

Lettings Policy v5

March 2025

Contents

1. Version control	1
2. Policy statement	2
3. Scope	2
4. Policy aims	3
5. Direct Let	3
6. Local Letting Policies (LLPs) and Priority Bidding.....	4
7. Devon Home Choice	4
8. Eligibility for social housing with Torbay Council	6
9. Refusal of eligible bidders/nominations	8
10. Social housing fraud.....	8
11. Rent affordability and sustainable tenancies	9
12. Verification.....	9
13. References	10
14. Rent in advance.....	10
15. Rent Arrears	10
16. Matching homes to appropriate households	10
17. Monitoring, Consulting & Reviewing.....	12
18. Equality & Diversity.....	12
Equality Impact Assessment	14

1. Version control

Date	Details	Updated by
------	---------	------------

February 2021	V1	Anita Merritt
February 2022	V2	Anita Merritt
August 2024	V3	Kelly Kinnair
March 2025	V4	Anita Merritt
	V5	Mike & Lianne

2. Policy statement

Torbay Council will ensure that it lets its social housing properties in a fair and transparent way, whilst efficiently making the best use of its available housing. Lettings decisions are made that also support neighbourhood sustainability. In developing this policy Torbay Council has followed and fully considered the following:

Legislation:

- The Housing Act 1996, Part 6 as amended by the Homelessness Act 2002 and the Localism Act 2011
- The Housing Act 1996, Part 7 amended by the Homelessness Reduction Act 2017
- The Children Act 2004
- The Equality Act 2010
- The Domestic Abuse Act 2021

Statutory guidance:

- Allocation of Accommodation: Guidance for Local housing Authorities in England (2012, DCLG) “the Code”.
- Providing social housing for local people: Statutory guidance on social housing allocations for local authorities in England (DCLG, December 2013) “Supplementary Code”.
- Homelessness code of guidance for local authorities (February 2018).
- Improving access to social housing for members of the Armed Forces (MHCLG June 2020).
- Improving access to social housing for victims of domestic abuse (MHCLG January 2022)
- The Right to Move and social housing allocations (MHCLG March 2015)
- The Localism Act 2011 introduced significant amendments to Part 6 of the Housing Act 1996.

3. Scope

This policy deals with all social tenancies that Torbay Council issues, except for Mutual Exchange, which has its own policy. Torbay Council aims to offer applicants a choice in where they live. This is achieved through the operation of a Choice Based Lettings system, Devon Home Choice (DHC) and, where appropriate, the allocation of homes through Direct Lettings.

There is high demand for accommodation, but a very limited supply of social housing. Whilst Torbay Council is committed to delivering new social homes, there will still be a large imbalance between the number of applicants seeking social housing, and the relatively low number of properties which are available. In this context, the allocations policy allows the Council to allocate

this scarce resource as fairly as possible. In developing the allocations policy, regard has been given to the Homelessness and Rough Sleeping Strategy and Housing Strategy.

The DHC Policy is a separate document which should be read in conjunction with this policy.

4. Policy aims

This policy aims to allocate properties in a fair and transparent way. Torbay Council will allocate its vacant homes efficiently with the minimum loss of income by keeping re-let times to a minimum and in-line with the Equality Act.

The policy will respond to specific, local challenges by defining exceptions which are beyond the scope of the DHC policy. Torbay Council reserves the right to depart from any aspect of this policy where circumstances arise.

Any decision to depart from the policy will be taken by the Housing Manager.

5. Direct Let

Where interventions and legal powers may not be adequate/appropriate, Torbay Council will consider rehousing customers outside of the choice-based lettings system. These allocations will only be approved when it meets Torbay Council's wider strategy. In these circumstances Direct letting will look to apply Torbay Council's own Local Connection Criteria. Circumstances which would be considered for approval include but are not limited to:

- Where a property is needed urgently to deal with an emergency
- Where in exceptional circumstances an offer is required to prevent the homelessness of an applicant who would otherwise be requiring temporary accommodation
- Serious harassment and/or victimization
- Targeted criminal or anti-social behaviour
- A victim of domestic abuse
- Where a property has been fully adapted/partially adapted and would meet the needs of an applicant/tenant needing that type of accommodation
- Serious detriment to a resident's health due to the type of accommodation
- Where a tenant is under-occupying a property and wishes to move to a smaller home because of affordability concerns.
- All applications would be assessed by the Housing Manager and agreed by their Line Manager on merit and would be supported by evidence, such as medical or Police reports. Tenants granted a management move will be made one offer of suitable accommodation.
- Homeless direct offer – applicants that are homeless and have been accepted under the relief or main duty:
 - May be made one suitable offer either within or outside Torbay Council, regardless of the areas requested by the applicant (unless the applicant(s) are fleeing in which

case only areas considered to be safe will be offered) in order to prevent or relieve homelessness successfully.

- Offered a property that is not going to be advertised through DHC, as temporary accommodation for an interim period, to relieve the pressure on temporary accommodation use. These properties would be offered on a licence agreement and not as a Part 6 offer.
- Torbay Council may be required by the Housing Options team to hold an empty property, until such time as any appeal has been reviewed and a decision made.

6. Local Letting Policies (LLPs) and Priority Bidding

Local Letting Plans aim to achieve agreed objectives, such as minimising anti-social behaviour in certain areas or improving the success rate of integrating young or vulnerable people into general needs housing.

Local Letting Plans are developed on a locality basis to address the requirements of that specific area.

Local lettings may be used to (this is not an exhaustive list):

- Enable new schemes to be allocated to a mixture of tenants in order to develop a sustainable community
- Enable an existing community to become more sustainable, by encouraging more working families to move into the area.
- Enable applicants to return to an area where they have a local connection.
- When a property, advertised on DHC is subject to a local lettings scheme, this will be clearly stated in the advert. The local lettings policy will be available to view on the DHC website.

Priority Bidding: Torbay Council may advertise properties giving additional preference to specific groups. These specific groups are listed below:

- Allocations to existing Torbay Council tenants (transfers)
- Allocations to homeless applicants owed the main housing duty and living in temporary accommodation provided by the Council
- Allocations to applicants requiring adapted properties
- Preference to larger families if it is a 4 or 5 bedroomed property
- Preference to those over 55 years of age if the property was previously categorised as 'sheltered' or 'Extra Care Homes'
- Other specific groups of applicants, as determined by Torbay Council

7. Devon Home Choice

DHC is a choice based letting scheme that is transparent, easy to use and accessible for all. It aims to manage expectations through regular published reports of housing allocations. The DHC policy sets out the fundamental principles upon which the scheme is based and forms the best

part of Torbay's allocation policy. Torbay Council coordinates DHC within Torbay and maintains the housing register for all partners operating within the area. For more information on the DHC scheme please visit: [Devon Home Choice](#)

Allocations

For the purposes of Part 6 of the 1996 Act, a local authority allocates accommodation when it selects a person to be a secure or introductory tenant of accommodation held by that authority.

The following are not allocations under this policy:

- Succession to a tenancy on a tenant's death pursuant to s89 Housing Act 1985
- Assignment of a tenancy by way of mutual exchange
- Assignment of a tenancy to a person qualified to succeed to the tenancy on the tenant's death
- Transfer of the tenancy by a court order under family law provisions or under the Civil Partnership Act 2004
- An introductory tenancy becoming a secure tenancy
- A person being granted a family intervention tenancy
- Provision of non-secure temporary accommodation in discharge of any homelessness duty or power

Tenancy Types

New tenants of Torbay Council will normally be offered an Introductory Tenancy for an initial twelve month period. In exceptional circumstances, it may be appropriate to grant a Secure Tenancy. Existing tenants of Torbay Council or another Registered Provider, who have been tenants for twelve months or more, will normally be offered a Secure Tenancy. This includes tenants who have successfully completed their Introductory tenancy.

Withdrawal of Properties

Torbay Council reserve the right to withdraw properties from DHC at any time. For example, it is possible that some advertised properties may still be awaiting void inspections and may have to be withdrawn if it later becomes apparent that they require extensive maintenance works (major void).

Reasonable Preference

The Housing Act 1996 as amended requires all Councils to give 'reasonable preference' in their allocations scheme to groups in high housing need, such as the homeless, people with medical or welfare needs, or those living in overcrowded, insanitary or unsatisfactory circumstances. The DHC application form incorporates questions to establish whether an applicant is in one of the reasonable preference categories. A full explanation of reasonable preference groups are listed in the DHC Policy - DHC Policy - Reasonable Preference [Devon Home Choice Policy v13.0 April 2025.pdf](#)

8. Eligibility for social housing with Torbay Council

Eligibility

Anyone over 16 years of age and over can apply to the housing register if they are eligible. However, this does not guarantee housing under the scheme, as, by law, there are defined groups of applicants who cannot be re-housed. An applicant's eligibility for the scheme will be assessed before access is given to complete an application. It may be necessary to provide evidence of eligibility during the process which will include at least 5 years of past housing history.

Applicants under the age of 18 will only be considered with a guarantor. Upon their 18th birthday they will be required to sign a tenancy agreement. Under the Housing Act (1996) as amended by the Homelessness Act 2002 and the Localism Act (2011), Local Authorities must consider whether applicants are eligible for housing assistance. This relates to some applicants who may have been living abroad or who do not have permanent permission to remain in the UK. Some applicants will be ineligible, whether or not they are subject to immigration control. Regulations relating to this may be updated regularly.

Non-Eligibility

The Council cannot by law allocate housing accommodation to anyone who is subject to immigration control within the meaning of the Asylum and Immigration Act (1996) unless they fall within a class exempted from this restriction by Government regulations. In addition, the Council cannot, by law, allocate housing accommodation to other classes of persons from abroad if Government regulations dictate we cannot. Please visit the DHC website for more information relating to non-eligible applicants.

Under the Localism Act, the Council can further restrict applicants from being included onto the housing register. These will include circumstances where:

- Applicants or members of their household have been found guilty of unacceptable behaviour making them unsuitable to be a tenant at the time an application is made unless a proven sustainment of good behaviour for a period (normally up to twelve continual months) is provided. Behaviour is deemed unacceptable only if it is of a kind that would entitle a landlord to a Possession Order.
- An existing social housing tenant / licensee requests a transfer but has not maintained their current property to an acceptable standard; or has accrued rent arrears or other charges or debts; or has proven instances of anti-social behaviour (ASB). Evidence of sustained debt clearance, good behaviour and engagement with a landlord, normally for a period of up to twelve months will be needed as well as an affordability assessment. A letter of support / reference for a transfer will need to be provided from the Landlord.
- An existing private tenant / licensee has not maintained their current property to an acceptable standard; or has accrued rent arrears or other charges or debts; or has proven instances of ASB. Evidence of a sustained attempt at debt clearance, an affordability assessment will be required and / or good behaviour and engagement with a Landlord, normally for a period of up to 12 months, may be taken into account. A letter of support / reference for a transfer will need to be provided from the Landlord.

- Applicants have current or former rent arrears or have accrued other property related charges unless there has been a sustainment of debt clearance and attended an affordability assessment for a period, normally up to 12 months. The period of up to 12 months for good behaviour and engagement, is considered on a case-by-case basis and may be reduced this will be at the council's discretion.
- Households with a gross household income more than six times higher than the relevant Local Housing Allowance level prevailing in Torbay at the time will normally be considered to be able to meet their housing need, through either renting privately or owner occupation. Such households will normally have their applications placed in the No housing need band (E) or removed from the Devon Home Choice register in those local authority areas which do not register households with no housing need. (See current income / saving levels on the current DHC policy)
- Criminal convictions may also result in refusal. Applicants who have been convicted of a serious criminal offence, or have been guilty of anti-social behaviour, or other unacceptable behaviour including a history of causing serious nuisance or annoyance to neighbours within the past five years. Unacceptable behaviour may also include serious damage or neglect of a property.
- If there is proven evidence that they have within the last five years committed or threatened acts of physical violence, harassment or hate related abuse against staff or Torbay Council customers.
- If they have current or former tenant arrears with Torbay Council. We will consider exceptions, if the applicant is needing to downsize because of a reduction in welfare benefits which means their home is no longer affordable, (any arrears will be written into the new tenancy agreement), or if we have identified that their current home is no longer suitable due to medical reasons.
- They do not provide evidence as requested by Torbay Council to confirm they have the means to pay the monthly rent charge within the specified timescales. Evidence can include 6 months' worth of bank statements, 6 months' pay-slips (if appropriate) and proof of all debts, including current/past credit cards. Applicants who fail an affordability assessment due to insufficient funds available to pay the monthly rent will also be ineligible.
- Applicants with support needs which we are unable to meet internally or through an external support agency.
- Applicants for re-housing who are employees of Torbay Council, relatives of employees or close connections should declare this when shortlisted for a property and the verification process is completed. These applications will be handled in accordance with our Conflict-of-Interest Policy.
- Torbay Council will reject or suspend an application where an applicant is deemed ineligible using the above criteria. However, Torbay Council reserves the right to decide, on a case-by-case basis and where there are exceptional circumstances, to rehouse an applicant who does not meet the eligibility criteria.

- Torbay Council further reserves the right, in exceptional circumstances, to restrict offers of accommodation that are inappropriate in relation to any information obtained via a risk assessment or support needs assessment.
- Please see Devon Home Policy for more circumstances

Torbay Council is committed to preventing and tackling homelessness. We believe that the assessment criteria set out in the choice-based lettings policy documents give adequate preference to bidders accepted as homeless by partner local authorities. However, when there are opportunities to create more accommodation to tackle homelessness and/or provide specialist housing, these will take priority over the Choice Based Lettings scheme.

Torbay Council will not label its vacancies with any additional preference for homeless people and should not risk any development being identified as specifically for the homeless, or any incoming household being stigmatized as having been homeless.

9. Refusal of eligible bidders/nominations

Torbay Council embrace the ideals of social inclusion and should not introduce 'blanket bans' for certain types of applicants. Each case should be dealt with on its own merits, considering the individual circumstances of the household. People should not be refused access to housing merely because they are likely to cause housing management difficulties.

However, it is recognised that it may be necessary to refuse the offer of a home:

- To persons who present a significant risk to staff, the community or a Torbay Council property in cases where this can be properly substantiated.
- To persons who have a support need or vulnerability which means they will be unable to meet the terms and conditions of their tenancy without additional support, which it has not been possible to secure.
- To persons who have not been able to view a property and decide on an offer of accommodation within a reasonable time
- To persons who have failed aspects of Torbay Council verification process.
- To households who, when assessed against the personal affordability criteria, would be unlikely to successfully sustain a tenancy.
- To bidders who require disability adaptations to make the property under consideration habitable by a household member, but where the property is not suitable for those adaptations.

10. Social housing fraud

Social Housing fraud is a criminal offence, and anyone found to have deliberately lied, provided false information, or withheld information as part of an application will not be accepted as an eligible applicant by Torbay Council. A tenancy obtained by deception will be repossessed. If we discover this type of irregularity at the offer stage, we will withdraw the offer.

Torbay Council's procedures will provide for the full assessment of these issues before a decision on the offer of a tenancy is made. All such decisions should be clearly documented, made known to bidders, and be subject to an internal management review at the bidder's request.

11. Rent affordability and sustainable tenancies

In setting rents for its homes Torbay Council follows the Rent Standard Guidance issued by the Social Housing Regulator for both the Social Rent and Affordable Rent regimes. In doing so Torbay Council believes that its homes should generally be affordable by households in low paid employment.

Following the introduction of the Welfare Reform and Work Act 2016 (WRWA) Torbay Council recognizes that some prospective tenants might be prevented from claiming Housing Benefit or Universal Credit housing element on the full amount of their rent because of the Bedroom Tax or the Benefits Cap. Some of the households affected would be able to make up the shortfall only by using money from benefits paid for non-housing costs leaving them with less income to live on than the state defined minimum. Torbay Council believes that it is unlikely that such tenancies would be sustainable in the long term.

Torbay Council will consider whether individual prospective tenants could afford to sustain proposed tenancies by completing an Affordability Assessment.

All applicants will undergo an affordability assessment to ensure they do not have a deficit in income after all essential outgoings have been taken into consideration. Exceptions should be made only where it can be shown that the tenant's benefit eligibility circumstances will change within a reasonable period in such a way that the tenancy becomes affordable to them.

12. Verification

- If an applicant is successful with their bid on DHC, a verification check of their housing application will be completed. This ensures the applicants housing circumstances reflect that stated in their application, and that their banding and bedroom need is correct.
- Torbay Council will check all information provided by the applicant that is relevant to their eligibility and qualification for an offer of a Torbay Council home. This may include inviting the applicant for an interview or completing a home visit, which will be required prior to the applicant being offered a property.
- Torbay Council may check information with other sources as allowed by law.
- Applicants may be required to provide documentary evidence that all persons included on the application are resident at the address supplied at the point of application. Applicants will also be required to provide any additional proof considered appropriate to confirm their circumstances at any point during their application.

The information that we request is as follows:

- Proof of ID (for all household members)
- 5 years address history
- Bank statements for all accounts held

- Proof of benefits or income
- Tenancy reference
- No formal offer of accommodation will be made until the verification process has been completed.
- Extensive delays in supplying reasonable requested information could lead the application being withdrawn.

When an applicant has been provisionally offered a property, their application will be set to 'bid shortlisted' and they will not be able to bid on any other properties, until they have accepted or refused that offer of accommodation. Once all information has been received and verified, a formal offer will be sent to the applicant. If an applicant accepts an offer of accommodation, their DHC application will be set to housed and closed. Should the applicant refuse the property, a refusal reason will be added to the shortlist and the property will be reoffered to the next eligible applicant. Please see the DHC Policy for more information on refusals.

13. References

We will ask for references from all applicants' previous landlords or other relevant person. In addition, where there are concerns about risk, risk to self or risk to others, enquiries will be made with any relevant organizations.

14. Rent in advance

All incoming tenants are required to pay one month's rent in advance.

15. Rent Arrears

The DHC policy stipulates that applicants who owe rent or a tenancy related debt, accrued within the last 2 years will not normally be offered a property and their application placed into the E Band – no housing need.

There may be exceptional circumstances in which rent arrears can be waived in order to allocate a property. Torbay Council will only do this where it is viewed as an exceptional circumstance and where it is fair and just to do so.

Torbay Council reserves the right to exercise discretion (on a case-by-case basis) in relation to levels of rent arrears that would otherwise prevent an offer of accommodation from being made, if it is in the interest of the Council to do so (for example, to reduce void periods of empty properties or to minimise the use of temporary accommodation).

16. Matching homes to appropriate households

Torbay Council should offer its homes only to households appropriate to the property types and sizes. The principles set out below should be applied as the normal criteria for matching properties to households:

- Single people aged 16 or over may be offered a studio apartment, bedsit or one bedroom property.
- Two single people aged 16 or over living together as a couple without children should be offered a one-bedroom property.
- Single or joint parents shall be offered a bedroom separate from any children.
- Two children of the same sex should be expected to share a double bedroom except where one has reached the age of 16.
- Children of different sexes may be expected to share a double bedroom except where one has reached the age of 10 years.
- A pregnant woman should be treated as having had her child once she is more than 12 weeks pregnant.
- A person with a disability who needs non-resident overnight carer may be allowed an additional bedroom.
- Additional bedrooms should not normally be given to applicants who have children living separately, but who visit and stay on occasions.

Torbay Council accepts that property sizes can vary, and the Housing Manager will have the final decision on the appropriate family size for each property. For example, some 3 bedroomed houses are only big enough for a family of 2 adults and 2 children, whereas others may be able to accommodate 2 adults and 4 children. Torbay Council will make it clear in all adverts what the expected family size would be for each property.

Where properties have adaptations for a person with a disability preference should be given to bidders with household members who require the adaptation. Properties with substantial adaptations including those with level access showers, ramps, stair-lifts, ground-floor bathroom extensions or lowered kitchen surfaces will normally be let only to bidders who require the adaptation, or there is a member of the household who requires the adaptation.

Torbay Council procedures will set out clear guidelines for the consideration of exceptions to these principles, whether to permit under-occupation, minimise under-occupation, make best use of properties with adaptations, or because the special circumstances of an individual household warrant a flexible approach.

When disabled applicants apply for a Torbay Council property that has not been previously adapted, Torbay Council will consider whether the property is still suitable to meet the needs of the applicant. Torbay Council will provide some minor adaptations at the expense of the department managing the social housing. When more major adaptations are required, this will usually be done via a Disabled Facilities Grant (DFG) provided by Adult Services at Torbay Council who will work with Occupational Therapists to ensure the correct, most appropriate adaptations are carried out.

It is not always possible to adapt a property for disabled applicants and on occasions Torbay Council will refuse the offer of accommodation on this basis. This decision will be made by the Housing Manager and relevant member of Senior Management.

17. Monitoring, Consulting & Reviewing

Torbay Council will monitor the outcomes of lettings to ensure that the best use is made of its housing, and that it is contributing to sustainable communities. It will monitor the satisfaction of incoming tenants with both the letting service offered and the condition of their new homes.

It will also record all its lettings in the Continuous Recording of Lettings (CORE) system and will develop a framework of performance indicators for lettings and wider void management. Torbay Council will take prompt action to identify reasons for any underperformance and will tackle barriers to delivery.

18. Equality & Diversity

Torbay Council is committed to promoting equality and inclusion and to ensuring that our communities thrive. We complete equality impact assessments (EIAs) to help us understand the possible impacts that our decision may have on different groups. This toolkit guides you through the different stages of the equality impact assessment process to help ensure that your EIA is meaningful and robust.

The Equality Act 2010 provides legal protection from discrimination across nine 'protected characteristics' which are: age, disability, gender reassignment, race, religion or belief, sex, sexual orientation, pregnancy and maternity and marriage and civil partnerships.

Under the Act, the Council is subject to the Public Sector Equality Duty (PSED) which means that we must take steps to actively promote equality. The PSED requires public authorities to have due regard to the need to:

Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Act.

Advance equality of opportunity between people who share a protected characteristic and those who do not, and

Foster good relations between people who share a protected characteristic and those who do not.

The PSED requires us to give 'due regard' to equality when making decisions and delivering services. This is to ensure our actions actively promote equality and do not directly or indirectly adversely affect people with protected characteristics.

Equality Impact Assessment

The Council has a public sector duty under the Equality Act 2010 to have 'due regard' to equality and to advancing equality of opportunity between those persons who share a relevant protected characteristic and persons who do not share it. The Act also seeks to eliminate discrimination, harassment and victimisation and promote cohesion. It is important that you carefully and thoroughly consider the different potential impacts that the decision being taken may have on people who share protected characteristics.

It is not enough to state that a proposal will affect everyone equally. There should be thorough consideration as to whether particular groups or individuals are more likely to be affected than others by the proposals and decision. Please complete the table below. If you consider there to be no positive or negative impacts state 'there is no differential impact'.

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.	Safe, secure and affordable accommodation is vital to ensure wellbeing. This is key as people tend to experience increased fragility as they age. It is recognised that paying fees and charges may be difficult for some pensioners due to high levels of poverty within this demographic. Furthermore, some pensioners may difficulty accessing financial wellbeing information due to the societal shift to 'digital first' models of service delivery.	We will work in a person centred and trauma informed manner alongside other Council departments to ensure that individual needs are met. We will also signpost service users to partner agencies where additional support is required.	Pride in Place

		Safe, secure and affordable accommodation is also important for children and young people to ensure that they can reach their potential.		
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.	<p>Safe, secure and affordable accommodation is vital to ensure wellbeing.</p> <p>It is recognised that paying rent may be difficult for some carers due to higher levels of poverty within this demographic.</p> <p>However it is recognised that people with caring responsibilities are more likely to experience financial hardship.</p>	<p>We will work in a person centred and trauma informed manner alongside other Council departments to ensure that individual needs are met.</p> <p>Information about rent will be clearly communicated to tenants in a format and manner that is accessible to them. The service will also signpost service users to partner agencies where additional support is required.</p> <p>This signposting will supplement the information about the cost-of-living crisis which is provided by Torbay Council.</p> <p><u>Help with the cost of living - Torbay Council</u></p>	Pride in Place

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.	<p>Safe, secure and affordable accommodation is vital to ensure wellbeing.</p> <p>It is recognised that people with disabilities and in particular learning disabilities face increased vulnerabilities when compared to the wider population.</p> <p>It is also recognised that those with some mental health conditions may find applying for financial support daunting.</p>	<p>We will work in a person centred and trauma informed manner alongside other Council departments to ensure that individual needs are met.</p> <p>Information about housing will be clearly communicated to tenants in a format and manner that is accessible to them. The service will also signpost service users to partner agencies where additional support is required.</p>	Pride in Place
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 differential impact anticipated.	Not applicable	Not applicable
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 differential impact.	Not applicable	Not applicable

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.	There is no differential impact.	Not applicable	Not applicable
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 classified as being amongst the 20% most deprived areas in England.	It is recognised that people who are from black, Asian or minority ethnic backgrounds are more likely to experience financial hardship.	<p>We will work in a person centred and trauma informed manner alongside other Council departments to ensure that individual needs are met.</p> <p>The service will also signpost service users to partner agencies where additional support is required.</p> <p>This signposting will supplement the information about the cost-of-living crisis which is provided by Torbay Council, this includes links for benefit and finance advice,</p>	

			housing and homelessness. <u>Help with the cost of living - Torbay Council</u>	
Religion and belief	64.8% of Torbay residents who stated that they have a religion in the 2021 census.	There is no differential impact.	Not applicable	Not applicable
Sex	51.3% of Torbay's population are female and 48.7% are male	It is recognised that families and households headed by females are more likely to experience financial hardship and be on lower income and thus, experience homelessness.	<p>We will work in a person centred and trauma informed manner alongside other Council departments to ensure that individual needs are met.</p> <p>Information about housing will be clearly communicated to tenants in a format and manner that is accessible to them. The service will also signpost service users to partner agencies where additional support is required.</p> <p>This signposting will supplement the information about the cost-of-living crisis</p>	Pride in Place

			<p>which is provided by Torbay Council.</p> <p><u>Help with the cost of living - Torbay Council</u></p>	
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 differential impact		Not applicable
Armed Forces Community	<p>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. This number is higher in the Brixham area (between 6.8% and 7.2%).</p> <p>The Armed Forces Act places a legal duty on LAs to give due regard to members of the Armed Forces Community specifically housing, education and healthcare. It applies to serving and former serving regular and reservist Service personnel and their relevant family members</p>	<p>Veterans often suffer complex physical and/or mental medical conditions resulting from their service experiences.</p> <p>Torbay Council is committed to working with Veterans under the Localism Act.</p>	<p>We will work in a person centred and trauma informed manner alongside other Council departments to ensure that individual needs are met.</p> <p>The service will also signpost service users to partner agencies where additional support is required.</p> <p>This signposting will supplement the information about the cost-of-living crisis which is provided by Torbay Council. Help</p>	Pride in Place

	(spouses, partners and children). A veteran is someone who has served a minimum of a day in basic training, therefore it is possible to have veterans as young as 16.		with the cost of living - Torbay Council. <u>Help with the cost of living - Torbay Council</u> We will also signpost to appropriate organisations providing support to the armed forces community. !	
Additional considerations				
Socio-economic impacts (Including impacts on child poverty and deprivation)		Torbay Council set rents under the Rent Standard set by the Government. Rents are capped at the Local Housing Allowance rate.	That we take steps under this policy to support this.	Pride in Place
Public Health impacts (Including impacts on the general health of the population of Torbay)		There is no differential impact anticipated	Not applicable	Not applicable
Human Rights impacts		There is no differential impact	Not applicable	Not applicable
Child Friendly	Torbay Council is a Child Friendly Council and all staff and Councillors are Corporate Parents and have	There is no differential impact	Not applicable	Not applicable

	a responsibility towards cared for and care experienced children and young people.			
--	--	--	--	--