



Thursday, 8 September 2011

A meeting of the **Torbay Strategic Partnership** will be held on
Thursday, 15 September 2011, commencing at **3.00 pm**
The meeting will be held in the Grace Murrell Suite, Riviera International
Conference Centre, Chestnut Avenue, Torquay

Agenda

- 1. Apologies and Changes in Membership**
To receive any apologies, including notifications of any changes to the membership of the Partnership.
- 2. Minutes** (Pages 1 - 6)
To confirm as a correct record the Minutes of the meeting of the Partnership held on 16 June 2011.
- 3. Matters Arising from the Minutes**
To consider any matters arising from the Minutes of the meeting of the Partnership held on 16 June 2011.
- 4. Community Plan 2011+** (Pages 7 - 24)
To consider a review of the Community Plan 2011+ following the outcome of the Torbay Strategic Partnership Forum.
- 5. ViewPoint Survey Update** (Pages 25 - 66)
To receive an update on the 2010 ViewPoint survey.
- 6. Reports for Noting**
To note the following reports.
 - (a) Children's Trust Commissioning Board Update** (Pages 67 - 70)
To note the minutes of the Children's Trust Commissioning Board held on 28 July 2011 in line with governance arrangements.
 - (b) Shadow Health and Wellbeing Board Update** (Pages 71 - 74)
To note the minutes of the Shadow Health and Wellbeing Board held on 21 July 2011 in line with governance arrangements.
 - (c) Community Safety Partnership Update** (To Follow)
To note the minutes of the Community Safety Partnership held on 7 July 2011 in line with governance arrangements.

7. Date of Next Meeting

The date of the next meeting will be held on Thursday, 26 January 2012 at 3.00 p.m. in the Town Hall, Torquay.

Members of the Partnership

Councillor David Thomas	Conservative Councillor
Mayor Gordon Oliver	
Councillor Steve Darling	Liberal Democrat Councillor
Anthony Farnsworth	Torbay Care Trust
Stephen Criddle	Further Education
Dave Hodgetts	Community Partnerships
Steve West	Devon and Somerset Fire and Rescue Service
Simon Wilson	Torbay Development Agency Ltd
Liam McGrath	Community and Voluntary Action Torbay
Steve Swani	Devon and Cornwall Police
Richard Williams	Children's Trust
Julian Tuck	Housing Partnership

Observers

Councillor John Thomas	Overview and Scrutiny Co-ordinator
Town Councillor Jackie Stockman	Brixham Town Council



Minutes of the Torbay Strategic Partnership

16 June 2011

-: Present :-

Members of the Partnership:

Mayor

Mayor Gordon Oliver

Councillor David Thomas

Anthony Farnsworth

Stephen Criddle

Dave Hodgetts

Julian Tuck

Alan Denby (In place of Simon Wilson)

Rachel Martin (In place of Rose Sanders)

Councillor Chris Lewis (In place of Carol Tozer)

Jim Nye (In place of Steve Swani)

Andy Rowse (In place of Steve West)

Torbay Care Trust

Further Education

Community Partnerships

Housing Partnership

Torbay Economic Development Company

Community and Voluntary Action Torbay

Children's Trust Board

Devon and Cornwall Constabulary

Devon and Somerset Fire and Rescue Service

Also present:

Lisa Warrillow, Elizabeth Raikes (Torbay Council), Caroline Taylor (Torbay Council), Bernard Page (Torbay Council), Debbie Stark (Torbay Care Trust), Ian Ansell (Devon & Cornwall Probation Trust), Town Councillor Jackie Stockman (Brixham Town Council), Anne Mattock (Link), Adele Dawson (South Devon College), Doug Haines (Torbay Care NHS Trust), Debbie Passmore, Liz Porter and Jo Beer

373. Election of Chairman/woman.

Councillor David Thomas be elected to be the Chairman of the TSP for the forthcoming year.

374. Apologies.

Apologies for absence were received from Board Members: Carol Tozer (Learning and Skills for the Future – Children's Trust SCP - who was represented by Councillor Chris Lewis), Steve West (Devon and Somerset Fire and Rescue Service – who was represented by Andy Rowse), Simon Wilson (Torbay Development Agency Ltd – who was represented by Alan Denby), Steve Swani (Devon and Cornwall Police – who was represented by Jim Nye), Rose Sanders (Stronger and Healthier Communities SCP and Third Sector Lead, voluntary and

Torbay Strategic Partnership - Thursday, 16 June 2011

Community Services Torbay – who was represented by Rachel Martin) and Councillor Steve Darling (Torbay Council); and Observers: Ray Harris (Devon and Somerset Rescue Service) and Sue Cheriton (Torbay Council).

375. Review of Torbay Strategic Partnership Membership and Governance.

The Partnership considered a report which advised that 2011/12 would be a year of change and transition for Local Strategic Partnerships. This provided the Partnership with an opportunity to review the shape and purpose of the Partnership in Torbay. The report highlighted the key changes which included the introduction of Health and Wellbeing Boards and Local Enterprise Partnerships, under the ten day rule the Partnership agreed that the number of Torbay Strategic Partnership (TSP) meetings be reduced from six to three per year and that three Shadow Health and Wellbeing Board meetings take their place.

The Partnership also discussed a proposed membership structure and a request for Brixham Town Council, English Riviera Tourism Company, the Probation Service and Torbay Link to become Members of the TSP. Alan Denby advised the Partnership that the Local Enterprise Partnership (LEP) did not wish to be a member of the TSP and that a Private Sector representative should be sought.

Some Members requested that the membership remain at 14 representatives to ensure the Partnership remained strategic however observers would be welcomed.

The membership structure was agreed as:

Structure for 2011/12	
Category/Organisation	Representative
Mayor of Torbay	Gordon Oliver
Devon and Cornwall Constabulary	Chief Superintendent Steve Swani
Devon & Somerset Fire & Rescue Service	Steve West
Torbay Care Trust	Chair of Care Trust - Anthony Farnsworth
Voluntary and Community Services	Chair of CVS - Liam McGrath
Business Sector/Economic Development Company	Simon Wilson
Children's Trust	Carol Tozer
Community Partnerships	Dave Hodgetts (Chair of Management Group)
Housing Partnership	Julian Tuck
Further Education	Stephen Criddle
Chair of Overview and Scrutiny (Observer)	Councillor John Thomas
Torbay Council (Lib Dem)	Councillor Steve Darling
Torbay Council (Con)	Councillor Dave Thomas
Private Sector	To be determined

376. Appointment of Vice-Chairman/woman.

The Partnership appointed Simon Wilson as the Vice-Chairman of the Partnership for the forthcoming Municipal Year.

377. Minutes.

The Minutes of the meeting of the Partnership held on 17 March 2011 were confirmed as a correct record and signed by the Chairman subject to it being recorded that under minute 362/03/11 Debbie Stark was also called out of the meeting to deal with a major incident.

378. Matters Arising from the Minutes.

Arising from Minute 368/03/11, Members were advised that the bid for the South Devon Link Road was approaching a critical stage and all members were urged to submit their written support of the bid.

Agreed:

- i) that a letter of support be submitted on behalf of the TSP;
- ii) that a letter be drafted and disseminated to partners for staff members to personalise and submit to the Government; and
- iii) that the use of media such as newspapers and facebook be encouraged to support the South Devon Link Road.

379. Torbay Connected Case Study.

Members received and noted a presentation from Mischa Eligoloff on Torbay Connected an approach which links places by using culture. Through integrating cultural projects into our buildings and spaces in a structured way we form a strong foundation for exploring and showcasing our rich of cultural, geological and social heritage that will help to promote distinctive and enjoyable places for both residents and visitors.

380. Not in Employment, Education or Training (NEET) and Education Maintenance Allowance (EMA) Way Forward.

Members received a presentation which set out concerns with regards to the changes in funding for employment and skills schemes. The Partnership was also advised that the EMA scheme would be replaced by a bursary scheme which would not be as inclusive as the EMA.

Agreed:

- i) partners work to reduce financial barriers to young people's participation in education;
- ii) TSP partners actively support and sign up to Public Sector Compact proposal as agreed in March 2010;

- iii) partners support enterprise education for young people in the Bay by funding the Young Enterprise Scheme in Torbay schools. South Devon Enterprise Week and other initiatives;
- iv) help schools and colleges develop employability of young people by supporting work placements, work experience and employability fairs
- v) help encourage graduate level jobs by supporting local University Level education, projects, placements and internships;
- vi) improve access to Enterprise support and mentoring through a co-ordinated and accessible offer of enterprise and business support; and
- vii) consider taking on an apprentice, next time you have a vacancy.

381. Index of Deprivation 2010 Analysis.

Members received a presentation on the analysis of the 2010 deprivation index. Members noted that the 2010 indices uses primarily 2008 data with the overall indices being made up of seven weighted domains. In particular members noted that Torbay's relative position nationally has worsened compared to 2007. However there were improvements in relative position for rank of income/employment scales.

Agreed:

- i) an Indices of Multiple Deprivation summary fact sheet be produced to support lobbying and funding bids;
- ii) the TSP committed to enabling i-bay to undertake further analysis;
- iii) relevant updated data since 2008 to be identified;
- iv) the Closing the Gap Partnership Group examine the issues being highlighted for Watcombe; and
- v) the Safer Communities Group examine the issues being highlighted for Roundham with Hyde.

382. Update on 'Developing the Future of the Third Sector in Torbay'.

The Partnership received a report which provided an update of three key themes of the 'Developing the Future of the Third Sector in Torbay' plan which were Commissioning Civil Society Organisations, Building on the Compact and Ensuring the Successful Development and Delivery.

The Partnership noted that CVA Torbay is the lead agency of Torcom, the Torbay Consortium. Through the 'Civil Society Research Project' and consultation with the members of Torcom, it has been identified that Torbay needs one strong influential sector lead. Therefore the role of Torcom, The Torbay Consortium will be incorporated as one of the core functions of CVA Torbay.

Agreed:

- i) over the next three months the TSP to review the combined Partnership Improvement Action Plan, updating where necessary, thus committing all agencies represented to move forward in the successful development of the Civil Society in Torbay; and

- ii) the TSP supported the decision of the sector to combine the functions of CVA Torbay and Torcom, The Torbay Consortium into one entity.

383. Torbay Infrastructure Delivery Plan.

Members noted the report which set out the Torbay Infrastructure Delivery Plan.

384. Ten Day Rule Reports.

Members noted Report TDR/TSP/11/2011 on changes in Joint Commissioning Need (Torbay's 3rd Joint Strategic Needs Assessment (JSNA)) – Revised, which was considered under the ten day rule.

Members also noted Report TDR/TSP/12/2011 on the Establishment of Shadow Health and Wellbeing Board and Changes to Commissioning Architecture, which was considered under the ten day rule.

385. Update from Children's Trust Commissioning Board (Learning & Skills for the Future).

Members noted the minutes of the meeting of the Children's Trust Commissioning Partnership (Learning and Skills for the Future) held on 10 March 2011 in live with the governance arrangements.

386. Date of Next Meeting.

The date and time of the next meeting was confirmed as 15 September 2011 at 3.00 p.m. in the Town Hall, Torquay.

Chairman

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Community Plan

Torbay Strategic Partnership – 15 September 2011

1. What are we trying to achieve for our communities?

- 1.1 The partnership undertook a consultation exercise last autumn to refresh the community plan 'Turning the Tide for Torbay', following this a draft plan was published in early 2011.
- 1.2 During the intervening period it has become clear from new government policies, including the requirement for a Health and Well being Board and the reduction in resources available for all public sector organisations that there is a need to review and streamline our commissioning architecture.
- 1.3 This plan whilst taking onboard the outcomes of last years workshops seeks to do this through the formation of three delivery Boards covering;
 - Transport, Economy & Environment
 - Health & Wellbeing
 - CommunitiesThus the plan is now structured around these delivery mechanisms.
- 1.5 The plans also highlights the need to provide a focus on early intervention as a means of achieving better outcomes through best use of scarce resources.
- 1.6 The plan also articulates the vision of the new political administration 'Working for a healthy, prosperous and happy Bay' following the elections in May 2011, which is due to be formally adopted by the Council at its meeting on 29 September 2011, thus ensuring a consistent message about the future direction for Torbay.

3. Recommendation for decision

- 3.1 That members approve the direction and format of the revised community plan including the new commissioning architecture and focus on early intervention

Contact Officer: Bernard Page
Representing: Torbay Council
Telephone no. 01803 207021

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Torbay's Community Plan

**“Working for a healthy, prosperous and
happy Bay”**

2011 - 2013

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Foreword by Chair of Torbay Strategic Partnership

Welcome to Torbay's Community Plan

We are proud of the way partners have worked together to deliver on the Community Plan Priorities and the Local Area Agreement (LAA). We have seen many successes over the last 3 years.

This refreshed plan has been developed and prepared by the Torbay Strategic Partnership on behalf of all the residents of Torbay, building on the previous community plan 'Turning the Tide for Torbay'. It outlines the Partnership's ambition for Torbay over the next 20 years bringing together the views of residents as well as representatives from the business, community and voluntary sectors.

Four key challenges have emerged from the refreshment:

- Developing our economy and responding to the recession
- Opportunities for older people and the challenges of providing services for an ageing population
- Climate Change – reducing our carbon footprint and the increased risk of flooding
- Improving quality of life for the least well off in our society

The plan aims to unlock Torbay's potential and drive forward its economic prosperity to deliver our vision of healthy, prosperous and happy communities with a higher quality of life and improved access to jobs. The need for sympathetic economic regeneration is supported by a host of statistics and national indicators that predict low paid work and little prospects for the future unless something is done about it.

The plan recognises that all public sector organisations face with reductions in government funding. Work together effectively using limited resources to maximum effect will be essential. The ambition will be delivered through three delivery Boards, simplifying and streamlining delivery;

- Transport, Economy & Environment
- Health & Wellbeing Board
- Communities Board

Agencies and organisations cannot deliver the plan alone and our aim is to inspire and involve the community to get everyone working together to make Torbay a better place to live. We must bring communities together celebrating the contribution all can make to deliver our priorities.

This is a long term plan will be reviewed to take into account any changes or new opportunities. It represents an important milestone in achieving our goals for the future.

David Thomas (Chair)

On behalf of the Torbay Strategic Partnership

Moving forward from the last community plan

The Community Plan outlines the Partnership's ambition for Torbay over the next 20 years bringing together the views of residents as well as representatives from the business, community and voluntary sector.

The Community Plan was first launched in July 2007. The 2010 refreshment takes onboard issues that have emerged over the last 3 years.

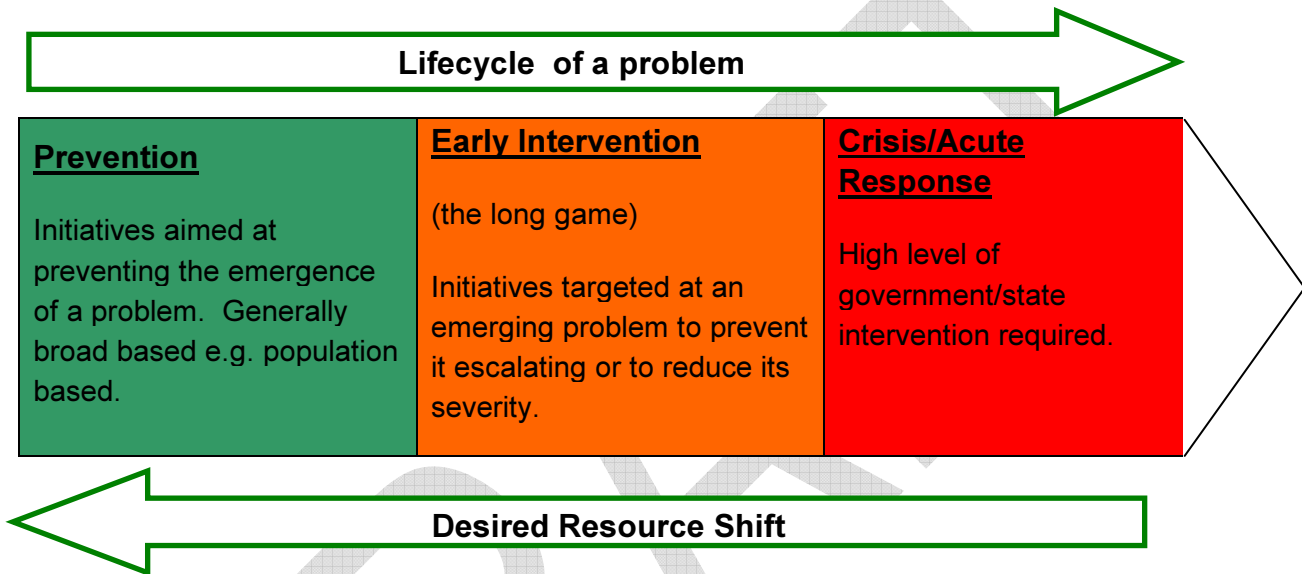
Four new key challenges have been identified;

- Developing our economy and responding to the recession
- Opportunities for older people and the challenges of providing services for an ageing population
- Climate Change – reducing our carbon footprint and the increased risk of flooding
- Improving quality of life for the least well off in our society

In addition the reduction in public sector funding from central government presents a challenge for all those involved in the delivery of public services. Delivering value for money through effective partnership working is essential if we are to achieve our vision in this challenging environment.

Early Intervention

We know that early intervention improves overall outcomes and ultimately reduces cost; and that if we move our limited resources towards preventative work and early intervention then we can make a real, tangible difference to our communities. Existing work with partners has been focused around closing the inequality gap for those areas who are the most deprived in Torbay but we recognise that we need to do more, and take a more consistent, sustainable approach. To that end we need a set of principles that we can all use when making decisions about how resources are allocated.



We will adopt the following principles to achieve the maximum benefit from early intervention;

- Create a tangible/measurable outcome which saves costs by reducing the need for intensive and expensive interventions in the long term
- Focus our efforts on individuals or families in Torbay’s most deprived areas or high risk individuals/families across Torbay
- Improve inter-agency working by encouraging partners to work and think together, plus deliver services in a seamless way
- Develop new ways of working to ensure that the right response can be given to individuals/families at the first point of need by building on the strength of families and local communities
- Focus on the causes of the problems, not the symptoms, and where possible target the intervention in a ‘whole family’ context
- Facilitate a sustainable behavioural change which recognises the links between employment, health and wellbeing
- Demonstrate a measurable transfer of resources year on year from treatment of problems to prevention and early intervention.

Our Ambition for the Bay

Vision:

Healthy, Prosperous and Happy Communities

An area that;

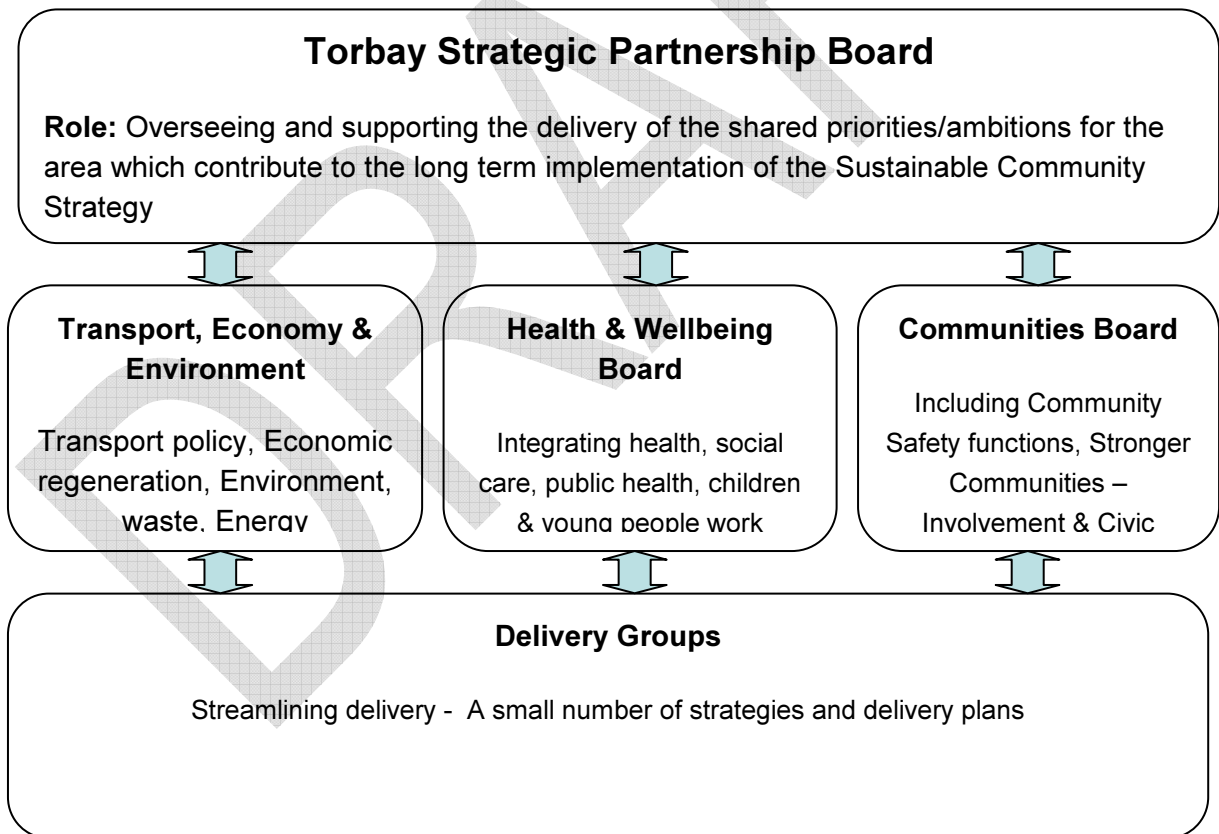
- Is prosperous and known to be a great place to live and learn and grow up in
- Is able to compete on a world stage in our traditional industries of tourism and fishing
- Communities know and support each other and enjoy some of the best quality of life in England
- Widens opportunities and provides high quality employment and retains our young people in the Bay
- Celebrates the differences in the three towns, builds on the strengths of these towns and brings back the feel-good factor

Delivering our ambition

In considering delivery of our aims the Partnership has considered the forthcoming health reforms with a requirement to have a Health and well being Board. In the light of this change and a desire to simplify and streamline delivery three boards will be charged with delivery of this plan

- Transport, Economy & Environment
- Health & Wellbeing Board
- Communities Board

This will enable the number of delivery groups and strategies to be streamlined. These boards will develop delivery plans consistent with the actions agreed in the community plan. The Torbay Strategic Partnership will oversee and support delivery



Transport Economy and Environment

What is Torbay like now?

- Torbay's Gross Value Added (GVA) is the fifth lowest in Devon, Cornwall and the Isle of Scilly and 63% of the national average. GVA is the difference between the value of goods and services produced and the cost of raw materials and other inputs that are used up in production. It is a key indicator of economic prosperity
- Unemployment is high by comparison with the South West and England and many jobs are poorly paid and this leads to high benefit dependency
- The Bay is a popular destination for early retirement. This means the number of people of working age who are not working is high
- It costs eight times the average salary to buy an average priced house in the Bay
- Inward and outward migration continues to influence the Bay's demographic profile (further detail page 16)
- The council works together with South Devon College, Connexions, the Young People's Learning Agency, and the National Apprenticeship Service. to enable young people to improve their job and career prospects
- Torbay has an outstanding coastal environment with unspoilt coastline offering some breathtaking views. Along a 22 mile stretch, over 20 safe beaches and secluded coves make up the English Riviera. This is important for tourism, the local economy and quality of life. We have over 100 parks and green spaces alongside key attractions.
- The Torbay Coast and Countryside Trust manages 1800 acres of land including Berry Head National Nature Reserve, Cockington Country Park and Craft Studios, Goodrington Seashore Centre, six SSSIs (Sites of special scientific interest).and the South West Coast Path through Torbay, and estimate that around 750,000 people use these places each year.
- Torbay's urban environment is mixed. We have some high quality residential neighbourhoods and outstanding buildings. Parts of our town centres need regeneration people want to see further improvements in reducing litter.
- The condition of housing stock in Torbay is worse than in surrounding areas and does not meet the Decent Homes Standard

- Culture is one of the fastest growing business sectors in Torbay. However, cultural participation is varied. 23.6% of Torbay's adult population participate in sport and active recreation.
- Our waste recycling rate is above the national average. All our rubbish is disposed of outside Torbay's boundaries. However, our bio-degradable landfill figures will soon exceed the Government's targets, leading to financial penalties. The landfill Torbay currently utilises will be at capacity in 2016.
- The growth in our bus services and increased cycling rates are a big success story, as are the major environmental improvements and pedestrian priority schemes in some of our shopping streets. However, we also have some localised congestion in parts of our town centres and on and off street parking problems.
- Being a coastal area we are aware of the potential impact of rising sea levels over the next 20-30 year and we are in the process of preparing a climate change strategy.
- A new company, TOR2, has recently taken over operational delivery of the following local services in Torbay, waste and recycling collections, management of the Household Waste and Recycling Centre, maintenance of Torbay's highways, grounds, parks, car parks, public toilets, other buildings and the Council's vehicle fleet, street and beach cleansing and a out of hours call centre support. TOR2 is an innovative Joint Venture Company owned by May Gurney (80%) and Torbay Council (20%) that will deliver service improvements and value for money. Torbay Council has chosen to partner May Gurney because they offer an innovative and integrated service with significant benefits to Torbay and its residents. These include savings of £10 million over 10 years, new employment opportunities and a sustainable business approach which will lead to a 30,000 tonne annual reduction in carbon, the equivalent of taking 10,000 cars off the road. These improvements will help Torbay increase recycling and cut down on the amount of waste ending up in landfill sites and will enable residents to recycle up to 85% of their waste, with all residents able to recycle the same materials.

What are we going to do?

- Increase value and improve economic performance of key sectors
- Encourage appropriate and sympathetic diversification of the economic base
- Provide business and infrastructure support for economic growth
- Develop skills and learning opportunities
- Create and maintain quality environments that are clean, safe and pleasant
- Improve the quality and quantity of culture on offer in Torbay

- Make it easier to get around Torbay
- Be proud to provide high quality services to visitors and residents

DRAFT

We will achieve this by.....

- **Creating the right environment to attract inward investment to Torbay by ensuring that the infrastructure e.g. premises, transport, road links, cycleways and communications is in place to support economic growth**
- **Delivering sympathetic major regeneration to build on partnership working with the private sector**
- **Encouraging sustainable business growth**
- **Making the economy more inclusive**
- **Committing to social enterprise**
- **Committing to employment of older people (50 plus)**
- **Developing skills, including employment of apprentices and working with through voluntary sector to raise skills through work experience and community development**
- **Having cleaner and greener well kept public spaces**
- **Raising awareness of cultural activities in the Bay for all to increase participation**
- **Building on the quality of customer services in Torbay**
- **Reducing waste and increase recycling and composting**
- **Reducing carbon emissions and responding to the impact of climate change**

Health and Well Being

What is Torbay like now?

- The gap in life expectancy in Torbay between the least and most disadvantaged communities is 7.3 years for males, and 8.1 years for females. This gap is slowly reducing for males, but widening for females
- Alcohol misuse creates a burden on the health care system through alcohol related hospital admissions
- There are a growing number of children and young people with health issues?
- Our schools have performed well on the whole in inspections and none is in an Ofsted category of concern; our further education provision is outstanding
- Attainment levels has improved for Key stage 2 and 4
- The percentage of primary and secondary school pupils with a Statement of Special Education Needs is above the national average
- We work together with the Skills Funding Agency and South Devon College to raise skill levels and qualifications in adults
- School attendance is improving
- As older people become an ever more significant proportion of our society we need to continue to support them to acquire new skills and contribute to society

What are we going to do?

- Live in healthier communities and have happy, independent and healthy lives
- Ensure every child and young person in Torbay is supported and helped to achieve the best outcomes they can
- Ensure every child and young person in Torbay lives in safety and good health, is well educated, enjoys their childhood and contributes positively to community life
- Support families to care for their children
- Make a positive difference to children and families in Torbay

We will achieve this by.....

- **Ensuring the number of people from health harm in our community is reduced**
- **Reducing Inequalities in Torbay with people living in our more disadvantaged communities have a better quality of life, prioritise “first and most”**
- **Supporting vulnerable people to live independently having choice and control over the support they receive**
- **Raising attainment at all stages of education**
- **Improving attendance and behaviour at education settings**
- **Ensuring all children and young people are protected from abuse, neglect and feel safe and supported in their families and communities**
- **Increasing participation in positive activities**
- **Reducing the number of teenagers becoming pregnant**
- **Reducing the number of children and young people living in poverty**
- **Raising skills at all stages of learning level and education**
- **Demonstrate a transfer of public resources away from treatment towards prevention and early intervention**

Communities

What is Torbay like now?

- Torbay is a relatively low crime area ,except for criminal damage, crime rates are falling but the fear of crime remains
 - Alcohol contributes significantly towards Torbay’s night time economy. Alcohol also contributes towards localised violent assaults
 - There is a wealth of older and younger people who volunteer on a regular basis to help shape their local community
 - Torbay has a higher percentage of older people (43% compared to the national average of 33.5% in 2006) compared to some areas and this brings the opportunity to make sure older people’s wisdom is fully part of our community
-

- Torbay is becoming more diverse as a community with growth in population from Europe and elsewhere, and this brings opportunities as well as challenges to ensure we stay a cohesive community

What are we going to do?

- Create a safe place to live, work and visit
- Have access to good quality housing and support education, training and employment
- Develop our own communities and treat each other with respect and consideration
- Support our Communities to achieve a Higher Quality of Life
- Value the contribution that older people can make to the economy and life in Torbay.

We will work together to achieve these priorities by.....

- **Ensuring people feel safe and confident in our ability to deal with crime and Anti Social Behaviour**
- **People working together to improve Torbay, inspiring and empowering the community to find new and exciting solutions to the things that matter to them creating opportunities for all**
- **Ensuring people have access to good quality homes and a supportive neighbourhood**
- **Ensuring diversity is a positive part of life in the Bay and an economic as well as a cultural and social asset**
- **Recognising and valuing the contribution older people can make**

Population and Migration

Torbay's population expected to increase from 134,300 in 2010¹ to 157,000 in 2033². In 2033, a third of the population will be aged 65 and over, while children and young people (0 to 19) will make up one quarter of the population.

Official figures indicate that inward-migration has fallen over the last 10 years, with 5,800 people coming into the Bay and 5,400 moving out of the Bay³. Migration however, is still an important factor in Torbay's continued population growth.

Latest figures would indicate that while there are still high numbers of people aged between 15 and 30 leaving the Bay, a similar number of people in this age group are coming into the bay (1,800 outflow, compared to 1,900 in-flow)⁴.

However local research suggests that Torbay's population is currently underestimated, especially in the 25 to 44 year old age banding where we believe figures have underestimated by approx 17% in 2008'. We are currently awaiting confirmation of the results from the 2011 census to see if these local estimates are sound.

1 in 5 of Torbay's 20 to 29 population live in areas in the top 10% most deprived in England.

¹ 2010 Mid Year Estimates. ONS

² 2008 Based, Sub National Population Projections. ONS

³ 2010 Internal Migration Statistics. ONS. IN 2010 ONS changed their collection of this statistic to NHS GP lists. This means that people who are not registered with a Doctor are not necessarily counted.

⁴ 2010 Internal Migration statistics. ONS

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Viewpoint Survey

Torbay Strategic Partnership – 15 September 2011

1. What are we trying to achieve for our communities?

1.1 The survey enable partners to track changes in peoples views over the last three years. Key issues for consideration are;

1. Have views on priorities changed
2. Have perception the quality of services provided by public sector organisations changes
3. Issues around community cohesion/safety and links to 'Big Society'
4. Communications/access to services

1.2 **Community Priorities** - Issues in need of improvement which will improve quality of life by making somewhere a good place to live are:

- Road and pavement repairs
- Affordable decent housing
- Clean streets

1.2 **Perceptions of Public Services** - There has been a small improvement in satisfaction with local health services (GPs and local hospitals). There is, however, a decrease in satisfaction with dentists of 4.8%.

1.3 For blue light services the picture is mixed with a 1.7% reduction in satisfaction with DSFRS and a 0.3% increase in satisfaction with Devon and Cornwall Constabulary

1.4 For Torbay Council satisfaction has increased from a low point of 30.2% to 45.6% in 2010-11 (this is equivalent to the council ranking 160th out of 316 councils in the National 2008 Place Survey, improving the rank by 150).

1.5 **Community Cohesion** - More people are involved in volunteering following successful delivery of volunteering targets in the local area agreement. Volunteering has now risen to over 50%

1.6 All aspects of respect and consideration have shown improvement.

- Responsibility for children 33.4% showing an increase of 10.8%. (This is equivalent to the council ranked 109th out of 352 Councils in the National 2008 Place Survey, an improvement of 178 places).
- Agreement that people from different backgrounds get on well together achieved an 85.1% an increase of 5.7% from 2009-10. (This is equivalent to the council

ranked 14th out of 352 Councils in the National 2008 Place Survey, an improvement of 169 places).

- 1.7 People generally feel safe outside, including a 17.6% increase in the proportion of respondents feeling safe after dark. In 2008-9 the proportion of respondents who felt safe after dark ranked 216th out of 349 councils, using the same rankings the improvement shown in 2010-11 would give a ranking of 35th, and improvement of 181 places. By comparison the smaller improvement in feeling safe during the day would result in an improved rank of 103 places from 192nd place to 89th.
- 1.8 Despite improvements in perception of Antisocial behaviour, respondents are less positive about how public services are dealing with these issues and also feel less informed with a reduction of 8.1%.
- 1.9 **Communications/Access to services** - Overall respondents feel more informed about how to access or influence services and how they are performing. How to get involved in local decision making showed the greatest increase in the proportion of respondents feeling informed. The only area showing a decrease in the proportion for respondents feeling informed was what to do in the event of a large-scale emergency

3. Recommendation for decision

- 3.1 Members note the positive overall direction
- 3.2 That the TSP Executive focus their attention on areas where results have deteriorated to gain understand why this is the case and develop plans for improvement.

Contact Officer: Bernard Page
Representing: Torbay Council
Telephone no. 01803 207021



ViewPoint 17 Survey Results August 2011

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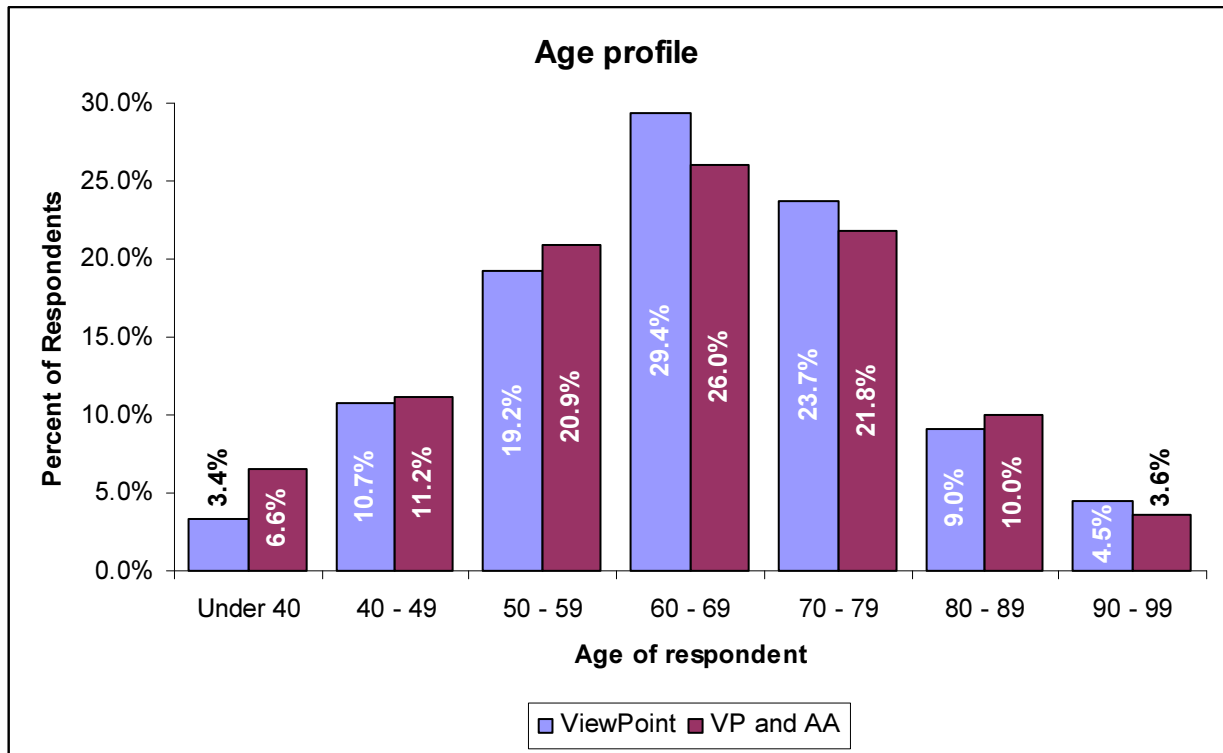
1 Introduction

- 1.1 ViewPoint is Torbay Council's resident panel, which was refreshed with new members at the end of 2010 and beginning of 2011. At the time of the survey it consisted of 606 members, 299 of whom had asked to take part on-line. In addition to members of ViewPoint some of the questions in this report are supplemented by the responses from the Active Ageing questionnaire which ran concurrently with ViewPoint in May 2011. This report consists 344 responses (198 postal, 146 on-line responses) giving a response rate of 56.7% and an additional 102 responses from the Active Ageing questionnaire. The questionnaire has a confidence at 95% of 1.96 ± 2.01 .
- 1.2 Many of the questions in this report are drawn from the Place Survey run nationally in 2008-9, and locally in 2009-10, from which many national indicators were calculated. It should be noted that the whilst ViewPoint members are selected to be representative of their communities, the number of people invited to take part in the questionnaire was significantly smaller than the 5000 invitees to the Place Survey and that there were no reminders sent to participants or prize draw to encourage them to take part.
- 1.3 The questionnaire included questions on
 - Your local area
 - Public Services
 - Feeling Informed
 - Decision Making
 - Helping Out
 - Respect and Consideration
 - Fire and Rescue and Health and Social Care Services

2 Respondents:

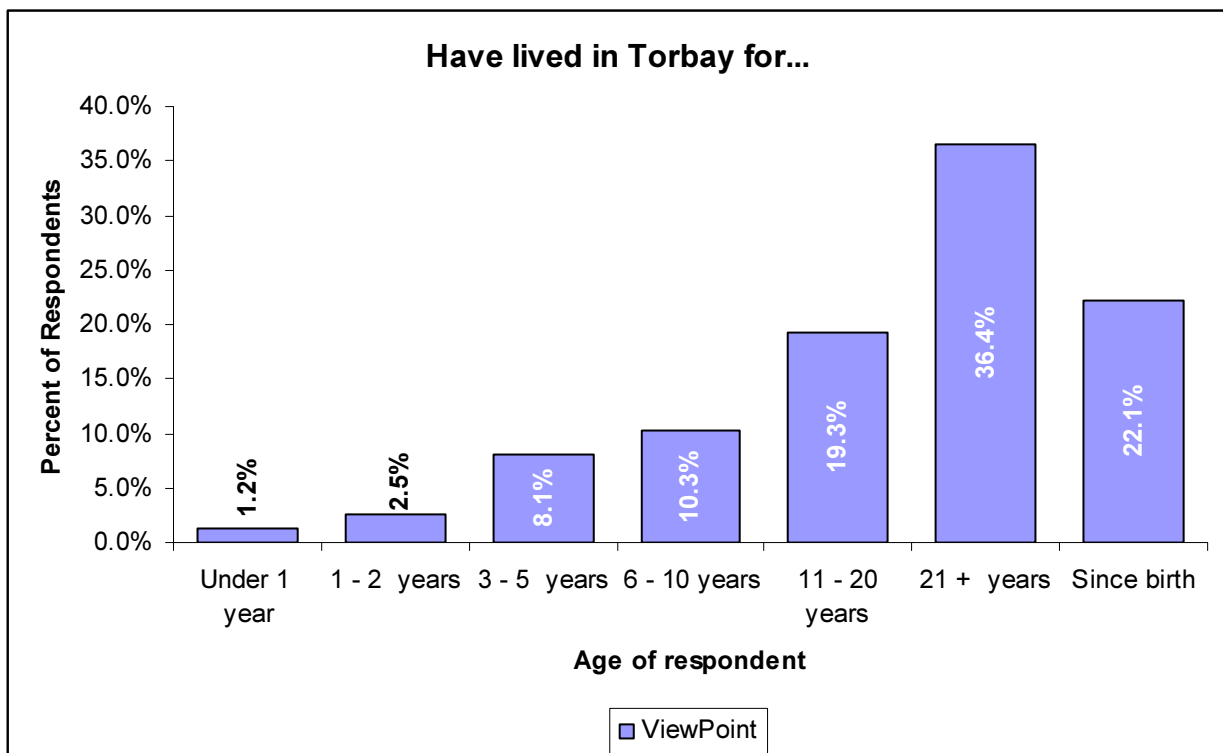
- 2.1.1 Most of the respondents (60.4%) were female. Nearly half of ViewPoint Respondents (41.4%) were retired, with 24.9% working 30 hours or more a week. The age profile of respondents is shown in Figure 1 below,

Figure 1 Age profile of respondents



2.1.2 More than half of respondents (58.6%) have lived in Torbay for more than 21 years or since birth. Figure 2 shows how long people have lived in Torbay.

Figure 2 Length of time that respondents to VP have lived in Torbay



2.1.3 Nearly one third (33.2%) of respondents including active ageing respondents consider themselves to have a disability; of these more than (64.3%) half said that their disability affects their mobility.

3 Summary

3.1.1

4 Results

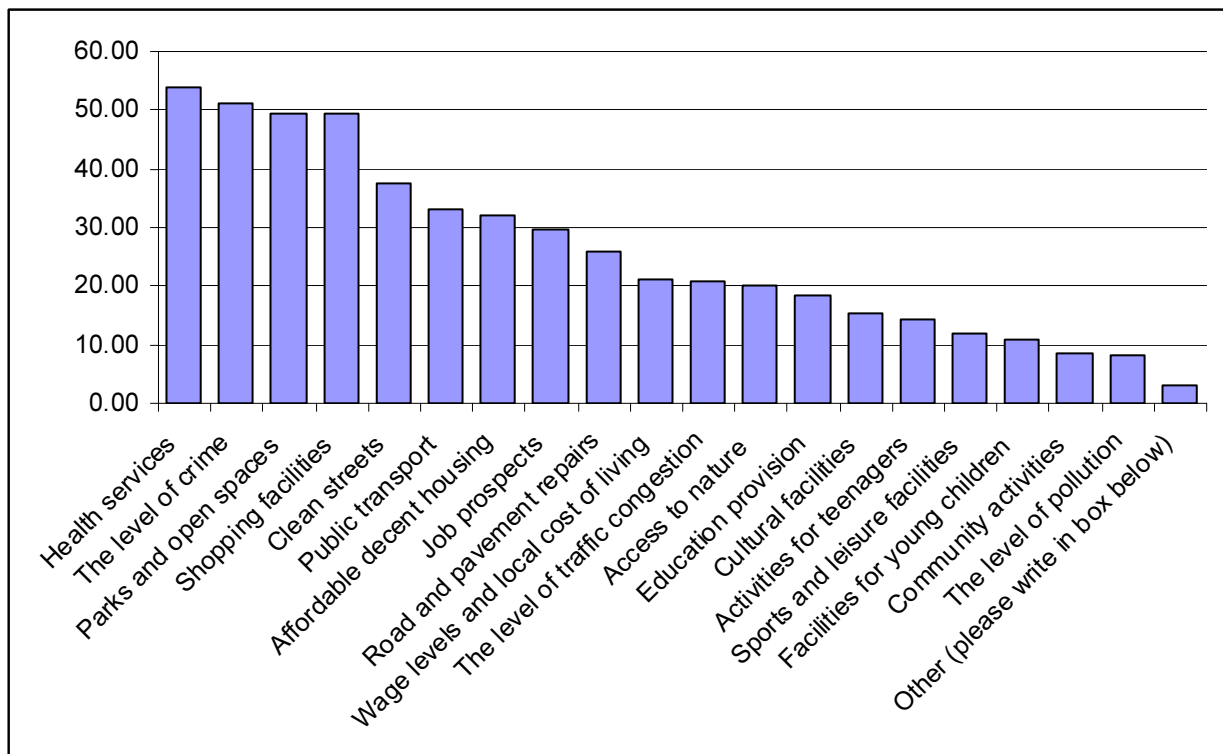
4.1 Section 1. About your local area

4.1.1 Thinking generally, which of the things below would you say are most important in making somewhere a good place to live?

4.1.1.1 Respondents were asked to select up to five options out of 20 options. Figure x below shows

- The Top 4 responses were:
- Health Services (53.9%)
- The level of crime (51.2%)
- Parks and open spaces (49.4%)
- Shopping facilities (49.4%)
- Clean Streets (37.4%)
-

Figure 3 Most important in making somewhere a good place to live



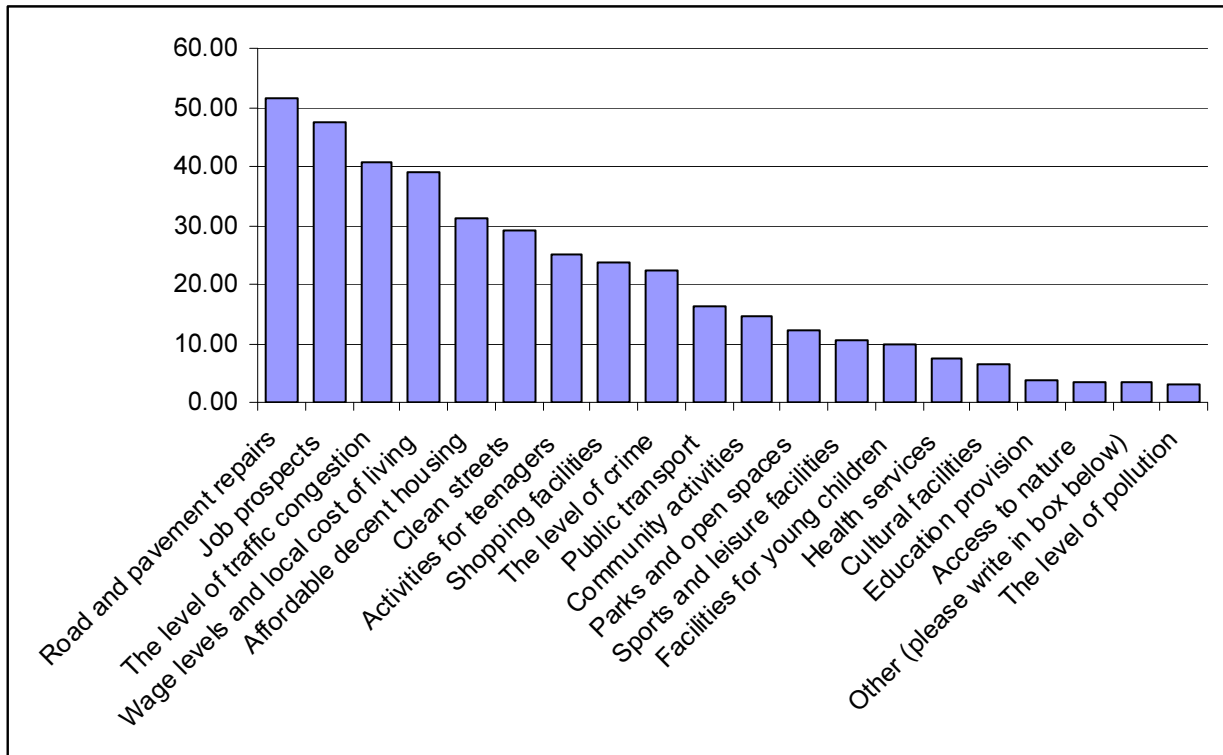
4.1.2 And thinking about this local area, which of the things below, if any, do you think most need improving?

4.1.2.1 Respondents were asked to select up to five options out of 20 options. Figure X below shows th

- The top five things in need of improving were:
- Road and pavement repairs (51.5%)

- Job prospects (47.6%)
- The level of traffic congestion (40.6%)
- Wages and the local cost of living (39.1%)
- Affordable decent housing (31.2%)
-

Figure 4 Needs improving in respondent's local areas



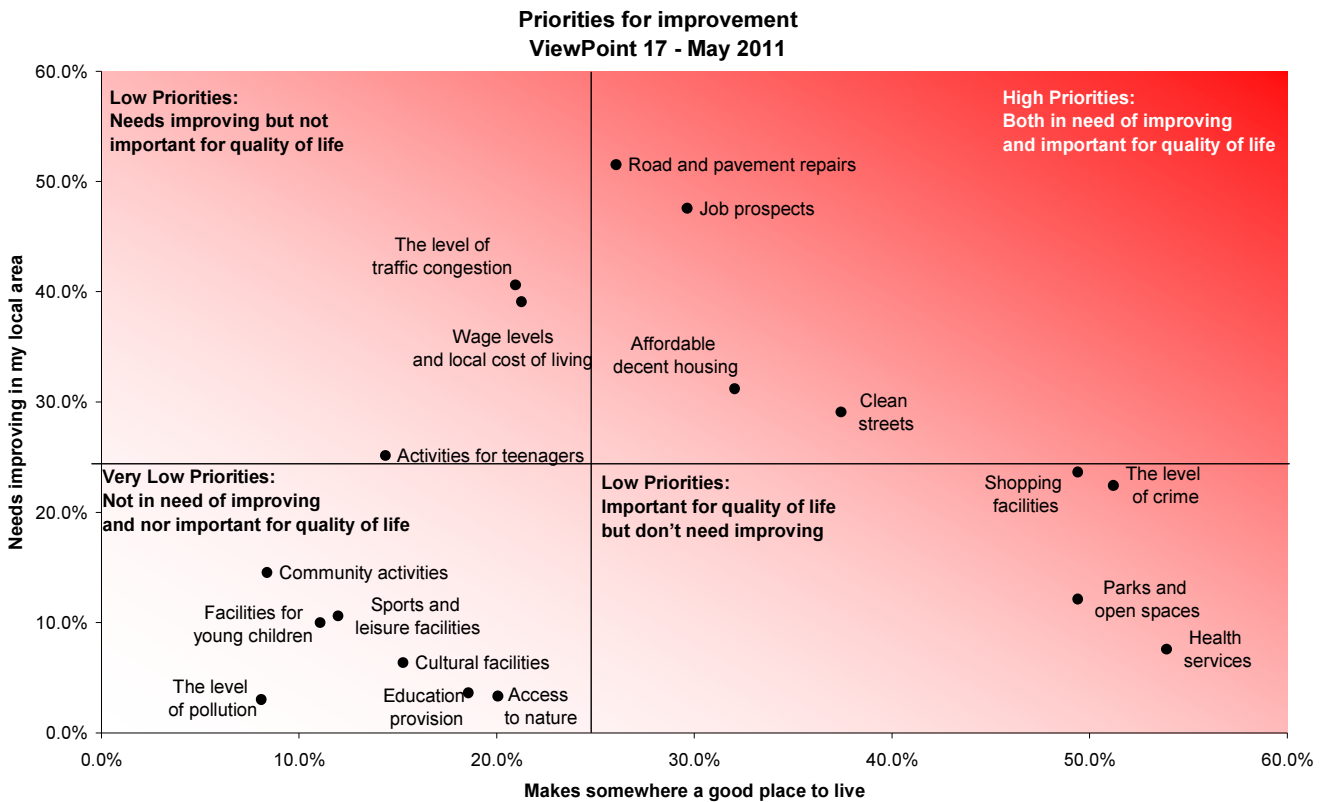
4.1.3 Looking at both these questions together the priorities for improvement should be any that were both important to making somewhere a good place to live and in need of improvement.

4.1.3.1 If all options were chosen at random we would expect that they would show up around the 25% mark (5 out of 20) therefore anything higher than this level is significant. Using this we see that the only aspects which are considered to need both improving and to be important in making somewhere a good place to live are:

- Road and pavement repairs
- Job prospects
- Affordable decent housing
- Clean streets

•

Figure 5 Priorities for improvements based how much they need improving and how much of a difference it makes to people’s lives.



4.1.4 Overall, how satisfied or dissatisfied are you with your local area as a place to live?

4.1.4.1 Most people (¹83.4%) are satisfied or very satisfied with their local area

4.1.5 And how satisfied or dissatisfied are you with your home as a place to live?

4.1.5.1 Nearly all respondents (93.5%) are satisfied or very satisfied with their homes.

4.1.6 How strongly do you feel you belong to your immediate neighbourhood?

4.1.6.1 Most people (²67.3%) feel that they belong to their neighbourhoods.

4.1.6.2 Those who felt that that they do not belong to their neighbourhood are 22.5% less likely to be satisfied with the area in which they live than those who feel that they belong very strongly or fairly strongly.

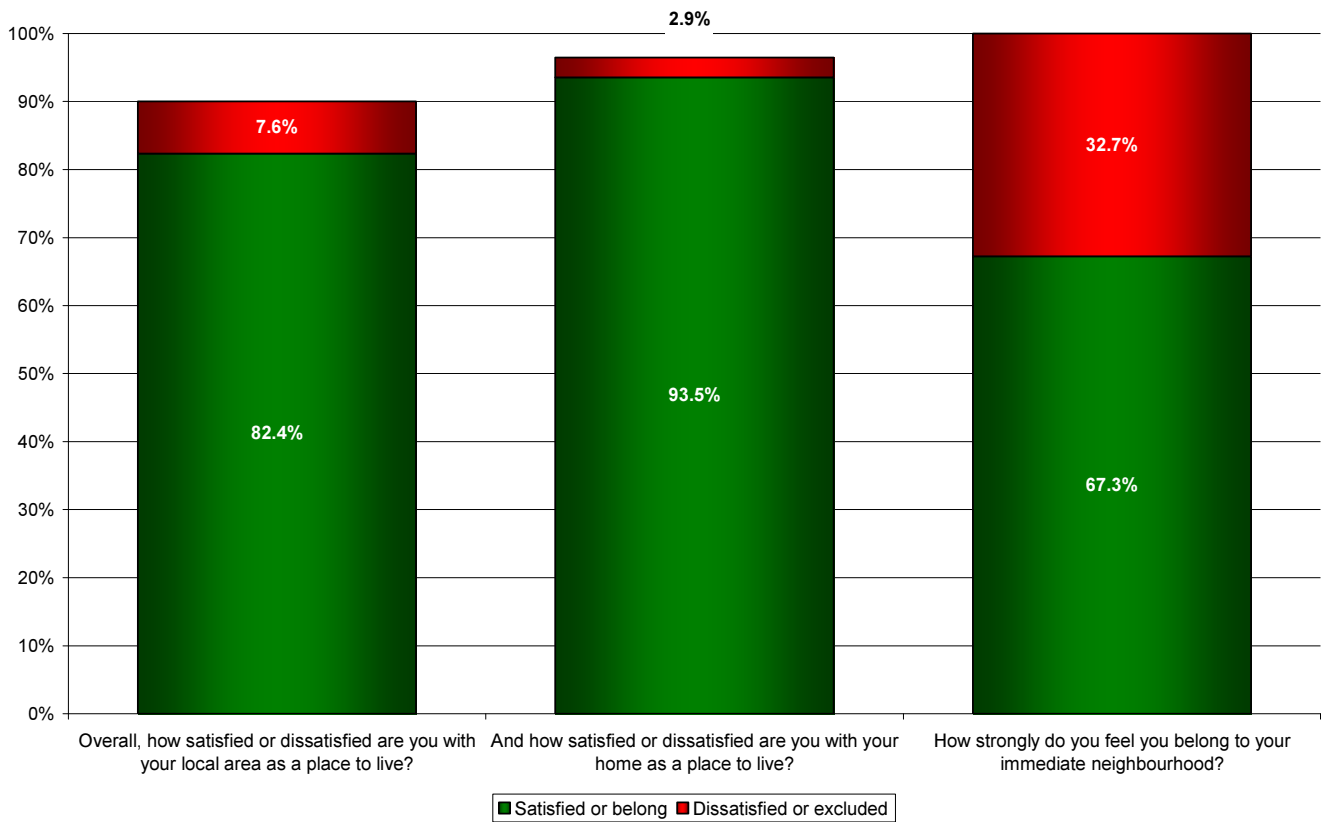
4.1.6.3 Satisfaction with the home has less of a relationship with belonging to the neighbourhood, but respondents who feel that they belong to their neighbourhood are 10.5% more likely to be satisfied with their home, than those who do not feel that they belong to their immediate neighbourhood. Figure 6 below shows the proportion of respondents who are satisfied with their homes and the area that they live in and

¹ NI 5 – Overall / general satisfaction with local area

² NI 2 – Percent of people who feel that they belong to their neighbourhood

how strongly they belong to their immediate neighbourhood.

Figure 6 Satisfaction with home and neighbourhood and feelings of belonging to neighbourhood.



4.1.6.4 As respondents age they are more likely to feel that they belong to their neighbourhood and to be satisfied with the area. Satisfaction with homes does not vary with age.

4.1.6.5 Insert NI 138 here satisfaction with home and neighbourhood amongst 65+

4.1.7 Do you have any comments about the area you live in³? If yes, please write in the box below.

³ NI 138 – Satisfaction of people over 65 with both home and neighbourhood.

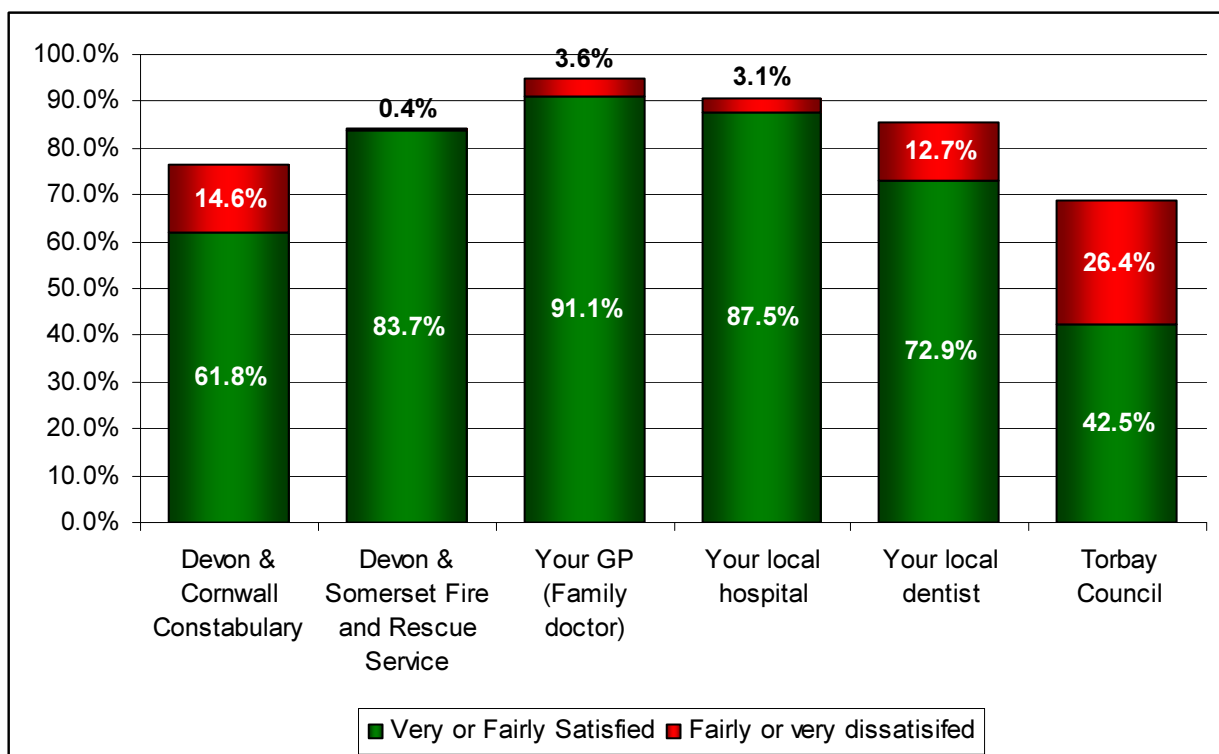
4.2 Section 2. Your local public services

4.2.1 Please indicate how satisfied or dissatisfied you are with each of the following public services in your local area.

4.2.1.1 Respondents are most satisfied with their GP and least satisfied with their local council. Satisfaction with public services is shown in figure x below

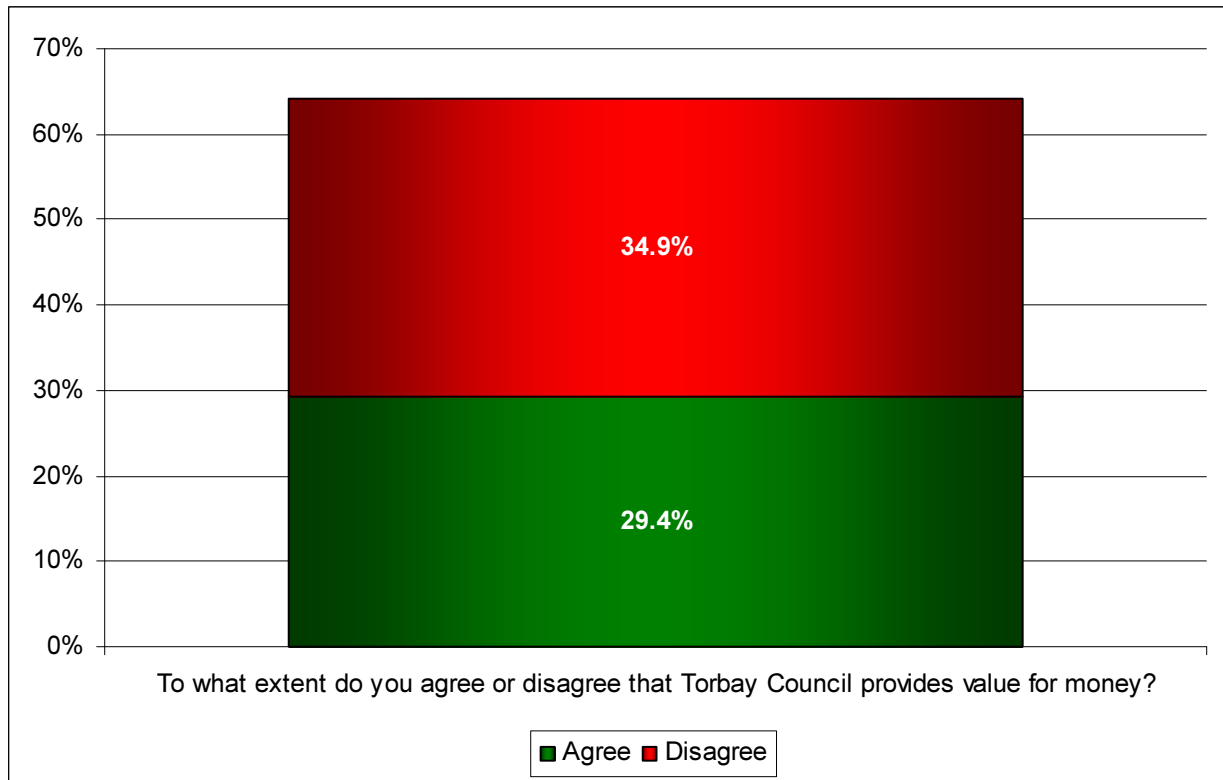
Figure 7 Satisfaction with Public Services in Torbay

	Percent satisfied	Percent dissatisfied
Devon & Cornwall Constabulary	61.8%	14.6%
Devon & Somerset Fire and Rescue Service	83.7%	0.4%
Your GP (Family doctor)	91.1%	3.6%
Your local hospital	87.5%	3.1%
Your local dentist	72.9%	12.7%
Torbay Council	42.5%	26.4%



4.2.1.2 There is only a small difference (4.5%) between the number of respondents who believe that Torbay Council provides value for money (29.4%) and those who do not (34.9%), an equal number (35.8%) neither agree nor disagree with the statement.

Figure 8 Torbay Council provides value for money



4.2.1.3 Most respondents (59.1%) who are satisfied with Torbay Council believe that it also provides value for money. Respondents who are dissatisfied with Torbay Council are more likely to believe that it does not provide value for money (86.9%).

4.2.2 Torbay Council is a key provider of public services locally, so we would like your views on some of the services it provides. How satisfied or dissatisfied are you with each of the following services provided or supported by Torbay Council?

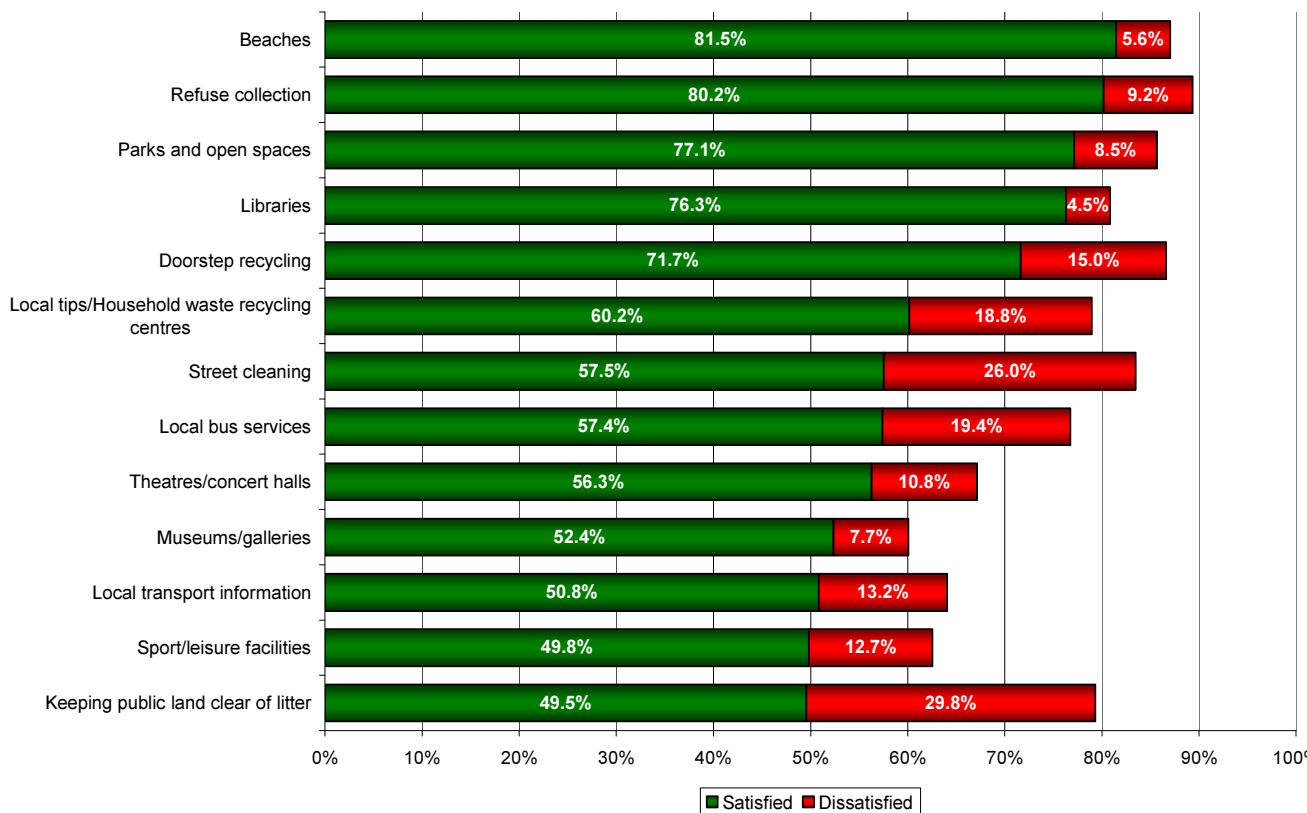
4.2.2.1 Satisfaction is highest with Beaches, followed by refuse collection. Satisfaction with doorstep collection (71.7%) is much higher than the last time the question was asked in 2009-10 when only 54.8% were satisfied with the service. This may be due to the introduction of universal doorstep recycling and a period for adjustment of those who now have to pre-sort their waste where before there was a single green bin system.

4.2.2.2 There is most dissatisfaction with keeping public land clear of litter (29.8% were dissatisfied) and Street cleaning (26.0% dissatisfied). Comments suggest that there some streets are cleaned the day before refuse collection and anything dropped or disturbed by wildlife is then left on the street until the following week.

Figure 9 Satisfaction with services provided or supported by Torbay Council

	Satisfied	Dissatisfied
Beaches	81.5%	5.6%
Refuse collection	80.2%	9.2%
Parks and open spaces	77.1%	8.5%
Libraries	76.3%	4.5%
Doorstep recycling	71.7%	15.0%
Local tips/Household waste recycling centres	60.2%	18.8%
Street cleaning	57.5%	26.0%
Local bus services	57.4%	19.4%
Theatres/concert halls	56.3%	10.8%
Museums/galleries	52.4%	7.7%
Local transport information	50.8%	13.2%
Sport/leisure facilities	49.8%	12.7%
Keeping public land clear of litter	49.5%	29.8%

Figure 10 Satisfaction with services provided or supported by Torbay Council



4.2.3 If you were dissatisfied with any of the above, please tell us why you are dissatisfied and how you think we could make it a better service.

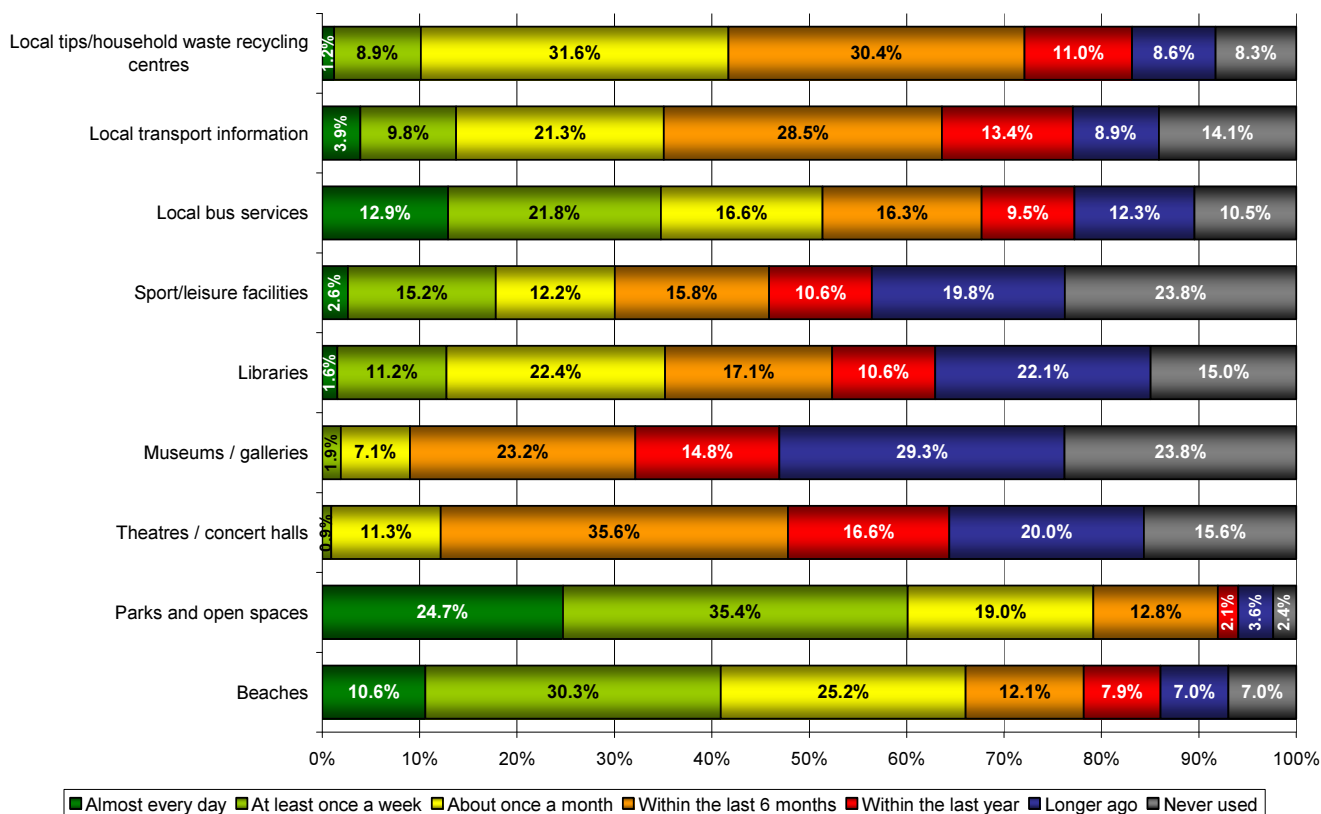
4.2.3.1

4.2.4 Please indicate how frequently you have used the following public services provided or supported by Torbay Council.

4.2.4.1 Of all the services which were not universal (i.e. not waste collection), the most frequently used is Parks and open spaces which are used at least once a week by 60.1% of respondents.

4.2.4.2 Cultural and Leisure facilities are least likely to be used, more than half of respondents (53.1%) had either not used a museum or gallery in the last 12 months or had never used them. Sports and Leisure facilities are close seconds 43.6% had not used these facilities in the last year and 35.6% had not used Theatres or concert halls. Figure X below shows how often respondents had used services.

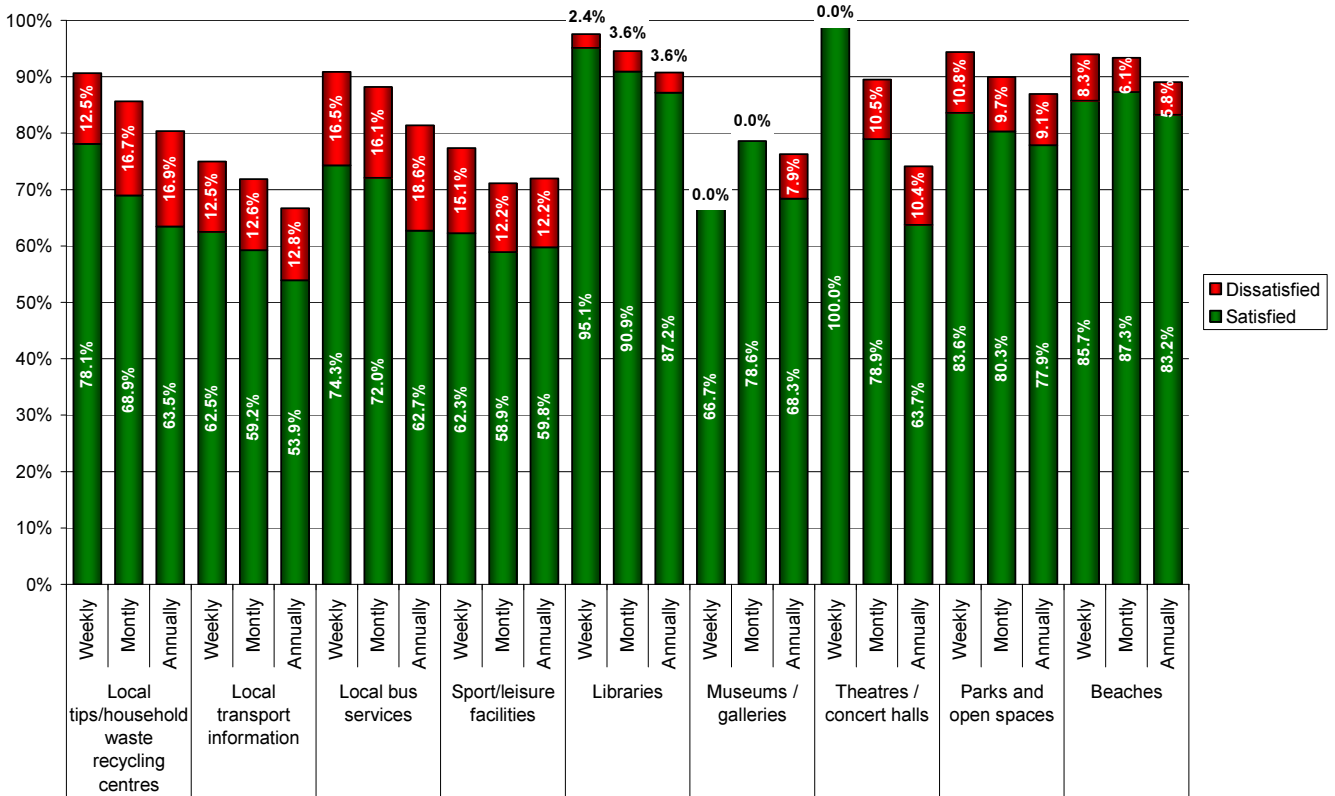
Figure 11 Frequency of use of services provided or supported by Torbay Council



4.2.4.3 Overall the highest levels of satisfaction with services re from those few (3) who use Theatres and concert halls at least weekly (100% satisfaction), and those who use the Libraries.

4.2.4.4 Of the 41 respondents who used the libraries at least weekly only one respondent was dissatisfied with the service provided, Figure X below shows the different levels of satisfaction and dissatisfaction with services based on how often respondents use them.

Figure 12 Level of satisfaction including dissatisfaction with services provided or supported by Torbay Council based on how often they are used.



4.3 Section 3. Information

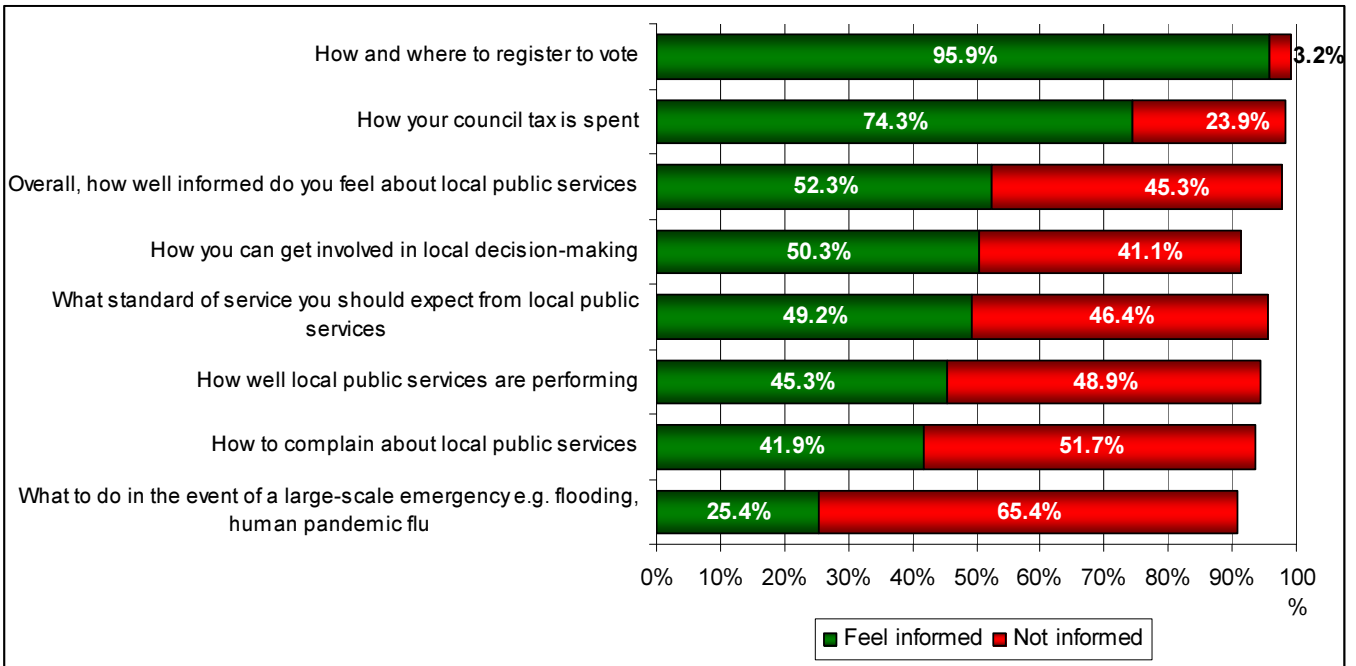
4.3.1 Please indicate how satisfied or dissatisfied you are with each of the following public services in your local area

- 4.3.1.1 Nearly all respondents (95.9%) in this election year feel informed about how and where to register and vote.
- 4.3.1.2 Most respondents (74.3%) feel they know how their council tax is spent, which has improved by 13.8% from the last surveys.
- 4.3.1.3 Feeling informed about how to get involved in local decision making has improved from 30.9% in 2009-10 to 50.3%, but the ViewPoint panel may not be the most reflective

Figure 13 Feeling informed about public services in Torbay

	Feel informed	Not informed
How and where to register to vote	95.9%	3.2%
How your council tax is spent	74.3%	23.9%
Overall, how well informed do you feel about local public services	52.3%	45.3%
How you can get involved in local decision-making	50.3%	41.1%
What standard of service you should expect from local public services	49.2%	46.4%
How well local public services are performing	45.3%	48.9%
How to complain about local public services	41.9%	51.7%
What to do in the event of a large-scale emergency e.g. flooding, human pandemic flu ⁴	25.4%	65.4%

⁴ NI 37 - Awareness of civil protection arrangements in the local area



4.4 Section 4. Local decision making

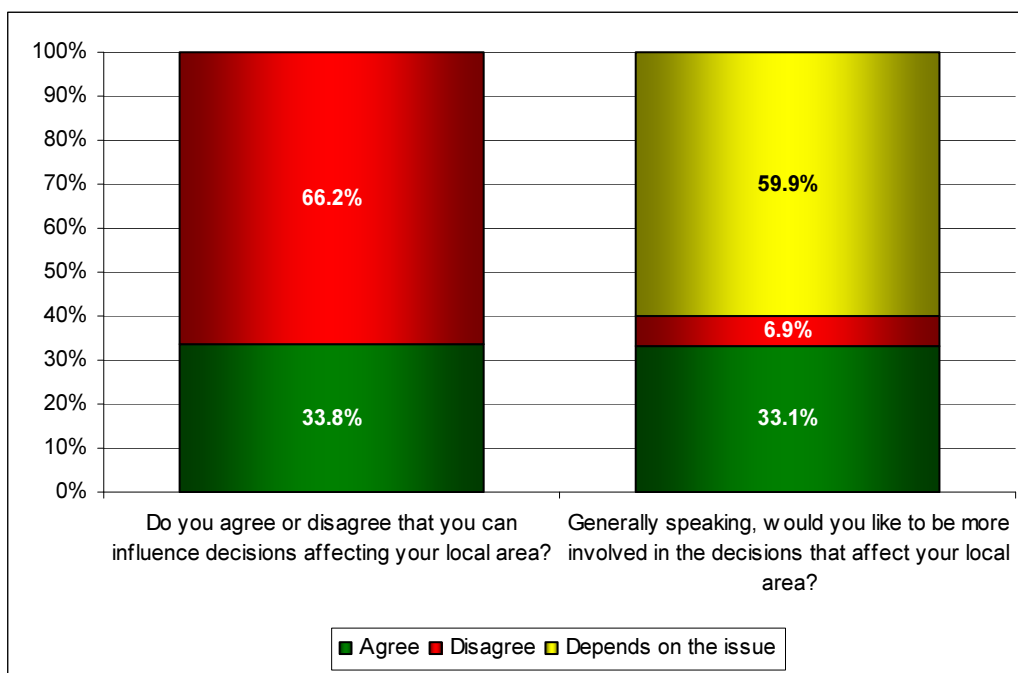
4.4.1 Do you agree or disagree that you can influence decisions affecting your local area?

4.4.1.1 Nearly a third of respondents (⁵31.3%) feel that they can influence decisions affecting their local area, however nearly everyone else (61.4%) feel that they cannot influence decisions.

4.4.2 Generally speaking, would you like to be more involved in the decisions that affect your local area?

Most of the respondents (93.1%) would like to be more involved in decision made about their local area. A third of respondents (33.1%) would like to be involved in all decisions whilst the remainder (59.9%) would only like to be in decisions on some issues.

Figure 14 Involvement in local decision making



4.4.3 If yes, would you like us to pass your details to your local Community Partnership?

4.4.3.1 We were asked to pass the details of 109 people to the Community Partnerships team to help them get involved in local decision making.

⁵ NI 4 – Percent of people who feel they can influence decisions in their locality (LAA)

4.5 Section 5. Helping out

4.5.1 Respondents were asked to think about any help they had given, formally or informally, in the last 12 months. Formal help means helping a group(s), club(s) or organisation(s) that you've been involved with during the last 12 months. Informal help means helping people around us, (for example, doing a sick neighbour's shopping or walking a friend's dogs when they were on holiday). They were asked to exclude any help they may have given members of their family and anything which they were paid for.

4.5.2 Overall, about how often over the last 12 months have you given unpaid help to any group(s), club (s) or organisation(s)?

4.5.2.1 Just over half of respondents (⁶51.3%) do some kind of formal volunteering at least once a month. Just over a quarter (28.6%) do no formal volunteering.

4.5.2.2 Comparing different groups of people

- Women are more likely to formally volunteer every week (+8.0%)
- Women are more likely to give help informally (+14.3% weekly, +11.2% monthly)
- Those that are permanently sick or disabled are most likely to formally volunteer (46.2% weekly, 76.9% monthly)
- Part time workers are most likely to formally volunteer monthly (76.0%)
- The under 40s are most likely to volunteer formally (42.1% weekly)

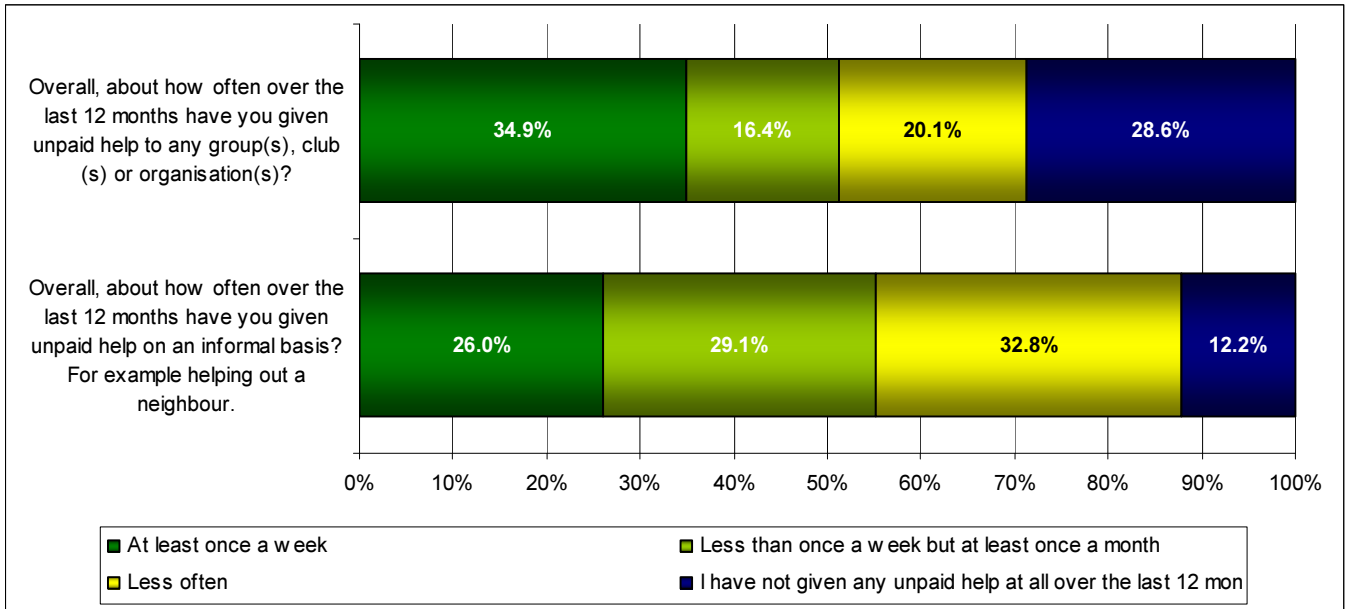
4.5.3 Overall, about how often over the last 12 months have you given unpaid help on an informal basis? For example helping out a neighbour.

4.5.3.1 Again just over half of respondents (55.1%) help other people informally at least once a month. They are less likely (12.2%) to never help anyone. Figure X shows both formal and informal volunteering.

4.5.3.2 Comparing different groups of people

- Women are more likely to give help to others weekly (+14.3% weekly, + 11.2% monthly)
- Permanently sick and disable are most likely to help people at least once a week (36.4%)
- The Self employed are least likely to help others every week (6.3%)
- The under 40s are least likely to help others informally (17.4% weekly, 43.5% monthly)
Figure 15 Formal and informal helping out

⁶ NI 6 – Participation in regular volunteering



4.5.3.3 People who give their help formally are more likely to do so at least once a week than those who give informally.

4.5.4 Please give an example of how you help out below.

4.6 Section 6. Respect and consideration

4.6.1 To what extent do you agree or disagree that in your local area, parents take enough responsibility for the behaviour of their children?

4.6.1.1 ⁷Nearly half of respondents (46.5%) feel that parents do not take enough responsibility for their children.

- Parents of children under 18 are more likely to agree with the statement (39.6%) than those without children who live with them (27.7%).
- Women are less likely to feel that parents take enough responsibility for their children (28.4%) than men (30.9%).
- Respondents who are under 40 (38.5%) and over 80 (37.5%) are more likely to agree that parents take enough responsibility for their children.
- People that are dissatisfied with their local area are more likely to agree that parents take enough responsibility for their children (40.0%) than those who are satisfied (31.2%). This may be a reflection of the age of this group of respondents.
- Those that feel that they belong to their neighbourhood are more likely to feel that parents take enough responsibility for their children (35.6%) than those who do not feel they belong (20.8%)

4.6.2 To what extent do you agree or disagree that your local area is a place where people from different backgrounds get on well together?

4.6.2.1 Torbay has a mixture of well off people and those who are defined as living in poverty, with a mixture of people who have lived in Torbay all their lives and those who have moved into the area later in life to retire. This question was asked to identify if these groups were intermingling.

4.6.2.2 Most people ⁸84.2% feel that they live in an area where people from different backgrounds get on well together.

- As people get older they are more likely to agree that their area is a place where people from different backgrounds get on well together
- People who are satisfied with their local area are more likely to agree that
- Men are more likely to feel that people from different backgrounds get on well together (88.1%) than women (80.4%)

4.6.3 If you disagree, please tell us why you do not feel that people from different backgrounds get on well together below.

4.6.3.1 n

4.6.4 To what extent do you agree or disagree that this local area is a place where residents respect ethnic differences between people?

4.6.4.1 Most people (81.2%) feel that the area where they live is a place where people from different ethnic origins get on well together

- As people get older they are more likely to feel that their area is a place where people from different ethnic origins get on well together

⁷ NI 21 – Dealing with local concerns about anti-social behaviour & crime issues by the local council & police (30.1%)

⁸ NI 1 – Percent of people who believe people from different backgrounds get on well together

- People who are satisfied with their local area are less likely to agree (81.1%) than those who are dissatisfied with their local area (91.7%)

4.6.5 If you disagree, please tell us why you do not feel that residents respect ethnic differences between people below.

4.6.5.1

4.6.6 To what extent do you agree or disagree that this local area is a place where people respect each other regardless of age?

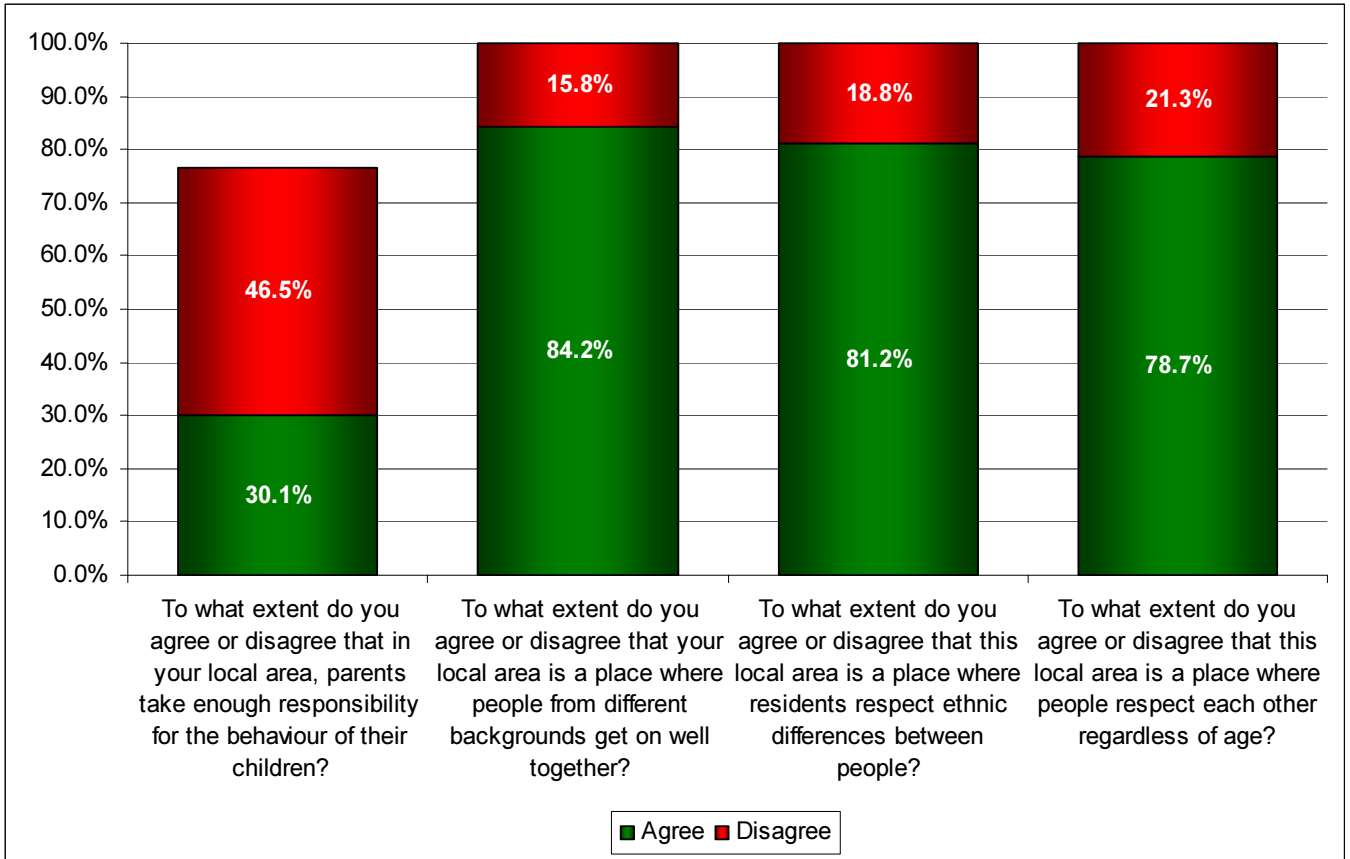
4.6.6.1 Most people (78.7%) feel that their local area is a place where people respect each other regardless of age.

- As people get older they are more likely to feel that their area is a place where people respect each other regardless of age.
- People who are satisfied with their local area are more likely to agree (82.3%) than those who are dissatisfied (69.6%). Age may be a factor in this as people who are older are more likely to be satisfied with their neighbourhood.
- People who feel they belong to their neighbourhoods are more likely to agree with the statement (84.2%) than those who have little or no sense of belonging (68.7%)
- People who live with children under 18 are less likely to feel that people get along well regardless of age (73.2%) than those without children (78.5%) again age may have a bearing on this figure.

4.6.7 If you disagree, please tell us why you do not feel that people respect each other regardless of age below.

4.6.7.1

Figure 16 Respect in respondent's neighbourhoods



4.7 Section 7. Active Ageing

4.7.1 At what age should we start describing people as being "older"?

Figure 17

	Number	Percent
50 yrs	9	2%
55 yrs	11	3%
60 yrs	58	14%
65 yrs	62	15%
70 yrs	87	21%
75 yrs	32	8%
80+ yrs	26	6%
Age is not a relevant measure	129	31%
Total	414	100%

4.7.1.1

4.7.2 What do you think is important for creating an age-friendly society?

Figure 18

	Number	Percent of respondents who answered question
Public transport	296	67%
Community activities	263	60%
Neighbours of all ages	241	55%
Visible policing	216	49%
Day centres	182	41%
No enforced retirement age	173	39%
Sheltered accommodation	151	34%
Other (please describe below)	35	8%

Figure 19

Summary of Other things considered important in creating an age friendly society	Number
More interaction between people of different ages	14
Receiving respect from younger	12

people	
Companionship	7
Better education about growing older	6
Changes to employment law	4
Support with living costs	3
Feel safe	3
Support in the home	2
Improved mobility access	2
More diversity of service providers	1
Legislation against ageism	1

4.7.3 What things do you think people need to live well in later life?

Figure 20

	Number	Percent of respondents who answered question
Good health	413	93%
Financial Security	390	88%
Friends / relatives	336	76%
Easy access to public services	291	65%
Healthy food	277	62%
Make choices about self	221	50%
Help at home	218	49%
Being able to contribute to society	210	47%
Help from volunteers	134	30%
Sheltered accommodation	118	27%
Single level accommodation	103	23%
Other (please describe below)	28	6%

Figure 21

Summary of Other things people need to live well in late life	Number
Staying active and engaged	16
Making choices and being listened to	5
Feel safe	4
Having enough money	4
Positive attitude to life	4
Adaptations to home	2
Good access to health care	2
Receiving "respect" from younger people	2

4.7.4 Where do you go to access information, advice and support if you need it?

Figure 22

	Number	Percent of respondents
Use the internet	176	40.7%
From the library	92	21.3%
Age UK	51	11.8%
From local council	37	8.6%
Talk to friends or family	31	7.2%
From my doctor	27	6.3%
Citizen's Advice Bureau	24	5.6%
Newspapers	9	2.1%
Use the phone directory	9	2.1%
Social Services	6	1.4%
Brixham does care	5	1.2%
Church	5	1.2%
From councillors	2	0.5%
Conexions	2	0.5%
Council magazine - The Info	2	0.5%
Torbay Information Serviced	1	0.2%
Community centres	1	0.2%

4.7.4.1

4.7.5 Please tell us how we could improve how we get information to you below.

Figure 23

	Number	Percent of respondents
Internet	44	10.2%
By post	39	9.1%
Email	27	6.3%
Newspaper	22	5.1%
Newsletters	22	5.1%
Flyers	18	4.2%
Phone me	16	3.7%
Distribute via local shops surgeries etc	13	3.0%
Posters and notice boards	12	2.8%
Television and Radio	12	2.8%
Public libraries	12	2.8%
Advertisements	7	1.6%
Via local councillors	6	1.4%

Via voluntary organisations	5	1.2%
Torbay View	5	1.2%
Social media	4	0.9%
Booklet with annual council tax bill	3	0.7%
Representation at public events	1	0.2%
Via local employers	1	0.2%
By text	1	0.2%

4.7.5.1

4.8 Section 8. Community Safety

4.8.1 How safe or unsafe do you feel when outside in your local area after dark?

4.8.2 How safe or unsafe do you feel when outside in your local area during the day?

4.8.3 Thinking about this local area, how much of a problem do you think each of the following are...

Figure 24

	% who think that issue is a problem
Cars parked inconveniently, dangerously or illegally	55.8%
Speeding traffic	54.0%
Uncontrolled dogs or dog mess	52.8%
Rubbish or litter lying around*	35.9%
People using or dealing drugs* ⁹	33.3%
People being drunk or rowdy in public places* ¹⁰	32.8%
Teenagers hanging around the streets*	27.3%
Vandalism, graffiti and other deliberate damage to property or vehicles*	26.3%
Fireworks being set off that are not part of an organised display	20.2%
Noisy neighbours or loud parties*	15.5%
People being insulted, pestered or intimidated on the street	13.1%
Abandoned or burnt out cars*	4.8%
People being attacked or harassed because of their skin colour, ethnic origin or religion	4.3%

4.8.3.1 ¹¹National indicator 17 measured the percentage of respondents with a high level of perceived anti-social behaviour combines responses to seven questions (marked with *) about anti-social behaviour problems. A fifth of respondents (20.6%) met the criteria for this indicator

4.8.4 How much would you agree or disagree that the police and other local public services seek people's views about these issues in your local area?

4.8.4.1 (¹²27.6%) NI 27

4.8.5 And how much would you agree or disagree that the police and other local public services are successfully dealing with these issues in your local area?

4.8.5.1 (¹³29.6%) NI 21

⁹ NI 42 – Perceptions of drug use or drug dealing as a problem.

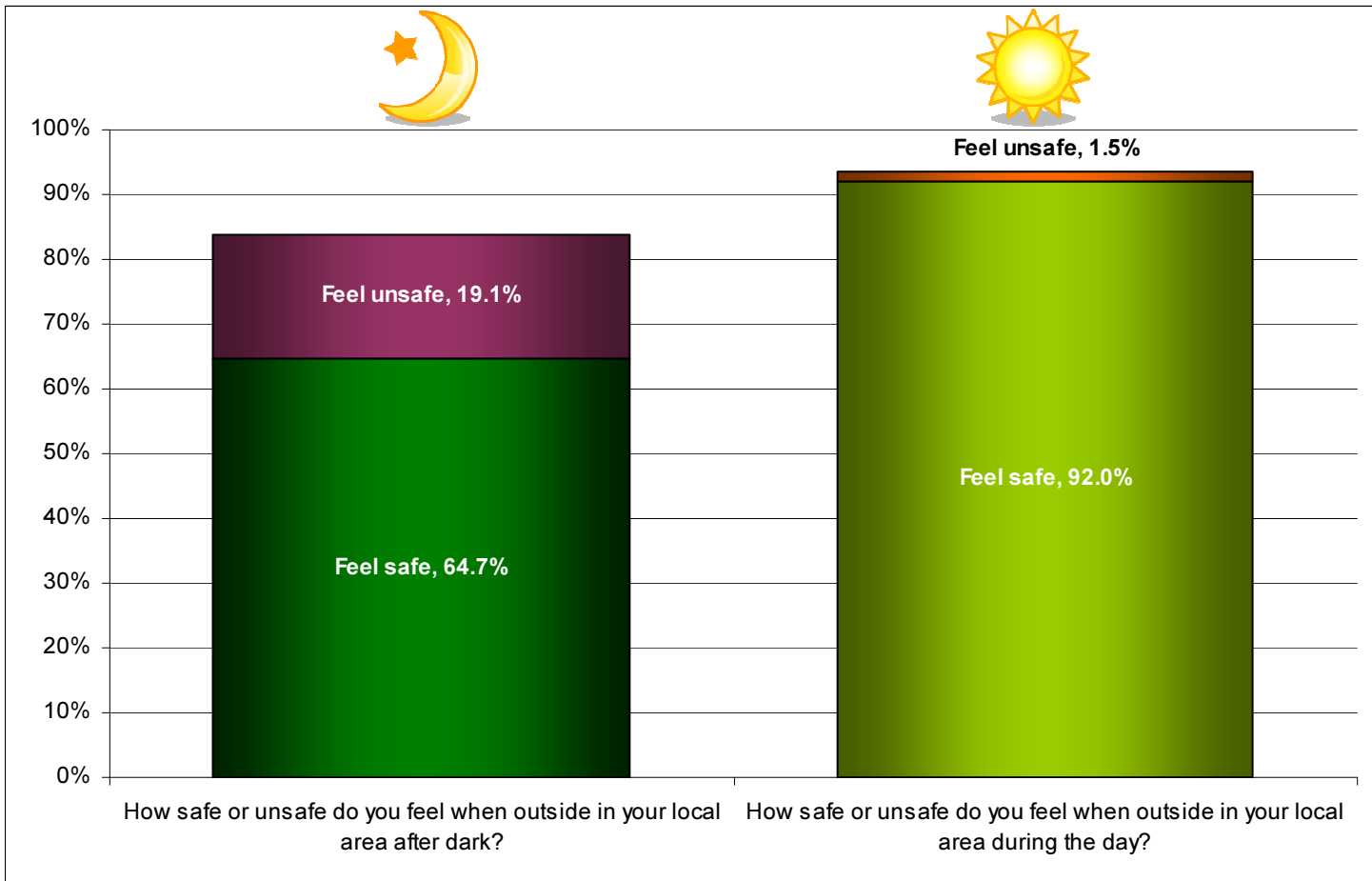
¹⁰ NI 41 – Perceptions of drunk or rowdy behaviour as a problem

¹¹ NI 17 – Perceptions of anti-social behaviour

¹² NI 27 – Understanding of local concerns about anti-social behaviour & crime issues by the council & police.

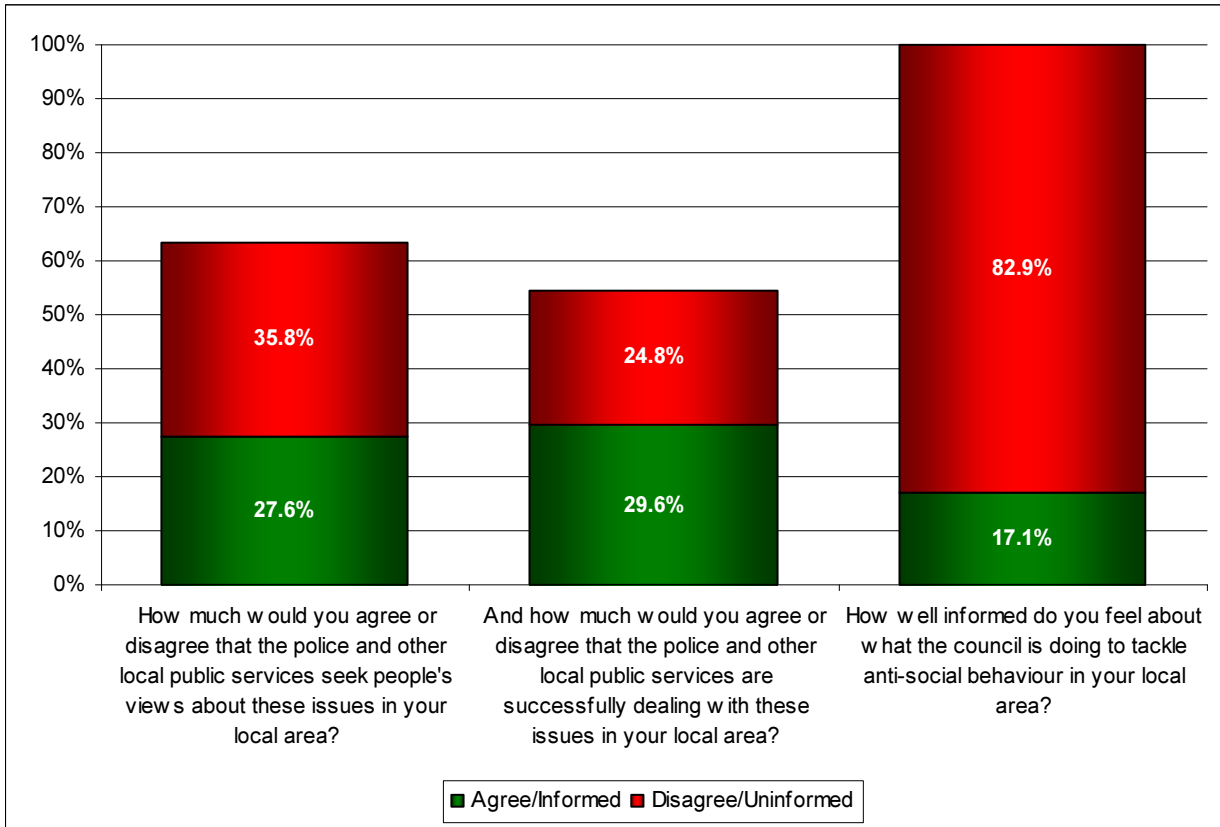
¹³ NI 21 – Dealing with local concerns about anti-social behaviour & crime issues by the local council & police

Figure 25

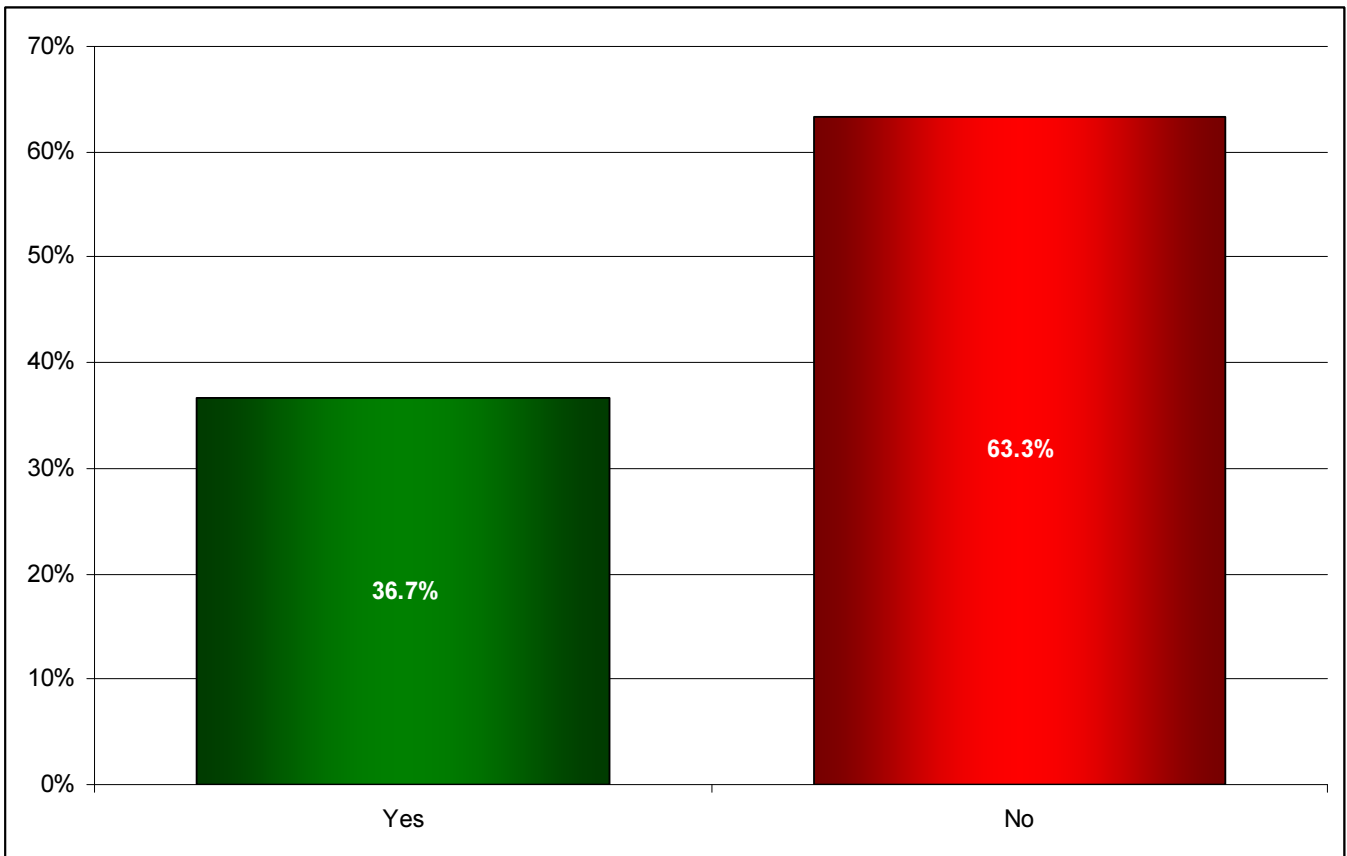


4.8.6 How well informed do you feel about what the council is doing to tackle anti-social behaviour in your local area?

Figure 26

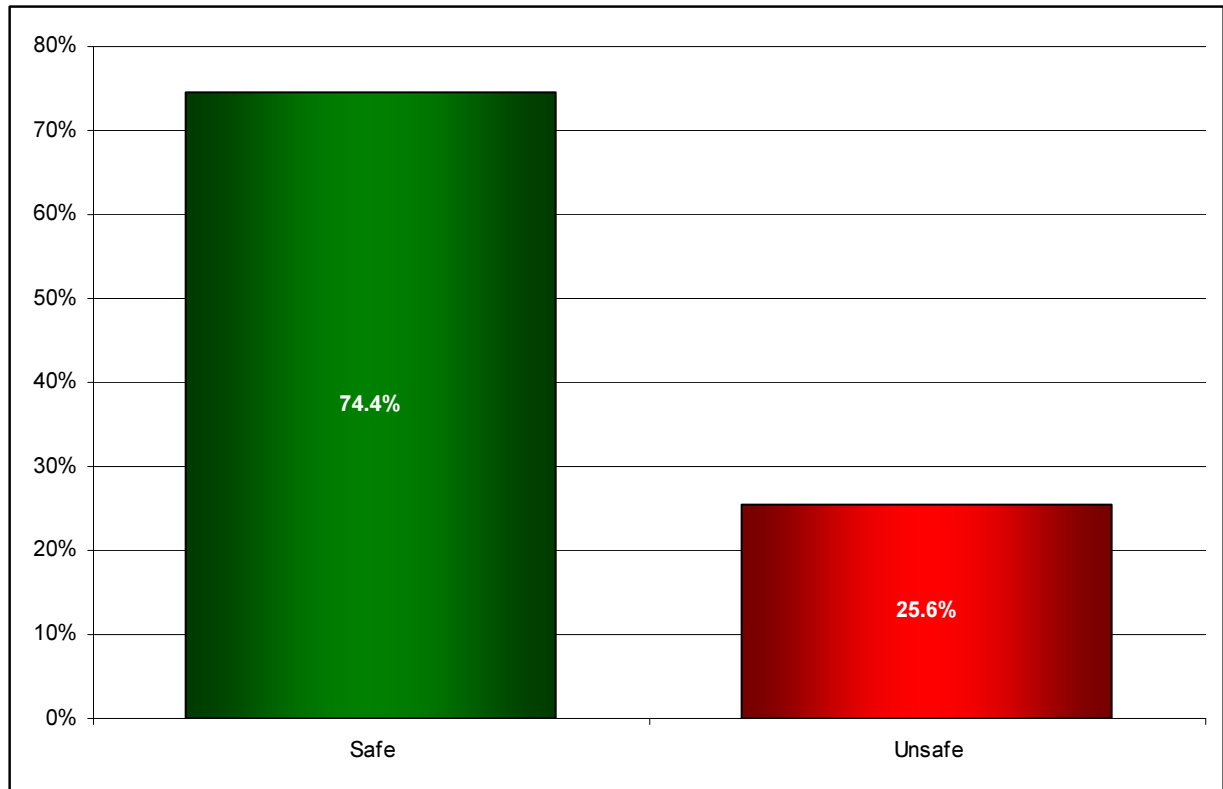


4.8.7 Within the last 6 months, have you visited Torquay Harbourside after 8pm?
Figure 27



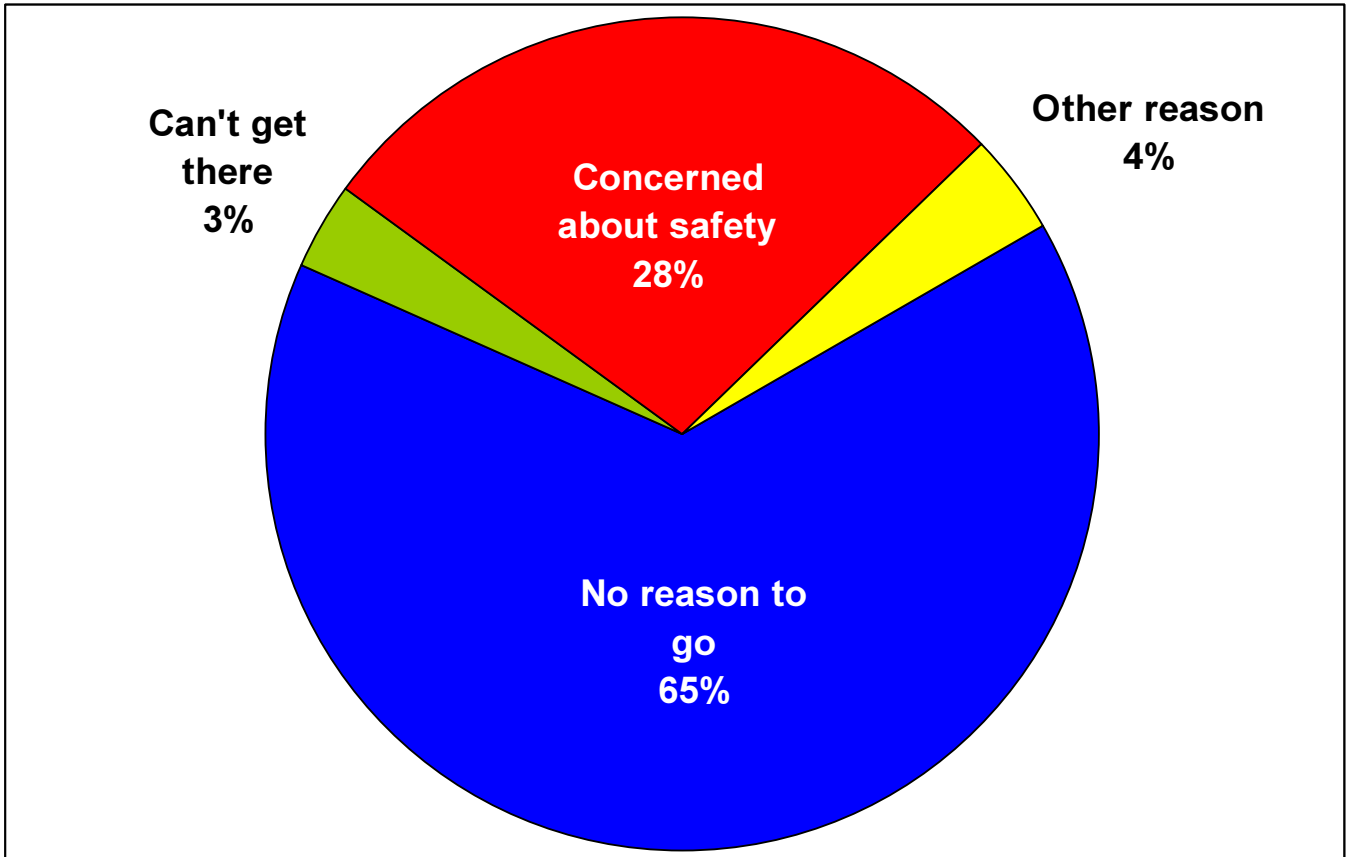
4.8.8 If yes, How safe did you feel?

Figure 28



4.8.9 If no, What is the MAIN reason that you haven't visited Torquay Harbourside in the evening?

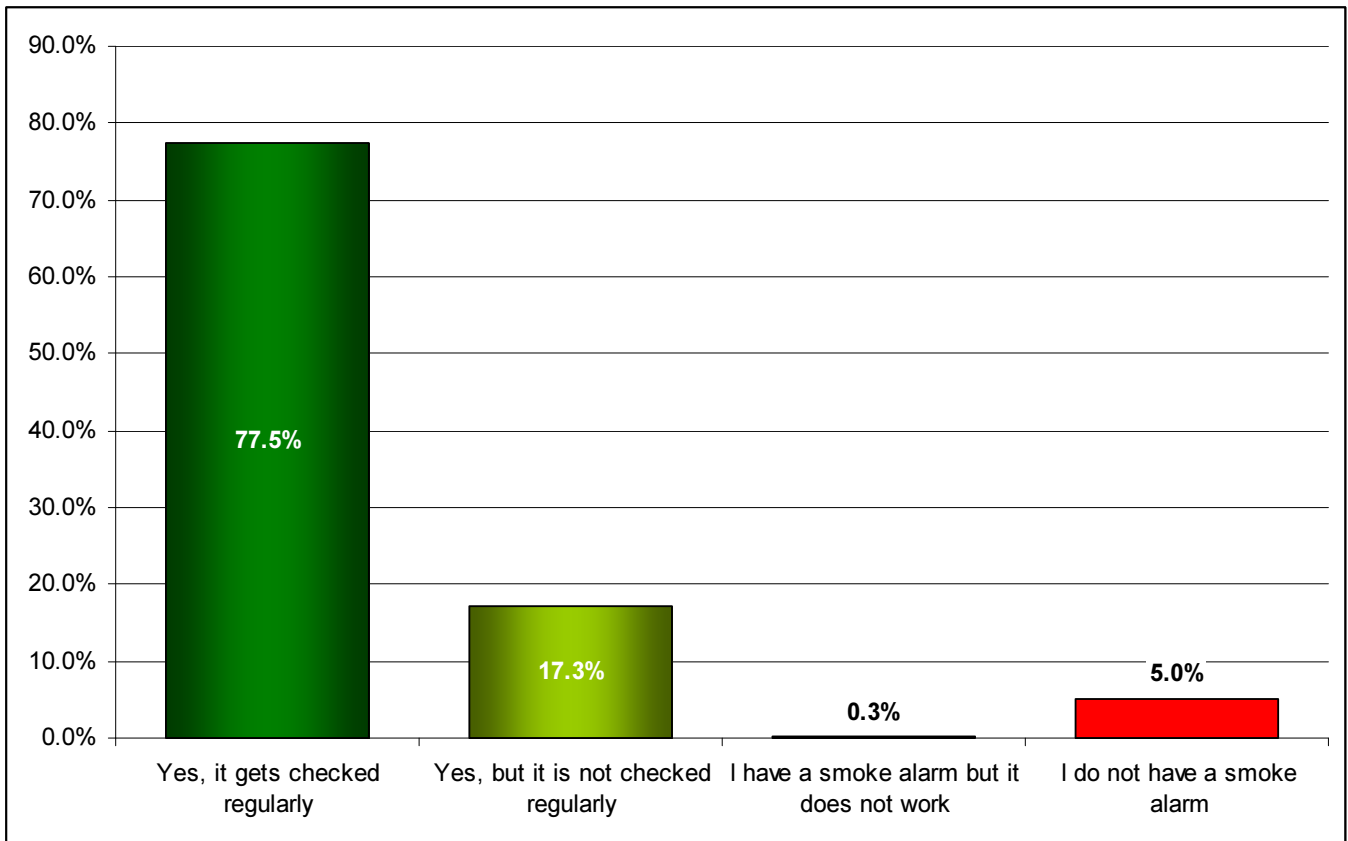
Figure 29



4.9 Section 9. Fire and Rescue Service

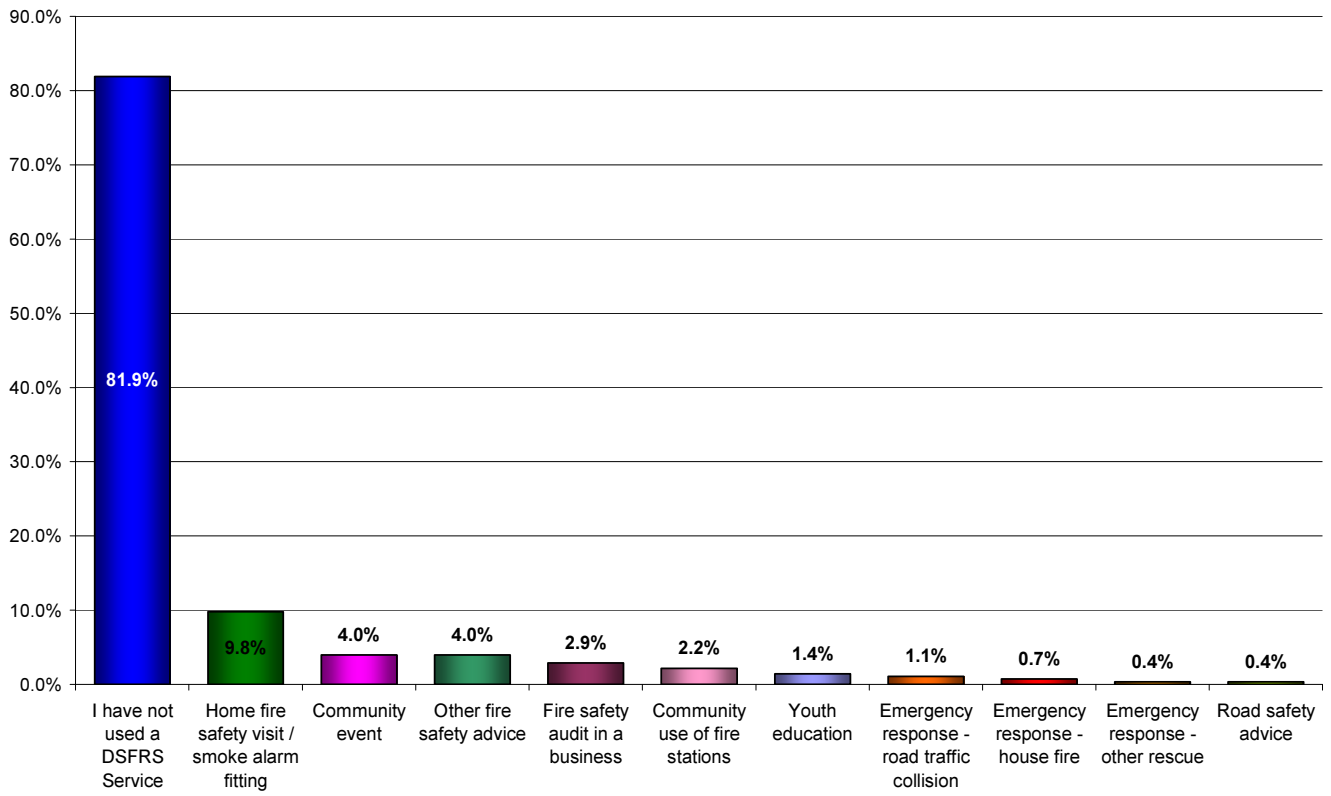
4.9.1 Do you have a working smoke alarm in your home?

Figure 30



4.9.2 If you have used any of the services provided by Devon and Somerset Fire and Rescue Service (DSFRS) within the last eighteen months please indicate which services you have used.

Figure 31



4.10 Section 10. Health / Social Care Services

4.10.1 Have you used health / social care service in the last 12 months?

Figure 32

	Number	Percent
Yes	242	55%
No (please go to Q10)	201	45%
Total	443	100%

4.10.1.1

4.10.2 Did you have any problems using these services?

Figure 33

	Number	Percent
Yes	21	9%
No	204	91%
Total	225	100%

4.10.3

4.10.4 If Yes, please tell us what service or services you had a problem with below.

Figure 34

Service	Number
GP surgery	13
Hospital	10
Dentist	3
Home adaptation and domiciliary care	2
Adult mental health services	2
Optician	1
Nursing homes	1

Figure 35

Issue	Number
Problems with appointment	9
Communication between services	3

4.10.5 How easy was it to contact the service?

Figure 36

	Number	Percent
Very easy	96	43%
Quite easy	68	31%
OK	40	18%
Quite difficult	10	5%
Very difficult	7	3%
Total	221	100%

4.10.6 If you found it difficult to contact a service please tell us which service and describe the problem below.

Figure 37

Issue	Number
Not being able to get through by phone	10
Issues with appointment system	4
Difficulty in getting equipment	1

4.10.6.1

4.10.7 If you needed an appointment / visit how long did you have to wait from when you first made contact?

Figure 38

	Number	Percent
1 - 3 days	126	60%
4 - 7 days	40	19%
8 - 10 days	12	6%
More than 10 days	31	15%
Total	209	100%

4.10.7.1

4.10.8 How immediate a need was your initial enquiry?

Figure 39

	Number	Percent
Urgent	61	29%
Non-urgent	152	71%
Total	213	100%

4.10.8.1

4.10.9 If you have a disability, how did this effect the way you use the service?

Figure 40

	Number	Percent
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Much more difficult	6	7%
More difficult	11	12%
Easier	11	12%
Much easier	4	4%
Did not have an effect	41	45%
Cannot tell if it made a difference	18	20%
Total	91	100%

4.10.9.1

4.10.10 Please explain why you feel that your experience was different from other people below.

4.10.11

Access is hard if you are mobility impaired and the maps are useless to find wards
Discrimination by Torbay Care Trust
I asked around and it seems most people are frustrated with trying to get appointments at compass house and you
I do not think my need was any different to others with the same problem
I don't think it was different from anyone else I fell down the stairs and broke a bone on the ankle
I need a shower fitted. not allowed to because of funding. i can not get in bath at all.
I wasn't aware of being treated differently from anyone else
I'm sure everyone is so busy they work so hard I know need to listen more
Long wait due to shortage of doctors
Looking after terminally ill partner.
Need regular pain relief - used to have injections 3 - 4 months a year now have to go on waiting list
Parking
Waiting for visit from social services

4.10.11.1

4.10.12 Did you feel you were treated with dignity and respect by the people you came into contact with?

Figure 41

	Number	Percent
All of the time	139	60%
Most of the time	77	33%
Some of the time	13	6%
Rarely	2	1%
Never	1	0%
Don't know/ No opinion	1	0%
Total	233	100%

4.10.13 How would you rate the overall quality of the service you received?

Figure 42

	Number	Percent
Very good	126	54%
Good	77	33%
Adequate	22	9%
Poor	6	3%
Very poor	3	1%
Total	234	100%

4.10.13.1

4.10.14 Please explain why you gave this rating below.

4.10.14.1

4.10.15 Are you aware that people are being given more control to decide on the support they need from social care services, because of their circumstances such as illness or disability? This is called personalisation.

Figure 43

	Number	Percent
Yes	140	34%
No	269	66%
Total	409	100%

4.10.15.1

4.10.16 If you receive care or support from social care services, have you been able to influence how money is spent on your care / support plan?

Figure 44

	Number	Percent
I have full control over my care/ support plan and choose how my needs are met	15	35%
I have some control over my care/ support plan and how my needs are met	10	23%
I know that I have a choice of how my care/ support needs are met but I do not wish to take control of my care at present	3	7%
I am not aware that I have a choice over how my care/ support needs are met	15	35%
Total	43	100%

4.10.16.1

4.10.17 Do you feel that health and social care services in Torbay unfairly discriminate against any particular groups of people?

Figure 45

	Number	Percent
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Yes	23	6%
No	347	94%
Total	370	100%

4.10.17.1

4.10.18 If yes, please tell us who below.

Figure 46

Group discriminated against	Number
Against older people	10
Against working people	4
In favour of older people	3
In favour of benefit tourists	2
young people with mental health	2

4.10.18.1

4.10.19 Please tell us how you believe we could improve the health & wellbeing of those who are least healthy.

Figure 47

Better diet	23
Education and awareness about healthy living	19
Increased awareness of services available	18
Human contact with vulnerable people	16
More exercise	16
More help or support (general)	15
Reduce negative behaviour - Smoking, drugs and alcohol	14
Listen to people's needs and give more time in consultations	12
Better domiciliary care	10
Higher funding of services	9
Make it easier access to services	8
Continuity of care including when discharged from hospital	7
Patient involvement in decision making	7
Home visits to vulnerable people	7
Improved car park facilities	5
Communication of information about individuals	5
Shorter waiting times for services	5
Improved residential Care	5
Encourage to keep active (hobbies)	5
Regular health checks by GP	4
Higher levels of care for those with disabilities	4
Make it easier to get doctor's appointments	3

Awareness of prescription drugs (post code lottery, generics rather than brand names)	3
Use of alternative therapies rather than drugs	3
Better care in the community	2
NHS Dental care	2
Improved help for carers	1
Longer doctors opening hours	1
More home visits by professionals	1
Local infrastructure (roads, toilets etc)	1

4.10.19.1

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Minutes of the Children's Trust Commissioning Board

28 July 2011

:- Present :-

Members of the Partnership:

Siobhan Grady	Torbay Care Trust
Alli Grant	Torbay Council
Russell Knight	Torbay Council
John Skinner	Torbay Council
Richard Williams	Torbay Council
Gail Rogers	Torbay Council
Councillor Chris Lewis	Torbay Council
Liam McGrath	Community and Voluntary Action Torbay
Jim Nye	Devon and Cornwall Constabulary
Jeanie Lynch	Barnardos

Also present:

Councillor Julien Parrott (Torbay Council), Stuart Murray (Devon & Cornwall Constabulary) and Michelle Sleavens (Devon & Cornwall Constabulary)

1. Apologies for Absence

Apologies for absence were received from Debbie Stark and Annette Benny (Torbay Care Trust), Steve Swani (Devon & Cornwall Constabulary – represented by Jim Nye), and Liz Childs (South Devon Healthcare NHS Foundation Trust).

2. Minutes

The minutes of the Children's Trust Commissioning Board meeting held on 10 March 2011 were confirmed as a correct record.

3. Matters arising from the Minutes

The Board reviewed the actions arising from its last meeting.

4. Deep Dive Results (3.10 p.m.)

Richard Williams confirmed that the Deep Dive results had been presented to Members and senior officers and a report would be finalised next week and taken to the Safeguarding Improvement Board and relevant Policy Development Board before this. The CTCB would receive the report at its next meeting in October, which would include the Deep Dive results, way forward and progress to date.

CTCB stressed that this was just the beginning of the process, with the programme expected to last two years in order that a long-term response to be implemented.

Action:	By whom:	By when:
Deep Dive Report to next CTCB meeting.	Richard Williams/Sarah Forsyth	13 October 2011

5. Child & Adolescent Mental Health Annual Report (3.45 p.m.)

The Board noted a further iteration of the Torbay CAMHS Annual Report 2010, which provided an overview of the changes and work that had been undertaken by Torbay CAMHS over the last year, as well as highlighting areas of development.

The Board welcomed the report and stressed the need for further work to be done around the collection and use of data, along with integrated pathways.

6. Next Steps in implementing the strategy to improve the quality, accessibility and range of short breaks for children and young people with complex needs arising from disability (4.00 p.m.)

The Board noted the update report on the implementation of the strategy to improve the quality, accessibility and range of short breaks for children and young people with complex needs arising from disability, and discussed the procurement process which was underway in order to transfer services away from the John Parkes Unit as it was no longer able to care for the most complex of needs.

7. Adoption Agency Activity Report (4.15 p.m.)

The Board noted the report informing members of the activities of Torbay Children's Services Adoption Agency for the period 1 April 2010 to 31 March 2011. The report had previously been taken to Council, and fulfilled the statutory obligation to outline adoption activities annually.

The Board noted in particular the increase in Adoption Plan approvals since the establishment of the Adoption Team in 2004, but recognised that the process can take several years to complete.

8. Attendance and Behaviour Hub (4.30 p.m.)

The Board noted the report, presented by Jane English, setting out the provisions that had been developed to enable challenging and vulnerable pupils to make good progress and achieve good outcomes in their education, through the amalgamation of good practice into a single Hub, creating a holistic approach across Torbay. The Board recognised that this was a concept rather than a specific location, and that it would be an evolving project. It was also noted that this could provide good opportunities for the CVA to be brought into the process.

9. Young Carers Memorandum of Understanding (4.45 p.m.)

The Board received the report and a presentation on the Young Carers Memorandum of Understanding. The Board noted that the document provided a local model for collaboration between the statutory directors for Children's Services and Adult Social Services, in order to actively protect young carers from excessive/inappropriate caring and supporting them in their parenting roles.

The Board ratified the Young Carers Memorandum of Understanding and noted that the Young Carers Strategy and Action Plan would be developed.

Action:	By whom:	By when:
Arrange for seminar to raise the profile of and launch the Strategy	Gail Rogers/James Drummond	January 2012
Young Carers Action Plan to be developed.	Gail Rogers	November 2011

10. Children's Trust Review (5.00 p.m.)

Richard Williams informed the Board that he would be preparing a report for consideration at the next meeting in October, outlining the options for taking the Children's Trust and Children and Young People's Plan forward.

11. Children's Trust Performance Report (5.15 p.m.)

The Board noted the report detailing Children's Services performance to May 2011. Alli Grant also informed the Board that the Children and Young People's Plan refresh would allow for agreement on the indicators to be monitored, and this would be included in the next meeting of the Board in October.

Action:	By whom:	By when:
Police data set to be reviewed	Jim Nye/Steve Swani	13 October 2011

Presentation of report to be reviewed for clarity.	Alli Grant	13 October 2011
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12. Future meeting date

The next meeting was scheduled to take place on Thursday 13 October at 2.00 p.m.

Chairman



Minutes of the Shadow Health and Wellbeing Board

21 July 2011

:- Present :-

Members of the Partnership:

Councillor Chris Lewis	Torbay Council
Councillor Christine Scouler	Torbay Council
Councillor Bobbie Davies	
Debbie Stark	Director of Public Health
Richard Williams (In place of Carol Tozer)	Torbay Council
Caroline Taylor	Deputy Chief Executive Torbay Council
Clare Tanner	Torbay Council
Anne Mattock	Link
Sam Barrell	Baywide GP Commissioning Consortium
Sue Taylor (In place of Kevin Muckian)	Devon Local Pharmaceutical Committee

Also present:

Teresa Buckley, Councillor Alison Hernandez, Sarah Bickley (Torbay Link), Pat Harris (Help and care), Andrew Webster (National Director - Joint Commissioning, Department of Health), Herald Express T Crowson, Ian Knee, Councillor Nicole Amil, Liam McGrath (Community and Voluntary Action Torbay), Si Langridge (SPOT) and Bernard Page

1. Election of Chairman/woman

Councillor Lewis was elected as Chairman of the Shadow Health and Wellbeing Board for the 2011/2012 Municipal Year.

Councillor Lewis in the Chair

2. Apologies and Changes in Membership

Apologies for absence were received from Board Members: Councillor Mike Morey (Torbay Council), Anthony Farnsworth (Torbay Care Trust), Carol Tozer (Director of Children's Services – who was represented by Richard Williams) and Kevin Muckian (Devon Local Pharmaceutical Committee – who was represented by Sue Taylor); and observers: Chief Supt Steve Swani and Jim Nye (Devon and Cornwall Constabulary) and Fran Mason (Torbay Council).

3. Appointment of Vice-Chairman/woman

Debbie Stark was appointed as Vice-Chairman of the Board for the ensuing Municipal Year.

4. Introduction to Shadow Health and Wellbeing Board

Andrew Webster, National Director of Joint Commissioning from the Department of Health gave a presentation on the role of Health and Wellbeing Boards and responded to questions from the Board.

It was noted that a Regional event would be held in Torbay in October looking at gaining a better understanding of the structures of NHS/GPs and Councils with the agreement that this was an opportunity for GPs and Councillors to get a better understanding of their mutual roles and ambitions for the Bay that could be realised through the New Health and Wellbeing Board.

Agreed:

- (i) Teresa Buckley to email a copy of the presentation to the Board;
- (ii) Sam Barrell and Ian Knee to discuss the content of the Regional event to see how it can be linked to the work of the Shadow Health and Wellbeing Board.

5. Indices of Multiple Deprivation

The Board noted the submitted report on the Indices of Multiple Deprivation.

6. Joint Strategic Needs Assessment

Members noted the submitted report which provided an update on the Joint Strategic Needs Assessment (JSNA).

7. Health and Wellbeing Strategy a Framework for Design to Delivery

Debbie Stark presented a paper on initial thoughts which would be developed into the draft Health and Wellbeing Strategy within an overarching community plan which outlined the needs and aspirations of the community over up to a 20 year period. Members supported the Strategy being a five year strategy which would link into other plans and strategies such as the Acting Ageing Strategy and Children and Young People's Plan. In order to produce a draft Strategy for October it was suggested that a small working group be established to further develop the draft Strategy.

Agreed:

- (i) Debbie Stark to take forward the comments made at the meeting as part of the emerging draft Health and Wellbeing Strategy; and

- (ii) a Health and Wellbeing Strategy Group comprising Debbie Stark, Richard Williams and Caroline Taylor was established to progress the draft Health and Wellbeing Strategy.

8. Governance Structures

The Board received a paper which set out the current structure for the NHS, the proposed new structure for the NHS and the Commissioning Structure for Torbay. It was noted that the NHS structures were complex and the new structure was still in development.

Agreed:

The Commissioning Structure for Torbay to be reviewed before April 2012 when the Health and Wellbeing Board becomes a statutory Board.

9. User Engagement - the Role of HealthWatch

Anne Mattock gave a presentation regarding the move from Local Involvement Networks (LINKs) to HealthWatch.

The LINK is currently responsible for: influencing local services; focussing on community voices; being a local voice; and has the right to enter and view health premises. It is proposed that HealthWatch will: participate in decision-making; provide advocacy and information for individuals (from 2012/13); be a local and national voice; have the right to enter and view; and will report to HealthWatch England.

Members noted the work carried out by the Torbay LINK and that a Multi Agency Task Group has been established to steer the transformation of LINKs to HealthWatch.

10. Obesity - Informal Workshop Session

11. Future Meetings and Items

The following issues will be discussed at the meetings below, these meetings will be held at 3.00 p.m. in the Town Hall, Torquay:

Thursday, 20 October 2011:

- Draft Health and Wellbeing Strategy.
- Pharmaceutical Needs Assessment.

Thursday, 15 March 2012:

- Statement on integration of health-related services and provision of health and social care services self-assessment (including feedback from LINK/HealthWatch).
- Agreement of next steps.

Agreed:

Board Members to email any other topics for discussion at future meetings to caroline.taylor@torbay.gov.uk.

Chairman
