Meeting: Adult Social Care and Health Overview and Scrutiny Sub-Board

Date: 5th November 2026

Wards affected: All

Report Title: CQC Adult Social Care Assessment Report and Improvement/Action Plan

When does the decision need to be implemented?

Not applicable

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

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1. Purpose of Report

1.1 This report provides the Overview and Scrutiny Sub-Board with an update on progress against the Adult Social Care Improvement Action Plan, developed in response to the Care Quality Commission (CQC) local authority assessment of Torbay Council.

1.2 A progress update on the Adult Social Care Improvement Action Plan was presented to the Overview and Scrutiny Sub-Board in July 2026. This report provides an update on progress made since that report and outlines how delivery of the Improvement Action Plan continues to be monitored and managed.

1.3 This report provides assurance regarding progress made, highlights key areas of delivery and risk, and outlines how improvement activity continues to support service development alongside preparations for the return of Adult Social Care services to direct Council management.

2. Reason for Proposal and its benefits

2.1 This report includes the Adult Social Care CQC Improvement Plan with progress to date.

3. Recommendation(s) / Proposed Decision

3.1 That the Adult Social Care and Health Overview and Scrutiny Sub-Board consider the report and action plan and notes its content.

Appendices

Appendix 1: Adult Social Care CQC Improvement Action Plan

Appendix 2: CQC Local Authority Assessment: Torbay Council

Supporting Information

1. Introduction

1.1 Since the previous report, delivery has continued across all areas of the Improvement Action Plan. Governance arrangements remain in place to monitor progress, manage risks and ensure accountability for delivery.

1.2 Significant progress has been made during this reporting period. The new Adult Social Care Case Management System was successfully implemented in September 2026, and work is ongoing to embed new processes, reporting arrangements and quality assurance activity. Progress has also continued in relation to workforce development, commissioning activity, performance reporting, co-production and practice improvement.

1.3 Whilst a small number of actions have experienced delays due to capacity pressures, system implementation and wider organisational change, mitigating actions are in place. The overall programme remains focused on embedding sustainable improvements and strengthening outcomes for people who draw on Adult Social Care support and their carers.

1.4 The Care Quality Commission is scheduled to undertake its annual conversation with Torbay Council in December 2026. This will provide an opportunity to discuss progress against the Improvement Action Plan, reflect on achievements since the assessment, and identify any areas requiring further focus or development.

2. Options under consideration

2.1 None

3. Financial Opportunities and Implications

3.1 None

4. Legal Implications

4.1 Legal accountability for Adult Social Care in Torbay remains with Torbay Council. The current delivery model includes delegated arrangements with Torbay and South Devon NHS Foundation Trust under a Section 75 agreement.

4.2 Understanding the forthcoming dissolution of the Section 75 agreement, changes will be managed in line with legal and contractual requirements. The Council will continue to ensure that statutory duties under the Care Act 2014 are fully met.

4.3 The Council will maintain appropriate oversight and assurance of Adult Social Care delivery throughout any transition to ensure compliance with CQC requirements and statutory responsibilities.

4.4 Delivery of the CQC Improvement Action Plan will continue throughout the transition period. Progress against all actions will be actively maintained, monitored and reported to ensure improvement activity is sustained without interruption. Governance arrangements have been established to provide oversight of both the improvement programme and transition activity, ensuring continued compliance with statutory duties and CQC expectations.

5. Engagement and Consultation

5.1 The CQC assessment process included extensive engagement with a wide range of stakeholders. This included over 200 individuals, including people with lived experience, carers, providers, voluntary and community sector partners, Councillors, and staff across the Council and Torbay and South Devon NHS Foundation Trust.

5.2 Engagement with people with lived experience, carers, providers and partner organisations continues to inform delivery of the Improvement Action Plan and wider service improvements, including preparations for the transition from the current Section 75 arrangements.

6. Procurement Implications

6.1 None

7. Protecting our naturally inspiring Bay and tackling Climate Change

7.1 None

8. Associated Risks

8.1 Delivery of the Improvement Action Plan continues alongside significant organisational change, including implementation of the new Adult Social Care Case Management System and preparation for the return of Adult Social Care services to direct Council management. Key risks relate to workforce capacity, competing organisational priorities, market pressures, and embedding new systems and processes. These risks are being managed through established governance arrangements, defined ownership of actions, routine monitoring and reporting, and oversight through the Adult Social Care improvement programme. Whilst some actions have experienced delays, mitigating actions are in place and overall delivery remains on track.

9. Equality Impact Assessment

Protected characteristics under the Equality Act and groups with increased vulnerability	Data and insight	Equality considerations (including any adverse impacts)	Mitigation activities	Responsible department and timeframe for implementing mitigation activities
Age	18 per cent of Torbay residents are under 18 years old. 55 per cent of Torbay residents are aged between 18 to 64 years old. 27 per cent of Torbay residents are aged 65 and older.	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
Carers	At the time of the 2021 census there were 14,900 unpaid carers in Torbay. 5,185 of these provided 50 hours or more of care.	There 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
Disability	In the 2021 Census, 23.8% of Torbay residents answered that their day-to-day activities were limited a little or a lot by a physical or mental health condition or illness.	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	In the 2021 Census, 0.4% of Torbay's community answered that their gender identity was not the same as their sex registered at birth. This proportion is similar to the Southwest and is lower than England.	There is no 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	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.	
Pregnancy and maternity	Over the period 2010 to 2021, the rate of live births (as a proportion of females aged 15 to 44) has been slightly but significantly higher in Torbay (average of 63.7 per 1,000) than England (60.2) and the South West (58.4). There has been a notable fall in the numbers of live births since the middle of the last decade across all geographical areas.	N/A to this report.	N/A to this report.	
Race	In the 2021 Census, 96.1% of Torbay residents described their ethnicity as white. This is a higher proportion than the South West and England. Black, Asian and minority ethnic individuals are more likely to live in areas of Torbay	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.	

	classified as being amongst the 20% most deprived areas in England.			
Religion and belief	64.8% of Torbay residents who stated that they have a religion in the 2021 census.	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.	
Sex	51.3% of Torbay's population are female and 48.7% 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.	
Sexual orientation	In the 2021 Census, 3.4% of those in Torbay aged over 16 identified their sexuality as either Lesbian, Gay, Bisexual or, used another term to describe their sexual orientation.	There is no 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.	
Armed Forces Community	In 2021, 3.8% of residents in England reported that they had previously served in the UK armed forces. In Torbay, 5.9 per cent of the population have previously served in the UK armed forces.	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.	
Additional considerations				

Socio-economic impacts (Including impacts on child poverty and deprivation)		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.	
Public Health impacts (Including impacts on the general health of the population of Torbay)		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.	
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.	
Child Friendly	Torbay Council is a Child Friendly Council, and all staff and Councillors are Corporate Parents and have a responsibility towards cared for and care experienced children and young people.	There is 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.	

10. Cumulative Council Impact

10.1 Delivery of the Improvement Action Plan supports the Council's corporate commitment to continuous improvement, assurance, effective governance and improved outcomes for residents who draw on Adult Social Care support

11. Cumulative Community Impacts

11.1 The Improvement Action Plan seeks to strengthen Adult Social Care services and improve outcomes and experiences for people who draw on care and support, carers and local communities across Torbay. Progress across the programme is intended to support sustainable service improvement and increased assurance regarding the quality and effectiveness of Adult Social Care provision.