

Wednesday, 09 July 2025

**ADULT SOCIAL CARE AND HEALTH OVERVIEW AND SCRUTINY
SUB-BOARD**

A meeting of **Adult Social Care and Health Overview and Scrutiny Sub-Board**
will be held on

Thursday, 17 July 2025

commencing at **2.00 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 Board

Councillor Johns (Chairwoman)

Councillor Bryant

Councillor Long

Councillor Foster

Councillor Fellows

A Healthy, Happy and Prosperous Torbay

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

ADULT SOCIAL CARE AND HEALTH OVERVIEW AND SCRUTINY SUB-BOARD AGENDA

1. **Apologies**
To receive apologies for absence, including notifications of any changes to the membership of the Adult Social Care Overview and Scrutiny Sub-Board.
2. **Minutes** (Pages 5 - 12)
To confirm as a correct record the minutes of the meeting of the Adult Social Care and Health Overview and Scrutiny Sub-Board held on 12 June 2025.
3. **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.)
4. **Urgent Items**
To consider any other items that the Chairwoman decides are urgent.
5. **Homelessness and Rough Sleeping Action Plan** (Pages 13 - 32)
To receive an update on the revised Homelessness and Rough Sleeping Action Plan.
6. **Adult Social Care and Health Overview and Scrutiny Sub-Board Action Tracker** (Pages 33 - 36)
To receive an update on the implementation of the actions of the Sub-Board and consider any further actions required (as set out in the submitted action tracker).

**Minutes of the Adult Social Care and Health Overview and Scrutiny
Sub-Board**

12 June 2025

-: Present :-

Councillor Johns (Chairwoman)

Councillors Foster, Penny and Spacagna (Vice-Chair)

1. Apologies

It was reported that, in accordance with the wishes of the Liberal Democrat Group, the membership of the Sub-Board had been amended to include Councillor Penny in place of Councillor Douglas-Dunbar for this meeting. Apologies for absence were received from Amanda Moss and Pat Harris (Non-voting Co-opted Members).

2. Minutes

At the last meeting of the Sub-Board Members considered a report on a Review of Women's Health in Torbay and as per Minute 45 1/5/25. Members agreed to request a written report, however, following a review of the submitted report and the Minutes, in consultation with the Chairwoman, it was deemed that this was not required as all the relevant information was covered. It is therefore proposed to rescind the Minute:

“1. that Director of Midwifery and Gynaecology, Torbay and South Devon NHS Foundation Trust be requested to provide a written report as outlined at the meeting”

Resolved (unanimously):

That subject to the decision in Minute 45 1/5/25 being rescinded, the Minutes of the meeting of the Sub-Board held on 22 May 2025 be approved.

3. MacMillan Torbay Community Engagement Project

Abi Gascoyne from Engaging Communities South West presented the submitted MacMillan Torbay Community Engagement Report and presentation, circulated information packs on the project to Members of the Sub-Board and responded to questions. Pat Teague, Trustee from Engaging Communities South West also attended the meeting for this item.

The Board raised the following questions:

- what support was there to help cancer patients towards purchasing wigs and other items e.g. blankets (as they feel the cold more) and what support was there for families and children;
- what work was being done if the schools were not picking up support for the children and family members;
- the findings showed that LGBTQ+ experienced health inequalities, what was being done about this;
- family history of cancer did not seem to be mentioned, was there a reason for this;
- there was a difficulty in the language used regarding deprived communities as some people do not deem themselves as being socially deprived, how was this quantified; and
- many people were unable to see their GP and there was a move towards pharmacies, what happens with this report now.

Ms Gascoyne provided the following responses:

- The Lodge at Torbay Hospital has a wig fitting service. As part of preparing the report it was clear that most people knew about the services provided by the Hospital and that the support was well received. The report focussed on community-based support services. The overall feeling from children and families was that there was no community support for children and family members affected by cancer treatment or bereavement. They relied on existing services through schools and counselling.
- This was a two-year project with the findings being submitted to MacMillan and it was hoped that something positive would come out of the report.
- Engagement was required to understand how sexual orientation and gender could impact on cancer. There were higher rates nationally, but the project was focussing around if there was specific support for people. There was a national charity to support LGBTQ+ but nothing specifically in Torbay. There was not a lot of feedback received from the LGBTQ+ community. It was acknowledged that they were a closed community and tended to keep themselves to themselves.
- History of family members was not part of the research as the focus was around health inequalities and barriers accessing health systems in general. A written response would be provided on the numbers of people who responded to the survey from each targeted area.
- The deprivation areas were calculated using the Joint Strategic Needs Assessment (JSNA) and people's post codes where they provided them. There could not be 100% guarantee that the feedback had come from deprived areas.
- It was acknowledged that there were wider difficulties than just getting GP appointments, there were also issues with different communities accessing services in Primary Care and appointments with translators being cancelled at short notice. The report had been sent to all stakeholders and networks including the Integrated Care Board (ICB) and NHS and has gone back to MacMillan. Some funding had been held back to look at the impact of Co-

design of services with Learning Disability Ambassadors going back in September to evaluate and produce a short report.

Members welcomed the report and thanked Ms Gascoyne for her presentation.

Resolved (unanimously):

1. that the short report on the impact of the Co-design of the Learning Disability campaign be circulated to all Councillors once it is published in September; and
2. that Ms Gascoyne, Engaging Communities South West, be requested to provide a written update on the impact of the implementation of the recommendations within MacMillan Torbay Community Engagement Project Report.

4. Draft Adult Social Care Market Position Statement

The Director of Adult and Community Services - Anna Coles, the Head of Strategic Commissioning - Adam Russell and the Strategic Care Manager - Nigel Williams provided the background and overview of the submitted draft Adult Social Care Market Position Statement and responded to questions.

Members raised the following points:

- Torbay had previously had lower numbers of people receiving direct payments for adult services than the national average, this seems to have improved, how has this been achieved;
- would a person with a learning disability have to have a money manager for their direct payment;
- does the Council have anywhere to support people with a learning disability to live together;
- page 124 showed a large increase in the number of long-term residential and nursing home placements over the past 12 months, with the cost rising by 150%, what was being done to manage this; and
- a lot of beds were being utilised by residents under 65 years of age and Torbay was a national outlier for use of residential care for working adults, what was the reason for this.

The following responses were provided by the Head of Commissioning Services, Strategic Care Manager and Director of Adult and Community Services:

- The Council was developing the personal assistant model and encouraging Social Workers to work in a different way to look at the needs of the individual as they know best what they need and how the care package could be shaped around them.
- There was not a one size fits all in terms of managing direct payments, if a person has capacity to make decisions and the professional judgement was that this was ok then the person can manage their own finances, however if they do not have capacity or were unable to make safe decisions layers of

- support would be wrapped around the individual proportionate to their needs. This could be a parent or guardian, but not a personal assistant.
- Personal assistants were currently not registered with the Care Quality Commission (CQC) and the Council was looking to protect individuals as much as possible. Therefore, was introducing a Council Quality Mark for personal assistants to say to clients that they were Council approved, this created the opportunity to have quality assurance within the market. Personal assistants were self-employed or employed by the Direct Payment User, if they register with the Council for the Quality Mark it would provide them a better route to work, advertise their offer and demonstrate that they were properly trained to fulfil their role.
 - There was a supported living framework which worked to empower more people with a learning disability to aspire towards independent and supported living, rather than requiring them to do so. More individuals had explored their own rights and wanted to live in a home of their own, but some were happy to share with others. There was a disconnect between the demand and provision with around 30 vacancies across the framework for shared accommodation and 24 people looking for accommodation on their own. The Council was looking how to enable small groups of people to make elective decisions about living together and then matching those people together. This relied on being able to commission suitable accommodation at pace and there was an overall shortage of housing across all sectors in Torbay. Officers were working creatively with housing providers and developers who want to invest long term in the learning disability market. There was also a Shared Living Shared Lives Scheme where people could open their homes to someone as a family member and be paid, and supported living schemes for a period of time, especially for those moving from Children's Services living in general needs housing with support as and when needed.
 - One of the challenges for residential and nursing home provision was an externalised market in an integrated care system. There was a need to manage the difference between what a market wants to sell and the service we want to buy and the price we want to buy it for. There had been a huge escalation in the cost of delivery of care as inflation had increased, costs of care had gone up, a jump in minimum wage, indemnity insurance increased and a spike in utility costs which was why providers were demanding higher prices. In addition, there was a five year spike in the population coming through from 2022 onwards.
 - As a system there were not enough alternatives to traditional residential or nursing home placements and possibly historically the decision to place in a home was made too easily. The Team had started to introduce schemes such as supported living, better use of domiciliary care, better day services which had started to see numbers coming down. Once someone was placed in residential care they would normally be there for life. There was a need to create more alternatives such as extra care housing and multi-generational extra care housing, rather than place into residential care. The Team was currently looking at those people in residential care to see if their care needs could be met differently.

Resolved (unanimously):

That the Cabinet be recommended to approve the Market Position Statement (MPS) 2025-2029 as set out in Appendix 1 to the submitted report.

5. Adult Social Care Self-Assessment

The Director of Adult and Community Services - Anna Coles, the Deputy Director of Adult Social Services - Sharon O'Reilly and the Care Quality Commission (CQC) Lead for Torbay Council - Michelle Penna provided an overview of the submitted annual Adult Social Care Self-Assessment and responded to questions.

Members raised the following points:

- how were people receiving direct payments supported to manage PAYE and ensure they have sufficient cover;
- Disability Focus implies that they support people with disabilities but there were many people over 65 years of age who take up direct payments how were they supported;
- the report identified that broadly there was sufficient care provision but there remains a challenge regarding complex needs across the whole market, an example was given of a young person who left hospital under 18 years old and was now over 18 years old and had not been able to find suitable accommodation, how was this supposed to be managed;
- how was Adult Social Care working with the Housing Team to improve supply;
- how could the Council influence the Government to provide more money for adaptations to help people live at home; and
- was the Care Quality Commission (CQC) Inspection covering all health and social care areas.

The following responses were provided:

- The Council had a seven-year contract in collaboration with Devon County Council with Disability Focus to provide support to clients to manage PAYE. This was being reviewed in 2025 to see what was required moving forward to ensure that the contract was offering what the clients needed and to ensure appropriate improvements were put in place.
- The aim of the project was to de-myth direct payments and make it as easy as possible for people who could benefit from having additional control over how their support needs could be met regardless of age or disability. As well as working with the social care workforce so that they were not frightened of them. This would be ageless and include those transitioning from Children's Services into Adult Social Care, those with lifelong needs and older people who require support, accessible to all.
- The Adult Social Care Team works closely with Children's Services colleagues in the Council and it was acknowledged that there were challenges from being a child moving into adulthood due to changes in legislation and health issues from paediatrician to health provider. Over the last two years Panels that met had child and adolescent mental health,

education and adult social care representatives to look at those who were likely to be needing support from 14 years of age and monthly meetings for people aged 16 plus, to join up the approach to their support needs. There remained a challenge around suitable accommodation for those with challenging needs. Complex care meetings have been introduced with commissioners of adult social care and other members who work with people who need independence and how to move them forward. Housing needs could also fall outside the remit of Adult Social Care with demand outstripping supply.

- The Adult Social Care Team was working with the Head of Strategic Housing and Delivery analysing what housing was needed as a system and who might draw on adult social care. This had been delayed due to decisions around housing provision and not previously having any Council owned housing stock and relying on housing associations to shape the market for a long time. The Housing Strategy includes an ask around adult social care which gives a long-term list with social housing, hotels to homes policy and considering adult social care and health needs moving forward. Even where funding was identified it takes three to five years to realise. Developers were reluctant to develop supported housing to help people live independently as social care funding was not stable and there was no long-term Government policy to assist this.
- The Government had announced more money for adaptations, but housing provision would be provided by a registered provider market. The Director of Adult and Community Services has fed into the Housing Delivery Plan with the Council's responsibility being to develop the business cases to ensure they stack up. The Sub-Board would be holding the Director of Adult and Community Services and Director of Pride in Place for the delivery of the housing across Torbay, including suitable housing for adults with social care requirements, working across wider Directorates.
- The CQC Inspection was of the Local Authority only, the NHS were subject to separate inspections.
- It was highlighted that the areas for improvement included attention to the fact that the Council was the sixth highest area in the Country for carers providing more than 50 hours of care a week. There was a need to consider replacement care, direct payments and review the length of waiting times.

Resolved (unanimously):

1. that the Adult Social Care and Health Overview and Scrutiny Sub-Board note the contents of the submitted report on the Adult Social Care Self-Assessment and the areas identified for improvement;
2. that the Chief Executive of the Torbay and South Devon NHS Foundation Trust be requested to provide the Adult Social Care and Health Overview and Scrutiny Sub-Board with updates on the areas identified for improvement in the Adult Social Care Self-Assessment on a quarterly basis; and

3. that the Director of Adult and Community Services and Director of Pride in Place be requested to report back to the Sub-Board in six months' time on what action has been taken in response to appropriate adult social care housing provision.

6. Adult Social Care and Health Overview and Scrutiny Sub-Board Action Tracker

The Sub-Board noted the submitted action tracker. The Clerk provided the following updates:

- Action 2 for Minute 40/4/25 was complete the letter had been sent.
- Action 1 for Minute 46/5/25 – Members requested Domestic Abuse to be included to the iLearn modules for all Councillors.

Chairwoman

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Meeting: Adult Social Care and Health O&S Sub-Board

Date: 17 July 2025

Wards affected: All wards

Report Title: Homelessness and Rough Sleeping Strategy Action Plan (2025 – 2030)

Cabinet Member Contact Details: Hayley Tranter, Cabinet Member for Adult Social Care and Public Health and Inequalities plus Communities

Director Contact Details: Anna Coles, Director of Adults and Community Service

1 Background Information

- 1.1 The Homelessness and Rough Sleeping Strategy is the over-arching strategic document focusing on the activities to address homeless in Torbay. It sits within the Council's policy framework and provides the context for other plans policies and strategies, such as the Housing Strategy and the Domestic Abuse and Sexual Violence Strategy.
- 1.2 Following the Homelessness and Rough Sleeping Strategy being reviewed by the Adult Social Care and Health O&S Sub-Board, and subsequently approved at full Council in December 2024, this action plan has been developed as a mechanism to implement the priority objectives highlighted in the strategy.
- 1.3 The priorities reflect the broad range of work that we do to meet local housing need, including developing affordable housing, maintaining housing standards, and helping people to stay independent in their own homes, whilst preventing homelessness. Within each theme officers have identified key aims of the Council, which are considered to directly contribute to the overall sense of community health and wellbeing in the Bay.
- 1.4 A relational engagement session took place on 24th February 2025, in which 58 local interested parties and stakeholders were invited to attend to design a way of collectively taking the strategy forward and developing the action plan. Of the 58 invited, 45 individuals attended the session, showing that there is a great willingness within Torbay to work together to tackle homelessness and rough sleeping. Attendees included representatives from VCS organisations, Torbay Council, Devon & Cornwall Police, faith groups, housing providers and elected members.
- 1.5 Attendees at the session were encouraged to discuss how they could collectively develop some key deliverable actions, which have been used to develop the action plan (Appendix A). The action plan was further consulted upon with those invited to the development session and ratified.

- 1.6 It should be noted that lead organisations and individuals may change as the partnership develops and wider responsibility for its delivery is achieved across all partners in Torbay.
- 1.7 The action plan aims to achieve the following:
- Foster cohesion within the sector, ensuring a strong, informed voice on homelessness.
 - Establish fundamental basics of information, communication, and connectivity to prevent and manage homelessness across Torbay.
 - Create clear accommodation pathways and provide a firm offer of assistance across the sector.
 - Ensure clear direction in this area of work and delivery.
 - Promote connectivity across various Council and partner strategies, recognising homelessness as a system-wide challenge requiring a collective solution.
- 1.8 One of the key deliverables from the Strategy is to build a collective understanding of the whole picture of homelessness together. The performance framework therefore needs to consist of the key milestones, quantitative data on levels of homelessness etc, and qualitative information to understand why and the longitudinal assessment of intervention and impact. This will enable us to track the impact of the interventions proposed. A cross organisational dashboard will be developed for the partnership as well as a Council based dashboard with key indicators also being presented on the corporate performance dashboard.

2 Actions delivered to date.

- 2.1 In the action plan a progress tracker has been added to illustrating the work that has been undertaken to date in Q1.
- 2.2 As part of the development event in February, a session was held to discuss establishing a homelessness forum bringing all groups together to deliver the action plan. There was significant support for this, with a clear steer from those that attended. This was to bring together a steering group to help establish the forum. To have clearly defined roles within the forum with role profiles to attract people with the right skill sets.
- 2.3 The steering group is currently being formed and people invited to attend. A significant amount of the governance work e.g. data sharing etc, has been completed for the steering group to review, inform the formation of the larger group.

3 Associated risks

- 3.1 Homelessness is a priority for Torbay Council and as such the strategy and therefore its action plan provides the framework for further development and coordination to achieve its ambitions.

- 3.2 Homelessness is a multi-faceted issue requiring input from other key documents such as the Housing, Domestic Abuse and Sexual Violence and Economic Development Strategies to name but a few. The integrated delivery and read across of all of these documents is key to have maximum impact on homelessness. Therefore, actions associated with other key delivery are not included in this action plan but are key to ensuring its success, but also therefore poses a risk.

Appendices

Appendix A – Homelessness and Rough Sleeping Action Plan 2025-2030

Action Plan – Updated with progressed as of end Q1 - June 2025

Background Documents

[Homelessness and Rough Sleeping Strategy 2024-2030](#)

4 Equality Impacts 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 14	<p>18 per cent of Torbay residents are under 18 years old.</p> <p>55 per cent of Torbay residents are aged between 18 to 64 years old.</p> <p>27 per cent of Torbay residents are aged 65 and older.</p> <p>Torbay experiences above the England average for people who are homeless above 45-year-old.</p>	<p>The Homelessness and Rough Sleeping Strategy and Action Plan recognises that people tend to experience increased fragility as they age, and that safe secure accommodation is vital to ensure wellbeing.</p> <p>Age can also impact on the extent of life skills to maintain a tenancy and differential impact of Housing Benefit on affordability.</p>	<p>Equality implications will be continuously reviewed through the delivery of the strategy. Specific actions have been considered addressing youth homelessness.</p>	<p>See action plan.</p>
Carers	<p>At the time of the 2021 census there were 14,900 unpaid carers in Torbay. 5,185 of these provided 50 hours or more of care.</p>	<p>It also recognises that good quality and safe accommodation is vital to ensure wellbeing for people who are already facing additional pressures.</p>	<p>Equality implications will be continuously reviewed through the delivery of the strategy.</p>	<p>See action plan.</p>

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.	The Homelessness and Rough Sleeping Strategy and Action Plan recognises that people with disabilities and in particular learning disabilities face increased vulnerabilities when compared to the wider population. Safe secure, accessible accommodation is vital to ensure wellbeing when alleviating homelessness.	Equality implications will be continuously reviewed through the delivery of the strategy. Accessibility temporary accommodation for those with mobility issues will be included within the strategy.	See action plan.
Gender reassignment	In the 2021 Census, 0.4% of Torbay's community answered that their gender identity was not the same as their sex registered at birth. This proportion is similar to the Southwest and is lower than England.	Limited information exists about the number of transgender people experiencing homelessness, national data however suggests that trans people are more likely to experience rough sleeping and homelessness and experience wider safety concerns.	Services will work in a person centred and trauma informed manner to ensure that individual needs are met	Not applicable.
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 anticipated.	Not applicable.	Not applicable.
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). Approx 11% of households that are homeless are single females	Pregnant women at risk of or experiencing homelessness that are not in appropriate or settled accommodation can face significantly greater health risks while unstably housed.	Services will work in a person centred and trauma informed manner to ensure that individual needs are met, and that appropriate accommodation is provided.	See action plan.

	with a child. A small proportion will be pregnant.			
Race	In the 2021 Census, 96.1% of Torbay residents described their ethnicity as white. This is a higher proportion than the Southwest 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.	The Homelessness and Rough Sleeping Strategy and Action Plan recognises that people who are from black, Asian or minority ethnic backgrounds are more likely to experience financial hardship.	Services will work in a person centred and trauma informed manner to ensure that individual needs are met	Not applicable.
Religion and belief	64.8% of Torbay residents who stated that they have a religion in the 2021 census.	There is no differential impact anticipated.	Not applicable.	Not applicable.
Sex	51.3% of Torbay's population are female and 48.7% are male. Single males represent the highest general grouping of homeless applicants owed a relief duty at 54% and 22% for single females.	The Homelessness and Rough Sleeping Strategy and Action Plan recognises that families and households headed by females are more likely to experience financial hardship and be on lower income and thus, experience homelessness. Single females experiencing rough sleeping are also more vulnerable to wider exploitation.	Services will work in a person centred and trauma informed manner to ensure that individual needs are met.	See action plan.
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.	Not applicable	Not applicable

Veterans	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 serviced in the UK armed forces.	Veterans are recognised specifically within the Housing Act.	Services will work in a person centred and trauma informed manner to ensure that individual needs are met and meet the requirements within the concordat.	See action plan.
Additional considerations				
Socio-economic impacts (Including impacts on child poverty and deprivation)	32% of Torbay residents living in an area amongst the 20% most deprived areas in England.	Approximately 27% of residents in Torbay live in private rented accommodation with loss of tenancy being the main reason for homelessness.	The Homelessness and Rough Sleeping Strategy recognises that socioeconomic factors are a key determinant in shaping an individual's housing situation and accessibility and therefore refers to the Housing Strategy.	See action plan.
Public Health impacts (Including impacts on the general health of the population of Torbay)	There is significant variation in health and wellbeing across the bay. In our most affluent areas residents can expect to live on average over eight years longer than those living in our more deprived communities.	The correlation between poor quality housing and health are well documented. A review of the evidence shows that Torbay has a higher than national average support for associated mental health assistance.	Services will work in a person centred and trauma informed manner to ensure that individual needs are met.	See action plan.
Human Rights impacts		The Council recognises that good quality housing and accommodation is vital to upholding human rights. Nobody should be criminalised for simply having nowhere to live.	Services will work in a person centred and trauma informed manner to ensure that individual needs are met.	See action plan.

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.	Young people, care experienced and those in families can all become homeless.	Specific actions have been considered addressing homelessness experienced by care experienced and young people. The provision of family temporary accommodation has also been address.	See action plan.

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Homelessness & Rough Sleeping - Priorities

Homelessness & Rough Sleeping - Priorities			
Priority 1: Increasing early help and prevention			
Action Plan Projects		Completion Date	Organisation and/or Partnership Responsibility for overseeing
Progress Tracking %			
Objective 1. To provide the right advice at the right time			
1.1.1	Continue to transform Prevention and Engagement services so that they are accessible when and where people need them		
	Develop a training programme for Torbay Council staff to ensure information and advice is accessible and up to date.	June 2025	Lianne Hancock, Torbay Council
	To review and codesign potential alternative offer to private landlords i.e. incentives to improve access to accommodation.	October 2025	Lianne Hancock, Torbay Council, Homelessness & Rough Sleeping Partnership.
1.1.2	Re-design and develop the Council's website, ensuring information and advice is available to help people resolve their own situation		
	Review all Housing website information and provide an integrated housing landing page.	June 2025	Tara Harris, Torbay Council
	Information produced on Renters Rights Bill to be accessible across partnership websites.	October 2025	Lianne Hancock, Rob Kelly, Torbay Council, Karen Marcellino, Torbay Communities
	Members of Partnership to review web content and identify areas of improvement to assist people resolving their own situation.	TBC by Partnership	All, Homelessness & Rough Sleeping Partnership
1.1.3	Implement face to face facilities to ensure accessibility for all		
	Establish face to face appointment based facility for minimum of 12 Hours per week with the ability to invite support agencies/partners to assist clients.	June 2025	Mike Parker, Torbay Council
	Explore the feasibility of using Paignton Library to host face to face appointments to increase capacity for face to face appointments.	July 2025	Mike Parker, Torbay Council/Claire Bithell (Community Hub & Health & Wellbeing Network)
	Provide advice about housing in the community in family hubs, where a range of services for families are located.	April 2025	Lianne Hancock/Rachel Setter, Torbay Council
	Joint partnership appointments at Leonards Stocks Hostel to enable planned move on from the Hostel.	April 2025	Katy Fisher, Leonard Stocks Centre
1.1.4	Strengthen our partnership commitment to joint working on homelessness prevention		
	Developing a universal training program accessible for all that may encounter people that are at risk of homelessness.	December 2025	Homelessness & Rough Sleeping Partnership
	Further development of cross working related to pre-enforcement action support.	October 2025	Rob Kelly, Torbay Council, Sue Julyan, Torbay Citizens Advice
1.1.5	Develop a Homelessness & Rough Sleeping Partnership to connect services responding to homelessness.		

Action Plan Projects		Completion Date	Organisation and/or Partnership Responsibility for overseeing	Progress Tracking %
	Establish Steering Group.	June 2025	Tara Harris, Torbay Council	<div><div></div></div> 70%
	Agree governance structure, Terms of Reference and membership of Partnership.	July 2025	Chair of Homelessness & Rough Sleeping Partnership	<div><div></div></div> 40%
	First meeting of Homelessness & Rough Sleeping Partnership.	July 2025	Chair of Homelessness & Rough Sleeping Partnership	<div><div></div></div> 40%
1.1.6	Put information sharing agreements and consent forms in place so that anyone approaching services (with their permission) only need tell their story once.			
	Develop and implement joint data sharing protocol.	August 2025	Tara Harris, Torbay Council, Tracey Cabache, Torbay Communities (then cascaded to other local voluntary sector partners).	<div><div></div></div> 70%
	Explore options for a shared information and case management platform so people can be supported collectively.	January 2026	Chair of Homelessness & Rough Sleeping Partnership	<div><div></div></div> 30%
	Review and implement a co-ordinated assessment form to avoid duplication of people having to give information multiple times.	July 2025	Dave Parsons/Jo Beer, Torbay Council	<div><div></div></div> 20%
1.1.7	Deliver timely, accurate and accessible housing advice and guidance.			
Page 22	Single Point of Contact for partners agencies within Housing to assist clients in a timely manor.	September 2025	Mike Parker Torbay Council, Homelessness and Rough Sleeper Partnership	<div><div></div></div> 20%
	Explore alternative methods of communication to increase accessibility e.g. online chat etc.	March 2026	Mike Parker, Pauline Godfrey Torbay Council	<div><div></div></div> 10%
	Review provision for LGBTQ+ with regards to advise and provision.	February 2026	Mike Parker, Pauline Godfrey Torbay Council	
	Explore operations with Torbay Council Call Centre to assess is there are opportunities to enable clients to get service at first point of contact therefore avoiding delays.	June 2026	Jon Bell, Mike Parker, Torbay Council.	<div><div></div></div> 70%
Objective 1.2 Targeted prevention to reach people whose homelessness is hidden from services and to prevent and reduce repeat homelessness, rough sleeping and youth homelessness				
1.2.1	Develop a strategic plan for integrating housing and mental health practices in Torbay.			
	Review DPT's commissioned work by Housing Associations' Charitable Trust (HACT) in this area.	TBC - Awaiting DPT Review Results	TBC	
	Develop Commissioning priorities for integrating housing and mental health practices in Torbay.	TBC	Tara Harris/Anna Coles, Torbay Council	
1.2.2	Deliver a range of solutions so that no one in Torbay needs to sleep rough.			

Action Plan Projects		Completion Date	Organisation and/or Partnership Responsibility for overseeing	Progress Tracking %	
	Reduce the occurrence of people losing temporary accommodation through providing support and therefore potentially for rough sleeping.	March 2026	Lianne Hancock, Torbay Council	<div></div>	50%
	Utilising grant funding opportunities to provide discretionary offer of accommodation to prevent rough sleeping.	March 2026	Lianne Hancock/Dave Parson, Torbay Council	<div></div>	50%
1.2.3	Ensure people are not discharged from prison or hospital directly onto the street through joint working protocols and that appropriate accommodation is offered by the right agency.				
	Continuation of Prison Navigator post to facilitate planned exists from prison. (current funding until March 2026).	November 2026	Lianne Hancock	<div></div>	10%
	Provision of accommodation by Probation and integration into wider accommodation pathway.	TBC	Probation		
	Development of Prison Release protocols and linkages with virtual Probation Homeless Prevention team.	August 2025	Lianne Hancock, Torbay Council/TBC Probation	<div></div>	20%
	To explore the potential of the Community Helpline Hospital Discharge project to ensure people are not discharged directly onto the street (assuming ICB continue to fund Hospital Discharge project post March 2025).	July 2025	Karen Marcellino, Torbay Communities	<div></div>	50%
1.2.4	Design homelessness out of young people's lives by working with Early Help Services				
Page 23	Assessment of correct approach and development of program to engage with young people to raise awareness of housing, the challenges and the solutions.	February 2026	Lianne Hancock, Andrew Moorhouse Torbay Council, Homeless & Rough Sleeping Partnership.	<div></div>	5%
	Homelessness Awareness sessions to be delivered across education providers.	September 2025	Nicola Whelan, Torbay Council		
1.2.5	Ensure there are integrated working practices across Housing and Children's Services.				
	Expansion of Early Help Housing approach with Children's services.	June 2025	Lianne Hancock, Torbay Council	<div></div>	100%
	Review Youth Homelessness Protocol.	July 2025	Lianne Hancock, Shaun Evans, Torbay Council	<div></div>	50%
	Housing Options to provide 6 units of accommodation on behalf of Children's Services to accommodate families related to Section 17 Duties and form part of Early Help Housing approach.	September 2025	Lianne Hancock/Becky Thompson Torbay Council	<div></div>	10%
	Deliver and embed the Joint Intentionally Homeless protocol across services to prevent adverse decisions.	July 2026	Lianne Hancock/Becky Thompson, Torbay Council	<div></div>	100%
	Continue joint working between Family Group Conference and Youth Homelessness Prevention team to ensure a family led approach to preventing young people becoming homeless.	Ongoing	Nicola Whelan, Torbay Council		
	Where homelessness/risk of homelessness is confirmed, continue to work with young people and their families through the Joint Housing Assessment and planned referrals to appropriate housing services that meet their needs if they cannot remain within the family unit.	Ongoing	Nicola Whelan, Torbay Council		
Objective 1.3 Reduce homelessness from private rented accommodation					
1.3.1	Continue to develop our 'Duty to Refer' model.				
	Continue to ensure and promote the 'Duty to Refer' model so it is embedded in all public services. Data to be reviewed quarterly to assess effectiveness.	June, September, December 2025, March 2026	Mike Parker, Torbay Council	To be reviewed at end of Q1	

Action Plan Projects		Completion Date	Organisation and/or Partnership Responsibility for overseeing	Progress Tracking %
1.3.2	Develop our relationship with landlords to improve communication and access to information to ensure early intervention if tenancies begin to fail.			
	Continue to promote single point of contact with Landlords to provide advice and support and signpost to relevant assistance. Review of effectiveness and delivery to be undertaken to improve service.	January 2026	Mike Parker, Torbay Council	
	Provide regular legislative updates and assistance articles in landlord and letting agency newsletter on tenancy and financial support related matter, minimum twice a quarter.	June, September, December 2025, March 2026	Lianne Hancock, Torbay Council	Newsletter in place, 3 in Q1. Over 420 subscribers
1.3.3	Work with private landlords to increase standards, reduce evictions and make Torbay's private rented sector, the 'sector of choice'.			
	Implementation of the Renters Rights Bill legislation changes.	October 2025 TBC	Rob Kelly, Lianne Hancock, Torbay Council	<div></div> 40%
	Develop training opportunities for Landlords to improve standards of accommodation.	Ongoing	Rob Kelly, Torbay Council	Upskilling through newsletter and course being provided.
	Further develop the newly established landlords and letting agency newsletter to increase engagement and knowledge levels in the sector.	Ongoing	Rob Kelly, Torbay Council	Newsletter have included homelessness articles
	Review Civil Penalty Policy in line with legislative changes.	October 2025	Rob Kelly, Torbay Council	In progress awaiting legislative changes
Priority 2: Intervention				
Objective 2.1 Providing somewhere safe to stay. We will:				
2.1.1	Develop a range of accommodation options so that no one needs to sleep rough.			
	To provide integrated partnership delivery of SWEP through council owned asset.	May 2025	Dave Parsons, Torbay Council	Costed proposal written delivered in partnership with voluntary sector
	Increase through put at the hostel to increase access to accommodation and off the street offer.	March 2026	Katy Fisher, Torbay Council	Throughput remains consistent. Wider proposal being developed
2.1.2	Develop a pathway of accommodation with a variety of support ensuring an offer for those with multiple and complex needs that does not rely on the hostel, thereby providing alternatives.			
	Development of fully costed options appraisal for temporary accommodation for single people with floating support as part of a wider accommodation pathway.	May 2025	Lianne Hancock/Tara Harris, Torbay Council	<div></div> 100%
2.1.3	Develop an approach that focus on prevention of homelessness for young			
	Delivery of Youth Homelessness Panel 's, including youth housing providers, to prevent breakdown of placements.	Ongoing	Shaun Evans, Torbay Council	
	Provision of youth homelessness workers to work across Children's Services and Housing to provide support for 16-17 year olds.	July 2025	Shuan Evans, Torbay Council	Being reviewed
	Deliver of drop in surgeries via the Family Hub network, for young people to access advice and support if they believe they are at risk of homelessness.	Ongoing	Nicola Whelan, Torbay Council	Being reviewed
2.1.4	Collaboratively develop a Supported Housing Strategy.			

Priority 2: Intervention

Objective 2.1 Providing somewhere safe to stay. We will:

2.1.1 Develop a range of accommodation options so that no one needs to sleep rough.

	To provide integrated partnership delivery of SWEP through council owned asset.	May 2025	Dave Parsons, Torbay Council	Costed proposal written delivered in partnership with voluntary sector
	Increase through put at the hostel to increase access to accommodation and off the street offer.	March 2026	Katy Fisher, Torbay Council	Throughput remains consistent. Wider proposal being developed

2.1.2 Develop a pathway of accommodation with a variety of support ensuring an offer for those with multiple and complex needs that does not rely on the hostel, thereby providing alternatives.

	Development of fully costed options appraisal for temporary accommodation for single people with floating support as part of a wider accommodation pathway.	May 2025	Lianne Hancock/Tara Harris, Torbay Council	<div></div> 100%
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2.1.3 Develop an approach that focus on prevention of homelessness for young

	Delivery of Youth Homelessness Panel 's, including youth housing providers, to prevent breakdown of placements.	Ongoing	Shaun Evans, Torbay Council	
	Provision of youth homelessness workers to work across Children's Services and Housing to provide support for 16-17 year olds.	July 2025	Shuan Evans, Torbay Council	Being reviewed
	Deliver of drop in surgeries via the Family Hub network, for young people to access advice and support if they believe they are at risk of homelessness.	Ongoing	Nicola Whelan, Torbay Council	Being reviewed

2.1.4 Collaboratively develop a Supported Housing Strategy.

Action Plan Projects		Completion Date	Organisation and/or Partnership Responsibility for overseeing	Progress Tracking %
	Commission a supported housing needs study in partnership with DCC to produce the baseline 5-10 year housing needs data.	April 2026	Adam Russell, Torbay Council	
	Comprehensive review of the Supported Housing (Regulatory Oversight) Act 2023. The SHROA consultation paper was only published on 24/2/25.	September 2025	TBC	<div><div></div></div> 10%
2.1.5	Strengthen and develop wider partnerships with existing and new providers to maximise opportunities to develop and provide services in Torbay.			
	Undertake provider engagement session for the procurement of a range of supported accommodation options for 16- and 17-year-olds homeless and/or at risk of homelessness; cared for 16 and 17-year-olds and care experienced young people.	April 2025	Fozia Ashraf, Torbay Council	Being reviewed
	Develop a joint commissioning offer across Children's and Adults Directorates to provide a more attractive supported accommodation contract for potential bidders and increase market engagement and economy of scale.	January 2026	Lianne Hancock/Fozia Ashraf, Torbay Council	Being reviewed
	Development and procurement of temporary accommodation provision in line with pathway developed.	March 2026	Lianne Hancock Torbay Council	
	Procurement tender for a range of supported accommodation options for young people (and adults, dependant on decision of a joint commissioning offer) contract/framework to go live April 2026.	June 2025	Fozia Ashraf, Torbay Council	Being reviewed
2.2	To provide targeted support, we will:			
2.2.1	Carry out targeted rough sleeping outreach work in the community that also seeks to understand why certain groups are over represented in homelessness.			
	Continue to provide targeted rough sleeping outreach work and review funding and delivery (grant funded until March 2026).	October 2025	Dave Parsons, Torbay Council	<div><div></div></div> 10%
	Development of comprehensive cross organisational data set that allows the analysis of information to understand the reasons for rough sleeping and therefore assist in the formation of policy and interventions.	January 2026	Dave Parsons, Torbay Council/ Homelessness and Rough Sleeper Partnership	<div><div></div></div> 10%
	Develop daytime services offering basic hygiene and sanitary amenities such as toilets, showers and laundry facilities.	October 2025	Dave Parsons , Torbay Council	
	Protect rough sleepers belongings by providing storage lockers to reduce items on the streets.	June 2025	Dave Parsons, Torbay Council	<div><div></div></div> 100%
2.2.2	Provide a tenancy sustainment service to support people recovering from homelessness.			
	Review process for discretionary housing payments to enable access to deposits and rent in advance in a more timely manner to secure accommodation.	July 2025	Richard Owen, Torbay Council	<div><div></div></div> 20%
	Review existing services within voluntary sector to fully understand service provision and sustainability to inform any commissioning requirements.	October 2025	Tara Harris, Torbay Council	
	Review of tenancy sustainment service provided through Rough Sleeper Initiative funding, grant funded until March 2026.	September 2025	Dave Parsons, Torbay Council	<div><div></div></div> 15%
	Develop fully costed options appraisal for floating support to help people sustain their tenancies as transition from temporary accommodation.	May 2025	Lianne Hancock/Tara Harris, Torbay Council	<div><div></div></div> 100%

Action Plan Projects		Completion Date	Organisation and/or Partnership Responsibility for overseeing	Progress Tracking %
2.2.3	As Corporate Parents ensure that there are planned pathways and appropriate information and support to meet the needs of care experienced young people.			
	Ensure all Personal Advisors are fully aware of the Housing pathways for Care experienced young people and regular training and information is in place.	July 2025	Andrew Moorhouse, Torbay Council	Being reviewed
	Provision of Youth Homelessness Prevention Planning Panel (YHPP) to review pathways.	Ongoing	Shaun Evans, Torbay Council	<div><div></div></div> 100%
	Weekly reviews of Young People not in appropriate housing, between Care Experienced Team Manager and Housing. Also reviewed by Children's Services Divisional Director and presented to the quartet.	Ongoing	Becky Thompson, Torbay Council	<div><div></div></div> Mechanisms in place
Objective 2.3 We will maintain a commitment within the authority area to:				
2.3.1	Never place any young person aged 16 or 17 in B&B except in an emergency.			
	All B&B placements if required to be signed off and agreed by Head of Service.	April 2025	Lianne Hancock/Shawn Evans, Torbay Council	<div><div></div></div> 100%
	Strategically plan accommodation placements to eliminate B&B use at weekly meeting.	Ongoing	Lianne Hancock, Torbay Council	<div><div></div></div> 100%
2.3.2	Never place a family in B&B except in an emergency.			
Page 26	Annually review sufficiency strategy for self contained family accommodation to ensure sufficient and appropriate provision to prevent B&B placements.	March 2026	Tara Harris, Torbay Council	
	Weekly placement review meetings and robust management performance information in place.	April 2025	Mike Parker, Torbay Council	<div><div></div></div> 100%
2.3.3	Ensure that there is appropriate awareness of care leavers circumstances to reduce the risk of them experiencing homelessness.			
	Ensure the Torbay Local Offer is kept up to date with details on housing pathways.	Ongoing	Shaun Evans, Torbay Council	Being reviewed
	Development of Care Experienced drop-in surgery to include housing support.	May 2025	Andrew Moorhouse/Lisa Russell, Torbay Council	In place uptake being reviewed
2.3.4	Explore relevant opportunities to attract and maximise funding and investment to improve and deliver services or support.			
	Review housing benefit subsidy levels to inform model of delivery in provision of temporary accommodation.	October 2025	Tara Harris, Richard Owen, Torbay Council	
	Utilisation of Home England Funding on a scheme by scheme as appropriate.	March 2026	Sam Irving, Torbay Council	<div><div></div></div> 10%
	Utilise the new Homelessness & Rough Sleeping Partnership to provide a mechanism by which to collectively increase funding.	TBC by Partnership	Homelessness & Rough Sleeping Partnership	
Priority 3: Achieving Better Outcomes, Better Lives				
Objective 3.1 Supporting people with complex lives. We will:				
3.1.1	Jointly prepare a single multi agency plan for complex individuals and expand our work through the Housing & Vulnerability Forum. Build upon our co-located team approach and expand this offer.			
	Implementation of shared case management system across the Alliance.	October 2025	Simon Acton, Torbay Recovery Initiative	<div><div></div></div> 40%

Action Plan Projects		Completion Date	Organisation and/or Partnership Responsibility for overseeing	Progress Tracking %
	Evaluate and review existing multi agency process with Housing and Vulnerability meeting to identify any areas of improvement.	December 2025	Tara Harris, Torbay Council	
3.1.2	Continue to transform systems through our Multiple and Complex Needs Alliance (Growth in Action).			
	Continued development of the Alliance through the annual delivery plan.	March 2026	Growth in Action Alliance	<div><div></div></div> 20%
3.1.3	Ensure there is ongoing flexible and agile support as and when needed.			
	Undertake Alliance work force review to understand resource we have and identify collective training.	July 2025	Growth in Action Alliance	<div><div></div></div> 80%
3.1.4	Develop a strategic plan for Housing those with Complex Needs in Torbay.			
	To join up existing and new work informed by needs analysis of those that are hard to house due to physical and substance misuse needs.	December 2025	Tara Harris, Adam Russell, Bruce Bell Torbay Council	
3.1.5	Work collaboratively with our Public Health colleagues to inform service provision.			
	Assess the treatment and accommodation needs for people experiencing homelessness and substance misuse to review sufficiency of provisions.	July 2025	Dave Parsons, Natasha Reed, Torbay Council	<div><div></div></div> 10%
	Train front facing staff to carry and deliver Naloxone to respond to an opioid overdose	May 2025	Dave Parsons, Natasha Reed, Torbay Council	<div><div></div></div> 100%
	Review options for workforce development around working with people with addiction (with particular reference to homelessness).	July 2025	Dave Parsons, Natasha Reed, Torbay Council	<div><div></div></div> 20%
	Seek to identify long term funding for substance misuse outreach posts.	December 2025	Dave Parsons, Natasha Reed, Torbay Council	
3.2	Building peoples resilience. We will:			
3.2.1	Establish local networks to provide support to sustain tenancies.			
	Upskill voluntary sector organisations to enable them to provide a broad range of support to prevent homelessness.	March 2026	Homelessness & Rough Sleeping Partnership	
3.2.2	Develop peer advocacy, employment, volunteering and training opportunities to help with integration into the community.			
	Develop and commission a peer advocacy, employment, volunteering and training opportunity.	Estimated start date September 2025	Carl Wyard, Torbay Council	<div><div></div></div> 20%
	Identify and refer people who approach housing services to Connect to Work program linking people to work or better work (program has 300 place each year over 3 years).	Estimated start date September 2025	Mike Parker, Torbay Council	
	Analysis of DWP and Homelessness Data to assess level and reasons for unemployment and level of income within the client group to inform interventions to assist.	November 2025	Lee Tozer, DWP/Mike Parker, Torbay Council	
	Where appropriate link clients that approach the housing service in with proposal for peer mentoring program (Community Wellbeing Contract and Social Mobility Project).	Community Wellbeing Contract - September 2025. Social Mobility Project TBC	Community Wellbeing Contract - Mike Parker Torbay Council. Tracey Cabache. Social Mobility - Public Health and Caryl Wayard	
	Explore peer mentoring/support through the drug treatment programme.	February 2026	Bruce Bell Torbay Council	

Action Plan Projects		Completion Date	Organisation and/or Partnership Responsibility for overseeing	Progress Tracking %
3.2.3	Provide practical and ongoing support that will meet the individual needs of households. This will include engagement with mental health and other services, specialist support to victims of domestic abuse or young people and working with marginalised families.			
	Skilled DA support for those occupying Safe Accommodation and others that maybe homeless living elsewhere.	In place, ongoing	Shirley Beauchamp, Torbay Council	<div><div></div></div> 100%
	Access to a flexible funding pot to support those victims in safe accommodation to either access safe accommodation or to assist with move on.	April 2025	Shirley Beauchamp, Torbay Council	Pot available - review ongoing on effectiveness and uptake
	To sustain the Complex Lives Navigators to be based at the Leonard Stocks Hostel, working with women experiencing multiple life challenges.	December 2025	Shirley Beauchamp, Torbay Council	
	Implement Safe Accommodation Strategy Action Plan.	2024 - 2026	Shirley Beauchamp, Torbay Council	<div><div></div></div> 20%
	Provision of an additional 2 units of one bedroom safe accommodation through TDAS.	March 2026	Shirley Beauchamp, Torbay Council/TDAS Sanctuary Housing	Waiting Sanctuary Board approval and property vetting
	Better understand the correlation of housing and substance misuse needs to inform service provision.	December 2025	Lianne Hancock/Bruce Bell Torbay Council	
	Develop a tiered support system which recognises the support needs of anyone experiencing or recovering from homelessness, ensuring an offer for all.	December 2025	Lianne Hancock/Tara Harris/Fozia Ashraf	
	Identify the best way to respond to mental health needs.	December 2025	Tara Harris, Torbay Council/TBC	
3.3	Building upon experience to develop and improve services. We will:			
3.3.1	Be proactive in understanding and responding to current homelessness causes and risk factors			
	Continue to use local, regional and national data to identify trends, benchmark and inform service development. Operational and Corporate Dashboard to be developed.	September 2025	Lianne Hancock/Dave Parsons, Torbay Council	<div><div></div></div> 70%
	Assess the experience and quality of temporary accommodation provision through use feedback survey. Results reported on quarterly basis.	April 2025	Lisa Russel Torbay Council	<div><div></div></div> 100%
	Develop the Growth In Action Coproduction Strategy and ensure consultation on relevant policies and procedures lived experience members.	September 2025	Bruce Bell Torbay Council	
3.3.2	Continue to learn from local experience with 16 and 17 year olds and care experienced young people.			
	Develop a feedback form for Young People and their worker to complete during exit planning to gain an overview of experience of the Youth Homelessness Prevention pathway to inform future service delivery and improvements.	May 2025	Nichola Whelan/Emma Thomas, Torbay Council	Being reviewed
	Include feedback and voice of Care Experienced young people.	May 2025	Andrew Moorhouse Torbay Council	Being reviewed
3.3.3	Understand the actual cost of homelessness both as an organisation and wider system to inform and make the case for homelessness services and prevention activities.			
	Development of a partnership dashboard that illustrates the wider cost and impact of homelessness in Torbay.	TBC by Partnership	Homelessness & Rough Sleeping Partnership	
3.3.4	Work collaboratively to achieve the objectives of the Housing Strategy.			
	To provide annual updated need analysis to inform wider housing delivery and needs within the service.	March 2026	Lianne Hancock, Torbay Council	

Action Plan Projects		Completion Date	Organisation and/or Partnership Responsibility for overseeing	Progress Tracking %
3.3.5	Raise the profile of homelessness ensuring that it is visible within the council and embedded in other strategies.			
	Joint Communications Plan to be formed by the Homelessness & Rough Sleeping Partnership.	TBC by Partnership	Homelessness & Rough Sleeping Partnership	
	Ensure that homelessness is a priority of Torbay Council by driving and advocating service demand and needs with elected members and senior leadership through information sharing and illustrating the linkages across agendas.	March 2026	Tara Harris, Torbay Council	

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Adult Social Care and Health Overview and Scrutiny Sub-Board Action Tracker

Date of meeting	Minute No.	Action	Comments
17/04/25	40	2. that the Director of Adult Social Care be requested to work with the Chairwoman, to write to Torbay and South Devon NHS Foundation Trust to request a written update on readmission rates and hospital discharge arrangements;	2. Complete
22/5/25	46	a. did the Council inspect its suppliers to ensure that they are complying with the modern slavery policies (a written response would be provided);	a. Sarah Omell to provide a written response
22/5/25	46	<p>1. that the Democratic Services Team Leader be requested to arrange all Councillor training on Prevent, Channel and Modern Slavery as well as looking at access to the iLearn modules;</p> <p>2. that the Director of Adult and Community Services be requested to circulate information to all Councillors and Co-opted Members, including posts that may be suitable to share on social media, on what to look out for and where to refer people in respect of Prevent, Channel and Modern Slavery;</p> <p>3. that the Adult Social Care and Health Overview and Scrutiny Sub-Board support a wider campaign, which includes all Councillors and Co-opted Members and provides posts that may be suitable to share on social media, on what to look out for and where to refer people in respect of Prevent, Channel and Modern Slavery; and</p>	<p>Actions 1 to 4 to be implemented</p> <p>1. iLearn in progress Teresa is working with colleagues to get this set up</p>

Adult Social Care and Health Overview and Scrutiny Sub-Board Action Tracker

Date of meeting	Minute No.	Action	Comments
		4. that a follow up report on Prevent and Modern Slavery is presented at a future meeting (November) to update Members on progress and provide more details on findings and recommendations from the wider Partnership Reviews once they are completed.	
22/5/25	46	<p>a. There was no specific work being carried out by Public Health on menopause awareness but there were different schemes available, which the current Government was going to make mandatory for organisations employing more than 50 people. This did not apply to self-employed people. It was agreed that a written list would be provided to the Sub-Board Members and Co-opted Members on the support that was available for employers regarding the menopause.</p> <p>b. A written response would be provided on how communications with GPs was carried out from the Health Centre.</p>	<p>a. and b. Complete.</p> <p>a.</p> <ul style="list-style-type: none"> • Menopause and the workplace: Governemnt's response to the committee's first Report. Fourth Special Report of Session 2022-2023 • Menopause and workplace productivity - GOV.UK • Menopause Employment Ambassador partners with industry leaders to support women to stay in work - GOV.UK • Menopause support: For employers - Help to Grow • Sign up to the Menopause Workplace Pledge - Help to Grow • Supporting staff - Menopause at work - Acas • Additionally, a broad range of specialist independent organisations and companies offer training, HR, policy development and support packages for employers. A common approach for large employers is to develop policy and embed this via workplace champions or networks, as TSDFT and Torbay Council have done. Menopause Champions <p>b. The new specialist service contract started on 1st July 2025. Work is ongoing in terms of mobilising new IT infrastructure, which will enable the smooth transfer of patient data.</p>

Adult Social Care and Health Overview and Scrutiny Sub-Board Action Tracker

Date of meeting	Minute No.	Action	Comments
			<p>Currently GPs can communicate with specialist services using this online referral form: Referral form for Devon sexual health – Devon Sexual Health</p> <p>Individual GPs will be engaged in ongoing care where there is explicit patient consent to do so. More widely, communications take place via NHS Devon ICB newsletters and local forums.</p>
22/5/25	46	<ol style="list-style-type: none"> 1. that Director of Midwifery and Gynaecology, Torbay and South Devon NHS Foundation Trust be requested to provide a written report as outlined at the meeting; and 2. that the Adult Social Care and Health Overview and Scrutiny Sub-Board thanks Torbay and South Devon NHS Foundation Trust for their hard work regarding maternity services and acknowledges the pressures that staff are under. 	<ol style="list-style-type: none"> 1. Chairwoman to confirm what was required as updates were covered in the report and minutes – complete no further action to be taken – see Minute 2/6/25. 2. Complete
12/6/25	3	<ol style="list-style-type: none"> a. to provide a written response would be provided on the numbers of people who responded to the survey from each targeted area. 1. that the short report on the impact of the Co-design of the Learning Disability campaign be circulated to all Councillors once it is published in September; and 2. that Ms Gascoyne, Engaging Communities South West, be requested to provide a written update on the impact of the implementation of the 	<ol style="list-style-type: none"> a. Teresa emailed Abi Gascoyne 19 June 2025 1. To follow up in September

Adult Social Care and Health Overview and Scrutiny Sub-Board Action Tracker

Date of meeting	Minute No.	Action	Comments
		recommendations within MacMillan Torbay Community Engagement Project Report.	
12/6/25	5	<ol style="list-style-type: none"> 1. that the Adult Social Care and Health Overview and Scrutiny Sub-Board note the contents of the submitted report on the Adult Social Care Self-Assessment and the areas identified for improvement; 2. that the Chief Executive of the Torbay and South Devon NHS Foundation Trust be requested to provide the Adult Social Care and Health Overview and Scrutiny Sub-Board with updates on the areas identified for improvement in the Adult Social Care Self-Assessment on a quarterly basis; and 3. that the Director of Adult and Community Services and Director of Pride in Place be requested to report back to the Sub-Board in six months' time on what action has been taken in response to appropriate adult social care housing provision. 	<ol style="list-style-type: none"> 1. complete 2. Lorraine to follow up – email sent 3 July 2025 3. complete
12/6/25	6	<ul style="list-style-type: none"> • Action 2 for Minute 40/4/25 was complete the letter had been sent. • Action 1 for Minute 46/5/25 – Members requested Domestic Abuse to be included to the iLearn modules for all Councillors. 	Complete – iLearn to be launched for Councillors w/c 30 June 2025.