

Plan for Neighbourhoods proposal and workshop notes

1. Introduction

Following the public engagement activities in August the Torquay Place Leadership Board decided to focus on the following 4 themes for the first 4 years of investment of the Plan for Neighbourhoods funding:

- Physically improving our town centre
- Reducing crime, improving safety
- Physically improving our neighbourhoods, inc affordable housing
- Work and skills

Over the past 5 weeks Torbay Communities has run 3 workshops to dig deeper into these themes, to look at the public's concerns and their suggested solutions. 54 people have been involved in the workshops from a wide range of stakeholders – the community, voluntary sector, business community and statutory sector. Invitations were extended to all of the people who have submitted proposals for Plan for Neighbourhoods funding and many of these attended. Some one to one meetings have also taken place with stakeholders who were unable to attend the workshops.

Collectively we have looked at additional intelligence, existing strategies, we have looked what is already on the ground and how long is it funded for, what is in the pipeline already, we have looked at the powers available and the Plan for Neighbourhoods pre-approved interventions. Lastly we have looked at all of the proposals that have been submitted and have taken soundings at the workshops on whether they will best deliver against the above priorities. The notes on each of these workshops follow.

In this process we also identified groups that may benefit from working together and we also identified some gaps – areas that were high priority but for which we had not received a relevant proposal. The call for proposals process was reopened to allow for applicants to amend their proposal in light of the workshop discussions, to explore joint collaborations and also to receive new applications to fill priority gaps. We have now received 63 applications – up from the 51 that were received in advance of the last Torquay Place Leadership Board meeting.

2. Proposal for moving forward

Every one of the project proposals we have received has merit and it is a testament to our community that this number of ideas, and this level of innovation, has come forward in such a short space of time. It is not, however, possible to fund all of these projects from this pot of money. We would therefore like to propose the following projects be taken through to the next stage for collaborative discussions where relevant and further development.

Numbering relates to the updated summary of the projects submitted.

Physically improving our town centre including crime

4. Business-Led Town Centre Improvements

37. Connecting Places – Public Realm Activation

52. Strand Redevelopment

Explore collaboration between:

- 3. Royal Lyceum Theatre Revitalisation
- 7. Complex Needs Navigator (Homeless Hostel)
- 25. Community Health & Harm-Reduction Hub
- 27. St Mary Magdelane Church Community Provision
- 47. Town Centre Drop-In for Disabled and Vulnerable People
- 61. Support and Wellbeing Hub

Explore collaboration between:

- 36. Hidden High Street Creative Space
- 40. Capacity Building Using Heritage Assets
- 39. Festival of Torquay 2027
- 20. Higher Union Street Regeneration

Physically improving our neighbourhoods including crime and affordable housing

Explore collaboration between:

- 10. Ellacombe Community Multi-Use Facility
- 17. Melville Community Hub
- 11. Barton Downs & Acorn Centre Reinvention
- 46. Barton Recreation Ground Community Hub
- 56. Windmill Centre and Windmill Hill
- 44. Hele Village Community Clean-Up
- 60. Development of Upton Park
- 30. Community Info Bus

- 41. Sponsor a Path
- 57. Transforming play spaces
- 19. Steps Cross Redevelopment
- 62. Home downsizing – freeing up family homes
- 63. Support to access affordable housing

Work and skills

- 58. Continuation of Focus Forward – Mentoring Initiative
- 29. Children's Society Wellbeing Hub
- 34. Creative & Cultural Space for Young People
- 49. Torbay Creative Exchange (possible delivery with Hidden High Street Creative Space above)

Again not all of these projects will be able to be funded but we would like to work with these to establish fuller proposals. These projects have been selected as they closely match the priorities identified by the public and the Plan for Neighbourhood aims, many contribute to more than one of the priority themes, they are deliverable in the 4 year period and will have a demonstrable impact on the town. All of the projects have also been scored by the Council using a specially designed matrix as agreed at the last meeting.

3. Workshop Notes

3.1 Work and skills

The first workshop focused on Work and Skills. We had 12 participants drawn from the community, skills providers, Department of Work and Pensions (DWP) and Torbay Council. The issues and potential solutions as identified by the public were shared (see below), along with data provided by MHCLG and additional data provided by DWP. Participants were asked if they were aware of any other issues.

Public issues and solutions

Issue	Solution
Lack of jobs/well-paid employment	More skilled job opportunities – not always hospitality or care related More industry encouraged into the town More clean industry brought into the town
Seasonal employment	Attract big business to the area to create year-round employment.
Limited apprenticeships / work-based learning	Bring back Kick Start Programme Promote the benefits of apprenticeships to local employers
Limited learning opportunities	Increase learning times. Make them flexible – mornings, evenings and weekends.

	Increase learning spaces in the local communities
Limited digital access / courses	Community hub with access to equipment and with classes for all ages (affordable) to increase skills and aid employment
Limited provision for SEND/ Neurodivergence/additional needs	More support from local employers

Additional issues:

The DWP data highlighted that in the region of 14,000 working age individuals in Torquay are currently economically inactive and the majority of these are in the 25-49 group. It was commented that a lot of government support is targeted at other parts of the community. This group seems to be 'left behind'.

Participants were asked to use their collective knowledge to map

- What is already on the ground (when does the funding finish?)
- What is in the pipeline and funded
- Any further intelligence we have/other consultation results/strategies

The group was then asked to look at the **Powers** and **Pre-approved interventions** provided by MHCLG and were asked if we are using/doing any of these? The group mapped if any of the proposals that had been received for Plan for Neighbourhoods funding matched the issues raised, and finally gaps were identified and consideration given to how these could be filled. Inputs are summarised in the table below. (Please note South Devan College were unable to attend this workshop and will be adding to this mapping in due course.)

Issue	Public Solution	Other potential solutions	On the ground/in pipeline	Proposals
Lack of jobs/well-paid employment	More skilled job opportunities – not always hospitality or care related More industry encouraged into the town More clean industry brought into the town	Regenerate hotels in the most attractive areas, like Torquay Strand (Debenhams) to create more jobs in hospitality and tourism support areas. Promote and create ‘Green jobs’ for example installation of solar panels on the roofs of houses, fields. Energy industry promotion: - energy saving solutions jobs – Air source heat pump installation – houses installation – solar PV installation – other		49. Torbay Creative Exchange Could be delivered with the other creative proposals including: 36. Hidden High Street Creative Space 51 Heritage Construction skills 34 Creative & Cultural Spaces for Young people 41.Sponsor a Path 1.Redevlopment of Union Square Shopping Centre 52. Redevlopment of the Strand
Seasonal employment	Attract big business to the area to create year-round employment.	Need to invest in small businesses not large. Decrease business rates for small businesses so they can increase wages (local authority discretionary rate relief powers can be used to fund a fixed pot	Torbay Council support to small businesses Local Spark	50. Start-Up Business and Inclusive Entrepreneurship Hub

		to offer rate relief for businesses that become Living Wage Accredited) Business support for employers to employ		
Limited apprenticeships / work-based learning	Bring back Kick Start Programme Promote the benefits of apprenticeships to local employers		-Skills bootcamp and apprenticeships – Funded by UK Shared Prosperity Funding (UKSPF) to ? -Supported internships – individual funding each academic year -Sound Futures 16-24 NEETs – UKSPF funding to Dec 2025 -South Devon College Govt funded apprenticeships	Continuation funding for Sound Futures as part of 34 Creative & Cultural Spaces for Young people
Limited learning opportunities	Increase learning times. Make them flexible – mornings, evenings and weekends.	Funded training for up to Level 3 and Level 4 NVQ for employed people Start to collaborate with nearby universities to create short courses and encourage Torquay community to get enrolled	-Adult skills fund – LA Devon Funded Sept 2025-July 2026 - Learn Devon -Multiply Maths support – UKSPF funded to March 2026	Build learning opportunities for local communities into the various community hub applications: 10. Ellacombe community multi use facility

	Increase learning spaces in the local communities	Create Living lab in Torquay. Living lab is a computer centre allowing people to come together digitally and learn (already pioneered in Paignton)	-U3A -Shekinah Training Programme -Online free training courses	11. Barton Downs and Acorn Centre Reinvention 14. Torre Reuse Repair and Recycle Centre 17 Melville Community Hub 30 Community Info Bus
Limited digital access / courses	Community hub with access to equipment and with classes for all ages (affordable) to increase skills and aid employment	Digital hubs	Already at: -Eat that Frog -Torquay Library -Turning Heads -The Foyer	
Limited provision for SEND/ Neurodivergence/ additional needs	More support from local employers	More training and myth busting for local employers needed. Disability awareness, inclusivity training, support/training/policy for employers to do right by their vulnerable/marginalised/disabled etc employees is lacking as a joined up approach There is a mismatch % of economically inactive peeps that are disabled/neurodivergent in relation to % of suitable jobs available. Try to resolve this.	SEND post 16 provision – Torbay Council Funding – not working. NB. VCSE in this space at crisis point due to lack of funding - Tissue and Issues - Access to Work -Connect 2 Work economically inactive with health barriers – currently under procurement – funding for 5 years	47. Town Centre drop in for disabled and vulnerable people 72. Low Cost Fitness and Wellbeing Centre

		Volunteering as a route into employment	-Health and Employment peer support programme for those with most barriers (feeder into Connect 2 Work) – Local Care Partnership Health Population/inequalities funding to March 2026	
Added from workshop				
Not enough support for 25-49 year olds		Flexible Childcare options Childcare development - supporting parents into work ‘Sure start/home start projects	Focus Forward supporting economically inactive 25-64 yrs – funded by UKSPF to Sept 2025	Continuation Funding for Focus Forward (subsequent application no 58.)
Long term support for 16-24s		Alternative ways of engaging 16-18 years olds who are not in education, employment or training (NEET)	Kings Trust Sound Futures 16-24 NEETs – UKSPF funding to Dec 2025	Continuation funding for Sound Futures as part of 34 Creative & Cultural Spaces for Young people 29. Children’s Society Wellbeing Hub

Lack of career awareness – need more visibility - a one stop shop embedded from curriculum onwards (growth trajectory)		Awareness of key sectors for young people	National Careers Service funded to Sept 2026	
Support to get people with complex needs closer to employment		Get people healthy and well – invest in people properly Impartial Torbay Hib for health, wealth, employment, skills	-FAIR project providing general information and advice (via 7 VCSE orgs) National Lottery Funded to April 2027 -Men’s Mental Health (therapy and mentoring – 19 spaces – 16-50 yrs) – Devon Community Foundation funded to July 2026 -Connect 2 Work economically inactive with health barriers – currently under procurement – funding for 5 years	3. Royal Lyceum Theatre Revitalisation 7. Complex needs Navigator (Homelessness Hostel) 25. Community Health and Harm Reduction Hub 27. St Mary Magdelane Church Community Provision

			-Health and Employment peer support programme for those with most barriers (feeder into Connect 2 Work) – Local Care Partnership Health Population/inequalities funding to March 2026 - Healthscape – support for people with mental health difficulties, physical, substance misuse etc/	
Businesses that rely on short term funding streams cannot guarantee long term jobs				Out of scope
‘Stuff’ that is going on isn’t connected				Add to new strategy?
Existing provision needs to be				Who can own this?

evaluated – is it working?				
----------------------------	--	--	--	--

Further intelligence we have/other consultation results/strategies

The new Torbay Employment and Skills Strategy will be completed by the end of 2025.

Other comments

Our economically inactive statistics do not show the amount of unpaid work that is done in the community via volunteering – how do we capture this and measure its impact? Older population have time and passion and skills to teach and volunteer.

Conclusion

There are a good number of support projects on the ground, but most have short term funding and 2 are about to run out of funds. There is no clear plan for the UK Shared Prosperity Fund which supports these 2 successful projects so the group were mindful to receive a proposal for some bridging funding so this service is not lost. It was recognised that there was a strong opportunity in the creative sector for skills development and employment. There were a number of overlapping creative bids and those present were encouraged to work together to see if a collaborative bid could be developed. It was also recognised that there were a lot of community hub bids, given the issues raised about access to training it was suggested that the ‘hubs’ be approached to work up a skills element to their bids. Lastly there were a number of Town Centre bids supporting vulnerable people presenting another opportunity for a piece of collaborative work. As the new Torbay Employment and Skills Strategy is imminent it was agreed to review the priorities for the Plan for Neighbourhoods funding alongside this strategy.

3. Physically Improving our Neighbourhoods including Crime and Affordable Housing:

At this workshop we looked at physically improving our neighbourhoods and crime, and then housing issues separately. There were 9 participants drawn from the community, voluntary sector, Torbay Council and Devon and Cornwall Police. We shared the public's concerns and possible solutions for this area.

Public issues and solutions

Physically Improving our Neighbourhoods including Crime

Issues	Suggested solutions
Neglected/dirty streets	Clean, re-paint, remove litter and weeds from streets, uneven pavements need fixing, remove litter from over-flowing bins
Feels unsafe, Lack of police – Neighbourhood/Community Policing	More neighbour police officers
Lack of local/social housing, Homelessness, cramped housing conditions for families	Repurpose buildings Bring empty homes back into use “Pepper potting” across neighbourhoods as opposed to creating more problem areas Provide more accessible housing
Lack of accountability of landlords (HMO's, Private and Social housing providers)	Landlords need to be held accountable for upkeep of their properties Landlords need to be held accountable for ASB of bad tenants Fix damp, mould, unsuitable living conditions.

Speeding	Install speed humps or speed cameras where traffic needs to slow down
Buses	More regular, affordable and cleaner buses
Parks not maintained, unsafe, need fixing and cleaning, Lack of skate parks / water activities for locals	Improved play areas Improve the safety of play equipment Plant more flowers and trees
Lack of affordable activities locally	Advertise more affordable activities locally as unknown Free gym equipment in parks More access to free sports
Older people neglected	Provide more accessible housing and transport. Bungalows Support to vulnerable residents
Disabled people neglected	Provide more accessible housing and transport. Bungalows Support to vulnerable residents
Young people & families neglected	Support to families

Housing

Issues	Suggested Solutions
High rents	Lower rents for new developments Affordable housing that really is affordable Better paid jobs especially for young people
Lack of social housing	Eco/Incubator housing Buy up old properties and work with South Devon College students to refit – sell on at a reduced price to residents and repeat
New builds / redevelopment schemes	Should be sustainability over developer led profit
Devon Home Choice	Make it easier to apply System in need of an overhaul

Participants were initially asked if there were any other issues that they were aware of via data or previous consultations. Then they were asked to think about:

- Whether the proposed solutions would work
- What else is needed?

The group was then asked to look at the **Powers** and **Pre-approved interventions** provided by MHCLG and were asked if we are using/doing any of these? The group then mapped if any of the proposals that had been received for Plan for Neighbourhoods funding matched the issues raised, they considered if any of these proposals could work collaboratively and finally gaps were identified and consideration given to how these could be filled. Inputs are summarised below.

Physically improving Neighbourhoods inc crime feedback

Issue	Public Solution	Would the solution work?	What else is needed?	Proposals
Neglected/dirty streets	Clean, re-paint, remove litter and weeds from streets, uneven pavements need fixing, remove litter from overflowing bins		Lengthsmen, Community interventions to help improve and create a sense of pride in our neighbourhoods	30. Higher Union Street Regeneration 40 Capacity Building using Heritage assets 41. Sponsor a path 44. Hele Village Community Clean Up
Feels unsafe, Lack of police – Neighbourhood/Community Policing	More neighbour police officers	More police required is a gut reaction to higher crime rates and more visible crime ie shoplifting, drugs, ASB as the population see this crime and the lack of a deterrent means perpetrators are visible again within days – stop the	Reporting crime needs to be made easier with quicker visible results, people need to know what to report. A lot of crimes reported are not crimes. People not realising there are other ways to report issues like ASB/noise complaints/parking issues.	8. Crime Prevention through Environmental Design

		reasons crime is committed	Community Surgeries once a month in each ward, more use of the DC Alert system	
Speeding	Install speed humps or speed cameras where traffic needs to slow down	Some areas where there is speeding people are not reporting to Community Speed Watch Scheme. Lack of people wanting to get involved.		
Buses	More regular, affordable and cleaner buses		More realistic timetables. Cheaper/free travel for under 16 of students – more available at all times.	Pass on to Bus Forum
Parks not maintained, unsafe, need fixing and cleaning, Lack of skate parks / water activities for locals	Improved play areas Improve the safety of play equipment Plant more flowers and trees	Yes no skate park and area for bikes in Torquay.	More consideration of this by planning when new builds are built.	13. Future Food Forest 19. Steps Cross Redevelopment 23. Astro Turf/3G pitch 53. A brand-new Kids play park / swings and splash park at Torre Abbey meadows Subsequent application

				57. Transformative investment in play provision in Torquay
Lack of affordable activities locally	Advertise more affordable activities locally as unknown Free gym equipment in parks More access to free sports	Yes advertise more locally inc TV and radio about local charities. Links to schools and businesses – advertise on buses	Activities should be free and available to all - people who work/have families also need easy access to ‘free’ support and activities. Reduced rates for sports facilities. Creative activities (very good for health and wellbeing), Funding for local arts, cultural, heritage and creative industries.	10. Ellacombe community multi use facility 11. Barton Downs and Acorn Centre Reinvention 14. Torre Reuse Repair and Recycle Centre 17 Melville Community Hub 30 Community Info Bus and subsequent applications 56. Improvements to the Windmill Centre and Windmill Hill and 60. Development of Upton Park Community Hub 24. Wellbeing Workshops 34. Hidden High Street Creative Space 49. Torbay Creative Exchange
Older people neglected	Provide more accessible housing and transport. Bungalows	At what age do you become old? You can be ‘old’ at 30. Isolation and poor economic growth/access are the		10. Ellacombe community multi use facility 11. Barton Downs and Acorn Centre Reinvention

	Support to vulnerable residents	main barriers. I don't believe older people are neglected – I believe this is what Community Builders have been trying to overcome.		14. Torre Reuse Repair and Recycle Centre 17 Melville Community Hub 30 Community Info Bus and subsequent applications 56. Improvements to the Windmill Centre and Windmill Hill and 60 Development of Upton Park Community Hub
Disabled people neglected	Provide more accessible housing and transport. Bungalows Support to vulnerable residents			10. Ellacombe community multi use facility 11. Barton Downs and Acorn Centre Reinvention 14. Torre Reuse Repair and Recycle Centre 17 Melville Community Hub 30 Community Info Bus and subsequent applications 56. Improvements to the Windmill Centre and Windmill Hill and 60 Development of Upton Park Community Hub
Young people & families neglected	Support to families			16. St Martin's Car Park Resurfacing

				34 Creative & Cultural Spaces for Young people 29 Children's Society Wellbeing Hub 10. Ellacombe community multi use facility 11. Barton Downs and Acorn Centre Reinvention 14. Torre Reuse Repair and Recycle Centre 17 Melville Community Hub 30 Community Info Bus and subsequent applications 56. Improvements to the Windmill Centre and Windmill Hill and 60 Development of Upton Park Community Hub
--	--	--	--	---

Housing Feedback

Issue	Public Solution	Would the solution work?	What else is needed?	Proposals
Lack of local/social housing, Homelessness,	Repurpose buildings Bring empty homes back into use	Yes – free up large office spaces that are underused, join	Empty Dwelling Management Orders – This is used – but in	

cramped housing conditions for families	“Pepper potting” across neighbourhoods as opposed to creating more problem areas Provide more accessible housing	businesses together to free up smaller properties that can be turned into private accommodation for families.	Torbay it is not implemented properly Council Tax premiums (empty home management) – being done in Torbay and good 😊 Provide safe and supportive environments for people with experience of homelessness and rough sleeping – trust voluntary sector to support homelessness. Join statutory and voluntary – but must work together	
Lack of accountability of landlords (HMO’s, Private and Social housing providers)	Landlords need to be held accountable for upkeep of their properties Landlords need to be held accountable for ASB of bad tenants	Yes - need to take more action against owners who do not secure dilapidated buildings – act faster. Tenants are scared – if they report ASB/Damp there is a Health and	Modernisation of social housing – Social Housing is in a very bad condition. Need to get social housing landlords to take responsibilities for	

	Fix damp, mould, unsuitable living conditions.	Safety risk for the landlord and they may serve a Section 21 as retribution.	property and much more. NB Respect orders – do not include social housing communal areas Financial and practical support for landlords that can't afford to get their properties to the standard required by new regulations.	
High rents	Lower rents for new developments Affordable housing that really is affordable Better paid jobs especially for young people			31. Affordable Housing via bequests
Lack of social housing	Eco/Incubator housing Buy up old properties and work with South Devon College			

	students to refit – sell on at a reduced price to residents and repeat			
New builds / redevelopment schemes	Should be sustainability over developer led profit			
Devon Home Choice (DMC)	Make it easier to apply System in need of an overhaul	Yes. DHC is discriminating against those digitally excluded (and this is not just old people) Access is only online. Unable to make contact. Policies need a huge review. 40% allocation to homeless, so people in homes but who are at risk get skipped for years even if they are on the same banding. Being frozen on DHC – happened most		Need to feed to MP and Torbay Council.

		recently for requested update to information related to new Hotels to Homes. Letters and emails are too complicated.		
Added at workshop				
Improve energy efficiency in homes		Support local community initiatives that support people in bringing down their home energy bills and improve the energy efficiency of their homes – yes for people and landlords. We already have ECOE but we could have more		

Conclusion

There are a good number of applications to support vulnerable people in our neighbourhoods and to physically improve the areas, but again these groups would benefit from collaboration to avoid duplication. There is currently only one housing related application so this presents a challenge, Age UK agreed to look into this.

4. Physically improving the Town Centre including crime

The third workshop focused on physically improving the Town Centre including Crime. We had 32 participants from the community, businesses, Torbay Council, Devon and Cornwall Police and the voluntary sector. We shared the public's concerns and possible solutions for this area.

Public issues and solutions

Issues	Suggested solutions
Drugs, Alcohol, ASB, Shoplifting, Begging, E scooters, Lack of police Feeling unsafe	More police presence on foot patrol More CCTV More enforcement on low level crimes Safer taxi rank by harbour
Homelessness	Relocate factory row “Pepper potting” across neighbourhoods as opposed to creating more problem areas Multi agency support required for homeless

Neglected/dirty/disgrace/run down public realm	Fix broken windows, fix uneven pavements, clean, re-paint inc. shop fronts, remove litter Hold landlords of HMO's and shops to account for upkeep and behaviour of tenants
Too many empty shops, Too many charity shops, lack of independent shops	Limit vape shops, barbers and nail salons Put large art posters relating to Torbay in empty shop windows to cover them
Too many take aways, pubs and bars (encourages unhealthy habits/ASB/ violence)	
Too spread out/hard to access, Need more pedestrianised areas	Reduce size of high street/condense size so all are located together/ easy access for all inc. disabled Zone the town - Local at the top (ie post office, supermarket, estate agents), 50/50 in the middle for locals and tourists (better shops, independent shops, markets – fruit and veg, butchers, local arts and crafts etc), Tourism at the end/by harbour (restaurants, bars, water sports etc) Repurpose buildings top of town Repurpose empty properties above shops Demolish area around Temperance St and redevelop as eco supported accommodation for older people Pedestrianise middle and lower end of town to make safer More toilets/other facilities More seating

Attract more people into the Town Centre	Make it easy to arrive and stay
Expensive parking	Vehicles allowed at top end. Cheaper/shorter parking here so locals can quickly pop into the top of town according to daily needs
Poor buses	More regular, affordable and cleaner buses

Again participants were asked to use their collective knowledge to map

- What is already on the ground (when does the funding finish?)
- What is in the pipeline and funded
- Any further intelligence we have/other consultation results/strategies

The group was then asked to look at the **Powers** and **Pre-approved interventions** provided by MHCLG and were asked if we are using/doing any of these? The group then mapped if any of the proposals that had been received for Plan for Neighbourhoods funding matched the issues raised, and finally gaps were identified and consideration given to how these could be filled. Inputs are summarised in the table below.

Issue	Public Solution	Other potential solutions	On the ground/in pipeline	Proposals
Drugs, Alcohol, ASB, Shoplifting, Begging,	More police presence on foot patrol More CCTV	Increase security in new cafes and restaurants,	All of the available powers are being used in the Town Centre.	8. Crime Prevention Through Environmental Design

E scooters, Lack of police Feeling unsafe	More enforcement on low level crimes Safer taxi rank by harbour	install more CCTV making them health and safe Not enforcement – incentivise! More youth workers in the Town Centre. Youth Café (One Space group). Make things beautiful – creative places tell a story. Co-location of crime reduction services?	It's my Circus Project	6. Town Centre CCTV Upgrade
Homelessness	Relocate factory row “Pepper potting” across neighbourhoods as opposed to creating more problem areas Multi agency support required for homeless	Scapegoating Factory Row is not the answer – there are more homeless in Castle Circus than Factory Row residents. Factory Row not the problem, but nothing for residents to do. No day services, activities, trips, etc. New to invest in support services. Give people a sense of purpose. People are	Living Room provision at St Mary Mags. The Lyceum Theatre Help Hub at Temperance Street (all short opening hours). Torbay Council funded warm spaces Shekinah Grow?	10. Ellacombe Community Multi-Use Facility 17. Melville Community Hub 3. Royal Lyceum Theatre Revitalisation 7. Complex Needs Navigator (Homeless Hostel) 25. Community Health & Harm-Reduction Hub

		taking advantage of vulnerable people. Create homes for the homeless people. Create jobs, engage inclusively to stop begging. Convert empty unused places into homes and reduce number of homelessness, begging. Provide safe and supportive environments for people with experience of homelessness and rough sleeping. Safe places for people to go in the day who are in supported accommodation. Use community assets to do this – extend opening hours of the existing provision. Existing hubs to work together.		27. St Mary Magdelane Church Community Provision 47. Town Centre Drop-In for Disabled and Vulnerable People
--	--	---	--	---

Neglected/dirty/disgrace/run down public realm	Fix broken windows, fix uneven pavements, clean, re-paint inc. shop fronts, remove litter Hold landlords of HMO's and shops to account for upkeep and behaviour of tenants	Regenerate neglected areas: Clean, make green, create parks, play places for children, so people could have a rest in the parks and enjoy. Shop signage and bins etc need curating – creating and enforcing a sustained aesthetic (eg Bath), art installations. Make the area much more child friendly. Lower rents for well presented units. Plant trees and flowers in cleaned empty areas Improve shop fronts Heritage Trail Clean up notices	Town Centre Partnership and SWISCo have identified improvements to be implemented this year. Empty Shop window projects. Tall planters all year round. Power washing of pavements. White lines between pavement and road on Lower Union Street being repainted. Torbay Council Grant Fund for High Street shop fronts Recruitment of a Town Centre Manager It's my Circus Project	4. Business-Led Town Centre Improvements 37. Connecting Places – Public Realm Activation 40. Capacity Building Using Heritage Assets 20. Higher Union Street Regeneration 52. Strand Redevelopment
Too many empty shops, Too many charity shops, lack of	Limit vape shops, barbers and nail salons Put large art posters relating to Torbay in empty	Using shops as experiences rather than things to buy. Encouraging new experiences to	It's my Circus Project Recruitment of a Town Centre Manager	29. Children's Society Wellbeing Hub

independent shops	shop windows to cover them	combat online shopping. How to make shopping in the centre more 'experiential' – what other activities to offer? Incentives for start up businesses in unlet units. Be innovative in attracting new businesses. New short-term rents. Low rates for new retailers who want to try a business for 3-6 months. Lower rents for 'hubs' supporting eg young people. Re purpose a shop as a Changing Place. Debt on vacant property power		34. Creative & Cultural Space for Young People 21. Changing Places Facility (Harbour/Strand)
Too many take aways, pubs and bars (encourages unhealthy		Regenerate pubs and bars, create healthy cafes and restaurants with healthy food, without unhealthy habits, make it		

habits/ASB/ violence)		inclusive with access to all.		
Too spread out/hard to access, Need more pedestrianised areas	Reduce size of high street/condense size so all are located together/ easy access for all inc. disabled Zone the town - Local at the top (ie post office, supermarket, estate agents), 50/50 in the middle for locals and tourists (better shops, independent shops, markets – fruit and veg, butchers, local arts and crafts etc), Tourism at the end/by harbour (restaurants, bars, water sports etc) Repurpose buildings top of town Repurpose empty properties above shops	Could there be a cultural quarter? Creative spaces in the town centre Pop up shops – need safe ways to try. New buildings need to have a purpose and wash their own face – long term solutions. Give local artists the space to shine The Terrace has a great view but is empty of people – create ways to appreciate the views – enjoy undiscovered territories and heritage Pedestrianise Fleet Street Address the needs of young people -places to go to meet people, do things and calm spaces.		36. Hidden High Street Creative Space 49. Torbay Creative Exchange 39. Festival of Torquay 2027 38. Agatha Christie Heritage Trail 50. Start-Up Business and Inclusive Entrepreneurship Hub 28. Watersports Hub at Torquay Harbour 53. Play park at Torre Abbey

	Demolish area around Temperance St and redevelop as eco supported accommodation for older people Pedestrianise middle and lower end of town to make safer More toilets/other facilities More seating	Use empty shops for youth provision. What people want when they come here has changed but our offer has not. Study Green spaces – how to make a route to lead people from the harbour to new Union Square. (Why isn't Upton Park the heart of the town like Geoplay Park is in Paignton?) Heritage trails, boards and other ways to elevate what is here – whys to engage and celebrate. Who will take up the employment and work opportunities? Can't but up all of the properties – complications with lease – who holds		
--	--	--	--	--

		responsibility? Stop downward spiral. Investment and support for digital infrastructure for local community facilities – digital apps for visitors for heritage and hospitality ‘How to discover’. Funding for local arts, cultural, heritage and creative initiatives. Enhanced support for arts, cultural, heritage and creative activities, projects and facilities and historic institutions that make up the local cultural heritage offer. Use the new High Street Rental Auctions power		
Attract more people into the Town Centre	Make it easy to arrive and stay	Market as a year round destination to visit and also for local people ‘off the beaten track’.		

		Make the Town Centre fully accessible. Improve disabled access, walking and cycle lanes.		
Expensive parking	Vehicles allowed at top end. Cheaper/shorter parking here so locals can quickly pop into the top of town according to daily needs	Provide ebikes? Wheels to work South West. Encourage more walking and cycling. Bike library and bike cafes. Active Travel toolkit – stop bikes on pedestrian footpaths and 2 marked lanes. Extend the Steam Train from Torquay to Kingswear or from Exeter Central to Kingswear via Torquay. £1 parking for residents, In season/out of season process, free parking along seafront out of season like Teignmouth.		
Poor buses	More regular, affordable and cleaner buses	Public Transport is not affordable. Free bus routes (inc open top bus) and journeys. Anti-social		Pass on to Bus Forum

		behaviour on buses – look at the demographic of offenders and re-educate. Bus services no 2 bill - need harsher punishment, teach social responsibility at school. Reducing vehicle emissions – already procurement locally of zero emission buses.		
--	--	---	--	--

intelligence we have/other consultation results/strategies

Torbay Homelessness and Rough Sleeping Strategy 2024-2030

Torquay Town Centre Vision

Other comment: Create opportunities for young people to feel they have a future here – not move away.

Conclusion

The Town Centre is a very complex environment. Council Anti-Social Behaviour colleagues advised that they are already using all of the powers that are available to them but the ‘punishment’ is not enough of a deterrent (a fine which doesn’t get paid). The arrival of a new Town Centre Manager may be able to provide more of a focus to this work. The public’s desire to see some changes and fast is very clear. While there are some transformational projects in the plans for the Town Centre these cannot be delivered for another 2-3years. We need to focus on some small quick wins to make the town centre feel better and there was

lots of ideas of what to do, also building on the current It's My Circus project. Again there were a number of groups with town centre based hubs which would benefit from working together. We heard that the creative applications have already come together to put in a revised joint bid. We also heard from Jamie Lewis-Hadley about his plans for a Torquay Festival in 2027. The group thought this might provide an opportunity to celebrate the first year of the Plan for Neighbourhoods work.

Appendix 1 – Workshop participants and facilitators

Work and skills, Wednesday 24th September, The Foyer

Facilitators – Tracey Cabache – Torbay Communities, Jon-Paul Hedge – Torbay Council

Participants

1. Jacob Brandon – Artizan Collective CIC
2. Amanda Moss – I Can Do That! CIC
3. Hannah Rendle – Eat That Frog CIC
4. Tracy Pleece on behalf of Margaret Forbes Hamilton – Torre & Upton Community Partnership
5. Carolyn Drew - St Marychurch and District Community Partnership
6. Alan Tilley – Turning Heads CIC
7. Chris Price
8. Laman Suleymanli – Torbay Council
9. Stuart Evans – DWP
10. Connor O’Connelly – Torbay Council
11. Jojo Ramsden – Torbay Council
12. Callum Elliot – Sound Communities

Physically improving our neighbourhoods including crime and affordable housing – Thursday 25th September, The Windmill Centre

Facilitators – Tracey Cabache – Torbay Communities, Jon-Paul Hedge – Torbay Council

1. Mandie Giles – Age UK
2. Sandra Harper – Age UK
3. Claire Bithell – Torbay Health and Wellbeing VCSE Network
4. Marc Ireland + 1 – Devon and Cornwall Police
5. Steve Margetts – Torquay Academy
6. Laman Suleymanli – Torbay Council
7. Julie Brandon – Torquay Town Centre Community Partnership/Artizan Collective CIC
8. Jess Gane – Melville Residents Group

Physically improving our town centre including crime – Monday 29th September, St Mary Magdalane Church Hall

Facilitators – Tracey Cabache, Liz Muir, Ceri Silk, Usha Garrattley – Torbay Communities, Jon-Paul Hedge – Torbay Council

1. Steve Marks – Mencap

2. Beth Huntley – Safe, Sustainable Transport Torbay
3. Gemma Ohanyew – YMCA Exeter
4. Alex Cook – YMCA Exeter
5. Carol King – Mencap
6. Rev Sam Leach – St Mary Magdelane Church
7. Paul Martin – Unleashed Theatre Company
8. Julie Brandon – Artizan Collective CIC
9. Heather Norman-Soderlind
10. Ros Morrison - Unleashed Theatre Company
11. Brian Morrison - Unleashed Theatre Company
12. David Carter – Torbay Council
13. Natasha Nicholson – Prospect Brixham
14. Pamela Charlick – Prospect Brixham
15. Greg Bell – Together Church
16. Dave Parsons – Torbay Council
17. Peter Clayton – Together Church
18. Margaret Forbes-Hamilton – Torre and Upton Community Partnership
19. Laurence Gaywood – Devon and Cornwall Police

- 20. Daniel Taylor – Devon and Cornwall Police
- 21. Jess Gane – Melville Residents Group
- 22. Nathalie Ash – Children’s Society
- 23. Laman Suleymanli – Torbay Council
- 24. James Lewis-Hadley – Artist
- 25. Davina Luther – Torbay Communities It’s my Castle Circus project
- 26. Peter Friend – Together Church
- 27. Steve Holdup – Torquay Town Centre Partnership
- 28. Anthony Jones – Torquay Independent Businesses Organisation (Tibo)
- 29. Ann Ashworth – Torquay Yacht Club and Rowing Club