to the public again for the first time since 2006.

During the Torbay Council scheme, the dilapidated and fenced off eastern section of promenade between the Pavilion and the Banjo was demolished and rebuilt. Heavy lifting equipment access for the work was from the harbour-side and with the full co-operation of MDL Marinas. Repairs were also carried out on both levels of the Banjo structure.

Most of the work was carried out from the seaward side of the promenade in order to minimise the impact on visitors to Princess Gardens and users of Torbay Road.

A large barge was located alongside the promenade throughout the project. A smaller shuttle barge operated from Haldon Pier, taking away waste material and delivering supplies for installation.

The promenade deck has been finished in granite paving to match the street theme at Victoria Parade, the Beacon Quay development and the Union Street highway scheme.

Work on Phase 2 of the refurbishment of the area is due to be get underway later in 2012.



Job creation in the community

Torbay Development Agency (TDA), the council's regeneration arm, is working in supportive partnerships with Outset Torbay, Peninsula Enterprise and the Prince's Trust to help provide business start up support for local residents.

Both Outset Torbay and Peninsula Enterprise are part of a European funded programme to stimulate enterprise. Outset Torbay provides intensive business start up support in the Bay's most deprived neighbourhoods; so far Outset has helped 100 new business start up in Torbay. Peninsula Enterprise is raising the profile of social enterprise as well as providing advice and guidance to new and existing social enterprises.

The Prince's Trust provides practical and financial support to the young people who need it most, helping to develop key skills, confidence and motivation, enabling young people to move into work, education or training.



Gail Tresize, from Art Cermics, who was supported by Outset Torbay.

Rob does it

in his lunch hour



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The green economy

For the first time, a report released in January put a monetary value on the benefits of trees around the Bay, totaling over £6-million.

In June 2010 Torbay Council announced that it had been selected as the first area in the UK to take part in an international tree project to identify the monetary value for the social, economic and environmental benefits provided by its different species of trees.

A total of 250 randomly selected sites across the Bay were studied in terms of the tree species, growth rates and air quality. The information was then evaluated, using i-Tree Eco software, developed in the United States.

The main findings of the report were:

- Torbay has around 818,000 trees covering 11.8 percent of its land area.
- If these trees had to be replaced it would cost around £280 million.
- Torbay's trees store around 98,000 tonnes of carbon and sequesters/captures around 3,320 tonnes per year.
- The trees remove around 50 tonnes of air pollution particles from the local atmosphere every year.

Work by Natural England suggests that the monetary value of carbon storage by Torbay's trees is around £5million and the sequestration/capturing is around £200k. The air pollution removal is estimated to be worth around £1.3million per year.

Torbay became the only area in the UK to have such information, and the council will be using it to develop plans for maintaining and improving Torbay's trees in the future.

The full report is available from the Torbay Council website www.torbay.gov.uk/itree

Delivery of affordable housing

Torbay has benefited from a variety of flagship affordable housing schemes.

Thirty-five new homes have been delivered through partnership working with housing associations, with many more in the pipeline.

Torbay Council gifted land at Beechfield Avenue and a further £700,000 to Sovereign Housing Association to deliver the £20-million flagship Beechfield development. The new homes are designed to meet levels 3, 4 and 5 of the Government's Code for Sustainable Homes which will be the highest level of housing sustainability achieved in the South-west on this scale. All code 5 homes will have photovoltaic cells, smart meters, solar panels, rainwater recycling and permeable paving.

The site will comprise 140 homes, and affordable homes will represent two thirds and will include homes for older people, wheelchair adapted apartments and houses, shared ownership homes, homes for rent and properties which will be sold on the open housing market.

Supporting business growth

Torbay Hi-Tech Forum was set up to build upon the strengths of hi-tech companies that operate in the Bay. In October the first Hi-Tech Forum conference was attended by over 200 delegates from around 100 local businesses and was a resounding success.

A regional event, 'How to build a 21st Century Business,' was held in February, attracting around 300 delegates. Former BBC Dragons' Den panellist and School for Start-ups founder Doug Richards gave an informative and entertaining full-day seminar on how South-west businesses can improve their chances of success.

Throughout 2011-12 more than 30 Business Networking Events were held in the TDA's South West Innovation Centres, providing local clients and tenants with new skills and networking opportunities to grow their business.

The Devon International Trade Forum was held, supported by UKTI, and assisted the Mayor to establish the South Devon Enterprise Task Force which brings together local authorities to promote economic growth across the sub-economic region.

The Torbay Manufacturers Forum was established, recognising that this, too, is an important sector with growth potential.

Sponsorship was provided to support of the South Devon Business Excellence Awards and the South Devon Skills Awards.



Innovation centres continue to grow

The TDA, through ongoing support of businesses housed in its South West Innovation Centres, has created over 100 new jobs over the last 12 months for residents of Torbay and increased their combined turnover by £3 million. The centres are now supporting around 70 businesses and operate at a consistent 90% occupancy rate.

White Rock Innovation Centre

Torbay Council has approved and supported plans for prudential borrowing of £2 million to match fund a third Innovation Centre proposal at White Rock, which if EU funding (ERDF) permits, the new centre will deliver 40 new business units and support up to 220 new jobs in the area. The facilities will offer Grade A office accommodation designed specifically for hi-tech early stage, and start-up businesses to complement the existing cluster of hi-tech firms in the area.

Broadband campaign

Throughout 2011, the TDA supported the Mayor to build a strong relationship with the Heart of the South West Local Enterprise Partnership, which has secured over £30 million to support the roll out of high speed broadband across the region.



FASTER BROADBAND

IS ON ITS WAY



Parkfield

Torbay Council successfully applied for £4.8 million from the Government's MyPlace programme, part of the Big Lottery Fund, to finance Torbay's flagship youth and activities centre, Parkfield, based in Paignton. The scheme, designed with considerable input from young people, involved both new build and refurbishment works.

The centre is packed full of fantastic facilities including skate and BMX parks, superb climbing walls, a media suite, sports hall and theatre as well as a chill out zone. It also hosts extreme sports competitions, youth events, exhibitions and music festivals.





Cockington Court

Through support from the European Development Fund, Torbay Council and CABE (Commission for Architecture and the Built Environment), the sensitive regeneration and restoration of Cockington Court has been carried out at a cost of £2.85 million.

Regeneration at Cockington comprised the restoration of the Grade II* listed Cockington Court manor house, and establishment of a creative centre of excellence with new workspace, visitor centre, exhibition space, outdoor entertainment area, and an education and skills training venue.

The project benefits the wider Torbay community by improving the tourism offer, increasing visitor numbers, raising skills, providing employment opportunities and developing pride in the environment and culture.

The scheme was strengthened by a partnership with the Devon Guild of Craftsmen, Dartington Hall Trust, Creative Torbay, South Devon College and the English Riviera Tourism Company to establish Cockington as a premier craft centre and leading visitor attraction for Torbay.

Palm Court development

Land was sold to developer Havard Tisdale to enable the regeneration of former Palm Court Hotel site. The scheme will deliver a new landmark building for Torbay, designed to maximise the view over Torquay seafront and provide new employment and regeneration opportunities for residents.

Proposals include 14 self-catering holiday apartments, 12 private residential apartments, two penthouse residential suites and four high quality restaurants; together with car parking and improvements to the surrounding highways and public spaces.

The development of this key site is estimated to create in the region of 60 to 90 jobs in the commercial units on the ground floor, with a further 10 to 15 jobs created by the upper floor holiday apartments.

CREATING A LANDSCAPE FOR BUSINESS

Torbay Development Agency is focussed on generating new jobs by supporting local businesses - whether they are looking to start up, develop further, or expand and grow.

Business start-up support

Enterprise Coaching - funded through the European Regional Development Fund, it offers advice, intensive support and loans for new start-ups.

New Enterprise Allowance - extra support for registered job seekers for 6 months, with mentoring and access to loans.

Business growth support

Access to Finance - help for businesses to apply for finance.

Exporting Club - helping businesses generate growth and jobs through export, with advice and collaboration from experienced companies.

Diagnostic and brokerage service - to better understand your business plans and signpost businesses to relevant services.

Flexible, affordable workspace at South West Innovation Centres

Incubation space - services and business support plus networking and collaboration opportunities.

Industrial units - for expanding businesses; and work hubs for home-based businesses needing occasional office and professional facilities.

Events and forums

Regular Friday Breakfast networking events - inspiring speakers and an opportunity to network.

Programme of business events - plus forums and groups focussed on a variety of sector interests.

Employment and skills

Employers' Guide to Skills

- a comprehensive, free, on-line guide to the skills training services on offer in South Devon.

Business promotion

Free Online Business Directory,

case studies of successful businesses on the website and a Buy Local campaign.

Relocation assistance

For businesses relocating and investing in Torbay, we have Torbay Touchdown soft landings service to help every step of the way: from finding premises, to finding staff and everything in between. Details can be found on our Factsheet available on our website.

This is just a summary of the support that Torbay's economic development company has put in place to support enterprise. Our website has detailed, updated information at www.torbaydevelopmentagency/businesssupport



@TorbayTDA



Torbay
Development
Agency

Working for a healthy Bay



Public health working in partnership

There are already well developed arrangements for joint working between Torbay and Southern Devon Health and Care NHS Trust, formerly known as Torbay Care Trust, and Torbay Council.

The shift of public health responsibility to the local authority in April 2013 provides an opportunity to strengthen and build on the existing arrangements of joint posts, shared targets, performance management and pooled budgets.

The public health provider services have been working with the council for some time around locality working and developing a joint approach to children in need. A number of Safeguarding staff have co-located with Children's Services staff to support a more joined up approach across practitioners with sharing of information informing the decision making process. It is our aim to progress this further through the development of the Safeguarding Hub and the public health role in delivering the Children's Partnership Improvement Plan.

Reducing teenage conception rates

Teenage conception rates for 2010 have fallen for the second year, signalling a very positive step in the right direction, with overall conceptions having fallen by 15%. This is evidence of the immense work that has been undertaken across all agencies as well as among young people themselves being involved in how services are being delivered.

Love Life campaign

The aim of the campaign is for individuals, families, groups, clubs and employers to pledge to stay active or try something new over the next 12 months and help create a lasting legacy of good health in the Bay,

Many local people have made pledges and there has been great success in losing the pounds, measuring the miles, stubbing out the cigarettes and dancing their way to fitness. The public health lifestyle team is providing the advice and support 'and also training a number of people in the community to become health champions.

Immunisation and screening success

An important aspect of public health work is the prevention and protection of our population. A series of vaccination and immunisation and screening programmes are delivered.

The annual flu immunisation campaign saw an increased uptake of vaccine among health and social care workers. There is, however, still work to be done with improving uptake in the community. Uptake in people aged 65 and over was 70.3% in 2011/12 with the target at 75%.

Screening – in 2011/12 there has been a halt in the recent decline in the uptake of cervical screening. Women aged 25 to 64 years are encouraged to attend for screening.

Childhood immunisation remains good. -- There has been a steady increase in the uptake of MMR over the last three years. In 2011/12 92.4% of two year olds had received one dose of MMR and 85.1% of five year olds had received two doses. Two doses are important to provide effective protection. The uptake of HPV among teenagers is good; 77.9% of year eight girls aged 12-13 years received three doses this year.



Health check success

Torbay has successfully introduced the new health checks for the 40-74 year olds and reached the target set of inviting 18%. This stands us in a good position for the programme as it moves to a core performance indicator for public health.

Positive results for drug and alcohol services

Continuing service development and investment in drug and alcohol services is having positive outcomes for people needing to access treatment services

- The rate of increase in alcohol admissions has been lower in Torbay than in the South West for the last three years running.
- Successful discharges are at 68%, above last year's performance and well above national averages of 58%.
- a successful bid has been approved for a targeted alcohol case worker to commence in 2012/13 on basis of pilot in 2010/11 to work with the top 20 people who utilise local care services in Torbay relating to their alcohol intake.

Adult drugs

(up to the third quarter of 2011/12)

- successful discharges from drug treatment are in line with regional and national performance
- the proportion of those discharged who subsequently represent to treatment is significantly lower than peers or national performance
- Waiting times remain at 100% waiting three weeks to access treatment
- Blood-borne virus screening (Hepatitis B and Hepatitis C) and vaccination (Hepatitis B) is well above regional or national rates and ensures spread of communicable diseases in the drug using population is well managed.

Young persons

drug and alcohol

(up to the third quarter of 2011/12)

- Torbay has seen an 8% growth in the numbers accessing treatment, nationally there has been a 7% decline
- 100% of young people wait less than three weeks to treatment
- 93% of young people are discharged successfully, compared with 77% nationally.

Improved choices

In the last year we have worked hard to further improve the services available to a person with a learning disability. In 2011/12 we increased the choice of approved providers for people who use services in their own home. This has proved to be really useful for people who have complex needs, meaning people are better able to support their own individual needs.

We have also extended the choice of day service opportunities for people, and this is something that we plan to build upon in 2012/13, ensuring that day activities are closely linked to a person's needs.

Community, safety and relationships

Our independent sector partners have been active in establishing funding from the Home Office to tackle the issues of "Hate Crime" and "Mate Crime". They have been keen to share information about this to people who have learning disabilities, and the agencies working with them. Support in relation to the independent reporting of crime and revitalising the "Safe Place" scheme will be further developed this year.

The Trust has also been working with Speech and Language Therapy colleagues to improve communication in community services such as libraries and leisure centres.

A healthcare professional with curly hair and glasses is leaning over to assist a man with a learning disability. The man is standing on a white platform scale. He is wearing a light blue striped shirt and dark trousers. The background shows a clinical setting with shelves of binders and a desk.

Improving health and choice throughout learning disability services

Last year in Torbay, 87 per cent of people with a learning disability had an annual health check. This was the highest percentage in the UK. The annual health checks improve the quality of life for a person by enabling early diagnosis and treatment, and where necessary prevention of a condition. The annual health checks have also supported general improvements to people's health and lifestyle.

Training in assessing the mental health needs of people who have a learning disability has also been undertaken this year with a view to improving the diagnosis and early treatment of mental health needs. Fifteen nurses across mainstream and specialist services have been trained to support this work.

Recent feedback from the annual 'big health day', a local event for people with learning disabilities and their families, said that primary and acute care had improved but learning disabilities still needed to be a focused upon within pharmacy and dentistry services.



Safeguarding patients and service users

Ensuring the safety and wellbeing of patients and service users is of the highest priority for us and robust procedures are in place to ensure that everyone in our care is protected from harm.

In 2011 we used the findings of an external audit report to further improve safeguarding and as a result we have worked hard to ensure strategy meeting and conferences are held in a timely manner, our case files are audited on a regular basis and that there is regular review and improvement to procedures.

Last year safeguarding was part of the Commissioning for Quality and Innovation (CQUIN) scheme, which is an incentive scheme where care homes earn payments for meeting a number of quality standards. A third of the homes in Torbay took part in the new scheme.

Community equipment more widely available

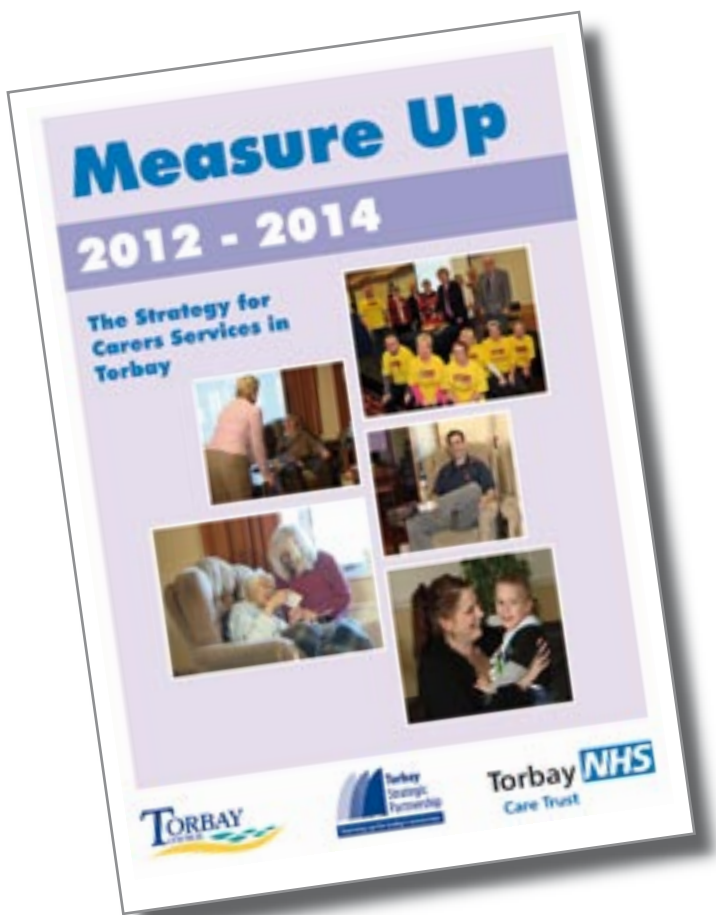
Patients in Torbay are now able to redeem a prescription from over 20 different retailers for

a range of community equipment and aids to support daily living.

The new system applies to smaller items of community equipment known as Simple Aids to Daily Living (SADLs). Simple Aids for Daily Living include items such as grab rails, kettle tippers, shower stools and raised toilet seats. Via a community equipment prescription, SADLs are now available from accredited retailers such as local pharmacies and mobility stores. As part of the transformation to the way community equipment is supplied, over 200 staff at the Trust, including occupational therapists and physiotherapists, have been trained as authorised prescribers.

Under the previous system an order for a simple aid would have to have to have been placed by a health or social care professional, which could sometimes result in a delay in receiving the equipment. The new system now means that a patient or a person nominated by the patient can take an equipment prescription to any one of the accredited retailers and receive their aids right away.

For more information about prescriptions for community equipment as well as a full list of retailers please visit www.tsdhc.nhs.uk



A new strategy for carers - Measure Up 2012–14

Measure Up 2012–14 is the fourth edition of the strategy and action plan for developing carers support over the next three years. The document has a summary of what progress has been made and the detailed priorities for the future. It has been endorsed by the Trust Board, the new Health and Wellbeing Board and Torbay Strategic Partnership. Copies are available from Signposts on 01803 666620 or online at www.tsdhc.nhs.uk

If you are caring for someone and need help please contact your Carers Support Worker at your GP surgery or ring the information service 'Signposts for Carers' on 01803 666620.

Care homes in Torbay celebrated for quality and innovation

Torbay was the first place in the country to use the Commissioning for Quality and Innovation (CQUIN) payment incentive scheme to improve care and quality within care homes.

The Trust and Torbay Care Quality Forum, which is made up of care home providers across the Bay, developed six key indicators to assess care homes against the Commissioning for Quality and Innovation (CQUIN) payment framework.

The CQUIN framework is a national NHS initiative, whereby healthcare providers are rewarded for excellence in providing quality services. The incentives are linked to a proportion of the homes' income from the Trust and are dependent on the evidence submitted to meet the locally agreed indicators. The incentives aim to enable service providers to further develop and improve quality for patients.

In order to receive the quality payments, care homes in Torbay had to comply with five out of six quality and innovations areas. These areas included training, end of life care, user feedback and innovation, use of malnutrition universal screening tool, safeguarding and essence of care.

The CQUIN scheme for care homes was implemented over a period of six months with over a third of the care home market in Torbay choosing to take part in the scheme.

Supporting People successes

Involving people

- Quest is team of people with direct experience of using support services. They are qualified by experience and this is reinforced by training. The team are employed to review projects and consult with people who use services. This form of 'peer review' aims to achieve more meaningful results by making service users feel more at ease because they are talking to others who have used services. In 2011/12 Quest reviewed mental health and learning disability services by talking to the people in the services, to find out how they felt about their services, to help make changes for the better and to recognise good practice
- Torbay Voice is a friendly dynamic group of volunteers who use or have used support services. The main aim of Torbay Voice is to



Torbay Voice members

'Give a voice to people who use services'. They represent service users at all stages in the development and review of services. This year the group has gone from strength to strength with new members joining from all walks of life

- Torbay Voice members were successful in encouraging Torbay Care Trust and Torbay Council to sign up to the Mindful Employers scheme. Mindful Employers is a national scheme that supports organisations to be more open about mental health issues and support their employees with these issues.
- People who use services have been involved in the procurement process for all new services. For example:
 - People who use services were included in the presentation process for the selection of providers of services for children, families and young people. Feedback from one provider was that they very much liked the presentation question; this was developed by a group of parents.
 - Service users were involved in designing the service specification and in evaluating the award questions and presentations for selecting the provider of the new Community Outreach Support Service.

- Young people entirely made up the panel for the tender presentation for provision of the supported lodgings service, and their score contributed towards 15% of the total evaluation score.

New services

Supporting People successfully tendered five new contracts to provide support to vulnerable people in Torbay. Four of the services have a specific remit around the prevention of homelessness for families and young people. These are:

- Youth Homelessness Prevention Service
- Young People's Accommodation and Support Service
- Young Parents' Accommodation and Support Service
- Homeless Families Accommodation and Support Service.

The services are anticipated to reduce the number of young people and families presenting to the authority as homeless. The services offer a pipeline of support to give early intervention to prevent homelessness.

In addition a fifth service was tendered for a Community Outreach Support Service. The aim of the service is to work with vulnerable people in

the community, those people experiencing poor mental health, adults with a learning disability and people with a physical disability who are living in their own homes. The service works with people to enable them to remain independent and potentially reduce the need for higher cost intensive services.

Extra Care

Dunboyne Court became operational. This is an Extra Care scheme which provides 45 units of self contained accommodation for people aged 55 and over who have care and support needs. Extra Care aims to maintain independence and prevent people needing to enter long term residential or nursing care. The service is jointly commissioned with Torbay and South Devon Health Care NHS Trust (TSDHCT). Zone teams have identified people currently inappropriately housed in residential care who would benefit from the more independent emphasis of Extra Care accommodation. Once housed, positive outcomes have been seen as well as considerable cost savings to TSDHCT.

It is hoped that Dunboyne Court will provide a great venue for Day services, serving to further

integrate the building and its residents into the wider community.

Supporting People continue to work with colleagues in TSDHCT and the Torbay Development Agency on the development of further Extra Care schemes within Torbay.

Following on from the success at Dunboyne, work has started on a state-of-the-art housing development in Hayes Road, Paignton. The development will include 62 apartments for people with extra care needs, as well as 54 apartments and seven bungalows for the over 55s. Torbay Council has donated the land and part-funded the development along with the Homes and Communities Agency.

Supported Employment

Supporting People have successfully tendered a Supported Employment Service for people with learning disabilities and autistic spectrum conditions. The service replaces previous supported employment services and will be a modern service which fits with nationally recognised good practice in supported employment.



Our achievements

One element of the new Service is Project Search which is part funded by Torbay Council Supporting People department. Project Search is an innovative project that works with a small group of young people with learning disabilities and autistic spectrum conditions using an 'internship' model. The project is based at Torbay Hospital where the young people are provided with three different work placements across a year, an employment support worker and a tutor from South Devon College to support them with academic work around employment skills. This project has a proven international track record in supporting young people with learning disabilities into employment and is a good example of local partnership working.

Intensive support for families

Half a million pounds was released from council reserves to deliver intensive support for families with a range of complex issues.

The Family Intensive Support Service doesn't just benefit children and their families; it also helps to reduce excessive demand on local services and associated costs, such as staff time and intervention at a later date.

Torbay already has a successful Family Intervention Project, but the intensive family support service aims to prevent the numbers of children subject to Child Protection Plans and becoming Looked After by the Local Authority rising. When there is no intervention each family with five or more types of significant social, economic and health problems can cost up to £300,000. The highest costs are associated with children entering care following a family breakdown.

The Intensive Family Support Service ensures that existing families continue to be given the support they need whilst new families are offered co-ordinated, targeted, early support. This intensive family support can prevent some children being taken into care, which benefits the whole family and reduces pressure on the care system.

The development of the Intensive Family Support Service is delivered through the multi-agency Children's Partnership Improvement Plan, which was set up to help drive through improvements to Children's Services.





Recycling milestone

A major milestone and investment in Torbay's recycling programme was celebrated in June with the official re-opening of the Household Waste Recycling Centre at Yalberton on the outskirts of Paignton.

The centre underwent a £500,000 transformation with improved facilities being provided for householders and tradespeople.

It is run by TOR2, the joint venture company set up by Torbay Council and May Gurney to deliver a wide range of essential front-line services across the Bay.

The launch of the improved Household Waste and Recycling Centre was the latest addition to Torbay's extensive recycling programme and aims to give residents a convenient way to recycle more of their waste and unwanted goods, items that they would previously have taken to a municipal landfill site.



From December, Torbay residents were able to recycle even more, including several more plastic items.

Promoting the extended range of recyclable materials that householders can put out was boosted by the support of Unilever, one of the world's leading fast moving consumer goods companies and manufacturer of many well-known household brands.

Find out more about recycling and waste on the council and TOR2 websites at www.torbay.gov.uk and www.tor2.co.uk



Attendance

Around 400 primary and secondary school pupils in Torbay celebrated their good school attendance through a range of educational and healthy activities across the Bay.

As part of Torbay Council's Every School Day Matters 2010/11 campaign every school was allocated 5-20 places for a range of activities for pupils with the best or most improved school attendance since the start of the academic year.

The campaign, which was launched in September 2010, aims to encourage local communities, schools, parents/carers, young people and professional partners to play a part in improving and celebrating good school attendance across the Bay. Research has identified a strong correlation between attendance and attainment.

Since its launch the importance of good school attendance has been promoted across the Bay. All schools have also been sent a comprehensive information and resource pack to encourage them to actively support the campaign.

Solar panels

More Torbay schools are now helping the environment by generating their own electricity.

Work installing solar panels on five schools was completed in the spring of 2012. The panels are expected to save £400,000 in total for the participating schools over the panels' lifetime

(25 years). In addition over 70 tonnes of CO₂ emissions will be saved every year - the same amount generated by 40 households.

The five schools are Churston Ferrers Grammar Academy, Mayfield School, Paignton Community and Sports College, Sherwell Valley Primary School and Shiphay Learning Academy.

Torbay Council has worked with the schools and Eco-Schools Solar Programme: Free Power for Schools to drive the project forward. The panels were supplied free to the schools through the Eco-Schools solar programme managed by Winch Energy.

The project reflects the council's commitment to reducing carbon emissions and working with other organisations to become greener and save money. Schools are playing a major part in helping Torbay become more environmentally friendly - not just by using renewable energy, but also by educating pupils about this important issue so they can pass the message onto their parents and carers.

Victoria Park

Responding to the needs of young people who wanted more facilities for out of school activities, Victoria Park Youth Centre in Paignton is proving to be a big success.

Since opening in April 2010 a large number of activities by several different organisations have been taking place at the centre run by Torbay Council's Youth Service. Its presence has also had a positive impact on the local area and crime levels with police reporting a drop in the number of anti social behaviour (ASB) incidents in the park.

In the first 12 months Torbay Youth Service ran 260 sessions from the building with an impressive 2,500 young people taking part. These provisions included Rnite, UKYP and Youth Cabinet meetings, drop in sessions, DJ sessions, craft clubs, intercultural and intergenerational projects.

Multi-agency groups have also used the building -- Connexions hold drop in sessions and meetings with young people, BBC Blast used the centre as a base when they were presenting their national roadshow from Torbay and Supporting People have found the facilities perfect for meeting with young people linked with their project.



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Working for a happy Bay



Art and culture in the Bay

Torbay Council continued to show its commitment to making arts and culture accessible to residents and visitors to the Bay. Many local and high profile events took place across the Bay.

In the spring, Torre Abbey's Spanish Barn held its annual schools art exhibition which showed exuberant and exciting works of art from local primary and secondary school children.

A world-class exhibition, Robert Lenkiewicz's 1974 *Death and the Maiden*, came to Torre Abbey from July to October. The exhibition included work from a richly illustrated notebook, not previously seen publicly, and the controversial embalmed body of the vagrant Edwin Mackenzie, known as 'Diogenes'.

Cockington Court Craft Centre hosted the world premiere of Henry Bruce's *Horizon Cube* exhibition from Friday 22 July to Monday 29 August.

His first piece of outdoor sculpture since his Dartmoor Chair creation had links to the landscape, both in the literal sense and through the imagination.

Mike Fletcher's public piece of land art, *The Hazel Cloud*, was also created by children and adults outside at Cockington. The stick created a 24-metre diameter circular field, or cloud, of sticks around and through which people were able to walk.

A West Country ceramic exhibition complemented the outside arts of work at Cockington and featured the work of Bernard Leach.

In the autumn, acclaimed sculptor and founder Andrew Lacey showcased dramatic pieces of sculpture in bronze and other natural materials.

Heavily influenced by classical and renaissance equestrian sculpture, Andrew is a master craftsman of renown in his field and has gifted one of his magnificent Megalith Still bronzes to Her Majesty the Queen.

Teignmouth Recycled Art in the Landscape (T.R.A.I.L.) exhibition was exquisitely placed around Torre Abbey's beautiful gardens at the end of the summer.

The pieces of work were inspired by climate change and concern for the environment and created by local voluntary groups such as Brixham Adult Community Education, as well as established West Country artists including Peter Stride and Deborah Duffin.



Torre Abbey Restoration Work

Restoration work commenced on the £4.7m phase II restoration of Torre Abbey Historic House, following a £2.8m grant from the Heritage Lottery Fund for this Torbay Council owned and operated visitor attraction.

Following the successful delivery of phase I, Torbay Development Agency was commissioned to oversee the next phase which is to restore the south range elements and improve the interpretation.

The project includes the creation of new learning spaces, including a new educational activity zone to be built in the south-east wing, transforming opportunities for students of all ages to get involved and explore the history of the site.

As part of the scheme, the Abbey's top floor will become a dramatic and dynamic gallery based around the 800 year history of Torre Abbey. State of the art displays and viewing stations overlooking the stunning marine vista of Tor Bay will show how the building evolved against the history of the local area.



Neighbourhood planning

The Government's Localism Act has radically changed the planning system. It devolves greater powers to councils and neighbourhoods. A key element of this includes Neighbourhood Planning and the opportunity for local communities to draw up a blueprint for development at the local level, in the form of Neighbourhood Plans. When adopted, Neighbourhood Plans will, along with the Local Plan, form the legal basis for deciding planning applications in Torbay. Torbay currently has three forums operating in Torquay, Paignton and the Brixham peninsula.

Torbay Council's Strategic Planning team successfully bid to take part in the Neighbourhood Planning Front Runners Scheme, to secure £20,000 in funding from central government to help create a Neighbourhood Plan for Brixham in 2011. The success of subsequent bids for the Torquay and Paignton Neighbourhood Forums for the fifth wave of front runners was announced in March 2012, receiving a further £20,000 for each. In association with this work, the Strategic Planning team invited the Prince's Foundation to hold Community Planning Workshops for all three Neighbourhood Forums.

Established in 1998 by the Prince of Wales, the Prince's Foundation for Building Community is a highly regarded educational charity that promotes

community engagement in the planning process. The work of the Prince's Foundation during these events was entirely funded through a grant provided by the Department for Local Government and Communities as part of the "Communities and Neighbourhoods in Planning Scheme." The value of this technical support is estimated to be £75,000.

Bookstart

The Bookstart Book Crawl challenge is a great way to encourage children to start learning to read at a young age. A group of local youngsters were rewarded following their successful completion of the challenge.

All of the young library members have become regular visitors to libraries across Torbay as part of the 'Book Crawl' scheme run by Torbay Council's Library Service. The children, all aged under five, have successfully made more than 40 visits to their local library.

Children taking part in the Book Crawl scheme receive a special sticker to place in their Book Crawl card each time they visit their local library. After collecting four stickers the children receive a colourful certificate to mark their achievement. The children taking part in the presentation have collected not one but ten certificates, the entire set, representing more than 40 visits to the library each.





Democracy

Local residents can access a wide range of information and documents relating to Torbay Council's decision-making processes as 'new look' web pages were launched by the Democratic Services department.

The new pages enable residents to find out about forthcoming meetings, decisions that have been made and obtain details about local councillors including their allowances and interests. There is also the option to be emailed updates on selected committee or council meetings when new information is published.

To subscribe to receive email updates or to find out more information, please visit www.torbay.gov.uk/councillorsdecisions

Young people from across Torbay were invited to share their views at the annual Your Bay, Your Say event at Parkfield in November.

Organised by members of Torbay's Youth Parliament the event enabled 11 to 19-year-olds to take part in a variety of activities as well as share their views and debate current issues affecting young people in the Bay.

The event included a sexual health seminar, bullying workshops and Question Time with a panel of Torbay councillors and decision makers.

a safer Bay



Safer Communities Torbay provides something called the Family Intervention Project which is a service that supports families. The families the service works with often experience a wide range of complicated things which can include domestic abuse, drug and alcohol misuse, unemployment, housing problems, poor parenting, poor school attendance, delayed learning in children, and mental health issues. In families where all of this stuff is going on it's not uncommon to see criminal (or the start of) criminal behaviours and these families can also sometimes have a negative impact on their neighbours and other people living in or around their community.

As well as the Family Intervention Project this year Safer Communities Torbay also launched a new service called the Intensive Family Support Service. The Service works with families who are in crisis and have children on the cusp of care over 8-12 weeks. Key workers support families to make

radical and long term changes to their behaviours and their lifestyles, in an effort to keep the family together, although unfortunately sometimes that's not always possible.

In 2012 Louise Casey, Head of the Troubled Families Team within the Department for Communities and Local Government, and Eric Pickles, Secretary of State for Communities and Local Government, visited Torbay to find out about the work being done locally to help families whose chaotic lifestyles and behaviours are impacting most on the communities around them. After that visit Kirsty Mooney, Torbay's Community Safety Manager, and Elizabeth Raikes the council's Chief Executive, were invited to Number 10 Downing Street to join the Prime Minister to mark the successful beginning of a partnership between central and local government in turning around the lives of 120,000 troubled families across the country.

Supporting communities

The Queen Elizabeth Drive Project

Safer Communities Torbay and other partners are working with residents in the area of Queen Elizabeth Drive in Paignton to make improvements to the area and help provide more opportunities for local people of all ages. In the last year lots of things have been happening, including the start up of a new youth café as well as a community café, a new parent and toddler group and a jobs club which has helped a number of residents to get permanent employment.

Sharing information and taking action

It's important for agencies to share information and work together to tackle crime. Something called Locality Tasking continues to be used in Torbay to do exactly that. Locality Tasking Groups bring agencies and organisations together to review crime information and other intelligence from frontline officers and residents to help inform what action should be taken and where to tackle crime and protect the most vulnerable people in Torbay.

Rowdy and nuisance behaviour in Torbay has reduced by 17.9% in the last year, as has criminal damage which has seen a reduction of 8%.



SORTIT!

A new initiative has been launched to help residents to deal with low level neighbourhood nuisance issues themselves, in cases where it may not be appropriate for a statutory intervention.

SORTIT provides a mediation service in Torbay that is free to the service users. The service is run by trained volunteers. Disputes cover anything from high hedges to noise and inconsiderate behaviour, and the mediators have been working with all parties to encourage them to come up with a solution themselves. To find out more about the service or to make a referral please contact 01803 208025 or email sortit@torbay.gov.uk





Supporting businesses and the economy

Making later nights safer nights

Torquay's harbourside area is a well known and popular late night destination for residents and visitors. Many areas like Torbay that offer a large number of restaurants, pubs and nightclubs have to work hard to reduce the crime and disorder that's unfortunately sometimes associated with a drinking and party culture.

Many agencies, organisations, businesses and volunteers work together to make the area safer which is why Torquay harbourside was awarded the prestigious Purple Flag.

To achieve the Purple Flag the area was assessed on issues like crime rates, hygiene standards and the range of visitor attractions. To find out more visit www.purpleflag.org.uk/projects/torquay-21.html

Town centre safety

Sharing information is vital in preventing and tackling crime. A new Business Crime Partnership has been set up in Torquay to bring together businesses and agencies, such as the council and the police, to do just that.

If you have a view about crime and community safety in your neighbourhood, please email haveyoursay@torbay.gov.uk or write to us at: Have Your Say Torbay Team, Safer Communities Torbay, Ground Floor Commerce House, 97-101 Abbey Road, Torquay, TQ2 5PJ. You can also find us at www.safercommunitiestorbay.org.uk

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An award winning local authority

April 2011



- Three local regeneration projects managed by Torbay Council and the Torbay Development Agency (TDA) were considered among the best in the West as the shortlist for the Michelmore and Western Morning News Commercial Property Awards was announced. The shortlisted schemes were: Paignton Community Library and Information Centre, Building of the Year; Torquay Harbour Waterfront Regeneration, Heritage Project of the Year; Torquay Community College, Project of the Year over £3-million.
- Torbay Council and TOR2 were shortlisted in two categories for the National Recycling Awards 2011. The two shortlisted categories were for Local Authority Team of the Year and for Best Partnership Project for Recycling. The awards recognise outstanding quality, innovation and best practice in the UK recycling and waste management industry, rewarding and supporting the efforts of local authorities and councils, as well as the construction and retail sectors.

May 2011

- Torbay's beaches are among its most prized assets, and confirmation came through that the Bay has the cleanest bathing waters in the country, scooping a record breaking 16 awards - more than anywhere else in the country. For the first time ever six Blue Flags flew high in the summer over Oddicombe, Meadfoot, Preston, Paignton, Broadsands and Breakwater Ten Torbay beaches also secured Quality Coast Awards for being clean and safe.

June 2011



- Torbay Council was named as one of several pioneering councils to receive additional support from Government to secure investment, via the Community Infrastructure Levy, from development in road and rail, green infrastructure and broadband. The Levy gives councils more choice and flexibility in how they fund infrastructure that local communities need and want and has the potential, nationally, to raise an estimated £1-billion a year of funding by 2016 that can be used by neighbourhoods and councils to support local growth
- The Royal Terrace Gardens restoration project in Torquay was considered among the best in the west. It received a finalist award from the Royal Institution of Chartered Surveyors (RICS) South West Awards 2011. The Torbay Council scheme was selected as a finalist in the 'Community Benefit' section where projects are judged on recognising the importance of providing local communities with outstanding facilities.
- Torbay Council's Communications Team won the Chartered Institute of Public Relations (CIPR) Excellence Award 2011 for its Employee



Engagement Campaign. The CIPR Excellence Awards recognise and reward best practice in public relations throughout the UK and acknowledge team achievement at the highest professional level.

- Torbay scooped three awards at the South West Local Authority Building Control (LABC) Building Excellence Awards for its prestigious developments at Torquay Community College, Ilsham House & Marine House in Torquay, and the £20 million Brixham Fish Quay project which was managed by Torbay Development Agency on behalf of Torbay Council.
- Torbay Council scooped three Green Flag Awards for Sherwell Park and Tessier Gardens, Torquay and Youngs Park in Paignton. Parks need to reach nationally laid down standards for their facilities, safety, cleanliness, maintenance, conservation, and care of historic heritage. They are also judged on how well they are promoted and how people are encouraged to use them.

August 2011

- Schools and students in Torbay celebrated in August when exam results showed a significant improvement. 58% of pupils gained five A* to C graded GCSEs, including English and Maths, a 4% improvement on 2010. 81% of pupils gained five A* to C graded GCSEs, not including English and Maths, which was in line with national results of 80.5%. However, Torbay showed greater improvement - nearly 6% above the 2010 figure of 75% compared with 4.3% nationally.

September 2011

- Torbay's blooming displays scooped an amazing 23 awards in the Royal Horticultural Society (RHS) South West in Bloom competition. Torquay and Paignton were awarded the prestigious Silver Gilt. St Marychurch and Babbacombe scooped a Silver award. Royal Terrace Gardens were also recognised this year winning the prestigious City of Bath Trophy for Landscaping, and several parks won "It's your neighbourhood" awards.

October 2011



- Torquay harbourside was awarded the prestigious Purple Flag for the quality of the evening and night-time activities that are on offer and the co-operation between the council, the police and businesses in managing the area. The scheme assesses each areas crime rates, hygiene standards and a range of visitor attractions.
- Torbay Council and bus operator Local Link won an award at the prestigious National Transport Awards ceremony in London. They were winners of the category "Dedication to Access for All" for the 67 Flyer service.
- Three sportspeople from Torbay were awarded council grants to help them excel even further with their chosen sports. The grants went to a water polo player, a gymnast and a table tennis player who have already shown great promise.
- Torbay's sporting stars were honoured at the EUROPLAS Torbay Sports Awards held at Torquay's Riviera International Conference Centre, supported by Torbay Council. They included local gymnast Jay Thompson, who was named 2011 Europlas Sports Personality of the Year and EUROPLAS Junior Sports Personality of the Year

- Torbay Council and Sanctuary Housing Group won a prestigious Merit Certificate from the Torbay Civic Society in recognition of exceptional design and finish for the Dunboyne Court retirement home development in St. Marychurch, Torquay. The extra care housing incorporates a modern design, high-end finish and views across the Bay including attractive communal spaces, a restaurant, hairdressing salon, buggy store and a variety of care support packages which enable residents to remain independent in their own apartment for longer.

November 2011

- Play Torbay was awarded £300,000 from the Big Lottery to support and develop three state of the art adventure play areas at Hele in Torquay, Blatchcombe in Paignton and Summercombe in Brixham. The award totalling £335,116 is being spread over three years for the play areas planned in Torbay's three Bay Ventures project.
- Torbay Council and Torbay Coast & Countryside Trust were shortlisted for the South West Green Energy Awards, in the category of Most Proactive Public Sector Body.

December 2011



- Torbay Council's recycling officer Carol Arthur won two more accolades for her work in helping to boost recycling across the Bay. She was named Recycling Officer of the Year by the Local Authority Recycling Advisory Committee (LARAC), and she also picked up her eighth successive Green Apple environmental award, this time for co-ordinating a successful "Go Green on the Green" family fun day in Paignton.
- Torbay Council was awarded a Good Egg Award in the Compassion in World Farming's 2011 Good Farm Animal Welfare Awards. Torbay's award was in recognition of its school contract caterer, Eden Foodservice, which only uses free range eggs and which supplies school meals to 25 primary and special schools in the Bay.
- Torbay Council commissioned the Torbay Development Agency to deliver a £2.85-million renovation project at Cockington Court, incorporating new craft studios and innovation centre. Architects Kay Elliott won the UK Property Awards Commercial Renovation/Redevelopment Award in the Best Architecture category.

January 2012

- Torbay Council not only retained its prestigious Customer Service Excellence Award, but also increased its areas of outstanding practice to five, the highest of any public organisation in the South-west. The Customer Service Excellence (CSE) standard is awarded by the Home Office to organisations that demonstrate high levels of customer delivery, timeliness, information, professionalism and staff attitude.
- Torbay Council helped secure £31,000 from the Heritage Lottery Fund (HLF) to continue to develop the Bay's popular Mini Museum project. The project, which will focus on teaching young children about Torbay's heritage, is being delivered by Torbay Childminders in partnership with Torbay Coast and Countryside Trust, Torbay Council, Brixham Heritage Museum and Torquay Museum.

- Following the successful delivery of phase I, the Torbay Development Agency was commissioned by Torbay Council to oversee the next phase which is to restore the south range elements and improve the interpretation. Restoration work has commenced on the £4.7m phase II restoration of Torre Abbey Historic House, following a £2.8m grant from the Heritage Lottery Fund for this Torbay Council owned and operated visitor attraction.

February 2012

- The council received a government grant to help guide people through the energy suppliers and grants maze. The Department of Health awarded £43,700 to be used by Torbay and Southern Devon Health and Care NHS Trust to fund domiciliary care visits to people in their own homes and provide training to key workers.
- Torbay Council's Cllr Alison Hernandez won 'Online Councillor of the Year' at the 2012 LGiU (Local Government information Unit) and CCLA Cllr Achievement Awards, for her work in using social media to promote local democracy and participation in local government.

March 2012



- Torbay Council's efforts to promote public transport received a boost when it bid successfully for money from the Department of Transport's Better Bus Area Fund. It received £514,700 for a number of schemes in Torbay. These include the installation of Real Time Information screens and kiosks in main transport areas such as Paignton Bus Station, South Devon College and Torbay Hospital, and the upgrading of all bus stops across the Bay to provide information to mobile phones to let people know when the next bus can be expected.
- Torbay Development Agency co-ordinated a bid from the Homes and Communities Agency and was successful in winning £680,000 to bring empty homes back into use and help house local families. Torbay Council also committed £500,000 to the project. The project will see Torbay Council working with Chapter 1 and Shekinah to bring 100 empty properties back into use by 2015.
- Torbay Council's Strategic Planning team successfully bid to take part in the Neighbourhood Planning Front Runners Scheme, to secure £20,000 in funding from central government to help create a Neighbourhood Plan for Brixham in 2011. The success of subsequent bids for the Torquay and Paignton Neighbourhood Forums for the fifth wave of Front Runners was announced in March 2012, receiving a further £20,000 for each.
- When the Department of Work and Pensions announced the results for the Work Choice programme, releasing a report on all organisations that deliver the programme and stating their success levels, the top performing organisation in Britain was the South-west based Social Firm called Pluss, which is owned by several local authorities including Torbay Council.
- The second annual South Devon Skills Awards took place at a packed out Riviera International Conference Centre, Torquay. A total of 12 awards were presented in recognition of a variety of accomplishments and contributions to skills and workforce development.



Our financial information

Balance Sheet - What the council owns, owes and is owed

Assets	restated 10/11 £m	11/12 £m
Buildings, land and assets owned by the council	352.8	339.9
Cash in bank	2.7	11.8
Money owed to the council	15.1	16.6
Investments	115.0	97.2
Less		
Money owed by the council	(40.0)	(40.6)
Capital grants and contributions	(6.8)	(1.4)
Pension liability	(76.6)	(123.5)
Long-term borrowing	(174.1)	(166.0)
Total	188.1	134.0
Financed by		
Usable Reserves	54.3	51.2
Unusable Reserves	133.8	82.8
Total	188.1	134.0

Capital Expenditure

	10/11 £m	11/12 £m
Schools related	18.9	10.1
Housing grants	1.6	2
Highways and roads	6.1	4.6
Economic regeneration	6.3	0.5
Torre Abbey	0.2	0.6
Paignton Library	2.5	0
Rock Walk	1.9	0
Other schemes	6.3	4.3
Total	43.8	22.1

Financial information

The revenue account below shows the cost of running council services between April 2011 and March 2012, and where the money came from to finance these costs.

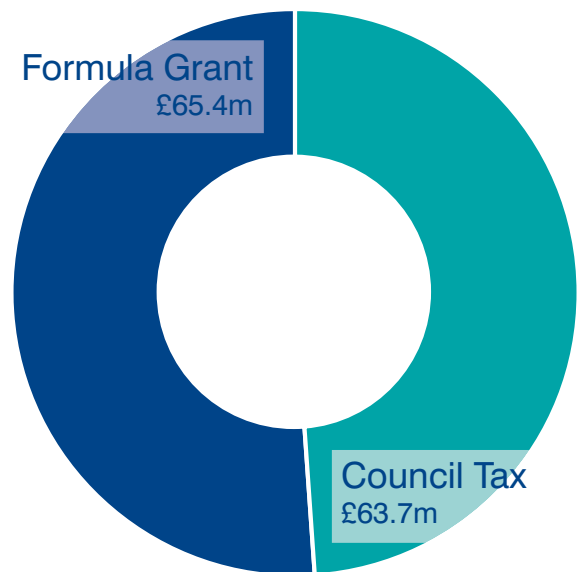
	10/11 £m	11/12 £m
Adult Social Care	45.0	43.5
Children's Services and Education	28.8	39.5
Housing Services	7.7	7.4
Highways and Transport Services	17.2	11.1
Cultural Services	15.2	10.6
Environmental and Regulatory	15.3	14.2
Planning and Regeneration	3.8	7.9
Corporate and Democratic core	3.4	3.1
Exceptional Items	(25.1)	0
Other services	(5.3)	2.6
Net cost of services	106.0	139.9
Add		
Other Operating Expenditure	(0.1)	4.1
Exceptional item - transfer of schools to academies	0	16.9
Financing and Investment	10.2	7.6
Adjustment under Regulations	16.2	(40.0)
Earmarked Reserves	1.8	0.6
Sub Total	134.1	129.1
Financed by		
Formula Grant	71.8	65.4
Council Tax	62.6	63.7
Total	134.4	129.1
Net surplus for the year	0.3	0

Finding out more

Visit our website for a range of information and online services

www.torbay.gov.uk

Where the money came from 2011/12



Services the money was spent on 2011/12



Adult Social Care	43.5m
Education & Children's Services	39.5m
Housing Services	7.4m
Highways & Transport Services	11.1m
Cultural Services	10.6m
Environmental & Regulatory	14.2m
Planning & Regeneration	7.9m
Corporate & Democratic Core	3.1m
Other services	2.6m



A Strong Voice for the voluntary and community sector in Torbay.

Supporting, developing and promoting voluntary activities in the Torbay area.

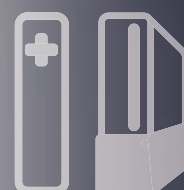
Some of the things we do:

- Help groups to establish and clarify their volunteer needs via the local Volunteer Bureau. We also help individuals identify voluntary positions. For more information on volunteering visit www.do-it.org.uk
- Provide support for the community development process and demonstrate good practice
- Encourage collaboration between voluntary and community groups and all public sector organisations
- Participate in strategic planning and represent Voluntary Community Sector (VCS) groups in Torbay



An integral part of CVA Torbay is the Torbay Consortium 'Torcom' a specific group of VCS organisations in Torbay who have joined together to work for the mutual benefit of the whole community.

To find out more about how CVA Torbay can assist you or your group telephone 01803 212638 or visit www.cvatorbay.org.uk



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