

Draft Corporate Plan 2015-19

Summary of consultation feedback

1. In relation to the two ambitions of prosperous and healthy, two thirds of respondents agreed with these ambitions and comments made included the following:

- We need to look after our residents and make them our main priority.
- Health is paramount as ill health can be avoided through intervention.
- We need to create revenue for the bay and promote tourism.
- Valid and achievable aims but could increase demand.
- Tourism and coastline needs maintaining and protecting for the future.
- Would like to see safety included as this is a basic need and without it communities cannot prosper and will have poorer health outcomes.
- Prosperity provides the basis for making other goals possible... the key is how these things are achieved.

2. The majority of respondents (83.3%) agreed with the principles which the Council will operate within, comments made included the following:

- Money can be saved with work to join up services and resources.
- The council has been great at being proactive, however we need to make our customers aware that with reductions in funding we are more reactive now, this will be assisted through a joined up approach.
- These seem a much a more forward thinking approach: merging teams, people working as communities and taking responsibility for the bay and looking after where they live.
- Don't think there is enough about creating opportunities or protecting our environment.
- Innovations should be core to what we do, this does not always mean bright and shiny, it's also about attitude.
- This is what a local authority should be doing and [this plan] doesn't inspire confidence
- Integrated and joined up also needs to apply internally to Torbay Council and not about seeking new opportunities externally.
- This is the only way forward.

3. Regarding the five areas where we will target our actions, again the majority of respondents (88.9%) agreed with these. Comments included the following:

- Offer support and care to vulnerable people before it's too late.

- I don't think anyone would disagree with these, it's just how you will do it and whether the Council can achieve it.
- It does focus on the safer and vulnerability elements which are very important and will drive demand if it not addressed.
- We need to change the wording for example, "*we will work tirelessly to protect our children and give them the very best start in life, we will strive to create exciting opportunities for our area to prosper etc*"
- There should be an explicit reference to improving mental health for children and young people.
- Promoting healthy lifestyles must be done in conjunction with schools.

4. In relation to whether there was anything respondents felt should be included, comments included the following:

- We need to make the most of the strengths of our location, scenery and beauty and encourage people to visit and return.
- Healthy should come before prosperous.
- We need to be clear the Council will maintain customer expectations by making it clear what we can genuinely achieve.
- The Council being more transparent in its future plans so the community can get involved and the local people can have a voice.
- Housing of different levels, social, affordable, rental and private all need to be looked at and built.
- Staff should be mentioned as an asset.
- Leveraging the possibilities made available by the digital economy for cost saving, community cohesion, jobs for young people, virtual business opportunities and improving the physical environment.

5. Finally we asked people if there was anything further they wished to add, comments included the following:

- I hope this does not fizzle out like other plans.
- The plan should be monitored and feedback available online – monthly and yearly.
- The challenge is 'how' and how will success be measured?

One late response was received from one of our partner organisations who are very supportive of the Plan and keen to continue multi-agency working with Torbay to ensure a multi-agency response to keeping people safe and healthy. They also fed back they were taking a similar approach in reviewing their operational plans and would have an overarching plan supported by a series of detailed plans.