Community and People

Community and Corporate Plan Indicators

Code	Title	Polarity	2023/24 Performance	2025/26 Target	Current Status	2025/26 Performance	2025/26 Actual to date	DOT
CP01	Percentage of Resident's Satisfaction Survey respondents who feel very or fairly safe in their local area after dark (2 yrs)	It's better to be high	35%	40%	-		Data Not Due	
CP02	Percentage of Resident's Satisfaction Survey respondents who feel very or fairly safe in their local area during the day (2 yrs)	It's better to be high	60%	70%	-		Data Not Due	

Code	Title	Polarity	2024/25 Performance	2025/26 Target	Current Status	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	2025/26 Actual to date	DOT
CP03	Rate per 10,000 children of cared for children at the end of the period (monthly)	It's better to be low	111	109	On target	114	114	114										114	↑

We are close to the target of a rate of 109 compared to the YTD figure of 114; in reality, a reduction of five cared for children would see us reaching this target. Our current number of cared for children incorporates ten UASC referred to Torbay as part of the National Transfer Scheme. This is under our 0.1% figure of 25, and therefore caution should be urged in relation to further UASC becoming cared for in line with this national expectation. We continue to undertake work to reduce the number and rate of cared for children safely, and have achieved a significant reduction already from 362 in 2019/20 to 287 in June 2025 (a 21% decrease). As anticipated, the rate of reduction has slowed, as the bulk of targeted activity in terms of SGO conversion and reunification has already been progressed and achieved a permanence outcome for the child. However mapping continues in terms of this permanence activity, as well as continuous implementation of early intervention, prevention and high quality edge of care provision, to ensure that only those children who absolutely cannot remain at home safely become cared for

Code	Title	Polarity	2019	Target	Current Status	2025	Actual to date	DOT
CP04	Percentage of the Torbay child population living in one of the 20% most deprived areas (5 yrs)	It's better to be low	30.1%	Monitoring only	Monitoring only		Data Not Due	

Code	Title	Polarity	2019/23	Target	Current Status	2020-24	Actual to date	DOT
CP05	Differential in life expectancy in most deprived ward from least deprived ward (annual)	It's better to be low	Males –10 yrs Females - 5 yrs	Monitoring only	Monitoring only		Data Not Due	

Code	Title	Polarity	2023/24 Performance	2025/26 Target	Current Status	2025/26 Performance	2025/26 Actual to date	DOT
CP06	Percentage of Resident's Satisfaction Survey respondents who feel very or fairly strongly that they belong to their local area (2 yrs)	It's better to be high	66%	70%	-		Data Not Due	

Code	Title	Polarity	2021/23	Target	Current Status	2022-25	Actual to date	DOT
CP07	Directly age standardised suicide rate per 100,000 for Torbay (annual)	It's better to be low	12.5	Monitoring only	Monitoring only		Data Not Due	

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

Code	Title	Polarity	2024/25 Performance	2025/26 Target	Current Status	2025/26 Performance	2024/25 Actual to date	DOT
BP01	Percentage of people that describe Torbay as Safe and Welcoming (Annual Visitor Survey)	It's better to be high	Feeling of welcome - 4.33 Feeling of safety - 4.02	TBC	-	Data not yet available	Data Not Due	

Code	Title	Polarity	2024/25 Performance	2025/26 Target	Current Status	Quarter 1 2025/26	Quarter 2 2025/26	Quarter 3 2025/26	Quarter 4 2025/26	2025/26 Actual to date	DOT
BP02	Number of fixed penalty notices issued by SWISCo's Enforcement Team (quarterly)	It's better to be high	141	Monitoring only	Monitoring only					Data Not Available	

Code	Title	Polarity	2024/25 Performance	2025/26 Target	Current Status	2025/26 Performance	2025/26 Actual to date	DOT
BP03	Number of residents signing up to Residents' Discount Scheme per year (annual)	It's better to be high	1,749	2,098	-		Data Not Due	
BP106	Number of businesses participating in Residents' Discount Scheme per year	It's better to be high	137	164	-		Data Not Due	

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

Code	Title	Polarity	2024/25 Performance	2025/26 Target	Current Status	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	2025/26 Actual to date	DOT
BP04	Percentage of contacts to Children's Services progressing to early help services in the period (monthly)	It's better to be high	24%	Monitoring only	Monitoring only	27%	18%	23%										22%	↓
BP05	Annualised rate per 10,000 children of referrals to Children's Services in the period	It's better to be low	702	Monitoring only	Monitoring only	765	660	699										708	↑
BP06	Percentage of referrals in the period that were previously open to Children's Services within the last 12 months (monthly)	It's better to be low	25%	Monitoring only	Monitoring only	23%	25%	17%										22%	↑
BP07	Percentage of cared for children in the period with three or more placements in the last 12 months (monthly)	It's better to be low	16%	14%	Much worse than target	16%	16%	19%										19%	↔

BP07 - There are currently 55 children who have experienced 3 moves or more in the last 12 months, 33 (60%) of whom have had three placements and the remaining more than three. A small number of these young people are older and have complex, multi-layered needs including experience of abuse and trauma; this can then manifest in behaviours that challenges, leading to placement instability and, for some, situations whereby immediate notice is given by providers, which in turns leads them to being placed in interim arrangements of care pending identification of a more appropriate placement. In such circumstances, and due to the way in which placement codes are recorded, this situation would immediately result in a young person being included within this indicator group. For other children, particularly the young children, the three of more placements may include a parent and child assessment placement (in line with their care plan or ordered by the Court), an interim short term fostering placement and then an adoptive placement, however the service continue to pursue early permanence through fostering to adopt when the Court approves this position. The service continues to analyse the child-level data, to understand what has driven this increase, who without this cohort need to be a focus in terms of placement stability and what the underlying child-led narrative is for each child.

	Title	Polarity	2024/25 Performance	2025/26 Target	Current Status	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	2025/26 Actual to date	DOT
BP08	Percentage of cared for children aged 15 or under at the end of the period who have been cared for children for 2.5 years or more, who have been in the same placement for two years or more, or who are currently placed for adoption and their current and previous placement totals two years or more (monthly)	It's better to be high	64%	66%	On target	63%	65%	69%										69%	↑
BP09	Annualised rate per 10,000 children of children becoming cared for in the period (monthly)	It's better to be low	35	34	Worse than target	52	29	29										36	↓

We are close to the target of an annualised rate of 34 compared to the YTD figure of 36. We continue to implement a model of early intervention, prevention and high quality edge of care provision, to ensure that only those children who absolutely cannot remain at home safely become cared for. We continuously review those children subject to child protection planning to consider whether legal escalation is necessary, and this has led to the right decisions to progress cared for status for some children. Therefore, there is a balance between appropriately and safely responding to risk when it presents, and meeting need alternatively if this is safe to do so. Our current number of cared for children incorporates ten UASC referred to Torbay as part of the National Transfer Scheme. This is under our 0.1% figure of 25, and therefore caution should be urged in relation to further UASC becoming cared for in line with this national expectation.

	Title	Polarity	2024/25 Performance	2025/26 Target	Current Status	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	2025/26 Actual to date	DOT
BP10	Number of requests for new Education Health and Care Plan (EHCP) assessments (YTD)	N/A	233	Monitoring only	Monitoring only	34	25	48										107	N/A

BP09 - We continue to see a steady position in relation to Children's Social Care statutory responses to referrals and rereferrals however, we are still an outlier when benchmarking against our statistical neighbours and the National picture. Our cared for population has reduced but is impacted due to the National Transfer Scheme for Unaccompanied Asylum Seeking Children. Positively, our placement stability remains stable which has a good impact on our cared for children.

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

The reported data for Q1 2025/26 currently shows a significant decrease compared to the same period in 2024/25. However, this figure does not accurately reflect actual performance.

Upon reviewing the Q1 2024/25 data, it's clear that approximately 1,500 additional contacts were recorded at that time, largely due to the inclusion of public health nursing activity with 2,054 public health contacts in Q4. These figures were captured before key service changes took place—specifically, the relocation of health appointments and child health clinics from Zig Zags to St. Edmunds, and from the Beehive to Paignton Library.

Currently, we face challenges in consolidating data due to the use of two separate recording systems—St. Edmunds and the Beehive and Barn—which limits our ability to extract a complete picture of public health activity.

In addition, the current figures do not include 175 contacts carried out in Q4 by the HLE, parenting worker, and maternity support worker. These staff members, employed by Torbay Council and maternity, deliver family hub services outside of the family hubs. While this data is collected for the quarterly management information returns to the DfE, it is not yet integrated into the corporate reporting figures. The Q1 data is currently being collected for reporting in August.

It is also worth noting that 384 practitioners were trained in Q4, further demonstrating the continued reach and impact of our services.

We are confident that actual footfall and service engagement remain consistent with last year's levels. To address the current reporting gap, a new system is being introduced in the coming weeks. This will enable more accurate data capture, including visits to birth registrars, midwives, and other family hub-related appointments.

We would like to reassure the Board that the apparent shortfall is a result of reporting limitations rather than a decline in service delivery. Should all the additional Q4 management information figures and the public health data be included, we would have recorded 11,452 contacts—placing us above the annual target of 42,500.

Priority C3: Ensure early intervention is effective and targeted

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

Code	Title	Polarity	2024/25 Performance	2025/26 Target	Current Status	Quarter 1 2025/26	Quarter 2 2025/26	Quarter 3 2025/26	Quarter 4 2025/26	2025/26 Actual to date	DOT
BP13	The estimated proportion of people who are dependent on opiates and/or crack cocaine, not in the treatment system (quarterly)	It's better to be low	48.1%	45%	-	Q1 data avialable at Q2				Data Not Available	
BP14	The estimated proportion of people who are dependent on alcohol, not in the treatment system (quarterly)	It's better to be low	62.3%	58%	-	Q1 data avialable at Q2				Data Not Available	
BP15	Treatment progress measure (all substances) – showing substantial progress (quarterly)	It's better to be high	44%	48%	-	Q1 data avialable at Q2				Data Not Available	

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

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

We have been supporting the Care Trust in the creation of an updated Direct Payments policy and staff guidance. We are actively working with the Care Trust to encourage the use of Direct Payments (where appropriate) as a way for individuals to focus on their desired outcomes and consider ways to meet these using a personal budget. This is considered to be a more personalised approach to support, rather than traditional packages of care. It is hoped that we will see an increase in the percentage of people using Direct Payments as a way to meet their assessed care needs over the next 12 months.

Code	Title	Polarity	2023/24	2025/26 Target	Current Status	2025/26 Performance	2025/26 Actual to date	DOT
BP17	Percentage of adult carers reporting as much contact as they would like (2 yrs)	It's better to be high	29.8%	30.0%	-		Data Not Due	

Code	Title	Polarity	2024/25 Performance	2025/26 Target	Current Status	2025/26 Performance	2024/25 Actual to date	DOT
BP18	Percentage of adult social care users who have as much contact as they would like (annual)	It's better to be high	40.7%	47.4%	-		Data Not Due	

Code	Title	Polarity	2023/24	2025/26 Target	Current Status	2025/26 Performance	2025/26 Actual to date	DOT
BP107	Overall satisfaction of Carer's with Social Services	It's better to be high	35.9%	TBC	-		Data Not Due	

Priority C5: Provide clear signposting for those needing our help

Code	Title	Polarity	2024/25 Performance	2025/26 Target	Current Status	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	2025/26 Actual to date	DOT
BP19	Average customer wait time when contacting Customer Services by phone (monthly)	It's better to be low	5 mins 40 seconds	5 mins	Much better than target	00:01:28	00:05:45	00:04:18										00:03:47	↑

Priority C6: Support and encourage community action

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

The Community Ward Fund for 2025/2026 has now been launched with unspent Funds from 2024/2025 rolled over. It is expected that the amount of the Fund spent will increase over the coming quarters.

Priority C7: Improve wellbeing and reduce social isolation

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

The number of adults entering the service has dropped by 12% on quarter 4 2024/25, and 20% on the corresponding period last year. The number of children in those households has increased by just under 8% for both Q4 and the same reporting period last year. The increase in children in the service is most likely due to a number of larger families moving on in the quarter, vacating family sized safe houses. Whilst the number of adults entering the service has reduced slightly, the service has observed higher volumes of people receiving safety planning and advice at initial contact, who then do not want any further engagement with support. The MARAC repeat rate (cases within 12 months) is consistent with recent quarters. The Service will also refer into MARAC if they have received 3 referrals of separate incidents. There are children in the household for 75% of cases heard at MARAC (including repeats).

Code	Title	Polarity	2024/25 Performance	2025/26 Target	Current Status	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	2025/26 Actual to date	DOT
BP25	Percentage of people with a learning disability in settled accommodation, with or without support (monthly)	It's better to be high	86.2%	86.5%	On target	86.2%	86.8%	86.4%										86.4%	↑

Code	Title	Polarity	2024/25 Performance	2025/26 Target	Current Status	Quarter 1 2025/26	Quarter 2 2025/26	Quarter 3 2025/26	Quarter 4 2025/26	2025/26 Actual to date	DOT
BP26	Number of concessionary bus journeys (quarterly)	It's better to be high	2,221,583	Monitoring only	Monitoring only	Figure expected shortly but not currenty confirmed. Apearing to be over 25% increase on Q1 2024/25				Data Not Available	

BP26 - We set an aspirational 10% (approx) increase as the covid impact continued to fall away however there has not been a return in the numbers of older people using buses which is also being observed nationally. A lack of progress in our scheme delivery with at stop information, works on site at both Torquay Harbour and Windy Corner having considerable impact on bus reliability, and the ending of the £2 fare cap have all conspired over the course of the last 12 months to hamper our progress - in 2025/26 we also didn't have a part of Easter, with higher Q4 2023/24 numbers due in part to that as well. Looking ahead, we expect to deliver the at stop information, and the introduction of brand new, electric, buses to the Stagecoach fleet will substantially improve the quality offer.

Pride in Place

Community and Corporate Plan Indicators

Code	Title	Polarity	2024/25 Performance	2025/26 Target	Current Status	2025/26 Performance	2025/26 Actual to date	DOT
CP08	Net additional dwellings (all tenures) completed each year NI154 (annual)	It's better to be high	Data not yet available	300	-		Data Not Due	

Code	Title	Polarity	2024/25 Performance	2025/26 Target	Current Status	2025/26 Performance	2025/26 Actual to date	DOT
CP09	Number of Affordable Homes delivered NI155 (annual)	It's better to be high	52	Monitoring only	Monitoring only		Data Not Due	
CP10	Number of new Social Rent Homes completed each year (annual)	It's better to be high	0	Monitoring only	Monitoring only		Data Not Due	

Code	Title	Polarity	2023/24	2025/26 Target	Current Status		Actual to date	DOT
CP11	Cultural participation (Arts Council measure) (3 yrs)	It's better to be high	Not Yet Published	Data Not Due	-	Data Not Due Until 2026/27	Data Not Due	

Code	Title	Polarity	2023/24	2025/26 Target	Current Status	2025/26 Performance	2025/26 Actual to date	DOT
CP12	Percentage of Resident's Satisfaction Survey respondents who very or fairly strongly feel satisfied with their local area as a place to live (2 yrs)	It's better to be high	59%	70%	-		Data Not Due	

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

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

Numbers due to domestic abuse continue to be high with some households needing to be placed in mainstream temporary accommodation (TA) as the safe accommodation units are full, see BP21 and BP22 narrative. Landlords are selling their properties, resulting in an influx of presentations. This is considered to be a prelude to the introduction of the Renters Rights Bill in October 2025. The owned family units are at capacity and 50% of families are in spot purchased accommodation, some families presenting in crisis are being placed in B&B although this is only for a matter of days before they are moved. There are a number of social housing units becoming available with Stone Water housing, which will create a sudden wave of move on's and help create capacity ready for summer. The team have been brokering alternative arrangements with friends and relatives, without which TA numbers would be even higher. During the course of the year there has been an increasing trend in the number of single individuals presenting as homeless.

Code	Title	Polarity	2024/25 Performance	2025/26 Target	Current Status	2025/26				2025/26 Actual to date	DOT
BP31	Number of rough sleepers (annual)	It's better to be low	29	25	-					Data Not Due	

Code	Title	Polarity	2024/25 Performance	2025/26 Target	Current Status	Quarter 1 2025/26	Quarter 2 2025/26	Quarter 3 2025/26	Quarter 4 2025/26	2025/26 Actual to date	DOT
BP32	Total number of placements provided to different individuals at the Hostel per annum (quarterly)	It's better to be high	82	72	Worse than target	17				17	↓
BP33	Average length of stay at the Hostel (days) (quarterly)	It's better to be low	238	230	Much better than target	196				196	↑

BP32 provides the total number of placements across the year, this includes those that were previously occupying the Hostel in Q4 (26) in Q1 data. There have therefore been 17 new occupants in Q1 meaning we are on target for new placements. The target set for 2024/25 takes into account the on-going challenges around move on across the system for single homeless people. Plans are being developed to facilitate move on into the private sector through additional support giving landlords confidence to accept clients, although move on accommodation remains a considerable challenge due to lack of availability. The average length of stay is relatively consistent due to the lack of move on accommodation rather than a person's ability to move on. Plans are being developed to provide a supported pathway to facilitate move on.

Code	Title	Polarity	2024/25 Performance	2025/26 Target	Current Status	Quarter 1 2025/26	Quarter 2 2025/26	Quarter 3 2025/26	Quarter 4 2025/26	2025/26 Actual to date	DOT
BP34	Percentage of households assessed and owed the main duty (quarterly)	It's better to be low	65%	Monitoring only	Monitoring only	76%				76%	↑
	Due to the lifespan of a homeless application likely exceeding a quarter, the measure is not taken from the total number of cases taken but from the number of relief duties taken in that quarter that then go on to be owed the main housing duty. Therefore figures have been recalculated. The main housing duty refers to the obligation of local authorities to provide accommodation to individuals who are homeless, eligible for assistance, in priority need, and not intentionally homeless. Q4 was low, not due to change in demand duties owed, but due to the lag period between presentation and decision being made within the statutory times scales. This accounts for the increase post Christmas demand in late January / February. Therefore the outturn overall is expected to be very similar to 2023/24.										
BP35	Percentage of care experienced young people in suitable accommodation (quarterly)	It's better to be high	89%	90%	On target	86%				86%	↑
BP36	Number of requests for assistance from the Housing Standards service (quarterly)	N/A	400	Monitoring only	Monitoring only	88				88	
BP37	Number of legal notices served to improve quality of accommodation (quarterly)	N/A	46	Monitoring only	Monitoring only	12				12	
BP101	Total number of help desk calls	N/A	58	Monitoring only	Monitoring only	8				8	
BP102	Number of help desk calls not responded to within set timescales	It's better to be low	0	Monitoring only	Monitoring only	1				1	↓
BP103	Percentage of compliance tests completed	It's better to be high	100%	100%	On target	100%				100%	↔
BP104	Number of compliance defects unresolved / outstanding	It's better to be low	0	0	On target	0				0	↔
BP105	Rental income collected as a percentage of debt raised	It's better to be high	99%	100%	On target	100%				100	No DOT until Q4
Code	Title	Polarity	2024/25 Performance	2025/26 Target	Current Status	2025/26 Performance				2025/26 Actual to date	DOT
BP99	Number of Torbay Council social housing units	It's better to be high	11	60	-					Data Not Due	

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

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

Due to the lifespan of a homeless application likely exceeding a quarter, the measure is not taken from the total number of cases taken but from the number of relief duties taken in that quarter that then go on to be owed the main housing duty. Therefore

Code	Title	Polarity	2024/25 Performance	2025/26 Target	Current Status	Quarter 1 2025/26	Quarter 2 2025/26	Quarter 3 2025/26	Quarter 4 2025/26	2025/26 Actual to date	DOT
BP41	Number of events facilitated on Council land (quarterly)	It's better to be high	89	95	Much better than target	29				29	↓

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

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

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

Code	Title	Polarity	2024/25 Performance	2025/26 Target	Current Status	Quarter 1 2025/26	Quarter 2 2025/26	Quarter 3 2025/26	Quarter 4 2025/26	2025/26 Actual to date	DOT
BP45	Percentage of grass cutting schedule due achieved during the period (quarterly)	It's better to be high	96%	100%	On target	100%				100%	⬆
BP46	Percentage of street sweeping schedule due achieved during the period (quarterly)	It's better to be high	100%	100%	On target	100%				100%	⬌
BP47	Percentage of weed spraying schedule due achieved during the period (quarterly)	It's better to be high	79%	100%	On target	100%				100%	⬆
BP48	Percentage of line marking schedule due achieved during the period (quarterly)	It's better to be high	100%	Monitoring only	Monitoring only	100%				100%	⬌

Code	Title	Polarity	2024/25 Performance	2025/26 Target	Current Status	2025/26 Performance				2025/26 Actual to date	DOT
BP49	Number of repairs and interventions made to our carriageways and footways (annual)	It's better to be high	7,657	8,429	-					Data Not Due	

Code	Title	Polarity	2023/24 Performance	2025/26 Target	Current Status	2025/26 Performance				2025/26 Actual to date	DOT
BP50	Percentage of Resident's Satisfaction Survey respondents who feel very or fairly satisfied with the road maintenance services provided by the Council (2 yrs)	It's better to be high	16%	50%	-					Data Not Due	
BP51	Percentage of Resident's Satisfaction Survey respondents who feel very or fairly satisfied with the pavement maintenance services provided by the Council (2 yrs)	It's better to be high	34%	50%	-					Data Not Due	
BP52	Percentage of Resident's Satisfaction Survey respondents who feel very or fairly satisfied with the street cleansing services provided by the Council (2 yrs)	It's better to be high	44%	60%	-					Data Not Due	

Code	Title	Polarity	2023/24 Performance	2025/26 Target	Current Status	2025/26 Performance				2025/26 Actual to date	DOT
BP53	Percentage of Resident's Satisfaction Survey respondents who feel very or fairly satisfied with the parks and green spaces maintained by the Council (2 yrs)	It's better to be high	64%	70%	-					Data Not Due	

Code	Title	Polarity	2024/25 Performance	2025/26 Target	Current Status	Quarter 1 2025/26	Quarter 2 2025/26	Quarter 3 2025/26	Quarter 4 2025/26	2025/26 Actual to date	DOT
BP54	Capital monies spent on flood alleviation and coastal protection schemes (quarterly)	It's better to be high	£1,273,030	Monitoring only	Monitoring only	£173,900				£173,900	⬇

Code	Title	Polarity	2022	Target	Current Status	2023	Actual to date	DOT
BP55	Tonnes of CO2e -Torbay (annual)	It's better to be low	396.7 kt CO2e	Monitoring only	Monitoring only	Not yet published	Data Not Due	

Code	Title	Polarity	2023/24 Performance	Target	Current Status	2024/25	Actual to date	DOT
BP56	Tonnes of CO2 - Torbay Council operations and services (annual)	It's better to be low	Data not yet available	Monitoring only	Monitoring only		Data Not Due	

Code	Title	Polarity	2024/25 Performance	2025/26 Target	Current Status	2025/26 Performance	2025/26 Actual to date	DOT
BP57	£ secured through various external decarbonisation funds (annual)	It's better to be high	£5,320,000	Monitoring only	Monitoring only		Data Not Due	

Code	Title	Polarity	2024	Target	Current Status	2025	Actual to date	DOT
BP58	Number of people killed or seriously injured on Torbay's roads (annual)	It's better to be low	39	36	-		Data Not Due	

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

No KPIs

Priority P6: Improve the delivery of our planning service

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

Code	Title	Polarity	2024/25 Performance	2025/26 Target	Current Status	Quarter 1 2025/26	Quarter 2 2025/26	Quarter 3 2025/26	Quarter 4 2025/26	2025/26 Actual to date	DOT
Other planning applications	BP69 Average number of days taken to validate from when required information is received (quarterly)	It's better to be low	10.42	5	Much worse than target	8.35				8.35	⬆
	BP70 % Determined within timescales (including extensions of time) (quarterly)	It's better to be high	75.00%	88.00%	Worse than target	80.87%				80.87%	⬇
	BP71 % Determined within timescales (without extensions of time) (quarterly)	It's better to be high	38.08%	60.00%	Much worse than target	46.96%				46.96%	⬇
	BP72 Number of appeals (quarterly)	It's better to be low	37	Monitoring only	Monitoring only	10				10	⬇
	BP73 % of appeals allowed (upheld in the applicant's favour) (quarterly)	It's better to be low	43.24%	30.00%	Much worse than target	50.00%				50.00%	⬇

Code	Title	Polarity	2024/25 Performance	2025/26 Target	Current Status	Quarter 1 2025/26	Quarter 2 2025/26	Quarter 3 2025/26	Quarter 4 2025/26	2025/26 Actual to date	DOT
Number of enforcement cases live	BP74 Notices issued (during the quarter) (quarterly)	It's better to be high	11	Monitoring only	Monitoring only	6				6	⬆
	BP75 Cases closed (during the quarter) (quarterly)	It's better to be high	262	Monitoring only	Monitoring only	67				67	⬆
	BP76 Cases opened (during the quarter) (quarterly)	It's better to be low	258	Monitoring only	Monitoring only	91				91	⬇
	BP77 Open cases as at the last day of the quarter (quarterly)	It's better to be low	590	400	Much worse than target	621				621	⬆

The Power BI dashboard for Development Management is used daily to monitor and manage the performance of the team. A new, updated Phase II version is now in place. The performance culture is embedded in the team - this is a direct outcome of the Service Fit For The Future project. The stretched targets have been set for the processing of major, minor and other applications. The targets have been set based on the median performance of Local Authorities in our CIPFA comparator group and Devon Local Authorities. Major applications - We receive very few major applications during the year, around 12-15. Clearing the old caseloads continues to impact the figures. There has been significant progress with Planning Enforcement. The Second Senior Planning Enforcement Officer is working very hard on cases of all types. The new Enforcement Policy and proactive approach from both existing officers to close cases is having a positive impact on reducing numbers. Two new Enforcement Officer posts are currently out to advertisement. Theme based investigation of historic cases has led to more closures. In summary, the last 12 months have seen a major shift on how Officers manage their caseloads, we have attracted new staff and retained existing. Planning application numbers are up and thus fees will improve and pre-apps are also increasing, which is positive.

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

No KPIs

Economic Growth

Community and Corporate Plan Indicators

Code	Title	Polarity	2024	Target	Current Status	2025	Actual to date	DOT
CP13	Percentage of people in Torbay who are economically active (aged 16 to 64) (annual)	It's better to be high	79.40%	Monitoring only	Monitoring only		Data Not Due	

Code	Title	Polarity	2024/25 Performance	2025/26 Target	Current Status	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	2025/26 Actual to date	DOT
CP14	Percentage of former cared for children who are now aged 19-21 and in employment, education or training (EET) (monthly)	It's better to be high	53%	71%	Much worse than target	55%	50%	52%										52%	↓

CP14 - We are aspirational for our care experienced young people and our target reflects this. We are working across Council directorates to look at internships and apprenticeships with support from HR colleagues. It is worth noting that the June 2025 figure of 52% is in line with national comparators and above statistical neighbours, at 56% and 47% respectively.

Code	Title	Polarity	2024/25 Performance	2025/26 Target	Current Status	2025/26 Performance	2025/26 Actual to date	DOT
CP15	Local bus and light railway passenger journeys originating in the authority area NI177 (annual)	It's better to be high	5,569,205	6,126,107	-		Data Not Due	

Code	Title	Polarity	2024	Target	Current Status	2025	Actual to date	DOT
CP16	Employment by occupation: Group 1-3: Managers, Directors and Senior Officials; Professional Occupations; Associate Professional Occupations (annual)	It's better to be high	41.4%	Monitoring only	Monitoring only		Data Not Due	
CP17	Employment by occupation: Group 4-5: Administrative & Secretarial Occupations; Skilled Trades Occupations (annual)	It's better to be high	23.0%	Monitoring only	Monitoring only		Data Not Due	
CP18	Employment by occupation: Group 6-7: Caring, Leisure and Other Service Occupations; Sales and Customer Service Occupations (annual)	It's better to be high	18.5%	Monitoring only	Monitoring only		Data Not Due	
CP19	Employment by occupation: Group 8-9: Process Plant & Machine Operatives; Elementary Occupations (annual)	It's better to be high	17.1%	Monitoring only	Monitoring only		Data Not Due	

Code	Title	Polarity	As At 31/03/2025	Target	Current Status	As at 31/03/2026	Actual to date	DOT
CP20	National Non Domestic Rates – Total number of occupied hereditaments (premises) (annual)	It's better to be high	4,850	Monitoring only	Monitoring only		Data Not Due	
CP21	National Non Domestic Rates – Total number of void hereditaments (premises) (annual)	It's better to be low	674	Monitoring only	Monitoring only		Data Not Due	

Code	Title	Polarity	2023	Target	2022 Target	2024	Actual to date	DOT
CP22	Gross Value Added per hour worked (annual)	It's better to be high	£27.68	Monitoring only	Monitoring only	Data not yet available	Data Not Due	
CP23	Gross Value Added per filled job (annual)	It's better to be high	£42,338.00	Monitoring only	Monitoring only	Data not yet available	Data Not Due	

Code	Title	Polarity	2024	Target	Current Status	2025	Actual to date	DOT
CP24	Earnings by Torbay Residence (Gross weekly pay - Full time workers) (annual)	It's better to be high	£632.50	Monitoring only	Monitoring only	Data not yet available	Data Not Due	

Code	Title	Polarity	2024 Performance	2025/26 Target	Current Status	2025 Performance	2025/26 Actual to date	DOT
CP25	Percentage of people in Torbay in employment (aged 16 to 64) (annual)	It's better to be high	79.4%	Monitoring only	Monitoring only	Data not yet available	Data Not Due	

Code	Title	Polarity	2024/25 Performance	2025/26 Target	Current Status	2025/26 Performance													Actual to date	DOT
CP26	Percentage of Torbay population with full time jobs (annual)	It's better to be high	Data not yet available	Monitoring only	Monitoring only	Data not yet available													Data Not Due	

Code	Title	Polarity	2024/25 Performance	2025/26 Target	Current Status	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	2025/26 Actual to date	DOT
CP27	Out of Work Benefits Claimant Count (monthly)	It's better to be low	3.5% 2,830	Monitoring only	Monitoring only	3.4% 2,710	3.5% 2,760	Data not yet available Data not yet available										Data Not Available	-

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

Code	Title	Polarity	2024/25 Performance	2025/26 Target	Current Status	Quarter 1 2025/26	Quarter 2 2025/26	Quarter 3 2025/26	Quarter 4 2025/26	2025/26 Actual to date	DOT
BP78	Number of people supported through Multiply programme (quarterly)	It's better to be high	231	TBC	-	15				15	⬇

Code	Title	Polarity	2024/25 Performance	2025/26 Target	Current Status	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	2025/26 Actual to date	DOT
BP79	Percentage of adults with a learning disability in paid employment (monthly)	It's better to be high	6.6%	7.0%	Worse than target	6.7%	6.5%	6.5%										6.5%	⬆

We will monitor this target over the coming months and consider what actions we can take to improve this position. This has been picked up as part of our wider work within The Big Plan, to look at ways to improve employment opportunities.

Code	Title	Polarity	2024/25 Performance	2025/26 Target	Current Status	Quarter 1 2025/26	Quarter 2 2025/26	Quarter 3 2025/26	Quarter 4 2025/26	2025/26 Actual to date	DOT
BP80	Number of secondary schools engaged with business (Voluntary Enterprise Advisers) (quarterly)	It's better to be high	100%	100%	On target	100%				100%	↔

Code	Title	Polarity	2024/25 Performance	2025/26 Target	Current Status	2025/26 Performance				2025/26 Actual to date	DOT
BP81	Percentage of pupils achieving a 9 to 5 pass in English and Maths (annual)	It's better to be high	51.20%	Monitoring only	Monitoring only					Data Not Due	

Code	Title	Polarity	2024/25 Performance	2025/26 Target	Current Status	Quarter 1 2025/26	Quarter 2 2025/26	Quarter 3 2025/26	Quarter 4 2025/26	2025/26 Actual to date	DOT
BP82	Proportion of 16 - 17 year olds who were not in education, employment or training (NEET) (quarterly)	It's better to be low	3.9%	Monitoring only	Monitoring only	3.7%				3.7%	N/A

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

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

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

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

BP86 is currently much lower than target. The primary reason for this is because the respective projects are early in the delivery stages of year 4, and we expect outcomes to realise further into the delivery year. The secondary reason, as stipulated previously, is due to the complex nature of the cohorts being supported by the UKSPF skills programmes. The economically inactive people being supported require a high level of support for up to 6 months in order to become work ready. The conversion rate from engagement to employment remains consistently at around 10%. We expect these numbers to grow over the next 3 quarters as the respective programmes progress.

Priority E3: Improve transport links to and within Torbay

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

Priority E4: Develop a year-round economy

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

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

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

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

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

Code	Title	Polarity	2024/25 Performance	2025/26 Target	Current Status	Quarter 1 2025/26	Quarter 2 2025/26	Quarter 3 2025/26	Quarter 4 2025/26	2025/26 Actual to date	DOT
BP97	Number of individuals attending inclusive growth events delivered or commissioned by the Council (quarterly)	It's better to be high	499	130	Much better than target	131				131	↑

Code	Title	Polarity	2024/25 Performance	2025/26 Target	Current Status	2025/26 Performance	2025/26 Actual to date	DOT
BP98	The percentage of total Council spend on goods and services from local businesses based in Torbay (annual)	It's better to be high	51% (Q1-Q3)	55.0%	-	Data not yet available	Data Not Due	

Glossary of Terms

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

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

⬆	Improvement in performance
⬇	Decline in performance
⬌	Performance is the same