

Meeting: [Adult Social Care and Health Overview and Scrutiny Sub-Board](#)

Date: 16th July 2026

Wards affected: [All](#)

Report Title: [CQC Adult Social Care Assessment Report and Improvement/Action Plan](#)

When does the decision need to be implemented?

[Not applicable.](#)

Cabinet Member Contact Details: [Cllr Hayley Tranter, Cabinet Member for Adult and Community Services, Public Health and Inequalities, Hayley.Tranter@Torbay.gov.uk](#)

Director Contact Details: [Anna Coles, Director of Adult and Community Services; anna.coles@torbay.gov.uk](#)

1. Purpose of Report

- 1.1 This report provides the Overview and Scrutiny Sub-Board with an update on progress against the Adult Social Care Improvement Action Plan, developed in response to the Care Quality Commission (CQC) local authority assessment of Torbay Council.
- 1.2 The Improvement Action Plan was approved by Cabinet on 14 April 2026. This paper sets out the progress made since that approval and outlines how delivery is being progressed and monitored.
- 1.3 The report aims to provide assurance that appropriate action is being taken to address the findings of the CQC assessment and to continue strengthening services for the people of Torbay.

2. Reason for Proposal and its benefits

- 2.1 This report includes the Adult Social Care CQC Improvement Plan with progress to date.

3. Recommendation(s) / Proposed Decision

- 3.1 That the Overview and Scrutiny Sub-Board consider the report and action plan and notes its content.

Appendices

Appendix 1: Adult Social Care CQC Improvement Action Plan

Supporting Information

1. Introduction

- 1.1 The CQC Local Authority Assessment report, published on 17 December 2025, identified a range of strengths as well as areas requiring further development.
- 1.2 In response, an Adult Social Care Improvement Action Plan was developed, incorporating:
 - The findings of the CQC assessment
 - Previous assurance activity
 - Local priorities for service improvement
- 1.3 Since Cabinet approval, work has commenced across all areas of the Improvement Action Plan. All actions are now underway, with clear ownership, milestones, and governance arrangements in place.
- 1.4 Progress has been made in establishing a structured delivery approach, including:
 - Defined action leads and accountability for each workstream
 - Strengthened governance and oversight arrangements
 - Regular monitoring and reporting mechanisms
- 1.5 Work is focused not only on addressing areas for improvement but also on embedding sustainable change and strengthening practice, systems, and partnerships.

2. Options under consideration

- 2.1 None

3. Financial Opportunities and Implications

- 3.1 None

4. Legal Implications

- 4.1 Legal accountability for Adult Social Care in Torbay remains with Torbay Council. The current delivery model includes delegated arrangements with Torbay and South Devon NHS Foundation Trust under a Section 75 agreement.

- 4.2 Understanding the forthcoming dissolution of the Section 75 agreement, changes will be managed in line with legal and contractual requirements. The Council will continue to ensure that statutory duties under the Care Act 2014 are fully met.
- 4.3 The Council will maintain appropriate oversight and assurance of Adult Social Care delivery throughout any transition to ensure compliance with CQC requirements and statutory responsibilities.
- 4.4 Delivery of the CQC Improvement Action Plan will continue throughout the transition period. Progress against all actions will be actively maintained, monitored, and reported, ensuring that improvement activity is sustained without interruption.

5. Engagement and Consultation

- 5.1 The CQC assessment process included extensive engagement with a wide range of stakeholders. This included over 200 individuals, including people with lived experience, carers, providers, voluntary and community sector partners, Councillors, and staff across the Council and Torbay and South Devon NHS Foundation Trust.
- 5.2 Engagement will continue throughout the implementation of the Action Plan and during wider organisational changes, including the transition from the current Section 75 arrangements. This will ensure that stakeholders remain informed and involved, and that feedback continues to inform service improvement and delivery.

6. Procurement Implications

- 6.1 None

7. Protecting our naturally inspiring Bay and tackling Climate Change

- 7.1 None

8. Associated Risks

- 8.1 There is a risk that the scale and complexity of the Improvement Action Plan, alongside wider organisational change, may impact delivery capacity. This is being mitigated through clear governance, defined ownership of actions, and ongoing programme oversight.

9. Equality Impact Assessment

Protected characteristics under the Equality Act and groups with increased vulnerability	Data and insight	Equality considerations (including any adverse impacts)	Mitigation activities	Responsible department and timeframe for implementing mitigation activities
Age	<p>18 per cent of Torbay residents are under 18 years old.</p> <p>55 per cent of Torbay residents are aged between 18 to 64 years old.</p> <p>27 per cent of Torbay residents are aged 65 and older.</p>	<p>There is no decision required in this report; therefore, no equality considerations are identified.</p> <p>Equalities issues are raised in the CQC report which will be addressed in detail in the action plan</p>	<p>The Adult Social Care improvement plan will address the equalities issues identified in the report.</p>	<p>Adults and Communities</p>
Carers	<p>At the time of the 2021 census there were 14,900 unpaid carers in Torbay. 5,185 of these provided 50 hours or more of care.</p>	<p>There is no decision required in this report; therefore, no equality considerations are identified.</p> <p>Equalities issues are raised in the CQC report which will be addressed in detail in the action plan</p>	<p>The Adult Social Care improvement plan will address the equalities issues identified in the report.</p>	<p>Adults and Communities</p>
Disability	<p>In the 2021 Census, 23.8% of Torbay residents answered that their day-to-day activities were limited a little or a lot by</p>	<p>There is no decision required in this report; therefore, no equality considerations are identified.</p>	<p>The Adult Social Care improvement plan will address the equalities issues identified in the report.</p>	<p>Adults and Communities</p>

	a physical or mental health condition or illness.	Equalities issues are raised in the CQC report which will be addressed in detail in the action plan		
Gender reassignment	In the 2021 Census, 0.4% of Torbay's community answered that their gender identity was not the same as their sex registered at birth. This proportion is similar to the Southwest and is lower than England.	There is no decision required in this report; therefore, no equality considerations are identified. Equalities issues are raised in the CQC report which will be addressed in detail in the action plan	The Adult Social Care improvement plan will address the equalities issues identified in the report.	Adults and Communities
Marriage and civil partnership	Of those Torbay residents aged 16 and over at the time of 2021 Census, 44.2% of people were married or in a registered civil partnership.	There is no decision required in this report; therefore, no equality considerations are identified. Equalities issues are raised in the CQC report which will be addressed in detail in the action plan	The Adult Social Care improvement plan will address the equalities issues identified in the report.	
Pregnancy and maternity	Over the period 2010 to 2021, the rate of live births (as a proportion of females aged 15 to 44) has been slightly but significantly higher in Torbay (average of 63.7 per 1,000) than England (60.2) and the South West (58.4). There has been a notable fall in the numbers of live births since the middle of the last decade across all geographical areas.	N/A to this report.	N/A to this report.	
Race	In the 2021 Census, 96.1% of Torbay residents described their ethnicity as white. This is a higher proportion than the	There is no decision required in this report; therefore, no equality considerations are identified.	The Adult Social Care improvement plan will address the equalities	

	South West and England. Black, Asian and minority ethnic individuals are more likely to live in areas of Torbay classified as being amongst the 20% most deprived areas in England.	Equalities issues are raised in the CQC report which will be addressed in detail in the action plan	issues identified in the report.	
Religion and belief	64.8% of Torbay residents who stated that they have a religion in the 2021 census.	There is no decision required in this report; therefore, no equality considerations are identified. Equalities issues are raised in the CQC report which will be addressed in detail in the action plan	The Adult Social Care improvement plan will address the equalities issues identified in the report.	
Sex	51.3% of Torbay's population are female and 48.7% are male	There is no decision required in this report; therefore, no equality considerations are identified. Equalities issues are raised in the CQC report which will be addressed in detail in the action plan	The Adult Social Care improvement plan will address the equalities issues identified in the report.	
Sexual orientation	In the 2021 Census, 3.4% of those in Torbay aged over 16 identified their sexuality as either Lesbian, Gay, Bisexual or, used another term to describe their sexual orientation.	There is no decision required in this report; therefore, no equality considerations are identified. Equalities issues are raised in the CQC report which will be addressed in detail in the action plan	The Adult Social Care improvement plan will address the equalities issues identified in the report.	
Armed Forces Community	In 2021, 3.8% of residents in England reported that they had previously served in the UK armed forces. In Torbay, 5.9 per cent of the population have previously served in the UK armed forces.	There is no decision required in this report; therefore, no equality considerations are identified. Equalities issues are raised in the CQC report which will be addressed in detail in the action plan	The Adult Social Care improvement plan will address the equalities issues identified in the report.	

Additional considerations				
Socio-economic impacts (Including impacts on child poverty and deprivation)		There is no decision required in this report; therefore, no equality considerations are identified. Equalities issues are raised in the CQC report which will be addressed in detail in the action plan	The Adult Social Care improvement plan will address the equalities issues identified in the report.	
Public Health impacts (Including impacts on the general health of the population of Torbay)		There is no decision required in this report; therefore, no equality considerations are identified. Equalities issues are raised in the CQC report which will be addressed in detail in the action plan	The Adult Social Care improvement plan will address the equalities issues identified in the report.	
Human Rights impacts		There is no decision required in this report; therefore, no equality considerations are identified. Equalities issues are raised in the CQC report which will be addressed in detail in the action plan	The Adult Social Care improvement plan will address the equalities issues identified in the report.	
Child Friendly	Torbay Council is a Child Friendly Council, and all staff and Councillors are Corporate Parents and have a responsibility towards cared for and care experienced children and young people.	There is no decision required in this report; therefore, no equality considerations are identified. Equalities issues are raised in the CQC report which will be addressed in detail in the action plan	The Adult Social Care improvement plan will address the equalities issues identified in the report.	

10. Cumulative Council Impact

10.1 Not applicable

11. Cumulative Community Impacts

11.1 Not applicable