

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	42%	40%	On target	40%	40%	↓
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	72%	70%	On target	68%	68%	↓

Previous year figures for all Residents Satisfaction Survey PIs have been amended from unweighted data to weighted data, in line with the published survey results.

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	114	109	Worse than target	114	114	114	119	119	118	122	121	119	118	116	116	116 (Last period value)	↓

Our current number of cared for children incorporates nine Unaccompanied Asylum Seeking Children (UASC) referred to Torbay as part of the National Transfer Scheme, this is against a NTS 0.1% of 24. 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 historically, but this is starting to rise this year which is impacting on our sufficiency. We have reviewed all children who are placed with parents and discharged a number of the orders reducing the cohort to 12 with FCO and 7 subject to ICO. We continue to robustly monitor those children entering care to ensure we are making safe decisions

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	23.8%	23.8%	↑

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	Males - 6 yrs Females - 3 yrs	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	64%	70%	Worse than target	66%	66%	↑

In both the surveys (over 16's and 12-15 year olds), there was an increase in the feeling of belonging to their local area. This question didn't provide an opportunity to understand our residents views more but through the free text option after the Trust question there was feedback that links to where our continued improvements can be focussed. There is perceived inequality between the different parts of Torbay (Torquay vs Brixham vs Paignton). Paignton and Brixham residents regularly say they feel neglected relative to Torquay (e.g., public realm, enforcement, road maintenance). Paignton often cited as "run down" or "messy"; Brixham residents reference harbour decisions and town-centre priorities. We also picked up through the questions about services that people value (like the library, sport and leisure services and support for older people) that these are important to them and contribute to people's wellbeing and independence as well as their community connection and quality of life. The Leader recognised in his forward to the Residents Satisfaction report that these results will be used to sharpen our focus, including on a stronger sense of safety in our communities, town centres and parks, continued improvement in the services our residents value most, including support for older people and supporting more positive opportunities for young people, including safe spaces and activities, reflecting what many of the 12-15 year olds who responded to the survey told us.

Code	Title	Polarity	2021/23	Target	Current Status	2022-24	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	9.5	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 Available	
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	27	40	8	54	129 (Cumulative)	↓
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	Much better than target	2,800 (Estimate)				2,800 (Estimate)	↑
BP106	Number of businesses participating in Residents' Discount Scheme per year (annual)	It's better to be high	137	164	Worse than target	155 (Estimate)				155 (Estimate)	↑

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%	20%	24%	23%	16%	16%	18%	21%	23%	21% (Average to date)	↓
BP05	Annualised rate per 10,000 children of referrals to Children's Services in the period (monthly)	It's better to be low	702	Monitoring only	Monitoring only	765	660	699	660	580	775	727	675	599	832	660	741	698 (Average to date)	↑
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%	9%	18%	21%	20%	27%	17%	18%	17%	23%	20% (Average to date)	↑
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%	17%	17%	17%	16%	17%	19%	19%	20%	18%	18% (Average to date)	↓

BP05 and BP06 Torbay referral rate is an outlier to both statutory neighbours and the national picture. Our overall figure referrals remains similar to the previous year. However, the reduction in the re referral rate is positive in that families are having their needs met at the right time by the right person. BP07 - A small number of 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. However we have not met the target we set ourselves and in fact have a slightly higher percentage than the previous year.

	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%	70%	71%	68%	68%	68%	69%	67%	66%	66%	66% (Average to date)	↑
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	81	33	14	57	24	43	19	38	38	37 (Average to date)	↓

We continue to review all our cared for children in line with needs and are actively reviewing all of those that result in placement with parents or not requiring cared for status post care proceedings. Our placement stability is in line with statistical neighbours and the national picture.

BP10	Number of requests for new Education Health and Care Plan (EHCP) assessments (YTD) (monthly)	N/A	233	Monitoring only	Monitoring only	34	25	48	65	11	16	18	21	31	32	53	37	391 (Cumulative)	N/A
------	--	-----	-----	-----------------	-----------------	----	----	----	----	----	----	----	----	----	----	----	----	------------------	-----

We continue to see an increase in requests for statutory assessments with a number resulting in a EHCP. However we are also refusing approximately 40% of these and supporting next steps meetings in order to see what other support that can be put in place. This is now being directly impacted since the publication of the White Paper outlining the SEND reforms. It is further exacerbated by the different approach from education establishments in responding to SEN(K). We are awaiting the guidance in respect of the SEND reform plan to consider how we continue to develop a belonging strategy that impacts on 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		7,729	13,478	11,590		Data Not Available (Cumulative)	

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	24.4%	24.4%	↓

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
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%	-	49.4%	49.9%	50.4%		Data Not Available (Last period value)	
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%	-	62.6%	65.2%	68.0%		Data Not Available (Last period value)	
BP15	Treatment progress measure (all substances) – showing substantial progress (quarterly)	It's better to be high	44%	48%	-	44.0%	45.0%	42%		Data Not Available (Last period value)	

There is a 1 quarter lag on this data becoming available. Levels of unmet need within Torbay are significantly less for all treatment cohorts compared to levels reported nationally e.g. 50% v 54% for Opiates and/or crack, 24% v 53% for crack, 46% v 49% for opiates and 68% v 75% for alcohol. Treatment progress has declined by 3% since Q2 and now sits at 42%, which remains lower than the England figure which sits at 46%.

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	18.5%	23.0%	Much worse than target	17.8%	18.2%	18.5%	18.8%	18.5%	17.8%	18.2%	18.2%	18.0%	18.1%	18.4%	18.1%	18.1%	18.1% (Last period value)	↓

Performance on direct payments remains significantly off track at 18.1% against a target of 23.0%, and has not shown material improvement during the quarter. A combination of factors continues to constrain progress. These include longstanding cultural and practice preferences within teams, inconsistent end-to-end processes, capacity pressures, and the cumulative impact of system and organisational change. In particular, management capacity has been focused on service stability and statutory delivery during a period of challenges including workforce and transition, which has limited the pace at which improvement in this area can be driven.

While actions to strengthen direct payment practice are identified within the Our Plan for Better Care programme, these are taking longer than anticipated to translate into improved performance. As a result, the current position reflects structural and operational challenges rather than short-term delivery issues, and improvement is expected to be gradual rather than immediate.

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%	Much better than target	36.3%												36.3%	↑
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%	On target	46.1%												46.10%	↑
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 yet available												Data Not Available	

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	00:04:00	00:03:20	00:03:43	00:04:13	00:01:36	00:00:44	00:00:44	00:00:42	00:00:49	00:02:37 (Average to date)	↑

The reduction in 'average' wait times for a call to be answered has also prompted a reduction in the 'maximum' (longest) wait times for calls to be answered within Q4. January's 10 maximum wait times for a call to be answered ranged between 15 and 34 minutes. February's 10 maximum wait times ranged between 11 and 16 minutes and March's maximum wait times ranged between 14 and 26 minutes. In addition, positive feedback has continued to be received via our customer phone survey, issued to callers after their call has ended to capture feedback of their service experience. Within the survey questions, it requests scoring of the wait time for call to be answered, satisfaction of the service received, and professionalism and helpfulness received from the advisor during the call. These 3 criteria combined recorded an overall satisfaction rating of 4.87 out of 5 during Q4.

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	51.8%	85.0%	Much worse than target	7.0%			32.7%			38.6%			63.3%			63.3% (Last period value)	↑

Applications for the Community Ward Fund for 2025/2026 closed at the end of March 2026. The requests from Councillors picked up as we came to the end of the financial year and a number of grant payments and instructions to SWISCo have been made.

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	185	177	187	752 (Cumulative)	
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	229	200	179	778 (Cumulative)	
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	26	21	24	94 (Cumulative)	

TDAS observes a downward trend in people seeking and receiving longer term support, opting for crisis / short term interventions and shaping the way in which services are delivered. The service reports this against a general pattern of increased numbers in referrals. Funding has been secured to expand Domestic Abuse Housing Officer hours, improving access to and move-on from safe accommodation. Progress has been made on meeting additional needs identified in the refreshed needs assessment, with a one-bedroom unit nearing completion. Void times remain challenging, though performance has improved this quarter, continuing to affect waits in emergency accommodation. MARAC case numbers have stabilised. Police use of Domestic Abuse Risk Assessment has become more consistent and higher quality following the embedding of the second-stage review process.

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%	86.6%	86.6%	86.4%	86.6%	86.0%	85.8%	85.9%	84.9%	84.6%	84.6% (Last period value)	↓

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	807,139	668,433	547,722	507,638	2,530,932 (Cumulative)	↑

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	267	300	-	Data will be available in June 2026	Data Not Available	
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	66	Monitoring only	Monitoring only	100 (Estimated)	100 (Estimated)	↑
CP10	Number of new Social Rent Homes completed each year (annual)	It's better to be high	13	Monitoring only	Monitoring only	75 (Estimated)	75 (Estimated)	↑
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	56%	70%	Much worse than target	58%	58%	↑

In both the surveys (over 16's and 12-15 year olds) there was an increase in how satisfied people are with their local area as a place to live. This was particularly higher in the 12-15 year olds who responded with 68% happy as a place to live, which was up from 34% two years ago. With these results focus will be to keep delivering Operation Brighter Bay and Town Centres - focussing on improving the place and safety for our residents.

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	Better than target	170	160	146	139	154 (Average to date)	↑
BP28	- With dependents (including pregnant women) (quarterly)	It's better to be low	71	77	Much better than target	67	72	62	60	66 (Average to date)	↑
BP29	- Single households (including childless couples) (quarterly)	It's better to be low	86	92	On target	103	88	84	79	88 (Average to date)	↓
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	Worse than target	0	0	1	0	1 (Cumulative)	↔

Numbers in temporary accommodation (TA) have reduced, largely due to the onboarding of new social housing units delivered by the Council. This has reduced numbers in TA and reduced spend on spot purchased accommodation with B&B placements. Families in B&B are now only placed due to risk and by exception and not due to sufficiency issues, therefore meeting government targets. Achieving the TA targets for 2025/26 has been achievement against a backdrop of presentation to the service increasing by 50% from previous year. Presentations from the loss of private sector accommodation continue to be the highest cause of homelessness, any impacts associated with the Renters Rights Act are being carefully monitored.

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	On target	26				26	↑
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	Much worse than target	17	12 (29)	13(42)	11(53)	53 (Cumulative)	↓
BP33	Average length of stay at the Hostel (days) (quarterly)	It's better to be low	238	230	On target	196	214	241	237	222 (Average to date)	↑

There have been 11 new occupants in Q4, therefore having achieved less throughput at the hostel having accommodated 53 different people over the year. This is due to the lack of opportunity for move on as opposed to a reflection of under achievement. Plans are being developed to facilitate move on into the private sector through additional support giving landlords the confidence to accept clients but this is compounded by the pending Renters Rights Act and landlords being unwilling to consider people that they think are riskier tenants. 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 and opportunities to fund the proposal are being explored.

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%	54%	60%	62%	62% (Last period value)	↑
BP35	Percentage of care experienced young people in suitable accommodation (quarterly)	It's better to be high	89%	90%	On target	86%	90%	87%	93%	93% (Last period value)	↑
BP36	Number of requests for assistance from the Housing Standards service (quarterly)	N/A	400	Monitoring only	Monitoring only	88	74	90	122	374 (Cumulative)	
BP37	Number of legal notices served to improve quality of accommodation (quarterly)	N/A	46	Monitoring only	Monitoring only	12	23	22	29	86 (Cumulative)	
BP101	Total number of help desk calls	N/A	58	Monitoring only	Monitoring only	8	9	5	26	48 (Cumulative)	
BP102	Number of help desk calls not responded to within set timescales	It's better to be low	0	Monitoring only	Monitoring only	1	0	0	3	4 (Cumulative)	↓
BP103	Percentage of compliance tests completed	It's better to be high	100%	100%	On target	100%	100%	100%	100%	100% (Average to date)	↔
BP104	Number of compliance defects unresolved / outstanding	It's better to be low	0	0	On target	0	0	0	0	0 (Cumulative)	↔
BP105	Rental income collected as a percentage of debt raised	It's better to be high	99%	100%		100%	100%	100%		Data Not Available	
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	13	30	Much better than target	36				36	↑

The target has been changed from 60 to 30 as it will allow the sites that we have acquired this year to 'bed in'.

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	16,813,983	Monitoring only	Monitoring only	19,609,744	19,609,744	↑
BP39	Total annual footfall in Paignton's Town Centre (annual)	It's better to be high	20,459,567	Monitoring only	Monitoring only	21,182,841	21,182,841	↑
BP40	Total annual footfall in Brixham's Town Centre (annual)	It's better to be high	5,558,520	Monitoring only	Monitoring only	6,800,499	6,800,499	↑

Priority P3: Maximise heritage and cultural opportunities for the enjoyment and benefit of residents and visitors

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 worse than target	27	30	13	3	73 (Cumulative)	↓

The actual performance for this indicator does not include maritime events however, there is uncertainty if the target took this into account. Further to this, the events landscape and particularly in an area of deprivation such as Torbay is incredibly difficult, our local organisers are struggling to support their events with higher costs, no movement in budgets and a lack of support from sponsorship due to pressure on local businesses. This means we must be mindful of a potential lack of growth and nervousness around risk with ticketed and paid events in the coming years.

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 (Core and Associate Partners) (annual)	It's better to be high	40	40	On target	41	41	↑
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	-	TBC	4	4	N/A

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%	100%	100.0%	100% (Average to date)	↑
BP46	Percentage of street sweeping schedule due achieved during the period (quarterly)	It's better to be high	100%	100%	On target	100%	100%	100%	100.0%	100% (Average to date)	↔
BP47	Percentage of weed spraying schedule due achieved during the period (quarterly)	It's better to be high	79%	100%	On target	100%	100%	100%	100.0%	100% (Average to date)	↑
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%	80%	80.0%	90% (Average to date)	↓
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	Better than target	9,142				9,142	↑
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	20%	50%	Much worse than target	18%				18%	↓
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	36%	50%	Much worse than target	31%				31%	↓
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	46%	60%	Much worse than target	40%				40%	↓

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	65%	70%	Much worse than target	58%	58%	↓
------	--	------------------------	-----	-----	------------------------	-----	-----	---

Even though the results in the 2025 survey went down for how satisfied our residents were in these areas, the results also went down in:

- Street Cleansing - fairly or very dissatisfied - went down by 9% from 52%
- Parks and green spaces - Fairly or very dissatisfied - went down by 6% from 33% to 27 %
- Road maintenance - fairly or very dissatisfied - went down by 9% from 78% to 69%.

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	£440,060	£1,208,330	£2,081,850	£3,904,140 (Cumulative)	↑
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 (2022)	Monitoring only	Monitoring only	386.6 kt CO2e in 2023 (Latest data available)				386.6 kt CO2e	↑
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	5,205 tCO2e	Monitoring only	Monitoring only	4,452 tCO2e (2024/25) Latest data available				4,452 tCO2e	↑
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	£0.00				£0.00	↓

No Public Sector Decarbonisation Funding came out from central government. New national and regional funds are in development. The Council is in regular dialog over national and regional funding and remain ready to bid for funds that come out in 2026 onwards.

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	Better than target	34 (provisional)	34 (provisional)	↑

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	9.50	5.00	5.43	6.81 (Average to date)	↓
	BP60 % Determined within timescales (including extensions of time) (quarterly)	It's better to be high	75.00%	80.00%	Much better than target	100.00%	100.00%	100.00%	100.00%	100% (Average to date)	↑
	BP61 % Determined within timescales (without extensions of time) (quarterly)	It's better to be high	16.67%	35.00%	On target	33.33%	66.67%	0.00%	0.00%	33.33% (Average to date)	↑
	BP62 Number of appeals (quarterly)	It's better to be low	2	Monitoring only	Monitoring only	2	0	1	0	3 (Cumulative)	↓
	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%	N/A	100.00%	N/A	66.67% (Average to date)	↓
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	9.27	7.50	7.67	8.82 (Average to date)	↑
	BP65 % Determined within timescales (including extensions of time) (quarterly)	It's better to be high	87.50%	85.00%	On target	85.19%	75.56%	85.29%	83.33%	81.06% (Average to date)	↓
	BP66 % Determined within timescales (without extensions of time) (quarterly)	It's better to be high	42.01%	50.00%	Much worse than target	44.44%	37.78%	32.35%	16.67%	34.09% (Average to date)	↓
	BP67 Number of appeals (quarterly)	It's better to be low	18	Monitoring only	Monitoring only	4	8	0	1	13 (Cumulative)	↑
	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%	12.50%	N/A	0.00%	7.69% (Average to date)	↑

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	6.86	9.10	5.06	8.2 (Average to date)	↑
	BP70 % Determined within timescales (including extensions of time) (quarterly)	It's better to be high	78.06%	88.00%	On target	83.96%	85.71%	85.71%	82.83%	84.5% (Average to date)	↑
	BP71 % Determined within timescales (without extensions of time) (quarterly)	It's better to be high	38.08%	60.00%	Much worse than target	49.06%	39.80%	33.33%	25.25%	37.21% (Average to date)	↓
	BP72 Number of appeals (quarterly)	It's better to be low	37	Monitoring only	Monitoring only	10	16	0	5	31 (Cumulative)	↑
	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%	43.75%	N/A	20.00%	41.94% (Average to date)	↑
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	3	1	1	11 (Cumulative)	↔
	BP75 Cases closed (during the quarter) (quarterly)	It's better to be high	262	Monitoring only	Monitoring only	67	78	94	87	326 (Cumulative)	↑
	BP76 Cases opened (during the quarter) (quarterly)	It's better to be low	258	Monitoring only	Monitoring only	91	77	58	48	274 (Cumulative)	↓
	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	624	582	545	545 (Last period value)	↑

Major planning applications

Fifteen applications were determined in this period, so percentage figures have limited value in showing trends. Validation speed finished slightly above 2025 due to two applications that increased the Q2 figure. Q4 finished at around five days, so performance is on target. Determination performance exceeded the target timescales. One additional appeal from 2025 so no major change in position. Two appeals were allowed and one was dismissed, so the overall position has changed slightly.

Minor planning applications

Validation speed improved but actual spiked by Q2. Performance heading in the right direction. Determination speeds saw some decline as older applications being cleared. This clearance process is nearly completed. Appeals saw a spike in Q2 but improved from 2025. Appeals allowed show a huge improvement and well within target.

Other planning applications

Validation saw spikes in Q1 and Q3, but improved compared with 2025. Q4 finished at five days, in line with the target. Determinations improved when extensions of time (EOTs) were used, although overall determination speed was slightly slower than in 2025. Overall improvement on appeal outcomes and numbers.

Enforcement

The team have focused on case closures and kept the notices being issued at the same level as 2025. A huge improvement in cases closed, even when considering additional cases were opened. Open cases have now been reduced to the number last seen in April 2023. A large number of these case closures were supported by additional resourcing within the team, including the appointment of an Assistant Planning Enforcement Officer in August 2025 and a subsequent promotion to Planning Enforcement Officer in December 2025. In recent months, the team has achieved four appeal wins, maintaining a 100% success rate. One of these was a public inquiry—the first handled by the Enforcement team in over a decade. There has been a noticeable increase in compliance which has avoided action on some cases.

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	79.1%												79.1%	↓
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	48%	71%	Much worse than target	55%	50%	52%	53%	55%	54%	54%	52%	53%	55%	56%	53%	53%	↑
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 2025 figure is comparable with national comparators and statistical neighbours, at 56% and 47% respectively. We have recently opened our care experienced hub with a focus on EET and are seeing positive changes which we hope will be evidence during the next year. Although not meeting our aspirations we have seen a slight increase in EET this year from the previous year.																			
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	On target	6,141,074												6,141,074	↑

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	25,400	41.8%	↑
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	12,500	20.5%	↓
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	13,400	22.0%	↑
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	9,600	15.7%	↓
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	4,895	4,895	↑
CP21	National Non Domestic Rates – Total number of void hereditaments (premises) (annual)	It's better to be low	674	Monitoring only	Monitoring only	596	596	↑
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 Available	
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 Available	
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	£669.10	£669.10	↑
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	78.6%	Monitoring only	Monitoring only	Data not yet available	Data Not Available	

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 Available	
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%	3.5%	3.3%	3.2%	3.3%	3.2%	3.2%	3.4%	3.4%	3.5%	3.6%	3.7%	3.7% (Last period value)	↓
						2,710	2,760	2,650	2,560	2,630	2,520	2,585	2,685	2,705	2,785	2,860	2,945	2,945	

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	45	Much better than target	15			26			12			8			61 (Cumulative)	↓
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%		6.7%	6.5%	6.5%	6.4%	6.5%	6.3%	6.7%	6.6%	6.8%				Data Not Available	

BP79 is no longer a national indicator. The key performance indicator has been stood down within the Adult Social Care Outcomes Framework due to structural data quality issues.

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%		100%			100%			100.0%						Data Not Available (Average to date)	
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	53.7%												53.7%	↑
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	4.7%	Monitoring only	Monitoring only	3.7%			3.5%			3.9%			4.0%			4.0%	↑

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	33.1%	33.1%	↓

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	39	119	83	297 (Cumulative)	↓
BP85	Number of employed people undertaking training (quarterly)	It's better to be high	106	160 (40 per Q)	Much better than target	41	21	89	63	214 (Cumulative)	↑
BP86	Number of people supported into work (quarterly)	It's better to be high	81	97	Much worse than target	10	40	12	21	83 (Cumulative)	↑

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

BP86 - This figure is slightly lower than expected due to a lack of entry level jobs, the significant time it takes people to secure a job and therefore delayed outcome returns. There has also been a small delay in securing the self-employment paperwork, which has already been secured for this quarter.

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	Much worse than target	16	16	↔

Progress is mixed across multiple contracts, with each at a different stage of signing and mobilisation. Discussions with the contractor, and their suppliers, are ongoing and issues are being resolved and progress on these sites should be clearer soon. Contract discussions continue with Devon County Council, with a range of options under consideration. These include changes to charger type, locations and revised timelines.

BP88	Number of electric vehicles registered in Torbay (annual)	It's better to be high	1,151	Monitoring only	Monitoring only	2w	1,575	↑
BP89	Number of electric buses in service (annual)	It's better to be high	0	40	Much better than target	55	55	↑

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	3,463,000	Monitoring only	Monitoring only	Data not yet available	Data Not Available	

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%	89.6%	90.1%	90.0%	90.1% (Average to date)	↑
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%	100%	100%	100% (Average to date)	↔

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	£637.40	£637.40	↑
BP94	Percentage of Torbay unemployed (annual)	It's better to be low	3.0%	Monitoring only	Monitoring only	Data not yet available	Data Not Available	
BP95	Births of new enterprises (new enterprise start-ups) (annual)	It's better to be high	420	Monitoring only	Monitoring only	Data not yet available	Data Not Available	
BP96	Deaths of enterprises (enterprises ceasing to exist) (annual)	It's better to be low	415	Monitoring only	Monitoring only	Data not yet available	Data Not Available	

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	166	220	199	716 (Cumulative)	↑
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	48.0%	55.0%	Much worse than target	48.0%				48.0%	↔

As part of the procurement reforms, we have introduced a new start a procurement process designed to give us an early indication of proposed procurements to support more effective pre-procurement planning. As this is still embedding, we do not always have sufficient time to undertake the level of market research or pre-market engagement necessary to understanding the local supply market. During the 2025/26 financial year officers had the option to include both local and non-local suppliers within quote processes and we were unable to restrict competition solely to local suppliers. Following a change in legislation we are now able to reserve below threshold contracts for local / Devon based suppliers. As a result, contract procedures have been amended to make reservation of below threshold opportunities to local suppliers where there is a market. This change needs to be embedded in practice and remains linked to officers engaging with Commercial Services early enough to enable market research / engagement to be undertaken. There are other mitigating factors such as the number of above threshold contracts (including within the capital programme and in particular contracts sitting with the regeneration partner) which potentially reduces the level of contracts available to local suppliers.

Glossary of Terms

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

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