

Meeting: Cabinet Meeting

Date: 14 April 2026

Wards affected: All

Report Title: CQC Improvement Plan

When does the decision need to be implemented?

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

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

1. Purpose of Report

- 1.1 In September 2025 Adult Social Care in Torbay completed an onsite inspection by CQC as part of the new legislative framework set out for Council's across the United Kingdom.
- 1.2 This paper presents the final report and feedback. Attached is an accompanying action plan that has been developed to monitor improvement work based on the findings within the report and previous assurance activity.
- 1.3 This paper seeks to ensure that our political members have oversight of the findings of the inspection process and the work being carried out to further improve Adult Social Care services for the people of Torbay.

2. Reason for Proposal and its benefits

- 2.1 The CQC report outlines key insights following their assessment of Torbay Council Adult Social Care.
- 2.2 This report includes the Adult Social Care CQC Improvement Plan including progress to date.
- 2.3 Actions within the plan have been allocated appropriately across Adult Social Care programme sub-boards to ensure visibility and single line of reporting.
- 2.4 The CQC report's findings will assist us in improving the experiences of Torbay residents and for us to deliver our vision of a healthy, happy and prosperous Torbay.

3. Recommendation(s) / Proposed Decision

- 3.1. That Cabinet notes the CQC's report on their assessment of Torbay Council's Adult Social Care and approves the resulting action plan as set out at Appendix 2; and
- 3.2. That the Adult Social Care and Health Overview and Scrutiny Sub-Board be requested to review the improvement plan on a quarterly basis and make any required recommendations to Cabinet.

4. Appendices

Appendix 1: CQC local authority assessment of Torbay Council Adult Social Care, Published 17th December 2025.

Appendix 2: Adult Social Care CQC Improvement Plan

Appendix 3: ASC Programme Structure

5. Background Documents

- <https://www.torbay.gov.uk/adult-social-care/lga-peer-challenge-2024/lga-peer-review-report/>
- <https://www.torbay.gov.uk/adult-social-care/adult-social-care-commissioning/adult-social-care-self-assessment/>

Supporting Information

6. Introduction

- 6.1. Inspectors from the Care Quality Commission carried out a full assessment of Torbay's Adult Social Care service in September 2025. This was completed as part of a two-year inspection programme of all 152 councils with responsibility for adult social care, which were reintroduced as part of the Health and Care Act 2022.

- 6.2. Torbay received its first notification from CQC in April 2025. As part of the requested Information Return, Torbay submitted over 150 pieces of evidence including an updated Self-Assessment
- 6.3. The on-site inspection took place 9th - 11th September 2025. While conducting the inspection, CQC inspectors spoke with over 200 people: including local care providers, VCSE partners, people with lived experience and a range of staff across Torbay Council and Torbay and South Devon NHS Foundation Trust (TSDFT).
- 6.4. In preparation for CQC Assessment, Adult Social Care took part in an LGA Peer Challenge in June 2024 to understand the process and highlight any improvement activity that could be undertaken.
- 6.5. The Improvement Action Plan amalgamates highlighted areas of improvement from the Peer Challenge recommendations, the revised Self-Assessment and the CQC local authority assessment report.

7. Options under consideration

- 7.1. None.

8. Financial Opportunities and Implications

- 8.1. None.

9. Legal Implications

- 9.1. Legal accountability for Adult Social Care in Torbay remains with Torbay Council. The Council has chosen to delegate responsibility for the operational delivery of key aspects of the adult social care function to Torbay and South Devon NHS Foundation Trust. That delegated responsibility is overseen by a Section 75 agreement (Section 8.1 to 8.7), the detail is articulated via a Memorandum of Understanding, set alongside the financial agreement established between the Council, the Trust, and NHS Devon Integrated Commissioning Board.

10. Engagement and Consultation

- 10.1. The CQC assessment team was on site from 9th - 11th September 2025. The programme for the on-site phase included activities designed to enable members of the team to meet and talk to a range of internal and external stakeholders.
- 10.2. Engagement activity included interviews, focus groups, and discussions, with Councillors, people with lived experience, managers, practitioners, frontline staff, and partner representatives; in total over 40 meetings were included on the timetable, and the team gathered views from more than 200 people within these.
- 10.3. Preparatory work including a bespoke case file audit covering 10 case files and reading documents provided by the Council; both in advance of and during the assessment. The

information return included a self-assessment of progress, strengths, and areas for improvement and included over 150 documents.

11. Procurement Implications

11.1. None.

12. Protecting our naturally inspiring Bay and tackling Climate Change

12.1. None.

13. Associated Risks

13.1. Whilst the assessment outcome has been positive, the CQC local authority assessment for Torbay Council identifies areas for improvement, which we will address as they could have an adverse impact on the experiences of people with Adult Social Care needs.

14. Equality Impact Assessment

| Protected characteristics under the Equality Act and groups with increased vulnerability | Data and insight | Equality considerations (including any adverse impacts) | Mitigation activities | Responsible department and timeframe for implementing mitigation activities |
|--|--|--|--|---|
| Age | <ul style="list-style-type: none"> 18% of Torbay residents are aged under 18 years old. 55% of Torbay residents are aged between 18 to 64 years old. 27% of Torbay residents are aged 65 and older. | <p>There is no decision required in this report; therefore, no equality considerations are identified. Equalities issues are raised in the CQC report which will be addressed in detail in the action plan</p> | <p>The Adult Social Care improvement plan will address the equalities issues identified in the report.</p> | <p>Adults and Communities</p> |
| Carers | <ul style="list-style-type: none"> At the time of the 2021 census there were 14,900 unpaid carers in Torbay. 5,185 of these carers provided 50 hours or more of care. | <p>There is no decision required in this report; therefore, no equality considerations are identified. Equalities issues are raised in the CQC report which will be addressed in detail in the action plan</p> | <p>The Adult Social Care improvement plan will address the equalities issues identified in the report.</p> | <p>Adults and Communities</p> |
| Care experienced | <ul style="list-style-type: none"> As of January 2026, there were 277 former care experienced young people aged 18-24 in Torbay. | <p>There is no decision required in this report; therefore, no equality considerations are identified. Equalities issues are raised in the CQC report which will be addressed in detail in the action plan</p> | <p>The Adult Social Care improvement plan will address the equalities issues identified in the report.</p> | <p>Adults and Communities</p> |

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| Disability | <ul style="list-style-type: none"> In the 2021 Census, 23.9% 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. | There is no decision required in this report; therefore, no equality considerations are identified. Equalities issues are raised in the CQC report which will be addressed in detail in the action plan | The Adult Social Care improvement plan will address the equalities issues identified in the report. | Adults and Communities |
| Gender reassignment | <ul style="list-style-type: none"> 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. | There is no decision required in this report; therefore, no equality considerations are identified. Equalities issues are raised in the CQC report which will be addressed in detail in the action plan | The Adult Social Care improvement plan will address the equalities issues identified in the report. | Adults and Communities |
| Marriage and civil partnership | <ul style="list-style-type: none"> Of those Torbay residents aged 16 and over at the time of 2021 Census, 44.2% of people were married or in a registered civil partnership. | There is no decision required in this report; therefore, no equality considerations are identified. Equalities issues are raised in the CQC report which will be addressed in detail in the action plan | The Adult Social Care improvement plan will address the equalities issues identified in the report. | Adults and Communities |
| Pregnancy and maternity | <ul style="list-style-type: none"> Between 2013 and 2024, the rate of live births (as a proportion of females aged 15 to 44) has been slightly but significantly higher in Torbay (average of 56.0 per 1,000) than the Southwest (53.4) and broadly in line with England (56.3). For the period 2022 to 2024, rates in Torbay (44.6) have been | N/A to this report. | N/A to this report. | N/A to this report. |

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| | significantly below England (50.0). | | | |
| Race | <p>In the 2021 Census, 96.1% of Torbay residents described their ethnicity as the following:</p> <ul style="list-style-type: none"> • 1.6% as Asian, Asian British or Asian Welsh • 0.3% as Black, Black British, Black Welsh, Caribbean or African • 1.5% as being of Mixed or Multiple ethnic groups • 96.1% as White • 0.4% described their ethnicity another way. <ul style="list-style-type: none"> • Black, Asian and minoritised ethnic communities are more likely to live in areas of Torbay classified as being amongst the 20% most deprived areas in England. | <p>There is no decision required in this report; therefore, no equality considerations are identified. Equalities issues are raised in the CQC report which will be addressed in detail in the action plan</p> | <p>The Adult Social Care improvement plan will address the equalities issues identified in the report.</p> | <p>Adults and Communities</p> |
| Religion and belief | <p>The 2021 Census showed that the residents in Torbay identify their religion and/or belief as the following;</p> <ul style="list-style-type: none"> • 48.5% are Christian • 0.4% are Buddhist • 0.2% are Hindu • 0.6% are Muslim • Less than 0.1% are Sikh • 0.1% are Jewish • 0.7% have another religion | <p>There is no decision required in this report; therefore, no equality considerations are identified. Equalities issues are raised in the CQC report which will be addressed in detail in the action plan</p> | <p>The Adult Social Care improvement plan will address the equalities issues identified in the report.</p> | <p>Adults and Communities</p> |

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| | <ul style="list-style-type: none"> • 43.2% have no religion • 6.3% did not answer | | | |
| Sex | <ul style="list-style-type: none"> • 51.3% of Torbay's population are female. • 48.7% of Torbay's population are male. | There is no decision required in this report; therefore, no equality considerations are identified. Equalities issues are raised in the CQC report which will be addressed in detail in the action plan | The Adult Social Care improvement plan will address the equalities issues identified in the report. | Adults and Communities |
| Sexual orientation | <p>In the 2021 Census, residents described their sexuality as follows;</p> <ul style="list-style-type: none"> • 89% as Straight or Heterosexual • 1.7% as Gay or Lesbian • 1.1% as Bisexual • 0.1% as Pansexual • 0.1% described their sexuality another way • 7.4% of people didn't answer the question | There is no decision required in this report; therefore, no equality considerations are identified. Equalities issues are raised in the CQC report which will be addressed in detail in the action plan | The Adult Social Care improvement plan will address the equalities issues identified in the report. | Adults and Communities |
| Armed Forces Community | <ul style="list-style-type: none"> • In 2021, 3.8% of residents in England reported that they had previously served in the UK armed forces. • In Torbay, 5.9% of the population have previously served in the UK armed forces. | There is no decision required in this report; therefore, no equality considerations are identified. Equalities issues are raised in the CQC report which will be addressed in detail in the action plan | The Adult Social Care improvement plan will address the equalities issues identified in the report. | Adults and Communities |
| Additional considerations | | | | |

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| Socio-economic impacts (Including impacts on child poverty and deprivation) | <ul style="list-style-type: none"> Torbay is ranked as the 39th most deprived upper tier local authority in England in the Index of Multiple Deprivation 2025. | There is no decision required in this report; therefore, no equality considerations are identified. Equalities issues are raised in the CQC report which will be addressed in detail in the action plan | The Adult Social Care improvement plan will address the equalities issues identified in the report. | Adults and Communities |
| Public Health impacts (Including impacts on the general health of the population of Torbay) | <ul style="list-style-type: none"> For the five-year period 2020 to 2024, data shows there is a 6-year life expectancy gap between males who live in Torbay's least and most deprived areas and, a 3-year gap for females. | There is no decision required in this report; therefore, no equality considerations are identified. Equalities issues are raised in the CQC report which will be addressed in detail in the action plan | The Adult Social Care improvement plan will address the equalities issues identified in the report. | Adults and Communities |
| Human Rights impacts | | There is no decision required in this report; therefore, no equality considerations are identified. Equalities issues are raised in the CQC report which will be addressed in detail in the action plan | The Adult Social Care improvement plan will address the equalities issues identified in the report. | Adults and Communities |
| Child Friendly | | There is no decision required in this report; therefore, no equality considerations are identified. Equalities issues are raised in the CQC report which will be addressed in detail in the action plan | The Adult Social Care improvement plan will address the equalities issues identified in the report. | Adults and Communities |

15. Cumulative Council Impact

15.1. None.

16. Cumulative Community Impacts

16.1. None.