

Meeting: Cabinet **Date:** 19 August 2025

Wards affected: All

Report Title: Adult Social Care Local Account Summary

When does the decision need to be implemented: For information: Updated Local Account Summary covering financial year 2024/25.

Cabinet Member Contact Details: Councillor Tranter, Cabinet Member for Adult and Community Services, Public Health and Inequalities,
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Director/Divisional Director Contact Details: Report by Sharon O'Reilly Deputy Director for Adult Social Care: Torbay & South Devon Foundation Trust on behalf of the Director of Adult Social Care, Anna Coles.

1. Purpose of Report

1. The purpose of this report is to present the Adult Social Care (ASC) Local Account Summary, providing an overview of the service's performance, achievements, and challenges over the past year. It aims to offer transparency and accountability to residents, service users, carers, and stakeholders, while highlighting the impact of care and support services within the community. The report also supports ongoing engagement, continuous improvement, and collaborative working by sharing insights and priorities for future development.

2. Reason for Proposal and its benefits

- 2.1 The proposal to present the ASC Local Account Summary is intended to promote transparency, accountability, and continuous improvement within Adult Social Care services. By sharing key performance information, user experiences, and outcomes, the summary provides a clear picture of how care and support services are meeting local needs.

3. Recommendation(s) / Proposed Decision

- 3.1 That the Adult Social Care Local Account Summary as set out in Appendix 1 to the submitted report be approved to enable the Adult Social Care Local Account Summary to be published in accordance with Government requirements

Appendices

Appendix 1: Torbay Council Adult Social Care Local Account Summary.

Supporting Information

1. Introduction

- 1.1 Adult Social Care (ASC) plays a vital role in supporting individuals to live independently, maintain their wellbeing, and lead fulfilling lives. Each year, local authorities are encouraged to publish a Local Account, a public-facing summary that outlines how Adult Social Care services have performed, the difference they have made to people's lives, and the priorities moving forward.

This summary reflects on the past year's activity, highlighting achievements, ongoing challenges, and how the service has responded to the changing needs of the population. It draws on a range of evidence, including performance data, feedback from people who draw on care and support, and case studies, to provide a balanced and transparent account of service delivery.

The Local Account also supports meaningful dialogue with people who draw on care and support, carers, and partner organisations, reinforcing our commitment to continuous improvement and co-production in shaping care and support across our community.

The document was written over Quarter 4 & Quarter 1 of 2024/25.

- 1.2 The Local Account Summary has been submitted to the Integrated Care Organisation's Quality Assurance Committee and Cabinet and Directors (July 25), before being presented to Cabinet (Aug 25).

2. Adult Social Care Local Account Summary

- 2.1 The Local Account Summary is for everybody, it is not intended as a complicated technical report, but part of an open and honest conversation about how we are doing. It also offers an insight into our wider role of promoting and enabling good health and wellbeing for all adults through the voice of people who are drawing on care and support.
- 2.2 It is an important part of Torbay Council and the Integrated Care Organisation's commitment to transparency, showing adult social care

performance over the last 12 months and demonstrating how services are meeting the needs of residents.

2.3 This document tells the reader what Adult Social Care is, what we do, and who we do this for. There is a breakdown explaining how much we spend on adult social care and how many people we help. Importantly we have also sought feedback from people and their carers about their experience of the services and support they have received. The summary also provides opportunity for people to understand the Transformation programme that Adult Social Care has been implementing and the changes that have occurred in the way we work

2.4 Summary highlights

- Adult Social Care (ASC) in Torbay supported over 2,700 residents with increasingly complex needs.
- Carer register grew to 5,764 (+6.9%).
- Continued financial and workforce pressures are being addressed through innovation, transformation, and stronger partnerships.
- Safeguarding concerns are down by 12.4%, indicating possible improvements in early intervention.
- Reablement pilot: 79% achieved full independence post-intervention, reducing demand for long-term care.
- Direct payments project launched to streamline processes and boost uptake.
- Improvements at the “front door” have diverted referrals to community-based solutions.
- 28 Technology-Enabled Care Champions have been identified.
- 88% of people were satisfied with services; 98% (Easy Read survey) found support adequate or better.

Looking Ahead (2025/26 Priorities)

- Expand reablement and direct payments.
- Strengthen support for unpaid carers.
- Develop extra care housing and supported living, especially for mental health needs.
- Prepare for CQC inspection and embed learnings from the Local Government Association review.

3. Financial Opportunities and Implications

3.1 None from this briefing

4. Legal Implications

4.1 None from this briefing

5. Engagement and Consultation

5.1 Completion of Local Account Summary was undertaken in collaboration with a range of stakeholders, partners, including people who draw on Care and support and staff who contributed their experience of working with and alongside Adult Social Care.

6. Purchasing or Hiring of Goods and/or Services

6.1 Not applicable to this briefing.

7. Tackling Climate Change.

7.1 Not applicable for this briefing.

8. Associated Risks and other information

8.1 Not applicable for this briefing.

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

Protected characteristics under the Equality Act and groups with increased vulnerability	Data and insight	Equality considerations (including any adverse impacts)	Mitigation activities	Responsible department and timeframe for implementing mitigation activities
Age	18 per cent of Torbay residents are under 18 years old. 55 per cent of Torbay residents are aged between 18 to 64 years old. 27 per cent of Torbay residents are aged 65 and older.	There are no adverse impacts associated from this update report. Any decisions about the delivery of adult social care will be EIA assessed as they go through the decision-making process.	Not applicable	Not applicable
Carers	At the time of the 2021 census there were 14,900 unpaid carers in Torbay. 5,185 of these provided 50 hours or more of care.	There are no adverse impacts associated from this update report. Any decisions about the delivery of adult social care will be EIA assessed as they go through the decision-making process.	Not applicable	Not applicable
Disability	In the 2021 Census, 23.8% of Torbay residents answered that their day-to-day activities were limited a little or a lot by a physical or mental health condition or illness.	There are no adverse impacts associated from this update report. Any decisions about the delivery of adult social care will be EIA assessed as they go through the decision-making process.	Not applicable	Not applicable

Gender reassignment	In the 2021 Census, 0.4% of Torbay's community answered that their gender identity was not the same as their sex registered at birth. This proportion is similar to the Southwest and is lower than England.	There are no adverse impacts associated from this update report. Any decisions about the delivery of adult social care will be EIA assessed as they go through the decision-making process.	Not applicable	Not applicable
Marriage and civil partnership	Of those Torbay residents aged 16 and over at the time of 2021 Census, 44.2% of people were married or in a registered civil partnership.	There are no adverse impacts associated from this update report. Any decisions about the delivery of adult social care will be EIA assessed as they go through the decision-making process.	Not applicable	Not applicable
Pregnancy and maternity	Over the period 2010 to 2021, the rate of live births (as a proportion of females aged 15 to 44) has been slightly but significantly higher in Torbay (average of 63.7 per 1,000) than England (60.2) and the South West (58.4). There has been a notable fall in the numbers of live births since the middle of the last decade across all geographical areas.	There are no adverse impacts associated from this update report. Any decisions about the delivery of adult social care will be EIA assessed as they go through the decision-making process.	Not applicable	Not applicable
Race	In the 2021 Census, 96.1% of Torbay residents described their ethnicity as white. This is a higher proportion than the	There are no adverse impacts associated from this update report. Any decisions about the delivery of adult social care will	Not applicable	Not applicable

	South West and England. Black, Asian and minority ethnic individuals are more likely to live in areas of Torbay classified as being amongst the 20% most deprived areas in England.	be EIA assessed as they go through the decision-making process.		
Religion and belief	64.8% of Torbay residents who stated that they have a religion in the 2021 census.	There are no adverse impacts associated from this update report. Any decisions about the delivery of adult social care will be EIA assessed as they go through the decision-making process.	Not applicable	Not applicable
Sex	51.3% of Torbay's population are female and 48.7% are male	There are no adverse impacts associated from this update report. Any decisions about the delivery of adult social care will be EIA assessed as they go through the decision-making process.	Not applicable	Not applicable
Sexual orientation	In the 2021 Census, 3.4% of those in Torbay aged over 16 identified their sexuality as either Lesbian, Gay, Bisexual or, used another term to describe their sexual orientation.	There are no adverse impacts associated from this update report. Any decisions about the delivery of adult social care will be EIA assessed as they go through the decision-making process.	Not applicable	Not applicable
Armed Forces Community	In 2021, 3.8% of residents in England reported that they had previously served in the UK armed forces. In Torbay,	There are no adverse impacts associated from this update report. Any decisions about the delivery of adult social care will	Not applicable	Not applicable

	5.9 per cent of the population have previously served in the UK armed forces.	be EIA assessed as they go through the decision-making process.		
Additional considerations				
Socio-economic impacts (Including impacts on child poverty and deprivation)		There are no adverse impacts associated from this update report. Any decisions about the delivery of adult social care will be EIA assessed as they go through the decision-making process.	Not applicable	Not applicable
Public Health impacts (Including impacts on the general health of the population of Torbay)		There are no adverse impacts associated from this update report. Any decisions about the delivery of adult social care will be EIA assessed as they go through the decision-making process.	Not applicable	Not applicable
Human Rights impacts		There are no adverse impacts associated from this update report. Any decisions about the delivery of adult social care will be EIA assessed as they go through the decision-making process.	Not applicable	Not applicable
Child Friendly	Torbay Council is a Child Friendly Council, and all staff and Councillors are Corporate Parents and have a responsibility towards cared for and care experienced children and young people.	There are no adverse impacts associated from this update report. Any decisions about the delivery of adult social care will be EIA assessed as they go through the decision-making process.	Not applicable	Not applicable

10. Cumulative Council Impact

10.1 None

11. Cumulative Community Impacts

11.1 None