

DRAFT

# Annual Report

2010 - 2011

[www.torbay.gov.uk](http://www.torbay.gov.uk)



# Welcome to our Annual Report

I was delighted to be elected Mayor of Torbay in May this year and have the opportunity to work with fellow elected members and officers to improve our beautiful Bay. Much has been achieved by the council and its partners in the last 12 months and this report shows you our pledges, achievements, performance and accounts information in one easy-to-read document.

The council has continued its strong drive towards sympathetic regeneration and improving employment opportunities. The new fish market in Brixham has been completed and officially opened. A spectacular new visitor centre and café was opened at Berry Head and at Cockington a new complex has been delivered to help local creative industries. In Paignton the £6.4 million library and information centre opened to great public acclaim and a world class youth facility is taking shape on the 'Parkfield' site.

In Torquay the Royal Terrace Gardens were reopened with a stunning new viewing platform for visitors and residents to enjoy and down at Torquay Harbourside Victoria Parade has been improved as part of a Heritage Lottery initiative with the restoration of the historic Mallock Tower.

Good transport links are vital to improving the Bay's economy. Works at Tweenaway Cross are now complete, we are investigating further park and ride facilities in the Bay and we are working with Devon County Council to progress the South Devon Link Road.

We are working hard with our partners TOR2 to ensure the Bay is kept clean and tidy and that our parks and outdoor spaces are well maintained.

Our efforts to improve recycling and reduce waste sent to landfill have been rewarded with the recycling rates improving by nine per cent from 36 to 45 per cent, which represents a 25 per cent increase in performance.

Torquay Community College and Kings Ash School have both been rebuilt and the Bay celebrated its best ever A level and GCSE results. Good progress has been made on making the Bay a safer place with overall crime down 5.8 percent.

However we cannot afford to be complacent. These successes come at a time of unprecedented challenge and we also have significant improvements to make in some services. The coalition government announced its Comprehensive Spending Review in October. This sets out the money available to the public sector for the next four years. For local government this means a reduction of 28% in government funding over that period. The Government has only announced detailed figures for the next two years and for Torbay this means a reduction of 14 per cent.

We are re-examining everything we do and how we do it to ensure that the work we do for the Torbay community is focussed 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 pages 4 and 5.

Finally I would personally like to thank all members past and present, 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 healthy, prosperous and happy Bay.

**Gordon Oliver,  
Mayor**



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

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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

## How well informed do you feel about council services?

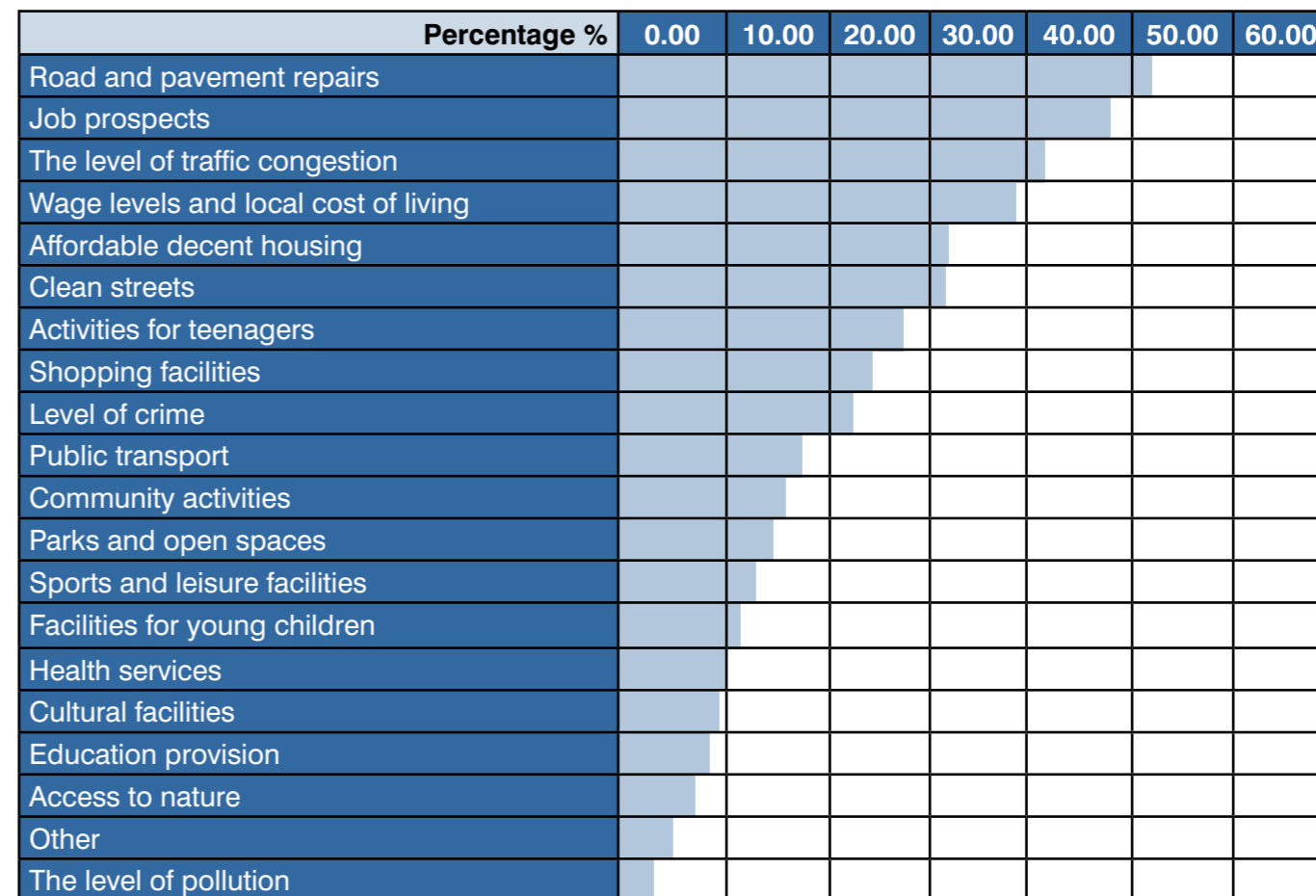
	2006 % Response	2008-9 % Response	2009-10 % Response	2010-11 % Response
How and where to register to vote	91.0%	90.8%	89.6%	<b>95.9%</b>
How your council tax is spent		58.8%	60.5%	<b>74.3%</b>
How you can get involved in local decision-making	33.1%	27.3%	30.9%	<b>50.3%</b>
What standard of service you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

## What you said you were happy with

	2008-9	2009-10	2010 - 11
Refuse collection	76.10%	78.90%	<b>80.2%</b>
Doorstep recycling	50.10%	54.80%	<b>71.7%</b>
Sport/leisure facilities	47.10%	46.30%	<b>49.8%</b>
Libraries	76.20%	74.00%	<b>76.3%</b>
Museums / galleries	51.80%	51.90%	<b>52.4%</b>
Parks and open spaces	68.20%	69.10%	<b>77.1%</b>
Beaches			<b>81.5%</b>

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.



## Improving our services to you

We are constantly striving to improve our customer service. Our aim is to provide you with high quality services and information. Improving customer care is an important part of the council’s work. To help ensure you get the high level of service you demand and deserve we introduced our Customer First Programme.

*We have also made it easier for you to complain, comment or compliment our work online, on the phone or in person*

## How we can help you

When contacting Torbay Council, it is likely that you will speak to one of our Customer Service Advisors who answer calls in our telephone contact centre and deal with enquiries face to face in our Connections offices in Torquay, Paignton and Brixham.

We aim to help with all council enquiries and if it is not possible we will point you in the right direction or put you in touch with the right person who can answer your query.



# Value for Money services

Where does your money go?



**WHAT YOU PAY EACH WEEK**

\*\*\*\*\*

TORBAY COUNCIL	£21.56
OVER 700 SERVICES INCLUDING EDUCATION, SOCIAL CARE, TRANSPORT, LIBRARIES, WASTE COLLECTION, LEISURE, PLANNING AND CULTURE	
DEVON & CORNWALL POLICE AUTHORITY	£2.67
DEVON & SOMERSET FIRE & RESCUE AUTHORITY	£1.23
-----	
TOTAL (EXCLUDING BRIXHAM TOWN COUNCIL)	£25.46
-----	
BRIXHAM TOWN COUNCIL	£0.49
-----	
TOTAL (BRIXHAM TOWN COUNCIL AREA)	£25.95
-----	
THE AVERAGE HOME IN TORBAY WILL PAY AROUND £26.00 PER WEEK FOR ALL THE SERVICES THE LOCAL AUTHORITIES PROVIDE	

We have made over £6 million worth of cost savings and are committed to delivering more efficiencies next year.



### Lower taxes

At 2.75% this year's Council Tax rise was lower than in the previous year. Torbay's Council Tax is one of the lowest in Devon. Our aim is to keep tax rises as low as possible without affecting vital services.

### Getting more for less

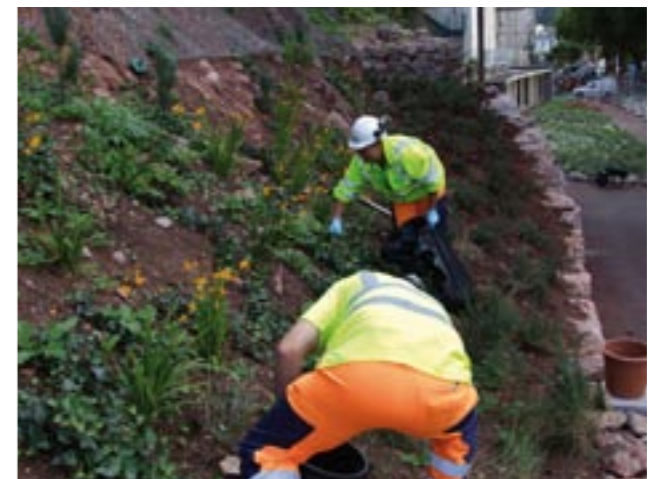
Our inspectors praised the council's "innovative approach to the way it works with partners to deliver better services and save money."

We have been deliberately entrepreneurial in the use of capital assets to deliver physical and social regeneration.

We have used over £34 million of external grants to enable projects to take place.

### Extra cash reward

For meeting or exceeding our performance targets last year we will receive an extra £1.7million reward money from the Government.



**every  
school day  
matters** ✓



## Missed school days are missed opportunities

*We want every young person to achieve  
their full potential – with your help they can!*

**Contact Torbay's Attendance Improvement Service:**

**Torquay: 01803 208104**

**Paignton and Brixham: 01803 208102**

[www.torbay.gov.uk/attendance](http://www.torbay.gov.uk/attendance)



*Working for a healthy,  
prosperous & happy Bay*

# Our Pledges

*Working for a healthy, prosperous 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 healthy, prosperous 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 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 prosperous Bay

- Job-led regeneration focusing on specific sectors.
- Create the right environment for inward investment.
- Continue to lobby for 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.
- Through the Torbay Strategic Partnership encourage public and private sectors to develop employment of apprentices.
- Support the creation of Town Centres Business Improvement Districts.



## Our future plans

- 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 happy Bay

Work towards keeping crime low by:

- Maintaining focus on the night-time economy.
- Working 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.



# Do you have room in your home, room in your life?



## Think about fostering...

Contact the Torbay Foster Care Service  
and find out more

Telephone: (01803) 207857

Email: [fostercareservice@torbay.gov.uk](mailto:fostercareservice@torbay.gov.uk)

[www.torbay.gov.uk/fostercare](http://www.torbay.gov.uk/fostercare)

**Children's**  
SERVICES  
Transforming children's lives together

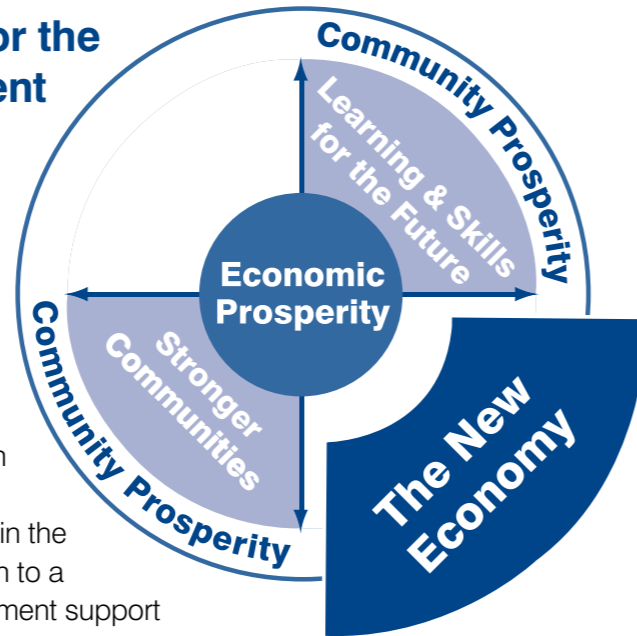
**TORBAY**  
COUNCIL

*Working for a healthy,  
prosperous & happy Bay*

# The New Economy

## A new Inward Investment Strategy for the Bay that facilitates external investment

The new Torbay Inward Investment Strategy responds to a need set out in both the Community Plan and previous Economic Strategy to bring about faster economic growth through new investment. Stimulating and attracting investment remains a key focus of the economic strategy meaning that the Inward Investment Strategy is crucial to its success. There are also links between the priority sectors identified in the Regional Economic Strategy and the industries targeted for inward investment. Sectors such as advanced electronics, healthcare and environmental science have all been identified for potential development in the Torbay economy. They are highly productive sectors, which to a lesser extent already exist, and with the right inward investment support could develop further and help build the Torbay economy for the future.



## Continuing the regeneration of Brixham, Paignton and Torquay

The new fish market in Brixham has been completed and officially opened. The development is part of the town's £20 million regeneration project which aims to rejuvenate the town's economy and provide fishing and non-fishing related jobs for the people of the Bay.







Berry Head



### This element of the regeneration programme comprises:

- Extended quayside space
- New fish market
- New fish restaurant and fishmongers

Interest from national hotel chains continues and examples include refurbishment on the Inn on the Quay at Goodrington as a Premier Inn and the Travelodge in Paignton.

- Five bids were submitted to the Regional Growth Fund in January 2010 for a number of projects which include:

\*Opening up commercial land for employment use in Paignton and Torquay

\*Improvements to road infrastructure to increase the attractiveness of an area to potential developers

\* A package of business support measures to help new and emerging businesses

### Castle Circus Regeneration Project

The CCRP Project was 'scaled back' in July 2010 due to the impending Government Comprehensive Spending Review. Tor Hill House has been refurbished as the first element of the 'civic hub'. The business hub is being taken forward through the LABV with private sector investment. The Business Hub will be located to the rear of the Torquay Town Hall. The building will comprise approximately 3,300 sq m of office accommodation over four floors.

### Regenerating Berry Head and Cockington (Sea Change Programme)

A spectacular new visitor centre and café at Berry Head was officially opened in March 2010, marking the culmination of a £1.8 million regeneration project at the site. The new visitor centre, originally

a guardhouse, has been completely rejuvenated to include interpretation displays and a new café has been built into the rear.

The Seachange Studios complex at Cockington Court is a £2.85 million project that will foster the local creative industry and talent as well as promoting the historic attraction as a place of heritage and culture for residents and visitors to Torbay. There will be 15 new businesses including studios and shops.

The complex has also recently been enhanced with the Devon Guild of Craftsmen, the leading contemporary crafts organisation, opening a new outlet at Cockington Court.

### Innovation Centres expand

Founded in 2006, the aim of Torbay Development Agency's South West Innovations Centres (SWIC) is to nurture small companies and help them succeed, creating and sustaining new wealth and employment for the local economy.

The innovation centres have now successfully expanded - with new centres at Bishop's Place in Paignton and Cockington Court in Torquay, to complement the already successful centres at Lymington Road in Torquay, Vantage Point at South Devon College and the Watermark Centre at Ivybridge. SWIC work with a number of partners to provide flexible and low-cost business premises and to create a range of support services. More information is available at [www.swinnovationcentres.co.uk](http://www.swinnovationcentres.co.uk)

### Delivering the Torquay Harbour Area Action Plan

The plan provides a framework for the regeneration, conservation and enhancement of the visually and economically important area surrounding Torquay Harbour. The harbour area is a heritage gem and has sentimental and historic value for many visitors and residents. After winning grant funding successful restoration has included the Regina and Queen's Hotel, Harbour Point and

# Cockington Court Craft Centre

[www.cockingtoncourt.org](http://www.cockingtoncourt.org)

## A brand new centre to help local creative industries

Just a mile from Torquay seafront, historic Cockington Court is nestled within 460 acres of country park and is home to a growing number of skilled craftsmen – watch them as they work and perhaps indulge in a spot of retail therapy in their studios and galleries.



the historic gem the Mallock Clock Tower which has been restored to its former glory. The work has also included a Pedestrian Priority Scheme which has meant that businesses could successfully apply for pavement licences, improving the harbour area for all to enjoy.

## Torbay launches Heritage Strategy

Torbay is one of Europe's finest coastal environments, with a wealth of architectural and natural heritage features, and is home to the world's only urban Geopark, designated by UNESCO. To conserve and enhance these assets for future generations the Heritage Strategy was launched following public consultation and expert research and advice. The strategy aims to find the best way of maintaining and developing Torbay's heritage in a way that encourages economic, social and environmental regeneration at the same time as restoring and enhancing important symbols of our local identity. These can be anything from buildings, parks and gardens to special events and local dialects. For more information visit [www.torbay.gov.uk/heritagestrategy](http://www.torbay.gov.uk/heritagestrategy)

## New lease of life for the Old Market House Brixham



Before



After



## Our achievements

Working with a local property development company, the council has exchanged contracts to enable an extensive refurbishment of this property creating a quality family restaurant at this premier waterfront location.

The Old Market House restaurant will create in the region of 25 new jobs, and the developer is committed to buying local fish landed at the new fish quay and other excellent produce from the region to support the local economy.

### £2.8 million in funding for Torre Abbey

The Heritage Lottery Fund confirmed the funding after a successful bid from the council. The award will fund the second phase of the Abbey's restoration programme, which will extensively conserve the medieval ruins cloister wall and other key parts of the building. The work will also include the creation of new learning spaces including a new educational activity zone. Since the successful completion of phase one of the scheme Torre Abbey has been attracting world

class art exhibitions including Damien Hirst and Robert Lenkiewicz, enhancing the quality of the visitor destination and providing great facilities for local people throughout the year. For more information visit [www.torre-abbey.org.uk](http://www.torre-abbey.org.uk)

### Progress continues at White Rock Business Park

A public exhibition of planning proposals for development of land at White Rock, Paignton, has been hailed a success by its organisers.

More than 200 people attended a three-day public exhibition in April at South Devon College and the follow-up exhibition for college students and staff.

The White Rock public exhibition showed details of the outline planning application submitted by the developer to the council in March for a mixed-use development that includes 350 new homes, business space, a local centre and new public open spaces.

It was promoted by the White Rock Stakeholder Group, one of several Localism pilots being led by the council in relation to its planning activities.

Undercroft at Torre Abbey



[www.torre-abbey.org.uk](http://www.torre-abbey.org.uk)

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*Working for a healthy, prosperous & happy Bay*

Be part of a

# Brighter Bay

Low costs • High skills  
Quality of life • Competitive property

Torbay is a unique business location on the South Devon coast benefiting from waterside regeneration and contemporary business parks.

Contact our Investment Development Officer, Jason Buck, to find out more about the Torbay opportunity.

Jason Buck, Investment Development Officer,  
Torbay Development Agency, Tor Hill House, Union Street, Torquay, Devon TQ2 5QW  
Email: [jason.buck@tecdltd.com](mailto:jason.buck@tecdltd.com) Telephone: 01803 208799 Fax: 01803 207511

[www.torbaydevelopmentagency.co.uk/placetoinvest](http://www.torbaydevelopmentagency.co.uk/placetoinvest) Follow us on  @Invest\_Torbay



The group was set up in order to identify ways in which the developer, council and community representatives can ensure that residents and the business community are fully engaged with and understand the planning proposal, its potential impacts locally and across the Bay.

## Continuing to support Torbay's community through the recession

Swift recommissioning of services to support residents during the economic recession continues to have a substantial impact. Specific actions to support immediate impacts on families and individuals in difficulties include:

- Torbay Pound (credit union) is delivering its services from a high street location in one of our most deprived wards, aiming to counter both the recession and deprivation and the presence of high cost legal lenders.
- The council is continuing with its successful Take up campaign to ensure residents are aware of all the benefits they are entitled to
- The Business Boost programme has been developed to help local businesses develop and grow. The number of businesses reporting growth is slightly below target at 47%. However, this figure is encouraging given the current economic climate.
- Supporting the Citizens Advice Bureau to enable it to take advice services into the community, including outreach services in doctors surgeries who are now dealing with 11% of all enquiries
- Addressing deprivation across the Bay and strengthening our communities.

Partners are working to close the gap by focusing on actions around employment, street cleaning, community capacity and housing. A pilot scheme is taking place in the Hele area of Torquay.



## South Devon Link Road

Torbay Council and Devon County Council are proposing to improve the A380 between Penn Inn, Newton Abbot and Kerswell Gardens, Torquay with construction of the South Devon Link Road (SDLR). The new road will bring huge economic benefits to the area as well as significant environmental gains including alleviating congestion and dramatically improving the air quality for residents.

Following the Government's Comprehensive Spending Review the SDLR was successful as being one of 45 schemes entering a development pool to compete nationally for available funding, with the Department for Transport requiring best and final bids by 9 September 2011. The Government is then expected to announce which schemes will be funded in December.



The Millennium Bridge

## Work with other employers to introduce a Bay-wide economic / employment strategy

Torbay's Economic Strategy was approved by the council in December 2010. It has been developed against a strong evidence base and with significant engagement and support from the business community. It looks to develop the environment for business growth and specifically attract and stimulate investment, improve business performance and raise skill levels. Further work is now underway looking into the key sectors identified within this strategy. For further information visit [www.torbaydevelopmentagency.co.uk/efstrategy](http://www.torbaydevelopmentagency.co.uk/efstrategy)



Royal Terrace Gardens

## Delivering Rock Walk as an asset for Torbay

Rock walk was officially opened in early October 2010 as the renamed Royal Terrace Gardens.

The huge project involved major stabilisation works involving de-scaling the rock face as well as installing soil nails, rock bolts and rock netting.

The restoration works included rebuilding dry stone walls, new planting and renovating the top path with new railings and replacement lighting columns. The construction of a unique footpath, bridges and a stunning viewing platform was also completed.

The project received a finalist award from the Royal Institution of Chartered Surveyors (RICS) South West Awards 2011. Public reaction has been hugely positive and it has created a unique outdoor space for visitors and residents to enjoy, increasing confidence further in the regeneration of Torbay.

## Delivering a new Tourism Strategy

The new Tourism Strategy was accepted and approved by Torbay Council in September 2010 and has since been made into a policy document, aimed to help take Torbay's tourism industry forward and halt the decline in the sector.

Tourism-related industries such as hotels, restaurants and retail currently account for 16.7% of jobs within Torbay. The importance of the tourism industry and linked visitor economy is identified in the economic strategy and recognised as a priority sector. The Tourism Strategy offers more detail on how the future of the sector in Torbay will be developed. It has three key objectives:

- To reduce the decline in visitor numbers and spend

## Our achievements

- To increase the value of tourism to the Torbay economy
- To reposition the English Riviera as a leading and inspirational UK destination.

### The new Paignton Library and Information Centre

The new Paignton library opened in September 2010 to local acclaim and provides a community focus in the town centre as well as giving public confidence in the town's regeneration journey.

Paignton Library and Information Centre, on Great Western Road, includes a new state of the art library, a multi-purpose meeting space, a café, a media suite and toilets with a 'changing places' facility. It also provides centralised facilities for a number of agencies.

The £6.4 million project has been funded by Torbay Council and the Big Lottery Fund, and the opening marked the completion of the project following an exciting three years of consultation and planning.



# PLAY THE TRUMP CARD



## Cut costs, cut Torbay's carbon

Let someone else do the driving and arrive relaxed. Travel 8 miles to work by bus, forget the car and save £500 a year! For public transport information contact Traveline on 0871 200 22 33.

☎ 01803 207750

[www.torbay.gov.uk/energy](http://www.torbay.gov.uk/energy)

# Pride in the Bay



## Progressing the Waste PFI with Devon County and Plymouth City Councils

Torbay Council, Plymouth City Council and Devon County Council, working together as the South West Devon Waste Partnership, were successful in applying to Defra for Private Finance Initiative (PFI) funding worth £95 million to help meet the cost of creating a sustainable waste management solution for the South West Devon area.

The project includes an Energy from Waste (EfW) facility for waste that cannot be reduced or recycled, together with other recycling and composting initiatives.

MVW Umwelt has been chosen by the South West Devon Waste Partnership as the appointed contractor and a planning application for the construction of an EfW facility at the North Yard of HM Naval Base Devonport has now been received by Plymouth City Council.

Subject to planning approval the service is due to be operational in 2014.

## Continuing to maintain the cleanliness of Torbay

TOR2 carries out street cleansing operations on behalf of Torbay Council using mechanical and manual teams, working seven days a week all year round.

The teams:

- Clean town centres daily
- Remove accumulations of rubbish from land owned by our customers
- Collect litter from public streets
- Empty litter bins



- Support communities with locally organised clean-up events.

TOR2 has purchased four new street sweepers and is investing in new equipment to remove chewing gum and jet wash streets and public areas in a more environmentally friendly manner.

The company has also been involved in a number of 'Big Tidy up' community clean-up events, providing skips and labour at no cost to the local community.

## Continuing to improve our recycling figures

The introduction of an improved household waste and recycling collection service across the Bay has led to more materials being recycled and less waste being sent to landfill.

Torbay's recycling rate has gone up by nine per cent from 36 per cent in 2009-10 to 45 per cent by the end of 2010-11, which is an improvement in performance of 25 per cent.

Torbay is now well on the way to achieving the Government's national recycling target of 50 per cent by 2020, and is hoping to hit that target in 2012.

TOR2 and Torbay Council were also short-listed for the National Recycling Awards which recognise outstanding quality, innovation and best practice.

Significant improvements have also been made to the Household Waste and Recycling Centre at Yalberton. The improvements include better access and signage, staff in attendance to welcome and advise visitors, and facilities for additional recyclable materials.

Latest figures for Torbay show that in 2010-11 there was a reduction of 4,657 tonnes of household waste being sent to landfill.





Brixham Harbour

## Climate Change and Carbon Management

We are currently ahead of in-year targets and on schedule to meet a 20 percent reduction target by 2012. The council received national recognition for its carbon cutting initiatives, achieving the Carbon Trust Standard.

Savings of over £1 million against the predicted council energy spend through the first two years of the programme have also been achieved.

The council's Climate Change Strategy introduced a Carbon Management Plan in April 2008 to reduce the annual carbon emissions created by its operations.

In aiming to achieve the reductions, several schemes and initiatives have been carried out in offices, schools, libraries and on-street lighting and fleet vehicles.

These included the upgrading in January of Torbay's street bollards, 540 of which were upgraded to Light Emitting Diode (LED) lighting, reducing the wattage and using new sensor technology so they remain turned off when there is sufficient daylight. This upgrading is predicted to save Torbay £13,000 every year.

One of the biggest savings in terms of both energy and money has been a project invigorating Torbay's street lighting, introducing ultra-efficient lanterns across the Bay. This has reduced Torbay's carbon footprint by 236 tonnes, equivalent to the footprint of 43 UK homes. Torbay Council is expected to save £52,000 every year as a result.

## Playbuilder success

Torbay Council has successfully completed improvements on 11 play areas and open spaces after successfully bidding for £1,125,459 from the government's Department of Children, Schools and Families. Plans for a further 11 play areas to be completed in year two are currently underway. This is also with the help of money raised from local friends groups.

Young people and the wider community were been consulted on how the money should be spent and so far the feedback from residents who have used the completed play areas has been fantastic.

The Torbay Playbuilder programme addresses key themes in the Torbay Play Strategy to provide more challenging and exciting facilities, make better use of the natural environment and have longer term appeal to a variety of ages.







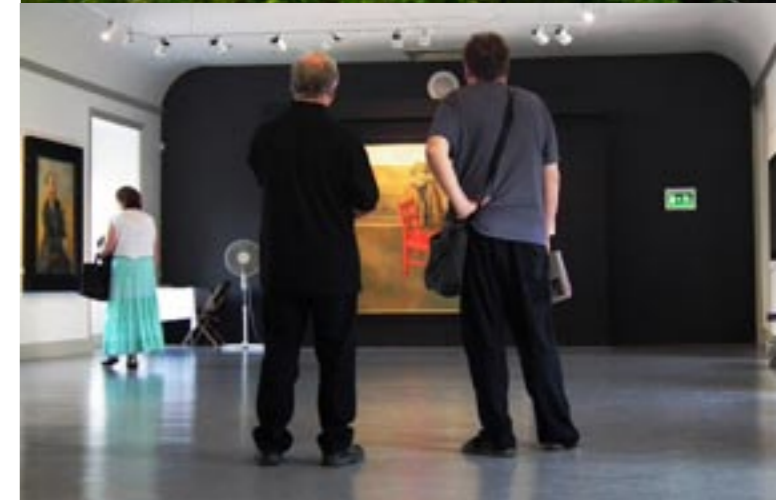
## Art on the English Riviera

Following on from world class exhibitions from renowned artists such as Antony Gormley and Damien Hirst, the council launched Art on the English Riviera at the newly completed Cockington Court Craft Centre. The exhibition includes the world premiere of Henry Bruce's Horizon Cube. Horizon Cube is Henry Bruce's first piece of outdoor sculpture since his Dartmoor Chair. It has links to the landscape, both in the literal sense and through imagination.

Local children and adults were invited to help create a public piece of land art, the Hazel Cloud by Mike Fletcher. This landscape installation is inspired by the region's traditional building and craft materials, and designed to be fully experienced by walking around and through the impressive hazel sticks.

Art on the English Riviera also included displays of West Country ceramics including works loaned from The Dartington Hall Trust Collection and a private collector featuring the work of Bernard Leach. Twenty demonstration craft studios took place and the Bovey Guild of Craftsmen's new retail unit showcased the very best of the West Country's craft makers.

Torre Abbey hosted an exhibition of work bequeathed to the Lenkiewicz Foundation by the internationally renowned artist, Robert Lenkiewicz. Through his paintings, the Plymouth based artist explored social and philosophical issues prompting people to contemplate their own lives and the world they live in. A number of important works were displayed at Torre Abbey alongside some previously unseen items.



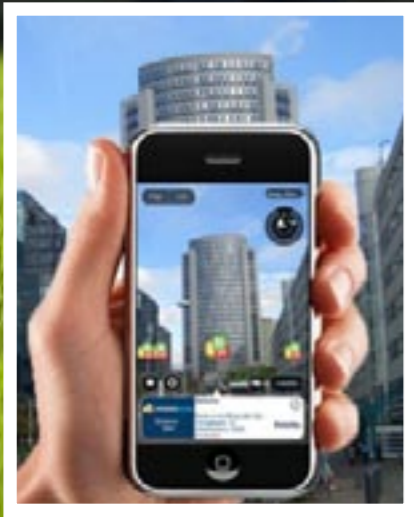
## Improving the quality and quantity of culture on offer in Torbay

### Cultural success for the Bay

Torbay has bucked the national trend to become the only unitary authority in the country to see an increase in the number of people visiting its museums and galleries.

The results were announced following an Active People Survey, managed by Sport England in partnership with the Department for Culture, Media and Sport (DCMS), Arts Council England and the Museums, Libraries and Archives Council.

Of the 117 county and unitary authorities that were surveyed, Torbay was the only area to have shown an increase in the number of people visiting its museums and galleries in the last 12 months.



### Torbay gets Connected

An innovative project, [torbayconnected.co.uk](http://torbayconnected.co.uk), is embracing one of the latest innovations in technology, augmented reality, to reveal the rich geology, heritage, culture and built environment of Torbay, also known as the English Riviera.

The Torbay Connected project team, led by the council's culture team and Gingko Projects, has worked closely with Exeter University's [innovation@exeter](mailto:innovation@exeter) team, to launch six Augmented Reality Layars for smartphone users.

Augmented Reality Layars showcase information drawn from the Torbay Connected website. The website includes an interactive map which features a wealth of information via hundreds of points of interest (POIs) positioned as locality pins. The POIs include stories of heritage, geology, great buildings and the area's Geopark.

## Torbay Connected



### Bringing history to life at Torre Abbey

A programme of family activities, which were combined with learning about the Abbey's history, have been held. Activities included medieval workshops, with games and dressing up; Horrid History, Gruesome and ghostly tales about the Abbey, and competitions. The events were designed to bring the Abbey to life, enabling the accompanying adults also to enjoy the beautiful house, artwork on display and amazing gardens. Visit [www.torre-abbey.org.uk](http://www.torre-abbey.org.uk)

### Geopark success continues

Torbay is one of just 78 areas around the world to be recognised for its rich geological, historical and cultural heritage and welcomed into both the European and Global Geopark networks. This recognition allows us to capitalise further on our natural assets, with a particular focus on sustainable development and tourism.

Coinciding with the international Geopark Week, our annual English Riviera Geopark Festival is a celebration of our stunning natural heritage.

The annual festival brings the Geopark to life, with an amazing range of activities to enjoy, from walks and talks, to arts and educational events, and Geopark cruises.

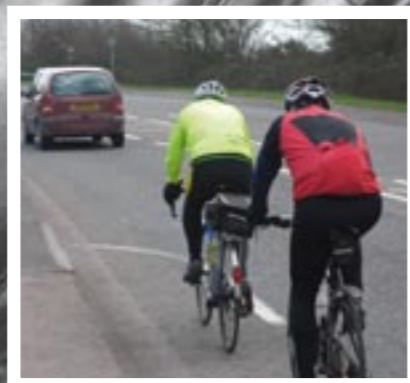




## Making it easier to get around Torbay

Torbay made very good progress with its second Local Transport Plan (LTP2) which was given 'excellent status' and awarded 'Most Improved Local Transport Authority.' Achievements included:

- The £4.8million junction improvement scheme at Tweenaway Cross has been completed. The council successfully bid for funds for the £4.8 million Government-funded scheme, which is part of Torbay's Local Transport Plan 2006-2011. The project will overcome transport problems on the western corridor, in particular between Kings Ash Road and Tweenaway Cross, one of Torbay's busiest junctions. The improvements will help support business and tourism growth by reducing congestion and improving journey times.
- Bronze Rider tickets: School children have been issued with a branded ticket allowing students to travel on the public bus network at any time (except school summer holidays) which has seen a 40% increase in patronage on routes serving schools.
- Buses: 16 services in Torbay were upgraded to low floor vehicles, helped by the introduction of 15 new buses across the Torbay network. Additionally, all of the buses on the Route 32 were replaced in 2006/07 to new Euro 3 compliant low floor single deck buses. Further upgrades are expected by the addition of two new Euro 5 compliant double-deckers. Many other bus routes have been replaced with low floor easy access vehicles, such as the 31 / 34, 60 / 61 and 108.
- Accessibility has been greatly improved. The most recent addition was the introduction of the 67 'Flyer' linking Brixham and Paignton to South Devon College, Torbay Hospital and the Willows superstores. The service offers significantly faster journey times to destinations, making it competitive with private car travel; this has proved extremely popular with passengers, with usage far exceeding expectations.



- Bus stops and Shelters: Approximately 150 new bus stops have been installed or replaced and around 50 upgraded, together with introduction of a new style of flag. This offers more space for information and is more visible, making it easier for drivers and passengers alike to identify when approaching a bus stop. Thirty-five stops have had additional printed information displays added to improve the level of public transport information available to users.
- Cycling: The number of cyclists has increased by 53% during the Plan period and around £400,000 made available through Growth Points for the Torquay to Paignton section of the coastal cycle route, part of the National Cycle Network.
- Disability Learning Packs: These have been developed in partnership with the Learning Disabilities Partnership Board and the SPOT (Speaking Out in Torbay) group. Most passengers with learning disabilities now use their orange wallets, which inform bus drivers of the need to take special care.

We are working with Devon County Council to produce the latest Local Transport Plan (LTP3). It aims to deliver a transport system that can meet economic, environmental and social challenges. It also seeks to deliver the aspirations of Devon and Torbay Councils, stakeholders, businesses and the public. The LTP3 comprises an Implementation Plan and Evidence and Consultation Reports.

The vision for the plan is that by 2026 Torbay will have excellent connections to Devon and the rest of the UK. Residents and visitors will find it easy to move around, explore and experience Torbay's beautiful urban and marine environment. People will enjoy better health and quality of life using improved cycling, walking and public transport links for work, leisure and education. A low carbon, sustainable transport system will contribute towards the public realm, distinct character and function of the three towns of Torquay, Brixham and Paignton.



### Six Blue Flags for Torbay's beaches

It's official! Torbay 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 are flying over Oddicombe, Meadfoot, Preston, Paignton, Broadsands and Breakwater this summer.

Ten Torbay beaches have also secured Quality Coast Awards for being clean and safe. They are Maidencombe, Oddicombe, Meadfoot, Preston, Broadsands, Ansteys Cove, Torre Abbey Sands, Paignton, Goodrington and Breakwater.

### Green Flag success

Torbay Council has scooped three coveted Green Flag Awards for Sherwell Park and Tessier Gardens in Torquay and Youngs Park in Paignton.

The Green Flag Awards for parks and green spaces are similar to the Blue Flag Awards for beaches, and are handed out annually by the Green Flag Partnership, which is made up of Keep Britain Tidy, Greenspace and British Trust for Conservation Volunteers.

Parks needs 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.



[www.torbay.gov.uk/parkfield](http://www.torbay.gov.uk/parkfield)



### Opening in October 2011 a world class youth facility in Paignton

An aspiration for Parkfield is for it to host a number of international, national and local extreme sport competitions, as well as it to become a sought after location for other youth events, exhibitions and music festivals.



*Working for a healthy, prosperous & happy Bay*

**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](http://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](http://www.cvatorbay.org.uk)**



**Children across the Bay love their local libraries**

762 children aged up to 15 years visited their library and completed a survey throughout March this year. The results show that 100% think their local library is either good (89%) or ok (11%) and 100% said that they think their local library is a friendly place.

There was an increase of 2% in the number of people who think their library is bright and cheerful inside (97%) compared to the last survey carried out in 2007, and 100% said that they think the books in the library are good (86%) or ok (14%).

The full survey results can be viewed at [www.torbay.gov.uk/libraries/customer-feedback-and-surveys](http://www.torbay.gov.uk/libraries/customer-feedback-and-surveys)

# Learning and Skills for the Future

## A new 'world class' youth centre

Torbay Council was awarded more than £4.8 million from the Government funded Myplace programme, delivered by the Big Lottery Fund, to develop the Parkfield site. The project will create a world class facility for young people offering a wide range of high quality activities and support services for locals and visitors. It will specialise in adventurous activities and performing arts on a prime location.

Facilities available will include a BMX track, a skate park, climbing walls, a sports hall/theatre, a media suite, a cafe and support services for young people.



High quality accommodation units will be developed in keeping with the grade II listed building to attract community groups, schools and families from Torbay and across the UK.

Work is expected to be completed in October 2011 when it will be officially opened to the public. For more information on the development of Parkfield and to see up to date webcam pictures go to [www.torbay.gov.uk/parkfield](http://www.torbay.gov.uk/parkfield)



## Further enhancing learning and employment prospects for 14-19 year olds

The council and partners are proud that by active management Torbay continued to manage provision for the majority of young people either in education, training or employment. Last year Torbay NEETs (Not in Education, Employment or Training) percentage fell to the fifth lowest in the country. South Devon College is offering more Foundation Learning Excellence (FLEX) placements for NEETs with new courses run each month at differing locations. A further achievement was that Outcomes for Care Leavers (including learning/ employment) was judged as outstanding by Ofsted.

South Devon College's Higher Education unit opened, increasing the provision in the local area. The college runs a number of Foundation Degree programmes validated by the University of Plymouth.

## Educational excellence

GCSE results show that across the Bay students and schools have done exceptionally well, with the best results ever. Results show a significant improvement compared to last year's previous best ever results by 2%. This marks a 7% improvement since 2007.

55.4% of pupils gained 5 A\* to C graded GCSEs, including English and Maths - a 2% improvement on 2009. 76.5 % of pupils gained 5 A\* to C graded GCSEs, not including English and Maths - nearly 10% above the 2009 figure of 66.8% and also well above this year's provisional national figure of 69%.

There has also been a 3% increase in key stage 1 (7 years olds) improvements in reading and writing.

This year's A-level results have also improved with the average points per student rising by a whole grade compared to last year. All schools reported that students have achieved the new A\* grade. The vast majority of A-level students in the Bay have also successfully secured university places.



## Our achievements

This is despite national reports that many students across the country face disappointment.

### **This is in addition to:**

South Devon College rated Outstanding by OFSTED.

More Primary National and Local Leaders of Education than anywhere else in the region

A high and rising proportion of Outstanding schools (22%)

## Torquay Community College is completed

The new building at Torquay Community College is now finished and the final part of the landscaping is in place following a five year process. The new building provides an inspirational learning environment for students and staff, including Adult and Community Learning.

The re-build of Torquay Community College began in April 2008 and a little over three years later it is now complete. The project is within budget at £29m. The majority of funding came from a Building Schools for the Future Pathfinder Grant, together with contributions from Torbay Council and what was the Learning and Skills Council through South Devon College.

The accommodation comprises 66 classrooms with specialist facilities for performing arts and science and technology.

The Torquay Community College project was short-listed for 'Project of the Year over £3million' for the Michelmores and Western Morning News Commercial Property Awards 2011. The awards are the region's premier commercial property competition, showcasing the very best in country commercial property projects, buildings and people.



## Raising aspirations and opportunities for children and young people in Torbay

This is one of the strategic directives of the Children and Young People's Plan. Produced by the Torbay Children's Trust, this plan sets our agreed priorities for children and families for the forthcoming three years. All of the statutory agencies locally including Torbay Council, Torbay Care Trust, South Devon NHS Foundation Trust, Devon Partnership NHS Trust, Devon and Cornwall Constabulary, Devon and Cornwall Probation Service, Job Centre Plus, Torbay Schools and South Devon College, are fully committed to making a reality of the aspirations as set out in the Plan.

### **The Plan is underpinned by two strategic objectives:**

- Raising aspirations for all children and young people and their families.

- Focus first and most on areas of greatest socio-economic deprivation to narrow the gap between the most and least disadvantaged.

We are ensuring we make progress against these objectives by focusing on making real improvements in the following seven priority areas of work.

- Raise attainment at all stages of education
- Improve attendance and behaviour at education settings
- Ensure all children and young people are protected from abuse and neglect and feel safe and supported in their families and communities
- Increase participation and positive activities
- Reduce the number of teenagers becoming pregnant
- Reduce the number of children and young people living in poverty
- Reduce the use of alcohol and substance misuse

We are reviewing the activity plans underpinning this Plan at least every two months to show progress and manage performance and will be reviewing the plan itself and the priorities next year, taking account of the views of children, young people, parents/carers and the wider community. For further information visit [www.torbay.gov.uk/childrensplan](http://www.torbay.gov.uk/childrensplan)

## Supporting Torbay's children and young people to make healthy lifestyles choices



A number of successful initiatives have been undertaken:

- The Challenging Social Norms Project -Young people from three secondary schools across the Bay have received intensive training providing them with the skills and knowledge to challenge the social norms of their peers. These 'peer surfers' are available to provide advice and signposting of relevant services to other students, deliver workshops on relevant issues to their year groups, and support them to make healthy life choices
- Alcohol Health Promotion and Personal Social Health and Economic Education (PSHE). Young people receive consistent messages dealing with real life issues which affect children and young people, their families and their communities, and engages with the social and economic realities of their lives, experiences and attitudes



- Healthy Schools- our school contract caterer Eden Food Service has been awarded the Food For Life catering mark. The company, working in partnership with Torbay Council, has achieved the bronze accreditation, which recognises greater use of fresh, seasonal, local and organic ingredients, high welfare meat and sustainable fish.
- Healthwise Torbay is a young people's drop in centre offering free and confidential health advice and support on a range of issues to young people aged 13 – 24 years.

It means that the wider issues such as risk taking behaviour, drugs and alcohol contributing to teenage pregnancy can be addressed in one setting. The shop became the first place in the South West to be accredited with the Department of Health quality mark 'You're Welcome.'

## Improving the opportunities and life chances for children with disabilities and learning difficulties

Torbay's Integrated Joint Agency Children's Disability Services, or IJACDS, brings together occupational therapists, learning disability specialists, social workers, physiotherapists and council and Care Trust services. Together they also work under the Government's 'Aiming High for Disabled Children' programme in order to help meet the needs of children with disabilities and their families across the Bay.

The following projects have been successfully completed:

- New wheelchair accessible mats at Preston Beach, Paignton Sands and Goodrington
- Oldway School Swimming Pool development - new accessible changing rooms, a hoist that goes straight into the pool and top of the range equipment
- Occombe Farm - raised flower beds, accessible kitchen equipment and a Changing Places toilet/changing facility

- Warren Barn - heating system to allow group visits all year round
- Buying new all-terrain wheelchairs, which any family can borrow and use to enable them to access places like beaches or Dartmoor
- Buying a minibus for the Special Needs Playscheme
- Providing Torquay Museum with sensory activities and equipment such as specialist seating and light boxes
- Funding to enable the Torbay Coast and Countryside Trust to make the new Seashore Centre at Goodrington fully inclusive and accessible
- Setting up a new 'Street Dance Group' as part of the Short Breaks
- Establishing and supporting the Parents Participation Forum
- Funding the Young People's Disability Council
- Fair Play Day (including Crazy Golf)
- Providing start up costs for the new Paignton Kool Club for young people aged 14-19 with learning disabilities. It offers a supported and caring environment to practise life skills and promote independent living through fun activity learning.
- Funding the redesign and printing of the Resource Directory and new information packs. These will be given to all families receiving services from the Integrated Joint Agency Children's Disability Services
- Funding support for Mayfield School's new playground, which is fully accessible for wheelchair users and children and young people with disabilities
- Buying a range of Short Break equipment, which will be available for use by families so respite care can take place outside the family home.
- Providing a waterbed for the Torbay Opportunity Group to enable therapy sessions



# Stronger Communities



## Closing the Gap - Addressing deprivation across the Bay and strengthening our communities

Partners are working to close the gap by focusing on actions around employment, street cleaning, community capacity and housing. A pilot scheme is taking place in the Hele area of Torquay. A neighbourhood manager works to bring local residents and organisations together so that local people can play an active role in designing, delivering and using local services.

The scheme looks to act on the concerns of residents to help address local problems such as crime, anti-social behaviour, poor health, activities for children and teenagers and employment opportunities.

A community 'shop' offers residents a number of services including free internet, benefits advice, local information, access to Devon Home Choice housing services and Job Centre Plus.

## Reducing the use of alcohol and substance misuse

Previous health profiles have shown Torbay to have a higher than average number of alcohol-related admissions to hospital and work is continuing to taking place locally through the Alcohol Harm Reduction Strategy, both to prevent alcohol misuse and to ensure services and support are easily accessible within the community.

The successful work has included the development of a community-based alcohol action service to reduce the demand upon hospitals, the development of online support for members of the public, including information and advice to help people self-care and to access local services.

A training programme has also been set up for health and social care workers, enabling them to identify alcohol problems among their patients and clients, ensuring the right support can be put in place as early as possible.



Last year a hospital alcohol support worker was also appointed. This provides anyone who has been admitted into the hospital with alcohol-related harm a direct link into the alcohol service for support and advice.

Indications show that alcohol-related admissions are reducing on previous years.

Substance Misuse by Young People- A new local survey on views and usage and effectiveness of Personal Social and Health Education drug education will be completed annually. This will be similar to the annual national schools 'Tell Us' survey.

## Teenage Pregnancies – working with partners to reduce the number of under 18 conceptions

The latest figures for conceptions in those under the age of 18 have seen a 15 percent reduction. The rate fell from 64.9 per 1,000 in 2008 to 55.3 per 1,000 in 2009. In actual numbers there were 131 conceptions in 2009 compared to 159 conceptions in the previous year.

The Teenage Pregnancy Partnership Board which has representatives from the council, NHS and other partners focuses on ensuring young people in Torbay have every opportunity to avoid unwanted pregnancies. One of the major developments this year is the creation of the sexual health outreach team which has brought together experienced staff with backgrounds in nursing, midwifery and targeted youth work to take sexual health and contraception services out into the community. The team was formed in April 2010 and has been initiated in an effort to reduce the number of unplanned and repeat conceptions in under 18s.



## Improving help and advice for young people

A number of other developments and initiatives have taken place in Torbay, all of which are aimed at improving access, services, information, support and education for young people.

In June last year, a new brand and website for sexual health information was launched, enabling young people to find out about all aspects of sexual health, contraception and services in one place and in an online format. Since its launch the Sexwize website continues to prove popular with more than 200 hits per month. Social media sites like Facebook are also being used to reach young people and raise awareness about the information and services available.

The Healthwize shop, which is a joint project between the Council and Care Trust and now going into its second year, continues to provide young people with a safe and convenient place on the high street to get information, advice, and

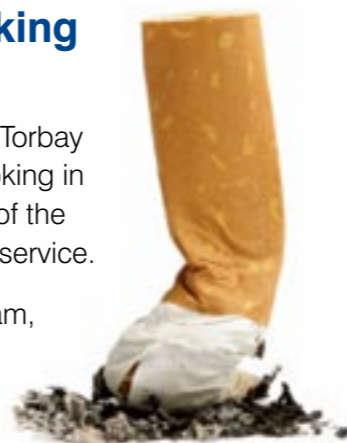
signposting on all aspects of health and wellbeing, as well as providing a range of sexual health and contraception services. Since it opened the shop has worked with over 2,000 young people.

Tighter and stronger links with schools are being developed with the sex and relationship education becoming a core part of Physical, Social, Health Education (PSHE), and work to provide parents in Torbay with a stronger network of support and information is underway.

## Addressing smoking prevalence

More than 1,000 people in Torbay have successfully quit smoking in the last year, with the help of the Torbay NHS stop smoking service.

Torbay's Stop Smoking Team, a partnership between Torbay Council and Torbay Care Trust,



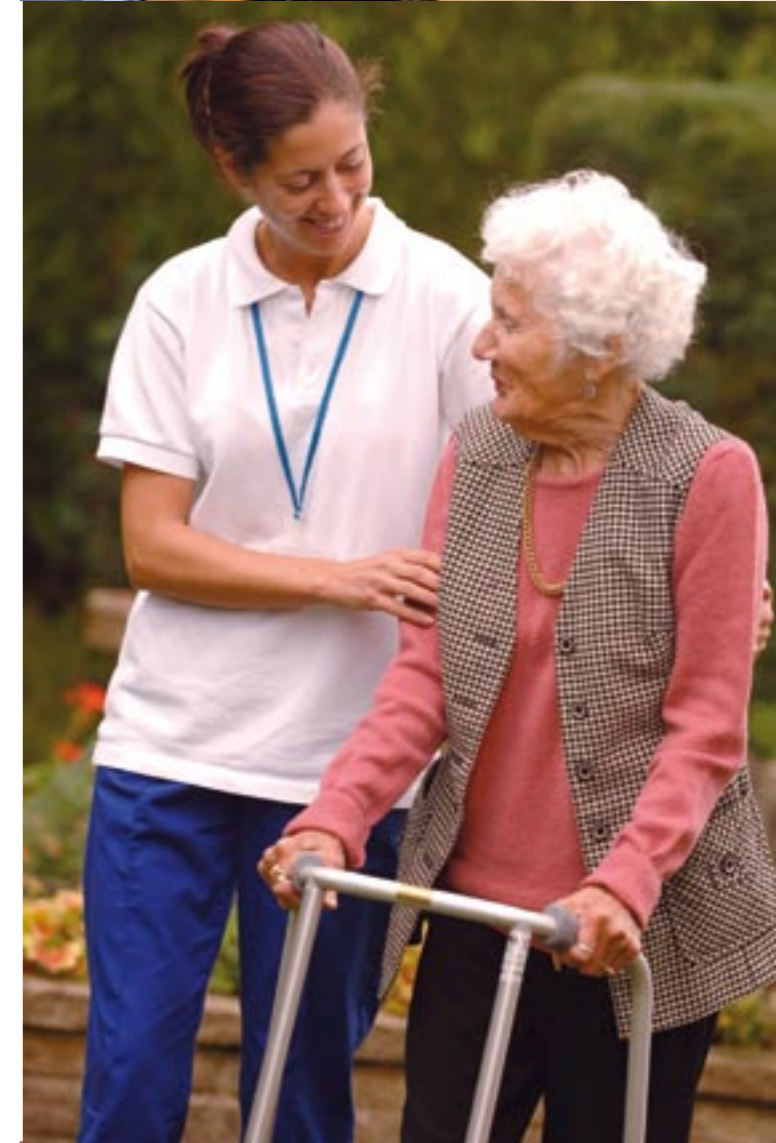
provide 1-2-1 and group support to help people stop smoking for good. The team hold sessions in Paignton and Brixham as well as at the Stop Smoking Shop based in Torquay town centre. The shop is a drop in centre for those who want to stop smoking and is based on a successful project piloted in Gloucester.

In total, 1,121 people successfully gave up smoking between April 2010 and April 2011, with over 2,400 people making contact with the service in a bid to take their first steps towards kicking the habit. The latest smoking prevalence data from the Integrated Household Survey has indicated that Torbay's smoking prevalence is at 18.3% lower than the regional and national rates (21.4 % and 20.2% respectively)

## Older Persons Strategy

We are working to help older people lead fulfilling lives and to reduce reliance on residential care, enabling them to take control over decisions directly affecting them.

- The Dunboyne extra care scheme will be completed in 2011/12, providing a valuable alternative to residential care. The £8.5 million extra care scheme for people aged 55+ will provide 35 affordable rented and 10 shared ownership apartments. There will be a wide range of services on site, including a fitness centre, launderette, salon, restaurant, communal areas, recreational and fitness classes. The scheme aims to help residents live independently for longer and reduce hospital admissions and reliance on residential care
- We are procuring new arrangements for domiciliary care as part of providing adequate choice for clients with personal budgets
- We are working to establish the range of accommodation required for the future in order to reduce the reliance on residential care
- We are continuing to work on personalisation with more people being allocated personal budgets





### New Carers Forum website launched

Torbay Carers Forum website was launched to help increase the number of carers in Torbay getting support. The site is run and administered by carers and is designed for carers of all ages and in all caring situations. It has links to other relevant websites and up to date local and national news on issues of concern. [www.torbaycarersforum.co.uk](http://www.torbaycarersforum.co.uk)

### Improving safeguarding for children and adults in the Bay

A Multi Agency Safeguarding Hub (MASH) has been established to improve the collection and sharing of information across all organisations involved in adult and children safeguarding in Torbay. It is being developed by Devon and Cornwall Police, Torbay Children's Services, Torbay Care Trust, South Devon Healthcare Foundation Trust and other partner agencies. The Hub's aim is to quickly collate and share information held by the various agencies and provide a multi-agency risk assessment of each case to help improve safeguarding.

### Improving access to Affordable Housing

Torbay Council is committed to providing high quality housing for people who are unable to access or afford market housing, for example, vulnerable people and key workers as well as helping people make the step from social-rented housing to home ownership.



A number of schemes are available including housing schemes at Beechfield Avenue (a 145 home Eco development by Sovereign Housing Association); Torre Marine (a development by Barratt Homes in Torquay) and Dunboyne (a 55+ extra care scheme in Torquay by Sanctuary Housing). A huge range of help and advice has been made available, including sheltered housing, extra care housing, affordable housing, private landlords, housing benefit including the new changes, how to register on Devon Home Choice, shared ownership, mortgages and finance, grants for insulation, and Disabled Facility Grants.

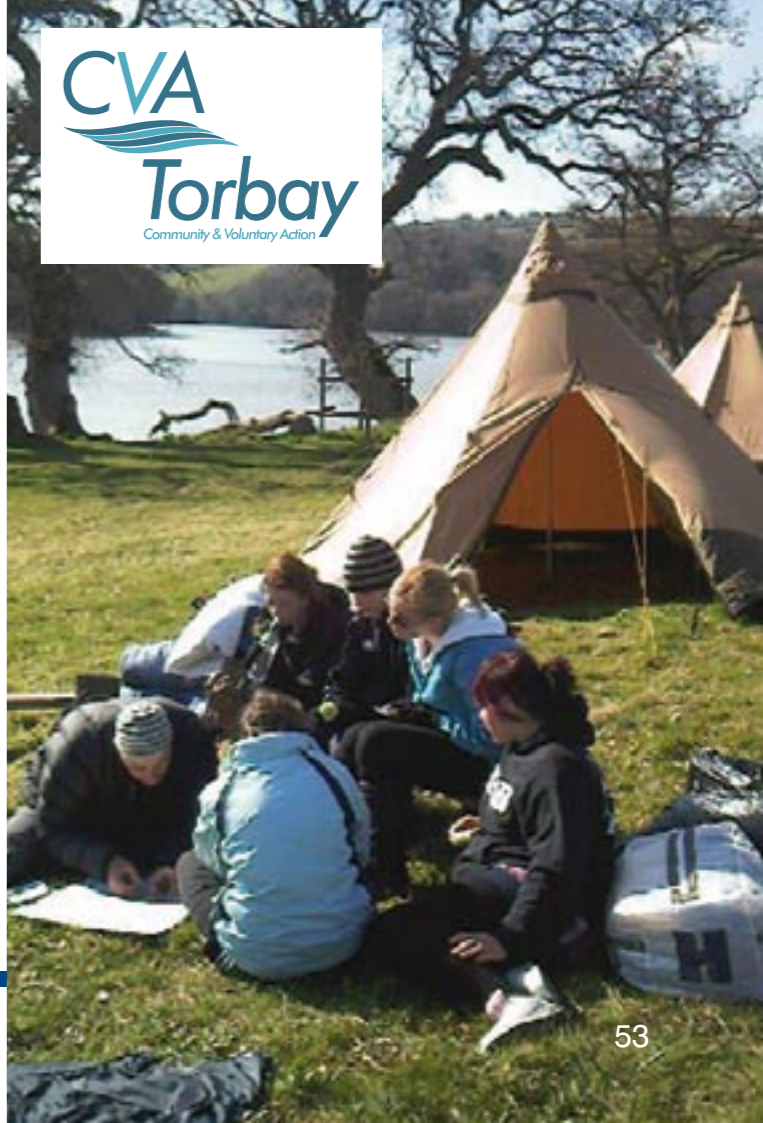
Torbay Development Agency, in partnership with Torbay Council and an extensive range of housing service providers, arranged a Housing Information Day to give free, helpful advice and information on a wide range of housing related issues. For further information visit [www.torbay.gov.uk/housing](http://www.torbay.gov.uk/housing)

### Celebrating a multi-cultural Bay

Following on from the three annual Teranga Festivals organised to celebrate Torbay's cultural diversity, Imagine staged its "Taste of Africa, Asia and The Caribbean" event at Oldway Mansion in Paignton. Over 600 people attended the day, supported by the council, Safer Communities Torbay and Torbay Care Trust. It combined an exciting and heartwarming music and dance programme, mixing performances from professionals and amateurs, children and adults, and set pieces and interactive workshops for visitors as well as fabulous food. For further information visit [www.imaginetorbay.co.uk](http://www.imaginetorbay.co.uk)

### Volunteer success

Community and Voluntary Action Torbay – CVA is an independent voluntary organisation receiving support from Torbay Council and Torbay Care Trust with the aim of promoting, developing and supporting voluntary activity in Torbay. Volunteering in the Bay is up 18%, with more people taking action to help their communities and a further 320 people supporting charitable organisations as trustees.



**You Said... we did** Safer Communities Torbay has continued to apply the learning from the You Said We Did consultation activity during 2010. Examples of this include Intergenerational Activity which has physically brought a number of Torbay's older and younger residents together to challenge perceptions and stereotypes, with an overall aim of reducing fear of crime and improving community cohesion.

**A Safer Bay** In 2010/11 Safer Communities Torbay helped achieve an overall reduction in crime across Torbay by 5.8 %

Crime Type	Total crimes 2009/10	Total crimes 2010/11	% Change
Theft of Vehicle	161	134	-16.8
Theft from Vehicle	742	655	-11.7
Vehicle Interference	55	52	-5.5
Domestic Burglary	409	380	-7.1
Criminal Damage	2,209	1,966	-11
Robbery	56	54	-3.6
<b>Total crimes</b>	<b>9,770</b>	<b>9,208</b>	<b>-5.8%</b>

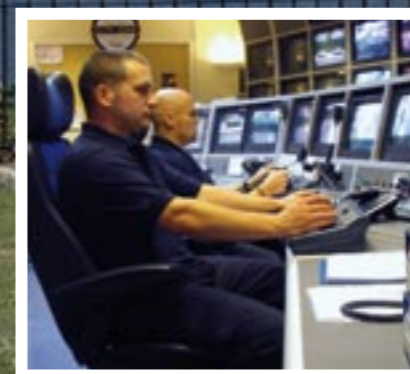
■ **Senior Safe** In response to You Said We Did, Safer Communities Torbay has led a multi-agency 'Senior Safe' project which aims to provide older and more vulnerable residents with up to date, local and relevant community safety information. This work has now been fully evaluated and the results of which will help to develop the project during 2011/12.

■ **Participatory Budgeting** Safer Communities Torbay was selected as a pilot area for Participatory Budgeting by the Home Office. The pilot theme is domestic abuse, in response to the national Violence Against Women and Girls Strategic Narrative. Work for the pilot has focused on capacity building within the community and the development of sustainable relationships with well established and newly formed community groups.

■ **Safer Nights Torbay** Safer Nights Torbay is the partnership umbrella term now applied to all night time economy related projects, initiatives (including educational campaigns) and multi-agency operations within Torbay. Safer Nights Torbay was launched in 2010 and is focused on community engagement in terms of project development and evaluating outcomes. The project is being delivered in partnership with South Devon College and a number of local businesses.

■ **Junior Life Skills** Junior Life Skills is a Safer Communities Torbay led multi-agency initiative which provides life skill guidance and coaching to all primary schools within Torbay. The initiative operates each year from Torquay Fire Station and seeks to improve community safety and public health outcomes by empowering children to make informed decisions.

■ **TVIS** The Torbay Visiting International Students (TVIS) programme is delivered annually and aims to engage with Torbay's visiting students. The programme is delivered to all main language schools in Torbay and provides community safety



information, advice and signposting. The programme encourages students to enjoy their stay in Torbay responsibly and empowers them to take action if they become a victim of crime during their stay.

■ **Police and Communities Together** Safer Communities Torbay has facilitated the updating of the Police and Communities Together (PACT) process to the Devon and Cornwall

Police website, to ensure that local residents are kept informed of priority issues and operational action taken in response to their concerns. Safer Communities Torbay will be working with the Police during 2011/12 to develop PACT further in Torbay.

■ **Community Safety Online Network and Website Development** Safer Communities Torbay is currently re-designing its website to ensure it is customer focused and a 'one stop shop' for all community safety service information, advice, news and engagement

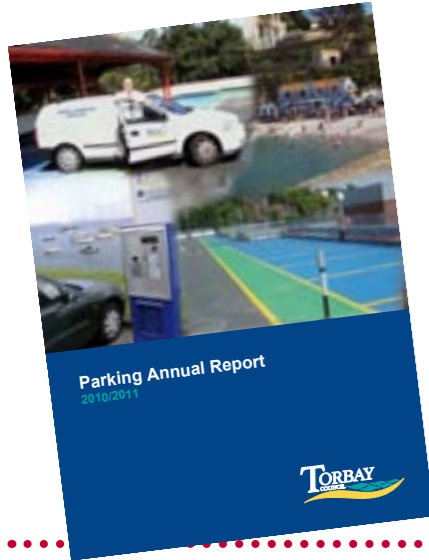


in Torbay. On completion of the website development, a Community Safety Online Network will be introduced to enable the use of social media, online video streaming and local forums, all of which will encourage participation.

■ **Torbay Street Based Team** The Torbay Street Based Team is tackling youth offending and anti-social behaviour by engaging disaffected young people on the streets and reducing ASB/youth crime incidents in Torbay. The team consists of a PCSO, two youth workers (Torbay Youth Service) and three YCAP youth workers, all providing different qualities, skills and experience in working with challenging young people. They provide support and advice and guidance to young people.

# An award winning local authority

## April 2010



- The Torbay Together campaign won the Bronze Award in the Council Reputation category of the LGcommunications Awards 2010. The campaign highlights our partnership with health, police, fire and rescue – and the successes and efficiencies which have been made by working together.
- Efforts by Torbay Council to tackle the problem of dog fouling have won a prestigious accolade. The council won first place in the Preventative Approaches category at the Keep Britain Tidy Network Awards in Manchester in recognition of its Paws to Pick Up campaign. It was also named as Keep Britain Tidy Network Awards Overall Winner 2010.
- Torbay Council's Annual Parking Report was shortlisted for the national The PATROL Annual Report Awards in 2009 to promote and share best practice among councils in the production of their compulsory parking reports.

## May 2010



Democratic Services

- Torbay Council's Democratic Services Team were commended in the Municipal Year Awards 2010. The new category 'Democratic Services Achievement of the Year Award' recognises staff who not only provide an invaluable service to their councillors but can also demonstrate innovative ways of engaging the local community in the democratic process.
- Councillors from Torbay Council were recognised for their commitment and dedication to developing skills, knowledge and performance in local government at this year's Member Development Awards.
- Councillors Christine Scouler and Cindy Stocks were joined by 22 other councillors from across the South-west to receive their 'Professional Award in Local Governance'
- The "Safer Workplace, Better Business" pack aimed at helping businesses to comply with their responsibilities under health and safety laws was short-listed for the national Municipal Journal Awards from more than 70 entries as one of the six finalists in the Public Protection Achievement of the Year.

## June 2010

- The Torbay Together campaign won the Bronze Award at the 2010 National LG Communications Reputation Awards in the Council Reputation Category.

## July 2010



Graham Frost & Robert Lead

- Graham Frost and Robert Lead were presented with long service awards from the Royal Horticultural Society following 80 years of council service between them.
- The £20 million redevelopment of Brixham Fish Market won the prestigious Chairman's award at the LABC (Local Authority Building Control) South West Building Excellence Awards.
- The council has scooped four coveted Green Flag Awards for Sherwell Park, Tessier Gardens, Upton Park and, for the first time, Youngs Park in Paignton.
- Torbay Development Agency (TDA) was awarded runner up in the regional final of the Enterprise Culture category of the Enterprising Britain competition to find the most enterprising place in the UK.

## August 2010

- Best ever GCSE results for Bay schools
- Excellent AS and A-Level results.

## September 2010



Torbay in bloom

- All 37 of Torbay Council's car parks have achieved prestigious Safer Parking Scheme Park Mark awards. Managed by the British Parking Association and supported by the Home Office, the awards recognise the commitment of councils to creating a safer environment for users.
- Torbay's blooming displays scooped an amazing 14 awards at this year's Royal Horticultural Society (RHS) South West in Bloom competition.
- Torbay Council became the first local authority in the South West and only the fourth in the country to be awarded the Charter Plus for Member Development
- The council's Electoral Services Team performance at the May 2010 General Election was rated as "above the standard" in all areas by the Electoral Commission.

## October 2010

- Paignton Community and Sports College (PCSC) became the first school in Torbay to be awarded the prestigious Governor Mark for the work of its governors.
- The council's Registrars Team, who manage marriages, civil partnerships, registration of births and deaths, were assessed as performing above target for the services they provide.

## November 2010

- Ofsted congratulated education providers in Torbay for delivering high quality education. Torbay has a high percentage of Outstanding schools and National Leaders of Education (a national accredited system of recognising headteachers of outstanding schools who provide leadership and support to other schools)



*Outstanding schools*

- Five primary schools, three secondary schools and one special school are currently rated as Outstanding by Ofsted and Torbay has five National Leaders of Education as well as another four Local Leaders of Education.
- Torbay Voice is a service user involvement group helping to improve the Supporting People services in Torbay. Torbay Voice was awarded "Regional Champion" status in 2008 by the Government for the way they involved clients. The group supported Torbay Council and Torbay Care Trust in attaining Mindful Employer Status. The Mindful Employer Charter aims to increase awareness of mental ill health and provides information and support for employers in the recruitment and retention of staff

## December 2010

- Torbay's Customer Services Team underwent their annual appraisal and retained their Customer Service Excellence Award. The team attained three areas of full compliance plus (areas of best practice) and are the only team to have achieved this in Devon.

The areas of compliance plus are:

- They demonstrate their commitment to developing and delivering customer focused services through their recruitment and training development policies for staff
- There is a commitment to putting the customer at the heart of service delivery and the service actively supports this advocate for customers
- They learn from any mistakes that are made by identifying patterns in formal and informal complaints and comments from customers and use this information to improve services and publicise action.

Six Blue Flags for Torbay's beaches

- Torbay was rated with the cleanest bathing waters in the country, scooping a record breaking 16 awards - more than anywhere else in the country.
- Ten Torbay beaches also secured Quality Coast Awards for being clean and safe.



*The Beach Team*

## January 2011

- Torbay Council won another prestigious Green Apple environmental award, this time for its work promoting the use of real nappies as an alternative to disposable nappies. It is the seventh year running that The Green Organisation has recognised Torbay's success in promoting imaginative recycling initiatives.



*Green Apple Environmental Award*

## February 2011

- 'It's Your Choice', Safer Communities Torbay's short film aimed at raising awareness amongst young people about the reality of crime, the importance of reporting it and the very real consequences that they may face should they commit crime, was nominated for a Regional Royal Television Society Award.

You can view the film at

<http://www.safercommunitiestorbay.org.uk/itsyourchoice>

## March 2011



*Before*



*After Torquay Harbour Regeneration Project*



*The Royal Terrace Gardens Project Team*



*The Communication Team*

The Torquay Harbour Waterfront Regeneration Project won Heritage Project of the Year at the Michelmores and Western Morning News Commercial Property Awards

- The awards are the region's premier commercial property competition, showcasing the very best in country commercial property projects, buildings and people.

Two other successful council-led schemes were short-listed:

- Paignton Community Library and Information Centre- Building of the Year
- Torquay Community College- Project of the Year over £3 million.

- Torbay Council and TOR2 were short-listed in two categories for the National Recycling Awards 2011. The two short-listed categories were for Local Authority Team of the Year and Best Partnership Project for Recycling.

- Carol Arthur, Torbay Council's Recycling Officer was also short-listed for the Local Authority Recycling Champion Award at the Awards for Excellence in Recycling and Waste Management.

- Torbay Council's Communication Team won the Chartered Institute of Public Relations (CIPR) Excellence Award. The awards recognise and reward best practice in public relations throughout the UK and acknowledges team achievement at the highest professional level.

- The same campaign was also short-listed in the national LGCommunication Reputation Award 2011 in the Employee Engagement Category.

- The Royal Terrace Gardens Restoration Project in Torquay received a finalist award at the Royal Institute of Chartered Surveyors (RICS) South West Awards 2011.

- Torbay Council's Printing Services Team won two national awards for printing and finishing and runner up for variable data at the APCOM (Association of Print and Communication Managers - public sector) conference.



*Printing Services*

# Our financial information

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

Assets	restated 09/10 £m	10/11 £m
Buildings, land and assets owned by the council	332.1	339.2
Cash in bank	14.2	2.7
Money owed to the council	14.7	15.2
Investments	100.0	115.0
<b>Less</b>		
Money owed to the council	(37.9)	(40.0)
Capital grants and contributions	(3.3)	(6.8)
Pension liability	(166.4)	(76.6)
Long-term borrowing	(164.1)	(174.1)
<b>Total</b>	<b>89.3</b>	<b>174.6</b>
<b>Financed by</b>		
Useable Reserves	54.2	54.3
Unusable Reserves	35.1	120.3
<b>Total</b>	<b>89.3</b>	<b>174.6</b>

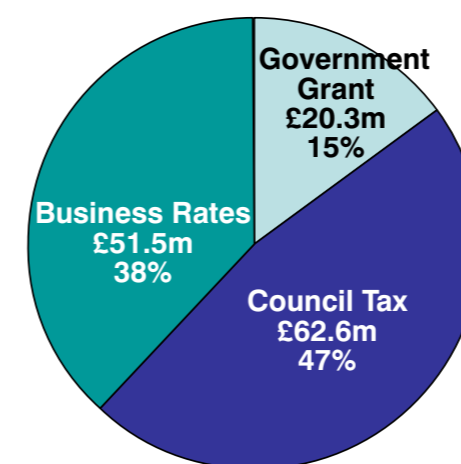
## Capital Expenditure

	09/10 £m	10/11 £m
Schools related	26.3	18.9
Housing grants	2.4	1.6
Highways and roads	4.9	6.1
Flood prevention/sea defence	1.7	0.2
Economic regeneration	4.9	6.3
Torre Abbey	0.1	0.2
Paignton Library	3.4	2.5
Rock Walk	1.2	1.9
Other schemes	4.0	6.1
<b>Total</b>	<b>48.9</b>	<b>43.8</b>

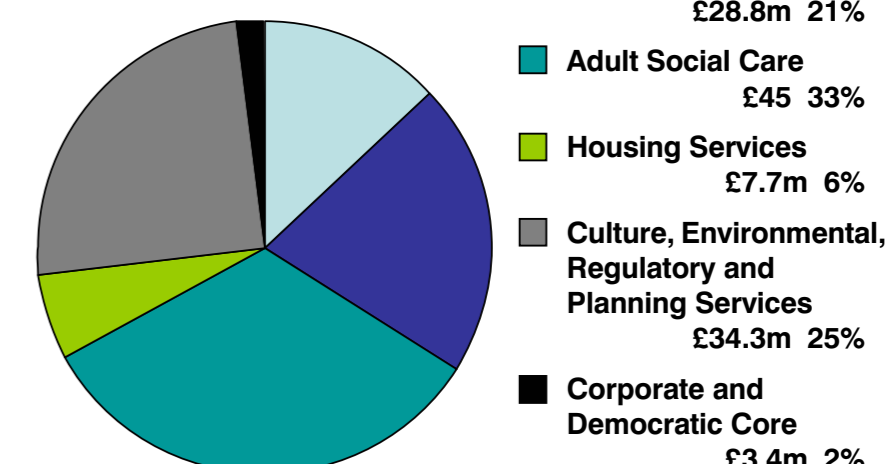
The revenue account below shows the cost of running council services between April 2010 and March 2011, and where the money came from to finance these costs.

	restated 09/10 £m	10/11 £m
Adult Social Care	44.1	45.0
Children's Services and Education	27.0	28.8
Housing Services	2.4	7.7
Highways and Transport Services	9.7	17.2
Culture, Environmental, Regulatory & Planning Services	23.6	34.3
Corporate and Democratic core	6.5	3.4
Other services	3.1	(5.3)
Exceptional Items	1.0	(25.1)
Net cost of services	117.4	106.0
<b>Add</b>		
Other Operating Expenditure	36.2	(0.1)
Financing and Investment	12.0	10.2
Earmarked Reserves	3.6	1.8
Sub Total	124.8	134.1
<b>Financed by</b>		
Revenue Grants	(19.0)	(20.3)
Business Rates	(45.6)	(51.5)
Council Tax	(60.6)	(62.6)
Net surplus for the year	(0.4)	(0.3)

## Where the money came from 2010/11



## Services the money was spent on 2010/11



# Finding out more

The following are some of our most important publications which are helping us deliver our ambitions;

## Corporate Plan [www.torbay.gov.uk/corporateplan](http://www.torbay.gov.uk/corporateplan)

Torbay Council's 'Corporate Plan 2010+' is influenced by and impacts on a number of other plans, strategies and documents, which together map out how we are working with the community in delivering the services we all need



## Local Area Agreement (LAA) [www.torbay.gov.uk/laa](http://www.torbay.gov.uk/laa)

This outlines how we are addressing some of the local issues contained in the Community Plan in the short term, whilst responding to national priorities.

## Local Development Framework (LDF) [www.torbay.gov.uk/LDF](http://www.torbay.gov.uk/LDF)

This provides and delivers the spatial planning strategy for Torbay for the period 2005 to 2026. The LDF complements the Community Plan and relates to all aspects of how people use land, rather than simply things that need planning permission. It looks at issues such as the provision of new housing, jobs and community facilities.

## Statement of Accounts [www.torbay.gov.uk/statementofaccounts](http://www.torbay.gov.uk/statementofaccounts)

Describes the financial position of Torbay Council and our transactions during the year.

## Medium Term Financial Plan (MTFP) 2009-12

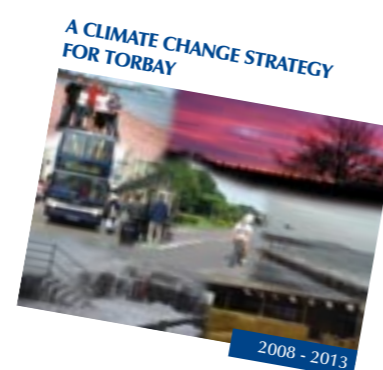
[www.torbay.gov.uk/financial\\_services](http://www.torbay.gov.uk/financial_services)

Outlines the council's priorities and how it will seek efficiency savings through transformational changes.

## The Climate Change Strategy for Torbay

[www.torbay.gov.uk/climatechangestrategy](http://www.torbay.gov.uk/climatechangestrategy)

Describes how we aim to help minimise the economic, social and environmental costs of climate change in the Bay.



## Key Statistics [www.torbay.gov.uk/factsfigures](http://www.torbay.gov.uk/factsfigures)

Outlines the major socio-economic issues, key challenges and opportunities facing Torbay

## Your Council [www.torbay.gov.uk/council](http://www.torbay.gov.uk/council)

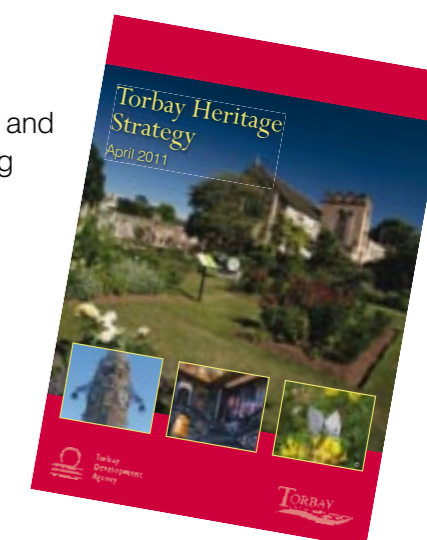
Links to information about council services and local democracy

## Equalities and Diversity [www.torbay.gov.uk/equalopportunities](http://www.torbay.gov.uk/equalopportunities)

Outlines our achievements and commitment to providing equal opportunities and valuing diversity

## Heritage strategy [www.torbay.gov.uk/heritagestrategy](http://www.torbay.gov.uk/heritagestrategy)

The Heritage Strategy aims to find the best way of maintaining and developing Torbay's heritage in a way that encourages economic, social and environmental regeneration, at the same time as restoring and enhancing important symbols of our local identity. These can be anything from buildings, parks and gardens to special events and local dialects.



## Economic Framework Strategy

[www.torbaydevelopmentagency.co.uk/efstrategy](http://www.torbaydevelopmentagency.co.uk/efstrategy)

This strategy sets out a clear way forward by building on the Bay's strengths to improve economic prosperity, give us prosperous communities with a higher quality of life and improved access to jobs.

## Local Economic Assessment

[www.torbaydevelopmentagency.co.uk/localeconomicassessment](http://www.torbaydevelopmentagency.co.uk/localeconomicassessment)

This document has been produced in response to the new Local Economic Assessment Duty contained within the Local Democracy, Economic Development and Construction Bill which became law in April 2010 and is intended to set out the extent of the issues which face the local economy.



## Tourism Strategy

[www.torbaydevelopmentagency.co.uk/tourism-strategy](http://www.torbaydevelopmentagency.co.uk/tourism-strategy)

This strategy sets a clear agenda to ensure Torbay and the English Riviera brand is recognised as a leading resort with a sustainable future.

## Local Transport Plan [www.torbay.gov.uk/transportplan](http://www.torbay.gov.uk/transportplan)

The Devon and Torbay Local Transport Plan 2011-2026 sets out how transport should be delivered over the next 15 years. It is the adopted council policy document on transport and guides all transport development.

## Torbay Care Trust [www.torbaycaretrust.nhs.uk/publications](http://www.torbaycaretrust.nhs.uk/publications)

Information on local health and social care services and annual reports and publications.

## Children and Young People's Plan 2010-2013 [www.torbay.gov.uk/childrensplan](http://www.torbay.gov.uk/childrensplan)

Produced by the Torbay Children's Trust, this plan sets our agreed priorities for children and families for the forthcoming three years.

Visit our website for a range of information and online services [www.torbay.gov.uk](http://www.torbay.gov.uk)



# Be part of a Brighter Bay

**South Devon's beautiful Bay**

**Torbay: an excellent place to  
live, work, visit and invest in.**

