

Record of Decisions Care Quality Commission (CQC) Improvement Plan

Decision Taker

Cabinet on 14 April 2026

Decision

1. that Cabinet note the CQC's report on the assessment of Torbay Council's Adult Social Care and the resulting action plan set out at Appendix 2 to the submitted report be approved; and
2. that the Adult Social Care and Health Overview and Scrutiny Sub-Board be requested to review the improvement plan on a quarterly basis and any required recommendations are made to Cabinet.

Reason for the Decision

The CQC report provided key insights into Adult Social Care at Torbay Council and included an Improvement Plan with actions and progress to date. Actions were appropriately allocated across programme sub-boards to ensure clear accountability and reporting. The findings supported service improvement and the Council's vision for a healthy, happy and prosperous Torbay.

Implementation

The decision will come into force and may be implemented on 27 April 2026 unless the call-in procedure is triggered (as set out in the Standing Orders in relation to Overview and Scrutiny).

Information

Inspectors from the Care Quality Commission (CQC) carried out a full assessment of Torbay Council's Adult Social Care service in September 2025 as part of a national inspection programme reintroduced under the Health and Care Act 2022. Following initial notification in April 2025, the Council submitted an extensive information return, including an updated self-assessment. The on-site inspection involved engagement with over 200 stakeholders, including people with lived experience, providers, partners and staff across the Council and Torbay and South Devon NHS Foundation Trust. Preparatory work included participation in a Local Government Association (LGA) Peer Challenge in June 2024, and the resulting Improvement Action Plan brought together findings from the Peer Challenge, the self-assessment and the CQC assessment report.

Alternative Options considered and rejected at the time of the decision

There were no alternative options considered.

Is this a Key Decision?

No

Does the call-in procedure apply?

Yes

Declarations of interest (including details of any relevant dispensations issued by the Standards Committee)

None

Published

17 April 2026

Signed: _____ Date: _____
Leader of Torbay Council on behalf of the Cabinet