

Thriving People

Thriving People: We will turn the tide on poverty - Lincoln Sargeant

Summary of progress: During quarter 4, Torbay Council and Devon CCG worked on the written statement of action (WSOA) for submission to Ofsted following their joint inspection with the Care Quality Commission (CQC) in November of the effectiveness with which as an area we were implementing the special educational needs and/or disabilities (SEND) reforms. Torbay will be subject to ongoing monitoring visits to ensure the actions within the WSOA are implemented and improving the outcomes of children with SEND. On 21st March, Ofsted commenced a 2 week inspection of Torbay Children Services that focussed on our improvement journey and the impact the services are having on children, young people and families. The report is expected in due course.

Although Torbay remains a significant outlier in terms of the number of children supported by statutory intervention when benchmarked against both with our statistical neighbours (SN) and the national (N) average, we continue to see improving trends and across several indicators and the year end position is better than last year.

Two further Turning the Tide on Poverty thematic workshops were held which focussed on the policy objectives recommended in the Marmot review to reduce health inequalities. These were on healthy standard of living with emphasis on access to good quality housing, and Best Start in Life including focus on maximising skills and capabilities. A final workshop is planned for April 2022 that will bring together proposals for action. The outputs from the workshops are feeding into the development of Torbay's Economic Strategy and the new Joint Health and Wellbeing Strategy. We are working to ensure that our key strategies are aligned with the new Levelling Up missions announced in the White Paper that was published in February.

The impact of the changes to the accommodation market and financial hardship that is being experienced by residents is resulting in continuing high levels of homelessness. Households in temporary accommodation each night remain consistent at approx 150-160. Of those in temporary accommodation approximately 30% are families. Whilst ever endeavour is made to provide self contained accommodation, especially for families, hotels are required especially for emergency provision, due to lack of supply. Measures are being undertaken to address this and ensure suitability and sustainability of supply going forward. There have however been a number of instances where there have been more than 5 families in B&B accommodation for more than 6 weeks. As a result an action plan has been developed and will be reviewed by Department for Levelling Up, Housing and Communities (DLUHC) on a monthly basis to mitigate the use of B&B and the length of time families spend in this type of accommodation. Significant resources and importance is being placed upon this to resolve his matter. The main current reasons for homelessness are: families in domestic abuse (30%), closely followed by breakdown in family relations. Changes to the housing market, with landlords selling properties, use of Air B&B, and affordability are also significant reasons. Additional resource have also been allocated to enable the early identification of cases and enable enough time for prevention work to be undertaken. This is particular pertinent with regards to DA and family relationship breakdown cases.

| Community and Corporate Plan Delivery Actions | On track / Concern / Completed | What have we achieved last quarter? |
|--|--------------------------------|---|
| 1.Deliver and update our Housing Strategy Action Plan, including working with developers to encourage sites to be brought forward, to ensure a five-year housing land supply, thereby protecting our green spaces. Estimated completion April 2022 | Concern | Meetings with the developers of our two largest sites, that are not started, to facilitate their commencement. A Planning Performance Agreement (PPA) signed up to enable the faster delivery of the Inglewood Scheme allowed at Appeal. Reserved Matters scheme being worked up. Liaising with the Neighbourhood Planning Groups and assisting with their reviews of the Neighbourhood Plans. |
| 2.Continue to work to enable work to start on stalled development sites across Torbay. Estimated completion April 2022 | Concern | Multiple meetings with landowners and with support from Homes England to get these sites moving. Offer of interventions, support, flexibility of section 106 clauses and planning conditions. Although this delivery action is complete because the Council continues to work to enable progress on stalled development sites across Torbay but the work is nonetheless ongoing. |
| 3.Identify and implement temporary traveller stopping sites within Torbay. Estimated completion May 2022 | Concern | Cabinet Briefing in January deferred the consideration of the last remaining proposed site for the temporary stopping site, after having shortlisted this site from an exhaustive search. There is now government funding available through for the delivery of such a facility, but need to establish political agreement on location of such an important facility. This topic is to be revisited, following the DLUHC Briefing on Funding on 11th May. |
| 4.Plan and establish a programme for delivery of Extra Care Housing (ECH). Estimated completion July 2021 | On track | Torre Marine: Informal Cabinet agreed the scheme can go to planning. Agreed final paper back to cabinet when planning approval achieved with definitive cost of scheme and details of all funding/borrowing sources to deliver the project at that time. Estimate start on site by TDA now estimated to be September 2022. Crossways: No further updates, understanding still in process of final agreement with site owner, and TDA/Torre Vista working on planning demolition. |
| 5.Develop a sufficiency strategy approach to reduce the need for temporary accommodation (TA). Estimated completion July 2021 | Concern | The procurement of temporary accommodation is currently being concluded. Additional work is being undertaken to secure accommodation to meet the needs of clients especially families, that provides self contained facilities. Pressure on temporary accommodation remains high with a supply and demand challenge across the entire rental market. A forward looking sufficiency strategy is being developed and will be produced in Q1 2022. |

| Community and Corporate Plan Delivery Actions | On track / Concern / Completed | What have we achieved last quarter? |
|---|--------------------------------|--|
| 6.Working with Registered Providers (RPs) across Torbay, facilitate the availability of social and affordable accommodation to enable people to move on from temporary accommodation including 'next steps' accommodation. Estimated completion July 2021 | Concern | Regular strategic meetings with all the large Registered Providers with this matter an agenda item each occasion. Some keener than others to work with us, but specific progress with recent bids to government for Modular Units in Torquay, through latest funding stream. Solutions sought for schemes with planning permission but still not implemented, some RP development teams unresourced and struggling to deliver. |
| 7.Plan and deliver a programme of work to improve the standard of accommodation in the private rented sector through, empowering residents, enforcement and an area-based intervention program. Estimated completion June 2021 | On track | Development event - 13 January 22 as part of Turning the Tide on Poverty linking Housing and Health. Management Orders - Finalising contract with TDA over provision. Slow progress but only financial processes to be completed with finance colleagues of TBC and TDA and preparing for the first Management Order. Designed and delivered an e-form for Torbay community residents to raise any concerns about properties in the Melville area to support Management Orders. Field tested with community and is now fully active. Minimum Energy Efficiency Standards (MEES) - work underway to establish EPC status for all properties in the Melville area and to carry out any corrective measures. 6 month extension given. Recruitment issues overcome. Housing Advocacy service - CAB SLA in place and CAB have engaged with 100+ clients acting as an enabler to access LA services and/or self help options such as legal aid or formal complaint processes. Case studies produced and contract renewal agreed. |

| Code | Title | Polarity | Status | Prev Year End Total | Target | Quarter 4 2020/21 | Quarter 1 2021/22 | Quarter 2 2021/22 | Quarter 3 2021/22 | Quarter 4 2021/22 | Last period value |
|--|------------------------------------|-----------------------|--------|---------------------|-----------------------|-------------------|-------------------|-------------------|-------------------|-------------------|-------------------|
| Total numbers in temporary accommodation include clients housed under the COVID-19 Rough Sleepers Initiative (RSI). Details about these client's status are not recorded unless they have children and are housed under our statutory duty, in which case they would be counted within the statutory numbers and added to the figures for families. | | | | | | | | | | | |
| ASPI02 | Numbers in Temporary Accommodation | It's better to be low | TBC | 585 | Target in development | 105 | 109 | 90 | 100 | 127 | 127 |
| | - Of which are single persons | | | | | 63 | 65 | 53 | 62 | 75 | 75 |
| | - Of which are couples | | | | | 5 | 3 | 4 | 6 | 6 | 6 |
| | - Of which are families | | | | | 37 | 41 | 33 | 32 | 46 | 46 |

Children's PI data is derived from a live database that is continually updated. Previously reported numbers are subject to change.

| Code | Title | Polarity | Status | Prev Year End | Target | Apr-21 | May-21 | Jun-21 | Jul-21 | Aug-21 | Sep-21 | Oct-21 | Nov-21 | Dec-21 | Jan-22 | Feb-22 | Mar-22 | Year to date |
|------------|--|----------|-----------------|---------------|---|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------------|
| MPR 2.1.1 | Number of contacts relating to children received by Children's Services during the period | N/A | Monitoring only | 7956 | No benchmarking data available | 756 | 779 | 643 | 654 | 784 | 581 | 533 | 506 | 483 | 480 | 354 | 448 | 6872 |
| MPR 2.4a | Number of children referred to Targeted Help during the period | N/A | Monitoring only | 1476 | No benchmarking data available | 127 | 200 | 134 | 175 | 118 | 146 | 137 | 126 | 156 | 168 | 127 | 158 | 1772 |
| MPR 2.5.1 | Number of children referred to Children's Social Care during the period | N/A | Monitoring only | 2242 | See rate | 162 | 176 | 170 | 158 | 152 | 176 | 205 | 209 | 136 | 182 | 162 | 182 | 2036 |
| MPR 2.5.2 | Number of social care referrals per 10K of all CYP in Torbay (in-year results projected) | N/A | Monitoring only | 876 | For benchmarking: National 494, SN 651 | 763 | 829 | 801 | 744 | 697 | 838 | 965 | 984 | 640 | 857 | 763 | 857 | 799 |
| MPR 2.2.1a | Number of Initial Strategy Discussions held during the period because of concerns that a child may be at risk | N/A | Monitoring only | 1438 | No benchmarking data available | 105 | 111 | 98 | 66 | 45 | 79 | 98 | 107 | 80 | 108 | 123 | 115 | 1135 |
| MPR 2.2.2a | Number of Section 47 enquiries completed during the period following a decision at Initial Strategy Discussion that a child may be at risk | N/A | Monitoring only | 1015 | See rate | 72 | 65 | 81 | 49 | 28 | 48 | 74 | 76 | 54 | 78 | 93 | 97 | 753 |
| | Rate of S47 completed in period per 10K of all CYP in Torbay (in-year results projected) | N/A | Monitoring only | | Rate completed not published. National rate started 164, SN rate started 251. Torbay rate started 2020/21 383, YTD 275. | 339 | 306 | 381 | 231 | 132 | 226 | 348 | 358 | 254 | 367 | 437 | 457 | 295 |

| Code | Title | Polarity | Status | Prev Year End | Target | Apr-21 | May-21 | Jun-21 | Jul-21 | Aug-21 | Sep-21 | Oct-21 | Nov-21 | Dec-21 | Jan-22 | Feb-22 | Mar-22 | Year to date |
|----------|---|----------|-----------------|---------------|--------------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------------|
| MPR 4.1a | Number of Initial Child Protection Conferences held during the period following a decision that concerns are substantiated and a child may be at risk | N/A | Monitoring only | 332 | See rate | 31 | 11 | 9 | 11 | 6 | 3 | 17 | 12 | 19 | 31 | 25 | 23 | 199 |
| MPR 4.1b | Rate of Initial Child Protection Conferences in period per 10K of all CYP in Torbay (in-year results projected) | N/A | Monitoring only | 122 | For benchmarking: National 60, SN 87 | 146 | 42 | 52 | 56 | 28 | 14 | 80 | 57 | 89 | 146 | 118 | 108 | 78 |

Data below is from the Torbay and South Devon NHS Foundation Trust Social Care Performance Report. Month 12 data is considered draft until finalised with the completion of statutory returns

| Code | Title | Polarity | Status | Prev Year End | Monthly Target | Apr-21 | May-21 | Jun-21 | Jul-21 | Aug-21 | Sep-21 | Oct-21 | Nov-21 | Dec-21 | Jan-22 | Feb-22 | Mar-22 | Last period value |
|------------|--|------------------------|-------------------|---------------|----------------|--|--------|--------|--------|--------|--------|-------------------|--------|-------------------|--------|--------|--------|-------------------|
| ASC 1E | Percentage of adults with a learning disability in paid employment | It's better to be high | On target | 8.2% | 7.0% | 7.5% | 7.4% | 7.4% | 7.4% | 7.1% | 7.1% | 6.8% | 7.0% | 6.8% | 6.7% | 6.6% | 7.1% | 7.1% |
| ASC 2C p2x | Delayed transfers of care from hospital. Part 2 - attributable to social care | N/A | (monitoring only) | N/A | No target set | National return suspended due to COVID-19 - no data available. | | | | | | | | | | | | N/A |
| ASC 1Hx | Proportion of adults in contact with secondary mental health services who live independently, with or without support (commissioned outside ICO) Year to month | It's better to be high | On target | 78.7% | 60.0% | 79.1% | 77.8% | 78.4% | 70.3% | 70.0% | 69.9% | 69.9% (estimated) | 68.5% | 68.5% (estimated) | 63.3% | 57.8% | 62.9% | 62.9% |

Thriving People: We will have aspirations for all of our residents - Jo Williams and Nancy Meehan

Summary of progress: Focus continues to be on supporting vulnerable adults to live independently, supported by their community - accessing high quality statutory services when they need them. ASC is implementing an asset based model, with a focus on codesign and outcomes that mean something to the people of Torbay. However, Quarter three saw some delay on performance data due to COVID and Acute hospital pressures, which was the focus of all of our activity towards the end of this quarter.

PUBLIC HEALTH SERVICES: The revised corporate timescales for completion of the performance report means that public health services performance data will now operate a quarter in arrears predominantly. This is because the local authority is not the controller of the data and existing contractual arrangements (or predefined by national reporting timetables) means that data cannot be analysed and provided to us until later in the quarter. Quarter four has seen increasing pressures on services to maintain a stable front line workforce whilst COVID rates continue to increase - resulting in between 25-33% of the workforce in some cases being unable to work directly due to illness or caring responsibilities, whilst also maintaining the ongoing social distancing/cleaning regimes that have limited some services throughput of activity. These have been the predominant reasons why PH04 and PH07 have not achieved; the services have been unable to see the volumes of clients within the timeframe to permit these targets being met, however this has been exacerbated by data reporting inconsistencies by the service providers to the national system for PH07. We are working with our NHS providers to recover access to services and this is facilitated by changing infection control guidance that will remove some of the Covid restrictions that limited the numbers of people attending services. Where appropriate alternatives to face to face appointments will also help to improve activity.

In specific relation to PH09, 0-19 services are missing the target for New Birth Visits to be completed within 14 days, however children are still seen but within a window of 18 days to permit the service the 'breathing space' to see all children. The service uses a risk based approach so priority is given to children with most need. This also applies to PH12 and PH13, where the more risky children are prioritised for visits and completion of the mandatory checks where it is less risky. Families are predominantly still receiving a service, but outside of the strict timescale criteria.

This has placed additional pressures into services as they look to continue working with the most vulnerable but has meant that services have been unable to deliver the volume and timeliness criteria in a number of cases during Q4. Positively we are in most cases expecting a steady-state in delivery in Q4, but potentially a deterioration in performance as services are focussed on reaching those who most need it/are hardest to engage.

CHILDRENS: We continue to evidence improving performance across Children's Social Care. We continue to identify a higher number of children who require a statutory response to their needs, however this is reducing when compared with previous year to date figures and our response at an earlier stage via Early Help is increasing. This will be further enhanced as we continue to embed the Early Help Model and deliver early help through Family Hubs. Our rates of children who require a child protection intervention is reducing as we embed the restorative practice model. Our cared for numbers are safely reducing, however we continue to support the requirements of the National Transfer Scheme and presently have 10 Unaccompanied Asylum Seeking Children (UASC) which are incorporated into our Cared For YTD figures. For those young people who leave care we are seeing a reduction in those who move into employment, training or further education which is of concern, they are also negatively impacted on by sufficiency of move on accommodation in Torbay.

| Community and Corporate Plan Delivery Actions | On track / Concern / Completed | What have we achieved last quarter? |
|--|--------------------------------|--|
| 8. Building on the Torbay Community Helpline, implement a new "front door" to adult social care. <small>Estimated completion Summer 2022</small> | On track | Relationships and pathway well embedded, with telephony switch due summer 22. |
| 9. Deliver the vision for adult social care, including the development of a local outcome framework (in line with the anticipated, revised Adult Social Care Outcomes Framework). <small>Estimated completion April 2022</small> | concern | National work on outcomes is delayed, and local work cannot proceed without this. |
| 10. Build on our positive relationship with schools as we develop programmes to deliver out educational disadvantage strategy focussing on raising attainment whilst strengthening emotional and well-being support. <small>Estimated completion July 2024 - Revised time frame Jan 2024</small> | Concern | The recent SEND inspection identified that a high proportion of our children with Send are often excluded. As part of our response we have had to complete a Written Statement of Action (WSOA) to identify how as local area leaders we will ensure we embed a collaborative approach. Mental health support in schools along with a number of other mental health support such as KOOTH and Young Minds are able to be accessed to support with emotional well being. |
| 11. Deliver aspirational and efficient services for children and young people with special educational needs and disabilities (SEND). <small>Estimated completion July 2022 - Revised time frame Jan 2024</small> | Concern | Following the LGA SEND peer review that identified a number of positives but also some significant weaknesses in the delivery of services to our children with SEND actions were being taken to address the challenges. However, in November, Torbay was subject to a Local Area Inspection of SEND undertaken jointly by CQC and Ofsted as part of the regulatory inspection regime. The outcome of this is that as a local area, responses to children, young people families and carers had significant weakness and areas of concern. Over the last quarter we have concentrated on working alongside 2 interim strategic leads, SEND family Voice Torbay, health, education and VCS to complete the WSOA in order that this could be submitted for approval to Ofsted. Alongside this we have actively sought views from the wider community via a survey and are in the process of analysing the outcome of the responses. |

| Community and Corporate Plan Delivery Actions | On track / Concern / Completed | What have we achieved last quarter? |
|--|--------------------------------|---|
| <p>12. In collaboration, finalise and progress the Torbay Mental Health and Suicide Prevention Alliance Action plan with work-streams including:</p> <ul style="list-style-type: none"> • developing community and voluntary sector mental health network/s • supporting implementation of the community mental health framework • improving access to information for the public and professionals to support mental resilience to the effects of pandemic • suicide surveillance, implementation of NHS England (NHSE) funded initiatives (research, community funding pot) <p><i>Estimated completion April 2022</i></p> | On track | <p>NHSE Suicide prevention community pot launched and awards made to the following organisations: Turning Heads, Men Against Sexual Abuse, Sailing Tectona, Sound Communities CIC.</p> <p>Agreement to lead an adults mental health needs assessment from a system/gaps perspective.</p> <p>Self-harm qualitative research procured and awarded to Make Space CIC (academics with lived experience) who will co-design research with the Suicide Prevention Action Plan T&F group.</p> <p>Real Time Suicide Surveillance system functioning well and now part of the national pilot.</p> <p>Torbay Wellbeing Engagement Project (shaped by the alliance) to be evaluated by Plymouth University in collaboration with PenARC to feed into the enhanced social prescribing evidence base. Torbay selected as a case study area for the national evaluation.</p> <p>Devon wide Project Coordinator to progress NHSE funded suicide prevention initiatives not yet in post due to strained HR capacity in Plymouth. Recruitment in Torbay or Devon being scoped as alternative option.</p> |
| <p>13. Agree recommendations from the Torbay On The Move appreciative inquiry.</p> <p><i>Estimated completion March 2022 - Revised time frame May 22</i></p> | On track | <p>1:1 interviews and small focus groups delivered in Jan 2022. Initial findings paper written and shared with 2 check and challenge webinars. Findings/Recommendations/Initial Actions paper written and being submitted to SLT in April ready for Cabinet approval in May 22.</p> |

| Code | Title | Polarity | Status | Prev Year End | Target | Quarter 4 2020/21 | Quarter 1 2021/22 | Quarter 2 2021/22 | Quarter 3 2021/22 | Quarter 4 2021/22 | Last period value |
|------|--|------------------------|-------------------|---------------|--------|-------------------|-------------------|-------------------|-------------------|-------------------|-------------------|
| | Number of smoking quitters | It's better to be high | Well above target | 294 | 200 PA | 294 | 117 | 236 | 316 | | |
| PH02 | At least 50% of people in weight management programmes lose 3% of their weight | It's better to be high | Well above target | 57% | 50% | 57% | 55% | 59% | 58% | | |
| PH03 | At least 30% of people in weight management programmes lose 5% of their weight | It's better to be high | Well above target | 35% | 30% | 35% | 48% | 47% | 47% | | |
| PH04 | No of Sexual health STI treatment interventions (genitourinary medicine (GUM)) | It's better to be high | Well below target | 2,430 | 4305 | 2430 | 631 | 1,300 | 2004 | | |
| PH05 | No of Sexual health STI treatment follow ups (genitourinary medicine (GUM)) | It's better to be low | Well below target | 614 | 1,917 | 614 | 214 | 457 | 745 | | |
| PH06 | No of Sexual Health (Contraceptive) interventions | It's better to be high | Well above target | 4,206 | 4,414 | 4206 | 1,266 | 2,585 | 3,769 | | |

| Code | Title | Polarity | Status | Prev Year End | Target | Quarter 4 2020/21 | Quarter 1 2021/22 | Quarter 2 2021/22 | Quarter 3 2021/22 | Quarter 4 2021/22 | Last period value |
|------|--|------------------------|-------------------|---------------|--------|-------------------|-------------------|-------------------|-------------------|-------------------|-------------------|
| PH07 | Successful completion from opiate drug treatment (Rolling 12 month period) | It's better to be high | Well below target | 3.7% | 6.4% | 3.7% | 4.3% | 5.2% | 5.4% | | |
| PH08 | Successful completions from alcohol treatment (rolling 12 month period) | It's better to be high | On target | 51.2% | 45.3% | 51.2% | 51.6% | 52.2% | 46.9% | | |
| PH09 | % of births that receive a face to face New Birth Visit (NBV) within 14 days by 0-19 service | It's better to be high | Well below target | 89% | 95% | 89% | 84% | 76% | 82% | | |
| PH10 | % of children that receive a face to face 6-8 week Review by 0-19 service | It's better to be high | On target | 92% | 95% | 92% | 90% | 91% | 94% | | |
| PH11 | % of children that receive a face to face 12 week Review by 0-19 service | It's better to be high | Above target | 85% | 90% | 85% | 91% | 87% | 97% | | |
| PH12 | % of children that receive a face to face 1 year Review by 0-19 service | It's better to be high | Well below target | 86% | 95% | 86% | 85% | 78% | 76% | | |
| PH13 | % of children that receive a face to face 2-2.5 year Review by 0-19 service | It's better to be high | Well below target | 66% | 95% | 66% | 74% | 75% | 75% | | |

Thriving People: We will build safer communities - Tara Harris

Summary of progress:

In Q4 we have reviewed the Community Safety Partnership (CSP) including its focus and governance structure to ensure effective delivery. This is accompanied by a piece of work looking at multiple and complex needs to establish a shared understanding and therefore joint approach across partners. This work therefore also complements the Multiple Complex Needs (MCN) Alliance workstream.

The seconded Project Manager for Trauma Informed Approaches post has been extended in recognition of the importance of this area of work and the need to continue to develop and embed this approach across the system. This includes working with the Learning Academy to build the links between trauma informed approaches and restorative practice.

Funding has been provided to the Community and Voluntary Sector to engage young people in positive activities and divert them from ASB. This work has been focused on hotspot areas in Torquay and Paignton.

Work has been undertaken in collaboration with the Vulnerable Pupils Team in Children's Services to commission the Mockingbird Project in schools. The project uses original theatre to highlight the dynamic of power and control to enable students to connect with the issues on a personal and emotional level, helping them to 'experience' the subject matter and develop a deeper understanding and insight into the complex issues of domestic abuse. Staff across the mainstream secondary schools have attended staff sessions and pupil sessions will launch in May 2022.

Funding has been provided by the OPCC in order to prepare for the Serious Violence Duty that will come into force in late 2022. As part of this, funding has been provided to deliver projects that address the drivers of serious violence including domestic abuse. Development is underway for delivery of projects to commence in the second half of 2022.

The delivery of the first Restore Relationships programme (part of the CRAFT Framework - a relational and interagency approach to preventing domestic abuse) commenced in January and is ongoing. Funded through OPCC grant monies, practitioners within the early help system have been trained to facilitate this 12 session course which works with men who are or at risk of perpetrating domestic violence. Planning is underway for the delivery of further programmes. Two Bystander training programmes have also been delivered in the period, funded through the same OPCC grant and attended by members, and community representatives. Bystander raises awareness of the context of domestic abuse in the community and what safe and appropriate activity individuals can undertake to intervene - for example distraction through conversation with the victim, challenging the language and "banter" of peers. The procurement of the Multiple Complex Needs Alliance - comprising the homeless hostel, domestic abuse service and the adult substance misuse service, has been completed and the contract award decision is in the governance process currently. It is anticipated that the mobilisation of this contract will be of significant focus for the next year.

| Community and Corporate Plan Delivery Actions | On track / Concern / Completed | What have we achieved last quarter? |
|---|--------------------------------|--|
| <p>14. Seek funding for Safer Towns Initiative to improve perception and safety in Torquay town centre and surrounding area. Estimated completion May 2022 - with bid delivery period up until Sep 2023</p> | On track | <p>Safer Streets Fund Round 4 is now open and Officers have begun working with OPCC and Police to draft an outline bid for submission in May 2022. £500k available for first 12 months then additional £250k for further 6 months in 2023. Agreement made that our bid will focus on the geography of Torquay Town Centre. Crime related data currently being collated by Police and an Environmental Visual Audit is being undertaken (necessary part of bid) as well as a public consultation on feelings of safety within Torquay Town Centre that will also inform the Community Safety Partnership development work. Outline of bid to be shared with Seniors prior to submission. Specifics as not yet developed but will include additional CCTV in Town Centre and some Night Time Economy work around Violence Against Women and Girls (VAWG). OPCC have confirmed that our bid will be their primary application receiving support, which is an important step in the likelihood of being allocated the funds.</p> |
| <p>15. Deliver the new integrated Domestic Abuse and Sexual Violence (DASV) Strategy. Estimated completion April 2022 - Time frame to be reviewed following DASVEG May 2022 and decision on single or combined strategy.</p> | On track | <p>The finalised Domestic Abuse Strategic review has been delayed due to sickness however is expected to report to the Domestic Abuse and Sexual Violence Executive Group (DASVEG) in May. Timescale for production of the new Strategy is contingent on the DASVEG's decision regarding having separate DV and SV strategies or a model that incorporates both.</p> |
| <p>17. Reposition our night-time economy through the implementation of the Evening and Night Time Economy Strategy. Estimated completion April 2022</p> | On track | <p>Conversations with the sector will now commence in quarter 1 2022. This work has been postponed due to the pressure on the trade and stability of the market.</p> |
| <p>18. Work with the community and voluntary sector to assess the capacity, role and future of our community centres. Estimated completion January 2022</p> | Concern | <p>Work is progressing well, a works schedule is being agreed with the centres. As the project is ongoing, a new completion date will need to be agreed.</p> |
| <p>During 2021/22 two projects have been completed from this section and are no longer shown on this report.</p> | | |

| Code | Title | Polarity | Status | Prev Year End (total) | Quarter Target | Quarter 4 2020/21 | Quarter 1 2021/22 | Quarter 2 2021/22 | Quarter 3 2021/22 | Quarter 4 2021/22 | Last period value |
|------|---|----------|-------------------|-----------------------|----------------|-------------------|-------------------|-------------------|-------------------|-------------------|-------------------|
| 1a | Torbay Domestic Abuse Service (TDAS) - New placements in the service - Adults | N/A | (monitoring only) | 1,310 | No target set | 393 | 253 | 222 | 194 | 202 | 202 |
| 2a | Torbay Domestic Abuse Service - New placements in the service - Number of Children of clients | N/A | (monitoring only) | 761 | No target set | 196 | 237 | 137 | 169 | 181 | 181 |
| 3a | Torbay Domestic Abuse Service - New placements in the service - 1c) Number of standard risk cases out of above (all others are either medium or high risk as determined by a DA risk assessment tool) | N/A | (monitoring only) | 44 | No target set | 25 | 13 | 13 | 16 | 13 | 13 |

Additional safe accommodation units for use as temporary accommodation in place bringing total number of domestic abuse accommodation units to 21. The service has experienced delays in bringing all the properties on line due to supply chain issues and challenges in delivery of white goods for the new properties, which are fully furnished. Two new staff in place to work with clients in the new safe accommodation units. A monthly Safe Accommodation Panel has been established that is attended by Housing Options and TDAS staff to review new referrals and upcoming voids, monitor progress of existing clients and unblock any identified obstacles to moving on. Referrals to the main service increased in January and February before returning to more normal levels although these remain above pre-Covid levels. The service continues to experience issues with staff sickness absence and turnover, and challenges in recruitment. These issues are apparent across the sector. The Govt has confirmed that £310K will be granted to us in New Burdens monies for the next financial year to support the delivery of the safe accommodation duty.

| Code | Title | Polarity | Status | Prev Year End | Monthly Target | Apr-21 | May-21 | Jun-21 | Jul-21 | Aug-21 | Sep-21 | Oct-21 | Nov-21 | Dec-21 | Jan-22 | Feb-22 | Mar-22 | Last period value |
|----------|--|----------|-------------------|---------------|--------------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------------------|
| ASCP100x | Number of adults safeguarding referrals (Section 42 Enquiries) Year to month | N/A | (monitoring only) | 298 | No target set | 44 | 71 | 86 | 107 | 118 | 134 | 165 | 196 | 211 | 239 | 257 | 274 | 274 |
| MPR 1.3 | Number of children subject to a Child Protection Plan at the end of the period | N/A | Monitoring only | 226 | See rate | 237 | 226 | 215 | 179 | 163 | 148 | 147 | 136 | 139 | 149 | 167 | 154 | 154 |
| MPR 1.7 | Rate of children subject to child protection plans at end of period | N/A | Monitoring only | 70 | For benchmarking: National 41, SN 60 | 93 | 88 | 84 | 70 | 64 | 59 | 58 | 53 | 55 | 58 | 66 | 60 | 60 |
| MPR 1.4 | Number of Cared for Children (children looked after) at the end of the period | N/A | Monitoring only | 320 | See rate | 315 | 302 | 307 | 303 | 306 | 306 | 298 | 296 | 295 | 298 | 299 | 300 | 300 |
| MPR 1.8 | Rate of cared for children at end of period | N/A | Monitoring only | 119 | For benchmarking: National 67, SN 98 | 123 | 118 | 120 | 119 | 120 | 120 | 117 | 116 | 116 | 117 | 117 | 118 | 118 |

| Code | Title | Polarity | Status | Prev Year End | Monthly Target | Apr-21 | May-21 | Jun-21 | Jul-21 | Aug-21 | Sep-21 | Oct-21 | Nov-21 | Dec-21 | Jan-22 | Feb-22 | Mar-22 | Year to date |
|------------|---|----------|-----------------|---------------|--------------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------------|
| MPR 5.3.1 | Number of children becoming Cared for Children during the period (Year to date) | N/A | Monitoring only | 73 | See rate | 6 | 8 | 6 | 7 | 5 | 9 | 3 | 4 | 9 | 7 | 11 | 10 | 87 |
| MPR 5.3.1b | Rate of children becoming cared for children in period per 10K of all CYP in Torbay (in-year results projected) (Year to date) | N/A | Monitoring only | 30 | For benchmarking: National 24, SN 32 | 42 | 0 | 0 | 32 | 32 | 32 | 14 | 19 | 42 | 33 | 52 | 47 | 34 |
| MPR 5.3.2 | Number of children ceasing to be Cared for Children during the period | N/A | Monitoring only | 111 | See rate | 13 | 23 | 1 | 11 | 7 | 4 | 12 | 7 | 9 | 7 | 8 | 7 | 111 |
| MPR 5.3.2c | Rate of children ceasing to be cared for children in period per 10K of all CYP in Torbay (in-year results projected) (Year to date) | N/A | Monitoring only | 42 | For benchmarking: National , SN | 61 | 108 | 5 | 52 | 33 | 33 | 38 | 33 | 42 | 33 | 38 | 33 | 44 |

A Thriving Economy: We will create an environment in which businesses and jobs can grow - Alan Denby

Summary of progress: The January - March economy highlight report prepared by TDA also reports on the ending of the Welcome Back Fund which the Council used to support a range of activities to encourage people to the town centres and waterfronts in the early stages of the release of covid restrictions. The activities included cleansing, repairs, signage, events and marketing.

The draft Destination Management Plan has been submitted for approval ahead of consultation over the summer. The Plan will support the administration's ambition for Torbay to be the premier resort building on strengths including the geopark.

The draft Economic Strategy has been developed and also seeking approval to take to public consultation over the summer. Given the recent announcement in respect of UK Shared Prosperity Funding (UKSPF) the action plan of the draft strategy is proposed to be used as the basis for the UKSPF investment plan.

Cockington Court is currently at 79% occupancy, TDA are seeking new tenants and are being encouraged to link the Court to other cultural programme in Torbay. The void space is mostly in the Court house and reflects the changing nature of demand for office space in Torbay. EPIC is at 75% occupancy with the businesses growing well with over 100 jobs now supported through the centre. Working with tenants issues around grow on space are being identified and will form part of the sector development work. There may be an opportunity for EPIC, Hi Tech Cluster with the Place Board to pitch this element at a London event possibly in partnership with Anthony Mangnall who chairs the APPG on Photonics.

The Place Board has now established the champions programme with the first meeting in March, a second event to follow in June. There is an emerging work programme around this to ensure that internal and external colleagues are clear on the role of the champions and the purpose of the Place Board. The Place Board will be developing the areas it will focus on over the next quarter.

36 individuals have been supported to start up their own business with 3 businesses having been established in the period.

The Ready for Work programme has supported 11 people into work, 5 into training and 2 into voluntary work. Project 28 notes progress in respect of Build Torbay.

Paignton Picture House bid through the Cultural Development Fund has won a significant £3M bid and together with investment at Torre Abbey represents a positive outcome for these heritage assets with indications that the National Lottery Heritage Fund recognises the work the Council is leading in respect of heritage providing a platform for future bids.

Work continues on Harbour View following Midas' administration and the next quarter will see an updated programme and budget confirmed.

| Community and Corporate Plan Delivery Actions | On track / Concern / Completed | What have we achieved last quarter? |
|--|--------------------------------|--|
| 26. Achieve 75% occupation at EPIC. Estimated completion March 2022 | Completed | EPIC is now at 75% occupancy with leads from Photonics West being followed up including an Indian opto electronics businesses which has visited the centre and is exploring a soft landing bid to the HotSW LEP. With the High Tech Cluster EPIC will host an innovation conference on 5th May and in October host an international event on photonics packaging. |
| 27. Identify the opportunities for the regeneration of Brixham Town Centre. Estimated completion December 2021 | Concern | Following further engagement with Brixham Town Council, Brixham Chamber and others on the potential options, a report is being prepared for SLT and Members detailing the findings so next steps can be discussed and agreed. This will set out potential options for the site which will include the need for more car parking. |
| 28. As part of the Economic Repositioning Plan, implement Build Torbay which will raise awareness of opportunities in the construction sector locally and increase the supply of, and skill levels, of local people into the sector. Estimated completion September 2021 | On track | Further stakeholder engagement with contractors and training providers has resulted in five partners and ten ambassadors becoming part of the project. An assessment of regional and local skills need and labour force requirements has highlighted that there is a significant opportunity to use construction to raise economic prosperity in the area. Development of the routes in to the sector are being refined with training work anticipated to get underway in the coming quarter. Support also delivered for ex Midas employees in partnership with Plymouth and Exeter. |
| 29. Commence work on the redevelopment of 12-14 The Strand (former Debenhams building). Estimated completion March 2022 - Revised estimated completion October 2022 | On track | Received design feedback from Historic England and also attended and presented the proposals to a design review panel. Met with and briefed the Ward Councillors on progress and presented designs. Engagement strategy has been prepared and is due to commence at the end of April with a planning submission following shortly after. |
| 30. Undertake the harbour public realm improvements as part of Torquay Town Deal. Estimated completion November 2022 | Concern | An initial tender process has been held but has not brought forward a compliant tender. The lack of compliant responses from the market on this tender is highlighting growing challenges in the contractor market place which could delay delivery. Alternative options are being considered and will be taken to the Town Deal and Future High Street steering group in May. |

| Community and Corporate Plan Delivery Actions | On track / Concern / Completed | What have we achieved last quarter? |
|--|--------------------------------|---|
| 31.Continue with design work on Edginswell Station project as part of Torquay Town Deal. Estimated completion March 2023 with estimated station operational date: May 2024 | On track | Contracts have been agreed with Network Rail who are now coordinating the detailed design for the station. The works recommenced in March following a delay of circa 10 weeks whilst VAT leakage concerns were reviewed. |
| 32.Agree the potential programme of works for the restoration of the Pavilion, Torquay. Estimated completion June 2022 | Concern | A project meeting was held on 28th February 2022. The initial tendering process was complete but due to high cost return, a second tendering process has now commenced to seek a single main contractor for both Phase 1 and 2 of the scheme. The next meeting is scheduled to be held on 27th April 2022. A programme of works for Phase 1 and for Phase 2 (the full restoration) of the Pavilion should be agreed in June 2022 and the completion date for this action should be amended accordingly. |

During 2021/22 one project has been completed from this section and is no longer shown on this report.

| Code | Title | Polarity | Status | Prev Year End | Quarter Target | Quarter 4 2020/21 | Quarter 1 2021/22 | Quarter 2 2021/22 | Quarter 3 2021/22 | Quarter 4 2021/22 | Last period value |
|--------|---|------------------------|-----------|---------------|----------------|-------------------|-------------------|-------------------|-------------------|-------------------|-------------------|
| PTPI02 | Gross rateable value of Business Rates (NNDR) (snapshot at quarter end) | It's better to be high | On target | £94,451,199 | £95,220,287 | £94,451,199 | £94,577,945 | £94,816,095 | £95,478,390 | £95,181,645 | £95,181,645 |

| Code | Title | Polarity | Status | Prev Year End | Great Britain / Month Target | Apr-21 | May-21 | Jun-21 | Jul-21 | Aug-21 | Sep-21 | Oct-21 | Nov-21 | Dec-21 | Jan-22 | Feb-22 | Mar-22 | Last period value |
|--------|-------------------------------------|-----------------------|-----------|---------------|------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------------------|
| TEPI03 | Out of Work Benefits Claimant Count | It's better to be low | On target | 7.1% | 5.0% | 7.1% | 6.3% | 5.7% | 5.4% | 5.0% | 4.6% | 4.5% | 4.3% | 4.1% | 4.2% | 4.2% | 4.1% | 4.1% |
| | | | | | | 5,455 | 4,870 | 4,315 | 4,135 | 3,825 | 3,525 | 3,395 | 3,305 | 3,160 | 3,210 | 3,220 | 3,165 | 4.1% |

| Code | Title | Polarity | Status | Prev Year End | Great Britain Value | 2020 | | | | | | | | | | | Last period value |
|--------|---|-----------------------|-------------------|---------------|---------------------|-------|--|--|--|--|--|--|--|--|--|--|-------------------|
| TEPI07 | Percentage of workless households in Torbay | It's better to be low | Well above target | 16.3% | 13.6% | 18.7% | | | | | | | | | | | 18.7% |

| Code | Title | Polarity | Status | Prev Year End | Great Britain Value | 2021 | | | | | | | | | | | Last period value |
|--------|---|------------------------|-------------------|---------------|---------------------|---------|--|--|--|--|--|--|--|--|--|--|-------------------|
| PTPI05 | Earnings by Torbay Residence (Gross weekly pay - Full time workers) | It's better to be high | Well below target | £466.90 | £613.10 | £541.00 | | | | | | | | | | | £541.00 |
| PTPI06 | Earnings by Torbay Workplace (Gross weekly pay - Full time workers) | It's better to be high | Well below target | £478.50 | £612.80 | £528.70 | | | | | | | | | | | £528.70 |

| Code | Title | Polarity | Status | Prev Year End | Great Britain Value | Jan 2020 - Dec 2020 | Apr 2020 - Mar 2021 | Jul 2020 - Jun 2021 | Oct 2020 - Sep 2021 | Jan 2021 - Dec 2021 | Last period value |
|--------|--|------------------------|-----------|---------------|---------------------|---------------------|---------------------|---------------------|---------------------|---------------------|-------------------|
| TEPI08 | Percentage of people in Torbay who are economically active (aged 16 to 64) | It's better to be high | On target | 77.8% | 78.4% | 76.1% | 77.8% | 78.8% | 78.9% | 76.7% | 76.7% |
| TEPI09 | Percentage of people in Torbay in employment (aged 16 to 64) | It's better to be high | On target | 74.7% | 74.8% | 72.1% | 74.7% | 77.0% | 76.7% | 75.1% | 75.1% |

A Thriving Economy: We will become the premier tourist resort in the UK - Kevin Mowat

Summary of progress: Significant investment has been delivered at seafront locations including Town Deal funding for Princess Gardens and new programmable LED illuminations on Eastern Esplanade, Paignton and along the shoreline between the Pavillion and Corbyn Head, Torquay.

6 Blue Flags were secured for the English Riviera and £150,000 of one-off funding has been used to improve beach related infrastructure. New and refurbished public toilets are now available at Redcliffe and Preston bus shelter. Support was provided to the English Riviera BID to help them secure a successful re-ballot which will enable a further 5 years of destination marketing for the Bay. A review of the Destination Management Plan has begun and will be developed over the winter, the DMP will support the Council in articulating what the premier resort ambition is and how it will be delivered.

Torbay continues to actively lead the advocacy for the visitor economy with Heart of the SW and Great SW partners working with Local Enterprise Partnerships, Visit England and the Department for Digital, Culture Media and Sport on issues including the recent review of destination management organisations. The Council approved an additional £500,000 off one off funding to support investment in the premier resort 22/23. Work has continued with partners to develop plans for key events in 2022 and these include the Torbay Airshow and the Queen's Platinum Jubilee celebrations.

| Community and Corporate Plan Delivery Actions | On track / Concern / Completed | What have we achieved last quarter? |
|--|--------------------------------|---|
| 33.Update the English Riviera UNESCO Global Geopark Management Plan. Estimated completion March 2022 | Concern | This has slipped to Q1 of 2022/23. Positively, the draft Destination Management Plan makes clear the strength of opportunity that exists in respect of the Geopark designation and priorities around development and submission of an NLHF grant bid, reviewing options for web presence and working to raise visibility with Torbay Together partners is underway. This is reported as a concern only in respect of the timescale having slipped but the programme for the review has been developed with the Chair of the geopark with a particular focus on alignment to the draft destination management plan and Torbay Story. |
| 36.Review event space investment options at Paignton Green and Torre Abbey Meadows. Estimated completion December 2021 - Revised estimated completion August 2022 | Concern | Swisco grounds maintenance team has been commissioned to undertake a feasibility study of the drainage and usability of Torre Abbey Meadows as an events space (July 2021). This is progressing but there has been a slight delay due to the liaison with Heritage England owing to the heritage that lies beneath the meadows, and their staff/priorities. Waiting for a revised timescales (Q4). Also, a new water stand has been added at Paignton Green North Green, opposite the existing resource which will be beneficial to event organisers (Q4). The current additional works to secure Paignton Green will also help with the event space usage - making entry points more robust etc. Positive discussions have taken place with Swisco regarding the aeration of the spaces to reduce water pooling. |
| 39.Develop and implement a Changing Places policy in order to promote, create and maintain changing places toilets. Estimated completion December 2021 | On track | Indicative funding has been awarded and a project board is now being formed via governance processes to agree the sites and detailed proposals. |
| 40.Agree and commence delivery of the Heritage Strategy Action Plan. Estimated completion September 2021 - Revised this is ongoing with various deadlines for actions. | On track | Heritage Strategic action Plan being delivered against actions (Q4). This is on-going with various actions and deadlines. |
| 41.Develop an emerging strategy for the future of Oldway Mansion and apply for grant funding. Estimated completion October 2021 | Concern | The Heritage Lottery Resilience Funding application decision was received in January 2022 and the application was successful. A Working Party meeting was held on 14th February 2022. Volunteer work is ongoing. Reactive maintenance is also being undertaken. The recruitment of a Project Director role will shortly be starting for an appointment to be made in May/June 2022. |
| 42.Develop an emerging strategy for the future of the Parkfield estate in Paignton. Estimated completion October 2021 | On track | Ongoing engagement with stakeholders has been undertaken throughout Q4 21/22. Project governance and a detailed project plan are in place, with the plan being implemented as far as possible. The strategy has been developed, taking the form of an outcomes-based "framework" for disposal. This is going to Cabinet for approval on 19th April 2022. Intended timeline for disposal is Q4 22/23, however this is dependent on a timely Cabinet decision and may be delayed if the Asset of Community Value process is triggered. |
| 44.Acquire Crossways Shopping Centre in Paignton to facilitate the regeneration of the area. Estimated completion October 2021 - Revised estimated completion Spring 2022 | On track | The Council will take possession of the shopping centre in early May. Further work completed on agreeing compensation with those impacted. Demolition specification is being worked on including a range of surveys booked to commence as soon as the Council has possession. |
| 45.Commence delivery of projects as part of the Getting Building fund (Lymington Road and enabling works at Edginswell). Estimated completion March 2022 - Revised estimated start on site date early May 22 | On track | That has been a delay to the project commencing and finalising the build costs with the appointed contractor. On some key work packages sub contractors are not able to commit to a price when inflation is so high on a number of key materials. Working hard to find a solution to this. |

During 2021/22 five projects have been completed from this section and no longer show on this report.

Tackling Climate Change

Tackling Climate Change: We will become a carbon neutral council and work with others to create a carbon neutral community - David Edmonson

Summary of progress: Work continues to deliver our Initial Carbon Neutral Torbay Action Plan (2021-22). The TDA continue to develop 2 solar farms, however, there has been some delays securing planning permission. The Council have completed public consultation and design work for Marina Drive. This work will commence in May 2022.

2 tree planting sessions with our Tree Wardens have been carried out. Resource Futures delivered workshops at four primary schools in Torbay.

The recycling support co-ordinators have attended a number of events and spent some time in the libraries engaging with residents, events include, South Devon College Go Green week, WI talk, and a youth group. The recycling support co-ordinators have continued their work on rounds to increase participation in recycling and food waste, this has been restricted during Q4 due to the collection delays that have been experienced by the shortage of drivers. Recycling performance has improved compared to 2020/21, however it has not fully recovered to pre-COVID levels.

The results of the Government's three consultations has again been delayed further with only the response to Extended Producer Responsibility being published at the end of March. DEFRA have not provided any indication when the other two consultation responses, Consistency in Household and Business Collections and Deposit Return Scheme, will be released.

Work continues to support homes to install energy efficiency measures and reduce fuel poverty, including Heat Devon which has an estimated pipeline of projects in Torbay homes totalling £3m. However, this scheme ended on 31 March 2022. Major works have been completed to decarbonise Torbay Leisure Centre and deliver £1.8m of energy efficiency and renewable energy measures. Procurement for the electric vehicle charging points in 12 car parks in Torbay and wider Devon has commenced.

Our Carbon Neutral (CN) Council Action Plan and Environment and CN Policy were approved by Cabinet on 22 March 2022. £1m has been approved to support delivery of projects within the Action Plan. 7 heat decarbonisation plans have been completed for 7 primary schools.

| Community and Corporate Plan Delivery Actions | On track / Concern / Completed | What have we achieved last quarter? |
|---|---|--|
| 55. Obtain planning permission for the development of two solar farms in Torbay. Estimated completion October 2021 - Nightingale Park being considered by planning committee in May 2022 | OnTrack (Nightingale) Concern (Brokenbury) | Nightingale was due to go to planning committee in April but would have been a single item committee and therefore was requested this be deferred until May committee. Brokenbury was presented to planning committee in January where the committee deferred the decision. In late March a decision has been made to alter the location of the solar array and revise the planning application to achieve this. Further surveys and designs have been commissioned to support the revised application. |
| 56. Finalise and adopt Local Cycling and Walking Infrastructure Plan (LCWIP) alongside the Local Transport Action Plan and commence delivery of at least £120,000 of walking and cycling/E bike projects. Estimated completion April 2026 | On track | Consultation on Hollicombe and Marine Drive completed. Detailed design progressing on Marine Drive. Expected implementation in May 2022. Hollicombe section more challenging and noted the need to align with design between Torquay Pavilion and Wheatridge Lane. Outline design of options for that route progressing. Consultation expected on those options in next quarter. |
| 57. Working with the Environment Agency, communities and businesses, identify a solution to reduce the number of properties at risk from flooding along Paignton and Preston sea fronts. Estimated completion March 2023 | On track | Results of the recent consultation are now being reviewed. A further detailed consultation is planned for the end of May 2022. |
| 58. Deliver effective tree planting schemes as part of a new three-year funded i-tree 2 initiative, including community participation and the launch of a supportive Tree Warden scheme. Estimated completion March 2022 | On track | i-Tree 2 ecosystem services report completed - press statement due for release May 2022. Strategic tree planting report due August 2022. Tree Wardens scheme completed and up and running with average 70 tree wardens working throughout Torbay. |

| Community and Corporate Plan Delivery Actions | On track / Concern / Completed | What have we achieved last quarter? |
|--|--------------------------------|--|
| <p>59.Help residents to recycle more of their waste, focussing initially on their food waste and then through the introduction of a new charged-for garden waste collection service. <small>Estimated completion March 2022</small></p> | Concern | <p>A recycling action plan review meeting was held in March. Officers in SWISCo and the Council understand the concern over the slow progress in achieving the targets that have been set. The meeting provided context to the operational challenges around recycling and suggested options to help improve the situation including reintroduction of remote green waste collections, from May, ahead of the national position being confirmed with respect to charging. SWISCo will also introduce a new paper bag trial and a campaign to improve awareness of how best to fill the recycling containers to make the collection process as efficient as possible and raise awareness of the whole process with residents.</p> |
| <p>60.Continue to deliver energy saving advice to homes in fuel poverty and establish an advice portal to help residents across Torbay to make energy efficient changes to their homes. <small>Estimated completion March 2022</small></p> | On track | <p>Exeter Community Energy continue to offer support to homes in fuel poverty. 43 new customers were supported this quarter. Heat Devon continues to offer energy efficiency grants in Torbay. It is estimated that £3 million worth of measures are in the pipeline to be delivered in Torbay Homes by 31 March 2022. The scheme closes on 31 March 2022. A new £9.6m scheme will launch in Spring 2022 funded by Sustainable Warmth fund and lead by Devon County Council. This is likely to support 29 properties across Devon. Pop up events are also being planned in Torbay to help residents save money on their energy bills.</p> |
| <p>61.Install £1.8m of energy and carbon saving measures at Torbay Leisure Centre. <small>Estimated completion May 2022</small></p> | On track | <p>All major works have been completed. A small extension request to the funders SALIX has been approved. All works will be complete by the end of May.</p> |
| <p>62.Bring electric vehicle charging points to selected car parks in Torbay and develop a plan for longer term implementation. <small>Estimated completion December 2022</small></p> | On track | <p>No change to expected installation from Spring 2022 under revised plan. Detailed programme to be confirmed and subject to supply chain and Distribution Network Operator availability for connection. Procurement exercise undertaken.</p> |
| <p>63.Commence delivery of the new Carbon Neutral Council Programme, including finalising a new Carbon Neutral Council Policy and Action Plan. <small>Estimated completion April 2022</small></p> | Completed | <p>Cabinet approved on 22 March the new Environment and Carbon Neutral (CN) Policy and CN Council Action Plan. A range of principles and actions are highlighted in the documents. Work has already started. Highlights include completion of 7 heat decarbonisation plans on 7 primary schools and the Green Fleet review continues to explore how to decarbonise the Council and SWISCo fleets. Delivery of the Action Plan will now commence. £1m to support delivery of the Action Plan has been allocated in the 2022/23 budget.</p> |
| <p>64.Co-design with our communities and partners (across the public, private, community and voluntary sectors) a new Carbon Neutral Torbay Action Plan. <small>Estimated completion April 2023</small></p> | Concern | <p>The Torbay Climate Partnership agreed to oversee the development of the CN Torbay Action Plan in 2022. 6 Climate Conversations are in the process of being planned to aid the co-design of the Action Plan. To raise awareness of climate change in Torbay the Council and Geopark commissioned Tonic Creatives to hold on 26 March 2022 Torbay Earth Hour. It was a huge success and an estimated 600 people attending the event. The event was held at 8:30pm along with international events all over the world. We have completed 7 heat decarbonisation plans for 7 primary schools. Work continues on the Green Fleet Review.</p> |
| <p>65.Develop a new Open Spaces Strategy to ensure there is a clear approach to how we manage our open spaces. <small>Estimated completion March 2022</small></p> | Concern | |
| <p>66.Issue a guidance document setting out how policies in the Local Plan relate to climate change and how they should be complied with. <small>Estimated completion April 2022 - Revised timeframe June 2022</small></p> | Concern | <p>Capacity issues have meant that this work has commenced but is still not complete. A draft guide for DM officers will be complete by June 2022.</p> |
| <p>67.Set up an Enhanced Partnership between the Council and local bus operators alongside a Bus Services Improvement Plan. <small>Estimated completion Winter 2021/22</small></p> | On track | <p>Consultations on the Partnership have been completed and final arrangements are pending outcome of funding application and updates from government on expectations.</p> |

| Code | Title | Polarity | Status | Prev Year End | Target | Quarter 4 2020/21 | Quarter 1 2021/22 | Quarter 2 2021/22 | Quarter 3 2021/22 | Quarter 4 2021/22 | Average figure for 2021/22 |
|---|--|------------------------|-------------------|---------------|--|--|-------------------|-------------------|-------------------|-------------------|----------------------------|
| NI191 | Residual household waste per household | It's better to be low | Well above target | 136kg | 120kg | 136kg | 142kg | 135kg | 132kg | 131kg | 540.09kg total / 135kg ave |
| Compared to Q4 last year (136.36kg/hh) this PI has improved. There has been a decrease in litter bin waste (-15 tonnes, -6%) and residual waste brought to the household waste and recycling centre (-415 tonnes, -35%). There have been increases in residual waste collected from households (33 tonnes, 0.4%), road sweepings (10 tonnes, 4%). As per previous quarters a comparison to 2019/20 has also been made due to COVID, increase in residual waste collected from households (662 tonnes, 9.5%), and litter bin waste (50 tonnes, 26%). There has been a decrease in road sweepings (-17 tonnes, -6%), residual waste brought to the HWRC (-594 tonnes, - 44%). | | | | | | | | | | | |
| Code | Title | Polarity | Status | Prev Year End | Target | Quarter 4 2020/21 | Quarter 1 2021/22 | Quarter 2 2021/22 | Quarter 3 2021/22 | Quarter 4 2021/22 | Average figure for 2021/22 |
| NI192 | Percentage of household waste sent for reuse, recycling and composting | It's better to be high | Well below target | 35.65% | 50.00% | 35.65% | 36.66% | 39.99% | 36.80% | 34.60% | 37.10% |
| This quarters performance has been affected by the disruption caused with staff absences related to COVID sickness and driver shortage. The overall result for the year (37.1%) is continuing to show signs of recovery, although not back to pre-covid levels. Compared to the same quarter last year there have been increase in comingled recycling (38 tonnes, 10%), textiles collected from recycling banks (2.5 tonnes, 8%) and recycling brought to the HWRC (13 tonnes, 1%). Decrease have been seen in paper, glass, cardboard, food, plastic, aluminium, steel and garden waste. Comparing to Q4 2019/20, which was in the most part pre- COVID, there have been increases in aluminium, co-mingled recycling and textiles collected from recycling banks. There have been decreases in other materials including paper (-180 tonnes, -42%), cardboard (-78 tonnes, -9%) and garden waste (-43 tonnes, -8%) | | | | | | | | | | | |
| Code | Title | Polarity | Status | Prev Year End | Target | Quarter 4 2020/21 | Quarter 1 2021/22 | Quarter 2 2021/22 | Quarter 3 2021/22 | Quarter 4 2021/22 | Average figure for 2021/22 |
| CRTCC 01 | % of commercial waste recycled | It's better to be high | Well above target | 25.92% | 25.00% | 25.92% | 39.75% | 33.38% | 23.84% | 20.64% | 29.63% |
| Code | Title | Polarity | Status | Prev Year End | Target | Quarter 4 2020/21 | Quarter 1 2021/22 | Quarter 2 2021/22 | Quarter 3 2021/22 | Quarter 4 2021/22 | Last period value |
| | Tonnes of CO2 -Torbay | It's better to be low | Well above target | 424,000 | Carbon neutral by 2030 | This data set summarises the carbon dioxide emissions arising across the whole of Torbay. The government collates this data but it has a 21 month lag time. 2019 data is the most up to date data set for Torbay. In 2019 Torbay emitted just 424 kilo tonnes of CO2 (424,000 tCO2). To show immediate and local progress a basket of local PIs is detailed below. | | | | | |
| | Tonnes of CO2 - Torbay Council operations and services | It's better to be low | Well above target | | Carbon neutral by 2030 | This data set is being compiled. No one officer or service holds this data. It is made up of estate, fleet, business miles, procurement, streetlighting, water and waste data. | | | | | |
| | £ saved on Torbay Council energy bills | It's better to be high | | | | See below. The baseline for this PI is still being compiled. | | | | | |
| | Tonnes of carbon sequestered through new nature based projects on council owned land | It's better to be high | | N/A | Target to be set 2022 through i-tree 2 programme | Data will be available from 2022 onwards - this data will be provided by SWISCo | | | | | |

| Code | Title | Polarity | Status | Prev Year End | Target | Quarter 4 2020/21 | Quarter 1 2021/22 | Quarter 2 2021/22 | Quarter 3 2021/22 | Quarter 4 2021/22 | Last period value |
|------|--|------------------------|--|---------------|--|-------------------|--|-------------------|-------------------|-------------------|-------------------|
| | Capital monies spent on flood alleviation and coastal protection schemes | It's better to be high | Well above target | N/A | £50,000 | N/A | N/A | £80,400 | £35,000 | £43,200 | £43,200 |
| | £ secured through various external decarbonisation funds | It's better to be high | | N/A | Unable to set a target as government funding is ad-hoc | N/A | £1.8m | £0 | £36,000 | £0 | £0 |
| | Total number of passengers journeys on buses in Torbay | It's better to be high | | 2,697,929 | Increase | 2,697,929 | This will be an annually reported PI from September 2022. | | | | |
| | Number of electric vehicle charging points installed on council owned land | It's better to be high | Secured funding and commencing roll out | N/A | 12 sites by end of 2022 | N/A | Work to commence post March 2022. | | | | |
| | Estimated Cycling as a % of total vehicles (Average at selected count points) | It's better to be high | | 1.20% | Increase | N/A | This will be an annually reported PI. | | | | |
| | Length of new cycle infrastructure delivered (meters) | It's better to be high | Adopted Local Cycling and Walking Infrastructure Plan 2021 | N/A | Annual increase in enhanced routes. Baseline TBC | N/A | This will be an annually reported PI from September 2022 | | | | |
| | Number of Council owned buildings that are not going to pass the EPC rating level C. | It's better to be low | A baseline is being compiled | N/A | To be set once the baseline is established | N/A | The baseline is still being compiled. A target can then be set and regularly monitored. The TDA will not be able to lease commercial properties rated F or G from April 2023. The Government is proposing all leased non-domestic buildings must achieve an EPC of B by 2030. The Council and TDA will need to explore this as part of our carbon neutral council action plan. | | | | |
| | Savings made on the Council's energy usage | It's better to be high | This data is not compiled by the TDA. A baseline needs to be compiled. | N/A | To be set once the baseline is established | N/A | The baseline is still being compiled. The delays are to ensure we have the correct assets included in the baseline. | | | | |

A Council Fit for the Future

A Council Fit for the Future: We will become a Council fit for the future, working with our communities to create a culture of partnership - Matt Fairclough-Kay

Summary of progress: The Council Redesign Programme is making good progress across the 4 projects. Service planning has now started post a briefing at managers' forum, with departments filling in their Service Plans to enable better performance in the medium term. Two of four Business Analysts have been recruited and Business Process Reengineering (BPR) work continues in Customer Services and has started in planning, work in SWISCo will commence shortly. The OpenPortal project for Revs and Bens and the CRM project are underway, with beta release service areas in the process of being agreed with our CRM supplier. Additionally, two major change projects have started in Planning, Housing & Climate Emergency (PHCE) as well as Children's Services (CS), both these projects are following the service redesign process, with a whole division approach in PHCE and a focused approach in CS for data and systems, which we hope to replicate across the Council once this work has been concluded. All this work aligns to the target operating model and is being supported by progress in the Our People project, which is working towards sign off of their strategy as well as continuing work on streams to improve the induction and onboarding experiences.

The budget has been approved in the period, post consultation, and planning has already begun to formulate next year's budget, service plans (above) are part of this process.

Supporting all the above work, the Council continues to utilise a range of different engagement techniques to widen the engagement with our communities on a range of issues. Work also continues to support colleagues and services across the Council to provide support for "doing things differently", encouraging services to co-design as we move forward. As the service reviews are undertaken, more work to further support services to engage with and enable their customers will be identified and programmed.

Information Governance: A separate report on the council's complaint performance has been shared with members of Informal Cabinet and Audit Committee. Please see this report for further information.

| Community and Corporate Plan Delivery Actions | On track / Concern / Completed | What have we achieved last quarter? |
|---|--------------------------------|--|
| <p>76. In accordance with the Events Strategy, facilitate the use of Council land for community events. Estimated completion: Ongoing</p> | On track | <p>Swisco grounds maintenance team has been commissioned to undertake a feasibility study of the drainage and usability of Torre Abbey Meadows as an events space (July 2021). This is progressing but there has been a slight delay due to the liaison with Heritage England owing to the heritage that lies beneath the meadows, and their staff/priorities. Waiting for a revised timescales. Also, a new water stand has been added at Paignton Green North Green, opposite the existing resource which will be beneficial to event organisers. The current additional works to secure Paignton Green will also help with the event space usage - making entry points more robust etc. Positive discussions have taken place with Swisco regarding the aeration of the spaces to reduce water pooling.</p> |
| <p>77. Implement a Customer Relationship Management system with the first iteration going live in January 2022 and developments over time to increase digital services and encourage channel shift whilst building a supportive digital advocacy service. Funding for this action is to be sought once a preferred supplier is identified. Estimated completion: December 2022</p> | On track | <p>Mobilisation has started for both the Beta release and associated supporting projects. Process mapping has continued throughout the period and is keeping up with dependent tasks at this time. Service Review projects have started in Place and Children's Services that have impacted on the scheduling for this project, this year's plan has been amended to focus resource on these two projects now rather than when they were originally planned.</p> <p>Staff resource remains a concern across IT, Web and Change due to vacancies. Agency workers are being used in mitigation where possible, but risk is significant where this is not possible.</p> |
| <p>78. Agree a robust three-year financial plan to ensure a sustainable future for Torbay Council. Estimated completion January 2022</p> | | |

| Community and Corporate Plan Delivery Actions | On track / Concern / Completed | What have we achieved last quarter? |
|--|--------------------------------|---|
| <p>79. Use the Community Fund to support individuals, not-for-profit organisations and small businesses that want to undertake projects which improve the lives of Torbay's residents, as well as the environment of Torbay itself. <small>Estimated completion April 2022</small></p> | On track | The application process is being finalised in order to launch imminently. |
| <p>80. Through the Community Wealth Building Board, develop a joined-up procurement approach for anchor organisations to make it simpler for local businesses bid for work. <small>Estimated completion January 2022</small></p> | On track | There are now 1170 Torbay businesses registered on the Supply Devon portal, an increase of 270 since February. The procurement sub group has developed an online tool to help businesses identify how they need to improve to boost their chances of successfully winning bids with the public sector and work is underway with the business groups locally to identify barriers for the local businesses in supplying public sector so that support can be provided. |
| <p>81. Implement the Performance and Risk Framework to enable the Council to deliver against its priorities and put in place appropriate mitigation against the risks to its ambitions. <small>Estimated completion: March 2022.</small></p> | Completed | The Performance and Risk Framework has been approved, and there are significant improvements in our reporting. Work is continuing in respect of the implementation of PowerBI which will progress further our efforts in respect of becoming a data driven organisation. |
| <p>82. Continue to work with the community to deliver the Melville Project aimed at addressing issues of poor housing, use of public open space and concentrated substance misuse problems. <small>Estimated completion April 2022</small></p> | On track | The gardening programme has commenced and the Spring Fair was held by the community. Interim Management Orders (IMO) website has been set up with easy reporting for the public. |
| <p>83. Review and update www.torbay.gov.uk with a focus on enabling users to self-serve and providing information and data which empowers users. <small>Estimated completion: August 2022</small></p> | On track | First areas of the new site will go live in May. Further positive news, a vacant post has been filled and they will be working predominantly on this project so progress will be increased. |
| <p>84. Deliver improvements within the Planning Service ensuring improved responsiveness and accessibility together with a proactive approach. <small>Estimated completion December 2021</small></p> | On track | New Project Board established and programme of resource and IT Improvements being implemented through additional one off monies this year. Appointed new Principal Planning Officer, using PPA monies and new Enforcement Officer interviews taking pace in April. |
| <p>85. Develop and deliver the Workforce Plan for the Council with the aim of being an employer of choice within Torbay with inclusive and flexible work practices, leading by example through initiatives such as Kick Start. <small>Estimated completion April 2022</small></p> | Completed | The overarching workforce plan has been approved, and work is now progressing throughout the Council in respect of very detailed departmental workforce plans. Significant work is also taking place in respect of our recruitment and induction processes, so that we recruit and welcome new staff really positively into the Council to be an employer of choice. |
| <p>During 2021/22 two projects have been completed from this section and no longer show on this report.</p> | | |

| Code | Title | Polarity | Status | Prev Year End (cumulative fig) | Cumulative to date target | Apr-21 | May-21 | Jun-21 | Jul-21 | Aug-21 | Sep-21 | Oct-21 | Nov-21 | Dec-21 | Jan-22 | Feb-22 | Mar-22 | Cumulative to date |
|---|---------------------------------------|-----------------------|-------------------|--------------------------------|---------------------------|----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|--------|--------------------|
| RECPIO 1 | Agency Staff Cost (excluding schools) | It's better to be low | Well above target | £4,922,014 | £2,276,725 | £ 64,027 | £ 330,196 | £ 692,424 | £ 403,962 | £ 589,959 | £ 461,398 | £ 671,847 | £ 884,591 | £ 377,195 | £ 538,744 | £ 573,833 | TBC | TBC |
| Period 11: Adults £0k, Children's £467.64k, Public Health £0k, Business Services £5.1k, Corporate Services £73k, Planning & Transport £6k, Finance £22.1k | | | | | | | | | | | | | | | | | | |

| Code | Title | Polarity | Status | Prev Year End | Annual Target | Apr-21 | May-21 | Jun-21 | Jul-21 | Aug-21 | Sep-21 | Oct-21 | Nov-21 | Dec-21 | Jan-22 | Feb-22 | Mar-22 | Last period value |
|----------|---|-----------------------|-------------------|---------------|---------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|----------|--------|--------|-------------------|
| RECPIO 2 | Variance Against Revenue Budget (projected) | It's better to be low | Well above target | £-8,825,000 | £0 | £ 861,000 | £ 861,000 | £ 861,000 | £ 840,000 | £ 840,000 | £ 840,000 | £ 840,000 | £ 840,000 | £ 665,000 | £ 23,000 | TBC | TBC | TBC |

| Code | Title | Polarity | Status | Prev Year End | Target | Quarter 4 2020/21 | Quarter 1 2021/22 | Quarter 2 2021/22 | Quarter 3 2021/22 | Quarter 4 2021/22 | Last period value |
|-------|---|-----------------------|--------------|---------------|--------|-------------------|-------------------|-------------------|-------------------|-------------------|-------------------|
| HR 00 | Staff sickness – % working days lost as an overall organisation | It's better to be low | Above target | 3.1% | 3.5% | 3.1% | 2.8% | 3.0% | 4.8% | 3.7% | 3.7% |

| Code | Title | Polarity | Status | Prev Year End | Target | Quarter 4 2020/21 | Quarter 1 2021/22 | Quarter 2 2021/22 | Quarter 3 2021/22 | Quarter 4 2021/22 | Total / average for the year |
|------|-------|----------|--------|---------------|--------|-------------------|-------------------|-------------------|-------------------|-------------------|------------------------------|
|------|-------|----------|--------|---------------|--------|-------------------|-------------------|-------------------|-------------------|-------------------|------------------------------|

Quarterly statistics from the Information Governance Team will be based on data taken at the time of producing the report. As these figures will be reviewed and finalised at the end of the financial year, they may be subject to change.

| | | | | | | | | | | | |
|------------|---|------------------------|-------------------|------|---------------|------|------|------|------|------|------|
| recyclin g | Number of Corporate Complaints received | It's better to be low | Monitoring only | 298 | No target set | 81 | 147 | 107 | 84 | 105 | 443 |
| RECPIO 6 | Corporate Complaints per 1000 population | It's better to be low | Monitoring only | 2.21 | No target set | 0.61 | 1.08 | 0.79 | 0.62 | 0.77 | 3.26 |
| RECPIO 5 | Number of Corporate Complaints - Dealt with within timescales | It's better to be high | Well below target | 54% | 90% | 33% | 57% | 69% | 35% | 30% | 49% |

Please note that last period value is the total value for the year. Performance in relation to the % of complaints dealt with on time has reduced in Q4 from Q3, however the number of complaints dealt with in 2021/22 is 145 higher than in 2020/21. Although performance has dropped it's important to recognise that in Q4 the Council closed and responded to 103 complaints. There is an existing action plan in place which includes regular meetings with Directors and Divisional Directors to go through overdue and outstanding complaints. There is also a clear procedure within the Information Governance Team with agreed timescales and format for reminders as well as escalation to senior officers. With regards to % of Corporate Complaints upheld/partly upheld these figures are based on the total number of outcomes identified for the quarter against closed complaints.

| Code | Title | Polarity | Status | Prev Year End | Target | Quarter 4 2020/21 | Quarter 1 2021/22 | Quarter 2 2021/22 | Quarter 3 2021/22 | Quarter 4 2021/22 | Total / average for the year | | | | | | | |
|--|---|------------------------|-------------------|---------------|---------------|-------------------|-------------------|-------------------|-------------------|-------------------|------------------------------|--------|--------|--------|--------|--------|--------|-----------------------------|
| | % of Corporate Complaints upheld / partly upheld | N/A | Monitoring only | 42% | No target set | 38% | 43% | 43% | 51% | 57% | 48% | | | | | | | |
| | Number of Freedom of Information (FOI) requests / Environmental Information Requests (EIR) received | N/A | Monitoring only | 1484 | No target set | 414 | 431 | 442 | 402 | 434 | 1709 | | | | | | | |
| FSIT012 | Number of FOIs / EIRs - Dealt with within statutory timescales | It's better to be high | Well below target | 84% | 95% | 84% | 87% | 85% | 87% | 88% | 87% | | | | | | | |
| Please note that the last period value is the total for the financial year. FOI performance remains at similar levels across the year. We continue to work with SLT to advise them of overdue cases and we continue to review our processes around timescales and chasing responses. The target for the percentage of FOIs handled in time is high in line with the expectation from the Information Commissioner's Office, although could be improved further. Performance should be seen against the increase in number of requests received of 222 from last year. | | | | | | | | | | | | | | | | | | |
| IG001 | Number of subject access requests (SARs) received | N/A | Monitoring only | 133 | No target set | 43 | 35 | 34 | 34 | 49 | 152 | | | | | | | |
| FSIT011 | Number of SARs - Dealt with within statutory timescales | It's better to be high | Well below target | 21% | 95% | 21% | 20% | 33% | 5% | 8% | 15% | | | | | | | |
| Please note Last period value is the total value for the financial year. Performance in relation to handling subject access requests continues to be an issue. However, in Q4 the council closed and / or responded to 36 SARs. The demand for these types of requests continues to be high and has increased on last year the requests received are complex and large which, further impacts on our processing times. Funding has been approved for an additional post to assist with the backlog of requests and this is currently going through HR and recruitment processes. As we continue to deal with the backlog improvements in performance may take a while to be seen especially as we continue to see high numbers of requests coming in to the Council. | | | | | | | | | | | | | | | | | | |
| Code | Title | Polarity | Status | Prev Year End | Target | Apr-21 | May-21 | Jun-21 | Jul-21 | Aug-21 | Sep-21 | Oct-21 | Nov-21 | Dec-21 | Jan-22 | Feb-22 | Mar-22 | Averaged total for the year |
| REG001B | Registration of births - Registered within 42 days | It's better to be high | On Target | 79.8% | 98.0% | 97.0% | 96.0% | 96.3% | 96.0% | 96.0% | 95.5% | 98.0% | 95.0% | 94.0% | 94.0% | 93.0% | 93.0% | 95.0% |
| REG001D | Registration of deaths - Registered within 5 days | It's better to be high | Well below target | 74.6% | 90.0% | 53.0% | 50.5% | 47.3% | 37.0% | 43.2% | 38.7% | 34.0% | 40.0% | 50.0% | 32.0% | 46.0% | 36.0% | 39.0% |
| Performance in relation to deaths registered within five days is unobtainable at present, due to wider issues within the death management process. There are staffing as well as IT issues within the coronial service, this is causing an obstruction within the process, resulting in death certification being delayed. We are also seeing staffing pressures within the local hospital, due to the high rate of covid-19 within Torbay. This is causing a delay in doctors completing death certificate documentation.. These issues are being addressed though the Excess death Management Team meetings, solutions are being worked towards. The Torbay Registration Service is fully resourced and have appointment availability daily. | | | | | | | | | | | | | | | | | | |

| Code | Title | Polarity | Status | Prev Year End | Target | Quarter 4 2020/21 | Quarter 1 2021/22 | Quarter 2 2021/22 | Quarter 3 2021/22 | Quarter 4 2021/22 | Averaged total for the year |
|------|---|--|-----------------|---------------|-------------------|-------------------|-------------------|-------------------|-------------------|-------------------|-----------------------------|
| | SWISCO - Complaints per 1000 population | It's better to be low | TBC | 0.25% | TBC | 0.09 | 0.21 | 0.20 | 0.18 | 0.22 | 0.81 |
| | SWISCO - Compliments per 1000 population | It's better to be high | TBC | 0.23% | TBC | 0.1 | 0.09 | 0.18 | 0.08 | 0.07 | 0.41 |
| Code | Title | Status | Prev Year End | Target | Quarter 4 2020/21 | Quarter 1 2021/22 | Quarter 2 2021/22 | Quarter 3 2021/22 | Quarter 4 2021/22 | Last period value | |
| | % of Major planning applications determined: (statutory timeframe 13 weeks) | Without extension of time (local PI) | Monitoring only | TBC | No target set | 0.00% | 14.29% | 25.00% | 22.22% | 16.67% | 16.67% |
| | | With extension of time (reported to MHCLG) | TBC | TBC | No target set | 50.00% | 85.71% | 75.00% | 77.78% | 83.33% | 83.33% |
| | % of Minor planning applications determined: (statutory timeframe: 8 weeks) | Without extension of time (local PI) | Monitoring only | TBC | No target set | 36.51% | 18.92% | 31.11% | 29.82% | 27.12% | 27.12% |
| | | With extension of time (reported to MHCLG) | TBC | TBC | No target set | 80.95% | 64.86% | 84.44% | 78.95% | 76.27% | 76.27% |
| | % of Other planning applications determined: (statutory timeframe: 8 weeks) | Without extension of time (local PI) | Monitoring only | TBC | No target set | 43.58% | 30.57% | 27.37% | 30.17% | 25.48% | 25.48% |
| | | With extension of time (reported to MHCLG) | TBC | TBC | No target set | 75.42% | 74.52% | 83.68% | 80.45% | 75.16% | 75.16% |

| Code | Title | Status | Prev Year End | Target | Quarter 4 2020/21 | Quarter 1 2021/22 | Quarter 2 2021/22 | Quarter 3 2021/22 | Quarter 4 2021/22 | Last period value | |
|------|--------------------------------------|---|---------------|--------|-------------------|-------------------|-------------------|-------------------|-------------------|-------------------|--------|
| | Major Planning Appeals (local PI) | Number of decisions | TBC | TBC | No target set | 4 | 7 | 4 | 9 | 6 | 6 |
| | | % of decisions overturned at appeal | | TBC | No target set | N/A | 14.29% | N/A | N/A | N/A | N/A |
| | | Number of appeals | | TBC | No target set | 0 | 1 | 0 | 0 | 0 | 0 |
| | | % of appeals upheld in the applicants favour | | TBC | No target set | N/A | 100.00% | N/A | N/A | N/A | N/A |
| | | % of appeals with split decisions (part upheld) | | TBC | No target set | N/A | 0.00% | N/A | N/A | N/A | N/A |
| | Minor Planning Appeals (local PI) | Number of decisions | TBC | TBC | No target set | 63 | 74 | 45 | 57 | 59 | 59 |
| | | % of decisions overturned at appeal | | TBC | No target set | 0.00% | 5.41% | 4.44% | 1.75% | 1.69% | 1.69% |
| | | Number of appeals | | TBC | No target set | 4 | 7 | 8 | 2 | 7 | 7 |
| | | % of appeals upheld in the applicants favour | | TBC | No target set | 0.00% | 57.14% | 25.00% | 50.00% | 14.29% | 14.29% |
| | | % of appeals with split decisions (part upheld) | | TBC | No target set | 25.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% |

| Code | Title | Status | Prev Year End | Target | Quarter 4 2020/21 | Quarter 1 2021/22 | Quarter 2 2021/22 | Quarter 3 2021/22 | Quarter 4 2021/22 | Last period value |
|---|--------------------------------------|---------------------|---------------|---------------|-------------------|-------------------|-------------------|-------------------|-------------------|-------------------|
| | Other Planning Appeals (local PI) | Number of decisions | TBC | No target set | 179 | 157 | 190 | 179 | 157 | 157 |
| % of decisions overturned at appeal | | TBC | No target set | 0.56% | 2.55% | 2.63% | 3.35% | 2.55% | 2.55% | |
| Number of appeals | | TBC | No target set | 5 | 6 | 10 | 15 | 11 | 11 | |
| % of appeals upheld in the applicants favour | | TBC | No target set | 20.00% | 66.67% | 50.00% | 40.00% | 36.36% | 36.36% | |
| % of appeals with split decisions (part upheld) | | TBC | No target set | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | |