

Community and People

Community and Corporate Plan Indicators

Code	Title	Polarity	2023/24 Performance	2025/26 Target	Current Status	2025/26 Performance												2025/26 Actual to date	DOT
CP01	Percentage of Resident's Satisfaction Survey respondents who feel very or fairly safe in their local area after dark (2 yrs)	It's better to be high	35%	40%	-													Data Not Due	
CP02	Percentage of Resident's Satisfaction Survey respondents who feel very or fairly safe in their local area during the day (2 yrs)	It's better to be high	60%	70%	-													Data Not Due	
Code	Title	Polarity	2024/25 Performance	2025/26 Target	Current Status	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	2025/26 Actual to date	DOT
CP03	Rate per 10,000 children of cared for children at the end of the period (monthly)	It's better to be low	111	109	Worse than target	114	114	114	119	119	118	122	121	119				119	↓
Our current number of cared for children incorporates ten Unaccompanied Asylum Seeking Children (UASC) referred to Torbay as part of the National Transfer Scheme. This is under our 0.1% figure of 24, and therefore caution should be urged in relation to further UASC becoming cared for in line with this national expectation. We continue to undertake work to reduce the number and rate of cared for children safely and have achieved a significant reduction historically, but this is starting to rise this year which is impacting on our sufficiency. We are undertaking a piece of work to review all children who are placed with parents as this is also having a significant impact on our cared for numbers.																			
Code	Title	Polarity	2019	Target	Current Status	2025												Actual to date	DOT
CP04	Percentage of the Torbay child population living in one of the 20% most deprived areas (5 yrs)	It's better to be low	30.1%	Monitoring only	Monitoring only	23.8%												23.8%	↑
Code	Title	Polarity	2019/23	Target	Current Status	2020-24												Actual to date	DOT
CP05	Differential in life expectancy in most deprived ward from least deprived ward (annual)	It's better to be low	Males –10 yrs Females - 5 yrs	Monitoring only	Monitoring only	Males - 6 yrs Females - 3 yrs												Data Not Due	
Code	Title	Polarity	2023/24 Performance	2025/26 Target	Current Status	2025/26 Performance												2025/26 Actual to date	DOT
CP06	Percentage of Resident's Satisfaction Survey respondents who feel very or fairly strongly that they belong to their local area (2 yrs)	It's better to be high	66%	70%	-													Data Not Due	

Code	Title	Polarity	2021/23	Target	Current Status	2022-24	Actual to date	DOT
CP07	Directly age standardised suicide rate per 100,000 for Torbay (annual)	It's better to be low	12.5	Monitoring only	Monitoring only	9.5	Data Not Due	

Priority C1: Ensure our town centres are safe and welcoming for all

Code	Title	Polarity	2024/25 Performance	2025/26 Target	Current Status	2025/26 Performance	2024/25 Actual to date	DOT			
BP01	Percentage of people that describe Torbay as Safe and Welcoming (Annual Visitor Survey)	It's better to be high	Feeling of welcome - 4.33 Feeling of safety - 4.02	TBC	-	Data not yet available	Data Not Due				
Code	Title	Polarity	2024/25 Performance	2025/26 Target	Current Status	Quarter 1 2025/26	Quarter 2 2025/26	Quarter 3 2025/26	Quarter 4 2025/26	2025/26 Actual to date	DOT
BP02	Number of fixed penalty notices issued by SWISCO's Enforcement Team (quarterly)	It's better to be high	141	Monitoring only	Monitoring only	27	40	8		75	↑
Code	Title	Polarity	2024/25 Performance	2025/26 Target	Current Status	2025/26 Performance				2025/26 Actual to date	DOT
BP03	Number of residents signing up to Residents' Discount Scheme per year (annual)	It's better to be high	1,749	2,098	-					Data Not Due	
BP106	Number of businesses participating in Residents' Discount Scheme per year (annual)	It's better to be high	137	164	-					Data Not Due	

Priority C2: Keep children safe in their communities and provide safe environments for our young people to thrive in

Code	Title	Polarity	2024/25 Performance	2025/26 Target	Current Status	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	2025/26 Actual to date	DOT
BP04	Percentage of contacts to Children's Services progressing to early help services in the period (monthly)	It's better to be high	24%	Monitoring only	Monitoring only	27%	18%	23%	22%	20%	24%	23%	16%	16%				21%	↓
BP05	Annualised rate per 10,000 children of referrals to Children's Services in the period (monthly)	It's better to be low	702	Monitoring only	Monitoring only	765	660	699	660	580	775	727	675	599				682	↑
BP06	Percentage of referrals in the period that were previously open to Children's Services within the last 12 months (monthly)	It's better to be low	25%	Monitoring only	Monitoring only	23%	25%	17%	9%	18%	21%	20%	28%	17%				20%	↑
BP07	Percentage of cared for children in the period with three or more placements in the last 12 months (monthly)	It's better to be low	16%	14%	Much worse than target	16%	16%	19%	17%	17%	17%	16%	17%	18%				18%	↔

BP05 and BP06 Torbay referral rate is an outlier to both statutory neighbours and the national picture. Therefore, it is positive that this is reducing and although this is not being seen with an increase in Early Help in this data, we are aware that many families are now accessing support direct through family hubs. The reducing re-referral rate is also positive in that families are having their needs met at the right time by the right person. BP07 - A small number of young people are older and have complex, multi-layered needs including experience of abuse and trauma; this can then manifest in behaviours that challenges, leading to placement instability and, for some, situations whereby immediate notice is given by providers, which in turns leads them to being placed in interim arrangements of care, pending identification of a more appropriate placement. In such circumstances, and due to the way in which placement codes are recorded, this situation would immediately result in a young person being included within this indicator group. For other children, particularly the young children, the three or more placements may include a parent and child assessment placement (in line with their care plan or ordered by the Court), an interim short term fostering placement and then an adoptive placement, however the service continue to pursue early permanence through fostering to adopt when the Court approves this position.

	Title	Polarity	2024/25 Performance	2025/26 Target	Current Status	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	2025/26 Actual to date	DOT
BP08	Percentage of cared for children aged 15 or under at the end of the period who have been cared for children for 2.5 years or more, who have been in the same placement for two years or more, or who are currently placed for adoption and their current and previous placement totals two years or more (monthly)	It's better to be high	64%	66%	On target	63%	65%	69%	70%	71%	68%	68%	68%	69%				69%	↑
BP09	Annualised rate per 10,000 children of children becoming cared for in the period (monthly)	It's better to be low	35	34	Much worse than target	52	29	29	81	33	14	57	24	43				40	↓

We continue to review all our cared for children in line with needs and are actively reviewing all of those that result in PwP or not requiring cared for status post care proceedings. our placement stability is in line with statistical neighbours and the national picture

BP10	Number of requests for new Education Health and Care Plan (EHCP) assessments (YTD)	N/A	233	Monitoring only	Monitoring only	34	25	48	65	11	16	18	21	31				269	N/A
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We continue to see an increase in requests for statutory assessments with a number resulting in a EHCP. However we are also refusing approximately 40% of these and supporting next steps meetings in order to see what other support that can be put in place.

Code	Title	Polarity	2024/25 Performance	2025/26 Target	Current Status	Quarter 1 2025/26	Quarter 2 2025/26	Quarter 3 2025/26	Quarter 4 2025/26	2025/26 Actual to date	DOT
BP11	Number of those receiving support via the Family Hubs (quarterly)	It's better to be high	41,287	42,500	On target	7,729	13,478	11,590		32,797	↓

The reported data for Q3 2025/26 continues to show an increase compared to quarter 1 but a slight decrease from quarter 2. Currently, we face challenges in consolidating data due to the use of two separate recording systems; St. Edmunds and the Beehive and Barn, which limits our ability to extract a complete picture of activity. In addition, the current figures do not include the Home Learning Environment, Parenting Worker, and Maternity Support Worker. These staff members, employed by Torbay Council and NHS maternity services, deliver Family Hub services outside of the Family Hubs. While this data is collected for the quarterly management information returns to the DfE, it is not yet integrated into the corporate reporting figures. Also, our Early Help LCS portal contacts are not reflected in the figures. Therefore, this would suggest there is a lot more prevention work taking place than is captured in this reporting. We are confident that actual footfall and service engagement remain consistent with last year's levels. To address the current reporting gap, a new system is being introduced. This will enable more accurate data capturing, including visits to birth registrars, midwives, and other family hub-related appointments. We are assured that any shortfall is a result of reporting limitations

Priority C3: Ensure early intervention is effective and targeted

Code	Title	Polarity	2023/24	Target	Current Status	2024/25	Actual to date	DOT
BP12	Percentage of physically inactive adults (annual)	It's better to be low	21.8%	Monitoring only	Monitoring only	Data not yet available	Data Not Due	

Code	Title	Polarity	2024/25 Performance	2025/26 Target	Current Status	Quarter 1 2025/26	Quarter 2 2025/26	Quarter 3 2025/26	Quarter 4 2025/26	2025/26 Actual to date	DOT
BP13	The estimated proportion of people who are dependent on opiates and/or crack cocaine, not in the treatment system (quarterly)	It's better to be low	48.1%	45%	-	49.4%	49.9%			Data Not Available	
BP14	The estimated proportion of people who are dependent on alcohol, not in the treatment system (quarterly)	It's better to be low	62.3%	58%	-	62.6%	65.2%			Data Not Available	
BP15	Treatment progress measure (all substances) – showing substantial progress (quarterly)	It's better to be high	44%	48%	-	44.0%	45.0%			Data Not Available	

There is a 1 quarter lag on this data becoming available. Levels of unmet need within Torbay are significantly less for all treatment cohorts compared to levels reported nationally e.g. 49% v 53% for Opiates and/or crack, 22% v 48% for crack, 46% v 49% for opiates and 63% v 76% for alcohol. Treatment progress has improved by 1% since Q1 and now sits at 45%, which remains just slightly lower than the England figure which sits at 46%.

Priority C4: Provide the best care and support available so that residents are empowered to achieve what matters most to them

Code	Title	Polarity	2024/25 Performance	2025/26 Target	Current Status	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	2025/26 Actual to date	DOT
BP16	Percentage of clients receiving Direct Payments (monthly)	It's better to be high	18.2%	23.0%	Much worse than target	17.8%	18.2%	18.5%	18.8%	18.5%	17.8%	18.2%	18.2%	18.0%				18.0%	↑

Performance remains off track at 18.0% against the 23.0% target. Actions from the Our Plan for Better Care programme are now being embedded, and while early impact is limited, we anticipate positive movement in the next set of figures as these changes take effect.

Code	Title	Polarity	2023/24	2025/26 Target	Current Status	2025/26 Performance												2025/26 Actual to date	DOT
BP17	Percentage of adult carers reporting as much contact as they would like (2 yrs)	It's better to be high	29.8%	30.0%	-													Data Not Due	
Code	Title	Polarity	2024/25 Performance	2025/26 Target	Current Status	2025/26 Performance												2024/25 Actual to date	DOT
BP18	Percentage of adult social care users who have as much contact as they would like (annual)	It's better to be high	40.7%	47.4%	-													Data Not Due	
Code	Title	Polarity	2023/24	2025/26 Target	Current Status	2025/26 Performance												2025/26 Actual to date	DOT
BP107	Overall satisfaction of Carer's with Social Services	It's better to be high	35.9%	TBC	-													Data Not Due	

Priority C5: Provide clear signposting for those needing our help

Code	Title	Polarity	2024/25 Performance	2025/26 Target	Current Status	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	2025/26 Actual to date	DOT
BP19	Average customer wait time when contacting Customer Services by phone (monthly)	It's better to be low	5 mins 40 seconds	5 mins	Much better than target	00:01:28	00:05:45	00:04:18	00:04:00	00:03:20	00:03:43	00:04:13	00:01:36	00:00:44				00:03:14	↑

The reduction in average wait times for a call to be answered has also positively improved call answer rates. There has also been a continual reduction in the maximum wait times for calls to be answered. October's 10 maximum wait times for a call to be answered ranged between 33 and 58 minutes. November's 10 maximum wait times ranged between 20 and 32 minutes and December's maximum wait times ranged between 11 and 19 minutes. In addition, very positive feedback has been obtained via the recently introduced customer survey, issued to callers after their call has ended to capture feedback of their experience. Within the survey questions, it asked for scores of wait time for call to be answered, satisfaction of the service received, and professionalism and helpfulness experienced during the call. These 3 criteria combined recorded an overall satisfaction rating of 4.9 out of 5 during quarter 3.

Priority C6: Support and encourage community action

Code	Title	Polarity	2024/25 Performance	2025/26 Target	Current Status	Quarter 1 2025/26			Quarter 2 2025/26			Quarter 3 2025/26			Quarter 4 2025/26			2025/26 Actual to date	DOT
BP20	Percentage of Community Ward Fund spent (quarterly)	It's better to be high	51.80%	85.00%	Much worse than target	7.0%			32.7%			38.6%						38.6%	↑

Applications for the Community Ward Fund for 2025/2026 continue to be received from Councillors and it is expected that the amount of the Fund spent will continue to increase over the coming quarter. The requests from Councillors have slowed down in quarter 3. A reminder was sent to all Members in early November and another reminder will be going out before the end of January.

Priority C7: Improve wellbeing and reduce social isolation

Code	Title	Polarity	2024/25 Performance	2025/26 Target	Current Status	Quarter 1 2025/26	Quarter 2 2025/26	Quarter 3 2025/26	Quarter 4 2025/26	2025/26 Actual to date	DOT
BP21	Torbay Domestic Abuse Service - New placements in the service - Adults (quarterly)	N/A	991	Monitoring only	Monitoring only	203	185	177		177	
BP22	Torbay Domestic Abuse Service - New placements in the service - Number of children who are part of households accessing the service (quarterly)	N/A	692	Monitoring only	Monitoring only	170	229	200		200	
BP23	Torbay Domestic Abuse Service – Number of Multi Agency Risk Assessment Conference repeat cases within 12 months (quarterly)	N/A	81	Monitoring only	Monitoring only	23	26	21		21	

Of the 177 new placements in quarter 3, 9 were safe accommodation placements, 59 were new MARAC cases and 109 were outreach cases. MARAC repeats remain consistent however we are starting to see the impact of Devon & Cornwall Police's implementation of the DARA risk assessment (which has replaced the DASH risk assessment - however DASH is still being used by services). The service is reporting some concerns around the DARA. These relate to a reduction in new high risk referrals and some downgrading of risk, possibly due to the way the responses on the DARA are interpreted, and the effectiveness of a secondary review process by Police. This is being monitored by our MARAC Steering Group and also by a Peninsula-wide group coordinated by Plymouth City Council. Void delays due to internal issues with the Provider's Maintenance teams improved during the period. The numbers entering the service continue to be lower than last year and reflects a growing trend of people contacting the service for telephone crisis support and safety advice without entering the service for further support - 106 this quarter. The Service is adapting the way it works to manage this change.

Code	Title	Polarity	2024/25 Performance	2025/26 Target	Current Status	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	2025/26 Actual to date	DOT
BP25	Percentage of people with a learning disability in settled accommodation, with or without support (monthly)	It's better to be high	86.2%	86.5%	On target	86.2%	86.8%	86.4%	86.6%	86.6%	86.4%	86.6%	86.0%	85.8%				85.8%	↑
Code	Title	Polarity	2024/25 Performance	2025/26 Target	Current Status	Quarter 1 2025/26			Quarter 2 2025/26			Quarter 3 2025/26			Quarter 4 2025/26			2025/26 Actual to date	DOT
BP26	Number of concessionary bus journeys (quarterly)	It's better to be high	2,221,583	Monitoring only	Monitoring only	807,139			1,475,573									Data Not Available	

Pride in Place

Community and Corporate Plan Indicators

Code	Title	Polarity	2024/25 Performance	2025/26 Target	Current Status	2025/26 Performance	2025/26 Actual to date	DOT
CP08	Net additional dwellings (all tenures) completed each year NI154 (annual)	It's better to be high	267	300	-		Data Not Due	
Code	Title	Polarity	2024/25 Performance	2025/26 Target	Current Status	2025/26 Performance	2025/26 Actual to date	DOT
CP09	Number of Affordable Homes delivered NI155 (annual)	It's better to be high	52	Monitoring only	Monitoring only		Data Not Due	
CP10	Number of new Social Rent Homes completed each year (annual)	It's better to be high	0	Monitoring only	Monitoring only		Data Not Due	
Code	Title	Polarity	2023/24	2025/26 Target	Current Status	2025/26 Performance	Actual to date	DOT
CP11	Cultural participation (Arts Council measure) (3 yrs)	It's better to be high	Not Yet Published	Data Not Due	-	Data Not Due Until 2026/27	Data Not Due	
Code	Title	Polarity	2023/24	2025/26 Target	Current Status	2025/26 Performance	2025/26 Actual to date	DOT
CP12	Percentage of Resident's Satisfaction Survey respondents who very or fairly strongly feel satisfied with their local area as a place to live (2 yrs)	It's better to be high	59%	70%	-		Data Not Due	

Priority P1: Improve the delivery, affordability and quality of housing (including housing standards) for residents in Torbay

Code	Title	Polarity	2024/25 Performance	2025/26 Target	Current Status	Quarter 1 2025/26	Quarter 2 2025/26	Quarter 3 2025/26	Quarter 4 2025/26	2025/26 Actual to date	DOT
BP27	Average numbers in temporary accommodation on any one night this quarter (quarterly)	It's better to be low	157	169	Better than target	170	160	146		159	↓
BP28	- With dependents (including pregnant women) (quarterly)	It's better to be low	71	77	Much better than target	67	72	62		67	↑
BP29	- Single households (including childless couples) (quarterly)	It's better to be low	86	92	On target	103	88	84		92	↑
BP30	Number of families in B&B accommodation longer than 6 weeks this quarter (to whom we owe a housing duty) (quarterly)	It's better to be low	1	0	Worse than target	0	0	1		1	↓

Numbers in temporary accommodation (TA) have reduced, largely due to the onboarding of new social housing units delivered by the Council. This has reduced numbers in TA and reduced spend on spot purchased accommodation with B&B placements now at the lowest rate we have experienced in a number of years. Caseloads are at a much more comfortable level and spend on prevention has increased due to more proactive activity around prevention. Families in B&B are now only placed due to risk and not due to sufficiency issues. Presentations from the loss of private sector accommodation continue to be the highest cause of homelessness due to landlords exiting the market or serving Section 21 notices whilst they still can, before the implementation of the Renter's Right Act.

Code	Title	Polarity	2024/25 Performance	2025/26 Target	Current Status	2025/26				2025/26 Actual to date	DOT
BP31	Number of rough sleepers (annual)	It's better to be low	29	25	-					Data Not Due	
Code	Title	Polarity	2024/25 Performance	2025/26 Target	Current Status	Quarter 1 2025/26	Quarter 2 2025/26	Quarter 3 2025/26	Quarter 4 2025/26	2025/26 Actual to date	DOT
BP32	Total number of placements provided to different individuals at the Hostel per annum (quarterly)	It's better to be high	82	72	Much worse than target	17	12 (29)	14(43)		43	↓
BP33	Average length of stay at the Hostel (days) (quarterly)	It's better to be low	238	230	Much better than target	196	214	144		185	↑

BP32 provides the total number of placements across the year, this includes those that were previously occupying the Hostel in Q4 (26) in Q1 data. There have therefore been 14 new occupants in Q3, based on previous new entries, we are likely to fall short of the annual target. This is due to the lack of opportunity for move on as opposed to a reflection of under achievement. Plans are being developed to facilitate move on into the private sector through additional support giving landlords the confidence to accept clients but this is compounded by the pending Renters Rights Act and landlords being unwilling to consider people that they think are riskier tenants. The average length of stay is relatively consistent due to the lack of move on accommodation rather than a person's ability to move on. Plans are being developed to provide a supported pathway to facilitate move on and opportunities to fund the proposal are being explored.

Code	Title	Polarity	2024/25 Performance	2025/26 Target	Current Status	Quarter 1 2025/26	Quarter 2 2025/26	Quarter 3 2025/26	Quarter 4 2025/26	2025/26 Actual to date	DOT
BP34	Percentage of households assessed and owed the main duty (quarterly)	It's better to be low	65%	Monitoring only	Monitoring only	76%	54%	60%		60%	
BP35	Percentage of care experienced young people in suitable accommodation (quarterly)	It's better to be high	89%	90%	On target	86%	90%	87%		87%	↓
BP36	Number of requests for assistance from the Housing Standards service (quarterly)	N/A	400	Monitoring only	Monitoring only	88	74	90		252	
BP37	Number of legal notices served to improve quality of accommodation (quarterly)	N/A	46	Monitoring only	Monitoring only	12	23	22		57	
BP101	Total number of help desk calls	N/A	58	Monitoring only	Monitoring only	8	9	5		22	
BP102	Number of help desk calls not responded to within set timescales	It's better to be low	0	Monitoring only	Monitoring only	1	0	0		1	↓
BP103	Percentage of compliance tests completed	It's better to be high	100%	100%	On target	100%	100%	100%		100%	↔
BP104	Number of compliance defects unresolved / outstanding	It's better to be low	0	0	On target	0	0	0		0	↔
BP105	Rental income collected as a percentage of debt raised	It's better to be high	99%	100%	On target	100%	100%	100%		100%	No DOT until Q4
Code	Title	Polarity	2024/25 Performance	2025/26 Target	Current Status	2025/26 Performance				2025/26 Actual to date	DOT
BP99	Number of Torbay Council social housing units	It's better to be high	11	60	-					Data Not Due	

Priority P2: Draw investment into our towns and breathe life into our town centres, partnering with the private sector to deliver major projects

Code	Title	Polarity	2024/25 Performance	2025/26 Target	Current Status	2025/26 Performance	2025/26 Actual to date	DOT
BP38	Total annual footfall in Torquay's Town Centre (annual)	It's better to be high	10,917,929	Monitoring only	Monitoring only	Data not available yet	Data Not Due	
BP39	Total annual footfall in Paignton's Town Centre (annual)	It's better to be high	12,050,637	Monitoring only	Monitoring only	Data not available yet	Data Not Due	
BP40	Total annual footfall in Brixham's Town Centre (annual)	It's better to be high	4,633,664	Monitoring only	Monitoring only	Data not available yet	Data Not Due	

Priority P3: Maximise heritage and cultural opportunities for the enjoyment and benefit of residents and visitors

Code	Title	Polarity	2024/25 Performance	2025/26 Target	Current Status	Quarter 1 2025/26	Quarter 2 2025/26	Quarter 3 2025/26	Quarter 4 2025/26	2025/26 Actual to date	DOT
BP41	Number of events facilitated on Council land (quarterly)	It's better to be high	89	95	On target	27	30	13		70	↓

Data for previous quarters has been amended to exclude maritime events. Data previously included the collated number of maritime and non-maritime events where the council has had involvement. The decreased figures only include events facilitated on Council land.

Code	Title	Polarity	2023/24	2025/26 Target	Current Status	Actual to date	DOT
BP42	Number of Arts Council National Portfolio organisations within Torbay (3 yrs)	It's better to be high	2	Not due	-	Data not yet available. This is only reviewed every 4 years.	Data Not Due

Code	Title	Polarity	2024/25 Performance	2025/26 Target	Current Status	2025/26 Performance	2025/26 Actual to date	DOT
BP43	Number of organisations directly promoting Torbay's UNESCO Geopark Status (Core and Associate Partners) (annual)	It's better to be high	40	40	-		Data Not Due	
BP44	Number of Cultural Organisations recording an annual increase in participation and engagement from previous year (annual)	It's better to be high	N/A	Not due	-	Data not yet available. It will follow on from the Cultural Infrastructure review.	Data Not Due	

Priority P4: Protect and enhance our lived, built and natural environments, including our green spaces

Code	Title	Polarity	2024/25 Performance	2025/26 Target	Current Status	Quarter 1 2025/26	Quarter 2 2025/26	Quarter 3 2025/26	Quarter 4 2025/26	2025/26 Actual to date	DOT
BP45	Percentage of grass cutting schedule due achieved during the period (quarterly)	It's better to be high	96%	100%	On target	100%	100%	100%		100%	↑
BP46	Percentage of street sweeping schedule due achieved during the period (quarterly)	It's better to be high	100%	100%	On target	100%	100%	100%		100%	↔
BP47	Percentage of weed spraying schedule due achieved during the period (quarterly)	It's better to be high	79%	100%	On target	100%	100%	100%		100%	↑
BP48	Percentage of line marking schedule due achieved during the period (quarterly)	It's better to be high	100%	Monitoring only	Monitoring only	100%	100%	80%		93%	No DOT until Q4
Code	Title	Polarity	2024/25 Performance	2025/26 Target	Current Status	2025/26 Performance				2025/26 Actual to date	DOT
BP49	Number of repairs and interventions made to our carriageways and footways (annual)	It's better to be high	7,657	8,429	-					Data Not Due	
Code	Title	Polarity	2023/24 Performance	2025/26 Target	Current Status	2025/26 Performance				2025/26 Actual to date	DOT
BP50	Percentage of Resident's Satisfaction Survey respondents who feel very or fairly satisfied with the road maintenance services provided by the Council (2 yrs)	It's better to be high	16%	50%	-					Data Not Due	
BP51	Percentage of Resident's Satisfaction Survey respondents who feel very or fairly satisfied with the pavement maintenance services provided by the Council (2 yrs)	It's better to be high	34%	50%	-					Data Not Due	
BP52	Percentage of Resident's Satisfaction Survey respondents who feel very or fairly satisfied with the street cleansing services provided by the Council (2 yrs)	It's better to be high	44%	60%	-					Data Not Due	

Code	Title	Polarity	2023/24 Performance	2025/26 Target	Current Status	2025/26 Performance				2025/26 Actual to date	DOT
BP53	Percentage of Resident's Satisfaction Survey respondents who feel very or fairly satisfied with the parks and green spaces maintained by the Council (2 yrs)	It's better to be high	64%	70%	-					Data Not Due	
Code	Title	Polarity	2024/25 Performance	2025/26 Target	Current Status	Quarter 1 2025/26	Quarter 2 2025/26	Quarter 3 2025/26	Quarter 4 2025/26	2025/26 Actual to date	DOT
BP54	Capital monies spent on flood alleviation and coastal protection schemes (quarterly)	It's better to be high	£1,273,030	Monitoring only	Monitoring only	£173,900	£440,060	£1,208,330		£1,822,290	↑
Code	Title	Polarity	2022	Target	Current Status	2023				Actual to date	DOT
BP55	Tonnes of CO2e - Torbay (annual)	It's better to be low	396.7 kt CO2e	Monitoring only	Monitoring only	362.4 ktCO2e				Data Not Due	
Code	Title	Polarity	2023/24 Performance	Target	Current Status	2024/25				Actual to date	DOT
BP56	Tonnes of CO2 - Torbay Council operations and services (annual)	It's better to be low	5,205 tCO2e	Monitoring only	Monitoring only	4,452 tCO2e				Data Not Due	
Code	Title	Polarity	2024/25 Performance	2025/26 Target	Current Status	2025/26 Performance				2025/26 Actual to date	DOT
BP57	£ secured through various external decarbonisation funds (annual)	It's better to be high	£5,320,000	Monitoring only	Monitoring only					Data Not Due	
Code	Title	Polarity	2024	Target	Current Status	2025				Actual to date	DOT
BP58	Number of people killed or seriously injured on Torbay's roads (annual)	It's better to be low	39	36	-					Data Not Due	

Priority P5: Ensure the effective operation of SWISCo to have resources to reinvest in Torbay

No KPIs

Priority P6: Improve the delivery of our planning service

Code	Title	Polarity	2024/25 Performance	2025/26 Target	Current Status	Quarter 1 2025/26	Quarter 2 2025/26	Quarter 3 2025/26	Quarter 4 2025/26	2025/26 Actual to date	DOT
Major planning applications	BP59 Average number of days taken to validate from when required information is received (quarterly)	It's better to be low	5.50	5	Much worse than target	7.00	9.50	5.00		7.89	↓
	BP60 % Determined within timescales (including extensions of time) (quarterly)	It's better to be high	66.67%	80.00%	Better than target	75.00%	85.71%	100.00%		87.50%	↑
	BP61 % Determined within timescales (without extensions of time) (quarterly)	It's better to be high	16.67%	35.00%	Much worse than target	25.00%	57.14%	0.00%		31.25%	↑
	BP62 Number of appeals (quarterly)	It's better to be low	2	Monitoring only	Monitoring only	2	0	1		3	↓
	BP63 % of appeals allowed (upheld in the applicant's favour) (quarterly)	It's better to be low	50%	30.00%	Much worse than target	50.00%	N/A	100.00%		66.67%	↓
Code	Title	Polarity	2024/25 Performance	2025/26 Target	Current Status	Quarter 1 2025/26	Quarter 2 2025/26	Quarter 3 2025/26	Quarter 4 2025/26	2025/26 Actual to date	DOT
Minor planning applications	BP64 Average number of days taken to validate from when required information is received (quarterly)	It's better to be low	9.89	5	Much worse than target	8.64	9.27	7.50		8.62	↑
	BP65 % Determined within timescales (including extensions of time) (quarterly)	It's better to be high	82.25%	85.00%	Worse than target	77.42%	73.47%	82.93%		77.69%	↓
	BP66 % Determined within timescales (without extensions of time) (quarterly)	It's better to be high	42.01%	50.00%	Much worse than target	41.94%	34.69%	34.15%		36.36%	↓
	BP67 Number of appeals (quarterly)	It's better to be low	18	Monitoring only	Monitoring only	4	8	0		12	↑
	BP68 % of appeals allowed (upheld in the applicant's favour) (quarterly)	It's better to be low	27.78%	30.00%	Much better than target	0.00%	12.50%	N/A		8.33%	↑

Code	Title	Polarity	2024/25 Performance	2025/26 Target	Current Status	Quarter 1 2025/26	Quarter 2 2025/26	Quarter 3 2025/26	Quarter 4 2025/26	2025/26 Actual to date	DOT
Other planning applications	BP69 Average number of days taken to validate from when required information is received (quarterly)	It's better to be low	10.42	5	Much worse than target	8.35	6.86	9.10		8.76	↑
	BP70 % Determined within timescales (including extensions of time) (quarterly)	It's better to be high	75.00%	88.00%	Worse than target	80.87%	80.37%	81.52%		80.89%	↑
	BP71 % Determined within timescales (without extensions of time) (quarterly)	It's better to be high	38.08%	60.00%	Much worse than target	46.96%	37.38%	33.70%		39.81%	↓
	BP72 Number of appeals (quarterly)	It's better to be low	37	Monitoring only	Monitoring only	10	16	0		26	↑
	BP73 % of appeals allowed (upheld in the applicant's favour) (quarterly)	It's better to be low	43.24%	30.00%	Much worse than target	50.00%	43.75%	N/A		46.15%	↓
Code	Title	Polarity	2024/25 Performance	2025/26 Target	Current Status	Quarter 1 2025/26	Quarter 2 2025/26	Quarter 3 2025/26	Quarter 4 2025/26	2025/26 Actual to date	DOT
Number of enforcement cases live	BP74 Notices issued (during the quarter) (quarterly)	It's better to be high	11	Monitoring only	Monitoring only	6	3	1		10	↑
	BP75 Cases closed (during the quarter) (quarterly)	It's better to be high	262	Monitoring only	Monitoring only	67	78	94		239	↑
	BP76 Cases opened (during the quarter) (quarterly)	It's better to be low	258	Monitoring only	Monitoring only	91	77	58		226	↓
	BP77 Open cases as at the last day of the quarter (quarterly)	It's better to be low	590	400	Much worse than target	621	624	582		582	↑

Minor application validation and determination have shown improvement again in Q3. No minor appeals were allowed during the quarter.

Other planning applications saw slightly longer validation times, but determination speed is typical at 81%. No appeals have been decided.

The Enforcement Team has taken another step forward with the appointment of a new Planning Enforcement Officer. There has been a large increase in closed cases and drop in open cases due to improved gatekeeping. Notices served are low as we have several on-going at appeal which has required attention.

Priority P7: Deliver priority capital projects within the Council's Capital Programme

No KPIs

Economic Growth

Community and Corporate Plan Indicators

Code	Title	Polarity	2024	Target	Current Status	2025												Actual to date	DOT
CP13	Percentage of people in Torbay who are economically active (aged 16 to 64) (annual)	It's better to be high	79.40%	Monitoring only	Monitoring only													Data Not Due	
Code	Title	Polarity	2024/25 Performance	2025/26 Target	Current Status	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	2025/26 Actual to date	DOT
CP14	Percentage of former cared for children who are now aged 19-21 and in employment, education or training (EET) (monthly)	It's better to be high	53%	71%	Much worse than target	55%	50%	52%	53%	55%	54%	54%	52%	53%				53%	↓
<p>CP14 - We are aspirational for our care experienced young people and our target reflects this. We are working across Council directorates to look at internships and apprenticeships with support from HR colleagues. It is worth noting that the 2025 figure is comparable with national comparators and statistical neighbours, at 56% and 47% respectively. We have recently ended our commissioning of Careers South West and are looking at opportunities to engage more relationally with those Care Experienced at risk of NEET. We are also working with the Headteacher of Mayfield to consider how to deliver a youth hub focused on EET opportunities at Parkfield.</p>																			
Code	Title	Polarity	2024/25 Performance	2025/26 Target	Current Status	2025/26 Performance												2025/26 Actual to date	DOT
CP15	Local bus and light railway passenger journeys originating in the authority area NI177 (annual)	It's better to be high	5,569,205	6,126,107	-													Data Not Due	

Code	Title	Polarity	2024	Target	Current Status	2025	Actual to date	DOT
CP16	Employment by occupation: Group 1-3: Managers, Directors and Senior Officials; Professional Occupations; Associate Professional Occupations (annual)	It's better to be high	41.4%	Monitoring only	Monitoring only		Data Not Due	
CP17	Employment by occupation: Group 4-5: Administrative & Secretarial Occupations; Skilled Trades Occupations (annual)	It's better to be high	23.0%	Monitoring only	Monitoring only		Data Not Due	
CP18	Employment by occupation: Group 6-7: Caring, Leisure and Other Service Occupations; Sales and Customer Service Occupations (annual)	It's better to be high	18.5%	Monitoring only	Monitoring only		Data Not Due	
CP19	Employment by occupation: Group 8-9: Process Plant & Machine Operatives; Elementary Occupations (annual)	It's better to be high	17.1%	Monitoring only	Monitoring only		Data Not Due	
Code	Title	Polarity	As At 31/03/2025	Target	Current Status	As at 31/03/2026	Actual to date	DOT
CP20	National Non Domestic Rates – Total number of occupied hereditaments (premises) (annual)	It's better to be high	4,850	Monitoring only	Monitoring only		Data Not Due	
CP21	National Non Domestic Rates – Total number of void hereditaments (premises) (annual)	It's better to be low	674	Monitoring only	Monitoring only		Data Not Due	
Code	Title	Polarity	2023	Target	2022 Target	2024	Actual to date	DOT
CP22	Gross Value Added per hour worked (annual)	It's better to be high	£27.68	Monitoring only	Monitoring only	Data not yet available	Data Not Due	
CP23	Gross Value Added per filled job (annual)	It's better to be high	£42,338.00	Monitoring only	Monitoring only	Data not yet available	Data Not Due	
Code	Title	Polarity	2024	Target	Current Status	2025	Actual to date	DOT
CP24	Earnings by Torbay Residence (Gross weekly pay - Full time workers) (annual)	It's better to be high	£632.50	Monitoring only	Monitoring only	£669.10	Data Not Due	
Code	Title	Polarity	2024 Performance	2025/26 Target	Current Status	2025 Performance	2025/26 Actual to date	DOT
CP25	Percentage of people in Torbay in employment (aged 16 to 64) (annual)	It's better to be high	79.4%	Monitoring only	Monitoring only	Data not yet available	Data Not Due	

Code	Title	Polarity	2024/25 Performance	2025/26 Target	Current Status	2025/26 Performance											Actual to date	DOT	
CP26	Percentage of Torbay population with full time jobs (annual)	It's better to be high	Data not yet available	Monitoring only	Monitoring only	Data not yet available											Data Not Due		
Code	Title	Polarity	2024/25 Performance	2025/26 Target	Current Status	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	2025/26 Actual to date	DOT
CP27	Out of Work Benefits Claimant Count (monthly)	It's better to be low	3.5% 2,830	Monitoring only	Monitoring only	3.4%	3.5%	3.3%	3.2%	3.3%	3.2%	3.2%	3.4%					Data Not Available	
						2710.00	2760.00	2650.00	2560.00	2630.00	2520.00	2585.00	2685.00						

Priority E1: Encourage aspiration, providing opportunities for everyone to raise their skill level, particularly in high value careers

Code	Title	Polarity	2024/25 Performance	2025/26 Target	Current Status	Quarter 1 2025/26			Quarter 2 2025/26			Quarter 3 2025/26			Quarter 4 2025/26			2025/26 Actual to date	DOT
BP78	Number of people supported through Multiply programme (quarterly)	It's better to be high	231	45	Much better than target	15			26			12						53	↓
Code	Title	Polarity	2024/25 Performance	2025/26 Target	Current Status	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	2025/26 Actual to date	DOT
BP79	Percentage of adults with a learning disability in paid employment (monthly)	It's better to be high	6.6%	7.0%	On target	6.7%	6.5%	6.5%	6.4%	6.5%	6.3%	6.7%	6.6%	6.8%				6.8%	↑
Code	Title	Polarity	2024/25 Performance	2025/26 Target	Current Status	Quarter 1 2025/26			Quarter 2 2025/26			Quarter 3 2025/26			Quarter 4 2025/26			2025/26 Actual to date	DOT
BP80	Number of secondary schools engaged with business (Voluntary Enterprise Advisers) (quarterly)	It's better to be high	100%	100%	On target	100%			100%			100.0%						100%	↔
Code	Title	Polarity	2024/25 Performance	2025/26 Target	Current Status	2025/26 Performance											2025/26 Actual to date	DOT	
BP81	Percentage of pupils achieving a 9 to 5 pass in English and Maths (annual)	It's better to be high	51.20%	Monitoring only	Monitoring only												Data Not Due		
Code	Title	Polarity	2024/25 Performance	2025/26 Target	Current Status	Quarter 1 2025/26			Quarter 2 2025/26			Quarter 3 2025/26			Quarter 4 2025/26			2025/26 Actual to date	DOT
BP82	Proportion of 16 - 17 year olds who were not in education, employment or training (NEET) (quarterly)	It's better to be low	3.9%	Monitoring only	Monitoring only	3.7%			3.5%			3.9%						3.9%	↓

Code	Title	Polarity	2024	Target	Current Status	2025	Actual to date	DOT
BP83	Percentage of people aged 16 to 64 in Torbay that hold an NVQ4+ qualification (annual)	It's better to be high	33.8%	Monitoring only	Monitoring only		Data Not Due	

Priority E2: Drive training opportunities across all sectors to empower people to improve their skills

Code	Title	Polarity	2024/25 Performance	2025/26 Target	Current Status	Quarter 1 2025/26	Quarter 2 2025/26	Quarter 3 2025/26	Quarter 4 2025/26	2025/26 Actual to date	DOT
BP84	Number of people achieving a new qualification, licence or skill (quarterly)	It's better to be high	332	TBC	-	56	39	119		214	↑
BP85	Number of employed people undertaking training (quarterly)	It's better to be high	106	160 (40 per Q)	Much better than target	39	21	91		151	↑
BP86	Number of people supported into work (quarterly)	It's better to be high	81	97	Much worse than target	10	40	12		62	↓

All three of the above projects are linked to our UK Shared Prosperity Fund programme that started in April 2024.

BP86 - This figure is lower than expected due to outstanding paperwork from delivery partners. The reported figures are only those that we can evidence through paperwork now. The figure will be higher next quarter when paperwork is complete. The target should be met by the end of quarter 4.

Priority E3: Improve transport links to and within Torbay

Code	Title	Polarity	2024/25 Performance	2025/26 Target	Current Status	2025/26 Performance	2025/26 Actual to date	DOT
BP87	Number of electric vehicle charging points installed on Council-owned land (annual)	It's better to be high	16	100	-		Data Not Due	
BP88	Number of electric vehicles registered in Torbay (annual)	It's better to be high	1,151	Monitoring only	Monitoring only		Data Not Due	
BP89	Number of electric buses in service (annual)	It's better to be high	0	40	-		Data Not Due	

Priority E4: Develop a year-round economy

Code	Title	Polarity	2024	Target	Current Status	2025	Actual to date	DOT
BP90	Number of visitors to Torbay (annual figure) (annual)	It's better to be high	3,463,000	Monitoring only	Monitoring only	Data not yet available	Data Not Due	

Code	Title	Polarity	2024/25 Performance	2025/26 Target	Current Status	Quarter 1 2025/26	Quarter 2 2025/26	Quarter 3 2025/26	Quarter 4 2025/26	2025/26 Actual to date	DOT
BP91	Occupancy rate of Council let Estate (Inc former TDA Estate) (quarterly)	It's better to be high	89.2%	90.0%	On target	90.9%	89.6%	90.1%		90.2%	↓
BP92	Occupancy rate at Electronics & Photonics Innovation Centre (EPIC) (quarterly)	It's better to be high	100%	80.0%	Much better than target	100%	100%	100%		100%	↔

Priority E5: Increase the amount of full-time employment opportunities within Torbay

Code	Title	Polarity	2024	Target	Current Status	2025	Actual to date	DOT
BP93	Earnings by Torbay Workplace (Gross weekly pay - Full time workers) (annual)	It's better to be high	£608.10	Monitoring only	Monitoring only	£637.40	£637.40	↑
BP94	Percentage of Torbay unemployed (annual)	It's better to be low	3.0%	Monitoring only	Monitoring only	Data not yet available	Data Not Due	
BP95	Births of new enterprises (new enterprise start-ups) (annual)	It's better to be high	420	Monitoring only	Monitoring only	Data not yet available	Data Not Due	
BP96	Deaths of enterprises (enterprises ceasing to exist) (annual)	It's better to be low	415	Monitoring only	Monitoring only	Data not yet available	Data Not Due	

Priority E6: Focus on inclusive growth, with opportunities which benefit everyone

Code	Title	Polarity	2024/25 Performance	2025/26 Target	Current Status	Quarter 1 2025/26	Quarter 2 2025/26	Quarter 3 2025/26	Quarter 4 2025/26	2025/26 Actual to date	DOT
BP97	Number of individuals attending inclusive growth events delivered or commissioned by the Council (quarterly)	It's better to be high	499	130	Much better than target	131	166	220		517	↑
Code	Title	Polarity	2024/25 Performance	2025/26 Target	Current Status	2025/26 Performance				2025/26 Actual to date	DOT
BP98	The percentage of total Council spend on goods and services from local businesses based in Torbay (annual)	It's better to be high	51% (Q1-Q3)	55.0%	-	Data not yet available				Data Not Due	

Glossary of Terms

ASB	Anti-Social Behaviour		
ASC	Adult Social Care	NEET	Not in Education, Employment or Training
BID	Business Improvement District	NHSE	NHS England
CCIB	Children's Continuous Improvement Board	NTE	Night Time Economy
CH	Community Hub	NTS	National Transfer Scheme
CIC	Community Interest Company	Ofsted	Office for Standards in Education
CN	Carbon Neutral	OLPO	Online protection officer
CRM	Customer Relationship Management (system)	OPCC	Office of the Police and Crime Commissioner
CSC	Children's Social Care	PCN	Primary Care Network
CWB	Community Wealth Building	PH	Public Health
DASV	Domestic Abuse and Sexual Violence	PSDF	Public Sector Decarbonisation Fund
DASVEG	Domestic Abuse and Sexual Violence Executive Group	RP	Registered Providers
DBS	Disclosure and Barring Service	RSA	Requests for Statutory Assessment
DCC	Devon County Council	RSI	Rough Sleeping Initiative
DCS	Director of Children's Services	SEN	Special Educational Needs
DHP	Discretionary Housing Payments	SEND	Special Educational Needs and Disability
DLUHC	Department for Levelling Up, Housing and Communities	SLA	Service Level Agreement
DM	Development Management	SME	Small to medium-sized enterprise
DMP	Destination Management Plan	SN	Statistical Neighbours
DOT	Direction of travel	SW	South West
ECH	Extra Care Housing	SWEP	South West Emergency Protocol
EET	Employment, Education or Training	TA	Temporary Accommodation
EH	Early Help	TBC	To be confirmed
EHCP	Education, Health and Care Plan	TCCT	Torbay Coast and country trust
EPIC	Electronics & Photonics Innovation Centre (at White Rock Business Park)	TCDT	Torbay Community Development Trust
ERBID	English Riviera Business Improvement District	TCEAP	Torbay Climate Emergency Action Plan
ERBIDCo	English Riviera BID Company	TDA	Torbay Development Agency
ERDMP	English Riviera Destination Management Plan	TDAS	Torbay Domestic Abuse Service
EV	Electric Vehicle	TSDFT	Torbay and South Devon (NHS) Foundation Trust
FTE	Full Time Equivalent	TUPE	Transfer of Undertakings (Protection of Employment)
GWR	Great Western Railway	UASC	Unaccompanied Asylum Seeking Children
HotSW	Heart of the South West (Local Enterprise Partnership)	UKSPF	UK Shared Prosperity Fund
HSF	Housing Support Fund	UNESCO	United Nations Educational, Scientific and Cultural Organization
HWRC	Household Waste Recycling Centre	VAWG	Violence against women and girls
ICO	Integrated Care Organisation	VS	Voluntary Sector
IMO	Interim Management Orders	VCSES	Voluntary, community and social enterprise sector
JD/PS	Job Description / Person Specification	WSOA	Written Statement of Action
JTAI	Joint Targeted Area Inspection	YP	Young People
LA	Local Authority	YTD	Year to date
LCWIP	Local Cycling and Walking Infrastructure Plan		
LEP	Local Enterprise Partnership		
LGA	Local Government Association		
LPA	Local Planning Authority		
MARAC	Multi Agency Risk Assessment Conference		
MASH	Multi Agency Safeguarding Hub		
MCN	Multiple Complex Needs		
MH	Mental Health		
MHCLG	Ministry of Housing, Communities & Local Government		
MOU	Memorandum of Understanding		
N/A	Not applicable		

Direction of Travel looks at Actual to Date performance against Actual to Date performance in the previous year (so you can tell easily if there is an improved position to date compared to this time last year).

	Improvement in performance
	Decline in performance
	Performance is the same