



WINNER

Most Improved Council

Learning from our
past..... improving
our future

Things needed to change

- LGA Corporate Peer Challenge 2015
 - Disillusionment from lack of clear common purpose and sense of direction
 - Frustration among many key partners
 - Introspective in approach
- Children's services in Torbay were inadequate – the pace of change was slow

“The perceived spectre of “non viability” needs to be exorcised”

LGA Corporate Peer Challenge 2015

£50m

savings in the five years to 2015,

£30m

savings required for following 3 years



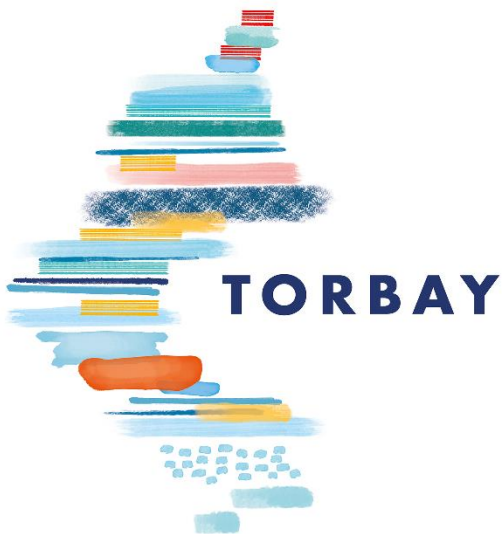
Ofsted

INADEQUATE



Foundations for success

- Clear long term, high level vision for Torbay – agreed with stakeholders
- Embracing peer learning and best practice
- Focus on the building blocks to support corporate functioning....
-And the big ticket items



Corporate

- Whole council approach to standardising and simplifying operations
- New operating model based on consistency, not uniformity
- Breaking down silos and sharing data and best practice



“Ensuring the “building blocks” being put in place are recognised by all managers as representing the day job”

LGA remote healthcheck

10,798
resident e-newsletter
subscribers



“Culture of energy,
creativity and problem
solving”

LGA Early Help Peer Review



Children's Services

- A “radical transformation” and 'Good' in all judgements
- Stable 'restorative' workforce
- Applying learning to SEND Written Statement of Action and Safety Valve – and its delivering results



Social Worker
vacancy rates

2019 – 38%

2020 – 28%

2021 – 23%

2022 – 9.7%

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Good
Provider



Adults

- Innovation and integration pushing new boundaries
- Co-designed asset based approaches
- Financial stability achieved
- Sustainability and transformation plan

Low no criteria to
reside rate

5%

New Front Door

20%

diversion from
statutory help



Place

- Torbay Story is articulated and owned by communities
- Clear vision and cohesion
- Increased influence providing opportunities to shape our future
- Change is increasingly visible – with cleaner streets and improved public realms
 - Continuing investment from private and public sector



'Once in a lifetime opportunity in the regeneration of Torbay as a place'

LGA Remote Healthcheck

Clear about our plans - recognised by Government



Looking to the future

- New Community and Corporate Plan – with a 20-year ambition
- Town Deal, Future High Street Funding, Levelling Up Partnership, Long Term Plan for Towns and Heritage Priority Place designation
- One team approach – councillors, officers, stakeholders and communities
- Corporate Peer Challenge in April 2024

>£85m

additional government funding

“This is a really exciting time for Torbay”

LGA Remote Corporate Health Check
2021

LGC Awards
2023

WINNER



“the humility to recognise the need to continue this impressive improvement trajectory”

LGC Awards 2023



**The sun will
shine in Torbay!**

TORBAY COUNCIL