

Tuesday, 5 March 2024

OVERVIEW AND SCRUTINY BOARD

A meeting of **Overview and Scrutiny Board** will be held on

Wednesday, 13 March 2024

commencing at **5.30 pm**

The meeting will be held in the Banking Hall, Castle Circus entrance on the left corner of the Town Hall, Castle Circus, Torquay, TQ1 3DR

Members of the Committee

Councillor Steve Darling (Chairman)

Councillor Brook

Councillor Law

Councillor Cowell

Councillor Long

Councillor Fellows

Councillor Strang

Councillor Joyce

Councillor Twelves (Vice-Chair)

Together Torbay will thrive

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, Town Hall, Castle Circus, Torquay, TQ1 3DR

Email: governance.support@torbay.gov.uk - www.torbay.gov.uk

OVERVIEW AND SCRUTINY BOARD REVISED AGENDA

1. Apologies

To receive apologies for absence, including notifications of any changes to the membership of the Board.

2. Minutes

To confirm as a correct record the minutes of the meeting of the Board held on 7 February 2024.

(Pages 4 - 8)

3. Declarations of Interest

a) To receive declarations of non pecuniary interests in respect of items on this agenda

For reference: Having declared their non pecuniary interest members may remain in the meeting and speak and, vote on the matter in question. A completed disclosure of interests form should be returned to the Clerk before the conclusion of the meeting.

b) To receive declarations of disclosable pecuniary interests in respect of items on this agenda

For reference: Where a Member has a disclosable pecuniary interest he/she must leave the meeting during consideration of the item. However, the Member may remain in the meeting to make representations, answer questions or give evidence if the public have a right to do so, but having done so the Member must then immediately leave the meeting, may not vote and must not improperly seek to influence the outcome of the matter. A completed disclosure of interests form should be returned to the Clerk before the conclusion of the meeting.

(Please Note: If Members and Officers wish to seek advice on any potential interests they may have, they should contact Governance Support or Legal Services prior to the meeting.)

4. Urgent Items

To consider any other items that the Chairwoman decides are urgent.

5. Torbay Interagency Carers' Strategy 2024-27

To consider the revised Carers Strategy and report from Healthwatch Torbay and make recommendations to the Cabinet.

(Pages 9 - 41)

The following people have been invited to attend to take part in the discussions on this item:

- Members of Adult Social Care and Health Overview and Scrutiny Sub-Board;
- Members of Children and Young People's Overview and Scrutiny Sub-Board;
- Pat Harris, Healthwatch Torbay;

- Carol Brown, Chair of the Carers' Strategy Steering Group;
- Jo Williams, Director of Adults and Community Services;
- Councillor Tranter, Cabinet Member for Adult and Community Services, Public Health and Inequalities; and
- Katy Heard, Carers Lead, Torbay And South Devon NHS Foundation Trust.

Documents Attached:

- Carers Strategy;
- Healthwatch Torbay Report; and
- Responses to Key Lines of Enquiry.

6. Review of Capital Projects (Pages 42 - 53)

To consider a report on the performance of the Council's capital projects and make recommendations to the Cabinet.

To consider lessons learned from the Harbour View Hotel project.

(Note: The Director of Pride in Place – Alan Denby, The Cabinet Member for Place Development and Economic Growth - Councillor Chris Lewis and The Cabinet Member for Housing and Finance - Councillor Tyerman (housing) have been invited to the meeting for this item.)

7. Councillor Call for Action - Planning Enforcement (Pages 54 - 55)

To consider the above Councillor Call for Action received from Councillor George Darling and determine if the Board wishes Officers to prepare a full report on the matter.

Minutes of the Overview and Scrutiny Board

7 February 2024

-: Present :-

Councillor Steve Darling (Chairman)

Councillors Brook, Cowell, Law, Long, Maddison, Strang and Tolchard

(Also in attendance: Councillors Billings, Bye, Chris Lewis, David Thomas,
Jacqueline Thomas, Tranter and Tyerman)

39. Apologies

An apology for absence was received from Councillor Twelves. It was reported that, in accordance with the wishes of the Liberal Democrat Group, the membership of the Board had been amended to include Councillor Maddison in place of Councillor Joyce.

40. Minutes

The minutes of the meeting of the Board held on 10 January 2024 were confirmed as a correct record and signed by the Chairman.

41. Performance Monitoring 2023/2024 Quarter 3

The Board considered the submitted report which set out the Council's Performance Monitoring for Quarter 3 of 2023/2024. It was noted that the format was based around Directorates rather than the Community and Corporate Plan as the new Plan had not yet been approved by Council. Cabinet Members and Directors responded to the following questions:

- what was the reason for the red status for the proportion of adults in contact with secondary mental health services who live independently, with or without support year to month;
- how much would the issues with the Devon Partnership Trust data impact on the adult social care inspection and would the Inspectors accept the reasons behind this;
- did 110 for the average numbers in temporary accommodation on any one night this quarter relate to households or individuals and could this be specified in future reports;
- the Council was trying to find ways to reduce numbers and costs of temporary accommodation it would be useful if the Board could know where the families were being accommodated (a written response would be provided to the Board);

- there had been good progress made to reduce the numbers of people in temporary accommodation, was this a result of the preventative work and what type of work was being done;
- moving forward would the Council be able to spend less than the allocated budget on temporary accommodation;
- was there a plan to reduce the target of 120 for temporary accommodation due to the successful prevention work (a written response would be provided to the Board);
- how does Torbay compare to our neighbours on numbers of Unaccompanied Asylum Seeking Children (UASC) and what action was being taken to lobby Government to ensure that the Council receives fair costs for supporting UASC;
- what was the reason for the drop in suitable accommodation for care experienced young people;
- there had been a big drop in the percentage of cared for children in the period with three or more placements in the last 12 months but the status was showing much worse than target, what was the reason for that;
- the annualised rate per 10,000 children of children becoming cared for in the period was showing as green, this was a positive improvement, what action had been taken to improve this target;
- the targets relating to overweight, drugs and alcohol were all showing as red, what were the reasons for this;
- the target for percentage of births that receive a face to face new birth visit within 14 days by 0-19 service was showing as red, what was the reason for this and what action was being taken to address this;
- did the Public Health Team connect with families in other ways and how did the Team see what the impact on the babies was e.g. breastfeeding, mortality etc.;
- what action was being taken to address the red status for provision of Intrauterine Device Long Acting Reversible Contraception (IUD LARC) fittings and were contraceptive implants also offered to men;
- what was the timeframe for improving access to IUD LARC;
- what was the reason for the red status for number of secondary schools engaged with business (voluntary enterprise advisors) and what action was being taken to address this;
- recycling rates were low what was the reason for this and what was being done to increase rates;
- what action was being taken to address the red status for percentage of major planning applications determined (statutory timeframe 13 weeks), percentage of minor planning applications determined (statutory timeframe 8 weeks) and poor performance for planning application validations;
- why did the report not include monitoring of planning enforcement as this was a known area for poor performance;
- what was the Multiply Programme;
- the title of the new indicators for births of new enterprises and deaths of enterprises were not nice phrases, could this be changed;
- how do the two indicators relating to out of work benefit claimants and workless households relate;
- what was the reason for corporate complaints red status and what plans were there and timescale for improvement;

- was the registration of deaths in 5 days a legal requirement and what was the implication of not meeting this target;
- was the format for reporting sickness the best way or would it be better to include a percentage against the number of staff employed (a written response on the percentage against the number of staff employed to be provided to the Board);
- did the Council know what percentage of people die in hospital rather than at home and was there anything that could be done to help families obtain death certificates quicker (a written response to be provided to the Board on the percentage of people who die in hospital rather than at home);
- SWISCo complaints showed 0.1 which was the lowest it had been, how were complaints quantified i.e. did this include a missed bin collection;
- there had been a huge improvement in the number of SARS (Subject Access Requests) dealt with within statutory timescales but it was showing as worse than target, what was the reason for this. The Board acknowledged the success in improving this target and requested their appreciation to be shared with the staff responsible.

Members requested future performance relating to Planning include the numbers of applications rather than percentages to make it easier for them to understand the numbers involved.

The Board requested the work on homelessness and the revised Homelessness and Rough Sleeping Strategy to come back to the Board for review when it was ready.

Resolved (unanimously):

That Cabinet be recommended:

1. to review the stretch target for temporary accommodation to see if this can be lowered in light of the proactive work being undertaken;
2. to include an indicator around planning enforcement and show all planning targets as numbers rather than percentages; and
3. to consider reviewing the staff absence statistics to include the percentage against the number of employees.

(Note: prior to the consideration of this item Councillor Tranter declared a pecuniary interest in respect of Direct Payments as she was a PA and would be paid by clients receiving Direct Payments. She did not leave the meeting as Direct Payments was not discussed.)

42. Budget Monitoring 2023/24 – Quarter 3 Revenue and Capital Outturn Forecast

The Cabinet Member for Housing, Finance and Corporate Services, Councillor Tyerman, outlined the submitted budget monitoring report which provided a high level summary of the Council's forecasted revenue and capital expenditure for the 2023/2024 financial year. The report was based on figures as at the end of Quarter 3 which predicated a £0.8m overspend, a £500k reduction on the forecast made at

Quarter 2. Work would continue throughout the year to manage a break even position by the end of the financial year.

The Board raised the following points:

- how did Torbay Council's predicted overspend compare to Devon and Plymouth;
- the projected outturn for home to school transport was a £312,000 overspend, was this likely to reduce by the end of the financial year;
- what efforts were being made to ensure that the Council receives a fairer settlement from Government for Unaccompanied Asylum Seeking Children (UASC);
- which budget did the legal challenge for UASC come out of;
- what were the current Collection Fund percentages (a written response would be provided to the Board);
- the Capital allocation from the Department for Transport (DFT) seemed low compared to the huge backlog in highways repairs and maintenance, what was the plan for spending the additional money from DFT (a written response would be provided to the Board);
- the cost of living was still impacting on many people, had the levels of collection from those in receipt of Council Tax Support improved and was the Council considering the impact of debt collection on vulnerable households;
- how many high cost children's placements did the Council have and how many were being reviewed to see if they could be moved to suitable cheaper placements;
- over a year, how much did the highest cost placements for children cost;
- there was a reduction in staffing and retention and recruitment how were budgets being driven to make those savings and what was the impact;
- how did Torbay's vacancy rate compare to the national average;
- what was the reason that agency costs were being compared to 2021/2022 and not 2022/2023;
- what was the reason that there had been no draw down on the Community Lead – Affordable Housing Loans and what process would be adopted to consider future need; and
- Disabled Facilities Grants were meant to increase their threshold over £30,000 but have not gone up, how much of a challenge does this give for people needing to make adaptations to their homes.

The Board acknowledged the success of the Investment Portfolio contributing £4.1m to the Revenue Budget despite the current economic climate.

Members requested that future Budget Monitoring Reports include previous quarters in the Budget Summary Position table to enable them to compare variances over the financial year.

The Board requested that in addition to the Capital Programme Monitoring report, the Quarterly Capital Investment Plan report also includes the original estimated cost of the scheme and date it was approved.

The Board noted the forecasted revenue outturn position and mitigating action identified in the submitted report and the current capital schemes.

Resolved (unanimously):

That the Cabinet be recommended to promote and encourage communities to apply for Community Lead – Affordable Housing Loans.

43. Revenue and Capital Budget 2024/2025 - Report of the Overview and Scrutiny Board

The Board considered the draft report which had been prepared following the meetings of the Priorities and Resources Review Panel 2024/2025 held during January 2024. The Review Panel had considered the Cabinet's Revenue and Capital Plan Budget proposals for 2024/2025 and the report set out the Panel's views, conclusions and recommendations.

Resolved (unanimously):

That the report to the Cabinet on the Revenue and Capital Plan Budget 2024/2025 be approved.

44. Events, Culture and Tourism Review - Report of the Overview and Scrutiny Board

The Board considered the draft report which had been prepared following the meetings of the Review of Events, Culture and Tourism Task and Finish Group. The Task and Finish Group had considered issues in connection with the management of our cultural assets and events and how they helped to deliver the Torbay Council English Riviera (Outdoor) Events Strategy 2021 – 2027 and English Riviera Destination Management Plan 2022 – 2030 and the report set out the Panel's views, conclusions and recommendations.

It was noted that recommendations 3 and 12 were included in the consultation response to the Revenue and Capital Budgets for 2024/2025.

Resolved (unanimously):

That the report to the Cabinet on the Review of Events, Culture and Tourism be approved.

(Note: Prior to consideration of this item Councillor Jackie Thomas declared a non-pecuniary interest as she sat on two out of three of the Task and Finish Group meetings as a Panel Member and was now the Cabinet Member for this area and Councillor Brook declared a non-pecuniary interest as a Member of the English Riviera Business Improvement District Company Board and Torbay Business Forum.)

Chairman

Meeting: Overview and Scrutiny Board/Cabinet

Date: 13 and 19 March 2024

Wards affected: All wards

Report Title: Torbay Interagency Carers' Strategy 2024-27

When does the decision need to be implemented? 1 April 2024

Cabinet Member Contact Details:

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

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1. Purpose of Report.

- 1.1 This report proposes the adoption of Torbay Interagency Carer's Strategy 2024-27. Carers are people who support family, friends and neighbours who cannot manage alone due to their health and care needs. (More detail in Appendix 1)
- 1.2 Carers can be any age, so the Strategy (set out at Appendix 3) has relevance for both Adults and Children's Services. The strategy will run for three years and be monitored quarterly by Strategy Steering Groups which involve Carers and various statutory and voluntary sector partners.
- 1.3 This proposed Strategy brings together the work that Health and Care organisations in Torbay plan to undertake with Carers during 2024-2027. This ensures that organisations meet their legal obligations to Carers, work towards best practice / quality standards and that their work is joined up. It ensures that Carers are at the heart of their work, that Carers are aware of services and that these services meet Carers' needs.
- 1.4 The proposed Strategy at Appendix 3 includes partner organisations' service standards. Over the coming months, a detailed action plan will be developed with Carers and partners. The Strategy with action plan will be presented to the Health and Wellbeing Board and Cabinet for approval in June 2024.
- 1.5 The Strategy articulates how Torbay Council will deliver the Devon Wide Commitment to Carers, which is:

- embedding the principles set out here in all our ways of working and inviting all our partners to join us in doing so;
- adopting good employment principles and practices for those Carers who work or want to work for us, as promoted by Employers for Carers and invite all employers to do the same;
- using all the ways we have available to us to encourage awareness and support for Carers in communities and businesses.
- developing detailed action plans for our Devon Sustainability and Transformation Partnership and for our member organisations to ensure these commitments become a reality.

2. Reason for Proposal and its benefits

2.1 Carers provide huge benefit to the person that they care for but also to health and care services. Carers UK estimates that the value of the unpaid care that Carers provide is £162 billion - greater than the budget for NHS health service spending¹.

2.2 Although it is generally accepted that the 2021 Census under-identified Carers, Torbay clearly has a much higher than average number of Carers providing over 20 hours of care. We are 6th highest in England for Carers undertaking 50+ hours of care.

Provision of unpaid care, Torbay 2021	Number	%	England 2021
Provides no unpaid care	118,359	88.8%	91.2%
Provides 19 hours or less unpaid care a week	6,514	4.9%	4.3%
Provides 20 to 49 hours unpaid care a week	3,207	2.4%	1.8%
Provides 50 or more hours unpaid care a week	5,185	3.9%	2.6%
Total: All usual residents aged 5 and over	133,265		

2.2 This comes at a cost to the Carer. The National Carers' Survey shows that Carers' quality of life is deteriorating year on year, and this is mirrored in Torbay².

2.3 Caring is a social determinant of health³ with impact on Carers' health and wellbeing.

2.4 Carers UK State of Caring Report 2023⁴ highlighted Carers' concerns which make stark reading. A summary is at Appendix 2, but with a few highlighted here.

¹ Unpaid carers are providing care worth a staggering £162 billion a year- the budget for NHS health service spending in England in the 2020/21 financial year was £156 billion. Carers UK. Valuing Carers 2021.

² [Personal Social Services Survey of Adult Carers in England - NHS Digital](#)

³ [Caring as a social determinant of health \(publishing.service.gov.uk\)](#)

⁴ [State of Caring survey | Carers UK](#)

- More than three quarters of all Carers (79%) feel stressed or anxious, half (49%) feel depressed, and half (50%) feel lonely.
- 72% of those on Carers' Allowance worry about the impact of caring responsibilities (e.g. petrol for hospital visits, heating, specific dietary requirements) on their finances and 46% are cutting back on essentials, including food and heating.
- 27% of unpaid Carers have bad or very bad mental health, Despite feeling they are at breaking point, nearly three quarters (73%) of Carers with bad or very bad mental health are continuing to provide care.
- 40% had given up work due to caring responsibilities.

2.5 This Carers' Strategy promotes the importance of early identification and support of Carers in order to mitigate the negative impacts of caring and help them to thrive. The Strategy Steering Group agrees targets with organisations and holds them to account.

2.6 With young Carers especially, early identification and support is essential. Otherwise the impact of caring can affect school attendance, attainment and future prospects.

2.7 It is essential that support for Carers is easy to access, and preventative in nature. Supporting Carers not only benefits the Carer, but also the person / people for whom they care, thus improving both parties' health and wellbeing whilst reducing inequalities.

2.8 Given the evident impact of caring on health, wellbeing, finances and employment, support in this Strategy will be developed / directed at improving this wherever possible.

3. Recommendation(s) / Proposed Decision

1. That the Torbay's Interagency Carers' Strategy 2023-27 (as set out at Appendix 3) be approved.

Appendices

1. Who is a Carer?
2. Appendix 2: Summary of Carers UK State of Caring Survey
3. Draft Torbay Carers' Strategy 2024 – 2027

Supporting Information

1. Introduction

- 1.1 The 2024-27 Strategy builds on evidence and learning from Torbay's 2021-24 Carers' Strategy and national good practice. Services work very closely with partners across Devon Integrated Care System.

2. Options under consideration

- 2.1 There are no other options under consideration. This Strategy is a means of coordinating and prioritising partnership working to the benefit of Carers.

3. Financial Opportunities and Implications

- 3.1 There is no additional financial implication within this Strategy. The actions to achieve the priorities within this Strategy will be within current budgets.

4. Legal Implications

- 4.1 This Strategy meets the legal obligations of Health and Social Care organisations under:
- Care Act 2014
 - Children and Families Act 2014
 - Health and Care Act 2022

5. Engagement and Consultation

- 5.1 There has been extensive consultation with the Carers of Torbay. This has been managed by Engaging Communities South West in order to maintain independence.
- 5.2 Carers have also been involved in shaping the strategy and producing 'I statements' about their priorities. We continue to work with them in the design, delivery and evaluation of Carers' Services.
- 5.3 Carers' Representatives sit on the Strategy Steering Group and all working parties.

6. Purchasing or Hiring of Goods and/or Services

- 6.1 Any services procured or provided by the public sector organisations under this Strategy will meet Social Value Act (2012) requirements.
- 6.2 The Carers' Enabling, Assessment and Advocacy contract and Carers of Adults with a Learning Disability contract have both been procured under this framework.

7. Tackling Climate Change

- 7.1 This Strategy does not alter ways of working that will impact on Climate Change. However on-line meetings, courses and support, with the associated benefit for Climate Change will continue to be developed.
- 7.2 There are Carers' Centres in each town which will reduce unnecessary travel. These are all accessible by nearby public transport.

8. Associated Risks

- 8.1 If the Strategy were not approved, this would have significant negative impact on Torbay's Carers, their health, wellbeing and feeling of value. This would impact on the health and wellbeing of people they care for, and by increasing the risk of Carer breakdown, increase admissions to hospital / residential care and strain on Torbay's Health and Social Care.

9. Equality Impacts - Identify the potential positive and negative impacts on specific groups'

	Positive Impact	Negative Impact & Mitigating Actions	Neutral Impact
Older or younger people	Young Carers and older mutual Carers		
People with caring Responsibilities	Yes		
People with a disability	Yes - indirectly		
Women or men	(Targeting male Carers as underrepresented)		No differential
People who are black or from a minority ethnic background (BME) (Please note Gypsies / Roma are within this community)	Yes – explicitly targeting these groups to have positive impact		
Religion or belief (including lack of belief)			No differential
People who are lesbian, gay or bisexual	(promoting support to LGBTQ+ Carers)		No differential
People who are transgendered	(as above)		No differential
People who are in a marriage or civil partnership			No differential

Women who are pregnant / on maternity leave			No differential
Socio-economic impacts (Including impact on child poverty issues and deprivation)	Addressing support with Carers' finances and in areas of deprivation		
Public Health impacts (How will your proposal impact on the general health of the population of Torbay)	Positive impact on Carers' Health and Wellbeing and those who they care for.		

10. Cumulative Council Impact

10.1 None

11. Cumulative Community Impacts

11.1 None

Appendix 1: Who is a Carer?

A Carer is anyone, including a child, who provides care to another person, apart from those who do it as paid work, voluntary work or ordinary parenting.

It includes caring for a partner, relative, friend or neighbour, who due to physical, sensory or learning disability, mental health or drug/alcohol issues, frailty, illness, long-term health condition and/or vulnerability cannot manage alone in the community.

Sometimes people are mutual Carers where they both provide support to each other, and everything works well until one person's health deteriorates or their situation changes. This is especially common in older couples.

Two out of three of us (65%) will be a Carer at some time in our life, but many people do not realise that they are considered to be a Carer, or that there is a wide range of support available to them. Torbay Carers' Strategy helps us to address this issue.

In Torbay, in response to a request from Carer representatives, we capitalise the 'C' of Carers to demonstrate their worth and to distinguish them from care workers who are often referred to as 'carers'.

Appendix 2: Summary of Carers UK State of Caring Survey

State of Caring survey 2023 Summary

The impact of caring on: employment

Our [report on carers and employment](#) found that caring responsibilities are having a significant impact on people's capacity to work and earn a full-time wage.

40% of carers surveyed – many of them caring for more than 50 hours a week - said that they had given up work to provide unpaid care, and 22% had reduced their working hours because of their caring role.

- Over half (57%) of people who had stopped working or reduced their hours at work to care said they had done this because of the stress of juggling work and care.
- Nearly half (49%) of carers who had given up work or reduced their working hours had seen their income reduce by over £1,000 per month.

The Carer's Leave Act, coming into force in April 2024 at the earliest, will give carers the right to take up to five days of unpaid carer's leave. However, over two thirds of carers (67%) were unsure if their employer had started to prepare for new rights under the Carer's Leave Act, and over a quarter (28%) said they didn't know anything about unpaid carer's leave. Carers UK is sharing recommendations for employers to:

- Recognise the range of skills that carers gain through their caring role, to retain existing employees and support carers returning to work.
- Consider becoming early adopters of unpaid carer's leave before providing five days becomes law – or go one step further and provide paid carer's leave, making it even more accessible to their employees with caring responsibilities.
- Adopt Carers UK's Carer Confident benchmark, run by [Employers for Carers](#), to move towards becoming a carer friendly employer.

The impact of caring on: health

[Our report on caring and health](#) finds that a widespread lack of support and recognition from health and care services is severely damaging unpaid carers' mental health. It highlights how people caring round the clock for older, disabled or seriously ill relatives do not have adequate support from statutory services that are in place to help them – leaving many steeped in thoughts of hopelessness, fear, and dread, and urgently in need of support.

- More than a quarter (27%) of unpaid carers have bad or very bad mental health, rising to 31% of those caring for more than 50 hours a week, or for over 10 years.
- 84% of carers whose mental health is bad or very bad have continuous low mood, 82% have feelings of hopelessness and 71% regularly feel tearful.
- 68% of carers with bad or very bad mental health are living with a sense of fear or dread.
- More than three quarters of all carers (79%) feel stressed or anxious, half (49%) feel depressed, and half (50%) feel lonely.
- 65% of carers agreed that the increase in the cost of living was having a negative impact on their physical and/or mental health.
- Despite feeling they are at breaking point, nearly three quarters (73%) of carers with bad or very bad mental health are continuing to provide care.

Not being able to access the support they need is taking its toll on unpaid carers, many of whom are worn out and exhausted. Far too many carers are having to wait long periods for health treatment - or putting it off because of the demands of their caring role; are unable to rely on fragmented social care services to support with caring, and are struggling financially because they cannot earn a higher income.

It's clear that unpaid carers desperately need to be recognised and supported with their caring roles. Working with local authorities, the Government and NHS England must urgently drive a programme of quicker and more targeted interventions to prevent poor mental health amongst carers. That's why Carers UK is urging the Government to provide the necessary investment in the NHS and social care so that unpaid carers can take care of their physical and mental health. We are also calling on the Equality and Human Rights Commission to undertake an inquiry into unpaid carers' ability to access health services in England.

The impact of caring on: finances

Our [first report](#) was about the impact of caring on finances.

This year's survey found that carers are struggling even more with their finances. A higher proportion of carers said they are struggling to make ends meet, and carers who are already struggling with the high cost of living, are being further impoverished by having their ability to earn restricted by Carer's Allowance.

Concerningly, 75% of unpaid carers receiving Carer's allowance are struggling with cost-of-living pressures, while almost half (46%) are cutting back on essentials,

including food and heating. As worryingly, 45% were even more likely to say they were struggling to make ends meet, compared with 39% last year.

This year's survey found that, of carers receiving Carer's Allowance:

- 34% were even more likely to be struggling to afford the cost of food compared with 21% of all carers. This was an increase from 29% in 2022
- 71% were even more likely to say they were worried about living costs and whether they can manage in the future, compared with 61% of all carers
- 72% are worried about the impact of caring responsibilities (e.g. petrol for hospital visits, heating, specific dietary requirements) on their finances
- 54% had cut back on seeing family and friends, compared with 43% in 2022 and 38% in 2021

Unsurprising, given the rise in the cost of living, a significant proportion of all carers who responded to the survey are worried about their ability to manage in the future:

- There has been an increase in the proportion of carers who are struggling to make ends meet compared to last year (30% compared with 27%)
- A fifth (21%) of carers are struggling to afford the cost of food. Over a third (34%) of carers said they had cut back on essentials such as food or heating compared to 25% in 2022 and 13% in 2021
- 60% of carers agreed they were worried about the impact of caring responsibilities on their finances and 62% agreed that they've been finding it more difficult to manage financially due to the increase in the cost of living

Government and policy makers need to have a clear understanding of the risks of financial hardship for unpaid carers. There must be a robust poverty prevention strategy across government which targets and prevents poverty. In the report, we make several recommendations, from reforming the benefits system to providing targeted financial support and supporting carers to remain in paid employment.

Appendix 3.

DRAFT

Torbay Carers' Strategy

2024 - 2027

**An Inter-agency Commitment to meet
the needs of Torbay's Carers,
including Young Carers.**

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1. Introduction

Who is a Carer?

A Carer is anyone, including a child, who provides care to another person. This excludes people who do it as paid work, voluntary work, or ordinary parenting. It includes caring for a partner, relative, friend or neighbour, if they have a physical, sensory, or learning disability, mental health or drug/alcohol issues, frailty, illness, long-term health condition and/or vulnerability which means that they cannot manage alone in the community.

Sometimes people are 'mutual carers' - they support each other. Often everything works well until one person's health deteriorates or their situation changes.

Two out of three of us (65%) will be a Carer at some time in our life. Many people do not realise that they are considered to be a Carer, or that there is a wide range of support available to them. Torbay Carers' Strategy helps us to address this issue.

Why have a Carers' Strategy?

Torbay has had an inter-agency strategy (plan) for Carers since 2000 and it is updated every three years. Torbay's Carers are consulted to find out what their priorities are, and these are worked into the Carers' Strategy alongside national and regional priorities. The main agencies who come into contact with Carers then work together to create an action plan to achieve these priorities.

Having an inter-agency Strategy and Action Plan helps partners work together in a joined-up way, to achieve what Carers really need. Representatives of Carers and of the various agencies meet quarterly to ensure that the Strategy Action Plan remains on track. The updates are published on-line.¹

2. National Context

In the 24 years since our first Strategy was published, awareness about Carers, especially Young Carers has increased significantly. In 2014, the Care Act and Children and Families Act made the health and wellbeing of Carers a priority by law.

In 2019, the NHS published a Long-Term Plan with the following priorities for Carers.

1. GP Quality Markers for Carers
2. Identify and Support for Carers from Vulnerable Communities
3. Adoption of Carers' Passports
4. Information sharing
5. Contingency Planning
6. Supporting Young Carers

NICE (National Institute for Health and Care Excellence) published guidelines for support to Carers of Adults in 2020 and launched Quality Standards in March 2021². These will be built into the Strategy action plan.

¹ <https://www.torbayandsouthdevon.nhs.uk/services/carers-service/strategy-policy-and-quality/> .

² [Overview | Supporting adult carers | Quality standards | NICE](#)

The Health and Care Act 2022 introduced an obligation for Carers to be involved in hospital discharge planning and for the NHS to consult with Carers. Carers UK undertakes annual surveys of Carers. Their 2023 survey shows that Carers' health and wellbeing is deteriorating, their employment is significantly affected by caring, and the cost of living is also having an adverse effect. *'It highlights how people caring round the clock for older, disabled or seriously ill relatives do not have adequate support from statutory services that are in place to help them – leaving many steeped in thoughts of hopelessness, fear, and dread, and urgently in need of support'*³.

3. Local Context

In the 2021 Census, approximately 15,000 people in Torbay identified themselves as Carers. However, we know that many people do not see themselves as Carers, or do not identify their children as having a caring role in the family. Actual numbers are likely to be much higher and this is backed up by the 2023 GP survey⁴. Torbay has a very high level of Carers providing more than 50 hrs care per week – 6th highest Local Authority out of 317 in England according to the 2021 census.

In 2018, Carers' Leads and Carers developed a Devon-wide Commitment to Carers. It was based on NHSE's 2014 Commitment to Carers and the Triangle of Care (treating Carers as expert partners in care). The seven principles are:

- 1: Identifying Carers and supporting them
- 2: Effective Support for Carers
- 3: Enabling Carers to make informed choices about their caring role
- 4: Staff awareness
- 5: Information-sharing
- 6: Respecting Carers as expert partners in care
- 7: Supporting Carers whose roles are changing or who are more vulnerable

Devon's main health and care organisations signed up to these principles in October 2019. Many have subsequently undertaken self-assessments and action plans to help them to achieve these priorities.⁵ Every year, their top three priority actions are added to the Action Plan for the Carers' Strategy and reported quarterly.

Carers is a cross-cutting Area in Torbay's Joint Health and Wellbeing Strategy 2022-2026.⁶

In 2023-24, other strategies were launched that impact upon Torbay's Carers:

- Torbay Adult Social Care Strategy,⁷

³ [State of Caring survey | Carers UK](#)

⁴ [National GP patient survey 2023](#)

⁵ [Carers - One Devon](#)

⁶ [Joint Health and Wellbeing Strategy 2022-2026 - Torbay Council](#)

⁷ [Adult social care - Torbay Council](#)

- Torbay's Learning Disability Big Plan⁸
- Torbay SEND Strategy⁹
- Devon Partnership Trust's Carers' Strategy. *(not yet published)

The Carers' Strategy Action Plan will include actions relating to all the above.

4. Review of Torbay Carers Strategy 2021-2024¹⁰

Despite Covid impacting Carer Support in 2021-22, almost all the **169** targets within the 2021-24 strategy were achieved. That huge success is testament to the dedication and hard work of all parties but particularly Torbay Carers Services in keeping actions on track. The main summary is below, and final progress will be published on-line in May 2024¹¹.

Identification of Carers – 29 targets (28 met)

- All Torbay's main health and care organisations other than SW Ambulance Service signed a Commitment to Carers (C2C), and most report quarterly on their priorities. Citizens Advice Torbay also signed a C2C whilst Samaritans and Fire Service signed a Memorandum of Understanding.
- All Torbay's GP practices completed their Carers' Quality Markers, and achieved their Carer identification target, some reaching the stretch target of 7% of patient list. However, Carers still report that doctor's surgeries are the main place where they could have been identified sooner.
- Torbay Hospital is re-promoting the Triangle of Care, improving identification and involvement of Carers. This started in the Emergency Department and is being rolled out across the Hospital.
- Work has been undertaken to improve identification of Carers from minority ethnic backgrounds, and a community link worker is being piloted to further improve this.
- Awareness campaigns have been undertaken with a wide range of organisations.
- Torbay Carers Services now runs an annual event for Carers Rights Day with Paignton Library's Christmas Fayre in order to raise public awareness. It provides information, advice, and support for Carers with a huge range of partners.

Information, Advice and Support (59 targets, 50 met, 2 delayed but may happen before end March* (Carers information Booklet, Passport) 6 partially achieved, 1 not achieved – Performance in Top Quartile – Carers find information easily)

- We have maintained most existing Carers' Information and Support Services, and those that have been used have been generally well-rated by Carers. Signposts information Service and Signposts Newsletter were the most positively reviewed.*
(NB * means 'Information such as link or data to be added when updated')
- The Community Mental Health Team reduced their Carer Support Worker hours.

⁸ [Big Plan - Torbay Council](#)

⁹ [Torbay SEND strategy 2023 - Torbay Council](#)

¹⁰ <https://www.torbayandsouthdevon.nhs.uk/uploads/torbay-carers-strategy-2021-2024.pdf>

¹¹ <https://www.torbayandsouthdevon.nhs.uk/services/carers-service/strategy-policy-and-quality/>.

Whilst their Assessments are on track, 81% of Mental Health Carers felt not at all or not very supported.*

- Torbay Carers Service suffered significant IT issues. Changes in the Council IT server necessitated a 17-month Carers' Register rebuild, significantly delaying planned developments and the launch of the Carers' Passport. The 'Torbay Carers Together' website changed hosting platforms and is not live at present.
- Despite the Register issues, the 10% increase target was achieved year on year and as of January 24 there are 5350 registered Carers*. Processes are seen nationally as good practice in terms of asking consent to share with partner organisations, and of having Carer Contingency Plans and discounts as standard.
- Hospital support was fully reinstated after Covid. Funding was obtained to appoint a worker to improve Hospital communication with Carers and evaluation shows that this was very successful*. Developments also included supporting Carers with Virtual Wards and technology to support Carers with discharge.
- Torbay Young Carers Service moved to the Youth Trust in 2021 and back to the Council in 2023. Young Carers were not adversely affected by the changes as the service worked hard to maintain direct support. There has been a significant increase in identification of primary school age Young Carers during this time.
- The interagency Young Carers Under 25 Strategy 2022-25 was launched and its work demonstrates good partnership working to achieve early identification of and support to Young Carers under 25.
- On-line support to Parent Carers has improved with several on-line workshops, awareness, training sessions provided throughout the year, particularly at school transition times.
- With regard to staff Carers, Torbay and S Devon NHS Foundation Trust achieved Employers for Carers, Carer Confident Level 2 'Accomplished' Award – only the second NHS Trust to achieve this. It also launched an award for managers who support staff Carers which is now being adopted by Torbay Council.
- Partnership work including the voluntary sector continues. A network of Carers allies meets regularly and there are close links with Paignton's Community Hub.
- Targeted work has been undertaken to support veterans and Carers of veterans, with much positive feedback from these Carers.
- Carers Aid Torbay has group activities targeting men as they are not well-represented at many Carers groups or activities. Their Bay Benefits Service for Carers now includes Carers' Choices cost-of-living support.
- Work has continued to improve support Carers from ethnic minority, refugee, and asylum seeker backgrounds, although Carers Services has not yet achieved the target of parity between population and Register. A Community-link worker role is being piloted to continue this work and also target Carers in areas of deprivation or who are vulnerable.

Carers' assessment including whole family approach (39 targets, 34 achieved)

- GP Carer Support Workers exceeded their annual target of 500 Health and Wellbeing Checks (HWBCs) in two out of the three years.*
- Carers' Aid Torbay continued to provide independent enabling and advocacy, and they met all annual targets.
- This contributed to Adult Social Care meeting their Assessment target of 36% each year and are on track for their stretch target of 40%.*

- Children's Services met their target for Parent Carers Needs Assessments in 21-22, increased the target for 22-23 which was not achieved, but are on track to achieve it for 23-24*.
- Referrals to Young Carers Service from Adult Social Care, Mental Health and Substance Misuse are consistently low and not achieving target.

Involvement of Carers in service delivery, evaluation and commissioning (23 targets, all achieved to some extent)

- Carers Services used Healthwatch's 2021-24 Strategy Report and National Carers' feedback to shape the Strategy and action plan.
- Staff Carer support has been shaped with staff Carers, and this will continue.
- Carers are represented in all levels and functions of Torbay Carers Service and the Young Adult Carers Operational Group demonstrates good levels of involvement with Young Adult Carers (16-25).
- SEND Family Voice Torbay has been set up during this time which enables engagement with Parent Carers of children.
- There has also been a much-improved level of engagement and co-production with Carers within the Strategies mentioned in Section 3.
- Peer support improved with some new groups, eg Carers of Adults with Autism and 'Your Time' Carers' group. The Carers' Volunteer Phonenumber suffered a hiatus with the retirement of some key members but re-launched in January 2024.
- The Autism Partnership Board which was set up during this strategy period has two Carer Ambassadors representing Carers' Voice, in the same way as the Learning Disability Partnership.
- Many service evaluations have been undertaken by Carer Evaluators and the feedback built into developing services. Use of Carers' Direct Payments, Carers Technology Enabled Care Pilot, Carers of Adults with Learning Disability Service, Hospital Carer Liaison Pilot, Volunteer phonenumber and Carers Assessments. Evaluations are published on-line.¹²

Enhancement of Support to the person being cared for (19 targets, 3 not fully achieved yet, 16 achieved)

- Replacement Care is still the biggest area of concern for Carers of Adults, and it is on the Adult Social Care Improvement Plan. Torbay's share of 2024-26 Accelerated Reform Funding will be targeting this enabling us to improve Shared Lives provision and accelerate achievement of two of the targets not yet fully achieved - the volunteer-run sitting service and increasing Carers' access to the Arranging Support Team.
- Although availability and provision of Short Breaks for adults needs to be improved, the processes within the Short Break Vouchers Scheme for adults with a learning disability are being significantly improved based on feedback from Carers who use it.

¹² [Strategy, policy and quality - Torbay Carers Service \(torbayandsouthdevon.nhs.uk\)](https://www.torbayandsouthdevon.nhs.uk)

- Children’s Services reviewed their Short Breaks offer and have an ongoing recruitment campaign to recruit additional foster Carers offering specialist support and breaks to Carers.
- Torbay Carers Service has continued to work with local hospitality providers to provide discounted stays for Carers and signed up to Carefree Breaks which offers occasional free breaks to Carers. Both have a significant impact on Carers’ health and wellbeing.
- Torbay Carers Service Technology Enabled Care pilot was very successful and therefore ongoing funding has now been allocated within baseline budget.
- Planning ahead is of critical importance to prevent Carer breakdown. It has been built into the contract for Carers of Adults with Learning Disability to work with Adult Social Care to achieve this more rigorously. Carers Services have improved their website information about planning ahead, and the recent Carers’ Rights event had a room dedicated to planning ahead which included solicitors, Rowcroft, Age UK Torbay and other partners.

5. Formulation of Priorities for 2024-2027

The development of potential priorities for 2024-27 was based on Carer Consultation while taking account of national and local priorities, and evidence of what works well.

Engaging Community South West carried out a Carers’ engagement exercise in late 2023, with 377 Carers responding. Despite sending paper surveys to all, this was a lower return rate than previously, but still significantly higher than most Carers Surveys. We think this was due to ‘consultation fatigue’ as Carers had engaged in the three strategies mentioned in Section 3, plus Healthwatch’s own Survey into Carer Breakdown* and the biennial Personal Social Services National Carers Survey. The full report can be seen at* (include links when published.)

The detailed feedback from Carers will be used to shape the action plans linked with this Strategy and the Young Carers under 25 Strategy 2025-28. The higher level actions for Young Carers under 25 will be outlined within this Strategy and monitored in both Strategy Steering Groups.

6. Carers’ Priorities for 2024-27

Carers have agreed that the priorities from the previous strategy will remain the same. They have developed ‘I statements’ showing what they want.

1. ‘As soon as I start my caring role, I want to be identified, recognised and valued as a Carer.’
2. ‘I want to be able to easily find information, advice and support to meet my needs as a Carer.’
3. ‘I want to know that every Carer involved in a person’s care can have a Carer’s assessment when they need one.’
4. ‘I want to be confident that Carers guide all things that affect them.’
5. ‘I want the care and support to the person that I care for to also meet my needs as their Carer.’

Within these priorities, there are other issues to be addressed:

- a. Information to Carers to include support to the person they care for
- b. Carers and employment
- c. Carers' own mental health and support to people with Mental Health issues and their Carers
- d. Partnership working / information sharing across organisations
- e. Carers finance / cost-of living challenges
- f. Improving support at transitions
- g. Improving use of technology and digital support

7. Commitment to Carers – Partners in Torbay

Torbay Council (Council)
Torbay and South Devon NHS Foundation Trust (Trust)
Devon Partnership Trust (DPT)
One Devon – Integrated Care Board (ICB)
Rowcroft Hospice
Citizens Advice Torbay
Compass House Medical Centres
Plus all Torbay GP practices (under GP Carers' Quality Markers)

Where 'partners' are referred to in the action plan, this will include all partners above, 'Health and Care partners' excludes Citizen's Advice Torbay.

Torbay Carers' Strategy 2024 – 2027. Action Plan Outline

1. 'As soon as I start my caring role, I want to be identified, recognised and valued as a Carer.'

Service Standards for Identifying, recording and valuing Carers: Commitment to Carers Principles 1 & 7, NICE Quality Standard 1, Torbay SEND Strategy Priority 2; DPT Carers' Strategy – Priority 1; GP Quality Marker - Identification and registration.

1.1	Partners to work towards identifying Carers at every opportunity when the public link with their services.
1.2	Torbay Council, Trust and DPT to prioritise early identification of Carers within Education, Health and Social Care using the whole family approach. This means identifying <u>any</u> Carer eg Education actively identifying Young Carers and Parent Carers, but also supporting identification parents who may have caring responsibilities for adults.
1.3	SEND services to proactively identify parent Carers and sibling Carers at the earliest opportunity.
1.4	Adult Social Care and Children's Social Care to ensure early identification is prioritised at people's first contact including through family or community hubs.
1.5	To promote Carer self-identification, all partners' communications team to produce or disseminate communications to support public awareness of Carers such as during Carers Week / Carers Rights Day / Young Carers Action Day. (Carers Services will support this). Also to promote self-identification of staff who are Carers.
1.6	All partners to develop systems to identify staff Carers at appointment and at annual reviews.

Enablers – sharing information – Service standards: Commitment to Carers Principle 5; DPT Carers' Strategy Priority 3

1.7	All organisations, whenever a Carer is identified, to have systems in place to record this (GPs to SnoMed code correctly), to record consent to share this information with appropriate partners, such as Torbay Carers, and then do so.
1.8	Within services supporting Carers, to encourage Carers to allow sharing of their information so that support is sensitive, tailored, joined-up and effective.
1.9	Health and Social Care organisations to have appropriate policies and protocols about confidentiality and information sharing. Practice should encourage people with care and support needs to share information about their needs with their Carer(s) to enable their full participation in care and support planning.

Enablers – Awareness / training – Service standards: Commitment to Carers Principle 4; DPT Carers' Strategy Priority 2; GP Quality Marker - Awareness and Culture;

1.10	Partners to work towards staff having Carer Awareness training at a level appropriate to their role. This should be undertaken at induction and as part of workforce development plans. This should include Managers' awareness of staff Carers and how to support them. For education (SEND), health and social care staff this should include valuing Carers as equal partners in someone's education, care and support.
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2. 'I want to be able to easily find information, advice and support to meet my needs as a Carer.'

Service standards for Information provision – Care Act 2014, Children and Families Act 2014, NICE Guidance for Carers of Adults (NG150); DPT Carers' Strategy Priority 5; GP Quality Marker - Information, involvement, and communication.

2.1 Health and Care partners to meet the legal requirements and guidance above. Information should be developed with Carers, be easy to find, easy to understand and accessible. Information must enable Carers to find support for themselves and the person that they care for.

2.2 Council and Trust to maintain funding for Carer Information Services to enable access to Carer information above. This includes Signposts Carers Information Service including electronic and paper resources as required.

Service standards for Effective Support for Carers – Care Act 2014, Children and Families Act 2014, Commitment to Carers Principles 2+3 DPT Carers' Strategy Priorities 4 + 6; GP Quality Markers - holistic support; in practice support; appointments and access.

2.3 All partners to meet the legal requirements and guidance above. Support to Carers must mitigate the negative impacts of caring – mental / physical / educational / financial / employment

2.4 Health and Care partners must enable Carers to make informed choices about their lives, including choosing not to provide care or to limit their caring role. Services must plan ahead with the Carer and the person that they care for in order to meet both person's needs to include:

- a. contingency, short term and long-term plans including for end-of-life care and life after caring
- b. transitions between schools / to adulthood / to adult services
- c. transitions between services
- d. transitions to increased independence

2.5 Torbay Council to maintain funding of Torbay Young Carers Service to support Carers younger than age 18. Service to include school-based support, activity-based support and 1-1 support of those young Carers most in need. Service to mitigate the impact of caring on Young Carers' educational attendance and attainment, their future employment and life choices.

2.6 Council / Trust to maintain funding of Torbay Carers' Service for:

- Torbay Carers' Register and associated support
- Carer Education Courses
- Carers Emotional Support Scheme for eligible Carers of people aged 16 or over
- Carers Direct Payments for eligible Carers of Adults
- Carer Support Workers in GP practices
- 'Floating' Carer Support available across Bay
- Carers Centres in each town, linked with voluntary sector partners

	<ul style="list-style-type: none"> • Carers' Assessment, Support and Enabling Service (Carers' Aid Torbay) • Bay Benefits and Carers Choices Cost of living Support (provided by Carers' Aid Torbay) • Hospital-based Carer Support including Advice Point, Carer Support Workers and Family / Carer Supporters • Older People's Mental Health Support Worker • Young Adult Carer Service (16-25) • Support to Carers of Adults with a learning Disability (provided by Devon Link-Up) • Support to Carers of Adults with autism (provided by Dimensions for Autism) • Access to Carers UK digital and Employers for Carers Support
2.7	<p>Carer Support will include:</p> <ul style="list-style-type: none"> • Work related support – to enable Carers to continue to work or return to work • Digital inclusion – to ensure Carers who wish to are enabled to increase their skills and confidence on-line • Targeted support to Carers who are under-represented or find it hard to access services such as those from black and minority ethnic backgrounds, LGTBQ+ Carers, Carers with a learning Disability or who are Sign Language users. • Development of a 'checking in' type of support to Carers who are most in need.
2.8	Torbay Council Children's Services to maintain funding for parent Carer support.
Page 30	Given Carer feedback particular focus needs to be given to supporting Carers of people with mental health issues.
Service standard for Support to Staff Carers - NICE Quality Standard 5.	
2.10	All partners to offer supportive working arrangements to staff who are also Carers.

3. 'I want to know that every Carer involved in a person's care can have a Carer's assessment when they need one.'

Service standards for Carers' Assessments – Care Act 2014, Children and Families Act 2014, NICE Quality Standards 3 + 4.

3.1	<p>Council, Trust and DPT to meet the legal obligations and Quality Standards above. Assessments must be person-centred, strengths-based, and focusing on what matters to the Carer. NB Targets will be set and evaluations carried out.</p> <ul style="list-style-type: none"> • Young Carer's Assessments • Parent Carer Needs Assessments • Carer's Assessments (separate or combined)
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3.2	Health and Care partners to ensure that the Whole Family Approach is fully embedded in all services so that <u>every</u> Carer involved in a person's care is identified, whatever their age and regardless of the number of Carers involved. They should each be offered their own Carer's Assessment.
3.3	Health and Care partners to ensure that Carers' assessments identify Carers at highest risk of breakdown. Once 'high risk' Carers identified, agree support required and contingency plans. Develop over-arching plans to target those most at risk.
3.4	Health and Care partners to ensure that Carers are regularly given the opportunity to discuss the value of having a break from caring and the options available to them. This links with Section 5 about support to the person being cared for, where 'replacement care' (often known as 'respite' care) is essential to enable Carers to have a break.

4. 'I want to be confident that Carers guide all things that affect them.'

Service standards for respecting Carers as expert partners in care – Commitment to Carers Principle 6, NICE Quality Standard 2, Health and Care Act 2022.

At an individual level

4.1	Health and Care partners will respect Carers as expert partners in care and involve them holistically in care planning, decision making and reviews both for them and the person that they care for.
4.2	Health and Care partners' staff will support and empower Carers to fulfil the above role.
4.3	Health partners will involve Carers in an inpatient's care and discharge planning at the earliest opportunity.

At a more strategic level such as planning or commissioning services which affect them.

4.4	Council, Trust and DPT will involve Carers in guiding, monitoring and reviewing services that affect them and the person that they care for so that they can demonstrate successes and where improvements are required. This should include engagement with service development, service delivery, evaluation, and commissioning.
4.5	Council, Trust and DPT to ensure that Carers are involved at all levels in shaping Carers' services, aiming for true co-production. This includes service development, service delivery, evaluation and commissioning for Torbay Carers Service, Torbay Young Carers Service and services to parent Carers.
4.6	The Integrated Care Board will consult with Carers on changes to health services, either new services or ways of delivering health services.
4.7	Health and Care partners to identify unmet Carers' needs and where appropriate build into future commissioning plans.
4.8	Whenever Carers are involved or consulted, all partners will be clear about timescales for action and feedback. This is so that Carers are aware of their impact in shaping services which affect them, but also clear when this is not possible, and the reasons why not.

5. 'I want the care and support to the person that I care for to also meet my needs as their Carer.'

Service Standard for Services meeting needs of both the Carers/s and the person that they care for Care Act 2014, Children and Families Act 2014; Health and Care Act 2022; Commitment to Carers Principle 2; GP Quality Marker - Information, involvement and communication.

5.1	Health and Care partners' staff to ensure that a Carer's needs are taken into consideration when planning care and support for the person being cared for. This includes their need to have regular breaks from caring. Carers are to be treated as valued partners in the care and support of the person that they care for.
5.2	Given Carer Feedback, the above needs to be a particular target for Mental Health Services, including within the Community Mental Health Framework.
5.3	Council and Trust commissioners to improve access to and the range of replacement care to enable Carers to take regular or sporadic breaks from caring. This must include breaks at both long and short notice. The care delivered must be appropriate to the care needs of the person being cared for and offered either at home or in another establishment. Work will involve data collection about unmet need which will help with the development of both short-term and longer-term commissioned solutions.
5.4	The Council, Trust and DPT should ensure that planning ahead happens in a timely fashion with transition, emergency, contingency and long-term plans being developed with the Carer and the person that they care for. This is especially important where the person being cared for is likely to need time to adapt to change such as a person with learning disability, autism, mental health issue or dementia.
5.5	Council and Trust to give consideration to the eligibility criteria for provision of equipment / technology to the person being cared for, if it also gives a Carer peace of mind, supporting their caring role. Continuation of Carers Services funding for short-term technology enabled care.
5.7	All Health and Care partners to involve Carers in service development, evaluation and commissioning of services to the person being cared for that also affect /benefit them. Where there are unmet Carers' needs, these should be noted and where appropriate built into future commissioning plans.

Background Documents

[Torbay Young Carers Under 25 Strategy 2022-2025](#)

[Personal Social Services Survey of Adult Carers in England - NHS Digital](#)

[Caring as a social determinant of health \(publishing.service.gov.uk\)](#)

[State of Caring survey 2023 | Carers UK](#)

Supporting Information

1. Introduction

- 1.1 The 2024-27 Strategy builds on evidence and learning from Torbay's 2021-24 Carers' Strategy and national good practice. Services work very closely with partners across Devon Integrated Care System.

2. Options under consideration

- 2.1 There are no other options under consideration. This Strategy is a means of coordinating and prioritising partnership working to the benefit of Carers.

3. Financial Opportunities and Implications

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There is no additional financial implication within this Strategy. The actions to achieve the priorities within this Strategy will be within current budgets.

4. Legal Implications

- 4.1 This Strategy meets the legal obligations of Health and Social Care organisations under:
- Care Act 2014
 - Children and Families Act 2014
 - Health and Care Act 2022

5. Engagement and Consultation

- 5.1 There has been extensive consultation with the Carers of Torbay. This has been managed by Engaging Communities South West in order to maintain independence.

5.2 Carers have also been involved in shaping the strategy and producing 'I statements' about their priorities. We continue to work with them in the design, delivery and evaluation of Carers' Services.

5.3 Carers' Representatives sit on the Strategy Steering Group and all working parties.

6. Purchasing or Hiring of Goods and/or Services

6.1 Any services procured or provided by the public sector organisations under this Strategy will meet Social Value Act (2012) requirements.

6.2 The Carers' Enabling, Assessment and Advocacy contract and Carers of Adults with a Learning Disability contract have both been procured under this framework.

7. Tackling Climate Change

This Strategy does not alter ways of working that will impact on Climate Change. However on-line meetings, courses and support, with the associated benefit for Climate Change will continue to be developed.

7.2 There are Carers' Centres in each town which will reduce unnecessary travel. These are all accessible by nearby public transport.

8. Associated Risks

8.1 If the Strategy were not approved, this would have significant negative impact on Torbay's Carers, their health, wellbeing and feeling of value. This would impact on the health and wellbeing of people they care for, and by increasing the risk of Carer breakdown, increase admissions to hospital / residential care and strain on Torbay's Health and Social Care.

9. Equality Impacts - Identify the potential positive and negative impacts on specific groups'

	Positive Impact	Negative Impact & Mitigating Actions	Neutral Impact
Older or younger people	Young Carers and older mutual Carers		
People with caring Responsibilities	Yes		
People with a disability	Yes - indirectly		
Women or men	(Targeting male Carers as underrepresented)		No differential
People who are black or from a minority ethnic background (BME) Please note Gypsies / Roma are within this community)	Yes – explicitly targeting these groups to have positive impact		
Religion or belief (including lack of belief)			No differential
People who are lesbian, gay or bisexual	(promoting support to LGBTQ+ Carers)		No differential
People who are transgendered	(as above)		No differential
People who are in a marriage or civil partnership			No differential
Women who are pregnant / on maternity leave			No differential

Socio-economic impacts (Including impact on child poverty issues and deprivation)	Addressing support with Carers' finances and in areas of deprivation		
Public Health impacts (How will your proposal impact on the general health of the population of Torbay)	Positive impact on Carers' Health and Wellbeing and those who they care for.		

10. Cumulative Council Impact

10.1 None

11. Cumulative Community Impacts

11.1 None

Briefing to Torbay Overview and Scrutiny Board
13 March 2024
Subject: Torbay Carers' Strategy

Purpose of this briefing

Healthwatch Torbay has been asked to provide assurance to Torbay Overview and Scrutiny Board that the voice of the Carer has been considered in the development of the new strategy for Carers in Torbay.

Engagement with Carers

To help shape Torbay Carers Strategy for 2024 – 27, Torbay Carers Service, in collaboration with Carers, developed a survey to find out how support could be improved for Carers in Torbay. They commissioned Engaging Communities South West, working in partnership with Healthwatch Torbay, to independently analyse the survey data and produce a report of the survey findings.

The survey was distributed in paper format to all Carers registered with Torbay Carers Service and an online version of the survey was shared widely throughout the Torbay Carers networks and throughout the voluntary sector network. Nearly 400 Carers of both adults and children and young people completed the survey and the report is due to be published imminently.

Healthwatch Torbay Observations

Healthwatch Torbay has considered the findings in the latest engagement report that will inform the Carers' Strategy for 2024 – 27 and has noted the following observations:

Most of the Carers (97%) who responded to the survey were adults over the age of 25. It is important to note at this point that this survey relates to Torbay's overarching Carers' Strategy, which has a separate Young Carers under 25 Strategy beneath it running from 2022-25. Extensive engagement with Young Carers under 25 will be undertaken for their specific Strategy.

Most of the Carers (80%) who responded to the survey cared for someone over the age of 18.

Healthwatch has seen a decline in people taking part in engagement activities locally and recognises that a more creative approach is needed to ensure we reach out to all communities to enable them to feel heard. Compared to the last survey, which was circulated in 2020-21, there was a slight drop (18%) in responses to this survey. This could be due to 'survey fatigue' as several other external surveys specific to Carers were in circulation at the same time.

The Torbay Carers' Strategy survey contained a large proportion of open-ended questions; therefore, the report is rich in commentary, resulting in the voice of the Carer being included throughout the body of the report, which we hope to see reflected in the new strategy and action plan, with details as to how progress against the action plan will be measured.

Within the report **The Carers' Voice** is evident in the Carers' 'I statements' – what they want from services- around which the Strategy is based. As in previous Carers Strategies, it is expected that the survey results will feature in the development of the detailed Strategy action plan which will be submitted to Health and Wellbeing Board in June.

Questions from Healthwatch Torbay

The key findings in the latest report are very similar to the findings that were published in the previous report [here](#). What changes and improvements have already been made in response to the key findings from the last report?

How will progress against a new / revised action plan be communicated to stakeholders - including Carers who took part in the survey and Healthwatch Torbay - so that we can see that action has been taken to address the issues raised by Carers? What assurances can you provide to those who took part that their voices have been heard and have helped to improve service design and delivery?

Healthwatch Torbay is aware from engagement locally and at a national level that many Carers feel unheard and struggle to navigate systems and services. The role of a care navigator / way finder or a main point of contact for Carers is invaluable in helping Carers to navigate services, access information, advice, and support. How will this service be developed in Torbay?

Responses to Key Lines of Enquiry Torbay Carers' Strategy

The Council ran a trial using technology with young people who were carers, how has this gone and is this being rolling this out further?

I'm afraid that no-one in Young Carers or Young Adult Carer's Services knows about a technology trial with Young Carers. Within Carers Services we piloted a scheme for Carers aged 16+ to have up to 3-month's loan of equipment to them / the person that they care for, if that supported their caring role. The feedback from Carers was very positive so we have continued to fund this supported with money from ICB Urgent and Emergency care to support discharge from hospital / prevent admission.

How have young carers been identified and what assurance can be given that as many young carers as possible have been identified?

Young Carers can be identified and referred to the service by anyone as long as consent has been sought. We receive referrals from schools, parents/guardians, Children's Services teams, GP surgeries, Adult Services, mental health and addiction services, VCS partners etc. We follow the guidance of eligibility being 'Young carers are children and young people under 18 years old, who look after a member of the family who is sick, disabled, has mental health problems, or has a drugs or alcohol problem. The young carer may be may the sole carer or be supporting another family member in care tasks'. In Torbay we often find that young carers have caring responsibilities for multiple family member.

The Young Carers Service (YCS) works closely with referrers and takes part in awareness raising events and undertakes actions such as attending public events, attending parent evenings, regular correspondence with Head Teachers, contributing regularly to the Directors bulletin and using social media (@youthhubtorbay).

What support is there for Young Carers to give them access to activities outside their caring role?

The Young Carers Service runs regular break and lunch clubs and has a regular presence in secondary schools across the Bay and are developing on this approach with primary schools. (We currently have 4 support workers of which 2 focus on secondary aged young carers and 2 focussed on primary aged young carers). We also have a community based approach when working with young carers that are Electively Home Educated or are not actively attending school.

We run a regular group for young carers 12-18 years and a regular group for 8-12 year olds. We also run activities during holiday periods, including half-terms. We receive support from local funders and partners to deliver activities, including regular whole family events.

We assist with lifts or taxi's for young carers to ensure they can attend any out of school activities/groups.

How are we ensuring that those who assist people with a learning disability and those who have a learning disability who are young carers are being supported?

Following every young carer referral, an assessment is undertaken by a member of the team and they talk to both the parent and young person to fully understand the situation in the home, the needs of both the person/people being cared for and the needs of the young carer and the caring role undertaken by the young carer. We also speak with the referrer to gain a better understanding from their perspective if required.

As long as the young person has a caring role, then they will be classed as a young carer – this includes those who may have additional needs themselves. Examples of potential care responsibilities are below – this is not an exhausted list;

- **Practical care** - Cooking, Cleaning, Shopping.
- **Personal care** - Washing, dressing or toileting.
- **Family responsibilities** - Managing money and household budgets, Completing forms and/or household responsibilities.
- **Medical care** - Reminding the cared for to take medication, administering medication, giving injections etc.
- **Emotional care** - Listening and/or talking to the cared for person about their feelings, concerns and difficulties.
- **Care of younger siblings** - Helping to look after a sibling because their parent/s are unable to, or need assistance at times.

More information can be found here: [Young Carers Service - Torbay Council](#)

Highlight Report from the Capital and Growth Board on Capital Programme Monitoring

Author: Patrick Rafferty

Reporting Period

From:	03/01/2024	To:	07/02/2024
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1 Introduction

This highlight report summarises the performance against the Council's Capital Programme, and it is intended to provide the Council's Cabinet and Senior Leadership Team (SLT) with an overview of the capital projects with a focus on those which have been identified as priorities and where there are higher risks.

The Capital and Growth Board (CGB) meet monthly to provide oversight and strategic management of the council's corporate capital programme. Many capital projects have a specific project board, which is responsible for the more detailed delivery of the scheme.

2 Key issues

2.1 Market conditions and inflation

The current market conditions are causing significant delays and extensive cost increases leading to viability issues across several key schemes within the capital programme. Individual project teams are addressing respective cost and budget issues and, where appropriate, are providing enhanced options appraisals for initial consideration from the CGB. The regeneration partner, Willmott Dixon with Milligan, has also been brought in to support delivery on the critical town centre schemes in the Town Deal and Future High Street Fund.

2.2 Construction market instability

It has been reported to the CGB that the construction market continues to be very volatile and several suppliers within the market, including market leads such as Brady, have recently gone into administration. This could pose a significant risk to current and future projects. To mitigate this, we will be scrutinising contractors and their financial stability more rigorously through our procurement process and will be seeking to include relevant contractual provisions and insurances to mitigate against a supplier collapse during our project's delivery phase.

2.3 Project resource constraints

As part of the enhanced project rigour and control being applied to all capital projects, some projects which have previously been held under sponsor oversight are now being identified as requiring formal project boards, monthly highlight reporting and gateway business case development. This enhanced control will have a resource impact on the project and development management team. It is expected that we will have some clashes for resource across projects and may need to prioritise workloads.

The regeneration partner should ease this burden on several of our larger capital schemes such as Crossways, Union Square, Debenhams, and Victoria centre additionally TDA is actively recruiting into vacant PM/DM roles.

3 Capital programme overview.

3.1 Programme governance improvements.

The internal project governance for all Tier 1,2 and 3 projects has been agreed during this month CGB which sets out the process which the CGB will manage the projects within the capital programme. It is expected that a Project Initiation document (PID) will function as an initial gateway and until this is approved a project will not be added to the Capital Programme.

Following this, as part of the project budget setting and internal approval process, every project will need to submit business cases in order to progress to the next stage and unlock the required budget for that phase.

Initial approval for the whole project scope and funding will still have to go through Cabinet / Council at some point as it always has, but the internal gateways monitored at CGB have been added as an extra control measure for projects.

The process for the Tier 3 projects (as an example) is mapped out in Appendix A -

3.2 Capital programme re-baseline.

We have completed an exercise with individual project leads to identify at what stage each our active projects are at in line with the new internal governance and approvals process and a spending threshold has been set for each project for that stage.

The capital plan now captures the profiled forecast for spend in line with the approved in phase budget.

3.3 Capital RAG breakdown.

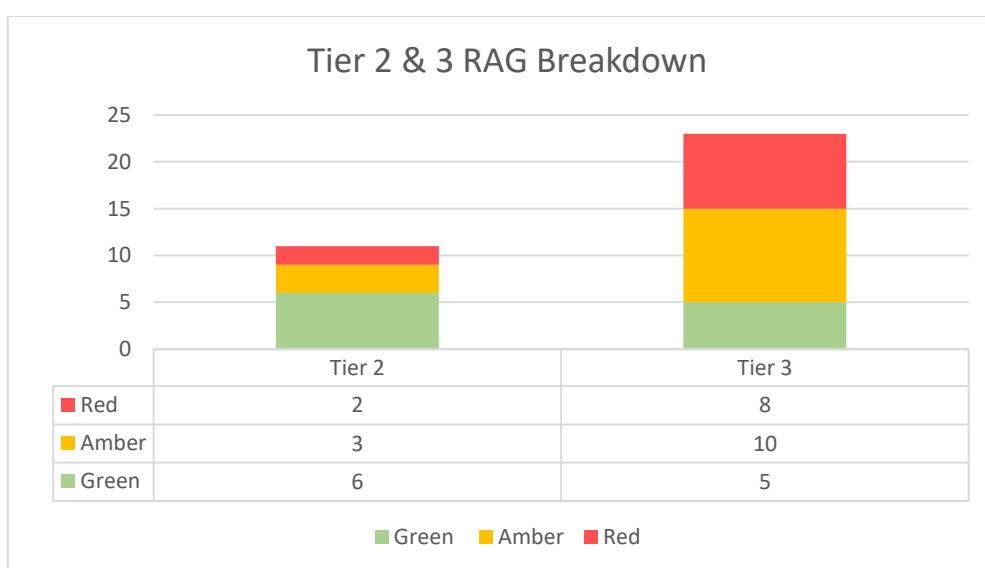
The table below show the trend in overall RAG rating for all Tier 1,2 and 3 projects over the last 6 months.

	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24
Green	17	18	15	15	15	14
Amber	15	10	15	15	15	16
Red	12	12	10	10	10	10
Total	44	40	40	40	40	40

The Capital Programme monitoring through the Capital & Growth Board has now been reduced to omit the business-as-usual projects (approved programme of works for schools, highways, generic budgets etc) as well as the small projects which fall in line with what we will consider to be Tier 1 projects (Low cost £25-250K and low risk).

The smaller Tier 1 projects will be on a report by exception basis and will not be captured monthly unless the respective PM wishes it to be reviewed by CGB that month.

The below graph outlines the RAG rating for the Tier 2 and 3 projects which are revied at CGB.



The below table outlines the reports expected into Capital Growth Board in the next three months.

Project	Description	Expected date
Acorn Centre	Strategic Outline Case	March CGB
Torre Abbey Phase 3 regen	Strategic Outline Case	March CGB
Temporary Accommodation	Lessons Learned	April CGB
Paignton Coastal Defence Scheme	Outline Business Case	April CGB
FHSF Station Square	Full Business Case	April CGB
FHSF Torbay Road	Outline Business Case	April CGB
Debenhams	Strategic Outline Case	April CGB
Lymington Road	Lessons Learned	April CGB
Paignton Academy STEPS	Full Business Case	May CGB
Torre Marine ECH	Full Business Case	May CGB
Torquay Flood Alleviation	Strategic Outline Case	May CGB
Paignton Flood Alleviation	Strategic Outline Case	May CGB
Brixham Flood Alleviation	Strategic Outline Case	May CGB
Pavilion	Strategic Outline Case	May CGB
Union Square (phase 1)	Strategic Outline Case	May CGB

4 Capital programme RAG summary.

Below are the projects reviewed within the capital growth board, rated as medium risk (amber) or high risk (red) or nominated as cabinet priority projects. Low risk or “Green” projects are not captured within the list as they are considered on track for delivery and within budget.

Project name	Project Schedule	Project Budget	Project Risk / Issues	Current Status / Comments
Crossways, Paignton - Regen and Extra Care Hsg	R	R	R	Demolition works expected completion late February / early March 2024. there will be post demolition works to complete, these are party wall works to adjacent properties and the NGED substation. Demolition budget set at £1.6m. Cost to date roughly £1.5m with more works to come. Potential risk of overspend on the demolition. The project is expected to be reset. Awaiting regen partner to be established to begin working up a viable solution.
Extra Care Housing (Torre Marine)	R	R	R	Stage 1 procurement concluded end of August, a preferred contractor has been identified and is currently going through due diligence to enable us to move into a stage 2 design agreement with them. The procurement methods are to be reviewed to test if the results yield best value for money and whether the works need to be reprocured. Indicative costs are £20.5m build contract. Expected to come to CGB in May for either an OBC to re-procure or FBC approve the current identified supplier. The transfer of land from TVH to TC is also still under review as to the best way to approach. Specialist legal advice has been sought on the most cost efficient and compliant way to proceed.
Tor Vista Homes Preston Down Road	R	G	G	A draft S106 is in circulation for signing. Once signed the planning application will be granted. This is with Legal. The transfer of land from TVH to TC is also still under review as to the best way to approach. Specialist legal advice has been sought on the most cost efficient and compliant way to proceed.

Project name	Project Schedule	Project Budget	Project Risk / Issues	Current Status / Comments
St Kilda's - 23 affordable homes	A	A	A	<p>Scheme presented to CGB and now to be presented to Cabinet and Full Council</p> <p>Key risk relates to insurance requirements to make the building secure. To address this demolition is due to take place ahead of the main work however this is subject to securing a bat licence from Natural England. If this is not obtained, then demo will be delayed until June.</p> <p>Mitigation around the liability is to review the reinstatement element of the insurance and remove it. There is also additional works needed to ensure the building is secure to prevent any access.</p> <p>The transfer of land from TVH to TC is also still under review as to the best way to approach. Specialist legal advice has been sought on the most cost efficient and compliant way to proceed.</p>
Edginswell Station	R	R	R	<p>The change paper)to request funding additional to the current NSF3 award, to cover the funding gap:</p> <ul style="list-style-type: none"> - was submitted November 29th 2023 - Dec '23 DfT decision that additional funding request was unsuccessful - Client team reviewing feasibility of options and way forward including reducing NR costs and increasing TC funding <p>However, as of w/ c 22-Jan-24 following dialogue with the Rail Minister there is now a strong political sense of direction and drive to achieve a May-24 start.</p> <p>There are key workstreams that will need to be 'driven' to achieve this date including:</p> <ul style="list-style-type: none"> - Ecology risks to programme (and costs) - Submission & granting of dormice and badger licences -Sainsburys allow access and transfer the land as required to meet the programme
Flood Alleviation - Cockington	R	G	A	<p>All works have now been agreed and the listed building planning application was submitted in December 2023. Once approval has been received the contractor will provide a date for the installation works. As we cannot carry out the works until planning approval the installation works may not be completed until June 2024.</p>
Flood Alleviation - Monksbridge	R	G	A	<p>Property surveys are continuing, and discussions are commencing with the residents. As the original EA Framework has been closed down, we will have to use the new EA PFR Framework to carry out the installation works.</p> <p>This Framework does not commence until next calendar year. As a result, works will continue into 2024/25.</p> <p>Some residents have declined the surveys and do not want PFR measures installed. 9 properties have received the surveys, and we are awaiting their approval before appointing a contractor off the new EA PFR Framework. Scheme will not be completed until later in 2024/25 financial year.</p>

Project name	Project Schedule	Project Budget	Project Risk / Issues	Current Status / Comments
Paignton Coastal Defence Scheme	A	R	A	<p>Draft update to outline business case submitted to EA before Christmas. Meeting arranged with EA on 5th Feb to discuss this and agree everything they need to be submitted with the application for additional grant in aid funding. Works progressing on securing partnership funding through Levelling Up Partnership.</p> <p>Draft update to business case submitted to EA in support of additional grant in aid funding (total EA funding would be in region of £10m if approved).</p> <p>In addition, discussions are continuing on additional partnership funding through the Levelling Up Partnership (total funding from levelling up partnership approximately £7m).</p> <p>CGB to review the budget required to progress the designs.</p>
Haldon & Princess Pier	A	G	A	<p>Underwater surveys have been carried out and some intrusive investigation to take place. Once all surveys have been completed, business case will be produced and submitted to the EA in November 2023.</p> <p>Delay in procuring the site investigation works. These will not be carried out until next calendar year. EA have confirmed that funding for this scheme has been delayed within the capital programme refresh with no grant in aid funding being available until 2025/26.</p> <p>Delay in producing the business case will not therefore cause any issues with securing the grant in aid funding for these works. Procurement of site investigation works still taking place. Outline business case will not be produced until later next financial year.</p>
Torquay Town Deal - Union Square Ph.1	A	G	R	<p>Torbay Council is in receipt of £11,042,500 Town Deal grant from DLUHC to facilitate the redevelopment of Union Square. To date £4.820m has been paid.</p> <p>The acquisition of Nos. 67 & 69 is now progressing with terms close to being agreed on 71 Union Street. Feasibility report received Sept 23.</p> <p>Project handover from TDA to WDM has now occurred including transfer of the significant risk register and CPO workstreams.</p>

Project name	Project Schedule	Project Budget	Project Risk / Issues	Current Status / Comments
Torquay Town Deal - Strand Land Assembly & Demo (Debenhams)	A	R	R	<p>The asbestos works were completed as planned. The demolition tender process took longer than anticipated but is now complete and Wrings Demolition were successful. Preliminary planning and desktop activities are in progress, work on site is due to commence April 2024.</p> <p>Significant risk - Party wall agreements/awards may impact upon the commencement of demolition. Carrying out the Harbour Public Realm works, and Debenhams demolition carries risk of disruption to /both schemes. This is being managed with close communication between both contractors.</p> <p>The demolition and Asbestos contract is expected to cost circa £1m. There are additional TDA fees, party wall award and miscellaneous items to consider. Overall budget in the realms of £1.3m (to be reviewed and confirmed). This is supported purely by borrowing.</p> <p>Full Scheme options to follow once the Regeneration Partner is established.</p>
Torquay Town Deal - Harbour Public Realm	A	R	A	<p>Torbay Council has entered into a Letter of Intent with Montel Civil Engineering for Phase 1 and early-stage Phase 2 works. The current programme for the main works is scheduled to begin 5 February 2024. Delays occurred due to the lead-in period, discovery of tram lines on Victoria Parade and assessment of the services by the utility providers (5 weeks delay) however works are currently on track.</p> <p>Additional construction design information has been issued which will allow Montel to firm up the price and programme prior to entering into Contract. In this interim period, an extension to the Lol has been issued.</p> <p>Confirmed budget for the scheme is currently £2.506 million. There is an estimated funding shortfall of £1.95m. A Project Adjustment Request is being submitted to DLUHC so that £2 million can be vired from within the TD Programme (Edginswell, pending approvals form DLUHC).</p>
Torquay Town Deal - Pavilion	R	R	R	<p>Further condition/ opening up works are under consideration. A request for permission / licence from MDL to allow us to do the works is being progressed prior to conclusions of negotiations.</p> <p>Should the results of the opening up works reveal a greater extent of remedial works which exceed the current cost forecast, the council may wish to revisit the current draft surrender lease.</p> <p>Opening up works package for a value of up to £300k (agreed at project board level) to be scoped and procured. Contractor procurement strategy is being discussed with the procurement team.</p> <p>In the period, we have met with national lottery heritage who has confirmed that an application for funding to support the opening up works could amount to a grant in the amount of £100k. On receipt of application 9 weeks to determine.</p>

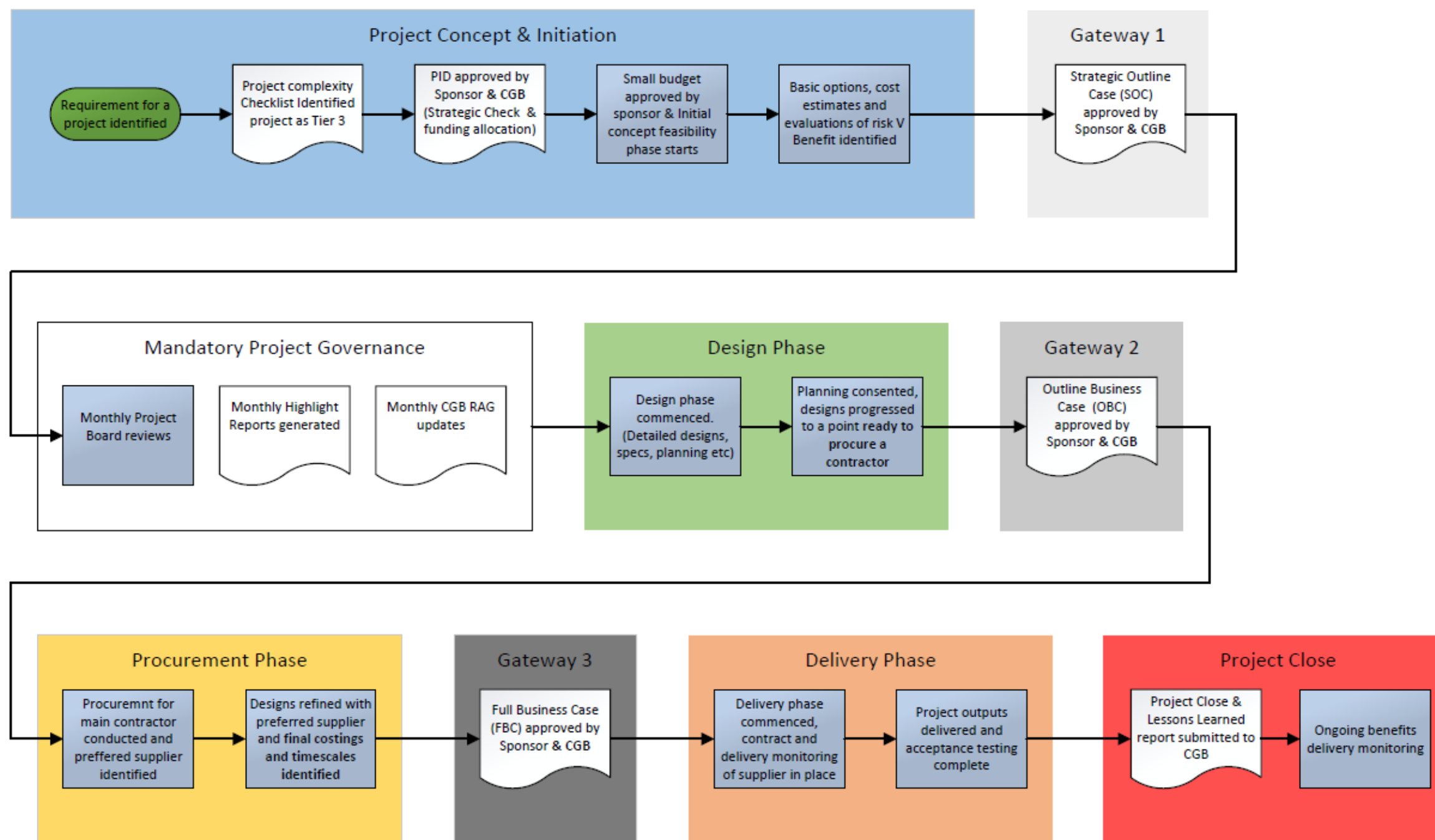
Project name	Project Schedule	Project Budget	Project Risk / Issues	Current Status / Comments
Torquay Town Deal - Core Area Public Realm	R	R	R	<p>The tender has been produced in order to meet the existing budget (£600k), however the latest estimate of the final bill of quantities is higher than expected at £800 - £850k. The first stage of the market engagement will allow us to confirm if the budget estimates are accurate. Formal tenders can be sent out if there is funding available to construct the scheme.</p> <p>Waiver in progress to continue with the procurement, expecting to go out to market in Feb and 1st stage this is likely to take 3 -4 weeks.</p> <p>Risk that the cost for the construction will make the project unviable within its current budget. This will either require additional funding, significant descoping or if we cancel the project, will incur abortive costs.</p>
Paignton Future High Streets Fund - Torbay Road	R	R	R	<p>The bedding in period for the consultation of the new scheme concludes on 23rd Feb. Following this the designs need to be worked up to produce a bill of Quantities which can be passed onto the preferred supplier from the station square procurement.</p> <p>Around 6 months is likely to be needed to progress the permanent scheme design, construction and tender information which will allow us sufficient time to get into Contract before the end September deadline in accordance with the FHSF funding condition (the extension of time is awaiting approval).</p> <p>This means design work needs to commence from end February / early March. If it is not, then there is a significant risk that the funding conditions will not be met.</p>
Paignton Future High Streets Fund - Station Square	A	A	R	<p>The tender (for the fully pedestrianised scheme) is due out 9 February.</p> <p>Revised Stage 3 design (reflecting the Torbay Road / level crossing layout) is complete, awaiting approval in principle from Network Rail prior to committing Stage 4 design (pending Council approval).</p> <p>An extension of time relating to the grant condition to spend by March 2024 has been requested and is pending approval from DLUHC. Contractual arrangements must be in place by 30 September 2024, with delivery (spend of the FHSF Grant) within financial year 23/24), i.e. by 31 March 2025.</p> <p>Construction could potentially start from early June. A target date of 8 July 2024 has been set however it is subject to change pending the outcome of the tender and advancement/finalisation of the final scheme design.</p>
Paignton Future High Streets Fund - Victoria Centre Phase 1	A	R	R	<p>Demolition enabling activities complete allowing for demolition of the structure to commence from 29 January (with completion target 3 April. This has slipped by 1 to 2 weeks).</p> <p>Lidl is closing the store 4 February. The Council has paused its decision to purchase the Lidl Headlease until development options and future uses of the site are received from the Regeneration Partner (mid-March). The Council has however committed to preparing full preparation of the lease surrender documents.</p> <p>The final design completion date reported (for tendering) by the Regeneration Partner is Apr/May 25.</p>

Project name	Project Schedule	Project Budget	Project Risk / Issues	Current Status / Comments
				The date for the appointment of a preferred Contractor reported by the Regeneration Partner is Oct/Nov 25.
Paignton Future High Streets Fund - Picture House	G	R	A	<p>Enabling works to have commenced.</p> <p>Tender process has begun, with tender returns due 2 February 24. Current design and cost appraisal work shows a funding gap for the main works of circa £950k.</p> <p>A PAR request to DLUHC has been submitted to Vire £600,000 (from Diversification).</p> <p>The Council is committed to underwriting the remaining £300,000 in the event that additional sources of funding doesn't come forward. The Picture House Trust is leading on alternative funding applications which are in development.</p> <p>Delivery of the project within the funding envelope will be confirmed post tender exercise. Cost escalation and time/programme impacts will only be known once the tender exercise is complete.</p>
Lymington Rd Business Centre (LEP GBF/EGF)	A	G	A	<p>Practical Completion remains steady for 01-Mar-24.</p> <p>The noted delay has created a risk in relation to the LEP funding provision. TDA are liaising with LEP (GBF) to agree a revised completion - this is considered low likelihood, but the severity is high.</p> <p>There is an anticipated increase in contractor cost owing to the overrun of the programme. However, this is contained within the project contingency.</p>
Edginswell Enabling Works (LEP GBF)	G	R	A	<p>Project has achieved practical completion on the 24th of August 2023.</p> <p>The current estimated spend on the enabling project is £4.719m. From the budget of £4.210m (reported on RAG updates) there is a deficit of circa £509k. The May 2023 Project Board approved to combine the project with Edginswell Retail (Wickes) where there is a current estimated surplus of approximately £209k therefore leaving an over deficit of approximately £300k.</p> <p>Lessons Learned report reviewed in Feb CGB</p>

Project name	Project Schedule	Project Budget	Project Risk / Issues	Current Status / Comments
Solar Farm, Nightingale Park (EGF)	R	A	R	<p>£3.1m for overall budget. Now estimated at £4.151m Project will still be viable if £120 per MWh can be achieved (£125 requested) but progress with NHS has been slow.</p> <p>The NHS procurement process has incurred several delays (we have achieved all the deadlines required) resulting in at least 6 month slip to date. The NHS has now responded to the detailed solution by way of a letter dated 23.01.24 which confirmed that Torbay Council is its preferred bidder. The Council must now sign and return the letter which attaches certain requirements of the Council.</p> <p>The returned letter accepting our procurement bid has been returned however there is a provision in the wording which looks like it caps the unit rate we offer. This needs to be revised and pushed back on as it could pose significant viability risk to the project delivery and is contrary to the Cabinet / Council papers due to be reviewed this month.</p>
Torre Abbey Renovation - Phase 3 (TC contrib)	G	A	A	<p>An application for these works is likely to go to the National Lottery towards the end of 2023 calendar year with a view to works happening in 25/26 with a small spend in 24/25 to enable the full application and project development process.</p>

Appendix A - Project process map

Tier 3 (£2m+ & Medium -High Risk) Project Process



Whilst this process MUST be adopted for Capital Programme projects, it is recommended that the same process be adopted for all projects.

only change for non capital projects is that Capital Growth Board input will not be required and can be substituted with another governing body or simply the Project Sponsor approval.

Councillor Call for Action – Planning Enforcement

In accordance with Standing Order D13 (Overview and Scrutiny), Councillor George Darling has given written notice that he wishes an item to be considered at a meeting of the Overview and Scrutiny Board respect of Planning Enforcement as set out below:

I am concerned that the capacity of Planning Enforcement is not sufficient to deal with the demands on the service.

This is in relation to several developments across Torbay where residents are raising concerns, but Planning Enforcement are unable to respond; resources being directed to 'higher priority cases'. Two examples from St Marychurch Ward:

1. Dawn, Brim Hill - Residents have been raising concerns to Planning Enforcement for over a year that the development is being built larger than the technical drawings allow and several other points. Response times to these enquiries have been poor, yet reassurances were given by Enforcement that the measurements confirmed the development was adhering to the technical drawings.

On probing into this further however, it was revealed that Planning Enforcement had not taken measurements of the site; those were provided by the developer themselves. These had not been verified by Enforcement but were used to dismiss residents' concerns.

2. Langley Manor, Teignmouth Road - In this case, residents were concerned that following a refusal of planning permission for holiday lets, static caravans were being placed at this site for a rental or letting purpose. Evidence suggesting this (plumbing to the caravans being laid, waste collections from the caravans, people being viewed daily outside in dressing gowns) was passed onto Planning Enforcement.

Enforcement have agreed to continue investigations into this but were unable to provide a timeframe on when this would be. Asked whether this would be months or potentially years, again not timeframe could be provided. A reduction in Enforcement officers and 'all available resources' being directed to 'higher priority cases' were cited as the reason for this.

These are both reflections of a lack of capacity.

The number of full-time Planning Enforcement Officers has recently dropped from 3 to 2. I am led to believe that this is a permanent change; without this being addressed urgently, I worry that that lack of Enforcement investigation and action will worsen, with public confidence in the service being further damaged.

I know that there are further cases across Torbay in similar situations, the Neighbourhood Forum planning to discuss these at a future meeting.

I would appreciate if Overview and Scrutiny could include this in their programme this year. The longer this is not addressed, the longer the backlog of cases will become, the longer the return to a well-functioning, timely service will take.

This matter is included on the agenda for the meeting of the Overview and Scrutiny Board on 13 March 2024 for the Board to determine whether to request officers to prepare a full report on the matter for submission to a future meeting of the Overview and Scrutiny Board.

Councillor George Darling will be requested to explain his rationale for the item at the meeting.