



## One Torbay: Working for all Torbay

### Draft Community and Corporate Plan 2019/23

#### Consultation Report

#### January 2020

Number responses received
66

This consultation was open between 27 November 2019 and 24 January 2020.

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# 1. Summary

## Purpose

Following the local elections in May 2019, a draft Community and Corporate Plan was prepared by the Cabinet. This plan identifies the ambition and visions of the Council over the next four years, and sets out how the council intends to deliver them. We developed our plan taking account of the views we heard at our Community Conference in September 2019. We asked to hear the views of the community about our draft Plan. We asked them to read the Plan and tell us;

- ☒ Have we got our ambition, our visions and the priority areas right?
- ☒ Which aspects of the Plan are most important to you?
- ☒ How can we work together with the community to turn the Plan into actions?

## Scope of consultation

Public consultation on the Draft Corporate and Community Plan started on 27 December 2019 and closed on 24 January 2020. The aim of the consultation was to ensure that residents, stakeholders and groups were aware of the proposed new Community and Corporate Plan and to encourage them to provide feedback on it.

The consultation was communicated to the Torbay community via a press release to local media outlets and by posts made on Twitter and Facebook which directed the public to the electronic survey and PDF of the Draft Plan on our website. Posters were also put up in all public facing offices and at Torbay Libraries.

The consultation was promoted to all Community Partnerships and our key stakeholders. They were contacted directly, informed how they can get involved in the conversation, and asked to share awareness within their communities. They were offered the opportunity for a Councillor to attend one of their public meetings in order for them to learn more. Ward Councillors were briefed and asked to distribute posters at key community locations within their wards. The consultation was also promoted to all Council staff via email and at staff briefings.

All local residents, business owners and organisations were invited to give their views via the online questionnaire. Over 400 Viewpoint panel members were emailed a link to the questionnaire and asked to complete it. We received 66 completed questionnaires. Comments are summarised, categorised and shown in tables in this report. There were also three written representations received.

As part of the consultation, the draft plan was considered by members of the Overview and Scrutiny Board. The Board made recommendations of amendments and inclusions for the plan and that they will monitor the Action/Delivery Plans that will sit behind "One Torbay Working for all Torbay".

A drop-in Cabinet Conversation was held on 14 January where members of the public could ask questions about the the Budget, Draft Community and Corporate Plan and the Draft Housing Strategy.

Torbay Community Development Trust (CDDT) asked Council representatives to attend an event on the Budget, Draft Community and Corporate Plan and the Draft Housing Strategy on 23 January 2020. An extract from a report by CDDT about the event is at Appendix 2.

## Social Media

The consultation was promoted widely across all Torbay Council's social media accounts, including Facebook, Twitter, and LinkedIn. A range of social media posts were created and a Facebook Live was held where Cabinet Members answered questions from members of the public.

During the consultation 13 Facebook posts (including Facebook Live itself) and eight tweets relating to the Community and Corporate Plan consultation were posted on the council's accounts and they reached a potential audience of more than 44,500. More importantly, engagement was high across both platforms with a total recorded 3,673 reactions, comments and shares. The engagement percentage rates (the percentage of people reached who liked, shared, commented or clicked on our posts) for both Twitter and Facebook was high, achieving an average of 5.14% for Facebook and 1.35% on Twitter. For comparison, the latest figures show the average engagement rate is 0.1% for Facebook and 0.06% for Twitter.

The Ask Us Facebook Live on Tuesday 7 January, which also answered questions on the 2020/21 Budget proposals and the Housing Strategy, reached a potential audience of over 7,200. At its peak it had 76 live viewers and there were a total recorded 3,200 views of three seconds or more recorded on 27 January.

The posts drove people to the consultation. There were 205 direct link click from our Facebook and Twitter posts to the main consultation webpage and the Community and Corporate Plan consultation webpage.

Most of the feedback on Torbay Council's social media channels was posted on Facebook.

Torbay Council responded to comments to answer any questions posed, to correct misinformation, to signpost people to the consultation, and to refer comments to relevant departments. In addition, members of the Council joined in the conversations and were able to put their views direct to residents.

Themes of the comments in response to our social media posts are listed below.

- Underutilisation of assets
- Parking meters and cost of parking
- Ambiguous aims and a woolly document – no details
- Better infrastructure for new housing developments
- Closure of toilets and charges
- Maintenance of seafront lights
- LED street lights
- Parking charges
- TOR2 performance and fines
- Lack of funding
- Planning staff turnover
- Lack of professionalism at the Council
- The cost of a carbon neutral Council
- The Council don't listen
- The Council don't respond to comments
- Service changes and community support

## 2. Results

### Have we got our ambition, our visions and the priority areas right?

Yes – 28	Maybe (or something is missing) – 17	No - 18
<ul style="list-style-type: none"> <li>Working in partnership is essential to develop and support Torbay. This needs to be through open and honest conversations without working in silos.</li> <li>It must start now. The talking so far has been good, residents and businesses need to see positive action.</li> <li>We all need to start to treat the climate emergency as a real threat to humanity. The council can help to promote change in this area and lead so that others can follow.</li> <li>Broadly speaking Torbay Council now appears to be displaying a positive, forward thinking attitude, with a keen eye on ensuring that key areas of adult and child care, along with severe poverty are now going to be tackled with a bit of enthusiasm. It is early days and the community will be watching to see how things develop.</li> <li>It's a good start</li> <li>Brilliant - go for it!</li> <li>The strategy is a breath of fresh air. Its emphasis on a change of culture and the need to build trust is enormously welcome. The strategy's recognition of deep-seated problems and the priority given to turning the tide on poverty is neatly coupled with the upward vision to create and sustain a thriving community. The climate emergency should be more powerfully expressed, with the drive being more for a carbon neutral community than just a carbon neutral council. Building community capacity to tackle local and global issues through effective partnerships will be key to success in many areas and this strategy should be the springboard for action.</li> <li>There is a good focus on our communities' needs.</li> <li>I completely agree and support the 'ambitions and vision' for Torbay, and I am especially pleased to see that the Council is committed to "Working Differently" by consulting with (and hopefully listening to) its residents. You have seriously underestimated the enormity of certain obstacles and challenges that must be overcome. Re-gaining the community's trusts has to be the first priority.</li> <li>I think so. A thriving economy, turning the tide on poverty &amp; inequalities, is a critical objective. Otherwise we cannot be a premier resort. Celebrating our exceptional natural environment &amp; geology is also high on the list of the areas we should be emphasising. This then feeds into how do we achieve those objectives, while acting in response to the Climate Emergency.</li> </ul>	<ul style="list-style-type: none"> <li>I fear you may put making money, before what the community really want. You have to listen to what people say.</li> <li>Regeneration should be prioritised.</li> <li>You've clarified the issues in the bay. Not sure of how this can be achieved.</li> <li>How will you achieve these with all the monetary constraints?</li> <li>You have not addressed cleaning up the area.</li> <li>You also need to focus on improving transport links to ensure the elderly residents aren't isolated leading to a further demand on Social Services.</li> <li>The plan doesn't outline exactly how you intend to achieve your aims.</li> <li>It should be more ambitious in regard to climate change. We need to see more detail and an action plan to determine what it shall achieve.</li> <li>Make it simple so people understand.</li> <li>Delivery statements are weak - turning the tide on poverty is about proactive economic development not social welfare.</li> <li>A 'clean and tidy' Torbay should also be our ambition.</li> <li>Needs more on improvements to town centres. Lessen the parking charges to entice residents back to town, thus supporting the local traders and economy.</li> <li>There are a lot of "we will" deliver this and that, without any mention of "how we will".</li> <li>There is nothing wrong with the ambition or vision but some appear to conflict and there is no information as to how it will be achieved. I accept some detail can develop but more should also be set out at this point.</li> </ul>	<ul style="list-style-type: none"> <li>It will create more problems just for the short term gain of plugging an unfair funding system. We are told major development will bring jobs, but the fact is there are no net gains. Out of town has become an urban concrete jungle, while every day we see the decline in our towns. House building should be jobs lead.</li> <li>Putting in parking meters, charging high prices to park will ensure Torbay's decline. How is this empowering child friendly, age friendly, working for all of Torbay? Turn the tide on poverty by making everyone pay high prices to park their car. Local buses hardly provide affordable substitutes. Don't just provide for those on benefits. What about people who earn just above this line? What are you providing for them?</li> <li>Nothing about social care. Nothing about roads and rail and infrastructure. Nothing about policing and security.</li> <li>This is waffle. Visitors are not coming here - parking is an expensive joke. Businesses are sick &amp; tired of paying to have clean, recyclable, waste taken away. Our towns are stuffed full of charity shops selling new stock in direct competition with proper retail, enjoying massive rate reductions &amp; tax breaks.</li> <li>Just read every word. What a complete load of tosh. All you are stating is what you should be doing and should have been doing. Action is required and all I see here is more talking shops and committees.</li> <li>Some too vague or conflict with each other. Sustainability needs to be on human level not just environmental. Economy needs to be of local people not for profiteering big corps. We need to look at places that work - Plymouth, Totnes, Honiton.</li> <li>It doesn't say much about reducing crime or antisocial behaviour.</li> <li>You don't listen to the public, the bay is a dump these days.</li> <li>The most fundamental ingredient which forms the basis of local growth, local prosperity and local resilience is focus, support and priority for local enterprise and locally created and grown businesses, not "play a distinctive role in the national and international economy" as you state in the plan. The "business as usual approach" which is strongly suggested in your plan is no longer fit for purpose, we really must do things creatively and differently.</li> <li>Instead of promoting and supporting new housing developments we should be looking at re-purposing and re-using empty properties first, second improving and retrofitting existing houses, and thirdly, if we must build new houses, do so in brownfield sites and prioritise those developers who will build low carbon Passivhaus standard affordable houses.</li> <li>It's no good building hotels if you're letting the rest of the infrastructure decline.</li> </ul>

**Which aspects of the plan are most important to you?**

Thriving Communities - 22	Thriving Economy - 21	Tackling Climate Change - 14	Council Fit for the Future - 8
<ul style="list-style-type: none"> <li>• Children...we have a time bomb of society which has been failed by their parents (who were failed by theirs etc etc) . Society needs to support that parenting. This doesn't mean throwing money at individuals but money diverted into efforts to mentor and support.</li> <li>• Council could get more income by issuing parking tickets to those that consistently park in stupid places. Our roads are not wide enough to cope with the larger more popular vehicles, so consider yellow lines on one side of roads, which allows emergency services to get through!</li> <li>• The investment in areas the locals will benefit from. No one is proud to live here, we should be it is beautiful!</li> <li>• A pleasant place to live - putting meters in at Preston, you are charging the locals a cost most cannot afford to enjoy the beaches and open spaces that they pay to maintain by paying their council taxes.</li> <li>• happy children; more woods and green spaces</li> <li>• Projecting our unique and special natural environment is absolutely essential for everyone's wellbeing benefit and especially if tourism is to be maintained as our primary business / growth objective.</li> <li>• Working with the community to deliver services using asset based community development.</li> <li>• Turning the tide on poverty and its attendant problems of deprivation, ignorance, addiction, homelessness and hopelessness. Addressing the needs of the most vulnerable young and elderly. Tackling the climate emergency. Doing all these things through powerful and effective public/private/voluntary sector partnerships.</li> <li>• Get empty housing back into use. Treble tax on long term vacant units. Compulsory purchase. Accommodation over shops should be brought into use.</li> <li>• Children, safeguarding, good schools and local amenities</li> <li>• Stop ripping off the locals and scaring off the visitors</li> <li>• Inspiring young people and creating opportunities for their future.</li> <li>• Encouraging people to utilise the local area. Increase footfall into the towns and making them pleasant places to go. Reduce homelessness</li> <li>• Making people live and work together for the bettering of Torbay. A safe place for residents.</li> </ul>	<ul style="list-style-type: none"> <li>• Inward and external investment- let's encourage it not put obstacles in the way. Premier resort means premier facilities and clean streets, maintained gardens and slipways and beach access not closed but improved</li> <li>• Thriving People and the economy.</li> <li>• Be the premier tourist resort in the UK - what is the definition for premier please?</li> <li>• Poverty and economic development</li> <li>• Tourism, events, arts, culture, natural and built environment - but they need to be developed and delivered with the rest of the plan, not in isolation.</li> <li>• All important! Thriving economy underpins it all...then Thriving people and I am passionate about Tackling climate change</li> <li>• Regenerate Torquay as a place people want to come and visit. Not likely with how much you charge for parking and how many shops are closing. Not to mention the amount of so called homeless people adoring the streets.</li> <li>• Helping small businesses, to do this you must stop making parking charges so high, and where ever there is space you must stop putting in parking meters.</li> <li>• Encouraging enterprise;</li> <li>• Encouraging business and well paid job employment growth is essential if we are to turn the tide on poverty etc, but this will only be achieved if the aspiration is aligned with, and incorporated within, the Housing Strategy.</li> <li>• Openness and transparency. Becoming a premier tourist resort.</li> <li>• Tourism, this is the bread and butter of Torbay</li> <li>• Regeneration of Town Centres.</li> <li>• Regeneration of town centres, affordable housing, rubbish collection/recycling.</li> <li>• Employment, apprenticeships provision, less intensive housing projects, better facilities, public conveniences(free to use) especially in Brixham where no provision exists. Better transport links, a great idea would be a monorail or similar linking Brixham, Paignton and Torquay to reduce traffic and thereby reducing carbon emissions, make cyclists use the cycle paths that have been provided for them at great expense to the community.</li> <li>• Regeneration. Regeneration. Regeneration. Without this how can we start to think our children will be in work, safe and able to provide for their own. We currently have too much greed from our council, too little vision</li> </ul>	<ul style="list-style-type: none"> <li>• Climate emergency and clean air</li> <li>• Having a clean Torbay is large on my agenda. Having lived in the Bay over 40+ years I have never seen so much plastic and paper in hedgerows. Having cut down bins on streets people just dump the rubbish! Protect our environment or lose it. Also roads are in a really bad way especially away from the main tourist routes! Some have so many holes and bumps I am surprised there are not more accidents especially for the poor motor bike user/cyclists.</li> <li>• Taking action on climate change and embedding environmental best practice into all other areas of the vision; seeing economic and social growth as 'in harmony', not at odds with, doing the right thing for the environment and our wildlife. The most important challenge we face as humans on this planet is changing our behaviour in a way that allows nature and technology/economic interests to co-exist. This means not viewing the climate or the environment as a separate issue or topic for discussion -- it must be viewed as the basic starting point for all other conversations. Rewilding, supporting natural habitats, showcasing all that Torbay has to offer and getting the community interested in all of this are the most exciting and necessary areas for me.</li> <li>• Climate emergency and clean air</li> <li>• Climate change! Schools and residents need to be educated ASAP and made to meet recycling targets</li> <li>• Recycling is a joke, we sort everything into the designated boxes and they just bung it all in one wheely bin, to be put in to landfill, I expect. A pleasant place to live and for people to visit, preserve what we have, and don't keep pulling it down to build modern hotels etc, which do not fit in with the character of the bay.</li> <li>• Becoming a council who take climate change seriously and work to reduce our carbon footprint</li> <li>• Climate Change - This has to be at the very top of all Council decisions. Support, investment and prioritising of locally grown businesses. Working with the community.</li> <li>• Tackling Climate Change/Improving the Environment</li> <li>• Stop/restrict development on existing green spaces particularly along the A380 and the impact on the environment and the damage to</li> </ul>	<ul style="list-style-type: none"> <li>• Changing from a council which is the enemy of the people to one which supports the majority of the population</li> <li>• Whose plans, ours the Neighbourhood plans or the ones that keep trying to undermine the community. Why these undemocratic consultations that few know about? Respecting the Neighbourhood plans is what is important to me/us.</li> <li>• Reigning in the overspending especially in Children's Services area, which struggle.</li> <li>• Co-operation and partnership are essential if the priorities are to be delivered. As indicated social care tops the list for me, followed by a fair distribution of opportunities for all of the towns in the Bay.</li> <li>• Change is good ... and is needed as society changes, but how many more visions do we need. The job of the council has not significantly changed.... education, social care, policing, roads and infrastructure, promoting the holiday business ... Stop reinventing the wheel, and relaunching the same council.</li> <li>• Commitment to greater community involvement and communication - this is a very welcome change.</li> <li>• That it's what residents want and what they get. Putting forward proposals to test the water and then withdrawing idea after public backlash looks good - but the fait accompli is given the following year by unelected steering groups and goes through anyway</li> <li>• Lower Council Tax</li> </ul>

<p>A good place to learn and grow. A good place to age.</p> <ul style="list-style-type: none"> <li>• To end the poverty within the Bay and energise our businesses, listening to the community is vital in all regards.</li> <li>• To give Torbay back its identity</li> <li>• Local people's needs. Parking problems for locals to expensive. Clean areas instead of bins overflowing. Better roads no pot holes. Cheap/ free Children's and OP facilities. Empty shops and B&amp;Bs turned into housing or community hubs instead of left to rot as having homes more important than empty shops getting no income making the towns big community places instead of empty dirty places</li> <li>• Healthy Living, Tackling Isolation and improving Transport Links.</li> <li>• Tackling poverty, the mess in the town centre, including the dilapidated and unkempt look of buildings, homelessness and violent behaviour</li> <li>• People. I am concerned that there is a lack of leadership and ownership by the council. Lots about enabling and supporting others and i accept that is important with reduced resources but it lacks information on how the council will direct or lead and use its resources effectively.</li> <li>• Reducing poverty - this will in turn reduce other problems and lead to improvements in people's overall quality of life. Developing a sustainable local economy - including community wealth building, and developing the Social Enterprise sector.</li> <li>• Tackling poverty, homelessness &amp; deprivation; and living somewhere with an ENABLING Council. There is an enormous amount of skill, enthusiasm and capacity to engage with the Bay's communities.</li> </ul>	<p>and people with no back bone to get the job done - even if it does upset a few!</p> <ul style="list-style-type: none"> <li>• Making town centre better. Making more free activities for children in the bay.</li> <li>• Tourism - parking, beaches</li> <li>• Attracting further investment and industry to Torbay</li> <li>• Providing work for all, so that they can afford to buy or rent homes; caring for those who need it.</li> <li>•</li> </ul>	<p>the substantial but endangered fauna and flora. More development (residential and industrial) on green spaces shall add to levels of CO2 and pollutants and overload the existing stressed road infrastructure. Focus of developments on brown field areas of which there are considerable number. There should be a focus on planting new woodland on greenfield sites which could benefit the local community for healthy leisure activity as well as an economic value in supporting tourism. The lack of trees in Torbay is very noticeable and this must be addressed as a matter of urgency. Destroying trees on new greenfield developments must stop. Only developers/house builders profits benefit whilst the environment and your electorate ultimately shall suffer.</p> <ul style="list-style-type: none"> <li>• Plans to tackle the Climate and Ecological Emergency - this needs to underpin all decisions made in every sector. It cannot be effective if it is viewed as separate.</li> <li>• Climate change. I am concerned that there is a lack of leadership and ownership by the council. Lots about enabling and supporting others and i accept that is important with reduced resources but it lacks information on how the council will direct or lead and use its resources effectively.</li> <li>• Climate Change - if this is not really tackled properly the rest is an increasingly difficult challenge and one with a worse more short term future. An "Emergency" has been declared by the Council but what in terms of delivered actions from the 2014-2019 Environmental Strategy Policy document has been delivered i.e. translated into action ? If the Council believe it is an Emergency action reflecting that needs to be taken giving it at least an equal priority as the short and immediate demands on time and finance of e.g. the Budget and Children's Services. We need to immediately set up a dedicated specific "Climate Change Action Team" to focus on progressing this and put in place a new Strategy Policy and Action Plan.</li> <li>• Addressing the Climate Emergency. There is an enormous amount of skill, enthusiasm and capacity to engage with the Bay's communities.</li> </ul>	
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**How can we work together with the community to turn the Plan into actions?**

<p>Work with the community</p>	<ul style="list-style-type: none"> <li>• Talk to community groups and individuals and follow the Neighbourhood Plans of the three towns.</li> <li>• support and communication with council owned community centres is badly needed to help deliver the identified objectives</li> <li>• Encourage communities to get involved. get staff to help rather than obstruct community work</li> <li>• You don't work with the community. Lots of people give up their time voluntarily to help their communities only to be ignored by you.</li> <li>• Engage more frequently with communities on a smaller basis than the Community Conference. Look for some best practice ideas that can be implemented quickly, which will allow the communities quick and active involvement, helping the council help those self-same communities.</li> <li>• Encourage community groups even more.</li> <li>• Embrace ideas, look for solutions not barriers.</li> <li>• Resource personnel to reach the community.</li> <li>• Many organisations and groups will welcome the opportunity to meet with executive leads, officers and councillors from time to time in order to achieve direct input into TC's delivery strategy.</li> <li>• Consult directly the community and work with organisations such as the Woodland Trust, RSPB and others and make a difference. Ask for community volunteers to plant new trees.</li> <li>• Continue as you have begun. It will take time for people to trust you. Only actions will eventually demonstrate that you mean to empower communities.</li> <li>• Much, much better collaborative work. Has to be a partnership with community and statutory organisations or it will be seen as shifting the buck.</li> <li>• Mutual respect and working together is the only way forward. We don't need Ward Councillors 'riding in on white stallions (or Unicorns!)</li> <li>• What we need is a fundamental change in the Council's culture and a genuine desire to be open, honest and a desire to re-establish trust.</li> <li>• I am part of Torbay Climate Action group and we are keen to collaborate with the council to identify areas of priority and take action.</li> <li>• There are lots of people out there with great knowledge, skills, and abilities. Engage them and use them as the valuable resources they are!</li> <li>• Having a more visible presence in the community will allow typically 'hard to reach' groups to hear and see what the council is up to and how they can be involved more.</li> <li>• create opportunities for our young people to be involved in community projects</li> <li>• There seems to be a wealth of people willing to contribute to improving Torbay but no one bringing them all together.</li> <li>• Clarify aims and make them coherent. People treat others and the world around them the way they themselves have been treated. We need to restore human / humane values and put that first.</li> <li>• Have local councillors hold ward surgeries regularly accessible to all, have them involved at grassroots level on projects, stop hiding in the town hall and be COMPLETELY HONEST about plans. costs and results Keep true to your word /promises</li> </ul>
<p>Make Changes</p>	<ul style="list-style-type: none"> <li>• Stop saying you are going to close the public toilets. Get rid of the drug addicts, i.e. clean up the streets.</li> <li>• Torbay Council are greedy. Go somewhere like the moors and see the difference in parking charges.</li> <li>• Getting rid of politics in local government. Everyone should be working for Torbay.</li> <li>• Campaign against new toilets. And parking meters.</li> <li>• change council senior staff</li> <li>• encourage businesses to invest in the town centres; schemes for locals to have incentives for shopping in our towns</li> <li>• Encourage business and job opportunities which are often delayed or even blocked because of lengthy and petty discussions and arguments or administration within the council.</li> <li>• Ban all petrol/diesel vehicles from parking within 500 metres of school gates, Offer inducements to drivers of pure electric vehicles such as free parking in council owned car parks</li> <li>• Better allocation of money</li> <li>• Reduce tiers of council management ... reduce number of councillors.... stop having meetings about new visions for Torbay.... just get the job done!!</li> <li>• Fund TCDT staff so they can continue finding funding from outside agencies Fund the Ageing Well project, the community builders who are doing much to galvanise members of the community to act for themselves.</li> <li>• Bring council money currently invested outside Torbay back into the Bay to fund local projects</li> <li>• Increase the use of solar panels to provide electricity to council buildings</li> <li>• Ensure that new housing is built with solar panels or other renewable energy sources or they don't get planning permission.</li> <li>• Plant verges and roundabouts with meadow flowers rather than formal flower displays</li> <li>• Make it compulsory that when buildings are refurbished the community is entitled and allowed to salvage what they can.</li> <li>• Encourage the economic life of the town centres by making public transport cheaper and easier to use than cars encourage the use of electric cars by making parking cheap and providing charging points within carparks improve the recycling facilities at the tip.</li> <li>• Look at how Totnes and Newton Abbot, Penzance and Burnham on Sea have organised the skips and the salvaging of goods. Our facility is difficult to use, asking people to climb metal steps carrying large items. Other places have skips which are below ground level so it is easier to throw stuff into them. They have staff constantly rescuing items that can be reused or resold. The shop at Newton Abbot tip is a good example</li> <li>• Work with homeless people to help them find homes and jobs.</li> <li>• Reduce parking charges. Why change what has always worked well on Preston seafront. It was never a problem to find a place for a short stay. Make things easier for the community to get rid of rubbish they don't need so it doesn't get dumped in our countryside.</li> </ul>



	<ul style="list-style-type: none"> <li>• This plan is full of words associated with jargon: "Embrace our role of Corporate Parent" "Promote community resilience". Just exactly what do you intend with these statements? This plan has been drawn up using as many "in words" as you could think of, without actually stating anything as a real plan</li> <li>• By making things easier for residents, lots of older people don't want to or don't know how to access Council online.</li> <li>• Work with retailers, public and private car parks to provide large numbers of Electric Vehicle charging points commit to an all-electric council fleet of vehicles Make electric and renewables a key selling point of Torbay</li> </ul>
Listen	<ul style="list-style-type: none"> <li>• Actually listening to the community is a good start.</li> <li>• As mentioned above, greater community communication and listening to what community's require will be fundamental to success of the strategy and its delivery. Formal liaison with these local community groups will be key to success and making people feel they have a voice. Making them 'officially recognised consultees' would be a good step forward and thereby encourage local residents to participate.</li> <li>• You need to actually listen to the local people and petitions - you seem to ignore everything we put to you and go ahead anyway with the best money making scheme for your selves.</li> <li>• Talk and listen to the people who live here, and where possible act on what they say.</li> <li>• If we actually listened to our traders and took note of concerns and acted on them we might get somewhere.</li> <li>• Having open community forums and listening to residents</li> <li>• By truly listening to the community and acting on our wishes and our interests By delivering on your promises By being honest and transparent</li> <li>• By really listening to the community and not keep pushing the corporate ideas that we do not want. We need our elected council on our side and meeting and listening to us and being brave and bold in these troubling times.</li> <li>• By listening and building confidence if the electorate. How a 25 square mile authority can get it so wrong in so many levels is astounding</li> <li>• Take note and action on what the community are happy/unhappy about, such as parking fees and refuse collections etc.</li> <li>• Monitoring social media channels including Spotted Torquay as I feel that's where a lot of invaluable feedback comes from. Sometimes there is a whole load of input from the community that appears to be ignored.</li> <li>• Only by listening to, and putting local resident wishes first, will you begin to re-establish trust and get support. The Council's current trend of ignoring and fighting against local communities will simply continue and perpetuate the downward spiral of Torbay's decline.</li> </ul>
Promote	<ul style="list-style-type: none"> <li>• Start by publicising the Vision in a simple summary positive colourful way.</li> <li>• Residents need to see action on things that matter to them, social media campaign inviting residents to get involved in projects, put community back in communities. The ideas and people power will come from our respect of our council working for us</li> <li>• Put details on Facebook, twitter to encourage people. We need to restore a sense of 'pride' back in the community, so it fosters 'helping each other' attitudes. Be honest with the public, tell it as it is so they know what the real situation is, and foster a 'make a difference' attitude.</li> <li>• Does the community know about 'Community Partnerships'? Are we making noise about what they do? Or when they attend are they 'put off' by same ole faces that dictate rather than foster good relationships.</li> <li>• Difficult but I would suggest the educating the young would be a good place to start. Ask the SD College to set this as a project for students to come up with some ideas.</li> <li>• Use social media as a wider tool of engagement - and extend out of the town hall.</li> <li>• Widely publicise the council's willingness to work in partnership with local community groups and organisations, proactively seeking out those which are already tackling local issues, offering professional and technical support to help build capacity and joining in with good work being done</li> <li>• Keep talking - find ways of communicating with a much wider audience than those that use the web etc. - mail shot to all homes.....expensive but maybe the community can help deliver?</li> <li>• Empower the community through education in impact of adversities on health - physical and mental.</li> <li>• Getting youngsters attention from the day they start school and making them understand this is their home and to be responsible from Day 1.</li> <li>• You need somehow to urgently reduce the immense damage done on a daily basis by people's negative views that are being posted on Social Media.</li> </ul>
Other	<ul style="list-style-type: none"> <li>• As mentioned, it's not a plan.</li> <li>• Don't ask us: We (over)pay executives to get things done.</li> <li>• Stop ripping off the locals and scaring off the visitors.</li> <li>• We need to come up with innovative solutions. Try them out. And take forward the most successful ones, finding funding sources and groups to implement those ideas.</li> <li>• Through leadership. You need to be clear what the council can do and what it can't and what the council has and will do. Community focus groups with clear task and finish could work but most important that decisions and changes are made promptly.</li> <li>• By being available after 5pm.</li> <li>• By making sure that the right people are in the right place at the right time with enough funding to get the job done. We live in the best part of the UK and it is now time to stand up and be counted. Ambitions, Aspirations and visions are only meaningful if they become reality. Make it happen.</li> <li>• Clear achievable strategies for business, trade and town centres -create wealth and social dependence falls</li> <li>• I could provide numerous examples of how I, my family, and those of other people have been badly treated by different Torbay Council departments over many years.</li> <li>• Provide assurance that only development that is supported by local community will be adopted. Imposing development on communities simply to appease a developer and grab a financial contribution is totally unacceptable.</li> <li>• Often you're expecting the very people needing support to provide groups to support others. So what now do you want from me as part of 'the community'? I'm exhausted Good luck!</li> </ul>

- |  |                                                                                                                                                                                                                                                                                        |
|--|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  | <ul style="list-style-type: none"><li>• Our community spirit is non-existent, if we had people who have leeched off the system putting in a day's graft it would really lift the spirits of actual hard working people that give up their own lives to support the leeches!!</li></ul> |
|--|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

### 3. Written Representations

We received three written representations from individuals or organisations as summarised below:

- Marketing the bay as a place of historical interest to encourage investment in our historical assets from elsewhere.
- Amending the Plan to make more reference to the UNESCO Geopark Status to celebrate the success of obtaining the status and incorporate it in the document throughout.
- Approval of the aspirations and targets but concern about the absence of a narrative around achieving safer communities for Torbay and suggesting adding a key priority to the plan around working with partners to achieve this.

## 4. Torbay Community Development Trust Event Report



### *'That was very constructive – I think'*

**The report of the Engagement Meeting  
held by the Torbay Community Development Trust  
on Torbay Council's  
Community and Corporate Plan, 2020-2021 Budget and Housing Strategy  
Thursday 23<sup>rd</sup> January 2020**

#### 1. Introduction

The Torbay Community Development Trust (TCDT) convened a meeting of interested groups and residents on 23<sup>rd</sup> January 2020 as part of the Council's Consultation period for their Community and Corporate Plan, 2020-2021 Budget and Housing Strategy. Cllrs S. Darling, Cowell and Long were in attendance. There were 40 participants drawn from the TCDT network, including members of the formal voluntary sector, Community Partnership network and Torbay Over Fifties Assembly (TOFA).

The invited Cllrs provided some context to the Plan, Budget and Housing Strategy and discussions took place on themed tables. This followed the main prompts developed by the Council for their online consultations, namely:

- In the draft Community and Corporate Plan:
  - Have they got their ambition, their visions and the priority areas right?
  - Which aspects of the Plan are most important to you?
  - How can they work together with the community to turn the Plan into actions?
- In the proposed budget:
  - Do you agree with the proposals that they are putting forward?
  - How can they work with their communities and partners to find alternative solutions to keep valued services in place if at all possible?
- In the draft Housing Strategy:
  - Have the right strengths, issues and opportunities been identified?
  - Have they got the right objective and priorities?
  - What specific actions do they and their partners need to take to deliver our priorities?

Inevitably participants took the opportunity to raise issues through the discussion in the order that made sense to them.

Each participant had a copy of the summary paper prepared for the 'Cabinet Conversation', the relevant documentation was on each table and paper copies of the Budget Consultation questionnaire were available. There were also themed boards around the room for people to 'park' issues that they might not have had a chance to raise at the tables.

The main discussion points follow in the summary below. The verbatim notes from each table are attached as an appendix.

#### 2. Summary

The main areas that attracted comment were the place-based services of the Council, transport, housing, town centre regeneration and working with the community.

##### 2.1 Key messages on place-based services

- Voluntary groups could help with likes of grounds maintenance, gardening – could become opportunities to help people with the likes of learning disabilities, mental health problems (used to have services like Pluss – withdrew due to redundancies)
- Missed opportunity – probation services could do work for Council – clear pathways, significant savings, meaningful work. Community groups engage more with pay back
- Older people are an amazing resource in Torbay. Large proportion of ageing people. Start to target wider age groups – connect intergenerational. Joined up thinking is what is required. Bring teenagers together with older people and get motivated – you have something there! Give people a purpose.
- Sport, greenspaces = health and wellbeing – invest in young people.
- Enabling Council – a great idea. Insurance aspect is a hurdle. If council could cover people's insurance, then provides a way for groups to contribute without risk.
- Do something really good with the £200,000 – make sure it counts? Use as one fund or use as seed funding? The challenge is the culture in the Council needs to change to a 'can do attitude' There is so much enthusiasm in the community – but takes a lot of energy to get things moving.
- Young people still have problems over holidays – Summer scheme – Youth Genesis. Not large pots of money – invest and save.
- General lack of enthusiasm for the name Swissco!
- Solar powered bins could save Torbay money – trial in Brixham suggested savings of quarter of costs, was oversold by company, still a good idea?
- Bigger bins needed for large households and flats – pigeons and rats attracted as pests.
- Mixed comments re plans for toilets – appreciation for £500,000 investment, but some key toilet blocks currently closed eg Lymington Rd, Cary Park.
- Criticism of privatising services, where only the profitable ones survive 'v' council's ability to operate services efficiently.
- Oldway Mansion concerns – what's happening with its finances? How can costs of care/maintenance be raised/reduced?
  - Events to fundraise on grounds?
  - Commercial options?

## 2.2 Key messages on transport

- Transport – inconsiderate parking a result of lack of public transport – namely lack of buses
- Lots of older buses have ended up having to be used – noticeable poor emissions
  - Could central government subsidies help?
  - Services like dial-a-bus or bus equivalent of Uber a potential solution?
  - How do you challenge parking violations effectively? Could cheaper parking help?
- Dilemma of people owning more cars per household – taking up more on-street parking
- Encouraging car-pooling, possibly encourage rise use of electric cars, like Exeter? Idea of transport systems like trams, cable cars
  - How will advances in technology affect future transport?
- Request for Council to lobby Stage Coach for bus services in Brixham. Profitable routes are determining factor for Stage Coach, but they will listen to feedback and recommendations.

## 2.3 Key messages on high street regeneration

- Improving town centres for tourism/business
  - New hotels raising tourist accommodation standards – need to match with higher quality of tourist attractions/leisure options
  - Council could help with finances re: leisure options
  - Cross-party, long-term aspiration to make Torbay a more appealing successful location could really help get these accomplished
- Accepting changes in shopping habits, such as online shopping, out of town shopping
- High costs for parking & toilets off-putting
- Encourage start-ups, independent businesses can help encourage more people into towns
- Empty shops. Think innovatively – community repair shops, community facilities, entertainment
- Idea of extending shopping hours
- Could shrink town centres, make way for more residential spaces
- Totnes a good example of championing independent businesses, not high street/chain businesses
  - Relevance to arts as well – promote local art/artists
  - Parking costs could deter business/funding – where does the council source funding after central gov. cuts?
- Towns can be a challenging place for people with mobility issues to navigate
- St. Marychurch (Torquay) and Brixham positive examples of embracing local businesses, attractive high streets
- Paignton regarded as most in need of attention/regeneration
- Possible plan for part of Crossways to become residential space – fears that it'll all become flats
- Eyesore sites like Victoria Square – may be up for regeneration
- What about regenerating/emphasis of attention on Winner Street? (Paignton) – could become like Totnes high street, champion local businesses
- Crossways – 6 week survey – inject life into town of Paignton. Affordable housing and dynamics required for inner city regeneration – anti social behaviour a concern for some based on affordable housing. Concerns over affordable housing and the people it attracts and may not provide 'mixed' groups of tenants. Final scheme not resolved. Council – planning needs to get the mix right. Affordability links to travel – ie inner town centre.
- Victoria car park – old part will be demolished, Garfield Road. Block will become residential. More doctors and schools in area – neighbourhood plan requires schools.
- Brixham – need to regenerate inner town.

## 2.4 Key messages on housing

- Concern for housing areas - too far from towns/amenities
- General support for more affordable housing
- Need for more supported housing for (extra care) older people reducing numbers needing to go into residential care (Torre Marina)
- More accessible (wheelchair) properties not sheltered or assisted
- McCarthy's – Why so many developments allowed?
- Modular housing (Brixham)
- Private rented housing. Older people being evicted as rents too high, or landlords selling properties. Support needed URGENTLY!
- If we are spending thousands on temporary accommodation, why can't we help people afford private rent by helping people with top ups again.
- If people get help paying the extra £100 - £200 month top up instead of £500 - £1000 a month temp accommodation.
- Employ a council officer do inspect all private rental properties before any housing benefit be paid over. If they do not reach a decent standard – No Benefit. This would force rogue landlords to up their game. This happened in TBC 25 years ago and worked! What about using some of the homelessness monies.
- Need for Council owned housing. Local accountability and income generated stays local
- Community self-build schemes should be considered and supported.
- Concern re conservation areas being built on (St Marychurch)

## Conclusion

There was a good deal of discussion in the room and willingness to discuss some of the challenges 'One Torbay' faces. The Councillors were praised for their willingness to participate and talk openly. One participant commented 'It is difficult when we keep coming to meetings to discuss the same things and there is no tangible actions', this points to the need for more communication after the consultation period. One participant concluded on her table... 'That was very constructive – I think!'

The TCDT have committed to running a follow-up meeting in March 2020 to explore further how the community can help deliver the Community and Corporate Plan and how their potential contribution can be supported by the Council.