

In Year Revision to Temporary Accommodation Charges

1. Purpose of Report

- 1.1. The report seeks to agree the new Temporary Accommodation Charging Procedure with adjusted fees and charges for 2026 – 2027.

2. Reason for Proposal and its benefits

- 2.1. The procedure has been updated to reflect the new charges for 2026-2027 following extensive consultation with Housing Benefit and obtaining external Housing Benefit Subsidy advice.

3. Recommendation(s) / Proposed Decision

- 3.1. That the fees and charges as outlined in the Temporary Accommodation Charging Procedure be agreed and adjusted in year for 2026/2027.

4. Appendices

Appendix 1: Temporary Accommodation Charging Procedure

5. Introduction

- 5.1 Torbay Council operates a framework for the application of service charges to all households placed in temporary accommodation. This enables the recovery of housing-related costs that are not eligible for Housing Benefit. The framework also allows for the recovery of accommodation costs up to the applicable Local Housing Allowance (LHA) rate in cases where a household is not eligible for Housing Benefit or has failed to submit a claim. In addition, the procedure permits the recovery of reasonable costs incurred by the service in fulfilling its statutory duties, including expenses such as kennelling and removals.
- 5.2 Charges are classified as payments for use and occupation of the accommodation and are considered reasonable in accordance with Section 206(2) of the Housing Act 1996. The licence fee (rent charged) is capped at the prevailing LHA rate.
- 5.3 The changes applied are as follows:
- Weekly service charge for households accommodated in self-contained accommodation be increased to £112, which is met through Housing Benefit.
 - That intensive management charge has been reduced to £40 per week from £70.
- 5.4 The changes agreed also allow for maximum cost recovery through housing benefit subsidy in line subsidy regulation.

6. Options under consideration

6.1. Not applicable

7. Financial Opportunities and Implications

7.1. The proposed changes enable appropriate Housing Benefit subsidy to be reclaimed.

8. Legal Implications

8.1. External Housing benefit advice has been obtained to inform the new charges and agreed with Housing Benefit to ensure legal and audit compliance.

9. Engagement and Consultation

9.1. The new charges have been developed in consultation with Housing Benefits to ensure the correct subsidy level has been claimed and are appropriate.

10. Procurement Implications

10.1. Not applicable

11. Protecting our naturally inspiring Bay and tackling Climate Change

11.1. Not applicable

12. Associated Risks

12.1. There are no identified risks associated with the proposed changes. Appropriate subsidy levels have been agreed and confirmed as sufficient to ensure legal compliance.

12.2. Safeguards have been incorporated into the procedure, including the completion of full income assessments based on Universal Credit assessment criteria. This ensures that any potential financial hardship is identified and appropriately taken into account. Where a household is entitled to full Housing Benefit, they will be required to make a full or partial contribution towards utility costs, depending on the type of temporary accommodation provided.

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	<ul style="list-style-type: none"> • 18% of Torbay residents are aged under 18 years old. • 55% of Torbay residents are aged between 18 to 64 years old. • 27% of Torbay residents are aged 65 and older. 	<p>Safe, secure and affordable accommodation is essential to support wellbeing. It is recognised that meeting fees and charges can be challenging for some people at any stage of life due to their financial circumstances. In addition, some individuals may face barriers to accessing financial wellbeing information as services increasingly operate through digital-first delivery models.</p>	<p>A person-centred, trauma-informed approach will be taken, working with other Council departments to meet individual needs.</p> <p>Charges and fees will be clearly communicated in accessible formats, with support available via the Customer Services Call Centre and signposting to</p>	Community and Customer Services

			<p>partner agencies where required.</p> <p>The Council will consider whether the applicant can afford the housing costs without being deprived of basic essentials and other essentials specific to their circumstances. Income assessments will be guided by Universal Credit standard allowances, taking account of household circumstances and overall expenditure.</p> <p>Where the household is entitled to full housing benefit, households will be liable for a full or partial contribution towards utility bills, subject to the type of temporary</p>	
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			accommodation allocated.	
Carers	<ul style="list-style-type: none"> At the time of the 2021 census there were 14,900 unpaid carers in Torbay. 5,185 of these carers provided 50 hours or more of care. 	<p>It is recognised that meeting fees and charges can be challenging for some people due to their financial circumstances. In addition, some individuals may face barriers to accessing financial wellbeing information as services increasingly operate through digital-first delivery models.</p> <p>It is recognised that people with caring responsibilities are more likely to experience financial hardship.</p>	<p>A person-centred, trauma-informed approach will be taken, working with other Council departments to meet individual needs.</p> <p>The Council will consider whether the applicant can afford the housing costs without being deprived of basic essentials and other essentials specific to their circumstances in this instance related to their caring responsibility. Income assessments will be guided by Universal Credit standard allowances, taking account of household</p>	Community and Customer Services

			circumstances and overall expenditure.	
Care experienced	<ul style="list-style-type: none"> As of January 2026, there were 277 former care experienced young people aged 18-24 in Torbay. 	<p>Safe, secure and affordable accommodation is vital to ensure wellbeing.</p> <p>It is recognised that paying fees and charges may be difficult for some Care Experienced. Furthermore, some Care experienced persons may have difficulty accessing financial wellbeing information.</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>Additional safeguards within the Temporary Accommodation Charging Procedures allow charges to be subsidised where the Council acts as Corporate Parent.</p>	Community and Customer Services
Disability	<ul style="list-style-type: none"> In the 2021 Census, 23.9% of Torbay residents answered that their day-to-day activities were limited a little or a lot by a physical 	<p>Safe, secure and affordable accommodation is essential to wellbeing. People with disabilities, particularly learning disabilities, may face increased vulnerability,</p>	<p>A person-centred, trauma-informed approach will be taken, working with relevant Council services to</p>	Community and Customer Services

	<p>or mental health condition or illness.</p>	<p>and some individuals with mental health conditions may find accessing financial support more challenging.</p>	<p>support individual needs. Charges will be clearly communicated in accessible formats, with support available through Customer Services and partner agencies. Affordability will be assessed using Universal Credit standard allowances, taking account of household circumstances and essential expenditure related to their specific circumstances.</p>	
Gender reassignment	<ul style="list-style-type: none"> 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. 	<p>There is no differential impact anticipated.</p>	<p>Not applicable</p>	<p>Not applicable</p>
Marriage and civil partnership	<ul style="list-style-type: none"> Of those Torbay residents aged 16 and over at the 	<p>There is no differential impact anticipated.</p>	<p>Not applicable</p>	<p>Not applicable</p>

	time of 2021 Census, 44.2% of people were married or in a registered civil partnership.			
Pregnancy and maternity	<ul style="list-style-type: none"> Between 2013 and 2024, the rate of live births (as a proportion of females aged 15 to 44) has been slightly but significantly higher in Torbay (average of 56.0 per 1,000) than the Southwest (53.4) and broadly in line with England (56.3). For the period 2022 to 2024, rates in Torbay (44.6) have been significantly below England (50.0). 	There is no differential impact anticipated.	Not applicable	Not applicable
Race	In the 2021 Census, 96.1% of Torbay residents described their ethnicity as the following:	It is recognised that people who are from black, Asian or minority ethnic backgrounds are more likely to experience financial hardship.	A person-centred, trauma-informed approach will be used, with clear, accessible communication of	Community and Customer Services

	<ul style="list-style-type: none"> • 1.6% as Asian, Asian British or Asian Welsh • 0.3% as Black, Black British, Black Welsh, Caribbean or African • 1.5% as being of Mixed or Multiple ethnic groups • 96.1% as White • 0.4% described their ethnicity another way. • Black, Asian and minoritised ethnic communities are more likely to live in areas of Torbay classified as being amongst the 20% most deprived areas in England. 		charges and support available. Affordability will be assessed using Universal Credit standard allowances and individual household circumstances.	
Religion and belief	The 2021 Census showed that the residents in Torbay	There is no differential impact anticipated.	Not applicable	Not applicable

	<p>identify their religion and/or belief as the following;</p> <ul style="list-style-type: none"> • 48.5% are Christian • 0.4% are Buddhist • 0.2% are Hindu • 0.6% are Muslim • Less than 0.1% are Sikh • 0.1% are Jewish • 0.7% have another religion • 43.2% have no religion • 6.3% did not answer 			
Sex	<ul style="list-style-type: none"> • 51.3% of Torbay's population are female. • 48.7% of Torbay's population are male. 	<p>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>	<p>Affordability assessment will be undertaken using Universal Credit standard allowances and individual household circumstances.</p>	<p>Community and Customer Services</p>

Sexual orientation	<p>In the 2021 Census, residents described their sexuality as follows;</p> <ul style="list-style-type: none"> • 89% as Straight or Heterosexual • 1.7% as Gay or Lesbian • 1.1% as Bisexual • 0.1% as Pansexual • 0.1% described their sexuality another way • 7.4% of people didn't answer the question 	There is no differential impact	Not applicable	Not applicable
Armed Forces Community	<ul style="list-style-type: none"> • In 2021, 3.8% of residents in England reported that they had previously served in the UK armed forces. • In Torbay, 5.9% of the population have previously served in the UK armed forces. 	<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>	We will work in a person centred and trauma informed manner alongside other Council departments to ensure that individual needs are met.	Community and Customer Services

Additional considerations				
Socio-economic impacts (Including impacts on child poverty and deprivation)	<ul style="list-style-type: none"> Torbay is ranked as the 39th most deprived upper tier local authority in England in the Index of Multiple Deprivation 2025. 	Changes reflect both Housing Benefit regulations and the Local Housing Allowance rates for March 2026.	Affordability assessment will be undertaken using Universal Credit standard allowances and individual household circumstances.	Community and Customer Services
Public Health impacts (Including impacts on the general health of the population of Torbay)	<ul style="list-style-type: none"> For the five-year period 2020 to 2024, data shows there is a 6-year life expectancy gap between males who live in Torbay's least and most deprived areas and, a 3-year gap for females. 	There is no differential impact anticipated	Not applicable	Not applicable
Human Rights impacts		There is no differential impact anticipated	Not applicable	Not applicable
Child Friendly		There is no differential impact anticipated	Not applicable	Not applicable