

Meeting: [Overview and Scrutiny Board](#)

Date: 5 November 2025

Wards affected: [All](#)

Report Title: [Performance Report 2025/26 – Quarter 2](#)

Cabinet Member Contact Details: [Cllr Jacqueline Thomas, Cabinet Member for Tourism, Culture and Events and Corporate Services](#)

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1. Purpose of Report

- 1.1 This report provides an overview of the performance of the Council in working towards its ambitions and priorities within the Community and Corporate Plan and the Council Business Plan.

2. Reason for Proposal and its benefits

- 2.1 The proposals in this report help us to deliver our vision of a healthy, happy and prosperous Torbay by ensuring that the Council remains focused on delivering its priorities, putting in place mitigations and/or allocating resources as appropriate.

3. Recommendation(s) / Proposed Decision

1. That the Overview and Scrutiny Board review the Council's current performance and raise any issues or questions as appropriate.

Appendices

Appendix 1: Community and People Summary Report

Appendix 2: Pride in Place Summary Report

Appendix 3: Economic Growth Summary Report

Supporting Information

1. Introduction

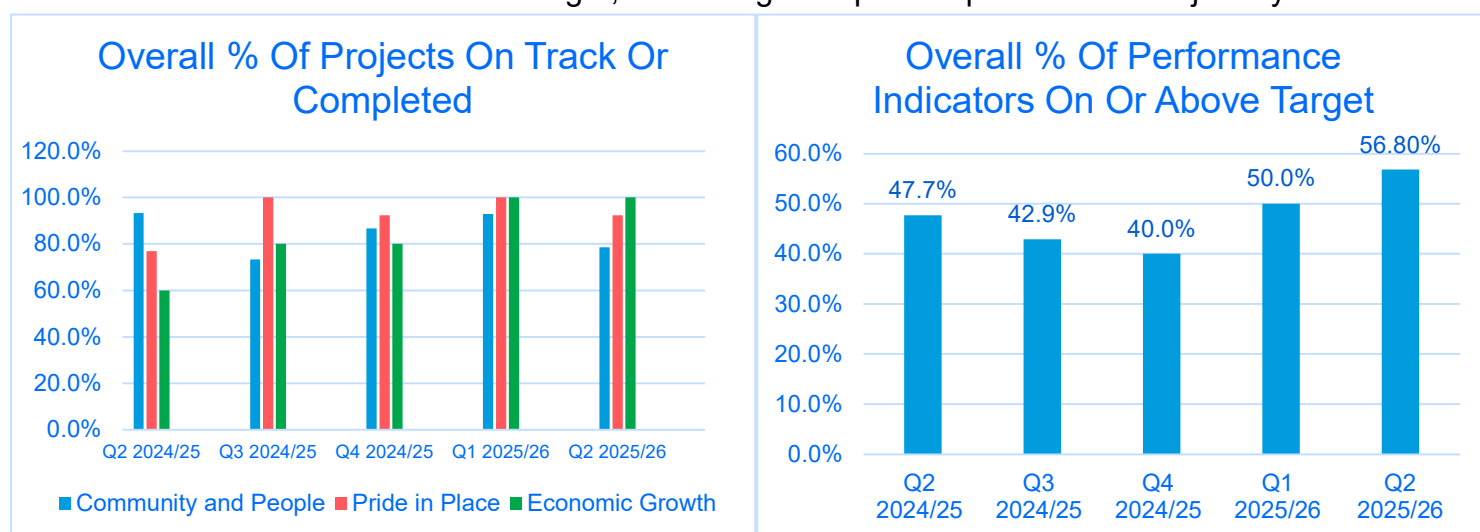
- 1.1 The Community and Corporate Plan 2023/2043 was approved by the Council at its meeting in December 2023. This sets out the Council's vision, objectives and priorities. The Plan brings together the interlinked priorities we need to address to make Torbay a happy, healthy and prosperous place for our whole community.
- 1.2 The Cabinet is at the heart of the Council's day-to-day decision making as we work towards the ambitions set by the Council. To ensure a cohesive approach to decision making, the Cabinet agreed, in July 2025, its second Council Business Plan. This sets out, against each theme of the Community and Corporate Plan, the priority actions which the Cabinet will take together with the milestones for delivering those actions.
- 1.3 In order to measure the Council's performance, 132 performance indicators have been identified – some of which will require a number of years to see positive changes in. Further to this, some indicators are reported against quarterly and others on an annual basis. The Council Business Plan includes 32 projects all being undertaken to support delivery of the Community and Corporate Plan's priorities. Each project has milestones identified.
- 1.4 Using our performance indicators and project milestones, the purpose of the quarterly performance report is to inform and update Councillors on performance against the three themes of the Community and Corporate Plan.
- 1.5 The Best Value Duty requires local authorities to “make arrangements to secure continuous improvement in the way in which its functions are exercised, having regard to a combination of economy, efficiency and effectiveness”. In practice, this covers how authorities exercise their functions to deliver a balanced budget, provide statutory services, including Adult Social Care and children's services, and secure value for money in all spending decisions.
- 1.6 As per our performance management policy, the outturn performance for 2024/25 has been reviewed by the Chief Executive and Directors. Along with known insight and available benchmarking information, targets for 2025/26 have been set which demonstrate our drive to continuously improve. Project milestones have also been updated and new ones included to reflect known plans for the year ahead.
- 1.7 As always, the targets set for children's services performance indicators are based on the average performance of our statistical neighbours. The targets set for our Adult Social Care indicators are locally agreed with our integrated service providers, Torbay and South Devon NHS Foundation Trust. Both the Community and Corporate Plan and Council Business Plan contain some performance indicators that do not have targets set. These indicators are in place to track contextual performance either to support other indicators or our longer-term ambitions (where the Council has no control over making an immediate positive

impact). In addition to this, where we have targets that have already been agreed as part of the adopted policy framework documents or partnership plans with other agencies, these figures have been included.

- 1.8 The performance reports include a narrative that explains the position of the indicators that have targets set against them.

2. Performance Summary for Quarter 2

- 2.1 The graphs below show quarterly overall performance for both projects and performance indicators. For Quarter 2, 87.5% of the projects are on track and 56.8% of performance indicators are on or above target, continuing the upwards performance trajectory.



- 2.2 The following table shows by each Community and Corporate Plan theme the percentage of project milestones achieved and projects on track or completed. It also shows the percentage of performance indicators which are performing on target or better than the expected target for Quarter 2.

Community and Corporate Plan Theme	Projects	Milestones due in 2025/26	Performance indicators
Community and People	11 projects (78.6%) on track 3 projects (21.4%) concern	20 milestones (80.0%) achieved or on schedule 5 milestones (20.0%) not on schedule 19 milestone not due to start this quarter	Much better than target = 1 (11.1%) On target = 3 (33.3%) Worse than target = 1 (11.1%) Much worse than target = 4 (44.4%)
Pride in Place	12 projects (92.3%) on track 1 project (7.7%) concern	42 milestones (84.0%) achieved or on schedule 8 milestones (16.0%) not on schedule 11 milestones not due to start this quarter	Much better than target = 4 (14.8%) Better than target = 1 (3.7%) On target = 11 (40.8%) Worse than target = 1 (3.7%) Much worse than target = 10 (37.0%)

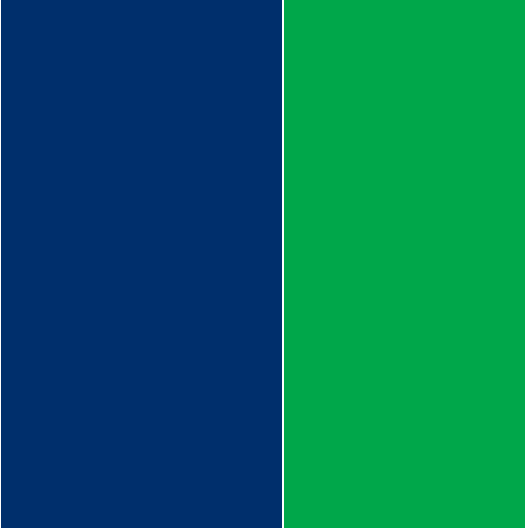
Economic Growth

5 projects (100.0%) on track	10 milestones (83.3%) achieved or on schedule	Much better than target = 2 (25.0%)
	2 milestones (16.7%) not on schedule	On target = 3 (37.5%)
		Worse than target = 1 (12.5%)
	9 milestones not due to start this quarter	Much worse than target = 2 (25.0%)

2.2 The following table sets out by theme whether overall the Council is on target or behind schedule to deliver against the Community and Corporate Plan together with specific points for consideration for each theme. A summary report for each theme is included in the appendix.

Community and Corporate Plan Theme	Q4 Overall progress of projects	Specific points for consideration
Community and People	On track	<p>11 of the 14 projects are on track. 20 out of 44 milestones have been achieved or are on schedule, 5 are not on schedule and 19 are not due</p> <p>In terms of achievements this quarter:</p> <ul style="list-style-type: none"> Operation Town Centre - A multi-agency group focussing on the Evening and Nighttime Economy (ENTE) has been set up. To support the project to help people to live well and independently, the Big Bash event took place in June and was well attended. Adult Social Care CQC Assurance inspection took place in September. The draft report is due at the end of October. New governance for the SEND Local Area Improvement Board, including a new independent chair, is in place to strengthen joint working arrangements The Baton of Hope relay was successfully staged in September with events and activities all well attended. <p>The performance indicators which are currently showing as worse or much worse than target are:</p> <ul style="list-style-type: none"> BP03 - The rate per 10,000 children of cared for children at the end of the period BP07 – Percentage of cared for children in the period with three or more placements in the last 12 months BP09 - Annualised rate per 10,000 children of children becoming cared for in the period BP16 – Percentage of clients receiving Direct Payments BP20 - Percentage of Community Ward Fund spent

Pride in Place	On track	<p>12 of the 13 projects are on track. 42 out of 61 milestones have been achieved or are on schedule, 8 are not on schedule and 11 are not due</p> <p>In terms of achievements this quarter:</p> <ul style="list-style-type: none"> ▪ Schemes within the Housing Delivery Plan are making good progress. Union Square planning application has been approved and Crossways planning application has been submitted. Seabury Hotel has been demolished in preparation for housing development. ▪ There has been a very strong response received from hotel operators in relation to The Strand development. ▪ A contractor is on site to begin works on the Paignton and Preston Promenade scheme. ▪ All six 20mph schemes around schools to improve road safety have been implemented and are enforceable. The next five sites are now at design stage and formal advertisement. <p>The PIs being used to monitor the Development Management performance demonstrate that further improvement to meet the targets is still needed.</p> <p>The performance indicators which are currently showing as worse or much worse than target are:</p> <ul style="list-style-type: none"> ▪ BP32 – The total number of placements provided to different individuals at the Hostel per annum ▪ BP59/63 – Major Planning Applications ▪ BP64/65/66 - Minor Applications ▪ BP69/70/71/73 – Other Planning Applications ▪ BP77 – Open planning enforcement cases as at the last day of the quarter remains an issue. Current performance though is better than this time last year.
Economic Growth	On Track	<p>All five of the projects in Economic Growth are on track. 10 out of the 21 milestones have been achieved or are on schedule, 2 are not on schedule and 9 are not due</p> <p>In terms of achievements this quarter:</p> <ul style="list-style-type: none"> ▪ Enterprise advisers are now in place at all eligible schools in Torbay. They will provide support to children and young people around skills and qualifications. ▪ The Local Transport Plan with Devon County Council completed its consultation and has been endorsed by both Devon and Torbay Councils. It was approved at the Combined County Authority Board in July. The installation of electric vehicle charging points has taken place in the Council Car parks and the connection issues with some have been resolved. ▪ The works on the electric charging infrastructure for buses in Torquay is ahead of schedule.




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- The Enterprise Fund was launched with applications currently being reviewed. Confirmation of awards is expected in October.

The performance indicators currently showing as worse or much worse than target are:

- CP14 – Percentage of former cared for children who are now aged 19-21 and in employment, education or training
- BP79 – Percentage of adults with a learning disability in paid employment
- BP85 - Number of employed people undertaking training

Appendix 1: Community and People Summary Report

This summary report highlights progress against the projects and milestones within the Council Business Plan and the agreed performance indicators for Quarter 2 of 2025/2026 for the Community and People theme.

Projects		Milestones due to be completed	Overall progress of projects	Performance indicators
Quarter 2			On track	Quarter 2
11 projects = 78.6% On track		20 milestones = 80.0% Achieved or On Schedule		44.4% on or above target
Direction of travel since Q1				Direction of travel since Q1
 Q1 92.9% On track	 Q1 91.3% Achieved or On Schedule			 Q1 44.4% on or above target

Overview of achievements this quarter

- Operation Town Centres Project:
 - The remaining posts within the Town Centre Officer Team have now been recruited, giving a full complement of staff. Training for all these staff along with SWISCo's Enforcement Team is scheduled for November.
 - Contracts for both the Taxi Marshall Service and Street Marshalls were awarded and have begun. Funded via the Hotspot Policing funds, uniformed patrols in Paignton and Torquay town centres will continue for the remainder of the financial year.
 - The terms of reference have been developed to set out the governance of the multi-agency group that will be overseeing anti-social behaviour (ASB) across Torbay's town centres. The group are due to meet during Quarter 3.
 - A multi-agency group focussing on the Evening and Nighttime Economy (ENTE) has been set up. The group will initially focus on violence against women and reference the Purple Flag framework for best practice. It will also seek to rebuild links with Best Bar None.
 - Our ASB Partnership Delivery Manager has started and worked with colleagues at the Residents Survey engagement events. This post's work has been instrumental in setting up the ENTE working group and drafting the ASB procedures.
- We are still waiting to hear from the Department for Education regarding Family Hub funding for 2026 but remain optimistic as it is part of the national response to Government's better start for life agenda. Having completed our self-assessment, we continue to align the delivery model

to ensure it complements the Families First Programme, a national programme to reform Children's Services.

- Torbay Healthier Weight Framework and Healthy Behaviours Service restructure has been discussed by Directors and is due to be presented to Cabinet and Directors (CAD) and Cabinet and Shadow Cabinet (CaSC) in October. If approved, the anticipated framework will go live early in 2026. A report on establishing an Unhealthy Advertising Policy has been drafted and due to be discussed at Directors Overview Meeting (DOM) in October. We are awaiting a decision from NHS Devon regarding funding which will enable us to extend into Torbay the current Oral Health and Dental Inclusion Pathway model run in Plymouth.
- The Strategic Agreement has been revised between the Trust and Council to support a clearer focus on key priorities, performance expectations and clarity on delegated functions. This will be underpinned by the outcome of the CQC Assurance inspection which took place in September with the draft report due at the end of October. The Local Government Association (LGA) is currently supporting a review of the Section 75 arrangement. This will inform the future direction of travel and priority areas for transformation and efficiency. Key projects are the Operating Model which includes the front door, a new model for reablement and digital transformation. Transforming the Technology Enabled Care (TEC) offer has been impacted by the liquidation of the commissioned provider (NRS) and the mobilisation of a new one. A digital contact will be in place via the citizen portal and introduced in Phase 2 of the new case management system. For now, contact continues through the usual telephony routes.
- Progress against the Carers Strategy is tracked through quarterly meetings which are chaired by the Director of Adults and Community Services. These include representatives from across the Council and Torbay and South Devon NHS Foundation Trust. Key projects include raising the awareness of carers amongst employees, staff and practitioners. Specifications for replacement care have been designed with carers and are due to be procured during autumn 2025.
- Work continues across the Engagement and Communications Forward Plan to encourage civic pride. Planning is underway for a Youth Parliament in April 2026.
- To support the project to help people to live well and independently, the Big Bash event took place at Torbay Leisure Centre in June. The event was well attended, creating a positive environment for providers, carers and people with lived experience of learning disability, and attendees were encouraged to be active safe and healthy (BASH). The Big Plan was also promoted at this event. We are currently developing a housing needs assessment to inform our strategic approach to housing needs including in later life.
- The SEND Joint Strategic Needs Assessment (JSNA) for 2025 has been drafted. Once finalised this will enable us to consider our SEND sufficiency and our specialist School placement requirements. This ensures we have the correct SEND specialist placements to meet the needs of our children and young people in Torbay. Some joint commissioning projects have been started (particular examples in Early Years and Neurodiversity support) with further jointly commissioned projects planned. New governance for the SEND Local Area Improvement Board, including a new independent chair, is in place to strengthen joint working arrangements. Our Inspection has highlighted areas of concern requiring priority actions which we are in the process of considering.
- The Baton of Hope relay was successfully staged with accompanying events and activities all held on 30 September. The event was well attended by local communities and received good coverage in the local media. The Suicide Prevention Plan has been refreshed and was

endorsed at the Health and Wellbeing Board in March 2025. A joint plan across wider Devon is currently being developed to commence in 2026. The Sexual Health contract which supports the healthy behaviours and environments project started in July. Community blood pressure outreach checks continue to be delivered through the Paignton Hub; the Torbay Library loans scheme and events.

- Work continues to deliver the priorities within the Domestic Abuse and Sexual Violence Strategy (DASV). All of the Council's e-learning modules related to DASV have been updated and relaunched to staff across the Council. Work has commenced on looking at the potential for a new learning offer related to domestic abuse and suicide prevention. With funding from Public Health, the Learning Disability Ambassadors and the sexual health provider, Eddystone Trust, are working together with Devon Link Up to co-design a healthy relationships learning offer tailored specifically to the needs of people with learning disabilities. This is the result of feedback from people with learning disabilities and neuro-divergencies and learning disabilities providers identifying a gap in the system offer.
- In terms of performance indicators:
 - BP08 - Percentage of cared for children aged 15 or under at the end of the period who have been cared for children for 2.5 years or more, who have been in the same placement for two years or more, or who are currently placed for adoption and their current and previous placement totals two years or more (monthly) is **on target** at 68%. Performance is up currently compared to this time last year.
 - BP11 - The number of those receiving support via the Family Hubs (BP11) is **on target** at 21,207. Performance is down currently compared to this time last year.
 - BP19 - Average customer wait time when contacting Customer Services by phone is performing **much better than target** at 3 minutes 46 seconds. This is a big improvement compared to this time last year.
 - BP25 – The Percentage of people with a learning disability in settled accommodation, with or without support is **on target** at 86.4%. Performance is up compared to this time last year.

Slippages

- The project to undertake a review of Torbay's play parks has been set as a concern. This is due to the milestones to have an improvement plan in place by September and begin implementation have not been achieved. Member visits were delayed in the summer due to annual leave but have now taken place. The report is written and due to be presented to Cabinet in Quarter 3.
- The project to agree and program the Memorandum of Understanding for Adult Social Care with Torbay and South Devon NHS Foundation Trust, and associated financial transformation plan has been set as a concern. This is because the first two milestones that are due this quarter, which were to have a digital front door implemented and technology enabled care offer in place, have both been set as not on schedule.
- The first milestone for the project on improving how we signpost to information, advice and guidance missed the September date to improve accessibility – which was updating all pages to the latest templates. This will take place once the website content management system (CMS) has been successfully updated to version 10. The upgrade was originally planned for July, but issues found during user testing have caused a delay of around three months. The

upgrade is now underway and if successful, page templates will be updated by the end of 2025.

- The project to develop a plan to support Torbay's community centres has been set as a concern as currently no funds have been identified to support this.
- The following performance indicators are currently worse or much worse than target:
 - CP03 – The rate per 10,000 children of cared for children at the end of the period is **worse than target** with current performance at 118 compared to a target of 109. This is a drop in performance compared to this time last year.

Our current number of cared for children incorporates ten Unaccompanied Asylum Seeking Children (UASC) referred to Torbay as part of the National Transfer Scheme. This is under our 0.1% figure of 24, and therefore caution should be urged in relation to further UASC becoming cared for in line with this national expectation. We continue to undertake work to reduce the number and rate of cared for children safely and have achieved a significant reduction historically, but this is starting to rise this year which is impacting on our sufficiency. We are undertaking a piece of work to review all children who are placed with parents as this is also having a significant impact on our cared for numbers.

- BP07 – Percentage of cared for children in the period with three or more placements in the last 12 months is **much worse than target** with current performance at 17% compared to a target of 14%. This indicator is performing better than this time last year.

A small number of young people are older and have complex, multi-layered needs including experience of abuse and trauma. This can then manifest in behaviours that are challenging, leading to placement instability and, for some, situations whereby immediate notice is given by providers. This leads them to being placed in interim arrangements of care, pending identification of a more appropriate placement. In such circumstances, and due to the way in which placement codes are recorded, this situation would immediately result in a young person being included within this indicator group. For other children, particularly the young children, the three or more placements may include a parent and child assessment placement (in line with their care plan or ordered by the Court), an interim short term fostering placement and then an adoptive placement. The service however continues to pursue early permanence through fostering to adopt when the Court approves this position. The service continues to analyse the child-level data, to understand what has driven this increase, who without this cohort need to be a focus in terms of placement stability and what the underlying child-led narrative is for each child.

- BP09 - Annualised rate per 10,000 children of children becoming cared for in the period is **much worse than target** with current performance at 43 compared to a target of 34. This indicator is currently performing worse compared to this time last year.

We continue to review all our cared for children in line with needs and are actively reviewing all of those that result in place with parent or not requiring cared for status post care proceedings.

- BP16 – The percentage of clients who receive Direct Payments is performing **much worse than target** at 17.8% compared to a target of 23%. Current performance is down compared to last year.

There is a Direct Payments workstream with a new action plan being created as the previous one didn't have impact.

- BP20 – Percentage of Community Ward Fund Spent is **much worse than target** with current performance at 39.7% compared to a target of 85%. This indicator is performing better now than it was this time last year.

Applications for the Community Ward Fund for 2025/2026 continue to be received from Councillors and it is expected that the amount of the Fund spent will continue to increase over the coming quarters.

Risks to non-delivery

- Although Family Hub funding is continuing for 2025/26 at the same level as 2024/25, we are awaiting updates from the Department for Education regarding funding for 2026.

Appendix 2: Pride in Place Summary Report

This summary report highlights progress against the projects and milestones within the Council Business Plan and the agreed performance indicators for Quarter 2 of 2025/2026 for the Pride in Place theme.

Projects	Milestones due to be completed	Overall progress of projects	Performance indicators
Quarter 2		On track	Quarter 2
12 projects = 92.3% On track	42 milestones = 84.0% Achieved or On Schedule		59.3% On or above target
Direction of travel since Q1			Direction of travel since Q1
<div>↓</div> <div>Q1 100.0% On track</div>	<div>↓</div> <div>Q1 94.7% Achieved or On Schedule</div>		<div>↑</div> <div>Q1 48.1% on or above target</div>

Overview of achievements this quarter

- The Council's Housing Strategy project is set as on track. The St Kilda's housing scheme is progressing well on site. The second Hotels to Homes project at Seabury Hotel, has now been demolished and the site has been prepared for development. The first project at Brampton Hotel is due to complete in November. Two other sites at Midvale and Aria have been completed and are due to be in our ownership in October. All schemes are considered at the Housing Capital Programme Board initially and referred onto the Capital and Growth Board (CGB).
- The project to deliver positive outcomes for Torbay from the Devon and Torbay Combined County Authority (DTCCA) is on track. During Quarter 2 there has been agreement of an approach to develop a Corporate Plan. Workshops to support this are taking place during September and October. The Corporate Plan will be supported by the Local Growth Plan, Skills and Future Workforce Plan, Housing Plan and Transport Plan which will all form the policy framework for DTCCA. Work is progressing in respect of the transfer of powers for each of Adult Education and Transport Authority.
- The first meeting of the Homelessness and Rough Sleeping Partnership Forum was held with strong cross-sector support and commitments made to the establishment of various sub-groups. Updates on the delivery plan were shared with attendees which will be routinely monitored as part of the governance arrangements. A strategy delivery lead post has been recruited to with the successful candidate due to start in Quarter 3.
- The project to deliver town centre regeneration schemes this quarter has seen progress in respect of meeting with institutional investors to deepen relationships generated through UKREiiF. This work is ongoing and as the programme moves through the autumn further confidence for the market in Torbay's plans will develop. We continue to work with the Regeneration Partner to meet investors and test appetite for a funding model that delivers our

ambitions. A Plan For Neighbourhoods community consultation has taken place with the themes that the community support taken to the Torquay Place board meeting in September. Work is on track for submission in November. Union Square secured planning consent at September's planning committee meeting with Crossways scheduled for determination in December. The Strand has been tested with hotel operators for interest with a very strong response received from a range of brands. The team is working to shortlist and then identify a preferred operator during Quarter 3.

- The project to enhance Torbay's cultural heritage is progressing and positive feedback has been received from the National Lottery Heritage Fund. Work is underway to explore how it can complement other activities such as the regeneration programme and cultural programming. Internal works at the Pavilion are progressing and the plan is to have a report ready by January. An options appraisal to test potential future uses is to begin in October. Work at Oldway has seen an increase in anti-social behaviour and trespassing at the site. Additional security has been arranged adding a significant cost to the project. We are working with National Lottery Heritage Fund and Historic England to explore external funding options and expect to be able to secure some investment through these routes during the next two quarters.
- The project to deliver the Paignton and Preston Promenade scheme is on track. A contractor has started on site.
- Following the new Climate Action Plan, which was approved by Cabinet in March, work is progressing on the priorities within the plan including all the potential for photovoltaic installation, LED Streetlighting and the control management system (CMS). The previously prioritised projects supporting our decarbonisation programme are either underway or being assessed in terms of viability. Our Carbon Neutral Officers Group continue to meet to progress actions. The Paignton Library decarbonisation project is on site. The Torbay Climate Partnership's Greener Way for the Bay Framework and Action Plan is in place and new priorities for the Partnership were agreed. There is continued progress on the Solar Farm Contract negotiations. We are also on schedule to deliver stage one to three of the Local Energy Advice Programme in October 2025. A report has been drafted for our Senior Leadership Team to consider funding energy efficiency retrofit. All new heat pumps have now been installed at Paignton Library. We are awaiting a new sub-station before it becomes fully operational. The procurement of the new heat pumps for Sherwell Valley School has commenced and is on track. The Business Case for the Streetlighting and CMS upgrade programme was approved by the Climate Initiative Programme Board and will be considered by the Capital and Growth Board in October.
- The project to improve road safety, especially around schools and speeding hotspots continues to be on track. All six phase one zones are now enforceable. Consultation on the six sites for Phase two has been completed and in agreement with the Road Network and Travel Working Party, five sites will be taken forward. These are now at the design stage and formal advertisement of the traffic regulation orders will follow. This project is currently on target.
- Performance of the Development Management service continues to improve, but consistency of better performance is being sought. Further progress has been made on reducing the backlog of cases and the reduction of caseloads per officer. Application numbers are rising, which has assisted with the resultant fee income. Improved numbers of pre-application submissions are being submitted, which is positive. Building Control income is up again and planning fee income has also risen. The Enforcement Policy is now operating and having an

impact on reducing number of cases. In addition to the Senior Enforcement Officer post, two new posts have recently been filled within the team.

- In terms of performance indicators:
 - BP27 - Average numbers in temporary accommodation on any one night this quarter is **on target** at 165. Current performance is worse than this time last year.
 - BP28 - Average numbers in temporary accommodation on any one night this quarter with dependents (including pregnant women) is **much better than target** at 70. Current performance is better than this time last year.
 - BP29 - Average numbers in temporary accommodation on any one night this quarter as single households (including childless couples) is **on target** at 95. Current performance is worse than this time last year.
 - BP30 - Number of families in B&B accommodation longer than six weeks this quarter (to whom we owe a housing duty) is **on target** at 0.
 - BP33 - Average length of stay at the Hostel (days) is **much better than target** at 205. Current performance is better than this time last year.
 - BP35 - The percentage of care experienced young people in suitable accommodation is **on target** at 90%. Current performance is slightly worse than this time last year.
 - BP103/104 – Compliance tests completed (100%) and defects unresolved or outstanding (0) are both **on target**.
 - BP105 - Rental income collected from our own housing stock as a percentage of debt raised is **on target** at 100%.
 - BP45/46/47 - Percentage of grass cutting schedule / street sweeping schedule and weed spraying schedule are all **on target** at 100%.
 - BP60 – Percentage of major planning applications determined within timescales (including extensions of time) is **on target** at 81.82%. Current performance is better than this time last year.
 - BP61 Percentage of major planning applications determined within timescales (without extensions of time) is **much better than target** at 45.45%. Current performance is better than this time last year.
 - BP68 Percentage of minor planning application appeals allowed (upheld in the applicant's favour) is **much better than target** at 8.33%. Current performance is better than this time last year.

Slippages

- The milestone to deliver the community infrastructure projects by July as part of the Levelling Up Partnership is not on schedule. The project in Foxhole is expected to be resolved in early October. The "This is my circus" cultural project is also planned for October.
- The project to develop and deliver an updated Culture Strategy is on track, however the milestone to review Torbay's cultural infrastructure by July has not been met. The delayed report is now due in early October. The review will need to be shared with the sector and the recommendations considered during Quarter 3. This will lead to the review of the Culture Strategy, which will be reprogrammed in for 2026.

- The project to consider whether a showground can be established in Torbay has been set as a concern. The milestone to undertake a feasibility study to assess whether Torbay's meadows and green spaces can be utilised as show grounds by the end of the summer has been missed. Officers intend to recommence work on this project during Quarter 3.

Key challenges

- The following indicators are showing as worse or much worse than target:
 - BP32 – The total number of placements provided to different individuals at the Hostel per annum is **much worse than target** at 29 compared to an annual target of 72. Current performance is much worse compared to this time last year, which was 59 in 2024/25.

The target set for 2025/26 takes into account the on-going challenges around move on across the system for single homeless people. The target is a cumulative target not quarterly. Plans are being developed to facilitate move on into the private sector through additional support giving landlords confidence to accept clients. Move on accommodation remains a considerable challenge due to lack of availability.
 - The following indicators relating to the Planning Service are showing as **worse or much worse than target**:

Major Planning Applications - BP59 Average number of days taken to validate from when required information is received is 8.25 days compared to a target of 5 days. BP63 Percentage of appeals allowed is 50% compared to a target of 30%.

Minor Applications BP64 - Average number of days taken to validate from when required information is received is 9.04 days against the target of 5 days. BP65 is 75% compared to a target of 85%. BP66 Percentage determined within timescales (without extensions of time) is 37.5% compared to a target of 50%.




Other Planning Applications - BP69 Average number of days taken to validate from when required information is received is 7.94 days compared to the target of 5 days. BP70 Percentage determined within timescales (including extensions of time) is 80.63% compared to the target of 88%. BP71 Percentage determined within timescales (without extensions of time) is 42.34% compared to the target of 60%. BP73 Percentage of appeals allowed is 46.15% compared to the target of 30%.
 - BP77 – The number of open enforcement cases at the last day of the quarter is **much worse than target** with current performance at 624 compared to the annual target of 400. The indicator is currently performing better than this time last year.

Risks to non-delivery

There are currently no risks to non-delivery.

Appendix 3: Economic Growth Summary Report

This summary report highlights progress against the projects and milestones within the Council Business Plan and the agreed performance indicators for Quarter 2 of 2025/2026 for the Economic Growth theme.

Projects		Milestones due to be completed	Overall progress	Performance indicators
Quarter 2			On Track	Quarter 2
5 projects = 100.0% On track		10 milestones = 83.3% Achieved or On Schedule		62.5% On or above target
Direction of travel since Q1				Direction of travel since Q1
 Q1 100.0% On track	 Q1 93.1% Achieved or On Schedule			 Q1 24/25 = 62.5% On or above target

Overview of achievements this quarter

- The milestone to match 100% of careers hub eligible schools with an enterprise advisor by October 2025 has been reached. This supports the delivery of the project to improve the skills and qualifications of our residents, including children and young people. Each eligible school now has an enterprise advisor in place.
- Commissioning for Connect to Work has gone live on 8 October 2025. Devon County Council are leading on the procurement as the accountable body for the funding. Procurement will end late November 2025, and Torbay are looking for a local delivery partner to deliver the service. South Devon College delivered 21 employed participants against a profiled target of 25. This shortfall was anticipated due to the academic structure of the quarter, with learning paused over the summer break. Key sectors supported during the quarter were Health and Care and Photonics. Further activity is planned in these areas, as well as in Digital, Hospitality, Tourism, and Construction within the next two quarters.
- The Local Transport Plan with Devon County Council completed its consultation and has been endorsed by both Devon and Torbay Councils and approved at the Combined County Authority Board in July. The installation of electric vehicle charging points has taken place in Council Car parks and the connection issues with some have been resolved. The works on the charging infrastructure in Torquay Depot for Stagecoach is ahead of schedule and may be able to be deployed earlier than planned. It's looking likely to be in November. One of the new buses was recently brought to Torbay and used as part of the Baton of Hope event.
- The project to create more full-time job opportunities in Torbay is on track. The Enterprise Fund was launched in the summer with applications currently being reviewed. Confirmation of awards is expected in October. Work continues with the Hi Tech Cluster and Creative Industries Cluster to identify the best projects to support their growth. There have been

discussions with the Torbay and South Devon NHS Foundation Trust about what options there may be to support workforce development collaboratively and which can support adult social care and a higher value health economy in Torbay. Holiday Activities and Food programme funding is continuing for 2025/26. Commissioning completed for the summer holidays. We are continuing to support providers to become Ofsted registered and to link with the wraparound project. The Youth Justice Service is exploring positive disruptions activities for the holidays. The Elective Home Education service is to continue to provide activities for the holidays. We are in the process of working with schools to support wraparound school holiday provision. This is challenging due to the funding streams and short-term funding from government.

- The performance indicators which are performing on target or better than target are:
 - BP78 – The number of people supported through the Multiply programme is **much better than target** at 41 compared to its target of 45. Current performance is worse than this time last year.
 - BP80 - The number of secondary schools engaged with business (Voluntary Enterprise Advisers) is **on target** at 100%. Current performance is the same as at this time last year.
 - BP86 – The number of people supported into work is **on target** at 50 with an annual target of 97. Current performance is better than this time last year.
 - BP91 – Occupancy rate of the Council's let estate is **on target** at 90.2%. Current performance is worse than this time last year.
 - BP97 – The number of individuals attending inclusive growth events delivered or commissioned by the Council is **much better than target** at 297 compared to the target of 130. Current performance is better than this time last year.

Slippages

- The project to develop the local economy so it is growth focused, sustainable and thriving is on track, however, the milestones to secure a site for the Technology Production Park by July and have the planning permission in place by the Autumn are not on schedule. The location for the Technology Park has been identified and negotiations for purchase are underway. A second site has also been identified that will allow additional grow on space. The lack of clarity over future innovation and growth funding is not helping to plan for the sector's future development. It is expected that this will be routed through combined authorities and require strong business leadership. The Destination Management Plan review appointed external advisors during this quarter. The review will be managed through the destination management group and will be making recommendations in the spring.
- The performance indicators which are under performing and worse or much worse than target are:
 - CP14 – Percentage of former cared for children who are now aged 19-21 and in employment, education or training is **much worse than target** at 54% compared to the target of 71%. Performance is down compared to this time last year.

We are aspirational for our care experienced young people which is reflected by the target. Work is taking place with colleagues in all directorates to look at where internships and apprenticeships at the Council could be offered. The performance for September 2025 of 54% is in line with national comparators and above statistical neighbours, at 56% and 47% respectively. We have recently ended our commissioning

of Careers South West and are looking at opportunities to engage more relationally with those Care Experienced at risk of not being in education, employment or training.

- BP79 – Percentage of adults with a learning disability in paid employment is **worse than target** at 6.3% with a target of 7%. Current performance is better than at this time last year.

This remains an area of improvement and the strength based work contained in our integrated improvement will support this KPI.

- BP85 – The number of employed people undertaking training is **much worse than target** at 60 compared to annual target of 160. This indicator is currently performing better than at this time last year.

Quarter 2 performance is lower than expected due to slower progress as the delivery partner, South Devon College, was impacted by the scheduled academic summer holidays. This meant there was only six to eight weeks of active delivery time. This was anticipated as a likely scenario, and delivery is now expected to accelerate in the next two quarters to mitigate this slippage.

Risks to non-delivery

- There are currently no risks to non-delivery.