

Meeting: Adult Social Care and Health Overview and Scrutiny Sub-Board

Date: 15 January 2026

Wards affected: All

Report Title: Care Quality Commission (CQC) Adult Social Care Assessment Report and Improvement/Action Plan

When does the decision need to be implemented?

Not applicable.

Cabinet Member Contact Details: Councillor Hayley Tranter, Cabinet Member for Adult and Community Services, Public Health and Inequalities, Hayley.Tranter@Torbay.gov.uk

Director Contact Details: Anna Coles, Director of Adult and Community Services; anna.coles@torbay.gov.uk

1. Purpose of Report

- 1.1 In September 2025 Adult Social Care in Torbay took part in an onsite inspection by CQC as part of the new legislative framework set out for Council's across the United Kingdom.
- 1.2 This paper presents the final report and feedback. An action plan is being developed to monitor improvement work based on the findings within the report and previous assurance activity.
- 1.3 This paper seeks to ensure that our political members have oversight of the findings of the inspection process and the work being carried out further improve Adult Social Care services for the people of Torbay.

2. Reason for Proposal and its benefits

- 2.1 The CQC report outlines key insights following their assessment of Torbay Council Adult Social Care.
- 2.2 The CQC report's findings will assist us in improving the experiences of Torbay residents and for us to deliver our vision of a healthy, happy and prosperous Torbay.

3. Recommendation(s) / Proposed Decision

- 3.1 That the Overview and Scrutiny Sub-Board consider the report and notes its content.
- 3.2 That the Overview and Scrutiny Sub Board consider receiving an update of progress on the Adult Social Care CQC Improvement Plan quarterly.

Appendices

Appendix 1: CQC local authority assessment of Torbay Council Adult Social Care, Published 17th December 2025.

Supporting Information

1. Introduction

- 1.1 Inspectors from the Care Quality Commission carried out a full assessment of Torbay's Adult Social Care services in September 2025. This was completed as part of a two-year inspection programme of all 152 councils with responsibility for adult social care, which were reintroduced as part of the Health and Care Act 2022.
- 1.2 Torbay received its first notification from CQC in April 2025. As part of the requested Information Return, Torbay submitted over 150 pieces of evidence.
- 1.3 The on-site inspection took place 9th - 11th September 2025. While conducting the inspection, CQC inspectors spoke with over 200 people: including local care providers, VCSE partners, people with lived experience and a range of staff across Torbay Council and Torbay and South Devon NHS Foundation Trust (TSDFT).
- 1.4 Prior to the CQC Assessment in June 2024 Torbay council invited the Local Government Association to undertake a Peer Challenge on Adult Social Care Preparation for Assurance. As a result of the Peer Challenge several improvement areas were also identified.

2. Options under consideration

- 2.1 The revised action plan will include improvement areas identified from the Peer Challenge, our most recent self-assessment and the CQC assessment report. The recommendation is that an update on this plan is provided quarterly to the Adult Social Care and Health Overview and Scrutiny Sub-Board.

3. Financial Opportunities and Implications

- 3.1 None

4. Legal Implications

- 4.1 Legal accountability for Adult Social Care in Torbay remains with Torbay Council. The Council has chosen to delegate responsibility for the operational delivery of key aspects of the adult social care function to Torbay and South Devon NHS Foundation Trust. That delegated responsibility is overseen by a Section 75 agreement (Section 8.1 to 8.7), the detail is articulated via a Memorandum of Understanding, set alongside the financial agreement established between the Council, the Trust, and NHS Devon Integrated Commissioning Board.

4.2 This CQC local authority assessment included services from both The Council and The Trust as well as Community and Independent Care providers.

5. Engagement and Consultation

5.1 The CQC assessment team was on site from 9th - 11th September 2025. The programme for the on-site phase included activities designed to enable members of the assessment team to meet and talk to a range of internal and external stakeholders. These included:

- Interviews, focus groups, and discussions, with Councillors, people with lived experience, managers, practitioners, frontline staff, and partner representatives; in total over 40 meetings were included on the timetable, and the team gathered views from more than 200 people within these.
- Preparatory work including a bespoke case file audit covering 10 case files and reading documents provided by the Council; both in advance of and during the assessment. The information return included a self-assessment of progress, strengths, and areas for improvement and included over 150 documents.

6. Procurement Implications

6.1 None

7. Protecting our naturally inspiring Bay and tackling Climate Change

7.1 None

8. Associated Risks

8.1 Whilst the outcome has been positive, the CQC local authority assessment for Torbay Council identifies areas for improvement, left unaddressed they could have an adverse impact on the experiences and outcomes of people. We are therefore developing an action plan to address these.

9. Equality Impact Assessment

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

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

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

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

10. Cumulative Council Impact

10.1 Not applicable

11. Cumulative Community Impacts

11.1 Not applicable