

# Corporate Performance Report: Quarter 2 2020/21



# Thriving People

## Thriving People: We will turn the tide on poverty

Community and Corporate Plan Delivery Plan Action	What have we done in the last quarter?	What are the priorities for the next quarter?
1. Agree the Housing Strategy action plan.	Strategy agreed. Development of new structure of delivery and governance being implemented to assist and ensure delivery. Refresh of action and Covid-19 recovery plan being implemented along with action tracker and performance dashboard.	Full report on status of strategy and delivery against timelines. Delivery of MHCLG funded TorVista properties to assist with homelessness. Funding opportunities being pursued.
2. Ensure Tor Vista achieves Registered Provider status and commence its work programme.	TorVista - still not had confirmation of their Registered Provider status.	Liaise closely with TorVista and assist with TorVista-led housing schemes across the Bay. Ensure a fair approach consistent with other Registered Providers.
3. Ensure continued delivery against the Children's Services Improvement Plan.	Continued to monitor the implementation of the Sufficiency Strategy Launched the Early Help Strategy and commenced implementation. Launched the Learning Academy. Complete the first tranche of the Restorative Practice training. Launched the new Multi-Agency Safeguarding Arrangements through the Torbay Safeguarding Children Partnership. Completed phased 1 of the Childrens Services Redesign. Completed a LGA peer review of the Youth Offending Service.	We continue to focus on the 6 workstreams linked to the sufficiency strategy. Embed the restorative practice training. Multi Agency Safeguarding arrangements have been agreed – we now need to appoint an independent scrutineer and work with the partnership to deliver the new safeguarding partnership board. Continued focus on recruitment and retention through a national campaign along with supporting newly qualified social workers through the Learning Academy. As part of the improvement plan we are considering our approach to 16-17yo young people who are at risk of homelessness. Prioritise our cared for population and reduction of numbers. Finalise the way forward in providing the residential resource for Torbay children.
4. Develop a forward investment programme for affordable and social housing in association with registered providers across Torbay.	Contact re-established with Registered Providers. Internal Officer Housing Delivery Group re-established.	Next Housing Delivery Group scheduled, work on representation from the Registered Providers on the new Housing Board. Continue with liaison meetings with the Registered Providers & Homes England.
5. Explore opportunities for joining the Co-operative Councils Innovation Network and, as part of the Network, consider the options available to support communities to access affordable finance.	The Council is now a member of the Co-operative Councils Innovation Network, with officers attending Network meetings and starting to share good practice with colleagues. Councillors and officers took part in the Co-operative Councils Annual Conference to learn best practice by others.	The process of self-assessment ahead of a peer review will start, with the aim of developing an action plan to ensure we are an enabling council. The peer review is planned to start in December 2020.
6. Explore opportunities to bring forward a 'Torbay Promise' to identified areas in Torbay.	We have reviewed our Early Help provision and model. This has incorporated partners and stakeholders views and how we propose to integrate a collaborative model of Early Help.	This is incorporated into the PeopleToo work and the Early Help Sufficiency Strategy. So will not be a "stand alone" piece of work.
7. Agree the refreshed Children and Young People's Plan and associated action plan.	We have finalised the version and hopefully use delegated powers to amend and update avoiding the need to return to Cabinet for discussion on the minor updates.  We have re-established the Children and Young people's Strategic Board and have presented the Children and Young Peoples plan to the board.	We are anticipating partnership feedback to finalise the plan and will continue to review this within the Children and Young Peoples Board.

Code	Title	Polarity	Status	Prev Year End	Target	Quarter 3 2019/20	Quarter 4 2019/20	Quarter 1 2020/21	Quarter 2 2020/21	Last period value
	<a href="#">Numbers Housed through Devon Home Choice</a>	It's better to be low	(monitoring only)	256	No target set	67	52	25	59	59
ASPI02	<a href="#">Numbers in temporary accommodation</a>	It's better to be low	TBC	532	Target in development	95	203	242	155	155
	<a href="#">- Of which are single persons</a>					50	127	184	76	76
	<a href="#">- Of which are couples</a>					8	6	13	4	4
	<a href="#">- Of which are families</a>					37	54	22	30	30

(Children's PI data is derived from a live database that is continually updated. Previously reported numbers are subject to change)

Code	Title	Polarity	Status	Prev Year End	Target	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Year to date
	<a href="#">Contacts</a>	TBC	TBC	TBC	TBC	719	620	472	598	533	531	449	524	640	677	535	864	3689
	<a href="#">Targetted Help Referrals</a>	TBC	TBC	TBC	TBC	95	95	131	72	72	73	54	17	39	117	86	126	439
	<a href="#">Social Care Referrals</a>	TBC	TBC	TBC	TBC	131	200	184	219	135	78	88	244	222	198	160	172	1084
	<a href="#">Initial Strategy Discussions</a>	TBC	TBC	TBC	TBC	72	116	103	108	101	85	103	114	158	156	85	129	745
	<a href="#">S47 Outcomes</a>	TBC	TBC	TBC	TBC	51	40	83	55	77	56	68	88	95	94	84	60	489
	<a href="#">ICPCs</a>	TBC	TBC	TBC	TBC	18	10	29	31	22	39	20	39	23	30	21	11	144

Code	Title	Polarity	Status	Prev Year End	Monthly Target	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Last period value
SC-007b	<a href="#">Number of overdue reviews for out of area placements (not reviewed within 15 months) (Snap shot)</a>	It's better to be low	On target	0	0	2	2	1	2	2	0	0	0	0	0	0	0	0
LI404	<a href="#">No. of permanent care home placements. (snapshot) (Adults)</a>	It's better to be low	On target	632	600	641	640	645	627	624	632	628	623	623	605	611	627	627
NI135	<a href="#">Carers receiving needs assessment, review, information or advice etc.</a>	It's better to be high	Above target	40%	18%	29%	28%	35%	37%	39%	40%	2%	4%	10%	13%	16%	19%	19%
ASC 1E	<a href="#">Percentage of adults with a learning disability in paid employment</a>	It's better to be high	Well above target	8.8%	7.0%	8.6%	8.8%	9.0%	8.9%	8.8%	8.8%	8.9%	8.9%	8.9%	8.7%	8.6%	8.8%	8.8%
SC-011	<a href="#">Number of people discharged from hospital into permanent residential care (social care funded)</a>	N/A	(monitoring only)	13	No target set	6	8	10	10	11	13	0	0	1	1	2	1	1
ASC 2C p2x	<a href="#">Delayed transfers of care from hospital. Part 2 - attributable to social care</a>	N/A	(monitoring only)	N/A	No target set	4.2	4.0	4.2	4.5	4.5	Return suspended due to COVID-19 - no further data available.							N/A
ASC 1Hx	<a href="#">Proportion of adults in contact with secondary mental health services who live independently, with or without support (commissioned outside ICO) Year to month</a>	It's better to be high	Well above target	49.2%	60.0%	52.9%	49.6%	51.6%	49.2%	48.8%	49.2%	47.9%	46.3%	54.1%	67.2%	65.6%	73.0%	73.0%

**Thriving People: We will have aspirations for all of our residents**

<b>Community and Corporate Plan Delivery Plan Action</b>	<b>What have we done in the last quarter?</b>	<b>What are the priorities for the next quarter?</b>
<b>8. Learning from elsewhere, develop Torbay's approach to Family Friendly Torbay.</b>	Since the decision was taken to enable Torbay to become a family friendly council area all of our strategic improvement plans and policies have been written with this goal firmly in mind.	The discussion which has begun within the Children & Young People's Partnership board will continue there are a number of actions that we will take forward as a partnership to develop and further enhance our family friendly approach. We will be working with others to broaden the reach of the development to impact upon all other areas that are represented at the Children & Young People's Partnership Board i.e. regeneration, planning and other portfolio areas.
<b>9. Support the roll out of Torbay (self-harm) family intervention and mental health support teams.</b>	The self-harm in schools pilot project was adapted as an online / virtual offer across all schools during lock down and over the school holidays.  The Mental Health Support Teams (MHST) in schools also adapted their offer to schools, as part of the delivery of Wave 2 and 3.	Self-Harm: focus will be on establishing the pilot at Spires School. Additional work will focus on understanding the needs of those presenting to Emergency Departments, with a specific piece of research funded by NHS England to better understand female suicide / self-harm rates across the Bay MHST: continue to roll out MHST across additional 11 schools in Torbay (Wave 3).
<b>10. Work in partnership to deliver the Torbay Multi-agency Suicide and Self-harm Prevention Plan.</b>	Development of Torbay Mental Health Network: a whole system approach to addressing mental health needs and suicide prevention.  The LGA Shaping Places Bid submitted. This aims to generate funding to support the network to deliver its desired systems change.  Devonwide suicide real time surveillance system set up.	Expansion of safer suicide communities - community development approach to promoting resilience and wellbeing and safe spaces at local level. Training: assessment of training needs and delivery using NHS England suicide prevention funding. Primary care: primary care training and development programme (Devonwide) to support primary care teams in managing mental health problems in the community and signpost to appropriate services. Contribute to community mental health review: ensure Torbay community and voluntary sector partners input into the review of community mental health to create a pathway of support through the continuum of mental health needs.
<b>11. Improve the outcomes for those most vulnerable in our communities through the comprehensive re-procurement of substance misuse services, as part of a wider multiple complex needs alliance.</b>	Programme Manager is in place with the resultant structures, project plan, work packages and timelines agreed. Extension of timeline by 6 months required due to Covid-19. Progress is on track and within tolerance.	Specification development for each of the service areas and the Alliance Contract. Questions and panel agreed for the procurement.
<b>12. Agree the refreshed Education Strategy, SEND Strategy and Disadvantaged Strategy and associated action plans.</b>	Draft strategy documents are being prepared internally. Consultation with Lead Member on priorities. Local Education Board being engaged.	Share draft document through SLT, Informal Cabinet, Cabinet ready for consultation.
<b>13. Provide Healthy Lifestyles services to those that need it whilst reviewing best practice elsewhere to inform future models of delivery.</b>	Redeployment of Lifestyles Service staff to Torbay Council's Shielding Hub. Capacity constraints due to Covid-19 response and commissioning priorities of Managed Clinical Network and Sexual Health have meant temporary suspension of this work. Voluntary Ex-Ante Transparency Notice (VEAT notice) has been published stating Torbay Council intent to extend contract.	Will be dependent on Public Health capacity and responses to VEAT notice.
<b>14. Implement the trauma-informed approach across services.</b>	Suspended due to Covid-19 response.	Dependent upon capacity.

<p><b>15. Deliver the healthy weight declaration.</b></p>	<p>Suspended due to Covid-19 response.</p>	<p>Establish current Public Health England/Food Active offer and requirements post review of Local Authority Healthy Weight Declaration. Establish opportunity for joint declaration and adoption across Devon.</p>
<p><b>16. Develop an oral health promotion service.</b></p>	<p>Suspended due to Covid-19 response.</p>	<p>Resume targeted Oral Health project delivery for adults and children:</p> <ul style="list-style-type: none"> <li>• Supervised Tooth Brushing</li> <li>• Dental First Steps</li> <li>• Leonard Stocks Project</li> </ul> <p>Complete an Oral Health Needs Assessment. Develop an Oral Health training plan for Care Homes, Domiciliary Care and Supported Living Providers.</p>
<p><b>17. Work in partnership with the Torbay and South Devon NHS Foundation Trust in order to optimise the resulting benefits of investment in the hospital infrastructure and services and the resulting transformation of service delivery to ensure high quality new and responsive services for patients and service users.</b></p>	<p>We continue to work closely with the Trust to agree shared office accommodation for Adult Social Care teams.</p>	<p>The development stages of investment in hospital buildings is starting and our focus is on working closely with NHS partners to ensure that this benefits Torbay residents and our economy.</p>
<p><b>18. Play our part as a critical partner within the Devon-wide Sustainability and Transformation Programme.</b></p>	<p>Suspended due to Covid-19 response.</p>	<p>Resumption of Prevention workstream.</p>

Code	Title	Polarity	Status	Prev Year End	England Value		Last period value
PHAP-14	<a href="#">Admission episodes for alcohol-related conditions (persons: narrow definition)</a>	It's better to be low	Well above target	788	664	2018/19	808
New alcohol treatment pathways commenced during covid lockdown. This is expected to ensure that more of those that require treatment are able to access it. However this is only one small component of the total number of people who are admitted to hospital for alcohol, as not all people need treatment. The treatment service is also working with the hospital to improve the pathways into alcohol treatment services prior to hospital discharge in an attempt to reduce future/repeat admissions. They have also ensured that all discharges have access to Breaking Free Online to support people through a tailored programme of digital support for their alcohol use. Wider societal norm changes are required to bring about a change in the alcohol culture in Torbay and the UK which leads to excessive alcohol admissions locally.							
PHOF-C06	<a href="#">Proportion of women known to smoke at the time of delivery</a>	It's better to be low	Well above target	14.5%	10.6%	2018/19	13.3%
Pregnant women are one of the target populations within their contract and maternity services maintained their referrals rates over lockdown so that those pregnant women wishing to quit continued to receive a service offer. Lifestyles services continue to work with maternity to encourage quitting during pregnancy, which a significant proportion do. Lifestyles have also launched a targeted campaign to tie in with Stoptober specifically targeting pregnant women. However the long term intergenerational attitudes to smoking in the most deprived communities makes changing the lifestyles behaviours in this group challenging.							
PHOF-C09a	<a href="#">Proportion of children aged 4-5 years (reception age) classified as overweight or obese</a>	It's better to be low	Well above target	Not published for data quality reasons	22.6%	2018/19	25.1%
Current Public Health priorities for families and young people include: 1. Re-launch Torbay Healthy Weight Partnership with a particular greater focus on the voluntary sector 2. Partnership to own Healthy Weight Action Plan reflecting 'areas for delivery' including Increased access to and knowledge of healthy food combined with cooking skills and food awareness and support for holiday hunger schemes. Also fully utilise the physical activity and nutrition resources and guidance within the Torbay Healthy Learning website to ensure whole school staff are supported to improve pupil diet and foster healthy weight 3. Confirm requirements and adopt Phase 1 Local Authority Healthy Weight Declaration. 4. Complete a new healthy weight vision for Torbay Council. 5. Lifestyles services offer family based interventions through slimming world/weight watchers although the take up of this offer is poor. Improved connectivity between the National Child measurement Programme and the lifestyles offer is aspiring to improve knowledge around childhood weight and increase the take up of this offer.							
PHOF-C16	<a href="#">Percentage of adults classified as overweight or obese</a>	It's better to be low	On target	59.8%	62.3%	2018/19	59.8%
PHOF-C17a	<a href="#">Percentage of physically active adults</a>	It's better to be high	On target	70.7%	67.2%	2018/19	69.8%
PHOF-C19a	<a href="#">Successful completion of drug treatment – opiate users</a>	It's better to be high	Well below target	7.5%	5.8%	2018	5%
A particular focus on the outcomes for opiate users has been made over the past 12 months with services and commissioners developing a specific action plan to address the concerns. Nationally rates have also been declining, however the outcome of the above action plan is that Torbay is now above national averages for Q1 2020/21 and has improved from 5.0% to 5.9% (national rates now 5.6%).							

## Thriving People: We will build safer communities

Community and Corporate Plan Delivery Plan Action	What have we done in the last quarter?	What are the priorities for the next quarter?
<p><b>19. Work with the Community Safety Partnership (CSP) on its next Strategic Assessment to identify priorities for building safer communities in Torbay, and ensure that Council activities align and support this approach.</b></p>	<p>Draft Strategic Assessment has been produced and has been to the CSP Board for initial review. Priorities identified which will underpin the focus of the partnership this year:</p> <ul style="list-style-type: none"> <li>• Domestic Abuse and Sexual Violence</li> <li>• Exploitation</li> <li>• Drugs</li> </ul> <p>Significant focus has been applied to Domestic Abuse and Sexual Violence (DASV) during Q1&amp;2 and funding through CSP allocated accordingly.</p>	<p>Report will finalised in line with peninsular assessment with Office of Police and Crime Commissioner (OPCC). All three themes are integrated into cross cutting work streams across the organisation. Work will continue to deliver this.</p>
<p><b>20. Ensure an effective partnership approach to reducing domestic abuse and sexual violence (DASV) to ensure that all agencies are working together.</b></p>	<p>Successful MoJ bid perpetrator funding (£471K) across area. Communications campaign. Multiple Complex Needs tender completed. STP work (CCG, Devon, Plymouth commissioners). Recruited DASV lead role in the CCG. STP monies appointed the Innovation Unit - project to better understand the needs of victims of SV and system responses. CVS - Standing Tall Partnership formed – successfully bid £52.8K to deliver support - a listening ear service, top up grants, essentials parcels, DA training, counselling. The service mobilised with impressive speed and to date has received 100 referrals for support (target 50). Community Reinforcement and Family Training (CRAFT): CRAFT Co-Ordinator recruited through Home Office Violence Against Women and Girls funds. Programme converted for on line delivery. Torbay Domestic Abuse Service – impact and recovery plan completed. Recruiting to Domestic Violence Protection Notice and BC Independent Domestic Violence Advisor roles. Sourced 3 additional safe houses.</p>	<p>MCN tender launch. Prepare for implementation of Domestic Abuse Act 2020: Plan and start implementation of activities from OPCC perpetrator funding. Referrals pathway work with Devon, Cornwall and Plymouth. Work with Innovation Unit, OPCC, CCG, Devon and Cornwall to gather experiences of victims and survivors of sexual violence and people who work with them. Seek long term funding for Standing Tall. Expression of Interest to Comic Relief.</p>
<p><b>21. Ensure a focus on the risk to and impact of exploitation of children and vulnerable adults, working in partnership with community groups.</b></p>	<p>Established a dedicated exploitation team manager and coordinator within children's services that have oversight of the services provided to these children who are vulnerable to exploitation. We have reviewed all policies and procedures relating to exploitation and have implemented an exploitation screening tool. We have improved our performance data to identify children at risk of exploitation and ensure that services are delivered to support them.</p>	<p>We will continue to embed and evaluate the policies and procedures in relation to Child Exploitation Missing Operational Group (CMOG) and Missing and Child Exploitation (MACE). We will quality assure our response to children who are at risk of exploitation to learn and improve our effectiveness. Continue to work with partners and stakeholders to identify and disrupt activity within the Bay.</p>
<p><b>22. Co-locate police officers within Children's Services' teams to continue to improve outcomes for children and families.</b></p>	<p>Due to Covid-19 responses this cannot be progressed at this stage.</p>	<p>Due to Covid-19 responses this cannot be progressed at this stage.</p>
<p><b>23. Support Devon and Cornwall Police in securing a response location in Paignton.</b></p>	<p>No further work has been undertaken due to COVID-19 response.</p>	<p>Conversations will be resurrected with new Basic Command Unit Commander and OPPC.</p>
<p><b>24. Work proactively with local NHS partners to deliver Health and Wellbeing Hubs in Paignton and Torquay and to maximise the impact of the Health Improvement Programme.</b></p>	<p>Discussions with the Integrated Care Organisation regarding this have determined that they have no active plans for a Health and Wellbeing Hub in Paignton.</p>	<p>Discussions have started with TDA and NHS for the possibility of an NHS Cavell (mental health centre) as part of the Torquay Town Build.</p>
<p><b>25. Support the implementation of the Evening and Night Time Economy Strategy.</b></p>	<p>No further work has been undertaken on the strategy due to COVID-19 response. Work continues to support the sector and Licensing Policy produced and consultate upon including the principle of the Strategy where appropriate.</p>	<p>Strategy will be launch on the basis of it forms a building block for the sector as part of the Covid-19 recovery. This however will be dependent of the status of the pandemic.</p>

Code	Title	Polarity	Status	Prev Year End	Quarter Target	Quarter 3 2019/20	Quarter 4 2019/20	Quarter 1 2020/21	Quarter 2 2020/21	Last period value
1a	<a href="#">Torbay Domestic Abuse Service - New placements in the service - Adults</a>	N/A	(monitoring only)	1,455	No target set	342	343	300	360	360
2a	<a href="#">Torbay Domestic Abuse Service - New placements in the service - Number of Children of clients</a>	N/A	(monitoring only)	1,012	No target set	289	264	187	197	197
3a	<a href="#">Torbay Domestic Abuse Service - New placements in the service - 1c) Number of standard risk cases out of above (all others are either medium or high risk as determined by a DA risk assessment tool)</a>	N/A	(monitoring only)	47	No target set	11	10	4	11	11

In terms of referrals Torbay Domestic Abuse Service (TDAS) is seeing slightly above average numbers every week, however the levels are variable, and there has been no surge and there do not appear to be any trends at present. The number of Multi Agency Risk Assessment Conference (MARAC) Independent Domestic Violence Advisor referrals has been steady at 74 (73 in Q1) with a 91.8% engagement rate, up from 86.5% in Q1 against a target of 75%. The average engagement rate last year was 74.7%. 55.2% in Q2 were repeat clients (i.e. referred within 1 year of exiting the service) which is up 12% on last year's average of 42.9%. TDAS Children' programme Helping Hands is back to being delivered in schools and the safe houses. TDAS has a recovery plan in place and can revert back to home working as required.

Code	Title	Polarity	Status	Prev Year End	Monthly Target	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Last period value
	<a href="#">Child Protection Plans</a>	TBC	TBC	TBC	TBC	185	177	192	199	192	194	197	223	218	220	221	200	200
	<a href="#">Children Looked After</a>	TBC	TBC	TBC	TBC	343	345	356	368	365	354	348	340	338	335	329	324	324
	<a href="#">Starting CLA</a>	TBC	TBC	TBC	TBC	8	8	15	18	10	5	2	4	7	8	2	4	4
	<a href="#">Ceasing CLA</a>	TBC	TBC	TBC	TBC	1	7	5	6	14	15	8	11	9	10	8	9	9
ASCP10 0x	<a href="#">Number of adults safeguarding referrals (Section 42 Enquiries) Year to month</a>	N/A	(monitoring only)	31	No target set	7	7	14	5	6	31	24	23	37	103	121	149	149
TCT14b	<a href="#">Safeguarding Adults - % repeat safeguarding referrals in last 12 months</a>	It's better to be low	Well above target	7.8%	8.0%	7.9%	8.1%	8.5%	7.6%	7.1%	7.8%	7.2%	9.0%	10.3%	11.4%	11.0%	14.6%	14.6%
<p>There has been an audit of this work.</p> <p>In our analysis we identified a clear theme in that the majority of repeat referrals (not all) were in relation to large scale safeguarding enquiries or Provider of concern processes; when our staff had an increased foot fall in the provider setting, and actively identifying issues of abuse resulting in harm to individuals, it is practice in Torbay that these incidents of abuse would be recorded as individual safeguarding processes; separate to the large scale enquiry, the rationale for this has been to avoid information overload/something being missed within the larger enquiry and most importantly to ensure that Making safeguarding personal is prioritised and central for the individual concerned.</p> <p>In reviewing the remaining repeat referrals, we recognised the fact that some individuals choose not to accept they need a safeguarding plan or, a plan is in place which they later do not follow, equally there were individuals for who, their physical and/or Mental health or Mental Capacity deteriorate resulting in them being referred though to safeguarding for different but equally valid reasons. Equally there were a few individuals with highly complex needs and increased vulnerabilities such as autism, epilepsy, domestic abuse; self-neglect and an individual being targeted within the community as a victim, where despite risk management plans, and safeguarding plans being in place for them, they remain at high risk of further abuse. It must be recognised that for some of these individuals, the risks they pose or are subjected to e.g. PICA or total reliance on providers for all care needs, can result in high levels of anxiety for professionals, providers and family/advocates, and whilst these individuals may not need to be under a safeguarding process continually for years there will inevitably be times when they will be re-referred into the safeguarding adults process.</p> <p>The practicalities of this is that the numbers will go up if we have several large scale enquiries, and action to address this would undermine the safeguarding process and not help the individuals concerned.</p>																		

## A Thriving Economy: We will create an environment in which businesses and jobs can grow

Community and Corporate Plan Delivery Plan Action	What have we done in the last quarter?	What are the priorities for the next quarter?
<b>26. Agree the COVID-19 Economic Recovery Plan.</b>	Deliver in line with actions below.	Assess impact of further lockdown.
<b>27. Explore the potential for the community wealth building approach to develop new ways of working with our public and private sector partners to maximise local economic benefits, including public sector procurement.</b>	CWB board has been convened and met for inaugural meeting.	<ul style="list-style-type: none"> <li>• Establish the Procurement and Employment Sub-groups</li> <li>• Undertake local benchmarking/ spend analysis exercise</li> </ul>
<b>28. Progress, using our relevant powers, the possession of the Crossways site in Paignton.</b>	Compulsory Purchase Order (CPO) served and planning application submitted.	Responding to the CPO objections.
<b>29. Protect and accelerate the development of employment space to accommodate business growth.</b>	Getting Building Fund allocated to Edginswell & Lymington Road.	<ul style="list-style-type: none"> <li>• Identification of additional potential employment sites.</li> <li>• Review pipeline of demand.</li> </ul>
<b>30. Explore funding opportunities to create greater capacity and enhanced capability for Brixham Fish Market.</b>	Regular liaison with local MP, Brixham Trawler Agents, British Ports Association, HoSW LEP and TDA to keep abreast of funding options. EIA scoping work undertaken.	Continue the regular liaison with local MP, Brixham Trawler Agents, British Ports Association, HoSW LEP and TDA. Undertake further work towards the land reclamation project, including cost estimates and necessary consents i.e. Marine Management Organisation & planning
<b>31. Promote opportunities for investment through the Torbay Economic Growth Fund with the aim of regenerating all of our town centres and diversifying the economy.</b>	No specific actions.	Bring forward business cases for Edginswell & Lymington Road if appropriate. Identify opportunities for the Fund including for the employment sites noted at #29.
<b>32. Close the educational attainment gap and broaden the skills base within the workforce and further the growth of apprenticeships.</b>	<p>Economic Recovery Board established and work programme being created.</p> <p>Submitted in Town Investment Plan support for sector pathways work.</p> <p>Secured investment from HotSW LEP for hi tech training.</p>	Local Education Board meeting to agree the action plan.
<b>33. Support South Devon College's HE Vision including to secure Full Taught Degree Awarding Powers by 2022 and University College status by 2025.</b>	No actions required.	Review with SDC Principal what support is required.

Code	Title	Polarity	Status	Prev Year End	Quarter Target	Quarter 3 2019/20			Quarter 4 2019/20			Quarter 1 2020/21			Quarter 2 2020/21			Last period value
	<a href="#">Gross rateable value of Business Rates (NNDR)</a>	It's better to be high	On target	£93,858,989	£94,253,806	£94,018,759			£93,858,989			£94,582,264			£94,802,114			£94,802,114
Code	Title	Polarity	Status	Prev Year End	Great Britain / Month Target	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Last period value
TEPI03	<a href="#">Out of Work Benefits Claimant Count</a>	It's better to be low	Well above target	3.5%	6.5%	3.1%	3.1%	3.1%	3.2%	3.5%	3.5%	7.1%	8.0%	7.6%	7.8%	7.9%	7.7%	7.7%
						2,385	2,385	2,415	2,475	2,675	2,675	5,485	6,165	5,845	5,955	6,080	5,875	
Code	Title	Polarity	Status	Prev Year End	Great Britain Value	2019												Last period value
TEPI07	<a href="#">Percentage of workless households in Torbay</a>	It's better to be low	Well above target	17.1%	13.9%	16.3%												16.3%
PTPI05	<a href="#">Earnings by Torbay Residence (Gross weekly pay)</a>	It's better to be high	Well below target	£472.40	£587.00	£505.10												£505.10
PTPI06	<a href="#">Earnings by Torbay Workplace (Gross weekly pay)</a>	It's better to be high	Well below target	£444.10	£586.50	£483.80												£483.80
Code	Title	Polarity	Status	Prev Year End	Great Britain Value	Oct 2018-Sep 2019			Jan 2019-Dec 2019			Apr 2019-Mar 2020			Jul 2019-Jun 2020			Last period value
TEPI08	<a href="#">Percentage of people in Torbay who are economically active (aged 16 to 64)</a>	It's better to be high	On target	78.1%	79.4%	78.2%			78.1%			77.1%			77.6%			77.6%
TEPI09	<a href="#">Percentage of people in Torbay in employment (aged 16 to 64)</a>	It's better to be high	On target	74.2%	76.2%	74.1%			74.9%			73.1%			73.1%			73.1%

## A Thriving Economy: We will become the premier tourist resort in the UK

Community and Corporate Plan Delivery Plan Action	What have we done in the last quarter?	What are the priorities for the next quarter?
<b>34. Ensure the COVID-19 Economic Recovery Plan links with the sector specific recovery plan for the tourism industry.</b>	Close liaison has continued between the Council, the English Riviera BID company, the TDA and regional/national tourism bodies i.e. Visit Devon & Visit England. Continued to work with HotSW & Great SW partners to ensure that regional recovery is also aligned.	Further liaison will continue along with collaborative and collective lobbying for sector specific support.  Scoping review of Destination Management Plan.
<b>35. Invest up to an additional £0.6 million in public toilet provision enabling investment at Goodrington South, Meadfoot, Broadsands, Goodrington North, Abbey Meadows and Preston Bus Shelter.</b>	Several projects delayed by the Covid-19 lockdown and the need to avoid summer disruption. Goodrington South - all works completed and unit operational.	Meadfoot Project start date 16th November completion estimated 22nd January 2021. Broadsands Modular unit under construction, drainage and foundation works scheduled for 14th September 30th October. Completion of unit detail awaited dependant on drainage plans. Goodrington North Project estimated start date 30th November 2020 completion estimate 5th February 2021. Abbey Meadows Project start date 28th September completion estimated 6th November. Preston Bus Shelter Project start date 12th October completion estimated 20th November.
<b>36. Work to identify a third party provider to operate the public toilets at Corbyn Head from 2021/2022 onwards.</b>	Marketing of this site has commenced using a local agent with support from the TDA. Positive media coverage provided on this opportunity.	The next phase is to identify interested parties and look at the proposals. Due diligence will be necessary. The nature of the offer will determine the decision making process.
<b>37. Work with partners to develop a Town Investment Plan for Torquay which secures the highest allocation of Town Deal investment.</b>	Heads of terms offer for £21.9M secured October.  Business plans for accelerated projects developed.	<ul style="list-style-type: none"> <li>• Revise project allocation in line with offer.</li> <li>• Affirm partnership approach for key town centre project.</li> <li>• Respond to other Heads of Terms conditions.</li> </ul>
<b>38. Ensure that the Future High Streets Fund application for Paignton secures investment to accelerate the regeneration of Paignton.</b>	No actions, decision not yet given.	Awaiting decision.
<b>39. Submit our application to the Heritage Lottery Fund (HLF) for Phase 3 of the renovations at Torre Abbey.</b>	The Heritage Lottery Fund has ceased normal funding applications due to Covid-19. Work has continued on preparing for public consultation. A bid has been submitted to the Arts Council/HLF Recovery Fund.	The next quarter is unlikely to see any resumption of the normal application process. Officers will monitor the situation and any other funding opportunities.
<b>40. Support the Heritage Lottery Resilience Fund bid for Oldway Mansion in order to support the submission of a Heritage Lottery Fund bid, the new Oldway Trust and volunteer activities.</b>	The HLF has ceased Resilience Fund applications due to Covid-19. Work has continued with the Oldway Trust, the Friends of Oldway and other volunteers. A key holder agreement has been signed and the old Tea Rooms are due to re-open.	The next quarter is unlikely to see any resumption of the application process. Officers will monitor the situation and any other funding opportunities.
<b>41. Develop plans for the long term future of the Pavilion in Torquay.</b>	Section 106 Task Force established and had several meetings. CiL Neighbourhood Spend Panel agreed through Cabinet.	Looking to redistribute unspent s106 monies, where possible. First Neighbourhood Spend Panel details to be developed, terms of reference, the scope for proposed projects and first panel in the New Year.
<b>42. Support the community in their development and delivery of projects which will improve our beaches and seafront areas.</b>	Work has continued with beach and seafront tenants to improve their areas and/or support their projects i.e. Fishcombe Cove Café, the Old Toll House & Pierpoint.	Further support and encouragement will be provided to the community in their development and delivery of projects which will improve our beaches and seafront areas.
<b>43. Maximise the use of investment from new businesses in Torbay through the use of Section 106 monies, Community Infrastructure Levy and sponsorship.</b>	Section 106 Member Task Force established. CiL Neighbourhood Share spend process agreed through Cabinet.	Run first CiL Neighbourhood Spend Board, distribute funds.

<p><b>44. Work with destination management partners to maximise all available funding for Torbay.</b></p>	<p>Successful bid for Visit South West domestic marketing campaign. The Visit South West domestic marketing campaign is a Government Cabinet Office funded campaign awarded to the Great South West DMO partnership, (including ERBIDCo, Visit Devon, Destination Plymouth, Visit Cornwall, Visit Somerset, Visit Exmoor, Visit Dorset). The campaign value in the end is £340,000. It went live on 1st September running for 3 weeks across digital display, social media, print and radio to an audience within 2 hour travel time of our region.</p>	<p>The Council will continue to work with the Destination Marketing Group, which is supported by the TDA.</p>
<p><b>45. Support Torbay Culture in advocating for the culture sector to work with partners to ensure a good quality submission to Creative People and Places.</b></p>	<p>Delivered Create to Recover activity. Secured Cultural Recovery Fund grant supporting Torbay Culture role.</p>	<p>Deliver Cultural Recovery Work. With board of Torbay Culture: assess how the Board can increase its visibility with partners.</p>
<p><b>46. Work with the Destination Management Group to ensure alignment with Destination Management Plan objectives and advocate that regional partners recognise the importance of the visitor economy for Torbay.</b></p>	<p>Great South West Tourism Survey review. Launch of: Be the Business.</p>	<p>Review of Destination Management Plan.</p>
<p><b>47. Work with the community to empower them to manage flower beds and promote civic pride.</b></p>	<p>Before the Covid-19 lockdown, work was progressing which included the Torbay Community Development Trust undertaking engagement about the community looking after flower beds, extending the Council's work with Groundwork South to co-ordinate the work of volunteers and developing Community Action Plans for the flowerbeds and greenspaces. Understandably, this work has slowed considerably but now needs to be progressed.</p>	<p>A new work stream has been established entitled "Green Infrastructure – Increasing Community Empowerment". The work stream Project Board will now start work to address the four overarching (and related) messages from the first Community Conference held in September 2019:</p> <ul style="list-style-type: none"> <li>• There needs to be a change of culture in the Council and also in communities.</li> <li>• Trusted relationship with communities need to be built.</li> <li>• Communication with communities and individuals needs to improve.</li> <li>• Celebration of Torbay's assets and civic pride need to be encouraged.</li> </ul>

**Performance Indicators are in development for this section. Information below was provided by the English Riviera Bid Company Ltd with data from The South West Research Company Ltd.**

Holiday visits to the English Riviera in 2018\* had increased by 4% for staying trips and 3% for spend compared to the ERBID baseline year of 2016. This growth is higher than the national average for domestic staying trips. Overseas study nights were also 4% higher. A key objective is to extend the season and increase shoulder season occupancy. This has also been achieved. Shoulder season occupancy in both Q1 (Jan-Mar) and Q4 (Oct-Dec) both increased for every recorded year since the ERBID was launched in 2017. Staying and day visitors combined spent £425 million on the Riviera in 2018, generating £566 million in local business turnover and supporting approximately 11,000 actual jobs. 2019 data is expected mid-October.

# Tackling Climate Change

## Tackling Climate Change: We will become a carbon neutral council and work with others to create a carbon neutral community

Community and Corporate Plan Delivery Plan Action	What have we done in the last quarter?	What are the priorities for the next quarter?
<b>48. Deliver a successful transition of services to SWISCo, in particular ensuring that there is a focus on increasing recycling rates.</b>	A successful transition of services to SWISCo was achieved on 1st July.	A new Waste Strategy will be consulted on during this quarter for adoption in December 2020. There will be a clear focus on increasing recycling rates.
<b>49. Review and develop plans to improve communications and transport connectivity and sustainability, including the submission of a bid for Edginswell Rail Station.</b>	Bid was submitted on time for the Edginswell Rail Station proposal.	Prepare for project implementation, if bid is successful. Work with partners over Green Travel Plans, Review of the Local Transport Plan.
<b>50. Appoint a dedicated Climate Change Officer, to co-ordinate Council activities as part of the Devon Climate Emergency Response Group and develop an action plan to address climate change in Torbay.</b>	Successful, but somewhat delayed recruitment process secured our first choice from a just under a hundred applicants. Jacqueline Warren has been appointed to the role. Starts early December.	Set out work programme, priorities and details of spend as early as possible and develop the Climate Change Strategy. Work closely with the O/S Working Group.
<b>51. Introduce and maintain close oversight of the impacts of charging for household DIY waste at the Recycling Centre.</b>	Capital works have been designed and the contractor instructed. Household DIY waste charging is due to be introduced in early October.	SWISCo will maintain oversight of the impacts of charging for household DIY waste at the Recycling Centre once it is introduced.
<b>52. Develop plans for a trial and roll out of three-weekly refuse collections</b>	Progress has been delayed by other key actions, including the TUPE transfer of teams into SWISCo. A Project Board has been established.	The Project Board will continue to meet to properly plan the trial areas. It is intended that the trials will commence in early February 2021.
<b>53. Introduce a mechanism to ensure all council decisions are informed by an analysis of whether they would help or hinder climate change.</b>	The report template has been updated to reflect this requirement.	The template has been introduced for meetings from October 2020.
<b>54. Work as a member of the Peninsula Transport Body to tackle climate change through the transport agenda.</b>	Continued to be actively involved in the partnership.	Contribute to the consultation response on the Devon Carbon Plan and the content of the Torbay Climate Change Strategy. Continue work on Local Transport Strategy.
<b>55. Bring forward Trees for the Future setting out how we will work as a community to protect and enhance our treescape and introduce appropriate re-wilding.</b>	A Trees for the Future document was agreed in principle in April.	The Trees for the Future document will need to be incorporated into the wider work on Green Infrastructure.
<b>56. Explore opportunities to produce our own solar and other renewable electricity and introduce electric vehicle charging points and make best use of the planning system to drive this agenda across Torbay.</b>	Principal of two Torbay Council Solar farms approved by Cabinet.	Provide clear, positive pre-application planning advice on the proposals and when submitted determine them in an efficient and timely manner. Continue to explore opportunities for funding for electric charging points.
<b>57. Implement the Environmental Enforcement Service.</b>	Tender is in the process of being concluded and is at the evaluation stage.	If the process is successful contract will be awarded with commencement beginning of 2021.
<b>58. Review and develop plans to address flooding risks within Torbay.</b>	The Torbay Flood Steering Group held a meeting in July. Membership includes Councillors, Council Officers, TDA, the Environment Agency and South West Water.	The Torbay Flood Steering Group are due to meet again in December or January. A revised Torbay Local Flood Risk Management Strategy will be presented to Cabinet for approval in early 2021. In the meantime several flood alleviation schemes continue to be progressed.
<b>59. Encourage a sustainably developed built environment through review of Local Development Scheme (Local Plan Review).</b>	Local Plan review well underway, including the establishment and first meeting of the Local Plan Working Group.	Decision on the scope of update of the Local Plan. Report in December. Preparation of supporting documents and a revised Local Development Scheme with shorter timescales.

**Further performance indicators for this section are being explored in combination with the review of the Climate Change Strategy.**

Code	Title	Polarity	Status	Prev Year End	Target	Quarter 3 2019/20	Quarter 4 2019/20	Quarter 1 2020/21	Quarter 2 2020/21	Last period value
NI191	<a href="#">Residual household waste per household</a>	It's better to be low	Well above target	143	120kg	126kg	143kg	135kg	Reported 1 quarter in arrears	TBC
<p>The lockdown due to COVID19 significantly affected waste performance during Quarter 1 of 2020-21. The increase in residual waste was seen in the waste collected at the kerbside and this was reflected by similar increases for all local authorities across the UK. All other sources of residual household waste e.g. civic amenity and litter bin waste, were reduced in Q1 2020-21. More people were at home instead of at work, so increases in the tonnage collected at the kerbside were seen as a result. The Recycling Centre was also closed, which significantly reduced the amount of recycling delivered to the site especially garden waste. It is expected that with the easing of lockdown measures and the re-opening of the Recycling Centre, levels of household waste will reduce and recycling rates should partially recover showing an improvement on this indicator.</p>										
NI192	<a href="#">Percentage of household waste sent for reuse, recycling and composting</a>	It's better to be high	Well below target	40.25%	50.00%	41.68%	40.25%	31.84%	Reported 1 quarter in arrears	TBC
<p>The increase in household residual waste described above, increases the denominator which is used to calculate the recycling percentage. Materials collected from the kerbside for recycling also increased in Quarter 1 2020-21 compared to Quarter 1 2019-20, by approximately 300 tonnes, this will have increased due to more people being at home. There was a significant increase in the amount of food waste collected for recycling (possibly wasted as a result of stockpiling). However, as the Recycling Centre was closed during lockdown the amount of material collected for recycling at the site was significantly lower than previous years as mentioned above significantly garden waste. In 2019-20 over 3170 tonnes of recycling were delivered to the site by householders, but in 2020-21 only 740 tonnes were delivered. Quarter 1 is traditionally a heavy quarter for garden waste, so the reduced tonnage has significantly affected the recycling rate. It is expected that with the easing of lockdown measures and the re-opening of the Recycling Centre, levels of recycling will increase.</p>										
00000	<a href="#">% of commercial waste recycled</a>	It's better to be high	Above target	21.09%	25.00%	16.79%	16.74%	26.36%	Reported 1 quarter in arrears	TBC

# A Council Fit for the Future

A Council Fit for the Future: We will become a Council fit for the future, working with our communities to create a culture of partnership

Community and Corporate Plan Delivery Plan Action	What have we done in the last quarter?	What are the priorities for the next quarter?
60. To build upon and embed the successful collaboration that saw residents, communities, partnerships and the Council working together differently in the response to the pandemic.	The Opportunity, Impact and Risk Assessment in relation to Covid-19 on the community and the wider Community and Voluntary Sector has been reviewed with specific impacts, risks and opportunities escalated to the overarching Assessment.	The Assessment needs to be completed and the actions identified will be incorporated into the project plan for the Our Communities project of the Council Redesign Programme.
61. Roll out and embed Crowdfunding to support community projects and establish Community Grant Funding schemes.	The draft criteria for the Community Enablement Fund has been considered by members of the Cabinet.	Final agreement will be reached on the operation of the Enablement Fund and appropriate publicity undertaken. Work will also continue on ensuring that there is a cohesive approach to all available funds/schemes available for the community from the Council.
62. Re-energise take up of the Torbay Lottery as a means of funding for community projects.	We allocated £9,480 to six local good causes from the Torbay Lottery Small Grants Fund for 2019/2020.	This action will be included within cohesive approach to funds/schemes available for the community from the Council (as per action 61 above).
63. Agree a Community Engagement and Empowerment Strategy, including an 'Enabling Council' action plan.	The draft Community Engagement and Empowerment Strategy was launched at the Community Conference in September 2020. The consultation will run through to 20 December 2020.	Engagement on the draft Community Engagement and Empowerment Strategy is underway with a long and short version questionnaire available. Promotion will take place across the whole community and consideration will be given to whether in person events can be held (Covid restrictions permitting).
64. Strengthen relationships with the Community Partnerships through the appointment of Ward Ambassadors within the Council.	Ward Ambassadors have been renamed as Ward Facilitators. Each Facilitator has been asked to meet with their ward councillors and, in the majority of cases, these meetings have taken place.	Promotion of the scheme needs to take place with the Community Partnerships and the wider community. Mechanisms also need to be put in place to monitor the actions being taken, ensuring that the specific purpose of the Facilitators is kept in mind.
65. Strengthen relationships with the community by undertaking town visits by Leader and Chief Executive.	A schedule of Town Visits has been prepared.	Arrangements for the Town Visits need to be put in place.
66. Simplify and standardise how the Council works through making the best use of technology.	Completed IT infrastructure refresh, which is the foundation for improvements. Ran tender process for Office 365, the new operating system for the Council's Windows estate that will enable much greater electronic collaboration, improved resilience and ability to remotely manage teams whilst standardising and simplifying core working practices. Started business requirements and business case for new Customer Relationship Management (CRM) system to improve customer services across the organisation and enable full exploitation of digitalisation to release efficiency savings and improve productivity, underpinned by standardisation, simplification and data sharing.	Start Office 365 project work to bring in new operating system by May 21. Commence tender process for new CRM system on business case and funding approval. NB All work is aligned to the Council Re-Design to ensure offer and outcomes remain the focus of process improvements.
67. Review the continued rationalisation of council assets.	The Corporate Asset Management Group (CAMG) held a meeting in June. Part of CAMG's role is to provide advice on assets that are surplus to service requirements.	The work of CAMG will continue with a focus on the potential for a reduction in the need for office space post Covid-19.
68. Ensure that Torbay Council collaborates effectively locally, regionally and nationally.	The draft External Affairs Strategy has been considered by SLT. We have ensured that the Council is represented at appropriate regional and national forums.	The Strategy will be considered by members of the Cabinet in the near future. Attendance at appropriate local, regional and national forums will continue to be prioritised.

Code	Title	Polarity	Status	Prev Year End	Monthly Target	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Cumulative to date
RECPI01	<a href="#">Agency Staff Cost (excluding schools)</a>	It's better to be low	Well above target	£4,865,773	£470,950	£349,363	£363,340	£587,165	£519,888	£411,082	£806,694	£213,420	£394,102	£323,976	£342,002	£258,797	£312,870	£1,845,167
Adults £0k, Children's £273.9k, Public Health £0k, Business Services £9k, Corporate Services £27.9k, Planning & Transport £2k																		

Code	Title	Polarity	Status	Prev Year End	Annual Target	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Last period value
RECPI02	<a href="#">Variance Against Revenue Budget (projected)</a>	It's better to be low	Below target	£3,081,000	£0	£3,228,000	£3,388,083	£2,874,000	£3,285,388	£3,206,488	£3,081,000	£7,769,000	£7,769,000	£4,800,000	£4,496,000	£3,820,000	£1,986,000	£1,986,000

Code	Title	Polarity	Status	Prev Year End	Target	Quarter 3 2019/20	Quarter 4 2019/20	Quarter 1 2020/21	Quarter 2 2020/21	Last period value
HR 00	<a href="#">Staff sickness – % working days lost as an overall organisation</a>	It's better to be low	Well below target	4.9%	3.5%	4.4%	4.6%	2.9%	2.2%	2.2%
RECPI06	<a href="#">Number of Corporate Complaints received</a>	It's better to be low	Monitoring only	456	No target set	86	69	60	75	75
RECPI05	<a href="#">Number of Corporate Complaints - Dealt with within timescales</a>	It's better to be high	Well below target	83%	90%	74%	83%	57%	64%	64%

The new system had been implemented for complaints only and the impact of this can be seen at Q3 in 2019-20, which was just after the implementation of this project. By recruiting complaint investigators our performance in respect of timeliness increased from 57% to 74%. Unfortunately at Q1 in 2020-21 performance has dropped due to the impact of COVID and this is because our complaint investigators were taken off their normal duties for part of their working week to assist with the COVID call centre. In addition to this our responses to complaints depend very much on colleagues, who are delivering front line services, on providing us with information. During this time, those officers were also dealing with other priorities in respect of the COVID response. Q2 performance has improved from Q1 and 62% of complaints which were due in this time were responded to within agreed timescales. It is possible performance will fluctuate throughout this year as the pandemic continues. However, our performance remains higher than it was before we implemented this project which was around 40%.

Code	Title	Polarity	Status	Prev Year End	Target	Quarter 3 2019/20	Quarter 4 2019/20	Quarter 1 2020/21	Quarter 2 2020/21	Last period value
	<a href="#">Number of Corporate Complaints upheld / partly upheld</a>	N/A	Monitoring only	181	No target set	10	17	17	18	18
	<a href="#">Number of Freedom of Information (FOI) requests / Environmental Information Requests (EIR) received</a>	N/A	Monitoring only	1426	No target set	307	469	235	427	427
FSIT012	<a href="#">Number of FOIs / EIRs - Dealt with within statutory timescales</a>	It's better to be high	Well below target	83%	95%	85%	89%	84%	82%	82%
There has been no change in how the council processed these requests. FOI performance has remained at similar levels across the year. We continue to work with SLT to advise them of overdue cases and we have improved our processes around chasing responses which are due. The target for the percentage of FOIs handled in time is high as this is what the Information Commissioner's Office set as a good level of performance.										
IG001	<a href="#">Number of subject access requests (SARs) received</a>	N/A	Monitoring only	55	No target set	13	21	27	33	33
FSIT011	<a href="#">Number of SARs - Dealt with within statutory timescales</a>	It's better to be high	Well below target	29%	90%	33%	29%	27%	11%	11%
Subject Access Request performance is a known issue, which is being mitigated. The number of requests has increased significantly over the last few years. The majority of requests are large in volume (often thousands of pages) and complex in their nature and can take a significant amount of time to process, sometimes months. There is currently no dedicated resource within the team to handle these requests, however, this is currently being addressed through the approval of a 12 month fixed term post which is going out to advert imminently. In addition to this, a neighbouring authority has been assisting us with some requests. Improvements may not be seen immediately as there is a backlog of requests to be dealt with, however, the additional resource will certainly improve the current situation.										

Code	Title	Polarity	Status	Prev Year End	Target	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Last period value
REG001 B	<a href="#">Registration of births - Registered within 42 days</a>	It's better to be high	Well below target	98.4%	98%	98.6%	98.6%	98.4%	98.4%	98.5%	98.4%	No births registered	No births registered	67.7%	60.8%	60.6%	64.7%	64.7%
<p>Due to a national lockdown national restrictions were placed on life events, this meant that no birth registrations took place for twelve weeks from March to June 2020. When restrictions were lifted Registrars had a significant back log of births to register (550 in total). As of the week ending 2 October there were only ten births outstanding that are over the statutory registration time scale of 42 days. The performance should return to normal which is usually around 90% by the end of October 2020. However, this will be dependent on how cooperative the parents are and if they attend a registration appointment or continue to ignore late registration reminder letters. We have plenty of appointment availability however we are unable to force people to attend to register their babies. This is a great achievement for the Registrars Team and the recovery reflects the hard work they have put in to recover the back log. A service level agreement with Devon County Council for residents who live in the Teignbridge or South Hams areas but whose babies are born at Torbay Hospital is back in place after being ceased for a period of this year due to COVID 19. These babies can again be registered at Devon County register offices and therefore the number of births needing to be registered by Torbay will be fewer.</p>																		
REG001 D	<a href="#">Registration of deaths - Registered within 5 days</a>	It's better to be high	Well below target	74.5%	90.0%	74.6%	75.4%	75.2%	74.1%	74.6%	74.5%	75.0%	79.0%	81.7%	80.5%	80.6%	79.7%	79.7%
<p>Torbay Registration service has historically not been able to attain the statutory timescale of registering 90% deaths within five days. The service has worked very hard over the last few years to improve its timelines. Registrations are now being completed by telephone, rather than a face to face appointment, which was a change in legislation to respond to Corona Virus. This is also coupled with the doctors scanning medical certificates for the registrations, rather than waiting for physical documents to arrive in the office – again another change to death registrations in light of Corona Virus.</p> <p>To attain the 90% target is a very challenging task. Issues that impact on the service being able to achieve this target include:</p> <ul style="list-style-type: none"> <li>o The service is unable to make a doctor complete a medical certificate in a timely manner after a death e.g. they may be on holiday or busy.</li> <li>o On occasion, it can be a challenge to find a next of kin to register a death.</li> <li>o In circumstances where solicitors deal with an estate and they are slow at registering due to being busy or accessing the deceased personal information to complete the registration.</li> </ul> <p>The General Register Office monitor this target and are in regular contact to monitor our performance and assist with identifying actions to address this. However, it needs to be recognised that some of the issues encountered to achieve this target are outside of our control. The Compliance officer from General Register Office has recently commended Torbay Registrars on their performance regarding this PI.</p>																		
Code	Title	Polarity	Status	Prev Year End	Target	Quarter 3 2019/20		Quarter 4 2019/20		Quarter 1 2020/21		Quarter 2 2020/21		Last period value				
	<a href="#">SWISCO - Complaints per 100,000 population</a>	It's better to be low	TBC	Data not available	TBC	Data not available		Data not available		Data not available		6.6		6.6				
	<a href="#">SWISCO - Compliments per 100,000 population</a>	It's better to be high	TBC	Data not available	TBC	Data not available		Data not available		Data not available		8.8		8.8				
	<a href="#">Number of Planning Applications determined in time - with extensions</a>	It's better to be high	Monitoring only	691	No target set	238		214		112		224		224				
	<a href="#">Number of Planning Applications determined in time - without extensions</a>	It's better to be high	Monitoring only	TBC	No target set	123		98		23		55		55				