

Report title: Adult Social Care Local Account Summary 2025/26

Report to: Cabinet

Date: 15th September 2026

Lead Cabinet Member: Councillor Hayley Tranter, Cabinet Member for Adult and Community Services, Public Health and Inequalities

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Wards affected: All Wards

1. Summary of Report:

- 1.1 The Adult Social Care Local Account Summary 2025/26 provides an overview of the performance, achievements, challenges and future priorities of Adult Social Care in Torbay during 2025/26. It demonstrates how Adult Social Care is supporting people to live healthy, independent and fulfilling lives and reflects feedback from people with lived experience, carers, communities, staff and partner organisations.
- 1.2 The report highlights significant achievements during the year, including Torbay's first Care Quality Commission (CQC) assessment resulting in an overall rating of Good, improved satisfaction with Adult Social Care services, strengthened support for unpaid carers, expansion of reablement services and increased opportunities for co-production and community engagement. It also identifies key areas for improvement and priorities for the coming year.

2. Recommendations and Proposed Decision:

- 2.1 That Cabinet notes the contents of the Adult Social Care Local Account Summary 2025/26.

- 2.2 That Cabinet approves publication of the Adult Social Care Local Account Summary 2025/26 as the Council's annual account of Adult Social Care performance and improvement activity.

3. Reasons for Recommendations/Proposed Decision:

- 3.1 The Care Act 2014 promotes transparency and accountability in Adult Social Care and encourages local authorities to publish information about performance, outcomes and improvement activity.
- 3.2 Publication of the Local Account enables residents, carers, partners and stakeholders to understand how Adult Social Care services are performing, the impact they are having on local people and the priorities for future improvement

4. Background and Context:

- 4.1 The Local Account Summary has been developed using performance information, quality assurance activity, feedback from people with lived experience, carers, staff and partners, and learning from service delivery throughout 2025/26.
- 4.2 The report describes how Adult Social Care has responded to increasing demand, rising complexity of need and financial pressures whilst supporting people to remain independent and connected to their communities. It also reflects the outcome of Torbay's first CQC assessment and preparations for the return of Adult Social Care functions to Torbay Council in April 2027 following the termination of the Section 75 arrangements.

5. Alternative Options Considered:

- 5.1 Not publishing the Local Account Summary.
- This option was not recommended as publication supports transparency, accountability and engagement with residents, people who draw on support, carers, partners and stakeholders. It provides an opportunity to communicate performance, achievements, challenges and priorities for improvement.

6. Contribution to Council Priorities:

- 6.1 The Local Account supports the Council's ambition for thriving communities where people can prosper by demonstrating how Adult Social Care promotes independence, wellbeing, prevention and community resilience.
- 6.2 The report evidences the Council's commitment to supporting vulnerable adults, reducing inequalities, improving health and wellbeing outcomes and developing sustainable services that are shaped through co-production and community engagement.

7. Consultation and Engagement:

- 7.1 The report has been informed by extensive engagement with people who draw on care and support, unpaid carers, staff, providers, Healthwatch, community organisations and partner agencies. Feedback has been gathered through surveys, partnership boards, complaints, compliments, co-production activities and quality assurance processes.

8. Implications:

Financial Implications:

- 8.1 There are no direct financial implications arising from publication of the Local Account Summary.

Legal Implications:

- 8.2 While publication of a Local Account is not a statutory duty, it is recognised good practice within Adult Social Care and supports the Council's Care Act 2014 responsibilities regarding transparency, accountability and continuous improvement.

Corporate Parenting/Children and Young People:

- 8.3 No adverse impacts on children and young people have been identified.

Associated Risks, Risk Tolerance Level and Mitigations:

A summary of key risks associated with the recommendations in this report are:

1. [Risk description] – mitigated through [control].
2. [Risk description] – monitored through [governance route].

The risks of not approving the recommendations include [briefly stated]. Overall risk exposure is assessed as acceptable within the Council's risk tolerance appetite.

Full risks are set out below:

Risk	Risk score before mitigations (likelihood x impact)	Mitigations	Risk Score after mitigations (likelihood x impact)	Risk tolerance
Reputational risk from lack of transparency	Medium	Publication of Local Account	Low	Acceptable
Stakeholder misunderstanding of performance or future plans	Medium	Clear public reporting and engagement	Low	Acceptable
Service transition risk linked to April 2027 transfer	High	Programme management and governance arrangements	Medium	Acceptable

Contributions to tackling climate change or achieving carbon neutrality:

8.4 The report has no direct climate change implications.

Social Value Considerations:

8.5 The report highlights the significant contribution of community organisations, voluntary sector partners, carers and local providers in supporting residents, reducing inequalities and strengthening community resilience.

Procurement Implications:

8.6 There are no procurement implications arising directly from publication of the report.

Other Implications:

8.7 None identified.

9. Equalities Impact Assessment:

Protected characteristics under the Equality Act and groups with increased vulnerability	Data and insight	Equality considerations (including any adverse impacts)	Mitigation activities	Responsible department and timeframe for implementing mitigation activities
Age	18% 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.	The Local Account highlights the experiences and outcomes of adults across all age groups, including older people, working-age adults and young people transitioning to adulthood. No adverse impacts have been identified as publication of the report does not change services or access to support.	Report produced in accessible formats and highlights actions to improve outcomes for people of all ages.	Adult Social Care. Ongoing.
Carers	- 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.	The report includes specific information regarding unpaid carers and recognises their contribution and support needs. No adverse impacts identified.	Continued engagement with carers and publication of information relating to services and support available.	Adult Social Care and Torbay Carers. Ongoing.
Care experienced	As of January 2026, there were 277 former care experienced young	The report recognises support for care experienced young people transitioning to adulthood. No adverse impacts identified.	Continued partnership working to support positive preparation for adulthood outcomes.	Adult Social Care. Ongoing.

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
	people aged 18-24 in Torbay.			
Disability	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.	The report includes information regarding people with disabilities, learning disabilities, autism, sensory impairments and mental health needs. Accessible information remains important. No adverse impacts identified.	Provision of accessible formats and continued co-production with people with lived experience.	Adult Social Care. Ongoing.
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.	No adverse impacts identified. The report applies equally to all residents regardless of gender identity.	Ensure information and services remain inclusive and accessible.	Adult Social Care. Ongoing.
Marriage and civil partnership	Of those Torbay residents aged 16 and over at the time of 2021 Census, 44.2% of people were married or in a registered civil partnership.	No adverse impacts identified.	None required beyond existing equality duties.	Adult Social Care. Ongoing.

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
Pregnancy and maternity	- 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 significantly below England (50.0).	No adverse impacts identified. The report does not affect access to services based on pregnancy or maternity status.	Continue to ensure support remains accessible where relevant.	Adult Social Care. Ongoing.
Race	In the 2021 Census, 96.1% of Torbay residents described their ethnicity as the following: 1.6% as Asian, Asian British or Asian Welsh 0.3% as Black, Black British, Black Welsh, Caribbean or African	The report acknowledges inequalities experienced by some ethnic minority communities. No adverse impacts identified from publication of the report.	Continue engagement with diverse communities and monitor equity of experience and outcomes.	Adult Social Care. Ongoing.

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
	1.5% as being of Mixed or Multiple ethnic groups 96.1% as White 0.4% described their ethnicity another way. - 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.			
Religion and belief	The 2021 Census showed that the residents in Torbay identify their religion and/or belief as the following; 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	No adverse impacts identified.	Continue to recognise and respect individuals' beliefs and cultural needs within service delivery.	Adult Social Care. Ongoing.

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
	0.7% have another religion 43.2% have no religion 6.3% did not answer			
Sex	51.3% of Torbay's population are female. 48.7% of Torbay's population are male.			
Sexual orientation	In the 2021 Census, residents described their sexuality as follows; 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	No adverse impacts identified.	Continue to monitor outcomes and experiences across population groups.	Adult Social Care. Ongoing.

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
Armed Forces Community	- In 2021, 3.8% of residents in England reported that they had previously served in the UK armed forces. - In Torbay, 5.9% of the population have previously served in the UK armed forces.	No adverse impacts identified. The report applies equally to members of the Armed Forces community.	Continue signposting and support in line with the Armed Forces Covenant.	Adult Social Care. Ongoing.
<i>Additional considerations:</i>				
Socio-economic impacts (Including impacts on child poverty and deprivation)	Torbay is ranked as the 39th most deprived upper tier local authority in England in the Index of Multiple Deprivation 2025.	The report identifies deprivation and health inequalities within Torbay. Publication of the report has no direct socio-economic impact but promotes transparency regarding inequalities and service responses.	Continued focus on prevention, early intervention and reducing inequalities through Adult Social Care priorities.	Adult Social Care. Ongoing.
Public Health impacts (Including impacts on the general health of the population of Torbay)	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	Positive impact through publication of information relating to prevention, independence, wellbeing and community support. No adverse impacts identified.	Ongoing partnership working with health and community organisations.	Adult Social Care. Ongoing.

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
	deprived areas and, a 3-year gap for females.			
Human Rights impacts		Positive impact. The report demonstrates Adult Social Care's commitment to promoting independence, safeguarding, advocacy, choice, control and compliance with the Care Act 2014 and Human Rights Act principles. No adverse impacts identified.	Continued focus on person-centred practice, advocacy and safeguarding.	Adult Social Care. Ongoing.
Child Friendly (Children's Rights Impact Assessment (CRIA) considerations): <i>Summarise the CRIA considerations for this proposal, including which groups of children and young people may be affected (e.g., care experienced children/young people, care leavers, children with SEND), how their rights and best interests have been considered, and any engagement undertaken with</i>		Whilst the Local Account primarily relates to Adult Social Care services, it includes reference to young people transitioning from children's to adult services and support for care experienced young adults. The report does not introduce any policy or service changes and therefore no adverse impacts on children and young people have been identified. The report highlights ongoing work to improve transitions to adulthood, support independence, education,		

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
<i>children/young people and/or their representatives. Set out any mitigations to address identified adverse impacts and how these will be monitored.</i>		employment and community inclusion for young people with additional support needs, including those with learning disabilities, autism and care experience. As this report is retrospective and informational in nature, no specific mitigation actions are required. Children's rights and best interests continue to be considered through existing statutory assessment, planning and transition processes. Monitoring will be undertaken through existing Adult Social Care and Children's Services governance arrangements.		

10. Cumulative Council Impact:

- 10.1 The Local Account demonstrates how Adult Social Care contributes to improved health, wellbeing, independence and safety across Torbay.
- 10.2 The report supports organisational transparency, accountability and continuous improvement.

11. Cumulative Community Impact:

- 11.1 The report provides assurance to residents, carers and stakeholders regarding the quality and effectiveness of Adult Social Care services.
- 11.2 It highlights the positive impact of partnership working, community support and preventative services in improving outcomes for local people.

12. Monitoring and Evaluation:

- 12.1 Adult Social Care performance is routinely monitored through established governance, quality assurance and performance management arrangements.
- 12.2 Progress against improvement priorities identified within the Local Account and CQC improvement plan will continue to be monitored and reported through Adult Social Care governance arrangements.

Appendices:

Appendix 1 – Torbay Local Account Summary 2025/2026

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