

Tuesday, 28 October 2025

OVERVIEW AND SCRUTINY BOARD

A meeting of **Overview and Scrutiny Board** will be held on

Wednesday, 5 November 2025

commencing at **5.30 pm**

The meeting will be held in the Banking Hall, Castle Circus entrance on the left corner of the Town Hall, Castle Circus, Torquay, TQ1 3DR

Members of the Committee

Councillor Long (Chair)

Councillor Cowell

Councillor Douglas-Dunbar

Councillor Fellows

Councillor Foster

Councillor Fox

Councillor Johns

Councillor Spacagna (Vice-Chair)

Councillor Stevens

Councillor Tolchard

A Healthy, Happy and Prosperous Torbay

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Town Hall, Castle Circus, Torquay, TQ1 3DR

Email: governance.support@torbay.gov.uk - www.torbay.gov.uk

OVERVIEW AND SCRUTINY BOARD AGENDA

1. **Apologies**

To receive apologies for absence, including notifications of any changes to the membership of the Board.

2. **Declarations of Interest**

- a) To receive declarations of non pecuniary interests in respect of items on this agenda

For reference: Having declared their non pecuniary interest members may remain in the meeting and speak and, vote on the matter in question. A completed disclosure of interests form should be returned to the Clerk before the conclusion of the meeting.

- b) To receive declarations of disclosable pecuniary interests in respect of items on this agenda

For reference: Where a Member has a disclosable pecuniary interest he/she must leave the meeting during consideration of the item. However, the Member may remain in the meeting to make representations, answer questions or give evidence if the public have a right to do so, but having done so the Member must then immediately leave the meeting, may not vote and must not improperly seek to influence the outcome of the matter. A completed disclosure of interests form should be returned to the Clerk before the conclusion of the meeting.

(Please Note: If Members and Officers wish to seek advice on any potential interests they may have, they should contact Governance Support or Legal Services prior to the meeting.)

3. **Urgent Items**

To consider any other items that the Chair decides are urgent.

4. **Budget Monitoring - Revenue and Capital Quarter 2 2025/2026**

(To Follow)

To consider the Budget Monitoring Report for Quarter 2 2025/2026 and make recommendations to the Cabinet.

5. **Performance Report 2025/26 – Quarter 2**

(Pages 5 - 66)

1. To review the Council's key performance indicators for Quarter 2 2025/26 and make recommendations to the Cabinet.
2. To receive a report on the Enforcement Service and make recommendations to the Cabinet.

6. **Paignton Town Centre Place Vision**

(Pages 67 - 148)

To consider a report on the Paignton Town Centre Place Vision and make recommendations to the Cabinet.

7. Local Government Reorganisation in Devon

(To Follow)

To consider the report of the task-and-finish group alongside the feedback received during the Council's engagement with residents and stakeholders on the potential options for local government reorganisation in Devon and make recommendations to the Cabinet.

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Meeting: [Overview and Scrutiny Board](#)

Date: 5 November 2025

Wards affected: [All](#)

Report Title: [Performance Report 2025/26 – Quarter 2](#)

Cabinet Member Contact Details: [Cllr Jacqueline Thomas, Cabinet Member for Tourism, Culture and Events and Corporate Services](#)

Director Contact Details: [Matthew Fairclough-Kay, Director of Corporate Service](#)
matthew.fairclough-kay@torbay.gov.uk

1. Purpose of Report

- 1.1 This report provides an overview of the performance of the Council in working towards its ambitions and priorities within the Community and Corporate Plan and the Council Business Plan.

2. Reason for Proposal and its benefits

- 2.1 The proposals in this report help us to deliver our vision of a healthy, happy and prosperous Torbay by ensuring that the Council remains focused on delivering its priorities, putting in place mitigations and/or allocating resources as appropriate.

3. Recommendation(s) / Proposed Decision

1. That the Overview and Scrutiny Board review the Council's current performance and raise any issues or questions as appropriate.

Appendices

Appendix 1: Community and People Summary Report

Appendix 2: Pride in Place Summary Report

Appendix 3: Economic Growth Summary Report

1. Introduction

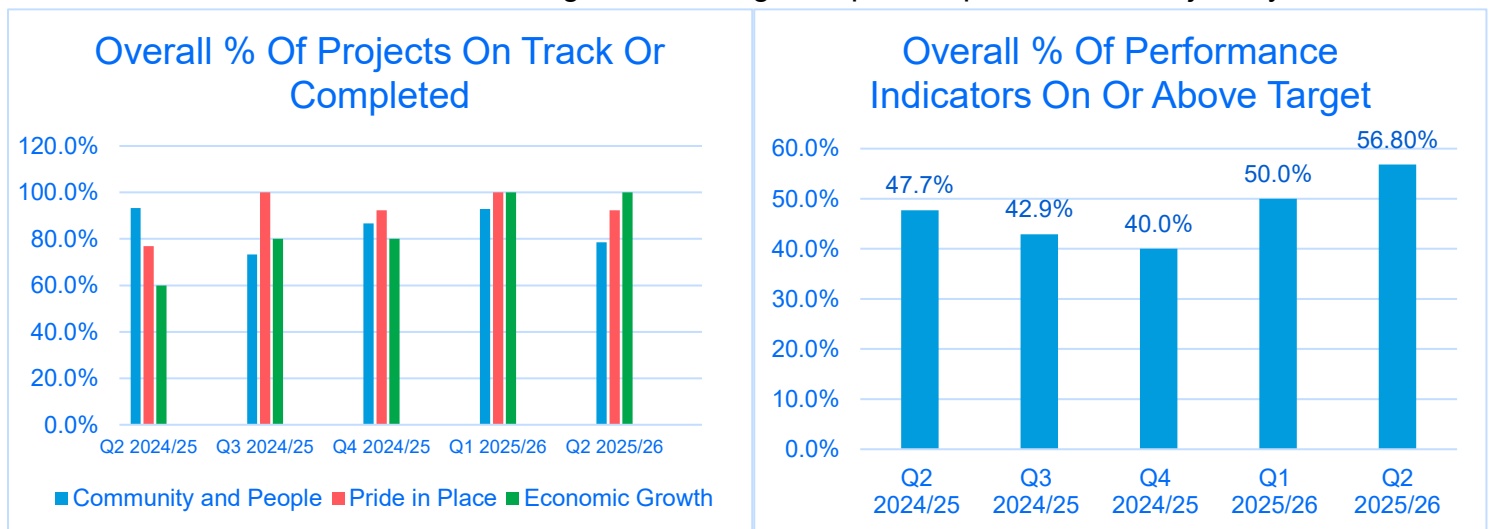
- 1.1 The Community and Corporate Plan 2023/2043 was approved by the Council at its meeting in December 2023. This sets out the Council's vision, objectives and priorities. The Plan brings together the interlinked priorities we need to address to make Torbay a happy, healthy and prosperous place for our whole community.
- 1.2 The Cabinet is at the heart of the Council's day-to-day decision making as we work towards the ambitions set by the Council. To ensure a cohesive approach to decision making, the Cabinet agreed, in July 2025, its second Council Business Plan. This sets out, against each theme of the Community and Corporate Plan, the priority actions which the Cabinet will take together with the milestones for delivering those actions.
- 1.3 In order to measure the Council's performance, 132 performance indicators have been identified – some of which will require a number of years to see positive changes in. Further to this, some indicators are reported against quarterly and others on an annual basis. The Council Business Plan includes 32 projects all being undertaken to support delivery of the Community and Corporate Plan's priorities. Each project has milestones identified.
- 1.4 Using our performance indicators and project milestones, the purpose of the quarterly performance report is to inform and update Councillors on performance against the three themes of the Community and Corporate Plan.
- 1.5 The Best Value Duty requires local authorities to “make arrangements to secure continuous improvement in the way in which its functions are exercised, having regard to a combination of economy, efficiency and effectiveness”. In practice, this covers how authorities exercise their functions to deliver a balanced budget, provide statutory services, including Adult Social Care and children's services, and secure value for money in all spending decisions.
- 1.6 As per our performance management policy, the outturn performance for 2024/25 has been reviewed by the Chief Executive and Directors. Along with known insight and available benchmarking information, targets for 2025/26 have been set which demonstrate our drive to continuously improve. Project milestones have also been updated and new ones included to reflect known plans for the year ahead.
- 1.7 As always, the targets set for children's services performance indicators are based on the average performance of our statistical neighbours. The targets set for our Adult Social Care indicators are locally agreed with our integrated service providers, Torbay and South Devon NHS Foundation Trust. Both the Community and Corporate Plan and Council Business Plan contain some performance indicators that do not have targets set. These indicators are in place to track contextual performance either to support other indicators or our longer-term ambitions (where the Council has no control over making an immediate positive

impact). In addition to this, where we have targets that have already been agreed as part of the adopted policy framework documents or partnership plans with other agencies, these figures have been included.

- 1.8 The performance reports include a narrative that explains the position of the indicators that have targets set against them.

2. Performance Summary for Quarter 2

- 2.1 The graphs below show quarterly overall performance for both projects and performance indicators. For Quarter 2, 87.5% of the projects are on track and 56.8% of performance indicators are on or above target, continuing the upwards performance trajectory.



- 2.2 The following table shows by each Community and Corporate Plan theme the percentage of project milestones achieved and projects on track or completed. It also shows the percentage of performance indicators which are performing on target or better than the expected target for Quarter 2.

Community and Corporate Plan Theme	Projects	Milestones due in 2025/26	Performance indicators
Community and People	11 projects (78.6%) on track 3 projects (21.4%) concern	20 milestones (80.0%) achieved or on schedule 5 milestones (20.0%) not on schedule 19 milestone not due to start this quarter	Much better than target = 1 (11.1%) On target = 3 (33.3%) Worse than target = 1 (11.1%) Much worse than target = 4 (44.4%)
Pride in Place	12 projects (92.3%) on track 1 project (7.7%) concern	42 milestones (84.0%) achieved or on schedule 8 milestones (16.0%) not on schedule 11 milestones not due to start this quarter	Much better than target = 4 (14.8%) Better than target = 1 (3.7%) On target = 11 (40.8%) Worse than target = 1 (3.7%) Much worse than target = 10 (37.0%)

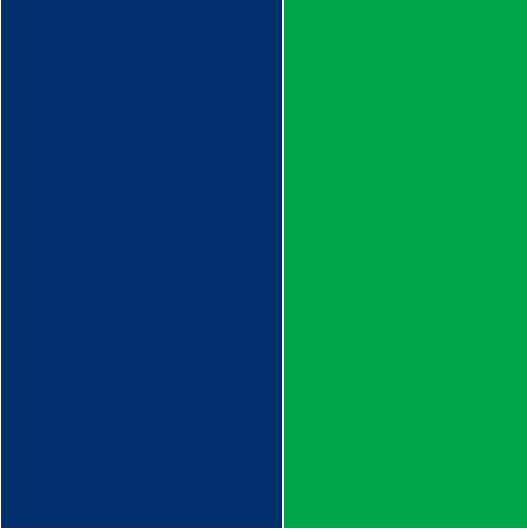
Economic Growth

5 projects (100.0%) on track	10 milestones (83.3%) achieved or on schedule	Much better than target = 2 (25.0%)
	2 milestones (16.7%) not on schedule	On target = 3 (37.5%)
	9 milestones not due to start this quarter	Worse than target = 1 (12.5%)
		Much worse than target = 2 (25.0%)

2.2 The following table sets out by theme whether overall the Council is on target or behind schedule to deliver against the Community and Corporate Plan together with specific points for consideration for each theme. A summary report for each theme is included in the appendix.

Community and Corporate Plan Theme	Q4 Overall progress of projects	Specific points for consideration
Community and People	On track	11 of the 14 projects are on track. 20 out of 44 milestones have been achieved or are on schedule, 5 are not on schedule and 19 are not due In terms of achievements this quarter: - Operation Town Centre - A multi-agency group focussing on the Evening and Nighttime Economy (ENTE) has been set up. - To support the project to help people to live well and independently, the Big Bash event took place in June and was well attended. - Adult Social Care CQC Assurance inspection took place in September. The draft report is due at the end of October. - New governance for the SEND Local Area Improvement Board, including a new independent chair, is in place to strengthen joint working arrangements - The Baton of Hope relay was successfully staged in September with events and activities all well attended. The performance indicators which are currently showing as worse or much worse than target are: - BP03 - The rate per 10,000 children of cared for children at the end of the period - BP07 – Percentage of cared for children in the period with three or more placements in the last 12 months - BP09 - Annualised rate per 10,000 children of children becoming cared for in the period - BP16 – Percentage of clients receiving Direct Payments - BP20 - Percentage of Community Ward Fund spent

Pride in Place	On track	12 of the 13 projects are on track. 42 out of 61 milestones have been achieved or are on schedule, 8 are not on schedule and 11 are not due In terms of achievements this quarter: ▪ Schemes within the Housing Delivery Plan are making good progress. Union Square planning application has been approved and Crossways planning application has been submitted. Seabury Hotel has been demolished in preparation for housing development. ▪ There has been a very strong response received from hotel operators in relation to The Strand development. ▪ A contractor is on site to begin works on the Paignton and Preston Promenade scheme. ▪ All six 20mph schemes around schools to improve road safety have been implemented and are enforceable. The next five sites are now at design stage and formal advertisement. The PIs being used to monitor the Development Management performance demonstrate that further improvement to meet the targets is still needed. The performance indicators which are currently showing as worse or much worse than target are: ▪ BP32 – The total number of placements provided to different individuals at the Hostel per annum ▪ BP59/63 – Major Planning Applications ▪ BP64/65/66 - Minor Applications ▪ BP69/70/71/73 – Other Planning Applications ▪ BP77 – Open planning enforcement cases as at the last day of the quarter remains an issue. Current performance though is better than this time last year.
Economic Growth	On Track	All five of the projects in Economic Growth are on track. 10 out of the 21 milestones have been achieved or are on schedule, 2 are not on schedule and 9 are not due In terms of achievements this quarter: ▪ Enterprise advisers are now in place at all eligible schools in Torbay. They will provide support to children and young people around skills and qualifications. ▪ The Local Transport Plan with Devon County Council completed its consultation and has been endorsed by both Devon and Torbay Councils. It was approved at the Combined County Authority Board in July. The installation of electric vehicle charging points has taken place in the Council Car parks and the connection issues with some have been resolved. ▪ The works on the electric charging infrastructure for buses in Torquay is ahead of schedule.

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- The Enterprise Fund was launched with applications currently being reviewed. Confirmation of awards is expected in October.

The performance indicators currently showing as worse or much worse than target are:

- CP14 – Percentage of former cared for children who are now aged 19-21 and in employment, education or training
- BP79 – Percentage of adults with a learning disability in paid employment
- BP85 - Number of employed people undertaking training

Appendix 1: Community and People Summary Report

This summary report highlights progress against the projects and milestones within the Council Business Plan and the agreed performance indicators for Quarter 2 of 2025/2026 for the Community and People theme.

Projects		Milestones due to be completed	Overall progress of projects	Performance indicators
Quarter 2			On track	Quarter 2
11 projects = 78.6% On track		20 milestones = 80.0% Achieved or On Schedule		44.4% on or above target
Direction of travel since Q1				Direction of travel since Q1
 Q1 92.9% On track	 Q1 91.3% Achieved or On Schedule			 Q1 44.4% on or above target

Overview of achievements this quarter

- Operation Town Centres Project:
 - The remaining posts within the Town Centre Officer Team have now been recruited, giving a full complement of staff. Training for all these staff along with SWISCo's Enforcement Team is scheduled for November.
 - Contracts for both the Taxi Marshall Service and Street Marshalls were awarded and have begun. Funded via the Hotspot Policing funds, uniformed patrols in Paignton and Torquay town centres will continue for the remainder of the financial year.
 - The terms of reference have been developed to set out the governance of the multi-agency group that will be overseeing anti-social behaviour (ASB) across Torbay's town centres. The group are due to meet during Quarter 3.
 - A multi-agency group focussing on the Evening and Nighttime Economy (ENTE) has been set up. The group will initially focus on violence against women and reference the Purple Flag framework for best practice. It will also seek to rebuild links with Best Bar None.
 - Our ASB Partnership Delivery Manager has started and worked with colleagues at the Residents Survey engagement events. This post's work has been instrumental in setting up the ENTE working group and drafting the ASB procedures.
- We are still waiting to hear from the Department for Education regarding Family Hub funding for 2026 but remain optimistic as it is part of the national response to Government's better start for life agenda. Having completed our self-assessment, we continue to align the delivery model

to ensure it complements the Families First Programme, a national programme to reform Children's Services.

- Torbay Healthier Weight Framework and Healthy Behaviours Service restructure has been discussed by Directors and is due to be presented to Cabinet and Directors (CAD) and Cabinet and Shadow Cabinet (CaSC) in October. If approved, the anticipated framework will go live early in 2026. A report on establishing an Unhealthy Advertising Policy has been drafted and due to be discussed at Directors Overview Meeting (DOM) in October. We are awaiting a decision from NHS Devon regarding funding which will enable us to extend into Torbay the current Oral Health and Dental Inclusion Pathway model run in Plymouth.
- The Strategic Agreement has been revised between the Trust and Council to support a clearer focus on key priorities, performance expectations and clarity on delegated functions. This will be underpinned by the outcome of the CQC Assurance inspection which took place in September with the draft report due at the end of October. The Local Government Association (LGA) is currently supporting a review of the Section 75 arrangement. This will inform the future direction of travel and priority areas for transformation and efficiency. Key projects are the Operating Model which includes the front door, a new model for reablement and digital transformation. Transforming the Technology Enabled Care (TEC) offer has been impacted by the liquidation of the commissioned provider (NRS) and the mobilisation of a new one. A digital contact will be in place via the citizen portal and introduced in Phase 2 of the new case management system. For now, contact continues through the usual telephony routes.
- Progress against the Carers Strategy is tracked through quarterly meetings which are chaired by the Director of Adults and Community Services. These include representatives from across the Council and Torbay and South Devon NHS Foundation Trust. Key projects include raising the awareness of carers amongst employees, staff and practitioners. Specifications for replacement care have been designed with carers and are due to be procured during autumn 2025.
- Work continues across the Engagement and Communications Forward Plan to encourage civic pride. Planning is underway for a Youth Parliament in April 2026.
- To support the project to help people to live well and independently, the Big Bash event took place at Torbay Leisure Centre in June. The event was well attended, creating a positive environment for providers, carers and people with lived experience of learning disability, and attendees were encouraged to be active safe and healthy (BASH). The Big Plan was also promoted at this event. We are currently developing a housing needs assessment to inform our strategic approach to housing needs including in later life.
- The SEND Joint Strategic Needs Assessment (JSNA) for 2025 has been drafted. Once finalised this will enable us to consider our SEND sufficiency and our specialist School placement requirements. This ensures we have the correct SEND specialist placements to meet the needs of our children and young people in Torbay. Some joint commissioning projects have been started (particular examples in Early Years and Neurodiversity support) with further jointly commissioned projects planned. New governance for the SEND Local Area Improvement Board, including a new independent chair, is in place to strengthen joint working arrangements. Our Inspection has highlighted areas of concern requiring priority actions which we are in the process of considering.
- The Baton of Hope relay was successfully staged with accompanying events and activities all held on 30 September. The event was well attended by local communities and received good coverage in the local media. The Suicide Prevention Plan has been refreshed and was

endorsed at the Health and Wellbeing Board in March 2025. A joint plan across wider Devon is currently being developed to commence in 2026. The Sexual Health contract which supports the healthy behaviours and environments project started in July. Community blood pressure outreach checks continue to be delivered through the Paignton Hub; the Torbay Library loans scheme and events.

- Work continues to deliver the priorities within the Domestic Abuse and Sexual Violence Strategy (DASV). All of the Council's e-learning modules related to DASV have been updated and relaunched to staff across the Council. Work has commenced on looking at the potential for a new learning offer related to domestic abuse and suicide prevention. With funding from Public Health, the Learning Disability Ambassadors and the sexual health provider, Eddystone Trust, are working together with Devon Link Up to co-design a healthy relationships learning offer tailored specifically to the needs of people with learning disabilities. This is the result of feedback from people with learning disabilities and neuro-divergencies and learning disabilities providers identifying a gap in the system offer.
- In terms of performance indicators:
 - 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) is **on target** at 68%. Performance is up currently compared to this time last year.
 - BP11 - The number of those receiving support via the Family Hubs (BP11) is **on target** at 21,207. Performance is down currently compared to this time last year.
 - BP19 - Average customer wait time when contacting Customer Services by phone is performing **much better than target** at 3 minutes 46 seconds. This is a big improvement compared to this time last year.
 - BP25 – The Percentage of people with a learning disability in settled accommodation, with or without support is **on target** at 86.4%. Performance is up compared to this time last year.

Slippages

- The project to undertake a review of Torbay's play parks has been set as a concern. This is due to the milestones to have an improvement plan in place by September and begin implementation have not been achieved. Member visits were delayed in the summer due to annual leave but have now taken place. The report is written and due to be presented to Cabinet in Quarter 3.
- The project to agree and program the Memorandum of Understanding for Adult Social Care with Torbay and South Devon NHS Foundation Trust, and associated financial transformation plan has been set as a concern. This is because the first two milestones that are due this quarter, which were to have a digital front door implemented and technology enabled care offer in place, have both been set as not on schedule.
- The first milestone for the project on improving how we signpost to information, advice and guidance missed the September date to improve accessibility – which was updating all pages to the latest templates. This will take place once the website content management system (CMS) has been successfully updated to version 10. The upgrade was originally planned for July, but issues found during user testing caused a delay of around three months. The

upgrade is now underway and if successful, page templates will be updated by the end of 2025.

- The project to develop a plan to support Torbay's community centres has been set as a concern as currently no funds have been identified to support this.
- The following performance indicators are currently worse or much worse than target:
 - CP03 – The rate per 10,000 children of cared for children at the end of the period is **worse than target** with current performance at 118 compared to a target of 109. This is a drop in performance compared to this time last year.

Our current number of cared for children incorporates ten Unaccompanied Asylum Seeking Children (UASC) referred to Torbay as part of the National Transfer Scheme. This is under our 0.1% figure of 24, and 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 are undertaking a piece of work to review all children who are placed with parents as this is also having a significant impact on our cared for numbers.

- BP07 – Percentage of cared for children in the period with three or more placements in the last 12 months is **much worse than target** with current performance at 17% compared to a target of 14%. This indicator is performing better than this time last year.

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 are challenging, leading to placement instability and, for some, situations whereby immediate notice is given by providers. This 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. For other children, particularly the young children, the three or more placements may include a parent and child assessment placement (in line with their care plan or ordered by the Court), an interim short term fostering placement and then an adoptive placement. The service however continues to pursue early permanence through fostering to adopt when the Court approves this position. The service continues to analyse the child-level data, to understand what has driven this increase, who within this cohort need to be a focus in terms of placement stability and what the underlying child-led narrative is for each child.

- BP09 - Annualised rate per 10,000 children of children becoming cared for in the period is **much worse than target** with current performance at 43 compared to a target of 34. This indicator is currently performing worse compared to this time last year.

We continue to review all our cared for children in line with needs and are actively reviewing all of those that result in place with parent or not requiring cared for status post care proceedings.

- BP16 – The percentage of clients who receive Direct Payments is performing **much worse than target** at 17.8% compared to a target of 23%. Current performance is down compared to last year.

There is a Direct Payments workstream with a new action plan being created as the previous one didn't have impact.

- BP20 – Percentage of Community Ward Fund Spent is **much worse than target** with current performance at 39.7% compared to a target of 85%. This indicator is performing better now than it was this time last year.

Applications for the Community Ward Fund for 2025/2026 continue to be received from Councillors and it is expected that the amount of the Fund spent will continue to increase over the coming quarters.

Risks to non-delivery

- Although Family Hub funding is continuing for 2025/26 at the same level as 2024/25, we are awaiting updates from the Department for Education regarding funding for 2026.

Appendix 2: Pride in Place Summary Report

This summary report highlights progress against the projects and milestones within the Council Business Plan and the agreed performance indicators for Quarter 2 of 2025/2026 for the Pride in Place theme.

Projects	Milestones due to be completed	Overall progress of projects	Performance indicators
Quarter 2		On track	Quarter 2
12 projects = 92.3% On track	42 milestones = 84.0% Achieved or On Schedule		59.3% On or above target
Direction of travel since Q1			Direction of travel since Q1
 Q1 100.0% On track	 Q1 94.7% Achieved or On Schedule		 Q1 48.1% on or above target

Overview of achievements this quarter

- The Council's Housing Strategy project is set as on track. The St Kilda's housing scheme is progressing well on site. The second Hotels to Homes project at Seabury Hotel, has now been demolished and the site has been prepared for development. The first project at Brampton Hotel is due to complete in November. Two other sites at Midvale and Aria have been completed and are due to be in our ownership in October. All schemes are considered at the Housing Capital Programme Board initially and referred onto the Capital and Growth Board (CGB).
- The project to deliver positive outcomes for Torbay from the Devon and Torbay Combined County Authority (DTCCA) is on track. During Quarter 2 there has been agreement of an approach to develop a Corporate Plan. Workshops to support this are taking place during September and October. The Corporate Plan will be supported by the Local Growth Plan, Skills and Future Workforce Plan, Housing Plan and Transport Plan which will all form the policy framework for DTCCA. Work is progressing in respect of the transfer of powers for each of Adult Education and Transport Authority.
- The first meeting of the Homelessness and Rough Sleeping Partnership Forum was held with strong cross-sector support and commitments made to the establishment of various sub-groups. Updates on the delivery plan were shared with attendees which will be routinely monitored as part of the governance arrangements. A strategy delivery lead post has been recruited to with the successful candidate due to start in Quarter 3.
- The project to deliver town centre regeneration schemes this quarter has seen progress in respect of meeting with institutional investors to deepen relationships generated through UKREiiF. This work is ongoing and as the programme moves through the autumn further confidence for the market in Torbay's plans will develop. We continue to work with the Regeneration Partner to meet investors and have appetite for a funding model that delivers our

ambitions. A Plan For Neighbourhoods community consultation has taken place with the themes that the community support taken to the Torquay Place board meeting in September. Work is on track for submission in November. Union Square secured planning consent at September's planning committee meeting with Crossways scheduled for determination in December. The Strand has been tested with hotel operators for interest with a very strong response received from a range of brands. The team is working to shortlist and then identify a preferred operator during Quarter 3.

- The project to enhance Torbay's cultural heritage is progressing and positive feedback has been received from the National Lottery Heritage Fund. Work is underway to explore how it can complement other activities such as the regeneration programme and cultural programming. Internal works at the Pavilion are progressing and the plan is to have a report ready by January. An options appraisal to test potential future uses is to begin in October. Work at Oldway has seen an increase in anti-social behaviour and trespassing at the site. Additional security has been arranged adding a significant cost to the project. We are working with National Lottery Heritage Fund and Historic England to explore external funding options and expect to be able to secure some investment through these routes during the next two quarters.
- The project to deliver the Paignton and Preston Promenade scheme is on track. A contractor has started on site.
- Following the new Climate Action Plan, which was approved by Cabinet in March, work is progressing on the priorities within the plan including all the potential for photovoltaic installation, LED Streetlighting and the control management system (CMS). The previously prioritised projects supporting our decarbonisation programme are either underway or being assessed in terms of viability. Our Carbon Neutral Officers Group continue to meet to progress actions. The Paignton Library decarbonisation project is on site. The Torbay Climate Partnership's Greener Way for the Bay Framework and Action Plan is in place and new priorities for the Partnership were agreed. There is continued progress on the Solar Farm Contract negotiations. We are also on schedule to deliver stage one to three of the Local Energy Advice Programme in October 2025. A report has been drafted for our Senior Leadership Team to consider funding energy efficiency retrofit. All new heat pumps have now been installed at Paignton Library. We are awaiting a new sub-station before it becomes fully operational. The procurement of the new heat pumps for Sherwell Valley School has commenced and is on track. The Business Case for the Streetlighting and CMS upgrade programme was approved by the Climate Initiative Programme Board and will be considered by the Capital and Growth Board in October.
- The project to improve road safety, especially around schools and speeding hotspots continues to be on track. All six phase one zones are now enforceable. Consultation on the six sites for Phase two has been completed and in agreement with the Road Network and Travel Working Party, five sites will be taken forward. These are now at the design stage and formal advertisement of the traffic regulation orders will follow. This project is currently on target.
- Performance of the Development Management service continues to improve, but consistency of better performance is being sought. Further progress has been made on reducing the backlog of cases and the reduction of caseloads per officer. Application numbers are rising, which has assisted with the resultant fee income. Improved numbers of pre-application submissions are being submitted, which is positive. Building Control income is up again and planning fee income has also risen. The Enforcement Policy is now operating and having an

impact on reducing number of cases. In addition to the Senior Enforcement Officer post, two new posts have recently been filled within the team.

- In terms of performance indicators:
 - BP27 - Average numbers in temporary accommodation on any one night this quarter is **on target** at 165. Current performance is worse than this time last year.
 - BP28 - Average numbers in temporary accommodation on any one night this quarter with dependents (including pregnant women) is **much better than target** at 70. Current performance is better than this time last year.
 - BP29 - Average numbers in temporary accommodation on any one night this quarter as single households (including childless couples) is **on target** at 95. Current performance is worse than this time last year.
 - BP30 - Number of families in B&B accommodation longer than six weeks this quarter (to whom we owe a housing duty) is **on target** at 0.
 - BP33 - Average length of stay at the Hostel (days) is **much better than target** at 205. Current performance is better than this time last year.
 - BP35 - The percentage of care experienced young people in suitable accommodation is **on target** at 90%. Current performance is slightly worse than this time last year.
 - BP103/104 – Compliance tests completed (100%) and defects unresolved or outstanding (0) are both **on target**.
 - BP105 - Rental income collected from our own housing stock as a percentage of debt raised is **on target** at 100%.
 - BP45/46/47 - Percentage of grass cutting schedule / street sweeping schedule and weed spraying schedule are all **on target** at 100%.
 - BP60 – Percentage of major planning applications determined within timescales (including extensions of time) is **on target** at 81.82%. Current performance is better than this time last year.
 - BP61 Percentage of major planning applications determined within timescales (without extensions of time) is **much better than target** at 45.45%. Current performance is better than this time last year.
 - BP68 Percentage of minor planning application appeals allowed (upheld in the applicant's favour) is **much better than target** at 8.33%. Current performance is better than this time last year.

Slippages

- The milestone to deliver the community infrastructure projects by July as part of the Levelling Up Partnership is not on schedule. The project in Foxhole is expected to be resolved in early October. The "This is my circus" cultural project is also planned for October.
- The project to develop and deliver an updated Culture Strategy is on track, however the milestone to review Torbay's cultural infrastructure by July has not been met. The delayed report is now due in early October. The review will need to be shared with the sector and the recommendations considered during Quarter 3. This will lead to the review of the Culture Strategy, which will be reprogrammed in for 2026.

- The project to consider whether a showground can be established in Torbay has been set as a concern. The milestone to undertake a feasibility study to assess whether Torbay's meadows and green spaces can be utilised as show grounds by the end of the summer has been missed. Officers intend to recommence work on this project during Quarter 3.

Key challenges

- The following indicators are showing as worse or much worse than target:
 - BP32 – The total number of placements provided to different individuals at the Hostel per annum is **much worse than target** at 29 compared to an annual target of 72. Current performance is much worse compared to this time last year, which was 59 in 2024/25.

The target set for 2025/26 takes into account the on-going challenges around move on across the system for single homeless people. The target is a cumulative target not quarterly. Plans are being developed to facilitate move on into the private sector through additional support giving landlords confidence to accept clients. Move on accommodation remains a considerable challenge due to lack of availability.
 - The following indicators relating to the Planning Service are showing as **worse or much worse than target**:

Major Planning Applications - BP59 Average number of days taken to validate from when required information is received is 8.25 days compared to a target of 5 days. BP63 Percentage of appeals allowed is 50% compared to a target of 30%.

Minor Applications BP64 - Average number of days taken to validate from when required information is received is 9.04 days against the target of 5 days. BP65 is 75% compared to a target of 85%. BP66 Percentage determined within timescales (without extensions of time) is 37.5% compared to a target of 50%.

Other Planning Applications - BP69 Average number of days taken to validate from when required information is received is 7.94 days compared to the target of 5 days. BP70 Percentage determined within timescales (including extensions of time) is 80.63% compared to the target of 88%. BP71 Percentage determined within timescales (without extensions of time) is 42.34% compared to the target of 60%. BP73 Percentage of appeals allowed is 46.15% compared to the target of 30%.
 - BP77 – The number of open enforcement cases at the last day of the quarter is **much worse than target** with current performance at 624 compared to the annual target of 400. The indicator is currently performing better than this time last year.

Risks to non-delivery

There are currently no risks to non-delivery.

Appendix 3: Economic Growth Summary Report

This summary report highlights progress against the projects and milestones within the Council Business Plan and the agreed performance indicators for Quarter 2 of 2025/2026 for the Economic Growth theme.

Projects		Milestones due to be completed	Overall progress	Performance indicators
Quarter 2			On Track	Quarter 2
5 projects = 100.0% On track		10 milestones = 83.3% Achieved or On Schedule		62.5% On or above target
Direction of travel since Q1				Direction of travel since Q1
 Q1 100.0% On track	 Q1 93.1% Achieved or On Schedule			 Q1 24/25 = 62.5% On or above target

Overview of achievements this quarter

- The milestone to match 100% of careers hub eligible schools with an enterprise advisor by October 2025 has been reached. This supports the delivery of the project to improve the skills and qualifications of our residents, including children and young people. Each eligible school now has an enterprise advisor in place.
- Commissioning for Connect to Work has gone live on 8 October 2025. Devon County Council are leading on the procurement as the accountable body for the funding. Procurement will end late November 2025, and Torbay are looking for a local delivery partner to deliver the service. South Devon College delivered 21 employed participants against a profiled target of 25. This shortfall was anticipated due to the academic structure of the quarter, with learning paused over the summer break. Key sectors supported during the quarter were Health and Care and Photonics. Further activity is planned in these areas, as well as in Digital, Hospitality, Tourism, and Construction within the next two quarters.
- The Local Transport Plan with Devon County Council completed its consultation and has been endorsed by both Devon and Torbay Councils and approved at the Combined County Authority Board in July. The installation of electric vehicle charging points has taken place in Council Car parks and the connection issues with some have been resolved. The works on the charging infrastructure in Torquay Depot for Stagecoach is ahead of schedule and may be able to be deployed earlier than planned. It's looking likely to be in November. One of the new buses was recently brought to Torbay and used as part of the Baton of Hope event.
- The project to create more full-time job opportunities in Torbay is on track. The Enterprise Fund was launched in the summer with applications currently being reviewed. Confirmation of awards is expected in October. Work continues with the Hi Tech Cluster and Creative Industries Cluster to identify the best projects to support their growth. There have been

discussions with the Torbay and South Devon NHS Foundation Trust about what options there may be to support workforce development collaboratively and which can support adult social care and a higher value health economy in Torbay. Holiday Activities and Food programme funding is continuing for 2025/26. Commissioning completed for the summer holidays. We are continuing to support providers to become Ofsted registered and to link with the wraparound project. The Youth Justice Service is exploring positive disruptions activities for the holidays. The Elective Home Education service is to continue to provide activities for the holidays. We are in the process of working with schools to support wraparound school holiday provision. This is challenging due to the funding streams and short-term funding from government.

- The performance indicators which are performing on target or better than target are:
 - BP78 – The number of people supported through the Multiply programme is **much better than target** at 41 compared to its target of 45. Current performance is worse than this time last year.
 - BP80 - The number of secondary schools engaged with business (Voluntary Enterprise Advisers) is **on target** at 100%. Current performance is the same as at this time last year.
 - BP86 – The number of people supported into work is **on target** at 50 with an annual target of 97. Current performance is better than this time last year.
 - BP91 – Occupancy rate of the Council's let estate is **on target** at 90.2%. Current performance is worse than this time last year.
 - BP97 – The number of individuals attending inclusive growth events delivered or commissioned by the Council is **much better than target** at 297 compared to the target of 130. Current performance is better than this time last year.

Slippages

- The project to develop the local economy so it is growth focused, sustainable and thriving is on track, however, the milestones to secure a site for the Technology Production Park by July and have the planning permission in place by the Autumn are not on schedule. The location for the Technology Park has been identified and negotiations for purchase are underway. A second site has also been identified that will allow additional grow on space. The lack of clarity over future innovation and growth funding is not helping to plan for the sector's future development. It is expected that this will be routed through combined authorities and require strong business leadership. The Destination Management Plan review appointed external advisors during this quarter. The review will be managed through the destination management group and will be making recommendations in the spring.
- The performance indicators which are under performing and worse or much worse than target are:
 - CP14 – Percentage of former cared for children who are now aged 19-21 and in employment, education or training is **much worse than target** at 54% compared to the target of 71%. Performance is down compared to this time last year.

We are aspirational for our care experienced young people which is reflected by the target. Work is taking place with colleagues in all directorates to look at where internships and apprenticeships at the Council could be offered. The performance for September 2025 of 54% is in line with national comparators and above statistical neighbours, at 56% and 47% respectively. We have recently ended our commissioning

of Careers South West and are looking at opportunities to engage more relationally with those Care Experienced at risk of not being in education, employment or training.

- BP79 – Percentage of adults with a learning disability in paid employment is **worse than target** at 6.3% with a target of 7%. Current performance is better than at this time last year.

This remains an area of improvement and the strength based work contained in our integrated improvement will support this KPI.

- BP85 – The number of employed people undertaking training is **much worse than target** at 60 compared to annual target of 160. This indicator is currently performing better than at this time last year.

Quarter 2 performance is lower than expected due to slower progress as the delivery partner, South Devon College, was impacted by the scheduled academic summer holidays. This meant there was only six to eight weeks of active delivery time. This was anticipated as a likely scenario, and delivery is now expected to accelerate in the next two quarters to mitigate this slippage.

Risks to non-delivery

- There are currently no risks to non-delivery.

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	35%	40%	-													Data Not Due	
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	60%	70%	-													Data Not Due	
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	111	109	Worse than target	114	114	114	119	119	118							118	⬇
Our current number of cared for children incorporates ten Unaccompanied Asylum Seeking Children (UASC) referred to Torbay as part of the National Transfer Scheme. This is under our 0.1% figure of 24, and 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 are undertaking a piece of work to review all children who are placed with parents as this is also having a significant impact on our cared for numbers.																			
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													Data Not Due	
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													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	66%	70%	-													Data Not Due	

Code	Title	Polarity	2021/23	Target	Current Status	2022-25				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					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 Due	
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			67	N/A for Q2
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	-					Data Not Due	
BP106	Number of businesses participating in Residents' Discount Scheme per year (annual)	It's better to be high	137	164	-					Data Not Due	

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%							22%	↓
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							690	↑
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%							19%	↑
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%							17%	↑

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. For other children, particularly the young children, the three or more placements may include a parent and child assessment placement (in line with their care plan or ordered by the Court), an interim short term fostering placement and then an adoptive placement, however the service continue to pursue early permanence through fostering to adopt when the Court approves this position. The service continues to analyse the child-level data, to understand what has driven this increase, who without this cohort need to be a focus in terms of placement stability and what the underlying child-led narrative is for each child.

9625

	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%	↑
BP09	Annualised rate per 10,000 children of children becoming cared for in the period (monthly)	It's better to be low	35	34	Much worse than target	52	29	29	81	33	33							43	↓

We continue to review all our cared for children inline with needs and are actively reviewing all of those that result in PwP or not requiring cared for status post care proceedings

BP10	Number of requests for new Education Health and Care Plan (EHCP) assessments (YTD)	N/A	233	Monitoring only	Monitoring only	34	25	48	65	11	16							199	N/A
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BP09 - We continue to see a steady position in relation to Children's Social Care statutory responses to referrals and rereferrals however, we are still an outlier when benchmarking against our statistical neighbours and the National picture. We are seeing a significant increase in requests for statutory assessment and are refusing approximately 40% of these.

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	On target	7,729	13,478			21,207	↓

The reported data for Q2 2025/26 currently shows a significant increase compared to Q1 however, this figure still does not accurately reflect actual performance. Currently, we face challenges in consolidating data due to the use of two separate recording systems; St. Edmunds and the Beehive and Barn, which limits our ability to extract a complete picture of Public Health activity. In addition, the current figures do not include the HLE, parenting worker, and Maternity Support Worker. These staff members, employed by Torbay Council and maternity, deliver family hub services outside of the family hubs. While this data is collected for the quarterly management information returns to the DfE, it is not yet integrated into the corporate reporting figures. We are confident that actual footfall and service engagement remain consistent with last year's levels. To address the current reporting gap, a new system is being introduced this will enable more accurate data capture, including visits to birth registrars, midwives, and other family hub-related appointments. We would like to reassure the Board that the apparent shortfall is a result of reporting limitations rather than a decline in service delivery.

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	Data not yet available				Data Not Due	
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%	Q2 data available at Q3			Data Not Available	
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%	Q2 data available at Q3			Data Not Available	
BP15	Treatment progress measure (all substances) – showing substantial progress (quarterly)	It's better to be high	44%	48%	-	44.0%	Q2 data available at Q3			Data Not Available	

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	18.2%	23.0%	Much worse than target	17.8%	18.2%	18.5%	18.8%	18.5%	17.8%							17.8%	↓

There is Direct Payments workstream with a new action plan being created as the previous one didn't have impact.

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%	-													Data Not Due	
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%	-													Data Not Due	
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 Due	
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							00:03:46	↑
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	51.80%	85.00%	Much worse than target	7.0%		32.7%						32.7%	↑				
Applications for the Community Ward Fund for 2025/2026 continue to be received from Councillors and it is expected that the amount of the Fund spent will continue to increase over the coming quarters.																			

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									338	
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									534	
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									26	

The service continues to manage a high number of referrals that do not enter into longer term engagement with the service. Of the 185 new placements in the quarter, 11 were safe accommodation placements, 63 were new MARAC cases and 111 were outreach cases -however the service also responded to 116 people needing crisis telephone support, although they did not enter the service for longer term support. This is an increasingly common trend. MARAC repeats remain consistent however, overall, numbers entering the service are lower than last year despite the high number of referrals. Safe accommodation placements have been impacted in recent months by delays in relets caused by internal issues with the Provider's Maintenance teams. These have been addressed, and the picture is improving steadily. During the period an analysis of how long people stay in safe accommodation was carried out that showed that on average people stayed between 25 and 35 weeks before moving into permanent accommodation, depending on the size of property required. The 2 Domestic Abuse Housing Officer roles in Housing Options have been made permanent, with one post focussing on resettlement, in the aim of improving the time it takes for people to move out of safe accommodation. Both posts are filled.

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%							86.4%	↑
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
BP26	Number of concessionary bus journeys (quarterly)	It's better to be high	2,221,583	Monitoring only	Monitoring only	807,139												Data Not Available	

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 Not Due	
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	52	Monitoring only	Monitoring only		Data Not Due	
CP10	Number of new Social Rent Homes completed each year (annual)	It's better to be high	0	Monitoring only	Monitoring only		Data Not Due	
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	59%	70%	-		Data Not Due	

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	On target	170	160			165	↓
BP28	- With dependents (including pregnant women) (quarterly)	It's better to be low	71	77	Better than target	67	72			70	↑
BP29	- Single households (including childless couples) (quarterly)	It's better to be low	86	92	On target	103	88			95	↓
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	On target	0	0			0	↔

Numbers due to domestic abuse continue to be high with some households needing to be placed in mainstream temporary accommodation (TA) as the safe accommodation units are full, see BP21 and BP22 narrative. Landlords are selling their properties, resulting in an influx of presentations. This is considered to be a prelude to the introduction of the Renters Rights Bill in October 2025. The owned family units are at capacity and 50% of families are in spot purchased accommodation, some families presenting in crisis are being placed in B&B although this is only for a matter of days before they are moved. There are a number of social housing units becoming available with Stonewater housing, which will create a sudden wave of move on's and help create capacity ready for summer. The team have been brokering alternative arrangements with friends and relatives, without which TA numbers would be even higher. During the course of the year there has been an increasing trend in the number of single individuals presenting as homeless.

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	-					Data Not Due	
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)			29	↓
BP33	Average length of stay at the Hostel (days) (quarterly)	It's better to be low	238	230	Much better than target	196	214			205	↑

BP32 provides the total number of placements across the year, this includes those that were previously occupying the Hostel in Q4 (26) in Q1 data. There have therefore been 12 new occupants in Q2 meaning we are on target for new placements. The target set for 2024/25 takes into account the on-going challenges around move on across the system for single homeless people. The target is a cumulative target not a quarterly, the figure in () is the cumulative figure. Plans are being developed to facilitate move on into the private sector through additional support giving landlords confidence to accept clients, although move on accommodation remains a considerable challenge due to lack of availability. 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. The annual rough sleeper count is scheduled for November.

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%	63%			63%	↓
BP35	Percentage of care experienced young people in suitable accommodation (quarterly)	It's better to be high	89%	90%	On target	86%	90%			90%	↓
BP36	Number of requests for assistance from the Housing Standards service (quarterly)	N/A	400	Monitoring only	Monitoring only	88	74			162	
BP37	Number of legal notices served to improve quality of accommodation (quarterly)	N/A	46	Monitoring only	Monitoring only	12	23			35	
BP101	Total number of help desk calls	N/A	58	Monitoring only	Monitoring only	8	9			17	
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			1	↓
BP103	Percentage of compliance tests completed	It's better to be high	100%	100%	On target	100%	100%			100%	↔
BP104	Number of compliance defects unresolved / outstanding	It's better to be low	0	0	On target	0	0			0	↔
BP105	Rental income collected as a percentage of debt raised	It's better to be high	99%	100%	On target	100%	100%			100%	No DOT until Q4
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	11	60	-					Data Not Due	

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	10,917,929	Monitoring only	Monitoring only	Data not available yet	Data Not Due	
BP39	Total annual footfall in Paignton's Town Centre (annual)	It's better to be high	12,050,637	Monitoring only	Monitoring only	Data not available yet	Data Not Due	
BP40	Total annual footfall in Brixham's Town Centre (annual)	It's better to be high	4,633,664	Monitoring only	Monitoring only	Data not available yet	Data Not Due	

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 better than target	50	65			115	↑
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 (Partners) (annual)	It's better to be high	40	40	-					Data Not Due	
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	Not due	-	Data not yet available. It will follow on from the Cultural Infrastructure review.				Data Not Due	

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%	↑
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%	↔
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%	↑
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%			100%	No DOT until Q4
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	-					Data Not Due	
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	16%	50%	-					Data Not Due	
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	34%	50%	-					Data Not Due	
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	44%	60%	-					Data Not Due	

Code	Title	Polarity	2023/24 Performance	2025/26 Target	Current Status	2025/26 Performance				2025/26 Actual to date	DOT
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	64%	70%	-					Data Not Due	
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			£613,960	⬇
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	Monitoring only	Monitoring only	362.4 ktCO2e				Data Not Due	⬇
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				Data Not Due	⬇
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					Data Not Due	
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	-					Data Not Due	
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			8.25	↓
	BP60 % Determined within timescales (including extensions of time) (quarterly)	It's better to be high	66.67%	80.00%	On target	75.00%	85.71%			81.82%	↑
	BP61 % Determined within timescales (without extensions of time) (quarterly)	It's better to be high	16.67%	35.00%	Much better than target	25.00%	57.14%			45.45%	↑
	BP62 Number of appeals (quarterly)	It's better to be low	2	Monitoring only	Monitoring only	2	0			2	↓
	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			50.00%	↑
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			9.04	↑
	BP65 % Determined within timescales (including extensions of time) (quarterly)	It's better to be high	82.25%	85.00%	Much worse than target	77.42%	73.47%			75.00%	↓
	BP66 % Determined within timescales (without extensions of time) (quarterly)	It's better to be high	42.01%	50.00%	Much worse than target	41.94%	34.69%			37.50%	↓
	BP67 Number of appeals (quarterly)	It's better to be low	18	Monitoring only	Monitoring only	4	8			12	↓
	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%			8.33%	↑

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			7.94	↑
	BP70 % Determined within timescales (including extensions of time) (quarterly)	It's better to be high	75.00%	88.00%	Worse than target	80.87%	80.37%			80.63%	↑
	BP71 % Determined within timescales (without extensions of time) (quarterly)	It's better to be high	38.08%	60.00%	Much worse than target	46.96%	37.38%			42.34%	↓
	BP72 Number of appeals (quarterly)	It's better to be low	37	Monitoring only	Monitoring only	10	16			26	↓
	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%			46.15%	↓
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			9	↑
	BP75 Cases closed (during the quarter) (quarterly)	It's better to be high	262	Monitoring only	Monitoring only	67	78			145	↑
	BP76 Cases opened (during the quarter) (quarterly)	It's better to be low	258	Monitoring only	Monitoring only	91	77			168	↓
	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			624	↑
See Planning appendix.											

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													Data Not Due	
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 (NEET) (monthly)	It's better to be high	53%	71%	Much worse than target	55%	50%	52%	53%	55%	54%							54%	↓
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 September 2025 figure of 54% is in line with national comparators and above statistical neighbours, at 56% and 47% respectively. We have recently ended our commissioning of Careers South West and are looking at opportunities to engage more relationally with those Care Experienced at risk of NEET.																			
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	-													Data Not Due	

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		Data Not Due	
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		Data Not Due	
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		Data Not Due	
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		Data Not Due	
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		Data Not Due	
CP21	National Non Domestic Rates – Total number of void hereditaments (premises) (annual)	It's better to be low	674	Monitoring only	Monitoring only		Data Not Due	
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 Due	
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 Due	
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	Data not yet available	Data Not Due	
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	79.4%	Monitoring only	Monitoring only	Data not yet available	Data Not Due	

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 Due	
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%								Data Not Available	-
						2,710	2,760	2,650	2,560	2,630									

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									41	↓
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%	Worse than target	6.7%	6.5%	6.5%	6.4%	6.5%	6.3%							6.3%	↑

This remains an area of improvement and the strength based work contained in our integrated improvement will support this KPI.

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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%	On target	100%	100%			100%	↔
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					Data Not Due	
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	3.9%	Monitoring only	Monitoring only	3.7%	Will be available by 14/10/2025			Data Not Available	N/A

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		Data Not Due	

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			95	↑
BP85	Number of employed people undertaking training (quarterly)	It's better to be high	106	160 (40 per Q)	Much worse than target	39	21			60	↑
BP86	Number of people supported into work (quarterly)	It's better to be high	81	97	On target	10	40			50	↑

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

BP85 - This target is now lower than expected due to an under-performing Q2. Q2 has seen slower progress as the delivery partner (South Devon College) was impacted by the scheduled academic summer holidays (in reality 6-8 weeks of active delivery time). This was anticipated as a likely scenario, and delivery is now expected to accelerate in the next 2 quarters to mitigate this slippage.

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	-		Data Not Due	
BP88	Number of electric vehicles registered in Torbay (annual)	It's better to be high	1,151	Monitoring only	Monitoring only		Data Not Due	
BP89	Number of electric buses in service (annual)	It's better to be high	0	40	-		Data Not Due	

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	Data not yet available	Monitoring only	Monitoring only	Data not yet available	Data Not Due	

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%			90.2%	⬇️
BP92	Occupancy rate at Electronics & Photonics Innovation Centre (EPIC) (quarterly)	It's better to be high	100%	80.0%		100%				Data Not Available	

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

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			297	⬆️
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	51% (Q1-Q3)	55.0%	-	Data not yet available				Data Not Due	

Glossary of Terms

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

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

Meeting: Overview and Scrutiny Board

Date: 5 November 2025

Wards affected: All

Report Title: Performance Report 2025/26 – Quarter 2
Priority P6: Improve delivery of our planning service.

Purpose of report

This report provides an overview of the performance of the Council's Development Management Team. It includes additional narrative that explains the position of the indicators that have targets set against them.

Executive summary

Over the past 12 months, the Development Management Team has undergone a significant transformation in how caseloads are managed, and performance is monitored. The implementation of the Phase II Power BI dashboard in June has become integral to daily operations, enabling real-time oversight and fostering a strong performance culture within the team. This cultural shift is a direct outcome of the Service Fit for the Future project.

Performance targets for processing major, minor, and other planning applications have been recalibrated to reflect the median performance of CIPFA comparator authorities and Devon councils, setting a benchmark for excellence.

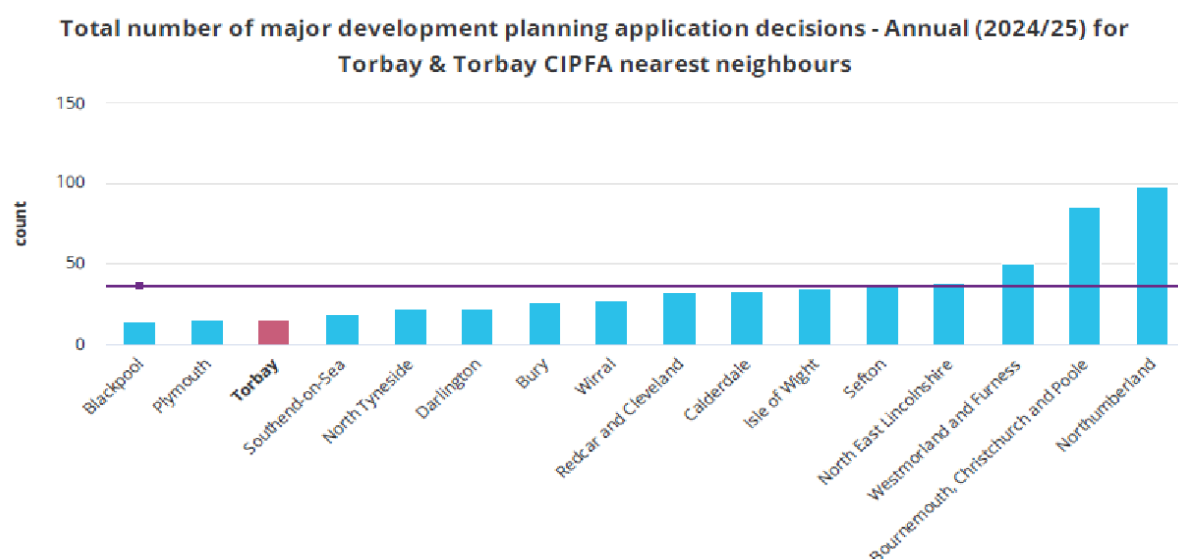
In Planning Enforcement, notable progress has been made with the appointment of a new Assistant Enforcement Officer to work alongside the existing two Senior Officers. The adoption of a proactive enforcement policy and theme-based investigations into historic cases have contributed to a stabilisation of open cases. This is paired with improved recording of investigations, faster response times and action being taken.

Staffing has seen positive developments, with new Officers attracted and existing staff retained, supporting service resilience. Application volumes increased during Quarter 2, leading to higher fee income, and there has been a rise in pre-application enquiries, indicating growing engagement and demand.

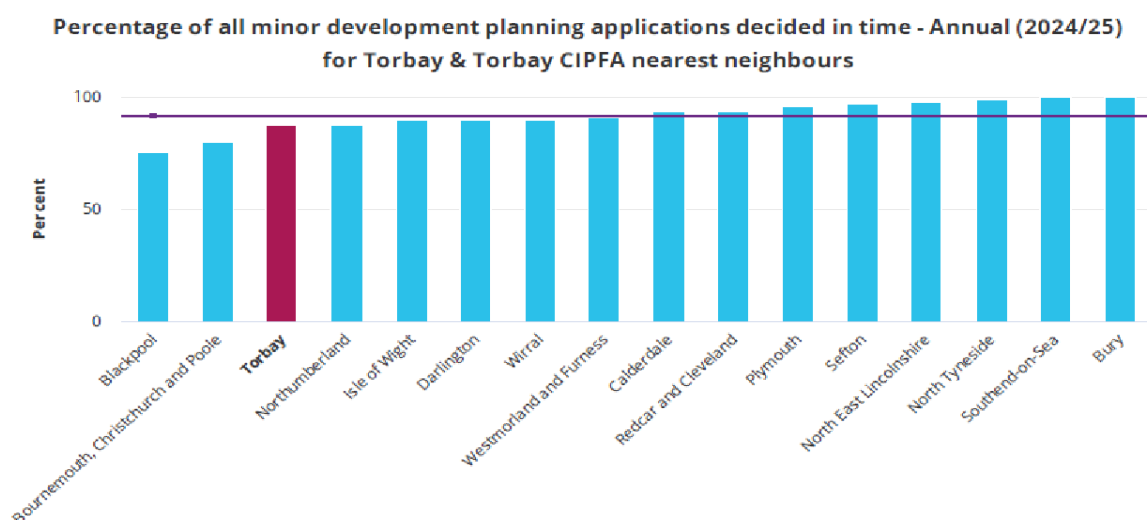
Benchmarking

The data below includes Local Government Association Research and gives a detailed insight into how planning differs between various comparator locations within England.

In 2024/25, the total number of major planning development decisions granted in Torbay was 16. Torbay has fewer major applications compared to other Local Authorities which then makes the percentage of appeals, for example, appear more noticeable.



In 2024/25, the percentage of minor development planning applications that have been decided in time in Torbay was 88%, which is below the Torbay CIPFA nearest neighbours mean percentage of 92%. This is determined as minor planning applications, regardless of whether they have a Planning Performance Agreement (PPAs), Extension of Time (EoT) and/or Environmental Impact Assessment (EIA), which have been decided in a timely manner, each financial year. A timely manner is defined as within eight weeks for minor applications.



The performance indicators being used to monitor the Development Management

BP59 – 63: Major Planning Applications

The Quarter 2 data relates to a total of seven applications in comparison with four applications determined in Quarter 1. All performance has improved other than validation speed.

Largely similar to Quarter 1 other than the number of appeals received and allowed has risen.

Average validation speed has dropped. Largely similar to Quarter 1 other than the number of appeals received and allowed has risen.

BP74 – 77: Open planning enforcement cases as at the last day of the quarter.

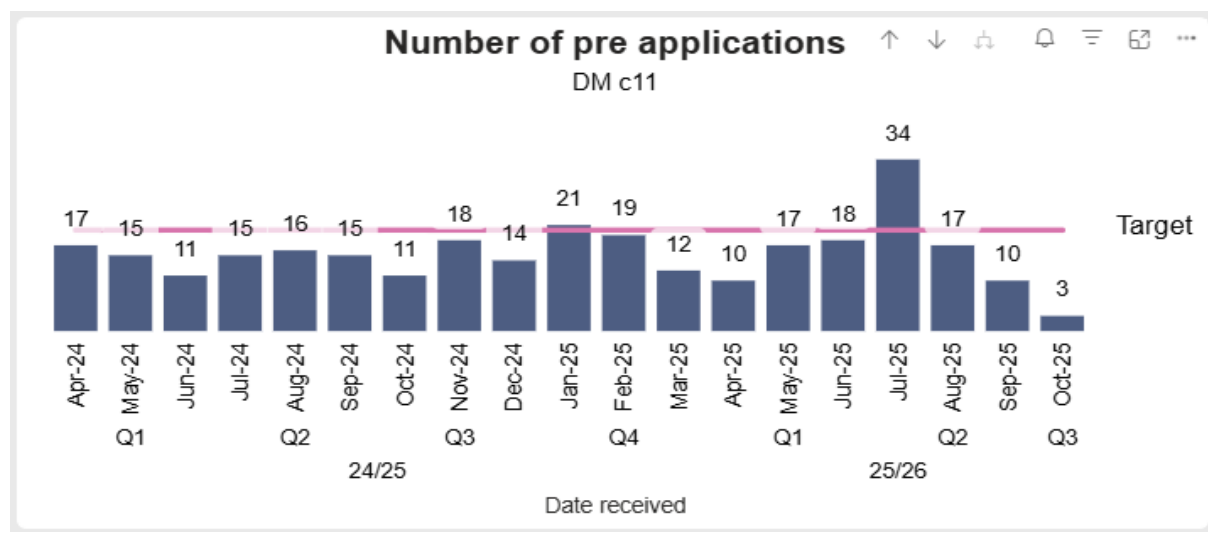
Number of open cases has stabilised. A lower number of cases have been registered due to improved gatekeeping and more cases closed than Quarter 1.

Wider performance

Pre-application enquiries

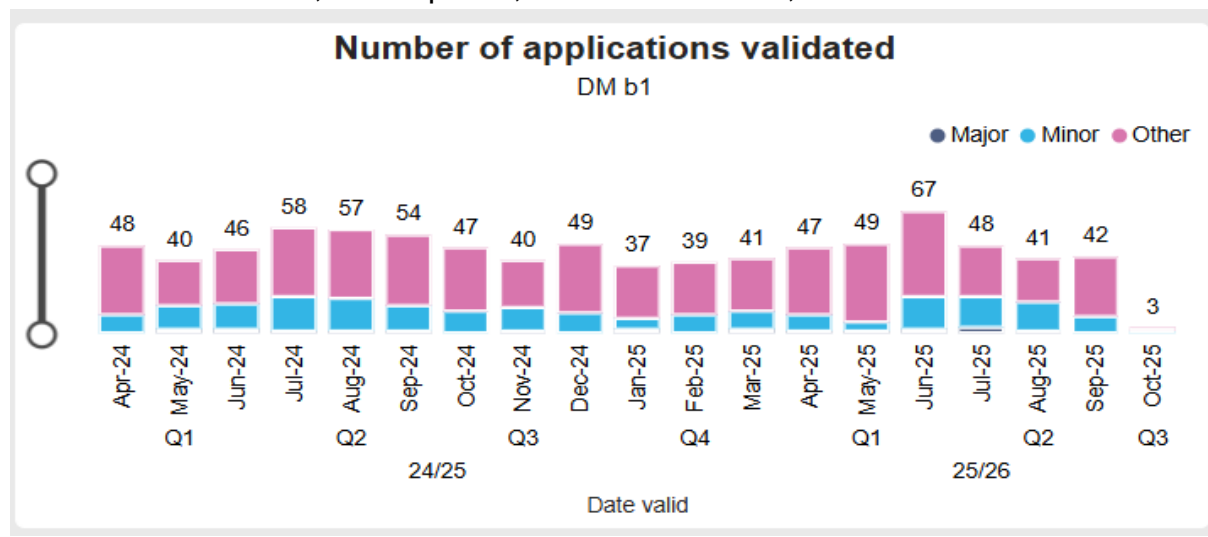
We have established this service as the starting point for our customers to be set on a pathway to a positive decision.

- The local target is set at 20. July saw a large spike in early engagement through pre-application enquiries with 34 submitted.
- There was an increase throughout the summer which has tailed off into September. This trend is typical of recent years.
- It is worth reflecting that there have also been a lower number of refusals.



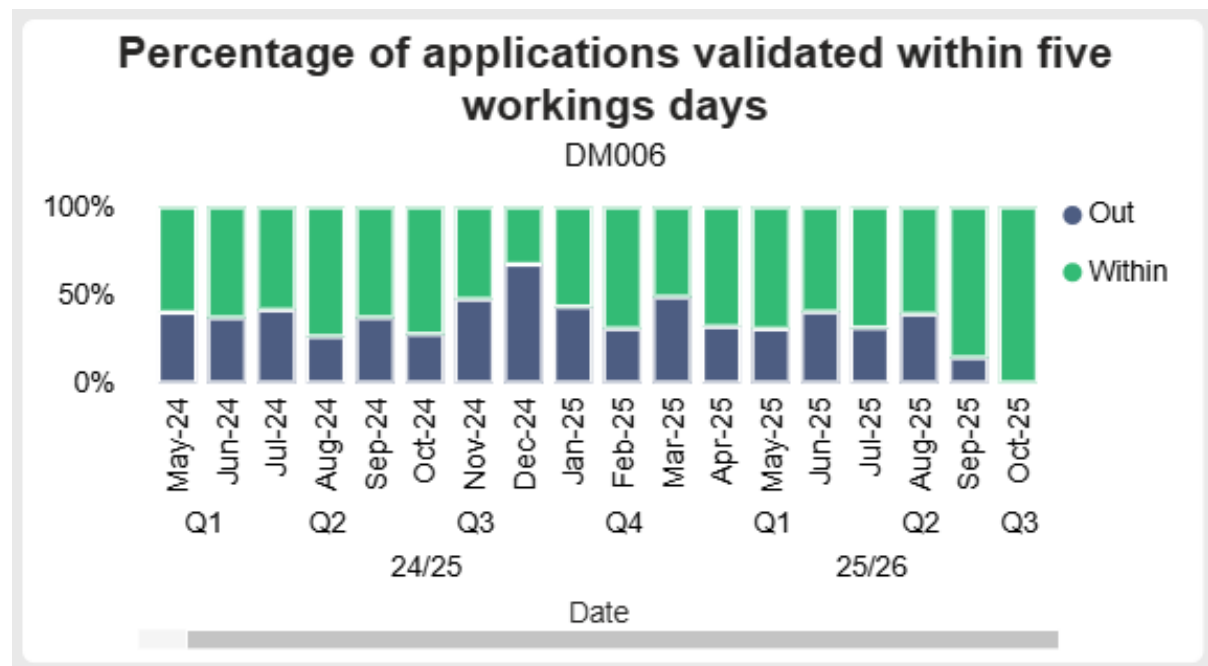
Number of applications validated

The numbers of applications in fluctuates and responds to economic conditions such as market confidence, house prices, construction costs, interest rates.



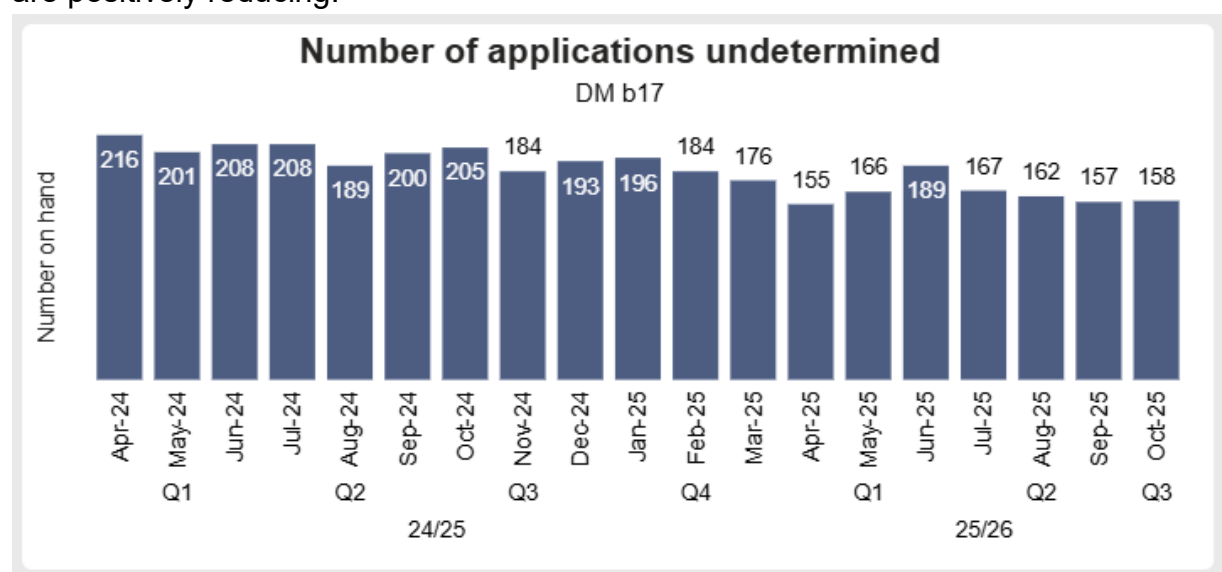
Validation speed

The percentage of applications validated within five working days is improving each month. The majority of all application types are now validated within five days.



Number of applications undetermined

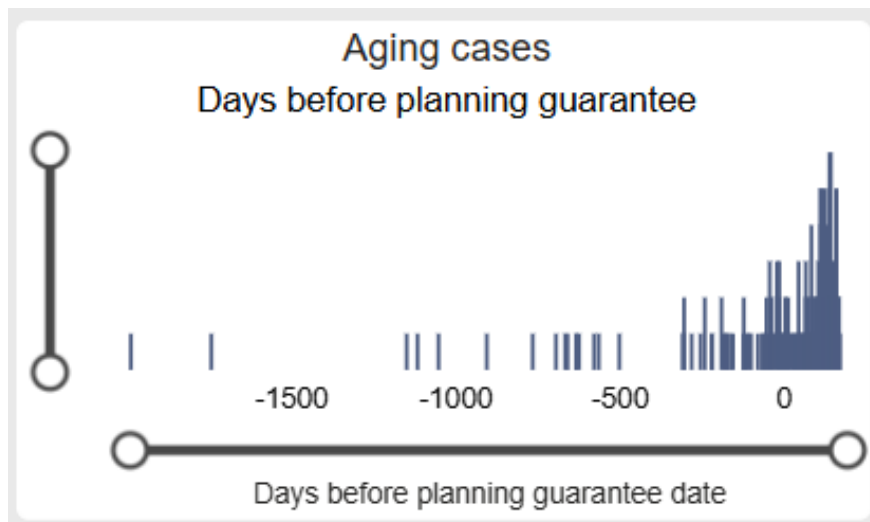
The number of applications undetermined is gradually being reduced given the number of applications submitted, but largely down to a commitment by Officers to clear older applications. There is no 'backlog' only a small number of challenging applications largely relating to historic legal issues. The overall application numbers are positively reducing.



Aging cases

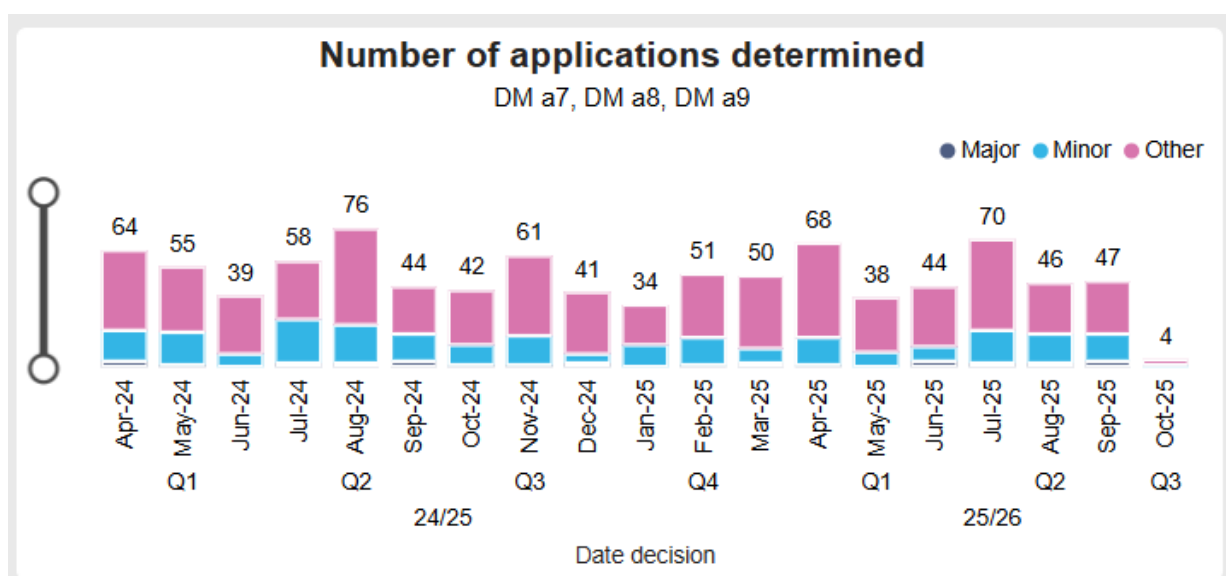
The number of applications fluctuate significantly over the 12 month period. Again, the summer saw a larger number of applications being determined as Officers worked through the older cases and had higher caseloads.

This can be evidenced below with the Power BI measure on aging cases:



Number of applications determined

The number of applications determined in July hit a summer spike which tailed off towards the end of Quarter 2.



Enforcement cases

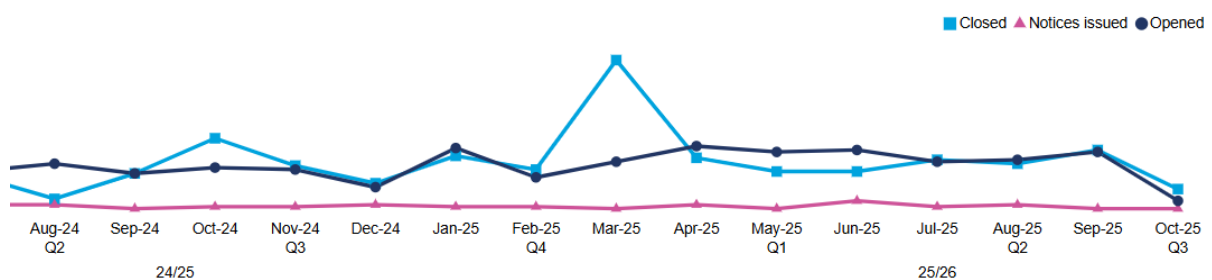
There has been significant progress with Planning Enforcement. We have recruited to the post of Assistant Planning Enforcement Officer post. This Officer is currently receiving training and has already progressed 15 cases to closure following investigations. It is worth reflecting that PAS say that an Officer should carry around 50 cases at any one time.

The Enforcement Policy and proactive approach from both existing officers to close cases is having a positive impact on reducing numbers. Theme based investigation of historic cases has led to more closures.

The Enforcement Team have continued to take action at key sites where negotiations have failed. All recent Enforcement appeals have been dismissed demonstrating we have correctly applied the policies and guidance.

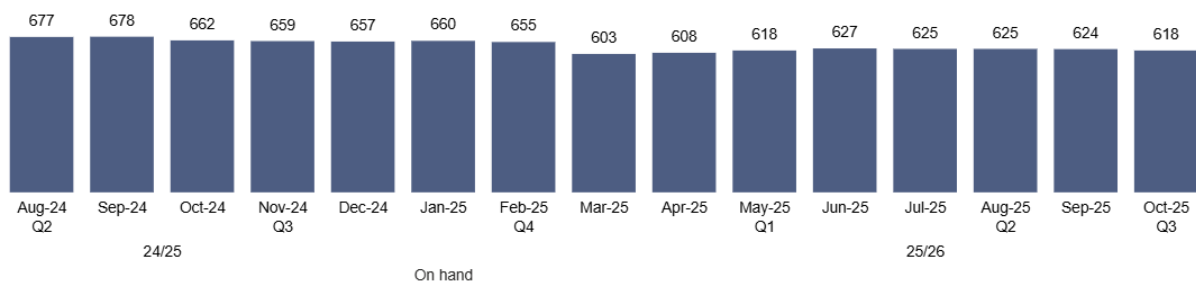
Number of enforcement cases received, closed and noticed issued

DM b4, DM b5 BP74, DM c13 BP75



Total number of open enforcement cases

DMc 13.1 BP77



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Meeting:	Overview and Scrutiny Board
Date:	5 November 2025
Wards affected:	All Wards
Report Title:	Update on the Planning Enforcement Service
When does the decision need to be implemented?	Not applicable
Cabinet Member Contact Details:	Councillor Chris Lewis, Place Development and Economic Growth and Deputy Leader of the Council
Additional Member Contact details:	Councillor Martin Brook, Chair of Planning Committee
Director Contact Details:	Alan Denby, Director – Pride in Place

1. Purpose of the report

1.1 This report includes three elements:

- An update on the Council's Planning Enforcement Service.
- A response to the 2024 audit outcomes.
- A report on the lessons taken from a recent Ombudsman case.

2. Reasons for the proposal and its benefits

2.1 The aim of this update is to provide the Council with assurance and confidence that the Planning Enforcement Team are investigating cases, taking action where appropriate and closing current open cases.

2.2 The services delivered by the team form an important part of the Council's Corporate and Community Plan 2023 – 2042, particularly the Pride in Place priorities.

3. Recommendations / proposed decision

3.1 It is proposed that Overview and Scrutiny note the report and the achievements of the team over the last 12 months and make any recommendations.

4. Appendices

Appendix 1 – Development Management team structure.

Appendix 2 – Enforcement datasets which demonstrate:

- Total number of open enforcement cases increasing until a peak in September 2024. See Appendix 2 table A.
- From a peak of 172 cases received that closed in 2021, the number of cases closed has hit a record high in 2025 at 280 with two months remaining. See Appendix 2 table C.
- There has been a steady increase in Enforcement Notices served, with all appeals dismissed to date. See Appendix 2 table D.

- Changes introduced include the new Enforcement Policy (November 2024), increased team capacity with an Officer progressing to Senior (in March 2025) and new Assistant Planning Enforcement Officer (in August 2025).

Appendix 3 – Equality Impact Assessment.

5. Background – past 12 months

5.1 Over the past 12 months, the Development Management Team has undergone a significant transformation in how caseloads are managed and performance is monitored. The latest team structure is attached in Appendix 1. The implementation of the Phase II Power BI dashboard in June 2025 has become integral to daily operations, enabling real-time oversight and fostering a strong performance culture within the team. This cultural shift is a direct outcome of the Service Fit for the Future project.

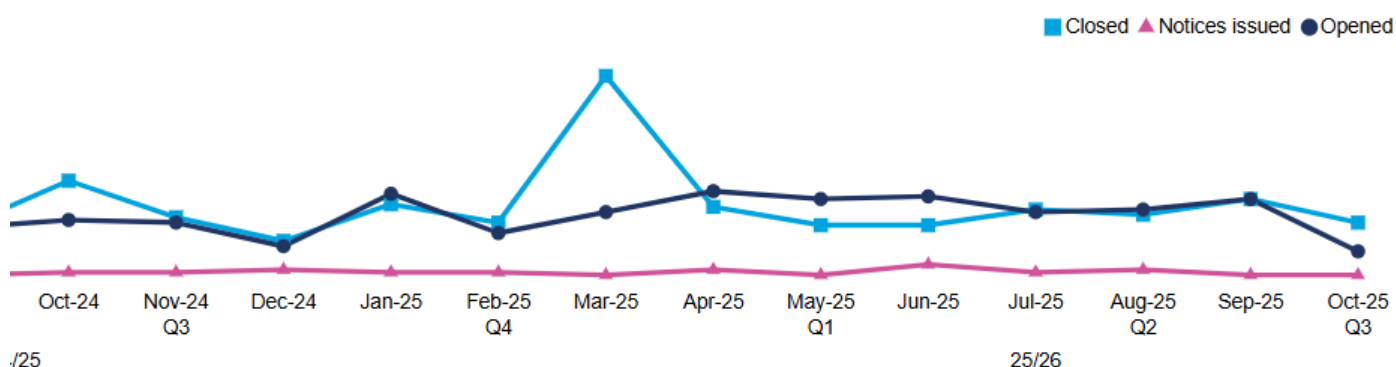
5.2 Notable progress has been made with the appointment of a new Assistant Planning Enforcement Officer to work alongside the existing two Senior Planning Enforcement Officers one of which was promoted to the Senior post earlier this year. The adoption of a proactive planning enforcement policy and theme-based investigations into historic cases have contributed to a stabilisation of open cases. This is paired with improved recording of investigations, faster response times and action being taken.

6. Update on the current planning enforcement service

The last 12 months in detail:

- Numbers of cases received: 292. Improved gatekeeping and communication around raising new cases have controlled registration. See Appendix 2 – table A and B.
- Number of cases closed: 335. Theme and case age related closures have helped rebalance cases in against cases out. See Appendix 2 – table A and B.
- Number of Notices served: 15. Regular action is demonstrating that the team have improved control over unauthorised development. See Appendix 2 – table D.
- Only 49 cases remain open between 2019 and 2021. This compares to 149 from 12 months ago.
- There are no cases older than 2019.
- 500th case closed – our Senior Planning Enforcement Officer reaches a milestone in July 2025.
- 3 Appeals against Enforcement Notice's dismissed.

Number of enforcement cases received, closed and notices issued

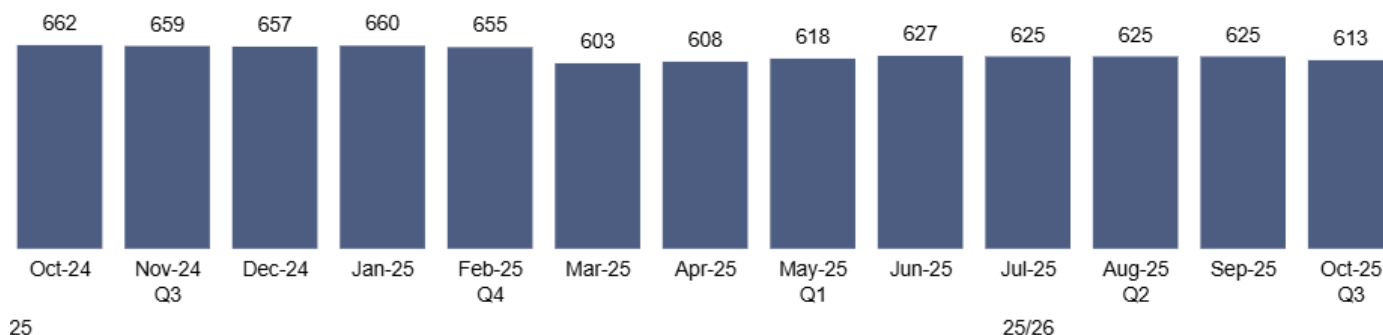


Cases closed (light blue line) - there has been renewed focus on closing cases as can be seen in March 2025 where 77 cases were resolved.

Notices issued (pink line) – 15 Notices served.

Cases opened (dark blue line) - there are spikes in new cases being opened due to a stronger case gatekeeping process and our improved complaint form. The trajectory is going down from the high of 678 in September 2024 to 613 in October 2025.

Total number of open enforcement cases



Whilst the number of new cases cannot be controlled, improved gatekeeping, linked to the policy and complaints form manage the overall caseload.

7. Planning Enforcement Audit

7.1 In May 2024 the service was audited by the Devon Audit Partnership. The key risks identified related to:

- Full review of the enforcement policy.
- Internal procedures to support compliance with the policy and consistent practice.
- Training and development need not established.
- No review or authorisation of decisions.
- No performance monitoring, targets or reporting.

7.2 The annual review has taken place, although the final report has not been provided, however clear progress has been made:

- The Enforcement Policy is now regularly reviewed and updated.
- New complaint forms have been produced.
- Officers have completed a skills audit and recently been PACE trained.
- Power BI phase II is assisting with performance and case management.
- Case closures and action are now reviewed and authorised where required.

8. Ombudsman case

8.1 In August 2025 the Local Government Ombudsman provided their final decision on a longstanding enforcement case.

8.2 To summarise the complaint, a customer complained that the Council had not taken planning enforcement action to control a development near their home that required planning permission. A significant amount of time elapsed, whilst the Council was perceived to have delayed its investigation until four years elapsed since the build, then said the work was immune from enforcement. The complainant was concerned over the level of overlooking and impact on their health.

8.3 The Ombudsman accepted that since the events took place, the team has taken action to make service improvements. The DM team has recruited staff, created new ways of considering enforcement cases and created new policies and guidance.

8.4 The following recommendations have been completed:

- Issued an apology to the complainant.
- Paid £500 in compensation.
- Shared a copy of the decision with staff in the relevant departments to consider the lessons that can be learned from this case.
- It is worth noting the Ombudsman recently turned away a complaint made about the handling of an Enforcement investigation, showing the departments ways of working has progressed.

8.5 The team have also completed the following actions:

- Review the service and the complaint to identify the issues which led to the faults. The review included a review of the Enforcement policy and Officer training.
- Refer this decision and the review to the Cabinet Member for planning and the scrutiny committee to ensure democratic oversight of the issues identified and any planned actions to address these.

9. Options under consideration

9.1 There are no options currently under consideration.

10. Financial Opportunities and Implications

10.1 There are no current financial opportunities. The planning fees around enforcement service have been reviewed for the next financial year.

11. Legal Implications

11.1 There are no legal implications for this proposal.

12. Next steps

12.1 The report has been produced following consultation with the Chair of Planning Committee, the Director of Pride in Place, Officers and the Policy, Performance and Engagement Team.

13. Procurement Implications

13.1 There are no procurement implications.

14. Protecting our naturally inspiring Bay and tackling Climate Change

14.1 The Planning Enforcement Team are a key component in protecting the Bay from unauthorised development. There are no further implications around climate change associated with this report.

15. Associated risks

15.1 There are no associated risks associated with this report.

16. Next steps

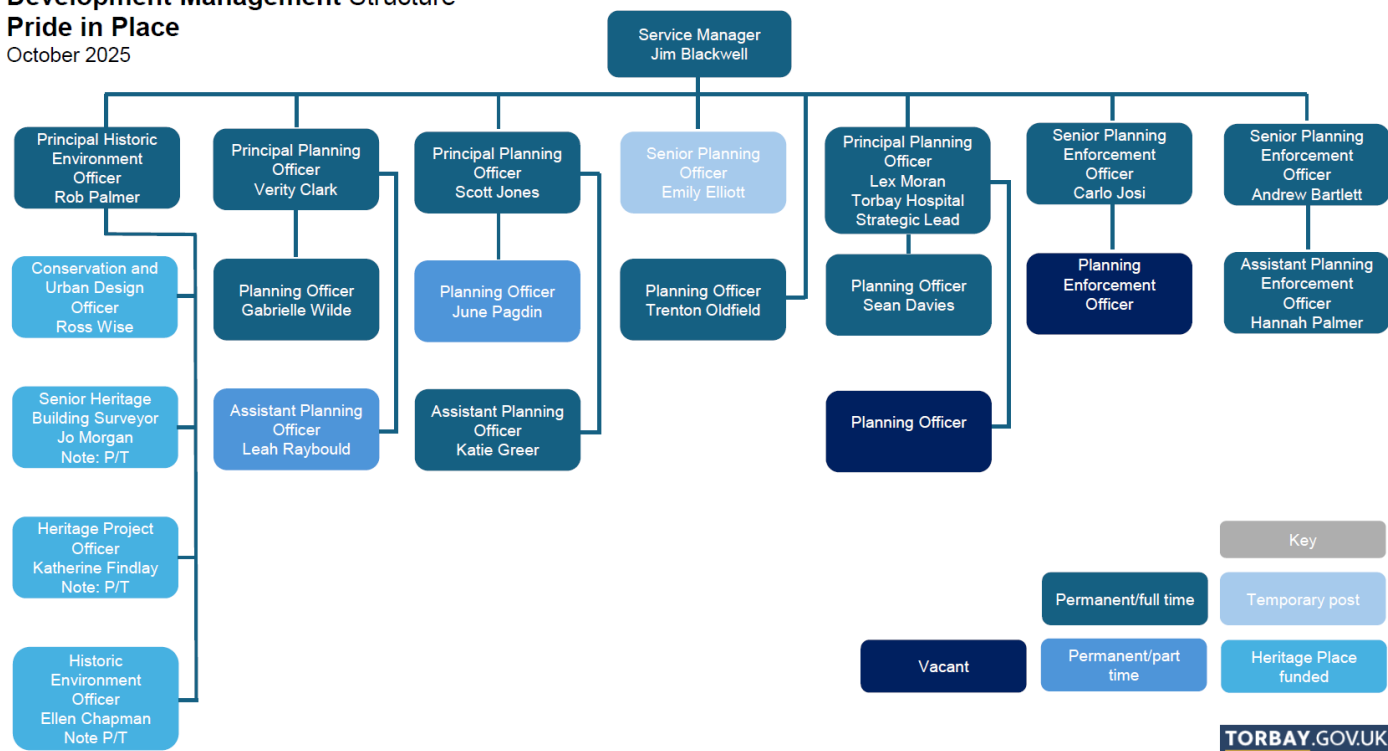
16.1 Recruitment to the vacant Officer post is critical to service delivery. The stabilisation of cases now needs to be converted into a downward trajectory with closures outstripping new cases registered. New cases can be managed through effective gatekeeping although there is no control over the number of cases raised. The team will continue to be action focused, continuing the trend of serving Notices.

Appendix 1:

Development Management Structure

Pride in Place

October 2025



Appendix 2:

Data sets

A. Total number of open enforcement cases

	January	February	March	April	May	June	July	August	September	October	November	December
2025	660	655	603	608	618	627	625	625	625	614		
2024	590	604	603	628	642	658	659	677	678	662	659	657
2023	493	501	523	548	549	547	564	569	586	574	572	575
2022	397	414	431	453	464	479	465	481	485	490	506	506
2021	195	200	217	214	229	251	276	297	324	344	359	373

B. Numbers of enforcement cases closed (light blue) and received (black).

	January	February	March	April	May	June	July	August	September	October	November	December
2025	27	20	76	26	19	19	25	23	29	20		
2024	4	3	32	3	14	8	17	5	18	36	13	27
2023	32	22	13	6	27	27	18	22	10	32	22	3
2022	0	2	4	4	18	6	57	32	37	19	18	21
2021	36	14	14	34	13	27	12	24	9	5	5	5

C. Totals – closed / received

	Closed	Received
2025	280	249
2024	180	279
2023	234	305
2022	218	348
2021	198	370

D. Enforcement Notices served

	January	February	March	April	May	June	July	August	September	October	November	December	Totals
2025	1	1	0	2	0	4	1	2	0	0			11
2024	1	5	3	0	1	0	2	2	0	1	1	2	18
2023	0	1	2	1	1	0	3	0	0	0	0	1	9
2022	0	0	1	0	0	0	0	0	1	0	0	0	2
2021	0	4	5	1	0	0	0	1	3	0	0	0	14

Appendix 3:

Equality Impact Assessment – attached.

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 Page 57	18 per cent of Torbay residents are under 18 years old. 55 per cent of Torbay residents are aged between 18 to 64 years old. 27 per cent of Torbay residents are aged 65 and older.	There are potential barriers to the ability to complain or respond to an enforcement complaint via an online form, a written letter or email for those who are unable to access the internet or for those who are unable to provide a written response. Those making a complaint or subject to a complaint who are elderly may become distressed at the presence of an Enforcement Officer. A young person / child may be present / home alone and become distressed at the presence of an Enforcement Officer.	The on-line form has been updated to ensure that it is jargon free and simple to use. A written form is available. Complaints can still contact the team via the telephone if required. The Officers are aware of the need to be patient and professional. Communication needs to be meaningful and effective given the	Implemented

			potential seriousness of an allegation. If the carer was not in the property then a return visit would be arranged.	
Carers	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.	There may be occasions where, potentially due to the isolated location of the site, the occupants may feel uncomfortable or threatened by the presence of an Enforcement Officer especially if they are of the opposite sex.	Visits should be agreed via phone or email if necessary before entering a site. There may be instances where this is not possible or unavoidable so Officers need to be clear on their intentions, patient and professional.	
Disability	In the 2021 Census, 23.8% of Torbay residents answered that their day-to-day activities were limited a little or a lot by a physical or mental health condition or illness.	Potential barriers to the ability to complain or respond to an enforcement complaint via an online form, a written letter or email for those who are unable to access the internet or provide a written response because of a physical impairment or learning disability. Those making a complaint or subject to a complaint who have a physical impairment of learning disability may become distressed at the presence of an Enforcement Officer.	The complaint form is jargon free and simple to use. A written form is available. Complaints can still contact the team via the telephone if required. The Officers are aware of the need to be patient and professional. Communication needs to be meaningful and	

			effective given the potential seriousness of an allegation. Officers need to be aware of the importance of reasonable adjustments and the needs of people with disabilities and learning disabilities.	
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 differential impact		
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 differential impact		
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	There may be occasions where, potentially due to the isolated location of the site, the occupants may feel uncomfortable or threatened by the presence of an Enforcement Officer especially if they are of the opposite sex.		

	the middle of the last decade across all geographical areas.			
Race	In the 2021 Census, 96.1% of Torbay residents described their ethnicity as white. This is a higher proportion than the 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.	Potential barriers via online form and written form for those who are unable to access the internet or provide a written response because English is not their first language. In some cultures it is prohibited for a woman to be alone in their home with a man if he is not a family member.	The written form is available. Complaints can still contact the team via the telephone if required. The Officers are aware of the need to be patient and professional. Communication needs to be meaningful and effective given the potential seriousness of an allegation.	
Religion and belief	64.8% of Torbay residents who stated that they have a religion in the 2021 census.		The written form is available. Complaints can still contact the team via the telephone if required. The Officers are aware of the need to be patient and professional. Communication needs to be meaningful and effective given the potential seriousness of an allegation. Officers do need to be culturally aware and ask about the needs of	

			customers before meeting.	
Sex	51.3% of Torbay's population are female and 48.7% are male	There may be occasions where, due to the occupants being of a certain sex, they may feel uncomfortable/threatened by the presence of an Enforcement Officer especially if they are of the opposite sex.	The Officers are aware of the need to be patient and professional. Communication needs to be meaningful and effective given the potential seriousness of an allegation.	
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 differential impact		
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.	Occupants may feel uncomfortable or threatened by the presence of an Enforcement Officer. This could have an impact if there is an underlying historical issue with stress or figures in authority.	The Officers are aware of the need to be patient and professional. Communication needs to be meaningful and effective given the potential seriousness of an allegation.	
Additional considerations				
Socio-economic impacts (Including impacts on child poverty and deprivation)	Census 2021 data demonstrates levels of deprivation in Torbay in terms of education, employment, health and housing. Torbay	Planning enforcement can be a complex process with considerable implications for building owners and complainants. Customers may feel uncomfortable or threatened if the language used to	The Officers are aware of the need to be patient and professional. Communication needs to be meaningful and	

	has higher levels of deprivation with 57.9% of households being deprived in terms of 1 or more dimension, compared to 51.7% of households in England and Wales. The percentage of children living in poverty in Torbay is higher than the averages for the UK, the South West and for Exeter, and relatively similar to the average for Plymouth.	communicate is not at an appropriate level.	effective given the potential seriousness of an allegation.	
Public Health impacts (including impacts on the general health of the population of Torbay)	Life expectancy in Torbay is slightly lower than the England average. Over the plan period, life expectancy in Torbay has decreased by 0.7% from 83.1 to 82.5 for females, and by 0.6% from 79.1 to 78.6 for males. The general health of the Torbay population is slightly worse than the England and Wales population, with 79.1% describing their general health as good or very good (compared to 81.6% for England and Wales) and 6.4% describing their general health as bad or very bad (compared	There is a potential to cause stress or anxiety throughout an on-going planning enforcement investigation. This relates to both complainant or those under investigation.	The Officers are aware of the need to be patient and professional. Communication needs to be meaningful and effective given the potential seriousness of an allegation.	

	to 5.4% for England and Wales).			
Human Rights impacts	Under the Human Rights Act 2010 Section 149 requires public authority decision makers to have due regard to the need to eliminate discrimination, advance equality of opportunity and foster good relations between those with a protected characteristic and other parts of the community. This is commonly called the “public sector equality duty”. Public authorities, which includes local planning authorities by definition, are prohibited from acting in a way which is incompatible with any of the human rights described by the Convention (Section 6 (1)), unless legislation makes this unavoidable.	Article 1 of the First Protocol, Article 8 and Article 14 of the Human Rights Act, are relevant when considering enforcement action. There is a clear public interest in enforcing planning law and planning regulation in a proportionate way. In deciding whether enforcement action is taken, local planning authorities should, where relevant, have regard to the potential impact on the health, housing needs and welfare of those affected by the proposed action, and those who are affected by a breach of planning control. In some instances there is a clear public interest in taking rapid action to address breaches of planning control. To ensure that this is a proportionate approach, before serving a some notices, the local planning authority must be satisfied that there has been a breach of planning control and “it is expedient that the activity which amounts to the breach is stopped immediately” There is a clear public interest in enforcing planning law and planning regulation in a proportionate way. In deciding whether enforcement action is taken, local planning authorities should, where relevant, have regard to the potential impact on the health, housing needs and welfare of those affected by	Enforcement Officers need to be aware of the Human Rights implications.	

		the proposed action, and those who are affected by a breach of planning control.		
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 a potential to cause stress or anxiety throughout an on-going planning enforcement investigation. This relates to both complainant or those under investigation.	The Officers are aware of the need to be patient and professional. Communication needs to be meaningful and effective given the potential seriousness of an allegation.	

The above completed EIA should read in conjunction with the following Customer Service Standards:

<https://www.torbay.gov.uk/council/policies/corporate/customer-service-standards/#:~:text=Be%20courteous%2C%20helpful%2C%20open%20and,that%20we%20can%20help%20you>

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Meeting: Overview and Scrutiny Board

Date: 5 November 2025

Wards affected: Preston, Roundham and Hyde, Goodrington and Roselands

Report Title: Paignton Town Centre Place Vision

When does the decision need to be implemented?

18th of November 2025

Cabinet Member Contact Details: Councillor Chris Lewis, Cabinet Member for Place Development and Economic Growth, chris.lewis@torbay.gov.uk

Director Contact Details: Alan Denby, Director Pride in Place, alan.denby@torbay.gov.uk, David Carter, Director of Regeneration, david.carter@torbay.gov.uk

1. Purpose of Report

- 1.1. Torbay Council was awarded funding from One Public Estate to produce an overarching place vision for 'Transforming Torbay' from the OPE 8 round of funding.
- 1.2. The successful bids for Future High Streets Funding, Town Deal, Levelling Up Partnership, Levelling Up Round 3 (LUF3), and the recent direct award through the Plans for Neighbourhoods, in addition to the development sites acquired by the Council since 2019, has created the need to for a place vision that links the funding and assets (development sites) together. This will create a clear vision of how development sites work together to regenerate Torbay as whole, and at local level to address both the needs and exploit the opportunities of the economies of Brixham Port and Town Centre, Paignton Town Centre and Harbour and Torquay Town Centre and Harbour.
- 1.3. Change will come through using the overall vision across Torbay to shape existing and future proposals in line with the vision for Torbay and at a local level in more detailed the visions for Brixham, Paignton and Torquay.
- 1.4. This paper presents the Town Centre vision for Paignton in advance of the vision for Torbay that will follow later in the Autumn. The development proposals for the sites in Paignton that are currently being worked up have been produced iteratively with the delivery of Paignton and Preston Waterfront Public Realm Improvements which are currently on site, the development of the site proposals for Crossways, emerging masterplan ideas for Victoria Square/Centre and Paignton Gateway which will incorporate the Station Square public realm enhancements.

2. Reason for Proposal and its benefits

- 2.1. The proposals in this report help us to deliver our vision of a healthy, happy, and prosperous Torbay by building on the ambition in the Torbay Story and bringing forward and detailing specific opportunities for public and private sector investment that will revive the local economy and reposition Torbay as premier visitor location within the UK by increasing both the duration and spend of visitors from overseas, nationally, regionally and locally.
- 2.2. The reasons for the proposal, and need for the decision are, to provide a guiding document to:
- Increase investment in our three towns to enable them to develop their own distinct identities and role.
 - Attract, retain, and grow our economic specialisms so we have growth which builds on our reputation.
 - Create a future pipeline of investment priorities derived from the evidence used to produce the Visions and from our emerging Economic Plan.

3. Recommendation(s) / Proposed Decision

That the Overview and Scrutiny Borad recommend to the Cabinet:

- 3.1. That Cabinet approve the use of the Paignton Vision document to steer both the delivery of current regeneration sites and the development of future proposals for the sites and areas of public realm identified by the vision as suggested priorities.
- 3.2. That the document is updated as and when is necessary by presenting the revised document and evidence base to Cabinet.

4. Appendices

Appendix 1: Paignton Vision

5. Background Documents

- Local Plan - [Local Plan - Torbay Council](#)
- Torbay Story - [Torbay Story - Invest In Torbay](#)
- Regeneration Website -
- [Investment and regeneration strategy - Torbay Council](#)
- Town Centre SPDs - [Supplementary Planning Documents \(SPDs\) - Torbay Council](#)

Supporting Information

6. Introduction

- 6.1. None

7. Options under consideration

- 7.1. Option 1 – Do Nothing – This would have resulted in handing back the OPE 8 funding allocated for the purpose of producing a strategy of for Transforming Torbay.
- 7.2. Option 2 – Take a statutory Masterplanning approach by updating the current adopted Masterplans for Paignton and Torquay Town Centres. This would have taken a longer period of time and not covered the wider Torbay area and been subject to a length statutory consultation period. With the current Government requiring that all Local Plans are updated by the end of the current parliament the visions along with the new Local Plan can inform the need to update or supersede the current town centre Masterplans.
- 7.3. Option 3 – To produce vision documents for; Torbay, Brixham Port and Town Centre, Paignton Town Centre and Harbour and Torquay Town Centre and Harbour.

8. Financial Opportunities and Implications

- 8.1. The funding for the work is from an external source - OPE 8.

9. Legal Implications

- 9.1. None

10. Engagement and Consultation

- 10.1. Engagement for the Paignton Vision was undertaken in series of internal and external meetings with invited stakeholders including (Local Ward Members) drawn from business and investors within the Town Centre and Harbour along with statutory authorities including Devon and Cornwall Police.

11. Procurement Implications

- 11.1. The vision has been produced by the Regeneration Partnership.

12. Protecting our naturally inspiring Bay and tackling Climate Change

- 12.1. The Vision(s) will promote our natural beauty and rich local environmental resources as a key unique selling point to investors.

13. Associated Risks

- 13.1. If the proposal is not implemented the vision can't then inform the development of future investment proposals to align them with the Torbay Story and current regeneration strategy.

14. 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	18 per cent of Torbay residents are under 18 years old. 55 per cent of Torbay residents are aged between 18 to 64 years old. 27 per cent of Torbay residents are aged 65 and older.	No adverse impacts are anticipated from this decision. Individual decisions to deliver the vision will be assessed in their own right.	None required	N/A
Carers	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.	No adverse impacts are anticipated from this decision. Individual decisions to deliver the vision will be assessed in their own right.	None required	
Disability	In the 2021 Census, 23.8% of Torbay residents answered that their day-to-day activities were limited a little or a lot by	No adverse impacts are anticipated from this decision. Individual decisions to deliver the vision will be assessed in their own right.	None required	N/A

	a physical or mental health condition or illness.			
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.	No adverse impacts are anticipated from this decision. Individual decisions to deliver the vision will be assessed in their own right.	None required	N/A
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.	No adverse impacts are anticipated from this decision. Individual decisions to deliver the vision will be assessed in their own right.	None required	N/A
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.	No adverse impacts are anticipated from this decision. Individual decisions to deliver the vision will be assessed in their own right.	None required	N/A

Race	In the 2021 Census, 96.1% of Torbay residents described their ethnicity as white. This is a higher proportion than the 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.	No adverse impacts are anticipated from this decision. Individual decisions to deliver the vision will be assessed in their own right.	None required	N/A
Religion and belief	64.8% of Torbay residents who stated that they have a religion in the 2021 census.	No adverse impacts are anticipated from this decision. Individual decisions to deliver the vision will be assessed in their own right.	None required	N/A
Sex	51.3% of Torbay's population are female and 48.7% are male	No adverse impacts are anticipated from this decision. Individual decisions to deliver the vision will be assessed in their own right.	None required	N/A
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.	No adverse impacts are anticipated from this decision. Individual decisions to deliver the vision will be assessed in their own right.	None required	N/A

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.	No adverse impacts are anticipated from this decision. Individual decisions to deliver the vision will be assessed in their own right.	None required	N/A
Additional considerations				
Socio-economic impacts (Including impacts on child poverty and deprivation)		An intended outcome of the vision is to boost local employment and skills. This supports the aspirations of the Council to reduce socioeconomic inequality and child poverty.	None required	N/A
Public Health impacts (Including impacts on the general health of the population of Torbay)		It is anticipated that the regeneration of Torbay will contribute to positive public health outcomes.	None required	N/A
Human Rights impacts		No adverse impacts are anticipated from this decision. Individual decisions to deliver the vision will be assessed in their own right for any human rights implications.	None required	N/A
Child Friendly	Torbay Council is a Child Friendly Council, and all staff and Councillors are Corporate Parents and have a	It is anticipated that the regeneration of Torbay will contribute to creating a Torbay that is child friendly.	None required	N/A

	responsibility towards cared for and care experienced children and young people.			
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15. Cumulative Council Impact

15.1. None

16. Cumulative Community Impacts

16.1. All the changes proposed should lead to better outcomes for the wider community.

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TORBAY REGENERATION VISION: PAIGNTON

Torquay | Paignton | Brixham

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Regeneration
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PAIGNTON

Introduction

PAIGNTON

Key Focus

Paignton
Long Beaches | Family Entertainment | Leisure Offers

Paignton is known for its beautiful beaches, family-friendly attractions, and traditional pier. Famous for its long sandy shoreline and Paignton Zoo, the town offers a blend of natural beauty and entertainment. Paignton's colourful beach huts, bustling promenade, and scenic coastline embody a classic British seaside experience. Its identity is a vibrant mix of coastal charm, recreational fun, and community spirit, making it a beloved destination for visitors and residents alike.

However the town centre currently faces significant economic challenges, which directly impact employment opportunities for the local population. The opportunity is there to build on Paignton's strong identity to attract more visitors, raising spending in the town centre and therefore providing more opportunities for local businesses to thrive.



PAIGNTON

The Town's Origins

Paignton, from "Paega's Town"

Paignton, a coastal town in Devon, has a deep history shaped by early human settlement, medieval development, and a later transformation into a popular Victorian seaside resort. Its story begins in ancient times, as archaeological evidence shows that the area around Paignton was inhabited by Bronze Age and Iron Age communities, due to its favorable coastal position.

The town's name is derived from "Paega's town," referring to an early Anglo-Saxon leader named Paega. By the time of the Domesday Book in 1086, Paignton, recorded as "Pagentone," was primarily a fishing and farming village.

18th and 19th Century: Growth and Prosperity

The town's character and economy remained relatively stable until the 19th century when Paignton experienced a dramatic transformation. The arrival of the South Devon Railway in 1859 connected Paignton to the broader region, making it easily accessible to visitors from all over the country. Paignton quickly grew into a popular seaside destination for Victorians drawn to its mild climate and sandy beaches. This era saw significant urban and infrastructural development, including hotels, guesthouses, and the construction of Paignton Pier in 1879, a Victorian pleasure pier designed to entertain holidaymakers.



Paignton in 1947

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The Middle Ages

In the 14th century, Paignton Parish Church, dedicated to St. John the Baptist, was constructed and became a focal point of the town, with its tower added in the 15th century. This period also saw the establishment of the Bishop's Palace, an impressive residence for the bishops of Exeter, though it is now mostly in ruins.

It was owned by the Bishop of Exeter, which continued until the Reformation in the 16th century. In the medieval period, Paignton developed as a small yet thriving settlement, known for agriculture and its maritime economy.



Paignton in 1928

20th Century to Present

As part of the "English Riviera" alongside Torquay and Brixham, Paignton has since become a beloved resort town, known for its family-friendly beaches, vibrant esplanade, and attractions like Paignton Zoo, which opened in 1923. Modern Paignton is a blend of historical charm and contemporary tourism, while retaining traces of its ancient and medieval past.

However the decline of physical retail seen nationally has had its impact on the town centre, leading to a number of vacant retail units.

PAIGNTON Heritage

1860 →

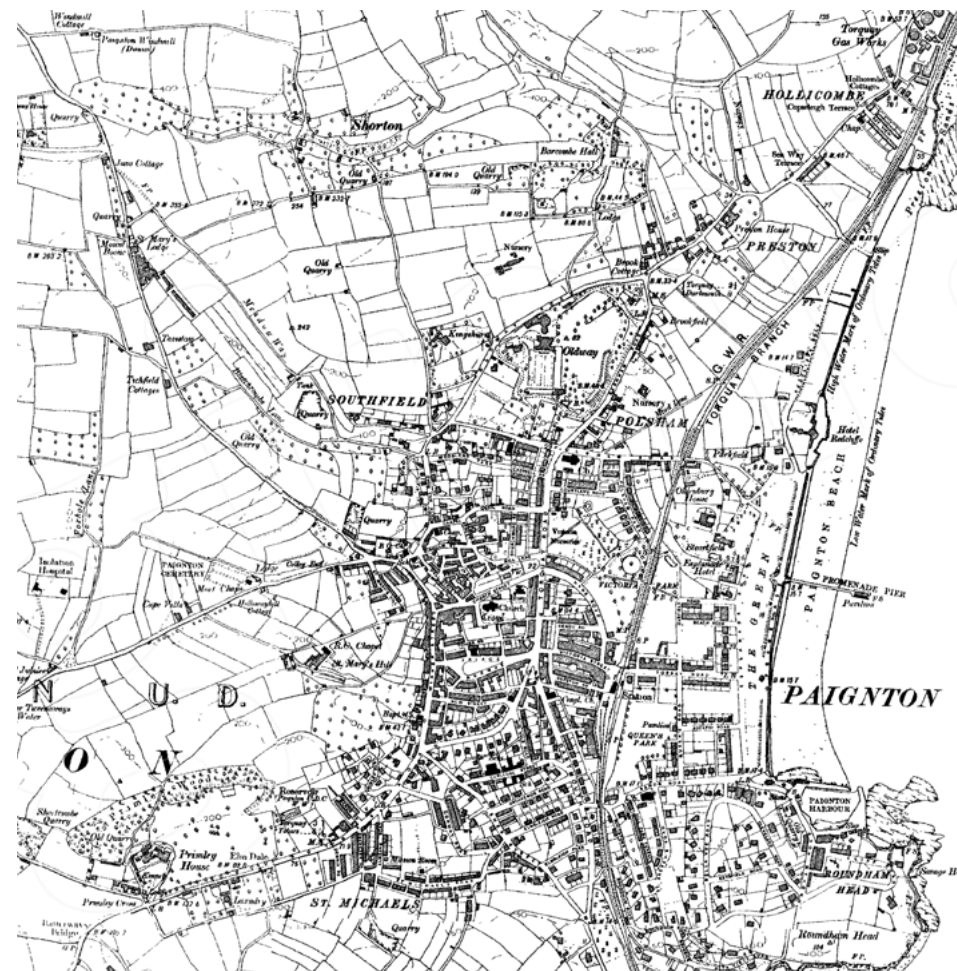
Between 1860 and 1900, Paignton underwent a remarkable transformation from a small fishing and agricultural village into a bustling Victorian seaside resort. This period marked a time of rapid urban, economic, and social change, spurred largely by improvements in transport and infrastructure that brought an influx of tourists. The biggest catalyst for Paignton's development during this period was the arrival of the South Devon Railway in 1859, which linked the town to Exeter, Plymouth, and further afield. The new rail connection made Paignton easily accessible to tourists from cities, leading to a tourism boom. In 1879, Paignton Pier was constructed, further solidifying the town's status as a seaside resort. The pier, designed by George Soudon Bridgman, offered a promenade, theatre, and amusements, providing entertainment for visitors. By the end of the 19th century, Paignton had firmly established itself as one of the prominent seaside resorts on the English Riviera, alongside Torquay and Brixham.

1900 →

The beginning of the 20th century was a period of consolidation and improvement in Paignton's tourism infrastructure. With the Victorian era's success, Paignton's tourism industry expanded to attract larger crowds. The seafront Paignton Green and Esplanade were improved and landscaped, more hotels and guesthouses were built for longer-stay visitors and the electric tram system connecting to Torquay and Brixham began operation in 1907. Following the war the 1920s represented the 'golden age' of Paignton's tourism. The pier was restored and expanded and became a lively centre for entertainment with cafes, theatres and funfair games. There were significant road and parking improvements implemented accommodating for day-trippers. Paignton Picture House opened in 1914 and the Zoo in 1923. By 1930, Paignton had solidified its reputation as a premier seaside destination, with improved amenities and a thriving social scene that attracted both families and young holidaymakers.

1930 →

Between 1930 and 1960, Paignton continued to evolve as a prominent British seaside resort. This period encompassed the Great Depression, World War II, and the post-war recovery, all of which shaped the town's development and tourism industry which remained resilient due to its appeal as a low-cost holiday destination. After the war, Paignton entered a new phase of prosperity as British seaside holidays became a central feature of post-war life. Damage from the war was repaired and revitalised to take advantage in the growth of domestic tourism due to increased disposable income and pent up demand for leisure. In the late 1940s and early 1950s, holiday camps became very popular, offering affordable, all-inclusive holidays with meals, entertainment, and activities. The demand for holiday accommodation grew, leading to the expansion of guesthouses, bed-and-breakfasts, and hotels. The pier was modernised and traditional seaside entertainments and the Zoo drew significant numbers of visitors.



PAIGNTON Heritage

1960 →

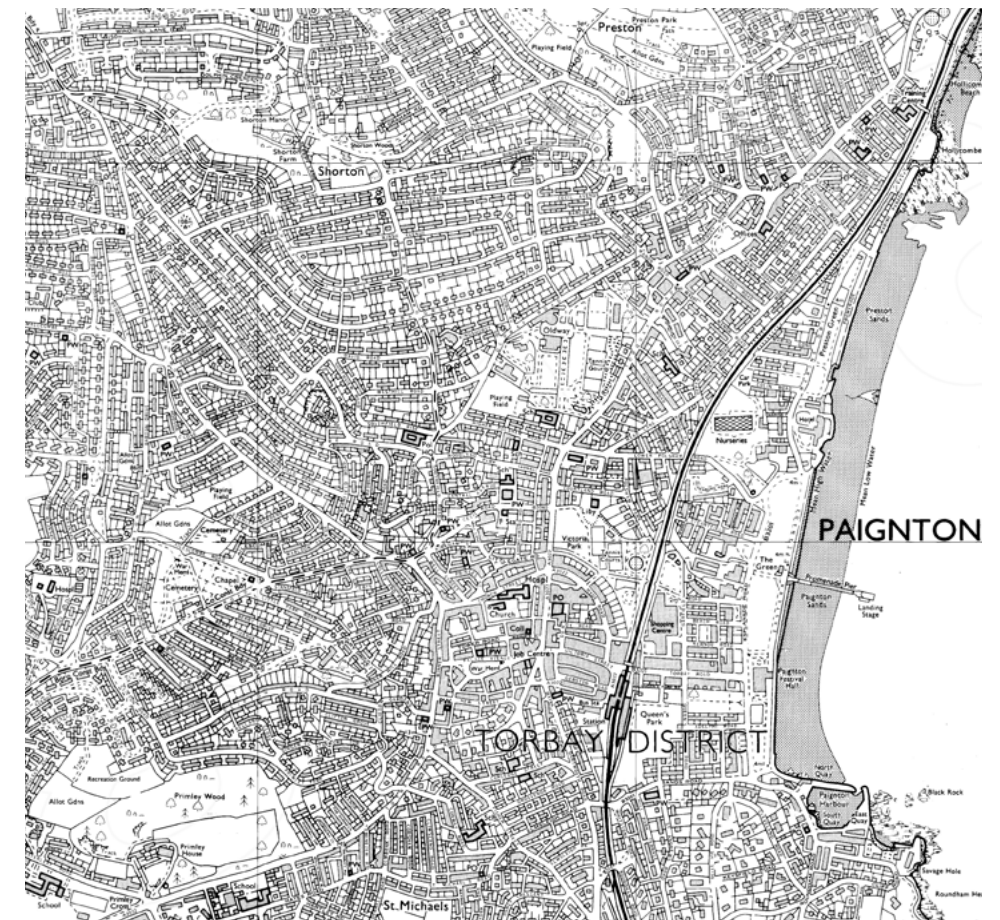
Between 1960 and 1980, Paignton continued to grow as a major British holiday destination. However, this period also saw new challenges as the town faced competition from increasingly affordable overseas travel. Paignton adapted by modernizing its facilities and diversifying its entertainment options to meet changing tourist expectations, but the impact of shifting travel trends began to shape its future. During the 1960's the Zoo expanded, hotels, guesthouses and holiday camps were improved and new arcades were built. Affordable package holidays abroad gained mass-market appeal in the 1970's leading to a decline in tourist numbers visiting Paignton. Efforts to reverse this trend included improving seafront facilities and building new indoor venues such as amusements, bowling alleys and leisure centres. The harbour was enhanced with a boat tours, cafes and shops adding to its appeal. The zoo expanded once more and more festivals and events were put on, such as the Regatta and Torbay Carnival.

1980 →

Between 1980 and 1990, Paignton continued to adapt to a changing tourism landscape. As more Britons travelled abroad, Paignton faced increased competition and needed to innovate to keep tourists coming. This decade was marked by a mix of modernization, efforts to reposition the town's appeal, and a growing emphasis on family-oriented attractions. The downturns of the early 1980's encouraged more 'stay-cations' which helped support Paignton's tourism industry. The 1980's also saw a concerted marketing effort to brand Paignton, along with Torquay and Brixham, as the "English Riviera," playing up its seaside charm, mild climate, and traditional British holiday appeal. This branding was aimed at differentiating the area from other coastal resorts in the UK and keeping it relevant despite growing competition from foreign destinations.

1990 →

From 1990 to today, Paignton has evolved to meet the changing demands of tourism while preserving its charm as a classic British seaside town. In the 1990s, Paignton strengthened its family-friendly focus, expanding attractions like Paignton Zoo and improving beach facilities. The 2000s saw the town's designation as part of the UNESCO English Riviera Geopark, along with upgrades to the seafront and indoor leisure options to make it a year-round destination. With the rise of digital marketing in the 2010s, Paignton used online promotion to reach broader audiences, tapping into the "stay-cation" trend and highlighting its natural beauty. Recent years have emphasized sustainable tourism, town centre revitalization, and transport improvements to keep Paignton attractive to both tourists and locals. Today, Paignton continues to balance modernization with its traditional appeal, working to secure its place as a resilient and welcoming seaside destination.



PAIGNTON Present Day

Present-day Paignton is a seaside town in transition, embodying both the enduring appeal of traditional British coastal resorts and the challenges facing many high street centres. The town remains a lively Devon seaside town with sandy beaches, a busy pier, and family-friendly attractions, with its pier serving as a charming landmark offering traditional attractions like dodgems and crazy golf in, old-fashioned 'kiss-me-quick' style.

The town's greatest strength lies in its tourism infrastructure and coastal location. Paignton Pier stands as one of Devon's top family attractions and remains among just a handful of traditional seaside piers still available to holidaymakers.

The retail offering includes familiar names alongside independent stores, while visitors can find quirky independent stores alongside favourite high street regulars. The town benefits from its central position within the English Riviera, drawing visitors to its red sandy beaches and family-friendly atmosphere.

However, Paignton's town centre faces significant structural challenges. The ongoing high level of vacancies in the town centre represent both the town's biggest weakness and its greatest opportunity. The decline of physical retail nationally has had a significant affect on the town centre, with large scale retail assets now being converted into homes. The town centre is essentially caught between its past identity as a traditional seaside resort with and is currently undergoing major regeneration, creating both disruption and hope for renewal.



PAIGNTON

Town Centre Zones

PAIGNTON

Previously Defined Town Centre Zones

This diagram illustrates the zones of the town centre, as outlined in the Paignton Refresh Supplementary Planning Document, 2015.

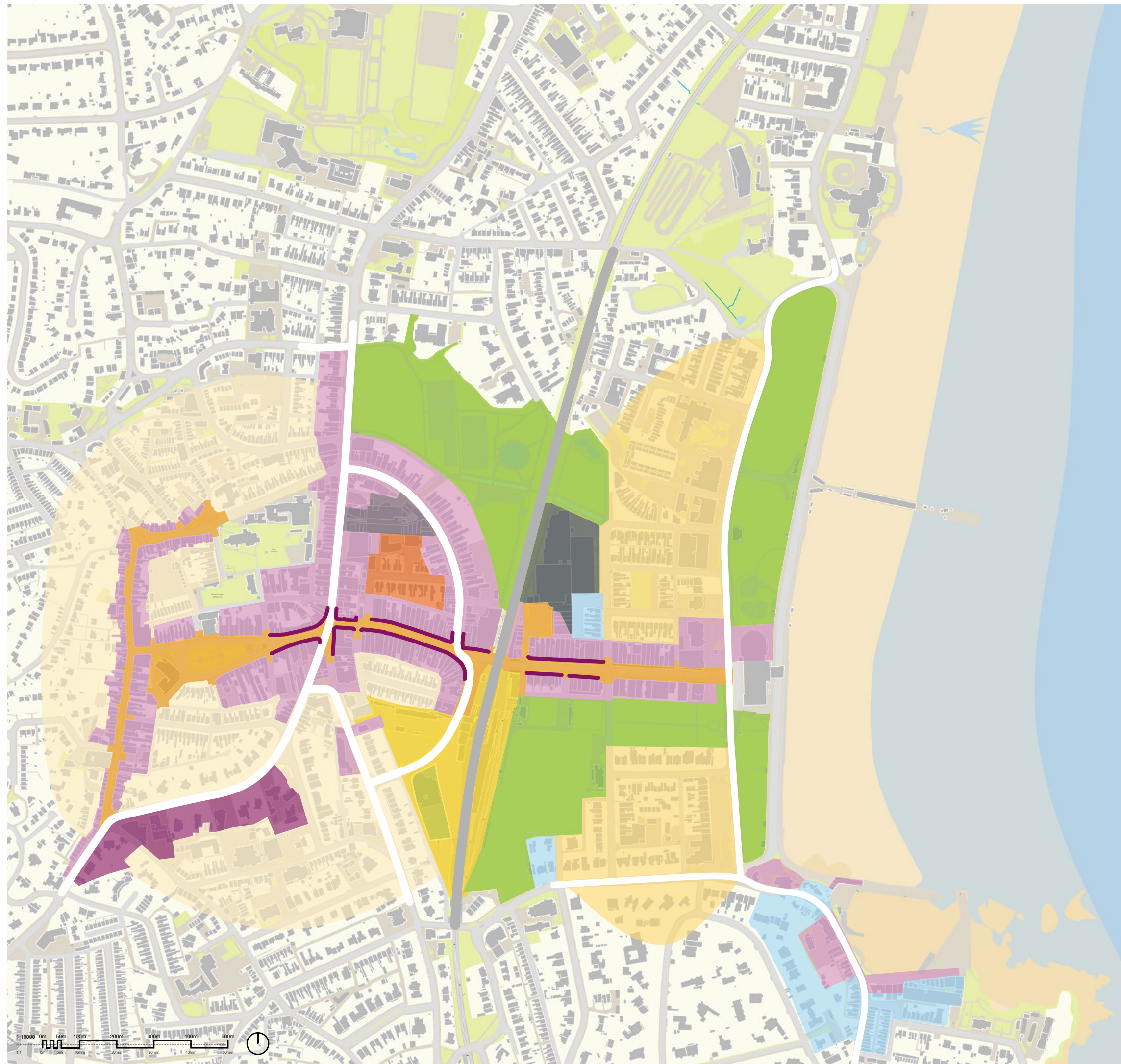
They indicate that the principal holiday accommodation and tourist offer lies to the east of the railway lines, linked to the retail core of the town via Torbay Road, which terminates with the view of the existing cinema building.

The main pedestrian route of the town lies along Torbay Road and Victoria Street to Palace Avenue. This route links all of the key visitor uses together in the town centre.

Important transport links split this route into three sections, with independent retailers to the west, high street nationals generally in the central section (Victoria Street), and a mix of restaurants, cafes, pubs, amusements and shops leading to the seafront along Torbay Road.

- Retail / Business with residential over
- Primary Shopping Frontage
- Mainly Offices / Residential
- Mainly commercial / Health Facilities / Residential
- Purely Residential Neighbourhoods
- Public Open Space
- Principal Holiday Accommodation Area
- Transport Gateway
- Main pedestrian Route

As identified in the 2015 document: Paignton Refresh Supplementary Planning Document



PAIGNTON

Town Analysis

PAIGNTON Ground Floor Uses

This diagram clearly indicates the retailing activities of the town are located along the east to west axis between Torbay Road and Winner Street via Victoria Street and Palace Avenue. The surrounding areas are generally residential, with the higher concentration of hotels and bed and breakfasts located to the east of the train lines.

This diagram does not illustrate vacant units.



- Residential & B&B's
- Hotels
- Shops
- Food and Beverage
- Shopping Centre
- Supermarket
- Leisure
- Multi-Storey Car Park
- Warehouse / Light Industrial
- Storage

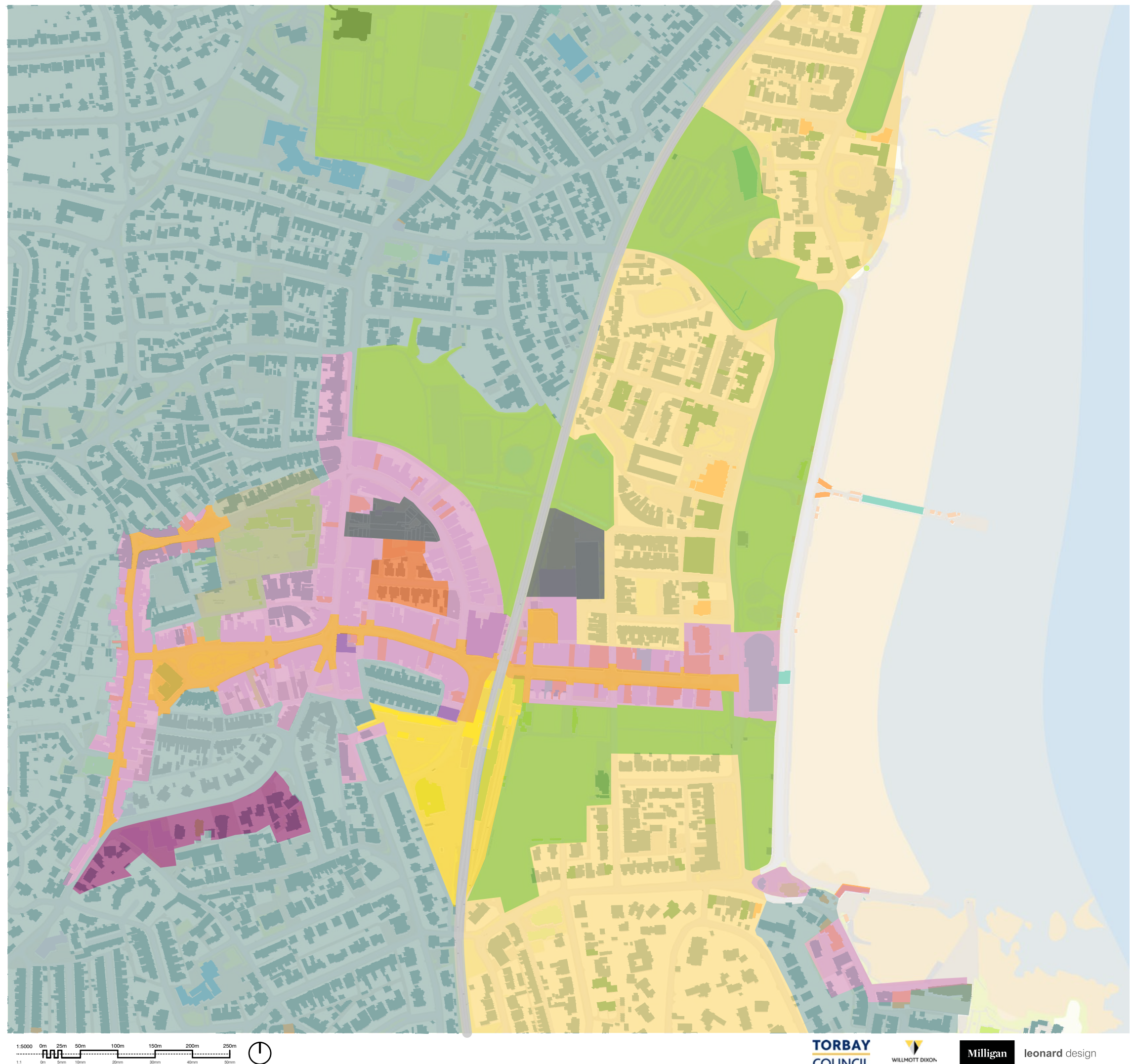
PAIGNTON Use Zones

Zoning these areas illustrates the principal holiday accommodation area is largely to the east of the train lines. The closer to the sea, the higher concentration of hotels and holiday lets.

This indicates the zones of local residents and tourists. The retail core of the town, being located on the strong east-west axis. Illustrates the core area to focus on when looking to raise the aspirations of the town centre.

Victoria Square and Crossways are indicated in grey on the diagram, and represent two key opportunity areas to revitalise the town.

- Green Spaces
- Retail | F&B | Businesses (with Resi over)
- Heritage
- Commercial / Health Facilities
- Offices / Residential
- Residential
- Principal Holiday Accommodation Area
- Transport Gateway
- Key Streets
- Parking



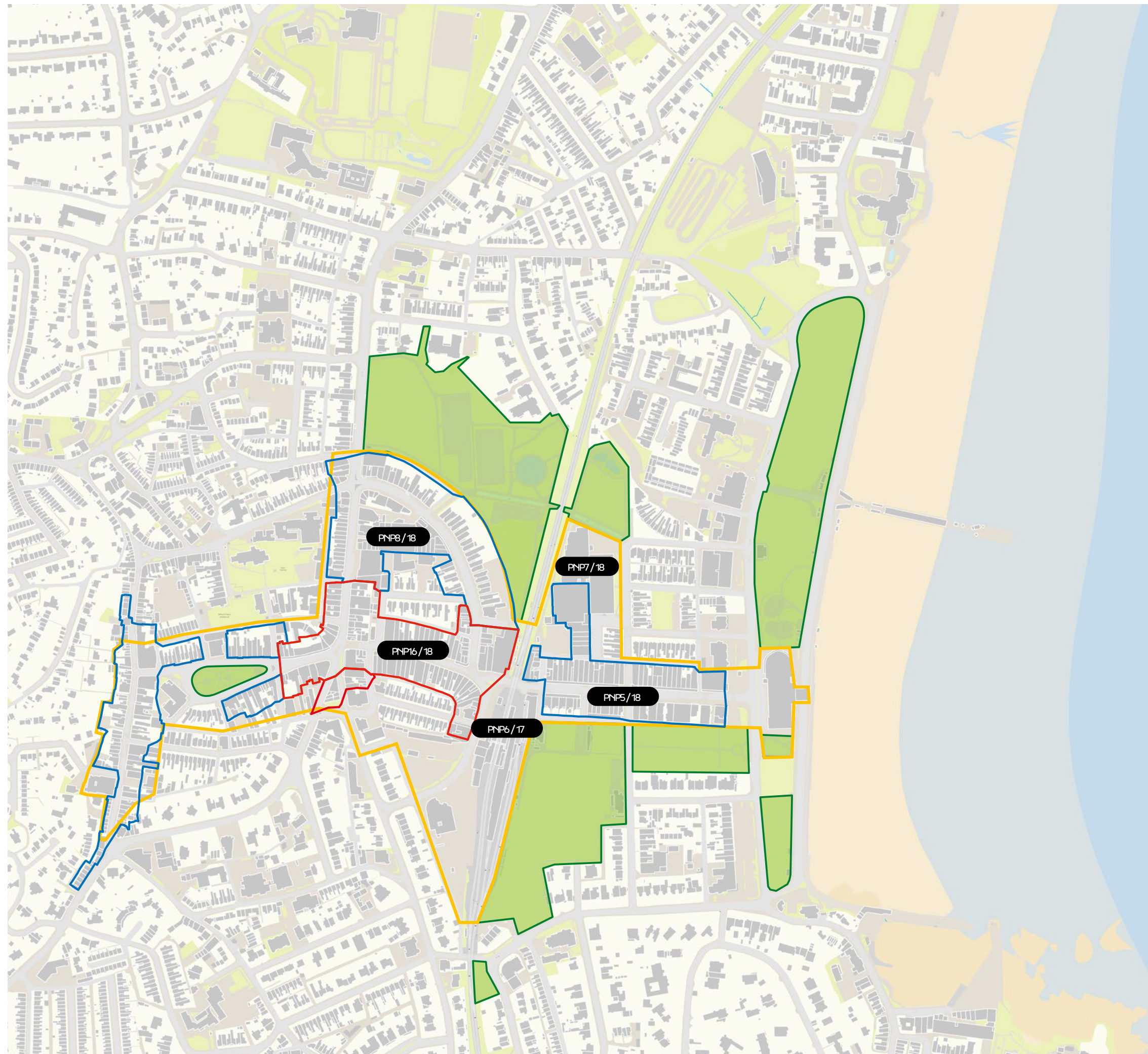
PAIGNTON Neighbourhood Plan

PNP2 - Town Centre. Development within the Town Centre area shown on the Town Centre boundary as shown in the Torbay Local Plan 2012-2030 will be expected, where appropriate, viable and deliverable to support the recreation of the Garden Town by improving and linking green spaces, greening the streets and buildings that connect them and permeability to the seafront and historic Old Town.

Proposals will be supported where they:

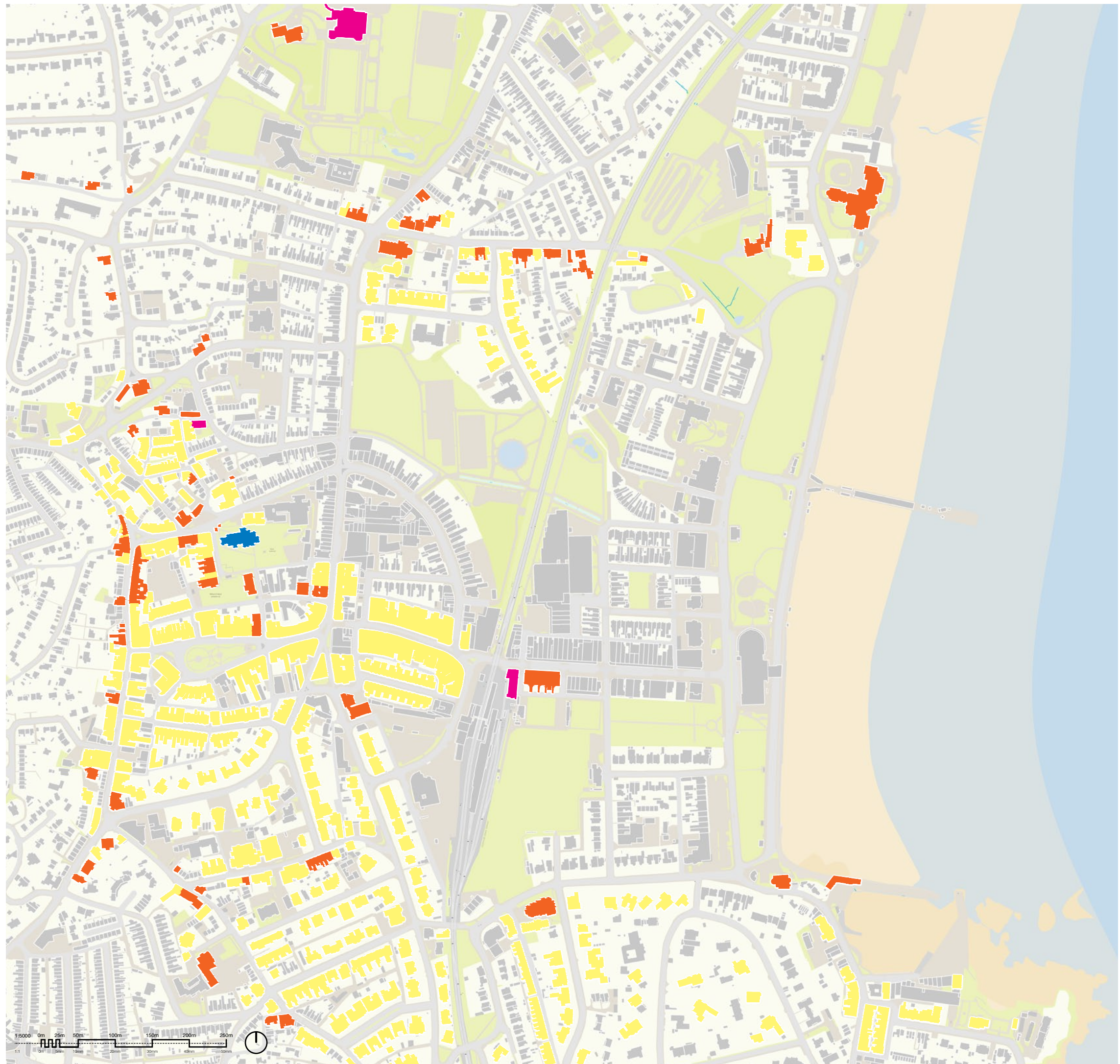
- Improve the vibrancy, cultural experience, appearance, and layout of the area;
- Take full account of flood risk;
- Focus retail use within the Town Centre and promote retail growth;
- Make it easier to move around by all forms of transport according to the 'hierarchy of sustainability' set out in policy TA1 of the Torbay Local plan;
- Increase residential accommodation within the area;
- Protect heritage assets and remove unattractive features which have a negative impact upon the character of the area;
- Enhance the provision of urban wildlife corridors and biodiversity links within the area, and with adjoining areas; and
- Meet the relevant Design Guide criteria set out in Policy PNPI(c).

- Site Specific Policies
- Local Open Green Spaces
- Town Centre - PNP2
- Primary Shopping Area
- Secondary Shopping Area



PAIGNTON Listed Buildings

- Grade I Listed
- Grade II* Listed
- Grade II Listed
- Buildings “which make a significant contribution to the townscape”



PAIGNTON
Conservation Areas

There are 3 Conservation areas encompassing the town centre.
These are subject to review.

- Viewpoint
- Feature of special interest
- 1 Old Paignton
- 2 Roundham & Paignton harbour
- 3 Polsham



PAIGNTON

Conservation Areas

Old Paignton



The Old Paignton Conservation Area extends over urban areas that have been settled for more than millennia, including small densely set streets whose plan forms have been determined by the organic medieval layout; and additionally it encompasses a highly designed late 19th century commercial centre and residential suburb, of fine quality. Until the advent of the Heritage Economic Regeneration Scheme (HERS) in 2000-2004 some of the historic buildings exhibited the results of dreadful neglect and very poor treatment. Many had been allowed to deteriorate, or showed the defects of inappropriate repair.

However the HERS provided the opportunity for economic regeneration by applying the best conservation philosophy. This meant making maximum use of the published design and/or planning guidance both national (English Heritage) and local – the council's own Conservation Team within the Planning Division. The comprehensive approach to conservation did not preclude enhancement of the townscape: promoting quality new-build, matching modern materials with a compatible aesthetic. That two such schemes were brought to fruition in Well Street, outside the HERS core area of Winner and Church Street, is a testament to its influence and success.

Roundham & Paignton Harbour



Unlike the densely populated Old Paignton, Roundham is characterized as a late Victorian and Edwardian garden suburb. Despite some late-20th century degradation, the area has largely retained its original quality due to the preservation of boundary walls and mature trees.

The 20th century saw detrimental changes such as unsympathetic extensions and infill additions, which threatened the area's character. However, recent developments like Ambassador House and Regents Court have shown that new buildings can respect and enhance the existing character. There has been a significant loss of period details, such as original windows and doors, often replaced by PVCu, which is regrettable.

Holiday-related buildings have introduced visual intrusions like prominent signage and discordant colour schemes, which do not align with the garden suburb aesthetic.

Polsham



Polsham Park is a notable example of late 19th-century Victorian planning in Paignton, well-defined by Torquay Road, Lower Polsham Road, the railway, and Victoria Park. Its designation as a conservation area was prompted by the demolition of two large houses, leading to the implementation of Article 4(2) directions to control development.

Unlike the densely populated Old Paignton, Polsham Park remains a quiet Victorian garden suburb, retaining much of its original character despite some demolitions and new developments. The area near the seafront features dense trees and open green spaces, offering a quieter environment compared to the main esplanade. The loss of period details has been halted by the withdrawal of permitted development rights, allowing for better conservation practices and increased awareness of the area's collective value.

PAIGNTON Main Vehicular Routes

The main vehicular routes through Paignton town centre are structured around a network of A-roads that connect the town to the wider Devon transport system:

Primary Routes

The A380 forms part of the Paignton ring road, coming down from Newton Abbot through Gallows Gate roundabout, Preston Down roundabout, and Churscombe Cross roundabout before reducing to single carriageway as it enters Paignton, finally ending at Collaton St Mary where it meets the A3022.

Key Town Centre Connections

The A385 starts about a mile outside Paignton at traffic lights with the A380 and A3022, providing the main route westward toward Totnes. The A3022 and A379 share the same physical road through the Torbay area (though only the A3022 is signed), with the roads diverging at Paignton where the A379 follows a route through Goodrington.

Ring Road System

The ring road A3022 serves as one of only two routes from Brixham towards Torquay/Newton Abbot, making it a critical arterial route. The ring road system includes the major roundabouts mentioned above, which help manage traffic flow around the town centre rather than through it.

The road network reflects Paignton's role as a key hub within the English Riviera, with routes radiating outward to Newton Abbot (A380), Totnes (A385), and along the coast via the A3022/A379 system.

- ➔ Major Road (A)
- ➔ Distributor Road (B)
- ➔ One Way town centre through routes
- ➔ Pedestrianised (shared space)
- ➔ Rail Lines
- P Car park



PAIGNTON Parking

- Council Car Parks
- 1 Victoria (221)
 - 2 Great Western (70)
 - 3 Station Lane (73)
 - 4 Crown and Anchor (76)
 - 5 Churchward Road (37)
 - 6 Roundham (100)
 - 7 Colin Road (87)
 - 8 Oldway Mansion (88)
 - 9 Hyde Road (Crossways) (140) (Temporary)

Total: 892 Spaces

- On-Street Parking
- 10 Eastern Esplanade S (127)
 - 11 Eastern Esplanade N (81)
 - 12 Torbay Road (44)
 - 13 Adelphi Rd & Ln, Queens Rd & Sands Rd (64)
 - 14 Hyde Road (16)
 - 15 Dendy Road (20)
 - 16 Palace Avenue (74)

Total: 426 Spaces

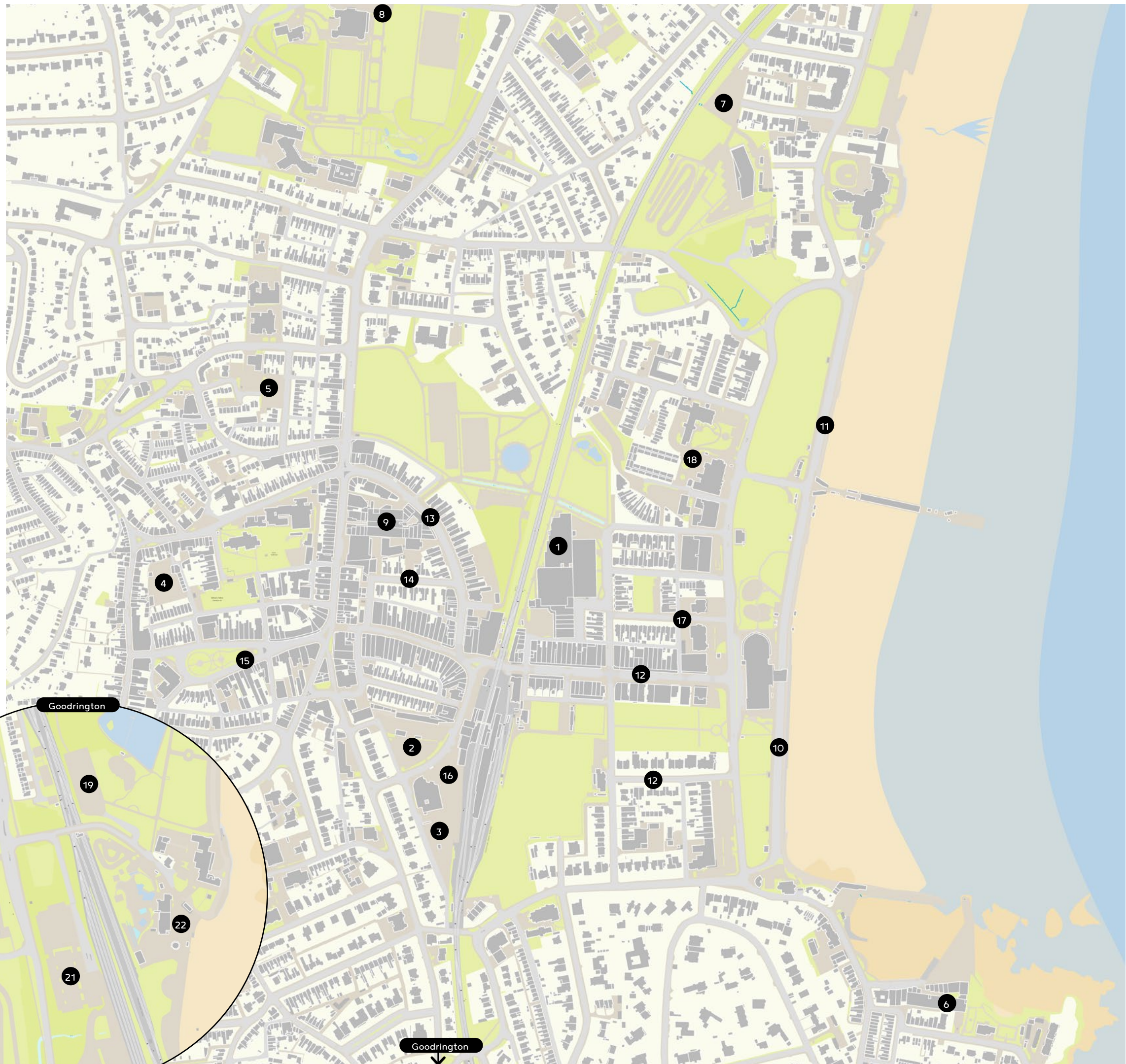
- Private Car Parks
- 17 Paignton Station (74)
 - 18 Kernou Road (20)

Total: 94 Spaces

Total town centre: 1,412 Spaces

- Council Car Parks Goodrington
- 19 Youngs Park (124)
 - 20 Clennon Valley (458)
 - 21 Quay West (970)
 - 22 Goodrington (14)

Total Goodrington: 1,566 Spaces



PAIGNTON

Pedestrian Movement

The walking routes through Paignton Town Centre have been significantly impacted by recent regeneration efforts and traffic management changes. Here are the main pedestrian routes:

Primary Walking Streets

Torbay Road underwent a trial of pedestrianisation after public consultation in early 2022, which was amended to partial pedestrianisation in early 2023, with further changes made to the layout and traffic flow in summer 2023. This remains one of the key walking corridors through the town centre, featuring shopping and leisure with independent businesses.

Historic Walking Areas

Winner Street represents part of the historic core of Paignton, with Old Paignton being “an area rich with history going back to Anglo-Saxon times and with many beautiful and handsome buildings”. This area offers a more traditional walking experience through the town’s historic quarter.

Key Connection Points

The town centre’s walking routes are anchored by several key areas including (currently being redeveloped), the seafront area near the pier, and Victoria Street area. However, the demolition of Victoria Shopping Centre and Victoria multi-storey car park is significantly altering pedestrian flow patterns through the centre.

Coastal Connections

The coastal path connects through Paignton harbour and continues to the cliff top houses, linking to the longer beaches of Goodrington

— Pedestrian Crossing

— Cycle route

— Ferry route

● Bus Stop

— Vehicle Routes

— Primary pedestrian route

— Secondary pedestrian route



PAIGNTON Green Spaces

Paignton Town Centre has several important green spaces that serve as community gathering places:

Palace Avenue Gardens serves as the town's central ornamental space. Palace Avenue Gardens is situated just beyond the junction of Brixham Road and Totnes Road. It is an ornamental garden in the centre of the town and in which is also the location of the War Memorial for Paignton. The gardens are a focal point for both residents and visitors.

Victoria Park provides active recreation space in the centre of Paignton, with tennis courts, skate park and a playground, key amenity spaces for young people. .

Woodrington's Youngs Park is a natural habitat for swans, geese and wild birds, it features a boating lake, mini golf, toilets and a cafe right by the seafront, with swan boats and spinny boats for hire, plus a play park and crazy golf.

Coastal Green Spaces extend the green network. Roundham Head, Paignton, is at the top of the cliff with parkland and views out to sea all round.

These green spaces collectively provide a mix of formal ornamental gardens, active recreation areas, wildlife habitats, and coastal parkland, creating a diverse network of green infrastructure that serves both the town centre's residents and its many visitors.

- 1 Victoria Park
- 2 Geoplay Park
- 3 Paignton Green
- 4 Torbay Park
- 5 Queens Park
- 6 Oldway Formal Gardens & Park
- 7 Palace Avenue Park
- 8 St John the Baptist Churchyard
- 9 Parkfield
- 10 Torbay BMX Club / Paignton Skatepark
- 11 Preston Green

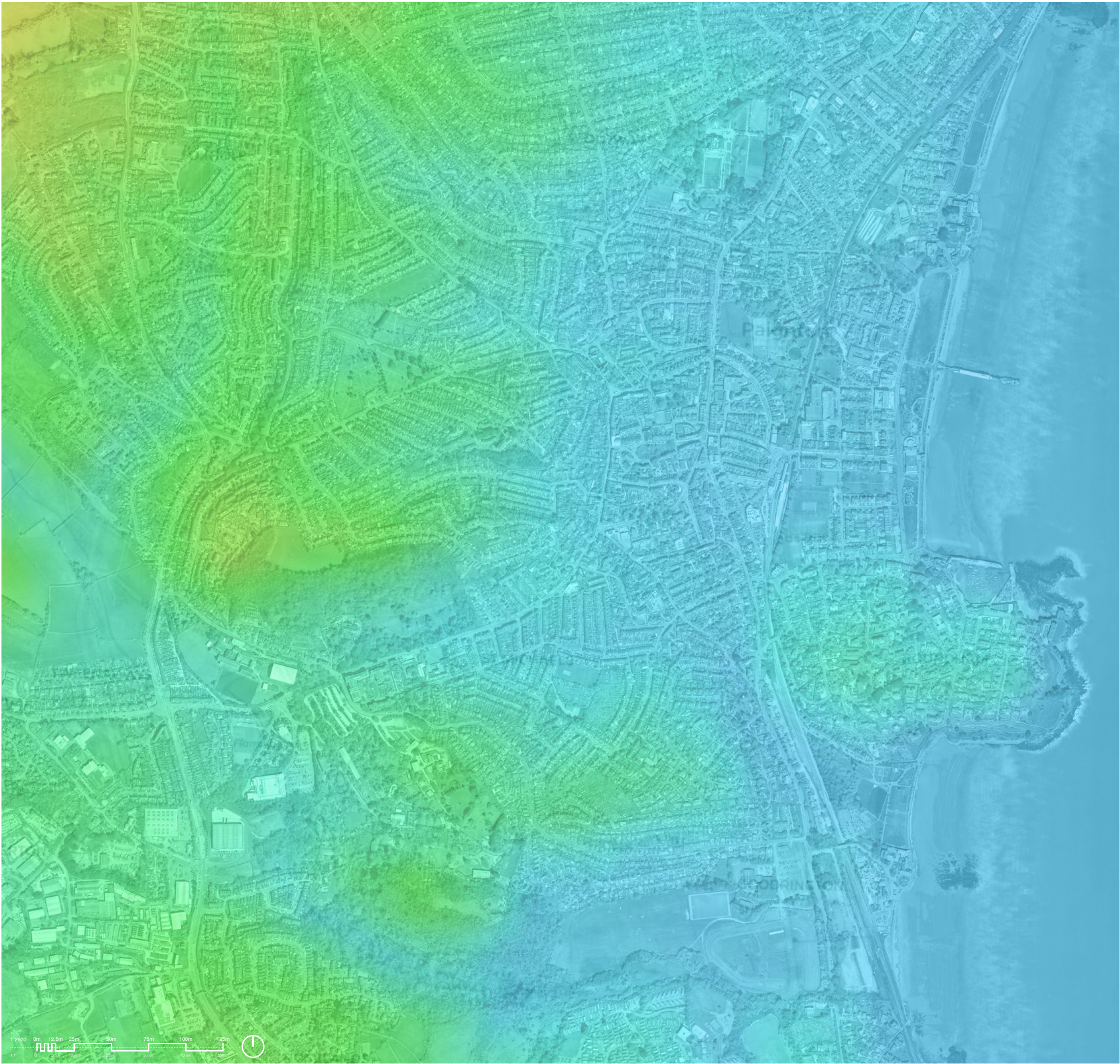


PAIGNTON
Topography



PAIGNTON
Topography

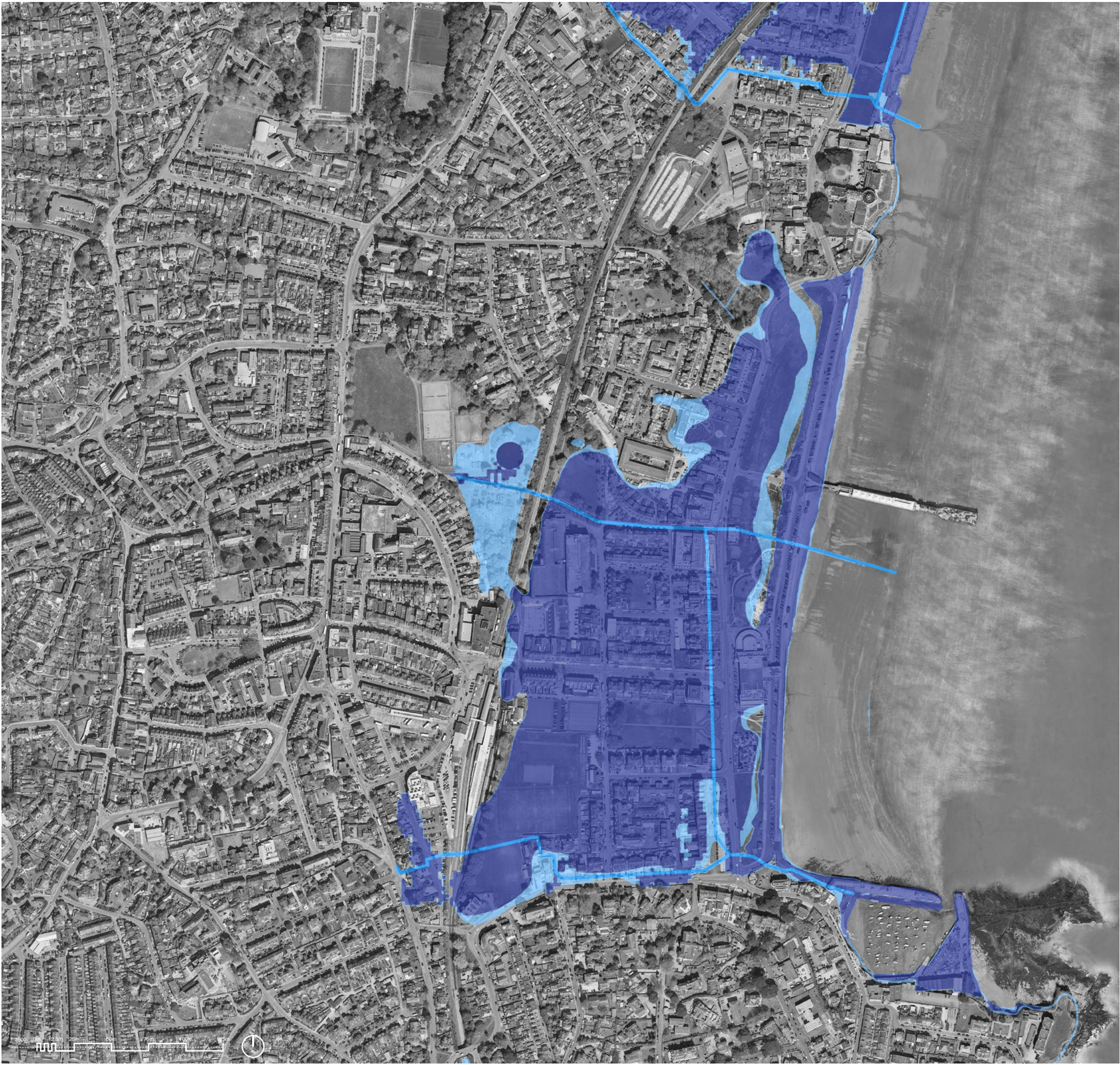
- AOD
- 161m
 - 150m
 - 139m
 - 129m
 - 118m
 - 107m
 - 97m
 - 86m
 - 76m
 - 65m
 - 55m
 - 45m
 - 35m
 - 25m
 - 16m
 - 6m
 - 0m



PAIGNTON
Flood Zones

From the government's Flood Map for Planning
service at:
www.flood-map-for-planning.service.gov.uk

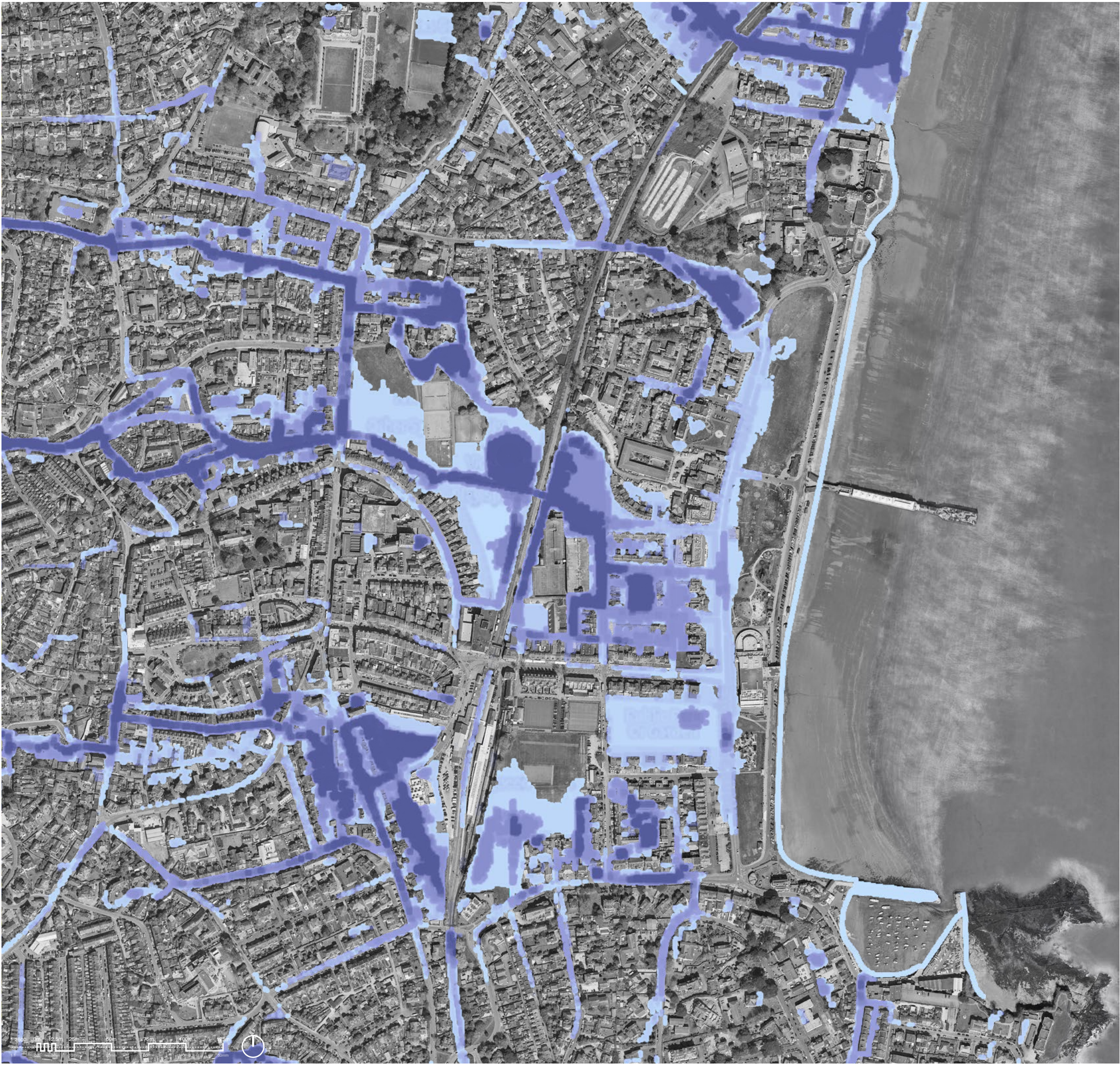
- Flood Zone 2
- Flood Zone 3



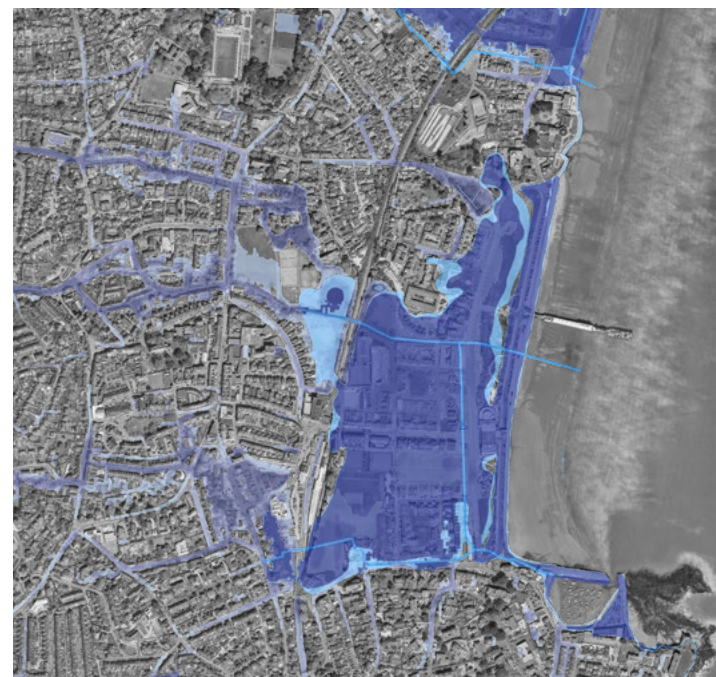
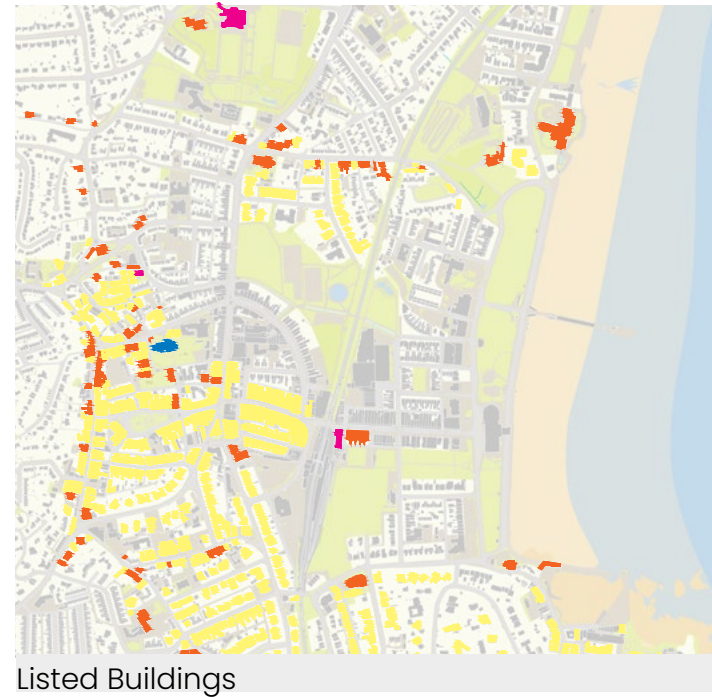
PAIGNTON
Surface Water Flood Risk

From the government's Flood Map for Planning
service at:
www.flood-map-for-planning.service.gov.uk

- Surface Water Flood Risk
- Low: Under 1% chance each year
 - Medium: Between 1% and 3.3% chance each year
 - High: More than a 3.3% chance each year



PAIGNTON Mapping Summary



PAIGNTON
Summary Analysis

Strengths	Weaknesses	→ Opportunities
Page 103 1. The steam railway is a major tourist draw. 2. Paignton Harbour and Paignton Green. 3. Outdoor bars and restaurants around the harbour. 4. Picture House. 5. Palace Theatre. 6. Yacht Club. 7. The sandy beaches are a huge attraction. 8. The Geoplay park. 9. The heritage of Oldway Mansion, if it is restored. 10. Paignton Zoo. 11. The town is a part of the UNESCO World Heritage site. 12. Beach huts along Preston seafront. 13. Victoria Park as a green space. 14. Parkfield, skatepark and BMX track. 15. Paignton has a strong identity of a traditional seaside resort. 16. Paignton is more affordable to live in than other coastal towns, making it attractive to families. 17. There is a strong sense of community.	1. The town centre / Torbay Road are poorly connected to the seafront. 2. Parking along the Esplanade blocks views of the sea from the greens and reduces the safety of the seafront. 3. Poor seating provision along the promenades. 4. Lack of biodiversity. 5. Vehicular congestion through the town, the one-way system needs rethinking. 6. Public facilities, such as WC's along the promenade, need improving. 7. Perception of safety is poor, especially in Victoria Park, Victoria Street, Palace Avenue and Gerston Road. 8. Parking quality is very poor. 9. Signage and wayfinding across the town is poor. 10. The economy is heavily reliant on tourism in the summer seasons, leading to quieter periods in the off-peak months. 11. National trends are reflected in the struggling retail environment of the town centre. 12. Paignton struggles to expand from its perception as a traditional seaside town. 13. Local competition from Torquay, Brixham and Totnes	1. Support and enhance the popular leisure attractions of the town. 2. Provide new leisure offers and attractions to bring in a wider variety of visitors and extend the season beyond the summer months. 3. A number of regeneration opportunity sites currently exist across the town centre which could support its vitality going forwards. 4. Diversify the economy beyond tourism, through initiatives such as supporting local businesses and attracting new industries. 5. Implement a signage and wayfinding strategy to better connect across the town. 6. Simplify the road system to ease congestion across the town centre. 7. Alongside wayfinding, signage and simplifying the roads network, rationalise the parking strategy for the town. 8. Concentrate the retail of the town in the centre. 9. Better connect the town centre and Torbay Road to the seafront. 10. Create a safer environment along the seafront and promenade.

PAIGNTON

Indicative Regeneration

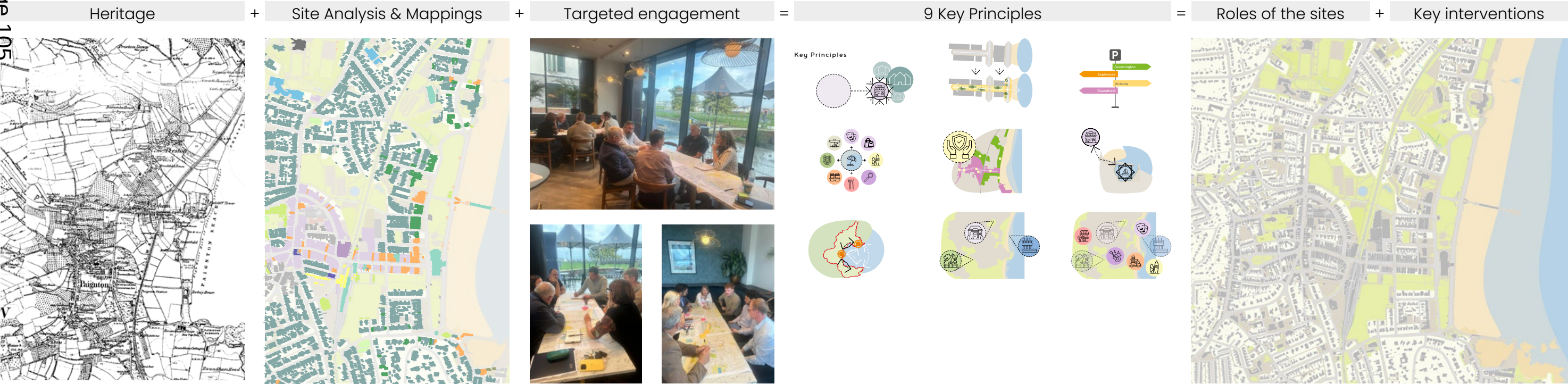
Vision

PAIGNTON
Indicative Regeneration
Vision

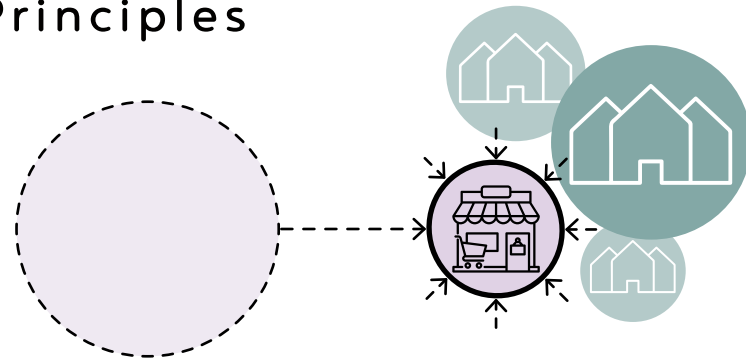
This chapter combines the learnings from the first 2 chapters, including heritage, Paignton’s identity, the site analysis and mappings, and combines with the targeted engagement conducted on the 25th September 2024, to realise a number of key principles.

These key principles inform the overall strategy for the area. The roles of the different sites are then outlined, before identifying a number of key interventions that can contribute to the overall vision over time.

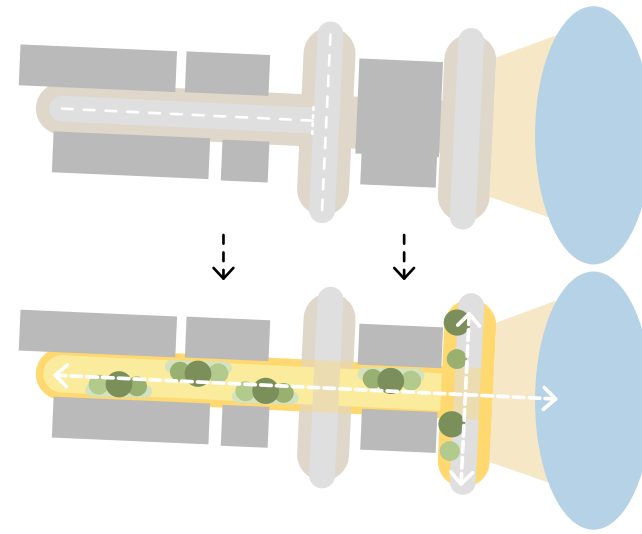
Page 105



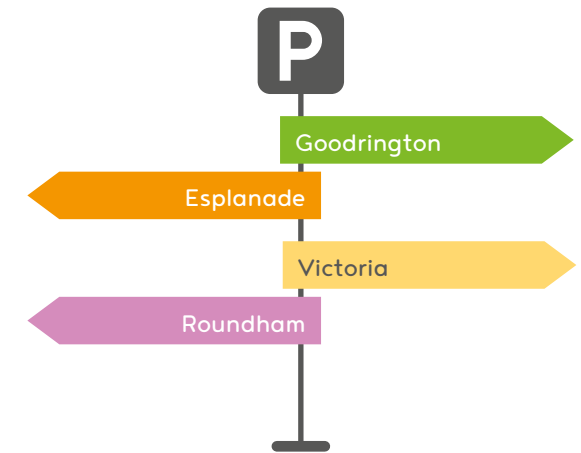
PAIGNTON Key Principles



Reduce the size of the Retail Core to support Torbay Road as the primary retail and leisure boulevard.



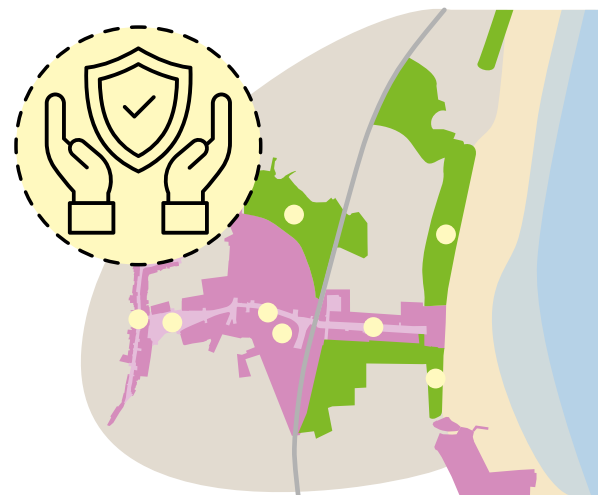
Opportunity to reconnect the centre of town with the seafront along Torbay Road.



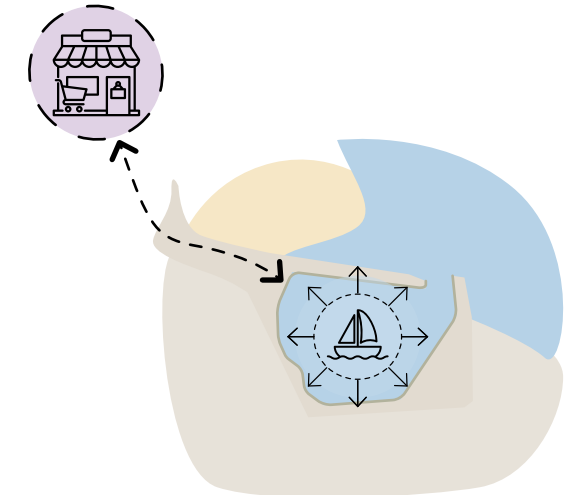
Improve signage and wayfinding to Paignton's car parks.



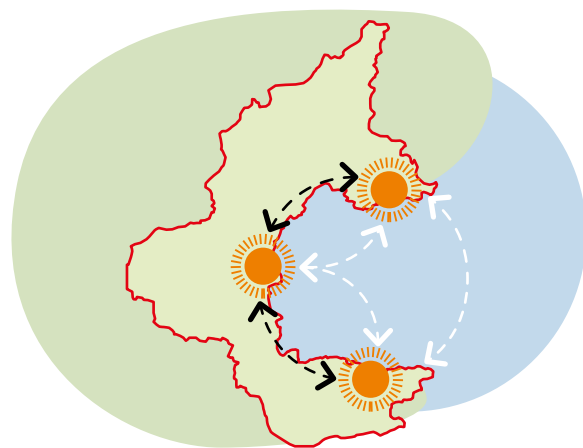
Provide space for events and festivals to enliven the town, and extend the visitor season.



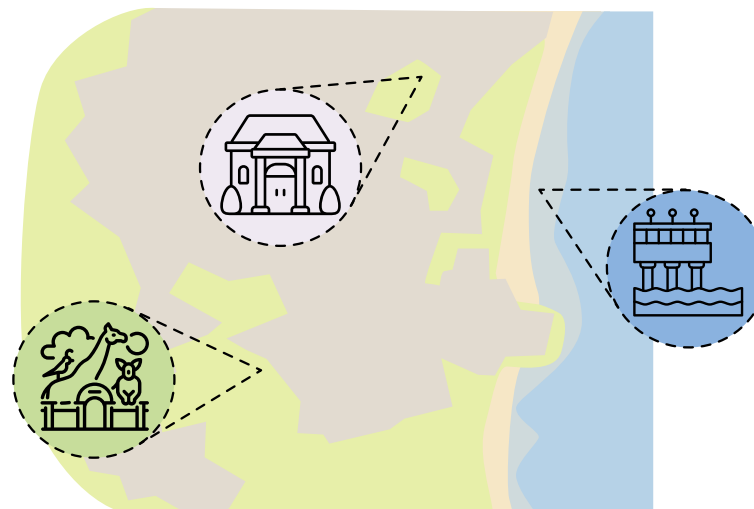
Increase the perception of safety in the town, particularly around Victoria Park, Victoria St, Palace Ave. and Gerston Rd.



Extend an support the Harbour Market to create a destination experience.



Better connect across Torbay.



Protect and support key assets such as Paignton Zoo, Oldway Mansion and the Pier.



Provide space and activities for younger residents, including key leisure uses such as the theatres, watersports and an improved cinema offer.

Paignton Key Focus Areas

This map was provided as a starter for 10 identifying the timeline of key sites in the town, from already delivered sites to future opportunities.

Delivered Sites

- 1 Mercure Hotel
- 2 Ibis Styles Hotel

Sites In Progress

- 3 Paignton Picture House
- 4 Paignton and Preston Coastal Defence and Public Realm Scheme

Proposed Sites

- 5 Victoria Centre
- 6 Crossways

Opportunity Sites

- 7 Area around Paignton's Transport Hub
- 8 Cinema
- 9 Bus Station
- 10 Library
- 11 Pier
- 12 Oldway Mansion
- 13 Harbour Area

Streetscape Opportunities

- 14 Torbay Road Public Realm
- 15 Victoria Street Public Realm
- 16 Palace Avenue Public Realm
- 17 Winner Street Public Realm
- 18 Esplanade Road Public Realm

Green Space Opportunities

- 20 Paignton South
- 21 Paignton Green & Geopark
- 22 Victoria Park

Other Opportunities

- 24 Goodington Car Parks
- 25 Paignton Zoo

Torbay Business Park:

- 26 EPIC
- 27 The Electronics and Photonics Production Park
- 28 South Devon College

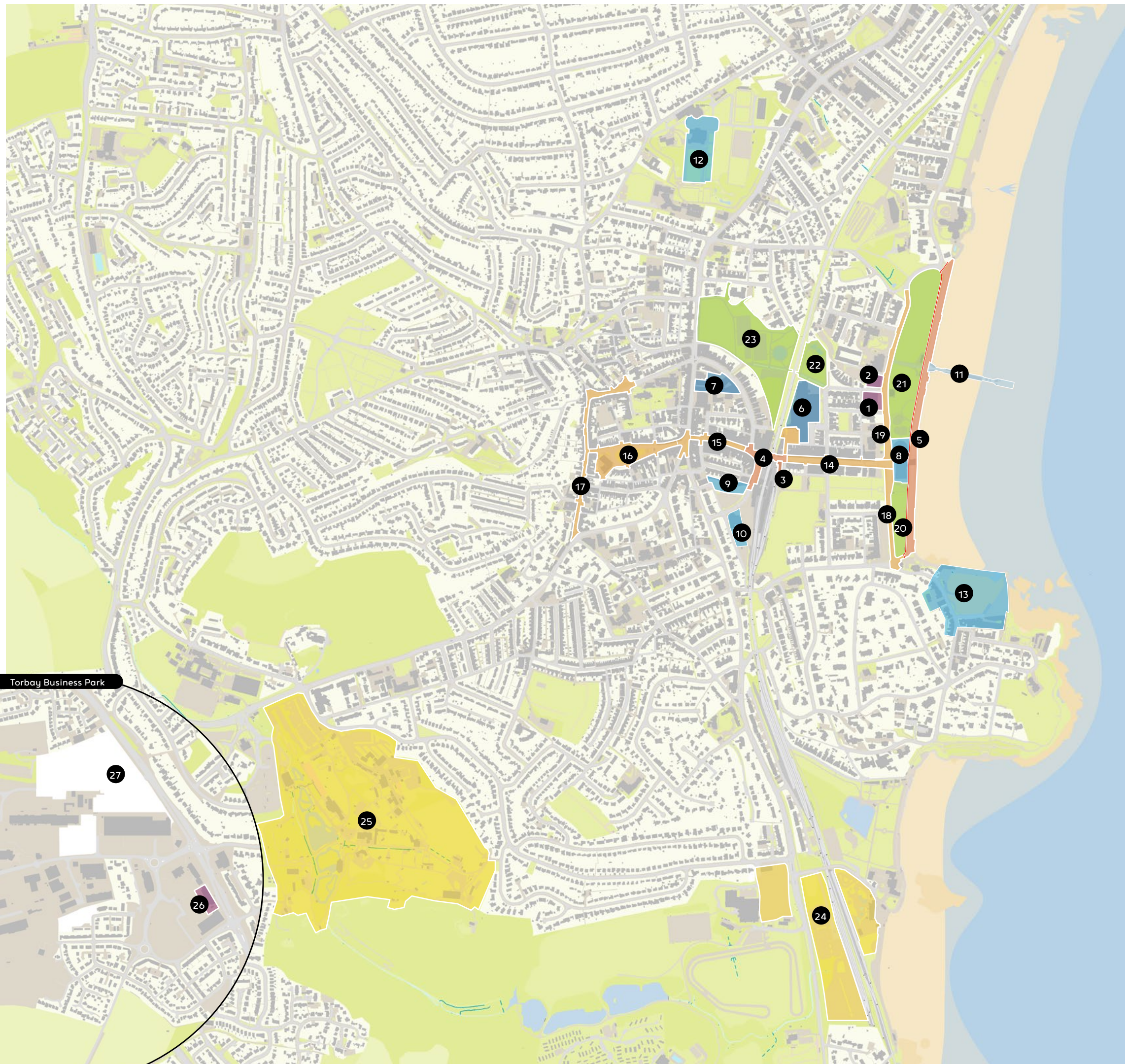


PAIGNTON

Key Focus Areas

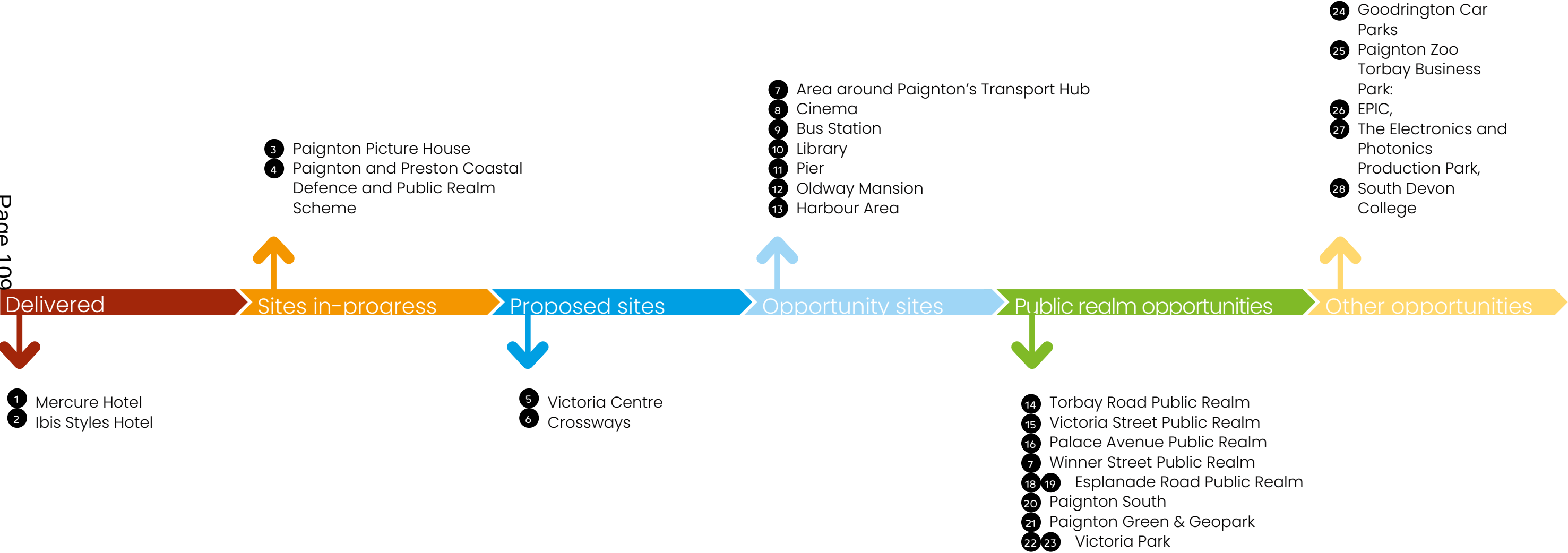
This map was provided as a starter for 10 identifying the timeline of key sites in the town, from already delivered to future opportunities.

- Delivered Sites
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- Other Opportunities
 - 24 Goodrington Car Parks
 - 25 Paignton Zoo
- Torbay Business Park:
 - 26 EPIC
 - 27 The Electronics and Photonics Production Park
 - 28 South Devon College



PAIGNTON
Key Sites
Timeline

A timeline of delivery



PAIGNTON

Previously Defined Town Centre Zones

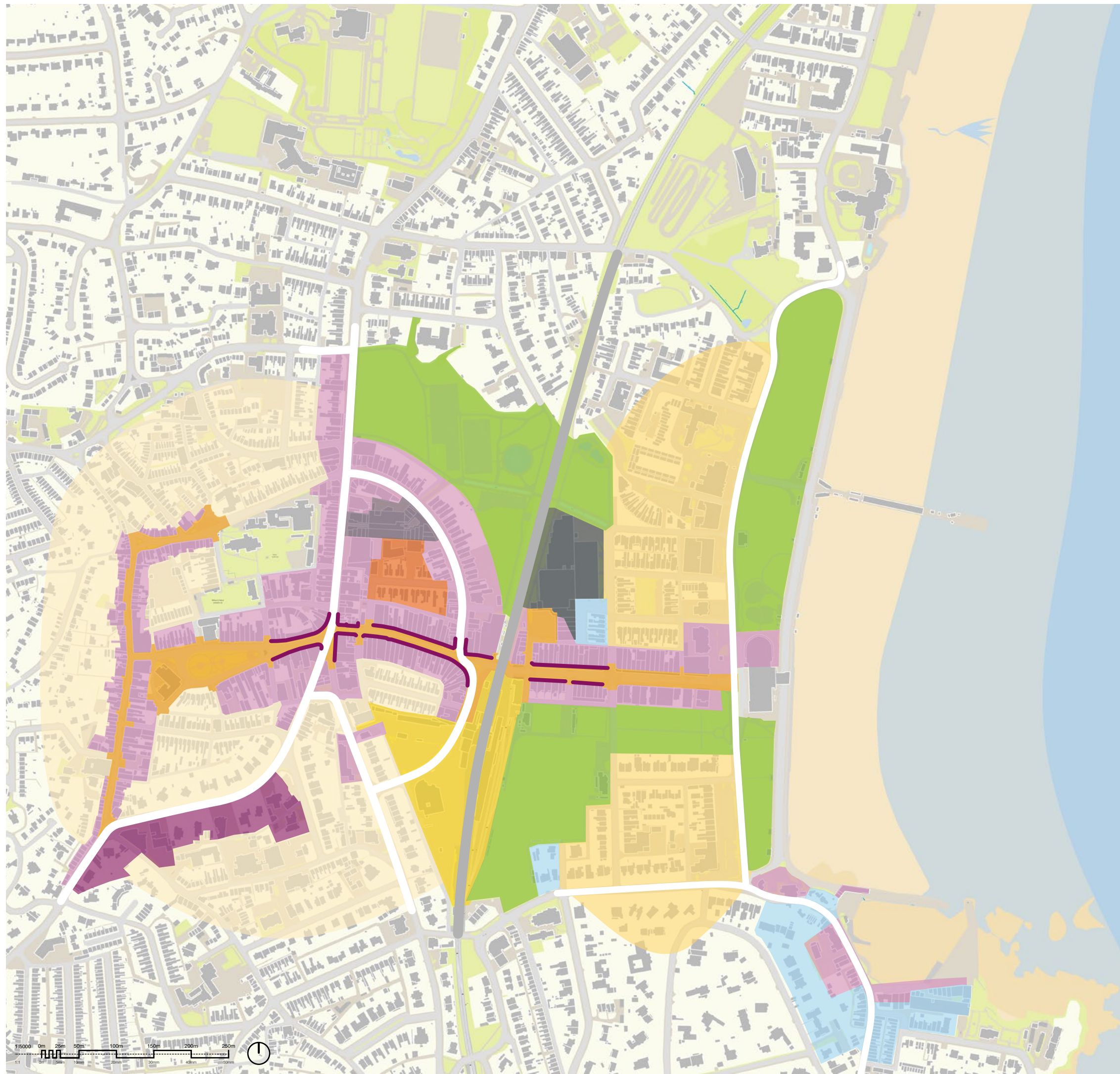
These zones illustrate the zones of the town centre, as outlined in the Paignton Refresh Supplementary Planning Document, 2015.

They illustrate that the principal holiday accommodation and tourist offer lies to the east of the railway lines, linked to the retail core of the town via Torbay Road, which terminates with the view of the existing cinema building.

The main pedestrian route of the town lies along Torbay Road and Victoria Street to Palace Avenue. This route links all of the key visitor uses together in the town centre.

- Retail / Business with residential over
- Primary Shopping Frontage
- Mainly Offices / Residential
- Mainly commercial / Health Facilities / Residential
- Residential Neighbourhoods
- Public Open Space
- Principal Holiday Accommodation Area
- Transport Gateway
- Main pedestrian Route

As identified in the 2015 document: Paignton Refresh Supplementary Planning Document



PAIGNTON

Futureproofing the town

The town needs to attract more people to Paignton, to drive spend so that businesses can thrive and local people can benefit from a greater choice of higher paid employment.

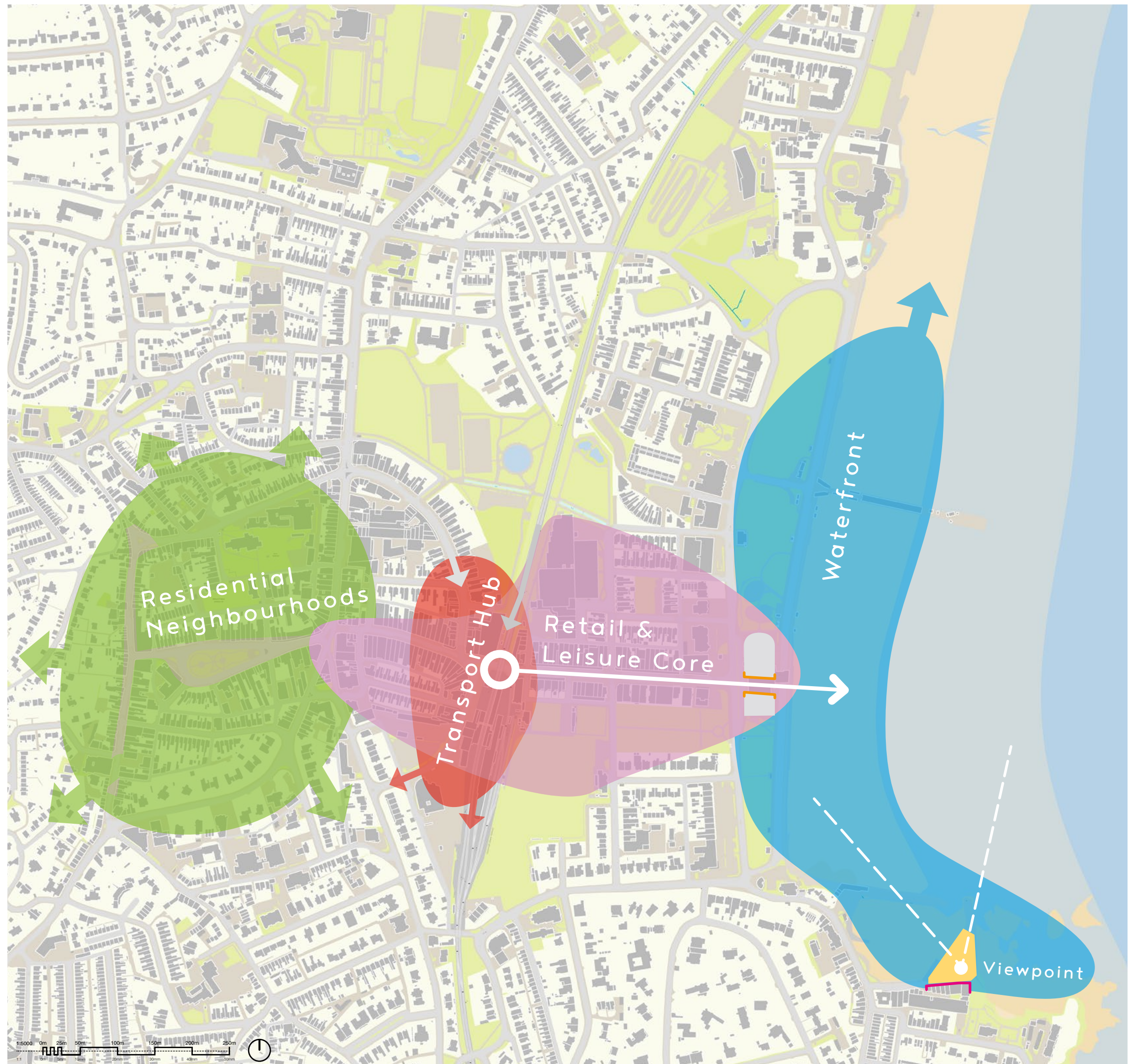
There are two distinct areas of Paignton:

1. The lower lying harbour area, the waterfront, old retail town centre and some of the residential streets surrounding the area.

This area requires direct intervention to improve the employment options and choices for the population of Paignton and Torbay. This should be the focus for the regeneration of Paignton.

2. The residential, employment and retail areas on the hills above and beyond.

This area does not currently need intervention in the same way. The priority should be on the harbour area and retail core of the town. Shown here as the waterfront and retail and leisure core areas.



PAIGNTON Movement Framework

Primary landing point into Paignton:

Train or by Car

1. The primary route runs from the transport hub at the train station & the town centre car parks, to the seafront along Torbay Road.

Via Coach

Coach trips are an important part of Paignton's tourism offer and should be accommodated accordingly.

Parking at Goodrington

If utilising the major car parks at Goodrington (Clennon Valley, Quay West, Youngs Park) you can arrive into town in:

3 minutes by bus to the train station
(every 12 minutes) + 12 minute walk
5 minute taxi
23 minute walk
OR a dedicated shuttle could connect these major car parks to the seafront

Shopping / visiting the town:

2. Walking along Victoria Street from the transport hub represents the main retail street in the town centre.

3. Continuing west along Palace Avenue leads to Winner Street, which represents smaller scale retailers and independents with more residential neighbourhoods beyond.

Visiting the seafront:

4. Connecting along the seafront between the harbour and the pier.

5. Walking inland to the leisure uses at Parkfield Torbay, the BMX club and Skatepark.

6. Connecting North to Preston Sands and Preston Green.



PAIGNTON Parking Strategy

Goodrington Long-Stay Car Parks

A significant issue at peak times is congestion in the town centre, which negatively affects the atmosphere of the town centre. To reduce the parking demand on the town centre, existing car parks at Goodrington could be better connected to the town centre to encourage park and ride.

The current route - 15 minutes total:

- 3-5 minute walk from car park to bus stop;
- 3 minute bus into the bus station;
- 12 minute walk to the seafront.

A dedicated shuttle bus - 5 minutes total:

- 5 minutes directly to the seafront.

Parking strategies should be based upon the busiest days of the year to accommodate for the appropriate number of tourists and locals.

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Town Centre Parking Potential Phasing:

Phase 1.

- + 150 Spaces: Surface Car Park at Crossways
- + 100 Spaces: Provided across the town

Phase 2.

- 420 Spaces: Victoria Square demolished in phases

Phase 3.

- 500 Spaces: Victoria Square temporarily a surface car park

Phase 4.

- 500 Spaces: Victoria Square redeveloped into a mixed-use development.
- 150 Spaces: Crossways redeveloped into a mixed-use development.



PAIGNTON

Roles of the sites

Waterfront

- 1 Mercure Hotel
- 2 Ibis Styles Hotel
- 4 Flood Defences & Public Realm
- 8 Cinema
- 11 Pier
- 13 Harbour Area
- 18 19 Esplanade Road Public Realm
- 20 Paignton South
- 21 Paignton Green & Geopark
- 33 Paignton Club, Paignton Vista & Harbour Light
- 34 Inn on the Green Site (recently sold)

Transport Hub

- 3 Paignton Picture House
- 7 Area around Paignton's Transport Hub
- 9 Bus Station
- 10 Library and Car Park

Retail and Leisure Core

- 14 Torbay Road Public Realm
- 15 Victoria Street Public Realm
- 5 Victoria Centre
- 6 Crossways
- 22 23 Victoria Park

Residential Neighbourhoods

- 16 Palace Avenue Public Realm
- 17 Winner Street Public Realm
- 31 Palace Theatre
- 32 Palace Avenue Methodist Church Community

Opportunity Sites

- 12 Oldway Mansion
- 25 Paignton Zoo
- 26 27 28 Torbay Business Park (EPIC, The Electronics and Photonics Production Park, South Devon College)
- 29 Parkfield Torbay Skatepark & BMX track
- 30 Parkfield House CIC

Infrastructure

- 24 Goodrington Car Parks



PAIGNTON
Roles of the sites
A timeline

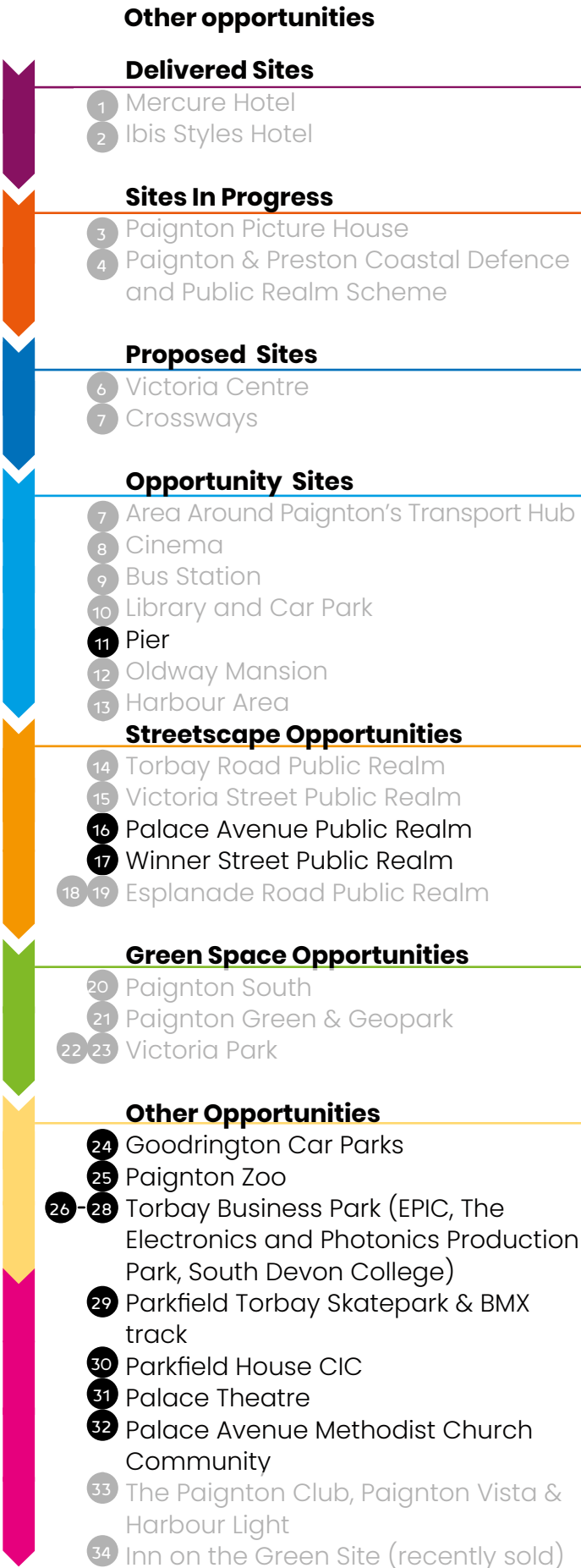
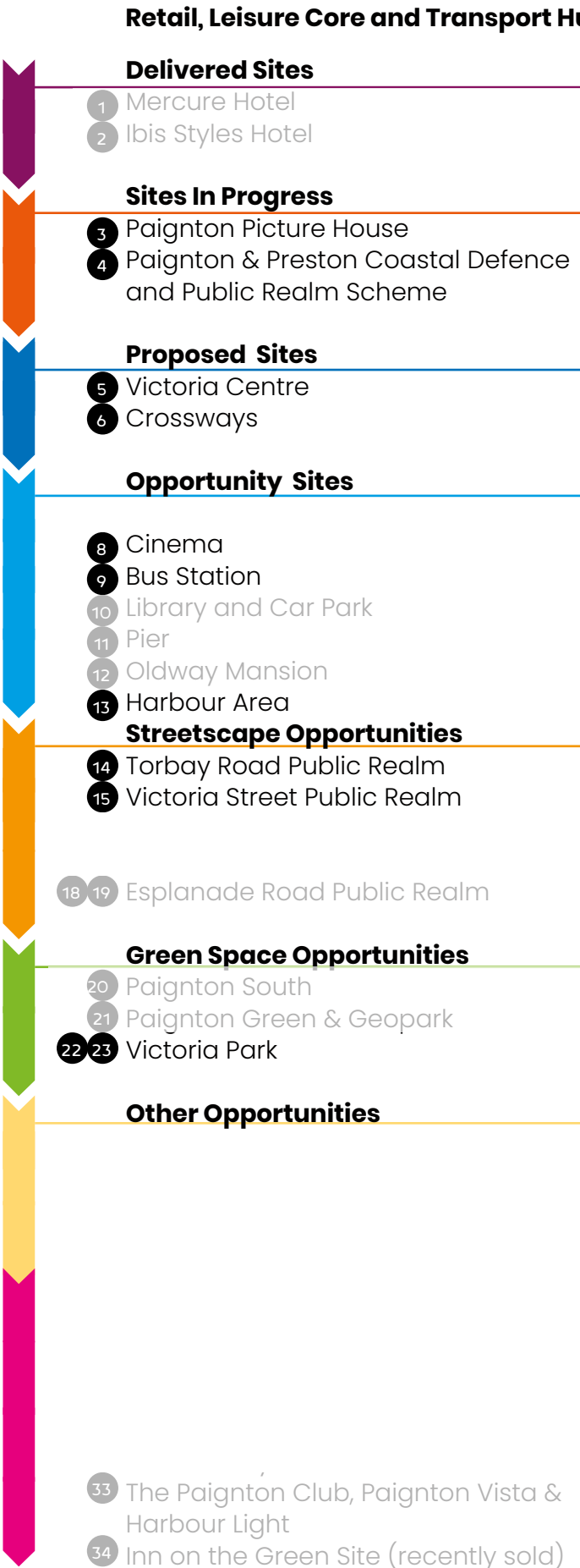
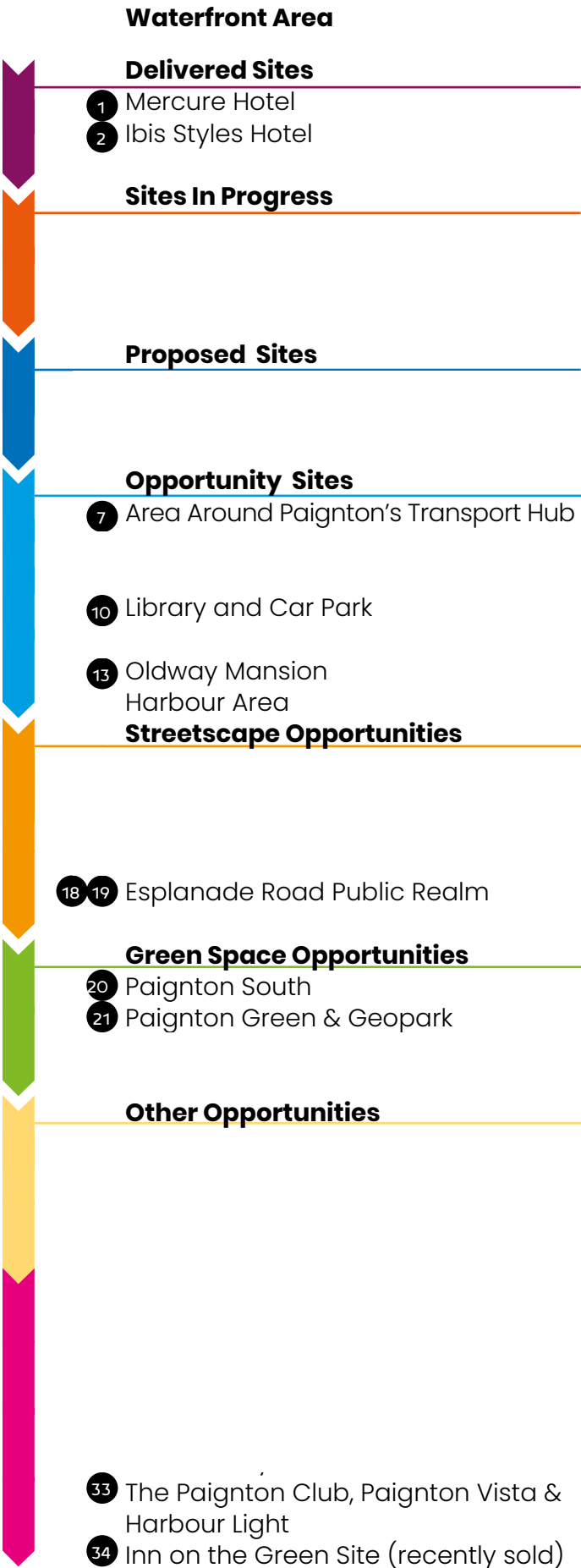
This page illustrates the timeline of delivery separated by town centre zone.

Waterfront Area
Both delivered and sites in-progress are in the harbour area, as well as a mix of short and longer term opportunities.

Retail, Leisure Core and Transport Hub
The public realm of Fleet Street, the GPO roundabout and Fleet Walk all represent opportunities to improve the retail core.

Other Opportunities
Significant opportunities to convert key buildings to be more residential-led exist at Union Square and Lower Union Lane, as well as opportunities to improve the connecting street fabric connecting into the retail core. There are also a number of vacant buildings which could represent additional opportunities for conversion.

The next three sections zoom in to the three zones to illustrate potential interventions.



Support and enhance the harbour market.

Extend the successful harbour market along the waterfront.

Diversify the range of events and festivals that can be held.

Diversify the range of watersports activities that can be held on the beach.

Enhance the pier.

The beach, Paignton Green and geopark, pier, hotels, bars, restaurants and harbour represent one of Paignton's biggest attractions for visitors. The visitor economy is essential for the vitality of the town, providing jobs for the local population.

The existing attractiveness of these locations need to be supported and made more of. Key aspects of this area to support the future vitality of the town include:

Better link the centre of town to the beach and waterfront.

- Support and enhance the harbour market.

Extend the successful harbour market along the waterfront.

Diversify the range of events and festivals that can be held.

Diversify the range of watersports activities that can be held on the beach.

Enhance the pier.



WATERFRONT

Page 117

Delivered Sites

1

2

Mercure Hotel
Ibis Styles Hotel

Sites In Progress

5

and Public Realm Scheme

Proposed Sites

Opportunity Sites

8

11

13

Area Around Paignton's Transport Hub
Library and Car Park
Oldway Mansion
Harbour Area

Streetscape Opportunities

18

19

Esplanade Road Public Realm

Green Space Opportunities

20

21

Paignton South
Paignton Green & Geopark

Other Opportunities

33

34

The Paignton Club, Paignton Vista & Harbour Light
Inn on the Green Site (recently sold)



WATERFRONT Sea Defence Scheme

Paignton and Preston Community Seafront Masterplan, October 2022

Plot 5: Sea Defences. The scheme will transform the seafront of Paignton.

1. Primary flood defence line (+5.5m AOD). Comprising of landform, terraces, and short stretches of natural stone clad wall where flood gates/ boards are required.
2. Flood defence gate/ boards.
3. Resurfaced lower promenade to northern and southern sections.
4. New upper promenade to northern and southern sections with new planting terraces, seating terraces and accessible slopes.
5. New showers and beachside lockers provided adjacent to existing toilet block.
6. Existing shelters relocated to top of flood defences embankments, ensuring ongoing protection from storm events and panoramic views.
7. New bound gravel pedestrian footpaths provided over the Greens following historic path locations. These ensure the Greens are usable for all abilities year-round and increase

8. permeability from Esplanade Road.
8. New turning head for disabled and servicing vehicles.
9. 11 disabled spaces located at the centre of the seafront providing easy access to the mobility toilet, and nearby seafront amenities.
10. Loading spaces.
11. Informal pedestrian crossings to seafront access steps and slopes.
12. GeoPark Cafe relocated behind the flood defences with space for outdoor seating and year-round access remain open when flood defences are closed.
13. Existing 'Proper Coffee Shop' relocated behind the flood defences to allow use year-round.
14. Space provided for existing summer kiosks.
15. Landward side of flood defences integrated into the Geoplay Park with opportunity for new adventure-filled play set within the 1.2m level change.

16. New seating opportunities provided along the length of the closed promenade.
17. New cycle parking spaces and facilities (such as repair and e- charging)
18. Realigned southern entrance road improving access to The Paignton Club and opening up sightlines of the seafront.
19. New vehicular access adjacent to the Adventure Golf to allow central section to be closed.
20. Portion of roadway in front of Vue cinema to be closed and accessible parking spaces moved on-street. Space for loading & taxi pick-up/drop-off moved to on-street. Space connects with closure of Torbay Road and provides a new entrance to the seafront.
21. Contra-flow cycleways retained to north and south Eastern Esplanade. Lanes resurfaced to provide clear distinction from adjacent carriageway.



WATERFRONT Sea Defence Scheme

Paignton and Preston Community Seafront
Masterplan, October 2022

Plot 5: Sea Defences. The scheme will transform
the seafront of Paignton.

Eastern Esplanade - Open Section

- New pedestrian footway located along the top of the embankment, providing panoramic views of the bay.
- The reconditioned shelters will be located along the top of the embankment, protecting them from storm events and allowing year-round use.
- The edge of the embankment will be terraced, providing new colourful planting and seating along the seafront edge. There is the opportunity for public art to be integrated into the terraces such as via a poetry trail or sandblasted patterns reflecting local character.



Eastern Esplanade - Closed Section

- New protected spaces for the GeoPark Cafe and The Proper Coffee Shop.
- Space provided for the summer kiosks that can turn into informal play during the quieter season when the kiosks aren't in place.
- Integration of the defences with the Geopark providing a new 'geological' play edge.
- New seating and lighting along the length of the seafront.
- Flexible use space along the closed section allowing for events to spill on to the promenade.
- Opportunity for new wayfinding and interpretation features along the length of the seafront (subject to separate funding).
- Further features are identified on the masterplan.



WATERFRONT Sea Defence Scheme

Paignton and Preston Community Seafront Masterplan, October 2022

Linking the Seafront to the rest of the town is important to ensure its viability. A number of 'projects' are set out in the masterplan and are outlined below.

Projects outside the coastal scheme scope:
Short Term Projects (0-8 years)

22. Pedestrian priority crossings to Esplanade Road.

23. Opportunity for more tree planting to the western edge of the central and northern Greens (using species specifically chosen for local microclimate and the appropriate tree anchoring system)

24. New wildflower planting located within the Greens in carefully chosen locations.

Long Term Projects (8-20 years)

25. Future opportunity for the Geoplay Park to be upgraded when the current park's life-span comes to an end. Current location to be retained.

26. Two-way cycleway located adjacent to Esplanade Road. This provides a fast cycling route and future proofs the scheme for future active travel needs.

27. Future opportunity, when funding allows, to implement a small toilet block near to the southern green to support events and use of this end of the seafront.



WATERFRONT Experience

Linking the Seafront to the rest of the town is important to ensure its viability. A number of 'projects' are set out in the masterplan and are outlined below.



Proposed cycle lane

Key attractions / locations

Key pedestrian routes

Parking

Routes from parking

Bus stops



Key link between the transport hub around the transport hub and the seafront.

Projects outside the coastal scheme scope:
Short Term Projects (0-8 years)

22. Pedestrian priority crossings to Esplanade Road.

23. Opportunity for more tree planting to the western edge of the central and northern Greens (using species specifically chosen for local microclimate and the appropriate tree anchoring system)

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27. Future opportunity, when funding allows, to implement a small toilet block near to the southern green to support events and use of this end of the seafront.



WATERFRONT Parking

Beach activities are key to the success of Paignton.

Parking close to the beach is invaluable for families with lots of luggage for a day out. However parking conflicts with a safe accessible environment for all to enjoy. Therefore a range of solutions needs to be accommodated for.

1. Local multi-storey car parks:

- 1 Victoria (420)
- 2 Roundham (100)

On-street parking:

- 3 Eastern Esplanade S (127)
- 4 Eastern Esplanade N (81)
- 5 Torbay Road (44)
- 6 Adelphi Rd & Ln, Queens Rd & Sands Rd (64)
- 7 Portion of promenade pedestrianised in the Seafront Masterplan

Significant parking provision at Goodrington that, with a dedicated shuttle service, can link over 1,500 spaces to the beach in 5 minutes:

→ 5 Minute shuttle bus route to:

- Youngs Park (124)
- Clennon Viley (458)
- Quay West (970)
- Goodrington (14)

Total Goodrington: 1,566 Spaces



WATERFRONT Cinema Site

The cinema building is currently a blockage to the key route between the transport hub and the seafront.

Before the current cinema building was built, a historic gate, pavilion and pedestrian promenade led from Torbay Road to the beach.

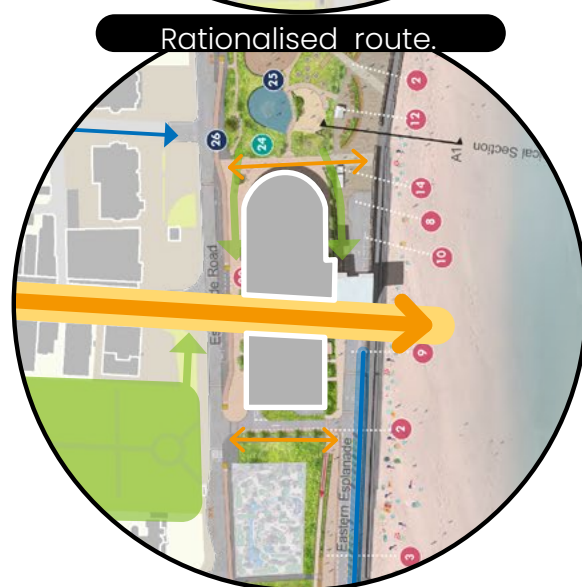
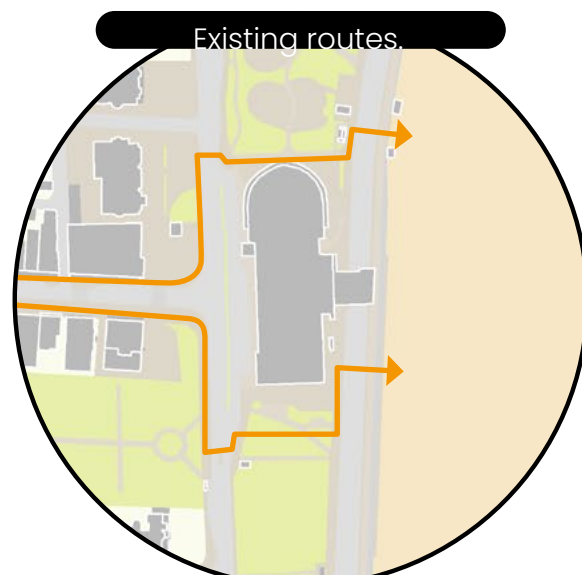
Future development of the site should look to reinstate this historic route to provide a sightline to the sea from along Torbay Road.



View along Torbay Road towards the beach.



View from the Station along Torbay Road.



Paignton in 1928, showing an open route along Torbay Road to the sea.



Paignton today.

WATERFRONT Summary

- 1 Development of the Seafront Masterplan flood defence scheme with associate public realm benefits.
- 2 Improved planting along the Esplanade Road.
- 3 Improved pedestrian linkages across Esplanade Road.
- 4 Cycle paths north to south along Esplanade Road.
- 5 Improvements to the pier, with additional leisure opportunities and expanding the out of season functionality of the infrastructure.
- 6 Additional F&B pavilions anchoring the pier.
- 7 Improved public wc facilities and a new wc to the south.
- 8 Support and enhance the harbour marketplace with local business support and additional offers to attract locals and tourists.
- 9 Expand the restaurant and bar offers coupled to the harbourside. to maximise views north across the beach.
- 10 The potential future redevelopment of the cinema site to open up the vista along Torbay Road to the sea.
- 11 Future improvements to the geopark offer.
- 12 Infrastructure improvements to Paignton Green to allow for a wide range of events to be held year-round, including out-of-season opportunities.
- 13 Additional watersports opportunities.
- 14 Improved pedestrian routes from the parking at Victoria Centre, Queens and Adelphi Road.
- 15 Accommodation for a shuttle bus service to seamlessly connect the Goodrington Car Parks to Paignton beach.



2 TRANSPORT HUB & RETAIL/LEISURE CORE

The second section looks at the key transport interchange in the centre of town & the retail and leisure core.



TRANSPORT HUB & RETAIL/LEISURE CORE

Delivered Sites

- 1 Mercure Hotel
- 2 Ibis Styles Hotel

Sites In Progress

- 3 Paignton Picture House
- 4 Paignton & Preston Coastal Defence and Public Realm Scheme

Proposed Sites

- 5 Victoria Centre
- 6 Crossways

Opportunity Sites

- 7 Area Around Paignton's Transport Hub
- 8 Cinema
- 9 Bus Station
- 10 Library and Car Park
- 11 Pier
- 12 Oldway Mansion
- 13 Harbour Area

Streetscape Opportunities

- 14 Torbay Road Public Realm
- 15 Victoria Street Public Realm

- 18 19 Esplanade Road Public Realm

Green Space Opportunities

- 20 Paignton South
- 21 Paignton Green & Geopark
- 22 23 Victoria Park

Other Opportunities



TRANSPORT HUB & RETAIL/LEISURE CORE Zones

To support the future viability of the town centre the key interventions should align to the overall vision for the town.

The transport hub, namely the junction of Torbay Road and Victoria Street, should act as a gateway into the town via rail as well as allowing vehicular traffic to pass through the town.

Key projects in the Transport Hub zone include:

- 3 Paignton Picture House
- 4 Area Around Paignton's Transport Hub
- 8 Cinema Site
- 9 Bus Station
- 10 Library and Car Park

The retail and leisure core should support the vitality of the town by providing a diverse range of uses for visitors and residents to enjoy.

Key projects in the retail and leisure zone include:

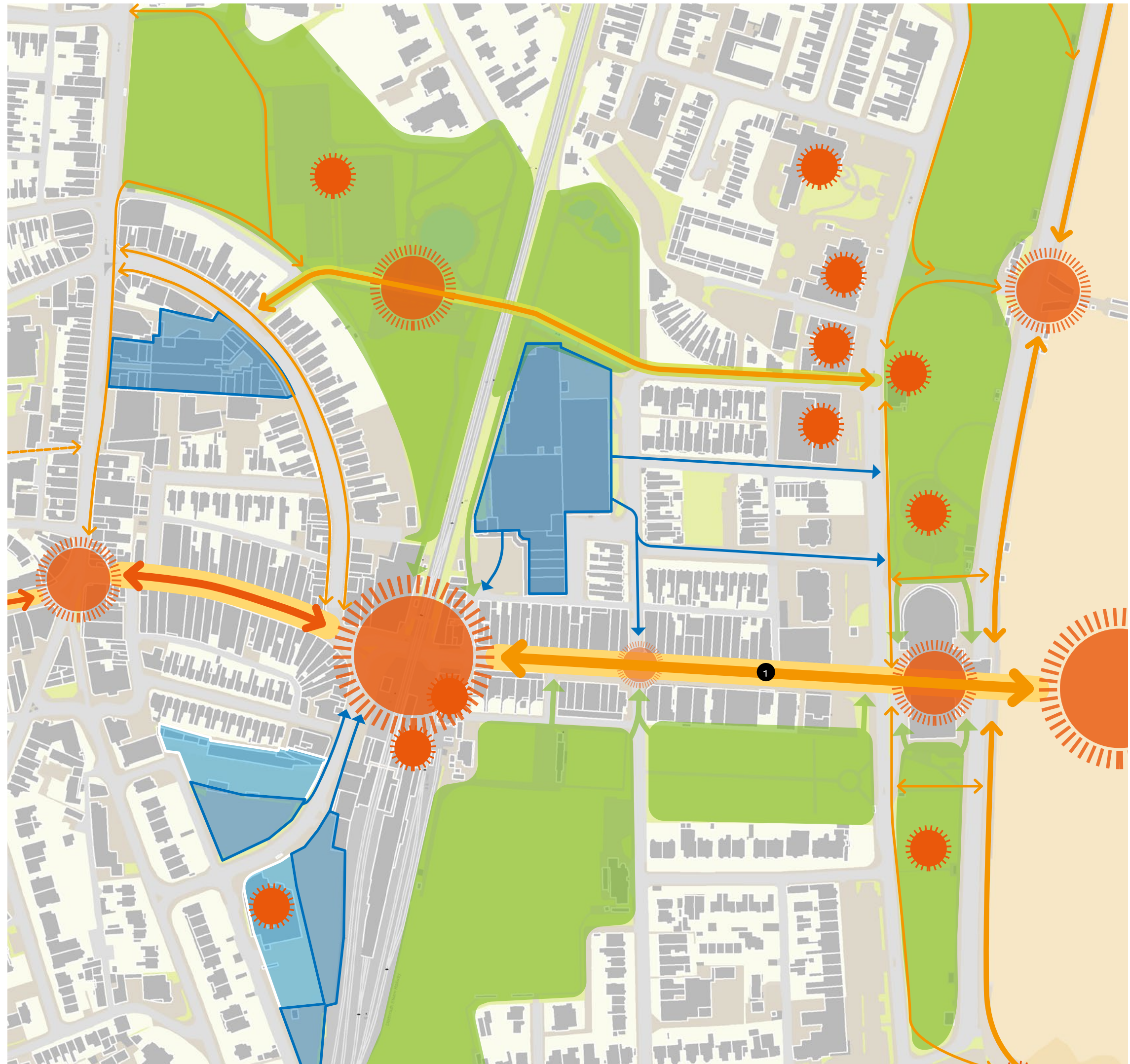
- 6 Victoria Centre
- 7 Crossways
- 14 Torbay Road Public Realm
- 15 Victoria Street Public Realm
- 18 19 Esplanade Road Public Realm
- 22 23 Victoria Park



TRANSPORT HUB & RETAIL/LEISURE CORE Movement Framework

Linking the Seafront to the rest of the town is important to ensure its viability. A number of 'projects' are set out in the masterplan and are outlined below.

-  Key attractions / locations
-  Key pedestrian routes
-  Parking
-  Routes from parking
-  Bus stops
-  1 Key link between the transport hub around and the seafront.



TRANSPORT HUB & RETAIL/LEISURE CORE Neighbourhood Plan

Policy PNP5 – Torbay Road

Enhancement of the Torbay Road Area from the railway crossing in the west to the seafront in the east will be encouraged and development proposals supported that:

- Bring the Picture House back to life as a tourist attraction
- Provide better pedestrian links to the seafront; and
- Explore the option for pedestrianisation. Schemes will be expected to include where appropriate, achievable and subject to viability;
- Improvement and extensions to the walkway canopy locations that are sympathetic to the heritage and greening of the area; and
- Landscaped links to enhance the green infrastructure network and urban wildlife corridors of the existing road and adjoining areas between the level crossing and seafront.

Food and drink developments fronting onto wide pavements on the southern side will be encouraged to make greater use of the route during hours of opening in a manner that does not impede ease of pedestrian movement.

Policy PNP7 – Victoria Square

Opportunities to improve the Victoria Square Area will be encouraged and development proposals supported that where appropriate:

- Improve the use and amenity of the area;
- Include parking provision to adopted standards
- Encourage 'themed markets' on the square;
- Retain public open space, trees, amenity areas, or pedestrian links that contribute to the greening the town centre;
- Connect to and enhance the green infrastructure network and urban wildlife corridors of the adjoining areas, especially between the square and seafront;
- Include provision for electric vehicle charging points for low emission vehicles recharging and parking space for cycles and motor cycles for use by residents Multi-storey car and tourists alike.

Policy PNP16 – Victoria Street

To support and enhance the vitality and viability of the Victoria Street area development proposals will be supported that, where appropriate:

- Retain existing street trees and public seating capacity in the area;
- Make more efficient use of vacant floors at upper levels, in particular, to facilitate the delivery of residential units in accordance with PNPI(e);
- Include proposals for the enhancement of existing buildings;
- Make more use of the street for open air markets and similar attractions; and
- Include greater use of the street surface for food and drink outlets fronting onto the pedestrianised area during hours of opening where there would be no detriment to pedestrian accessibility and ease of movement.

Policy PNP8 – Crossways, Hyde Road, and Torquay Road

Development proposals in the Crossways, Hyde Road, and Torquay Road Area will be supported that:

- Retain the secondary retail frontages along Hyde Road and Torquay Road;
- Enable reoccupation of the existing Crossways shopping centre for retail use, or redevelopment for retail or mixed use at ground floor level with residential accommodation above; and
- Retain a pedestrian link between Torquay Road and Hyde Road in a manner that contributes towards improvement of the pedestrian network and green infrastructure links.

Policy PNP6 – 'Gateway'

Improvement of the Area will be encouraged and proposals supported where they will:

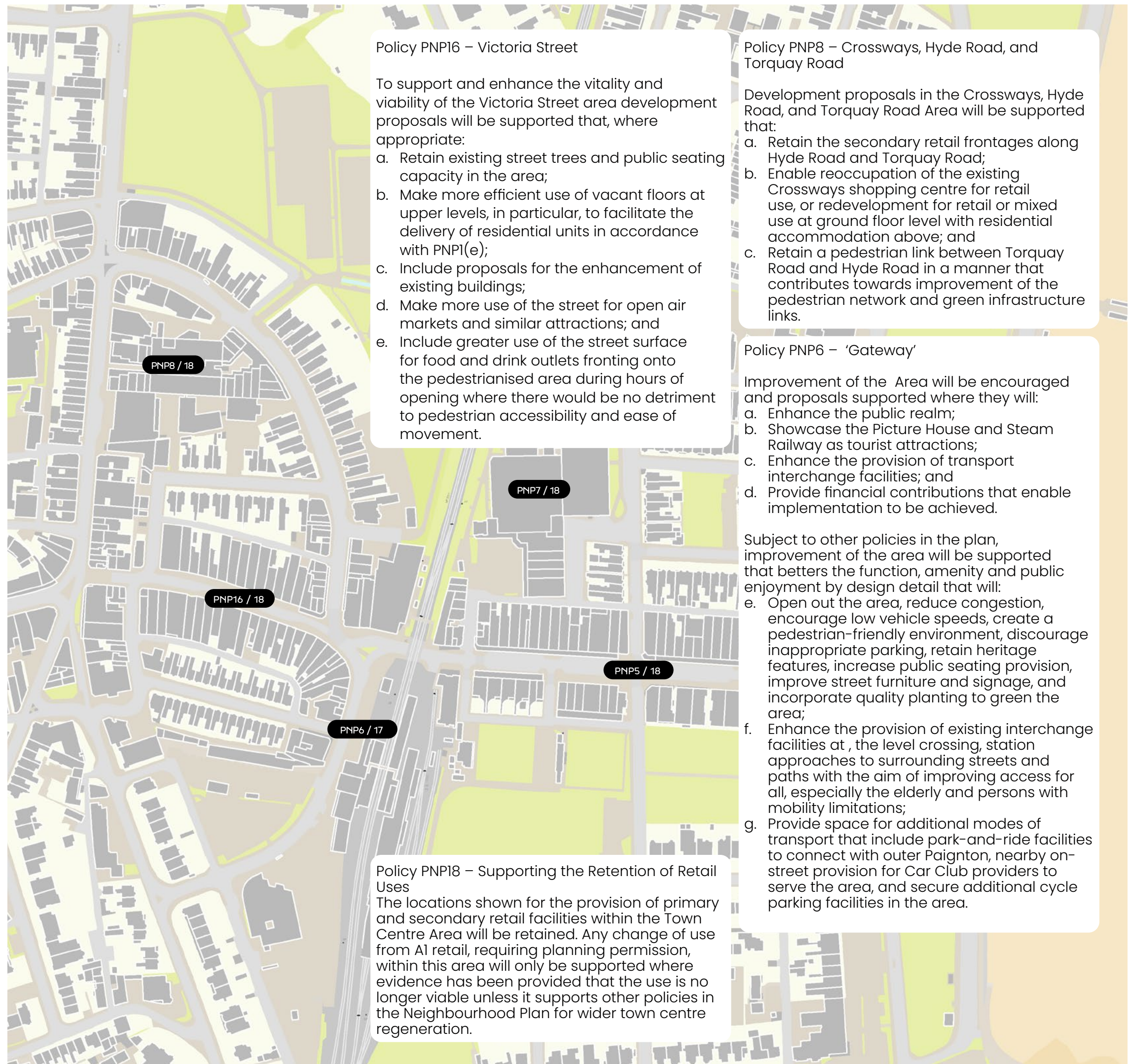
- Enhance the public realm;
- Showcase the Picture House and Steam Railway as tourist attractions;
- Enhance the provision of transport interchange facilities; and
- Provide financial contributions that enable implementation to be achieved.

Subject to other policies in the plan, improvement of the area will be supported that better the function, amenity and public enjoyment by design detail that will:

- Open out the area, reduce congestion, encourage low vehicle speeds, create a pedestrian-friendly environment, discourage inappropriate parking, retain heritage features, increase public seating provision, improve street furniture and signage, and incorporate quality planting to green the area;
- Enhance the provision of existing interchange facilities at , the level crossing, station approaches to surrounding streets and paths with the aim of improving access for all, especially the elderly and persons with mobility limitations;
- Provide space for additional modes of transport that include park-and-ride facilities to connect with outer Paignton, nearby on-street provision for Car Club providers to serve the area, and secure additional cycle parking facilities in the area.

Policy PNP18 – Supporting the Retention of Retail Uses

The locations shown for the provision of primary and secondary retail facilities within the Town Centre Area will be retained. Any change of use from A1 retail, requiring planning permission, within this area will only be supported where evidence has been provided that the use is no longer viable unless it supports other policies in the Neighbourhood Plan for wider town centre regeneration.



TRANSPORT HUB & RETAIL/LEISURE CORE Torbay Road

Torbay Road, otherwise known as The Golden Mile, has a rich history dating back to the 1880s. Originally intended as a tree-lined residential avenue, it eventually transformed into a bustling commercial street, earning its nickname due to the significant revenue generated by traders during the summer months.

1880s: Torbay Road was initially planned as a residential area with grand houses and gardens.

Late 19th Century: The arrival of the railway in 1859 boosted Paignton's popularity as a seaside resort, leading to increased commercial activity along Torbay Road.

Early 20th Century: The road continued to develop, with shops, cafes, and entertainment venues catering to visitors and locals alike.

Mid-20th Century: The Golden Mile experienced a period of growth and prosperity, attracting tourists from across the country.

Late 20th Century: The demolition of certain buildings led to the emergence of new retail outlets.

Present Day: The Golden Mile remains a vibrant part of Paignton, offering a mix of shops, restaurants, and entertainment options. Plans are underway to reverse the part-pedestrianisation of parts of the street.



Temporary traffic reduction scheme, 2022.



Two-way Torbay Road, pre-2022.



Torbay Road in 1905.



The Kings Coronation in 1911.



Queens Park Mansions, 1914.



Torbay Road in the 1920s.

TRANSPORT HUB & RETAIL/LEISURE CORE Torbay Road

The connection along Torbay Road between the station and the beach is the most important thoroughfare for visitors to the town.

Other popular destinations have had considerable success with traffic reduction schemes providing improved visitor experience and ensuring the success of businesses. A few examples include:

Tenby
From 11am–5:30pm between July and September Tenby is a primarily vehicle-free zone. The scheme has created a cafe culture in the streets, allowing bars, pubs and restaurants to thrive.

Shrewsbury
Sales in pedestrianised areas of Shrewsbury town centre rose by 14% in the same period pre-pandemic. The streets were closed to traffic everyday from 10am to 4pm.

Brighton
New Road in Brighton was pedestrianised and the public realm improved, it has resulted in a more inviting, vibrant destination for both tourists and locals. Foot traffic has significantly increased, leading to increased dwell time benefiting local businesses.



Brighton North Lane alfresco dining.



New Road Brighton.



Shrewsbury traffic-free.



Tenby summer pedestrianisation.



TRANSPORT HUB & RETAIL/LEISURE CORE

Transport Hub

There is the opportunity to transform the major entrance point into the town to improve its image and character, increase safety, reduce anti-social behaviour, provide much needed new parking provision, improve the bus station, train station, taxi rank and steam railway entrance and potentially provide new homes. Interventions could include:

- Overall regeneration of the area bringing back into use and use the land more productively.
- Potential to deliver affordable houses in the Town Centre.
- Provide a new MSCP on the west side of the railway line for a significant number of new parking spaces serving the town on the major transport route.
- Public Realm improvements to better connect Victoria Street, Torbay Road and Great Western Road.
- Potentially reduce the bus station footprint and improve access/egress and the environment for passengers.
- Improve the architecture of the train station to better reflect the town.
- Encourage the refurbishment of facades facing onto the transport hub to create a better entry into the town.
- Better wayfinding to signpost the towns different attractions.



PROPOSED SITE Public Realm

and Torbay Road are some of the most popular areas in Paignton. The area has good transport links and is the social hub of the town.

The council has allocated over £3million of Future High Streets Funding to make improvements to these areas.

The council has been working with and listening to the community since 2015 to develop plans for the area that will:

- Provide a pleasant town centre space
- Improve pedestrian areas
- Deliver much needed high-quality public realm improvements
- Create more social spaces for the community and visitors

Supporting community plans:
Local Plan 2012-2030 (refreshed in 2015)
Paignton Masterplan refresh (2015)
Paignton Neighbourhood Plan (2019)

Since 2022 the council has been trialling different layouts and capturing feedback to ensure that the final scheme meets the needs of:

- Businesses
- Pedestrians
- Motorists
- Transport operators

The council has agreed a permanent scheme design for with key stakeholders and has appointed a contractor (Montel Civil Engineering) to deliver the scheme. The council is expecting work to begin on this project in early 2025.

<https://www.torbay.gov.uk/leisure-sports-and-community/regeneration/station-square/>



PROPOSED SITE

Picturehouse

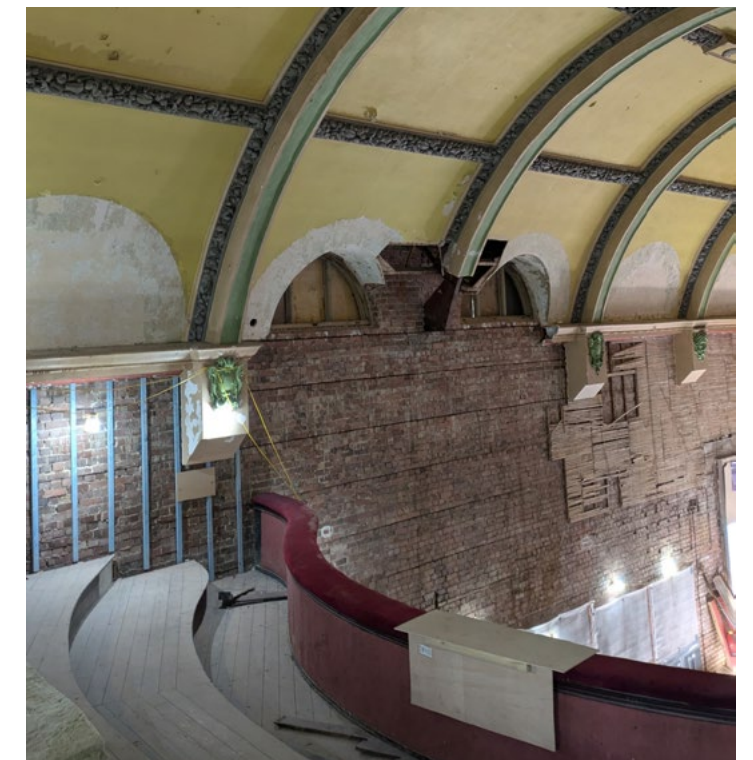
The restoration of Paignton Picture House, a Grade II* listed building from 1914 and one of Europe's earliest purpose-built cinemas, is underway after years of delays. The £8 million project aims to restore what was known as Agatha Christie's favourite cinema to its former glory, with a grand opening planned for 2026.

The restoration is being funded through a partnership including Torbay Council (contributing over £2 million in Future High Streets Funding plus £3 million in Cultural Development Funding), Arts Council England, the Colwinston Trust, Historic England, The Pilgrim Trust, and public fundraising efforts.

The redevelopment will create a vibrant cultural hub while preserving the building's historic features. The transformed auditorium will retain its spectacular barrel-vaulted ceiling, with improved accessibility including a new lift and level access seating. Original features like the marble mosaic floor, arts and crafts staircase, and stained-glass windows will be conserved as part of a welcoming new foyer.

A sandstone extension will house modern facilities, and sustainability measures include thermal upgrades, air source heat pumps, and rooftop solar panels. The project also discovered the cinema's original 1914 screen configuration during restoration work.

The cinema, which closed in 1999 and was placed on Historic England's "At Risk Register," will offer mainstream and independent films, live performances, educational programs, a café, and community events when it reopens next summer. The Paignton Picture House Trust, established in 2013, continues to seek volunteers and donations to support the project.



PROPOSED SITE Victoria Centre

Updated 1st November 2024:

The Victoria Centre is in the heart of Paignton. It is the largest and most comprehensive redevelopment opportunity in the town centre.

The site was identified for redevelopment and improvement in the Paignton Town Centre Masterplan (2015) and formed part of our successful Future High Streets Fund bid.

The council have already started to unlock this site for redevelopment by demolishing the former Garfield Road car park.

The scheme will:

- Provide around 200 new homes,
- Rejuvenate the area,
- Attract businesses back into the town,

In early 2025 the council will start demolition work. The site is being demolished in controlled phases throughout 2025. The site will be temporarily returned to a surface level car park whilst work to secure planning, and an investor / developer continues.

Victoria multi-storey car park will remain open and accessible until further notice.

<https://www.torbay.gov.uk/news/pr9253/>



PROPOSED SITE

Crossways

In 2020 the council gained planning permission to deliver around 90 extra care and sheltered homes. Like with many of the council's capital projects, the council was unable to move forward with delivering this scheme due to considerable inflationary pressures that have been ongoing nationally since 2020/21.

With the council's Regeneration Partners, Willmott Dixon and Milligan, the council is working on developing a revised design that will still provide extra care homes in the town centre.

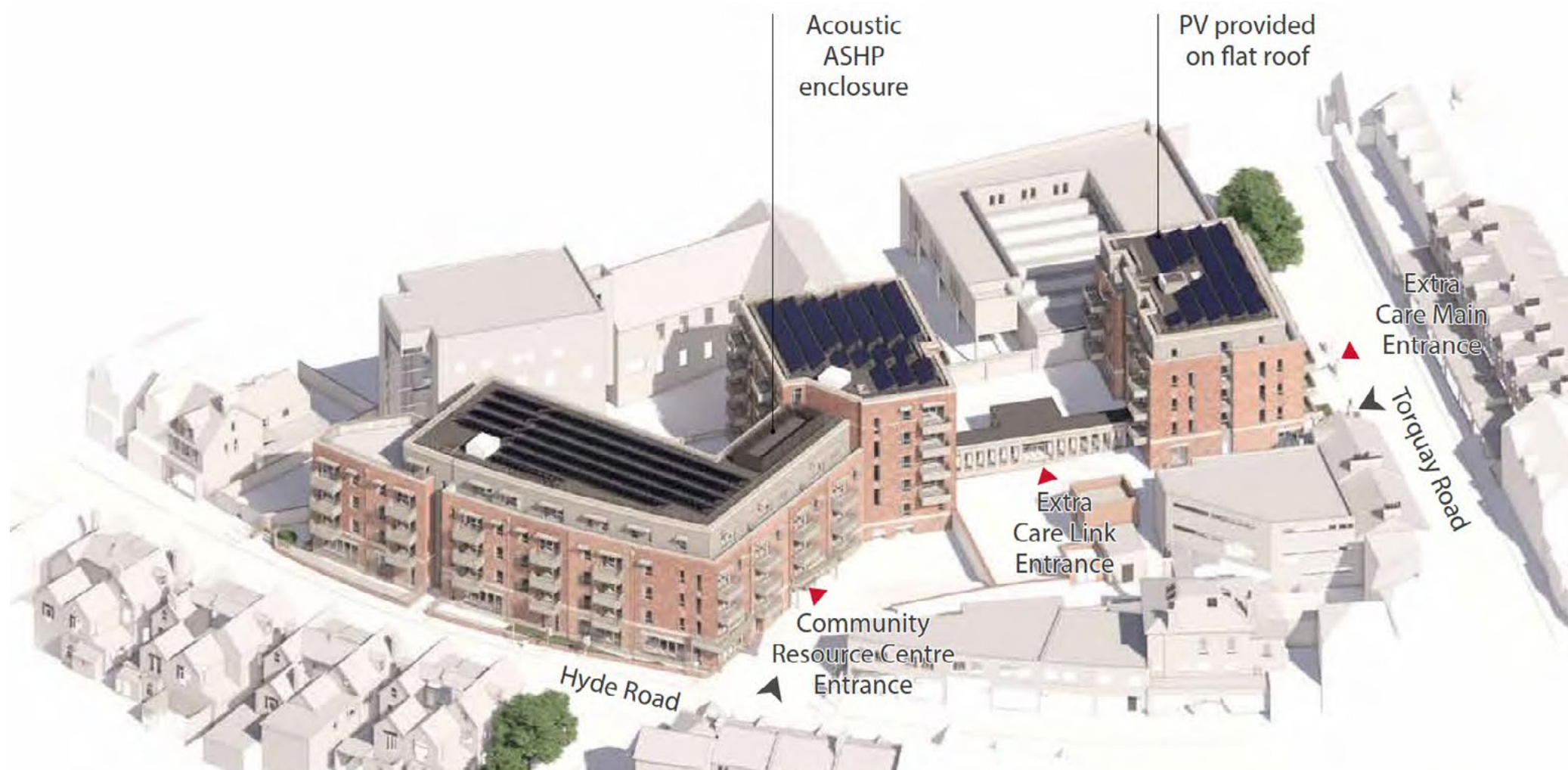
The council will need to get planning permission for the revised scheme, and is anticipating this will be submitted in the first half of 2025.

In the meantime, the council will be introducing a temporary car park at the site to help maintain parking capacity in the town centre as the council brings forward several transformational projects. The council opened the car park in early winter 2024.

The project will:

- Provide much needed housing for local people to rejuvenate the area
- Attract businesses back into the town

<https://www.torbay.gov.uk/crossways/>
Imagery from: Crossways, Paignton, Design and Access Statement, July 2025



TRANSPORT HUB & RETAIL/LEISURE CORE Key Interventions

- 1 The area around Paignton's transport hub to be revitalised.
- 2 Picture House Cinema Restoration.
- 3 Pedestrian-friendly improvements to Torbay Road, including greenery, signage, lighting and alfresco dining.
- 4 Future redevelopment of the cinema site to open up the thoroughfare to the seafront (in Waterfront section).
- 5 Public realm improvements connecting the redeveloped Victoria Centre to Torbay Road, potentially a square for events.
- 6 Mixed-Use redevelopment of the Victoria Centre, potentially with a foodstore (to cater new residential, depending on demand).
- 7 Restore historic façades and encourage residential conversions of upper levels.
- 8 Explore options for consolidation and futureproofing of the bus station.
- 9 Potential development opportunities at the Library car park.
- 10 Mixed-use conversion of the Crossways site.
- 11 Potential for artworks through the railway viaduct connecting both sides of Victoria Park and beyond to the seafront.
- 12 Leisure and sporting events / offers at Victoria Park whilst retaining the open green space and amenity for residents. For example a padel tennis club maximising use of the existing court space, or other activities providing healthy activities for free.



3 RESIDENTIAL NEIGHBOURHOODS

The third section looks at the area around
Palace Avenue and Winner Street.



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- 1 Mercure Hotel
- 2 Ibis Styles Hotel

3 Paignton Picture House
4 Paignton & Preston Coastal Defence and Public Realm Scheme

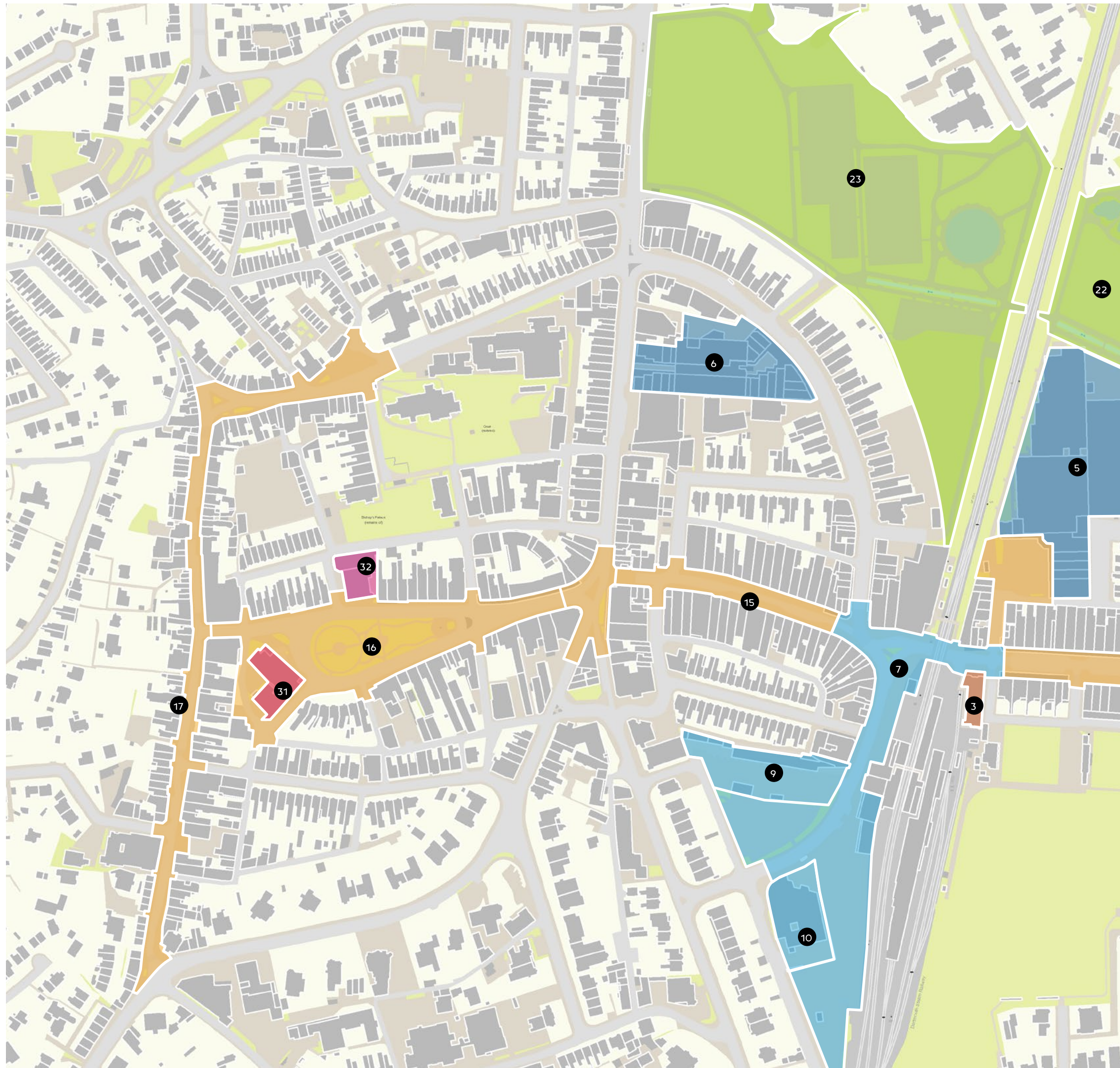
- 5 Victoria Centre
- 6 Crossways

- Area Around Paignton's Transport Hub
- Cinema
- Bus Station
- Library and Car Park
- Pier
- Oldway Mansion
- Harbour Area

- 14 Torbay Road Public Realm
- 15 Victoria Street Public Realm
- 16 Palace Avenue Public Realm
- 17 Winner Street Public Realm
- 18 19 Esplanade Road Public Realm

- 20 Paignton South
- 21 Paignton Green & Geopark
- 22 23 Victoria Park

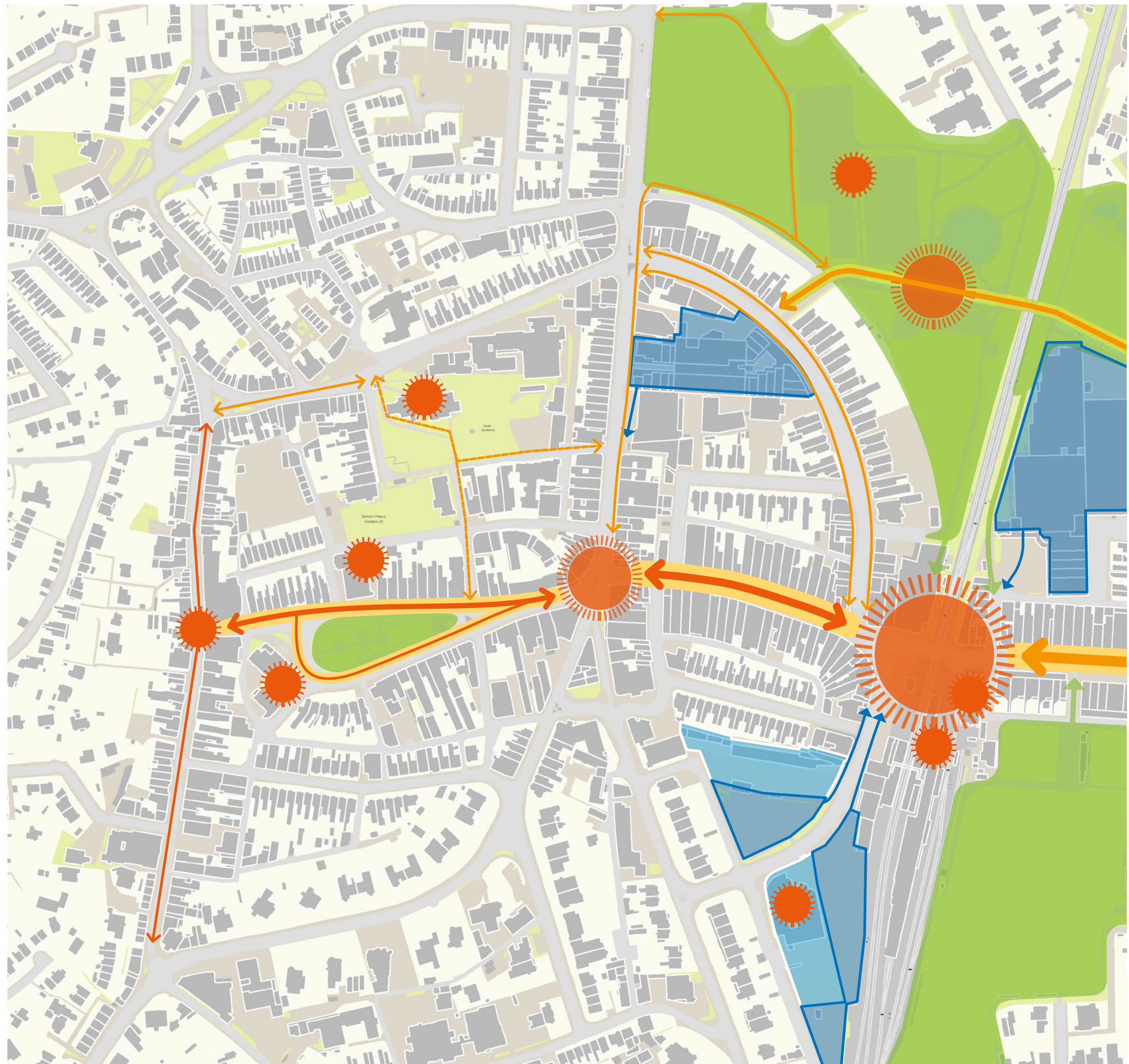
- 24 Goodrington Car Parks
- 25 Paignton Zoo
- 26 - 28 Torbay Business Park (EPIC, The Electronics and Photonics Production Park, South Devon College)
- 29 Parkfield Torbay Skatepark & BMX track
- 30 Parkfield House CIC
- 31 Palace Theatre
- 32 Palace Avenue Methodist Church Community
- 33 The Paignton Club, Paignton Vista & Harbour Light
- 34 Inn on the Green Site (recently sold)



RESIDENTIAL NEIGHBOURHOODS Movement Framework

Various shops and businesses reside along Palace Avenue, with smaller and more independent retailers along Winner Street. The environment is less tourist-focussed in nature and looks to cater more towards residents.

- Key attractions / locations
- Key pedestrian routes
- Parking
- Routes from parking
- Bus stops



RESIDENTIAL NEIGHBOURHOODS Key Interventions

- 1 Improved Pedestrian crossings over Totnes Road.
- 2 Encourage independent retailers and businesses to take up units in Palace Avenue, with national brands locating along Torbay Road or Victoria Street.
- 3 Encourage residential conversion of the upper floors of retail buildings where possible.
- 4 Improve lighting along Palace Avenue and Winner Street.
- 5 Incorporate improved wayfinding illustrating the variety of destinations on offer, including the Palace Avenue Theatre and Coverdale Tower.
- 6 Maintain Palace Avenue Park.
- 7 Explore traffic reduction measures on Winner Street.
- 8 Explore incorporating planting and public realm improvements such art murals, art and seasonal activations connecting Palace Avenue and Winner Street. Eg. 'Paignton in-bloom'.



4 OTHER LEISURE OPPORTUNITIES

Delivered Sites

- 1 Mercure Hotel
- 2 Ibis Styles Hotel

Sites In Progress

- 3 Paignton Picture House
- 4 Paignton & Preston Coastal Defence and Public Realm Scheme

Proposed Sites

- 5 Victoria Centre
- 6 Crossways

Opportunity Sites

- 7 Area Around Paignton's Transport Hub
- 8 Cinema
- 9 Bus Station
- 10 Library and Car Park
- 11 Pier
- 12 Oldway Mansion
- 13 Harbour Area

Streetscape Opportunities

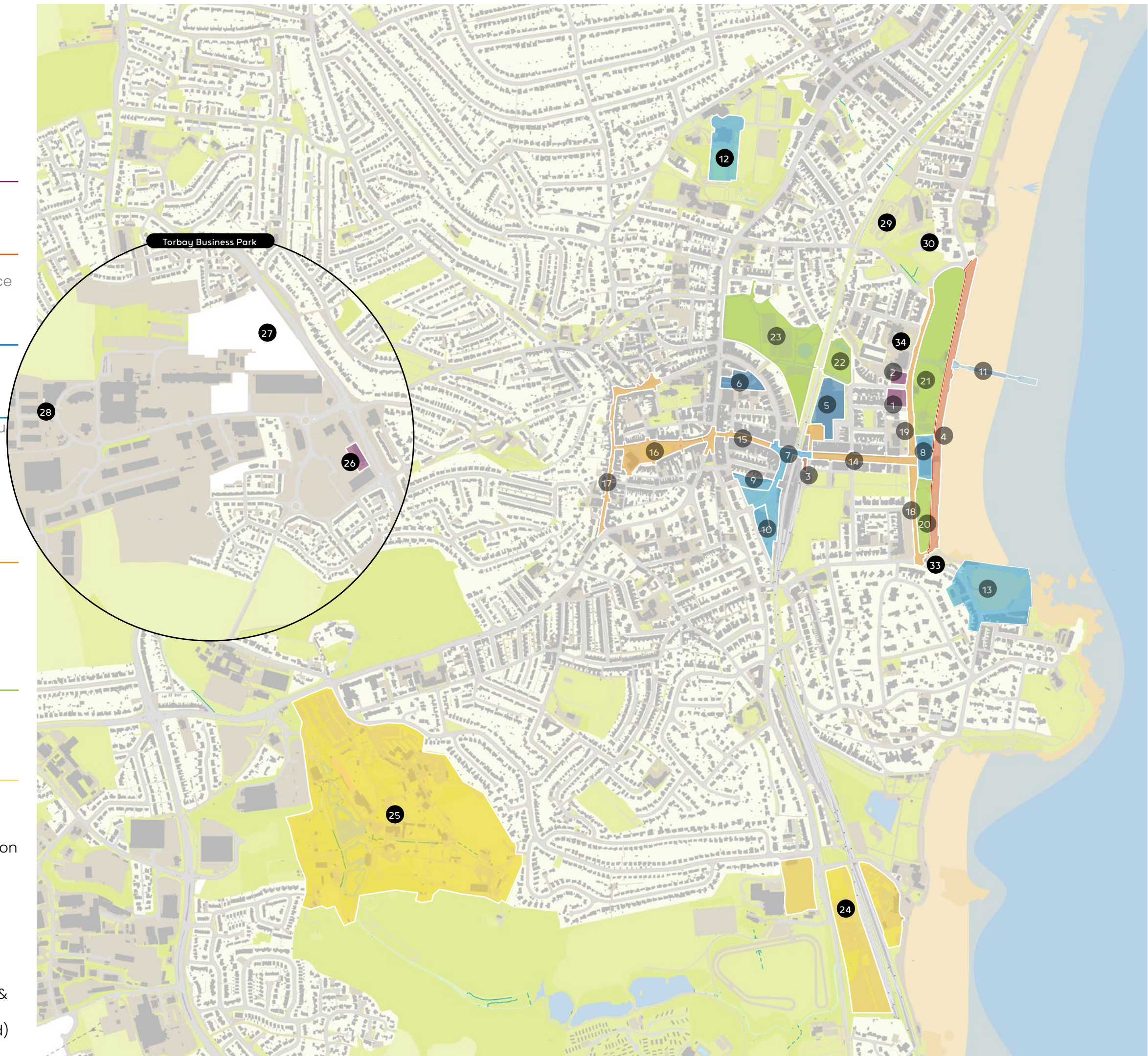
- 14 Torbay Road Public Realm
- 15 Victoria Street Public Realm
- 16 Palace Avenue Public Realm
- 17 Winner Street Public Realm
- 18 Esplanade Road Public Realm

Green Space Opportunities

- 20 Paignton South
- 21 Paignton Green & Geopark
- 22 Victoria Park

Other Opportunities

- 24 Goodrington Car Parks
- 25 Paignton Zoo
- 26-28 Torbay Business Park (EPIC, The Electronics and Photonics Production Park, South Devon College)
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- 31 Palace Theatre
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- 34 Inn on the Green Site (recently sold)



PROPOSED SITE Oldway Mansion

Development Information:

The restoration of Oldway Mansion in Paignton, Devon is a complex project that is expected to cost around £54 million and take several years to complete:

Funding

The initial phase of the restoration is being funded by £1 million from Torbay Council and £8 million from the government.

Phases

The restoration will be phased over several years. The first phase will focus on making the mansion wind and watertight, and will include repairs to the mansion, outbuildings, and grounds.

Partners

The council is working with commercial partners to help revive the property.

Community engagement

The council is engaging with the community at every stage of the project.

3D model

A 3D model of the building is being created as a permanent record and to help with the restoration process.



LEISURE OPPORTUNITIES Key Interventions

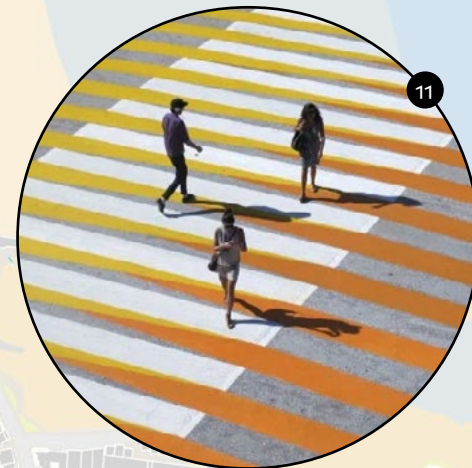
- 1 Restore Oldway Mansion and its gardens back to its former glory as an outstanding destination for the region.
- 2 Support, restore and explore expansion opportunities for Parkfield, the skatepark and BMX track.
- 3 Support and enhance Goodrington Beach, Quaywest and the surrounding area for tourists.
- 4 Revitalise and ensure the ongoing operation of Paignton Zoo as a key part of Paignton's family-friendly offer.
- 5 Provide a shuttle service connecting the large car parks at Goodrington to the centre of Paignton.
- 6 Support the expansion of businesses at Torbay Business Park.
- 7 Support the expansion of South Devon College.



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Provide space and activities for younger residents, including key leisure uses such as the theatres, watersports and an improved cinema offer.





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