



Department of Community and Children's Services.

SERVICE SPECIFICATION

Emergency and Temporary Accommodation
Procurement

Approved Provider List

Via Access Adam

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1 INTRODUCTION AND BACKGROUND

- 1.1 This specification is issued by the City of London Corporation's Department of Community and Children's Services.
- 1.2 The Community and Children's Service Department at The Corporation is committed to enacting the duties of the Housing Act 1996 Part VII and the Homeless Reduction Act 2017 in securing appropriate and suitable emergency accommodation for any household approaching the authority as eligible, homeless for whom there is a reason to believe a priority need. Equally the department is committed to its role in ending rough sleeping nationally and securing appropriate temporary accommodation for homeless households and those found rough sleeping in the Square Mile where necessary.
- 1.3 Housing Authorities use legislative frameworks to assess eligibility when making decisions as to whether to accommodate a homeless person. The duty to accommodate can then become immediate in complying with the relevant legal framework. The law states that accommodation must be sourced for the main applicant alongside any member of their household who could reasonably be expected to reside with them.
- 1.4 When making a placement under the legal framework for homelessness, tenure is between the local housing authority and the applicant by way of an excluded Licence Agreement.
- 1.5 Rough sleeping is the most severe form of homelessness, but the Housing Act has little provision for accommodating single, non-priority individuals without a demonstrable local connection. Equally, those with limited eligibility or complex immigration issues are widely excluded from statutory assistance. This leads to the Corporation developing local strategies to tackle rough sleeping.
- 1.6 In April 2018, the Housing Act was supplemented by the Homelessness Reduction Act 2017 (HRA) and a subsequent update of the Homelessness Code of Guidance. The Guidance places a responsibility on Corporation to ensure that tackling rough sleeping is meaningfully addressed within wider homelessness strategies and to keep this under review.
- 1.7 The Domestic Abuse Act 2021 also places additional duties on local authorities to provide assistance, including emergency and temporary accommodation to any household or individual fleeing domestic abuse.

Strategic Priorities

- 1.8 The Corporation's [Corporate Plan](#) ensures that everything the Corporation does is directed at achieving one of three key aims and twelve core outcomes. Tackling homelessness and rough sleeping directly contributes to creating a flourishing society in which: people are safe and feel safe; people enjoy good health and well-being; people have equal opportunities to enrich their lives and reach their full potential, and communities are cohesive and have the facilities they need. This service will contribute to delivery of this aspect of the Corporate Plan.
- 1.9 The Department of Community and Children's Services Departments [Business Plan](#) supports delivery of the Corporate Plan. It makes explicit reference to homelessness and rough sleeping in its first priority objective ('Safe') which states that: the impact of homelessness is minimised, and homelessness is resolved and prevented. The plan includes key impact measures relating to increasing the proportion of new individuals who sleep out to just once and reducing the number of people deemed to be "living on the streets" and this service will contribute to delivery of this objective within the Departmental Business Plan.
- 1.10 The City's [Homelessness Strategy](#) fulfils the Corporation's responsibility under the HRA to develop a strategic response to rough sleeping. It sets out how we will achieve our overall vision to prevent homelessness and, where it does occur, to ensure its impact is minimised and the resolution is rapid and sustainable. It also sets out the steps that will be taken to assure an effective response to rough sleeping, including through the delivery of appropriate supported accommodation projects
- 1.11 A [Homelessness and Rough Sleeping subcommittee](#) oversees the City's work to deliver against key aims and outcomes with respect to rough sleeping and meets five times a year. This body provides strategic leadership and a degree of operational oversight. Officers in the City also sit on the Mayor of London's 'Life off the Streets' Taskforce and ensure that they support the delivery of the Mayor's plan to end rough sleeping in the capital.

Health

- 1.12 The Corporation is linked to Hackney through the City and Hackney Clinical Commissioning Group but has its own Health and Wellbeing Board. The Corporation has responsibility for local public health. The Health and Social Care Act requires that the Corporation promote the health and wellbeing of people who live or work in the City, including those with a current or previous history of sleeping rough.

1.13 The City and Hackney National Institute for Health Protection have developed a Joint Health and Wellbeing Strategy which explicitly references the needs of rough sleepers. The strategy identifies the following priorities to improve health and wellbeing in the City of London:

- 1.13.1 Priority 1: Good mental health for all
- 1.13.2 Priority 2: A healthy urban environment
- 1.13.3 Priority 3: Effective health and social care integration
- 1.13.4 Priority 4: Children have the best start in life
- 1.13.5 Priority 5: Promoting healthy behaviours

2 OUTLINE OF THE SERVICE AND ITS AIMS

- 2.1 The Corporation wishes to compile and onboard an Approved List of Providers for the supply of temporary and emergency accommodation as defined by the Housing Act 1996 Pt VII to homeless individuals and households.
- 2.2 Suppliers will be recruited and on-boarded via the Access Adam Housing Platform
- 2.3 Only suppliers that satisfy the Corporation's criteria for accreditation, portfolio, quality and price of accommodation will be placed on this list.
- 2.4 This Specification will govern the relationship between a provider and the Corporation whereby the provider supplies accommodation for use by homeless households. However, inclusion on the list is no guarantee of accommodation booking which will be based on need, availability, suitability and price as and when the need arises.

3 DURATION

- 3.1 This specification will be in place for the length of the current contract with Access UK Ltd, 2 years plus an optional 2 years from the 17th July 2024
- 3.2 During this period of this agreement, officers of the Corporation's Homeless and Rough Sleeper Team will look to call off individual procurements of units of accommodation from providers on the list either on a spot purchase or block booking basis depending on the appropriate availability of accommodation and the needs of the Corporation Service Users.

- 3.3 The Corporation will not guarantee a minimum number of properties to be sourced from any one provider that joins the list and joining the list is no guarantee of individual procurement of properties.

4 DEFINITIONS

- 4.1 *Accommodation* means premises procured by the Corporation which the Service Provider will use to accommodate clients referred by the Corporation and includes hotel or B&B type accommodation, shared houses, Annexes – self-contained houses, flats and studio's - and any other type of accommodation which is booked and paid for on a nightly basis.
- 4.2 *Client* means any person referred to the Service Provider by the Corporation for accommodation.
- 4.3 *Booking* means confirmation that the Corporation wishes to purchase accommodation at the terms set out in the booking letter
- 4.4 *Booking Letter* means a letter confirming the name of the client, the start and end date of the booking and the rate per night as previously agreed with the Service Provider when making the booking.
- 4.5 City of London Corporation or "Corporation" means The Mayor and Commonalty and Citizens of the City of London or any successor body thereto
- 4.6 *Nominated Officer* shall be the person(s) notified to the Service Provider to act in the name of the Corporation for the purpose of booking accommodation and / or processing invoices.
- 4.7 *Hotel / Bed and Breakfast* means shared and annexe accommodation as well as any other type of accommodation which is booked and paid for on a nightly basis.
- 4.8 *Hotel Register* means a register of clients currently occupying the accommodation supplied by the Service Provider.
- 4.9 *Services* Means the provision of Accommodation for clients referred to the Service Provider by the Corporation as expressed in the provisions and Schedules of the agreement

4.10 *Service Provider* or *Provider* Means the person(s) - be they a company, partnership, sole trader or any other type of business or individual - providing accommodation to the Corporation.

5 PROVIDER REQUIREMENT SPECIFICS

- 5.1 The Provider shall be accredited under the London Landlords Accreditation Scheme (LLAS). The scheme provides landlords across London with information and professional development opportunities to allow them to operate a successful business and provide their tenants with safe and high quality accommodation. Landlords who are accredited under the scheme qualify for a range of benefits. Further information is available at <http://www.londonlandlords.org.uk>. The provider must be the owner, leaseholder or appointed individual acting on behalf of the owner of the properties put forward for use and have permission to be able to offer both a licence and tenancy.
- 5.2 Providers should have a portfolio of properties in suitable locations within one hours travelling time of the City of London.
- 5.3 Nightly Rate for all properties will be competitive in relation to property the size and location and in line with charges across London.
- 5.4 Providers will have adequate Insurances as set out in the Invitation to Tender
- 5.5 Providers will have SSIP accreditation or adequate internal Health & Safety Policies to the satisfaction of the Corporation.
- 5.6 Providers will have a diverse portfolio of properties including those accessible to people with mobility issues, those appropriate for people fleeing domestic and other types of abuse or violence and properties in the immediate vicinity of the City of London (neighbouring boroughs including river border and East / Northeast London).
- 5.7 Accommodation should, in the event of an emergency, be available for occupation 24 hours a day with the provider having a 24-hour contact service.
- 5.8 Single households may be more likely to require furnished properties, where families may be more likely to require unfurnished. All properties should be fully equipped with white goods.

5.9 Service Providers will publish their available properties on the Adam Housing system using their criteria for publishing.

Bookings

5.10 If the unit is required, the nominated Corporation officer will reserve the property and booking letter will be provided to the service user and the provider.

5.11 The Provider is required to take any client referred by the Council, unless there are exceptional circumstances which are discussed and agreed with the Council in advance.

5.12 The service user will be given the provider contact details to make contact to arrange move in. In the event that the service user is particularly vulnerable or in need of support, this arrangement may be made through a third party, usually a member of the City Outreach team, the Mobile Intervention Support Team or Tenancy Support Team all of which are support services managed or commissioned by the City of London Corporation.

5.13 The provider will confirm the successful take up of the placement within one working day of the booking. If a service user fails to take up the booking, then the provider should inform the Nominated Officer at the earliest opportunity.

5.14 Once a booking is made the service user should not change unit or address without prior authorisation of the Corporation nominated officer.

5.15 If the accommodation unit is in a staffed environment such as a hotel, then the provider must ensure that the service user signs daily to assure their occupancy. Any discrepancies should be notified to the Corporation.

Ending a Booking

5.16 Bookings will be cancelled via the Adam Housing System where necessary.

5.17 The Corporation will not take any responsibility for a client that overstays, nor will the Corporation become involved in any legal action to remove a client for whom a booking is no longer current. Providers must have firm and fair policies to deal with this eventuality and must follow due process to recover their unit.

- 5.18 The Corporation will not take any responsibility for damage caused to a property unit by service users, members of their household or their visitors.
- 5.19 The Service Provider should notify the Corporation at the earliest opportunity of any service user moving out or abandoning their property.
- 5.20 If a provider wants a service user to leave, this must be notified and discussed with the Corporation nominated officer.

Management

- 5.21 The service provider should notify the Corporation at the earliest opportunity of any serious incident involving the service user as a perpetrator, victim or witness.
- 5.22 Wherever possible Service Providers should provide service users with a copy of the rules of accommodation. These should be available on display in the unit.
- 5.23 The service provider must take timely and appropriate action in relation to any harassment, or any other form of anti-social or unacceptable behaviour of any service user. A formal record of incidents / accidents occurring on the premises must be made using an incident / accident record book.
- 5.24 The service provider or their operative must regularly inspect all corridors and common parts to ensure the cleanliness and safety, the maintenance of fire safety equipment and other safety features.
- 5.25 The Service provider must carry out as appropriate regular fire safety checks, drills and testing of building and equipment in line with health and safety regulations and keep a record of these.
- 5.26 All properties accepted for use shall adhere to current fire regulations appropriate to the property type and use. All furniture shall comply with furniture and furnishings (fire Safety) Regulations 1988 as amended by the furniture and furnishings (fire safety) regulations 1993 and 2010.
- 5.27 The Service Provider must promptly deliver all letters, messages and other information to clients.
- 5.28 The Service Provider must inspect the property on a monthly basis to conduct occupancy checks and will carry out as soon as possible any repair work shown to be necessary as a result of such inspection or which may have been requested by the Corporation or the occupier of the property.

- 5.29 Where appropriate, The Service Provider will take meter readings at commencement and end of the booking and inform the appropriate suppliers, include water rates and relevant council tax department.
- 5.30 Where there is a key or any other type of pre-pay meter, the service provider will ensure that an initial credit is available.
- 5.31 Service Providers will allow inspection of properties by officers of the Corporation or their representative by request. Service providers will ensure that any such inspections are accompanied by a representative of the provider.

6 STANDARDS

- 6.1 All accommodation must be free of Category 1 hazards as described in the Housing Health & Safety Rating System (HHSRS) introduced by the Housing Act 2004.

Full information about HHSRS can be found here:
<https://www.gov.uk/government/publications/housing-health-and-safety-rating-system-guidance-for-landlords-and-property-related-professionals>

- 6.2 The Service Provider must have planning permission and any relevant local licence to carry out business as a hotel, hostel, guest house or house in multiple occupation.
- 6.3 The Service Provider must have a current fire certificate or comply with the requirements of the Environmental Health Department. An up-to-date Fire Risk Assessment must be available on request.
- 6.4 The Service Provider must display adequate health and safety notices throughout the accommodation.
- 6.5 Kitchens (communal) must be cleaned regularly. Kitchens will be inspected on every visit by a Corporation official to ensure that it has been cleaned to a satisfactory standard. The Corporation professional opinion shall determine the standard for cleanliness.
- 6.6 Clean bedding must be supplied at the beginning of each placement.
- 6.7 Communal areas must be cleaned regularly as appropriate or otherwise as requested by the Corporation.

- 6.8 Arrangements for service charges are to be made clear at the point of notification to the Corporation nominated officer that a void exists
- 6.9 Responsibility for the payment of Council Tax rests with the Service Provider, which in any case, must not be passed on to the Corporation or client.
- 6.10 At least one full set of entry keys must be provided to the client at no extra cost to the Corporation or the client.
- 6.11 The Service Provider will provide the Corporation prior to the acceptance of any property under the scheme, copies of current EPC Certificates, NICEIC electrical safety test certificates, gas safe certificates, fire risk assessment, together with the property checklist signed and dated, confirming the property meets the standards laid down by the Corporation and on subsequent re-lets.

7 MINIMUM PROPERTY STANDARDS

- 7.1 This information lists the basic requirements for properties used as temporary accommodation for households placed by the Corporation.
- 7.2 The Corporation expects that the property will meet all statutory requirements in respect of gas and electrical safety and will be in a satisfactory state of repair.
- 7.3 The property will be the main residence for the household placed, potentially for some considerable period of time.

Structure and Internal

- 7.4 All properties to be cleaned and free from damp and infestations at the time of booking.
- 7.5 Buildings, envelope and structure shall be watertight, in good repair and structurally sound
- 7.6 Roof shall provide a waterproof cover over the entire building and be free of defective and loose material.
- 7.7 Gutter and drainpipes shall be in good condition, restrained, water-tight and free-flowing.

- 7.8 Damp-proof courses, flashings and waterproof membranes are to be in good condition to the standard repaired. Guarantees to be supplied where appropriate.
- 7.9 Stairs to be in good condition and structurally sound. Surface should not be loose or slippery especially when wet. Handrail to be provided on one side where stairs are less than 900 mm wide and over four risers high, where stairs width exceeds 900 mm wide a handrail is to be located on each side.
- 7.10 Wall and ceiling plaster should be in good condition with flush surfaces.
- 7.11 Joints around windows and doors to be sealed and flashed to form a watertight junction, window and door sills, thresholds, joints and heads to be in good condition and allow easy operation of window sash. Glazing to be secured and not cracked or broken.
- 7.12 External and internal cold water storage cisterns, tanks etc. to be properly housed, insulated and protected.
- 7.13 Flue terminals to be secure
- 7.14 Room sizes: Where there are multiple bedrooms, at least one bedroom must be a double bedroom (10.4m² minimum).
- 7.15 Loft to have a minimum of 250mm- loft insulation and cavity wall insulation (If cavity walls).
- 7.16 Property to be free from damp. Walls to be free from evidence of damp, mould, condensation, peeling paper, etc.
- 7.17 Water stop cock must be inside, accessible and in good working order.
- 7.18 All staircases must have banisters and balustrades. Gaps between spindles to be no more than 100mm. A two-way light switch to be provided in the stairwell. The gaps between balustrades must be no greater than 100mm.

Natural Light and Ventilation

- 7.19 Every habitable room to have a window or windows opening directly to the external air with glass area not less than one tenth of the floor area of the room.
- 7.20 All windows above the ground floor shall be fitted with restrictors.
- 7.21 Every habitable room shall have natural ventilation.

- 7.22 Rooms below ground level must provide sufficient natural light on an average day for living in the lounge/bedroom without assistance of electric light.
- 7.23 Doors and windows must be in good working order with easy operation.
- 7.24 Windows shall be restricted to 100mm opening restriction, as a child safety precaution with an override device.
- 7.25 Casement stays or similar childproof restraint devices appropriate to the type of window to be fitted on the windows.
- 7.26 NB: Where French Windows are the only form of natural light to a room, they must be kept locked and some additional form of mechanical or natural ventilation must be provided. For example, adding window restrictors.
- 7.27 Safety glass, safety adhesive film or similar approved safety precaution is to be fitted in full height windows and doors or in panels below 1000mm above finished floor level. Safety rails may be used as an alternative to safety glass. Size and spacing of batons to comply with Building Regulations as must safety adhesive film.
- 7.28 Balcony and store doors used other than a means of escape route are to be fitted with a keyed level deadlock, and to be locked shut.
- 7.29 Wall or floor stops shall be provided for all doors to protect wall decorations.
- 7.30 Exit doors to be fitted with simple fastening locks.
- 7.31 One set of keys are to be provided per unit plus one set for communal areas where there is single occupation. One set per adult for family households.
- 7.32 Security protection measures such as grills, hinge bolts, spy holes, and entry phone system to be fitted where appropriate.
- 7.33 Bathroom and toilet doors to be fitted with a thumbscrew lock, no bolts.
- 7.34 Letter boxes and doorbells shall be fitted for each unit with appropriate identification, where appropriate, to be located at the main entrance.
- 7.35 Non-mechanical ventilation system e.g. air bricks, gutters or perma-vents, to be provided for the removal of foul air and condensation build-up in auxiliary or habitable rooms (living or bedrooms with external walls).

7.36 Ventilate all permanently closed fireplaces with a fibrous plaster louvre or a fixed grill over the chimney breast.

Kitchen and Cooking Areas

7.37 Plumbing must comply with the current Thames Water Byelaws.

7.38 Stop valves must be clearly labelled especially where situated in common areas.

7.39 Drinking water for human consumption with continuous supply shall be located within the kitchen over a suitable sink and directly from the mains.

7.40 Storage, preparation and cooking facilities will be appropriate to the size of the household and the needs of any children in the household. A food storage cupboard and refrigerator are essential.

7.41 Water heating facility must be capable of providing an adequate and continuous supply of hot water.

7.42 Immersion heaters, where applicable, shall be installed on "Economy 7" off peak supply.

7.43 Kitchen shall include the following items:

7.43.1 Hot and cold-water supplies

7.43.2 Sink and drainer

7.43.3 Cooker (where free standing to be level and restrained from tipping)

7.43.4 Fridge/Freezer

7.43.5 Working surfaces, arranged wherever possible between cooker and sink

7.43.6 Storage space combining a minimum 1 double base unit with worktop, sink unit and double wall unit

7.43.7 Work surface to be clean with mastic sealed edges and impervious to liquid

7.43.8 2 double sockets on worktop height (non-dedicated)

7.43.9 At least one other double socket should be at low level for fridges etc.

7.44 Kitchen sink units, water and gas service pipes should be cross bonded and earthed to current electrical Regulations

7.45 All oven doors should be "cool doors" so they should not be hot to the touch.

7.46 Two Double Sockets at work top height and Two low level sockets (for fridge and washing machine).

7.47 A minimum of 2x 1000mm fitted units, two drawers per unit and 2x 1000mm wall units to be provided.

7.48 Units should be free from defects.

Tiling to Kitchens and Bathrooms

7.49 Tile splash backs located behind sinks, baths, worktops and basins to be sealed with mastic against water penetration.

7.50 Existing wall tiled areas to be thoroughly cleaned and free of grease, cooking fat, dirt and other by-products.

7.51 Caulking sealant located around worktop, sink tops and sanitary ware is to be in good condition. Where sealant is faulty this is to be raked out and re-sealed to prevent water penetration.

Bathrooms

7.52 Bathroom or toilet windows should have obscure glass or have nets/blinds supplied.

7.53 Bathrooms to have bath or only a shower where correctly screened and watertight.

7.54 Toilet location is preferred, although not essential, in a room separate from the bathroom.

7.55 Bath mixer tap with shower valve to be capped off where not correctly screened/watertight.

7.56 Hot and cold water to be supplied to bath and shower (where applicable).

7.57 Sanitary fittings to be good, clean and in a condition to operate as designed.

7.58 Bathroom to be decorated appropriately with non-slip tiles or linoleum.

7.59 Accessory fittings to be provided: toilet roll holder, towel rail and mirror to be located in an easily accessible position and in good working order.

7.60 Sanitary ware to be chemically cleaned prior to each new letting, removing all existing stains.

- 7.61 Bathrooms must be adequately ventilated
- 7.62 Mechanised ventilation to be provided with humidity switch or overrun linked to light switch. Capacity to give at least three air changes per hour.
- 7.63 Toilet to be clean and secure.
- 7.64 Toilet seat to be secure.

Floorings and Soft Furnishings.

- 7.65 Floors to be level and even with boarding securely fixed to joists.
- 7.66 Aluminium binding strip (or similar) to be fixed on changes in floor finish.
- 7.67 Carpet or laminate flooring is essential floor covering to living and bedrooms, lobbies, common halls and staircases.
- 7.68 Vinyl floor covering or non-slip tiles to kitchens, bathrooms and separate w/c compartments.
- 7.69 All upholstered furniture and furnishings, including beds and mattresses, must comply with The Furniture and Furnishings (Fire) (Safety) Regulations 1988 (as amended in 1989 and 1993). Temporary beds are not acceptable and mattresses should be of a high standard.

Decorative standard

- 7.70 Room decorations to be clean, complete and of a high standard.
- 7.71 Damaged or stained/soiled decorations are to be redecorated, preferably when the residents are still resident to avoid disruption.
- 7.72 Alternatively, decorations should be updated and maintained at the time of the void.
- 7.73 Woodwork items e.g. skirting boards, frames, architraves, doors and windows etc. are to be washed down prior to new lettings, but redecorated where poorly decorated.
- 7.74 Polystyrene tiles to be removed from all ceilings and walls and the walls and ceiling adequately repaired or replaced with durable material.
- 7.75 All habitable rooms to have heavy curtains or blinds that are in good condition.

7.76 Curtain rail to be securely fitted above all windows, except in kitchen and bathroom. Curtains to be clean and free from defects. Nets are usually required to be fitted to all windows. Light shades to be fitted to all habitable rooms.

Power Heating and Lighting

7.77 Heating minimum requirement is night storage heaters to all habitable rooms (including bathrooms and kitchen diners) connected to an off-peak electric "Economy 7" meter but preferably a full gas fired central heating system. "Economy 7" units to be fitted with power booster or separate wall panel.

7.78 Heating system to be fully serviced, in good condition, inspected and certified by British Gas or registered Gas Safe contractor.

7.79 Landlord or provider shall have in place a 3 Star Gas heating contract with British Gas (or equivalent with a registered Gas Safe servicer) for the full term of the lease, costs to be met by landlord or provider.

7.80 Landlords must, by law, ensure that gas appliances are maintained in good order and checked for safety by a Gas Safe registered engineer at least every 12 months. They must also keep a record of the safety checks and issue a certificate to the resident. When a resident moves into rented accommodation the landlord must provide them with written proof of safety checks.

7.81 Gas central heating is to be the preferred means for heating with the recommended type being a gas fired boiler system with convector radiators. Radiators and pipework to be secured to the walls.

7.82 Bolts to be fitted on storage, meter and airing cupboards. Where practical, boilers should be boxed in.

7.83 A combination of both systems will be acceptable.

7.84 Solid fuel heating system non Economy 7 electrical systems and warm air systems are unacceptable.

7.85 Mains-wired (or 10-year lithium sealed) battery operated carbon monoxide alarms must be provided in every room used as living accommodation, including bathrooms and WCs where solid fuel is used, and the landlord must make sure the alarms are in working order at the start of each new tenancy.

- 7.86 Off peak "Economy 7" heating is essential for immersion heaters where gas central heating is not provided. Electrical installations shall have a complete test certificate stating compliance with electrical regulations for electrical installations.
- 7.87 Fittings: sockets and switches shall be in good condition without cracks and firmly secured to their appropriate back boxes.
- 7.88 All lighting shall be covered and all strip lights to have shatter proof covers.
- 7.89 Power points as a safety precaution are not to be located over and around sinks or cooker with a minimum of 600mm distance away from the tap.
- 7.90 Electric lighting in each room is to be of sufficient intensity.
- 7.91 Internal airing cupboard with slatted shelving for clothes when fitted must be provided with all electric wiring clipped back to the wall or cupboard lining.
- 7.92 Communal lighting to hall, stairs and external area to be operated by an independent meter not running from a resident's supply. Communal lighting to be of sufficient output.
- 7.93 Portable appliance testing (PAT) must be used to verify PAT tests and must be carried out by a qualified electrician every 12 months and the written certificate must be retained for inspection by the Council

Meters

- 7.94 Meters, gas and electric (and water where applicable), to be provided separately for each flat or unit and be accessible 24 hours a day.

Security

- 7.95 All external doors to be fixed with a latch and dead lock as minimum.
- 7.96 All windows to be fitted with locks and restrictors.
- 7.97 All external doors to have mortise locks fitted. To be capable of being dead locked. And to be fitted with an additional "Yale type night latch".
- 7.98 Doorbell to be fitted and working.
- 7.99 All internal locks to have keys removed, save for bathroom and toilet. All large glass panes in doors to be fitted with safety glass or film.

Other

- 7.100 Property must be free from all pests, including Cockroaches, Mice, Fleas etc.
- 7.101 Internal doors leading off communal hallway MUST be half hour fire doors, to meet Building Standard 476 part 22.
- 7.102 The preferred type of smoke alarm is an electrically operated interlinked smoke alarm installed to each floor. Alarms must comply with Building Standard 5839 Part 6 conforming to Grade D, Type LD2. However, the minimum standard is for single, battery-operated alarms to be installed on each floor.(if the property is a flat, then smoke alarms must be fitted in the hallway, one just outside the kitchen door and one in the main lounge).
- 7.103 This is required to be fitted in the same room as the Boiler to keep levels of Carbon Monoxide at a safe level.
- 7.104 Garden to be clear of rubbish and to have vegetation cut back including shrubs and trees. Fences to be in good order. Gate(s) to operate, gate posts/pillars to be secure. Sheds, if applicable, to be safe and in good order, or be removed. Greenhouses must be dismantled and removed. Paths and steps must not be uneven and should be free of slime.
- 7.105 Bins to be provided for the disposal of rubbish and appropriate recycling based on the schemes available in the borough in which properties are located
- 7.106 The minimum number of sockets per room:
- 7.106.1 Living Room - 3 double sockets (2 is a minimum)
 - 7.106.2 Double Bedrooms - 2 double sockets
 - 7.106.3 Single Bedrooms - 1 double sockets
 - 7.106.4 Kitchen - 4 sockets (2 double at worktop height, plus 1 socket for fridge and 1 socket for washing machine).
 - 7.106.5 Boiler to be on a spur.
 - 7.106.6 Landing - 1 socket.

8 RESPONSIBILITIES TO THE SERVICE USER

Repairs Performance

8.1 Accommodation providers are responsible for carrying out repairs and maintenance to properties and for operating a repairs reporting service for service-users. Repairs are to be classed into three categories as follows:

8.2 Priority A (emergency repairs):

8.2.1 Emergency repairs must be made safe within 24 hours or no later than the next working day.

8.2.2 Procedures must be in place by the provider to meet emergency repairs that may occur outside normal working hours, on weekends or public holidays

8.2.3 If an emergency arises outside normal working hours, it is the responsibility of the provider to ensure that appropriate repairs are carried out in line with health and safety standards.

8.3 Priority B (urgent repairs), which must be completed within 5 working days

8.4 Priority C (general repairs), which must be completed within 28 working days.

8.5 The following three lists outline the Priority A, B and C repair functions. Repair obligations, which are not mentioned here, but are considered the responsibility of the landlord/provider, will also need to be completed within a period of time which the Corporation will determine to be reasonable.

8.6 Priority A Emergency: Maximum time for completion is 24 hours

8.6.1 Drinking water

8.6.2 Heating (between 1st November –30th April)

8.6.3 Electrics unsafe

8.6.4 Flooding

8.6.5 Blocked drains and sanitation

8.6.6 No lights or power

8.6.7 No lighting to communal areas (complete failure)

8.6.8 Dangerous electrical faults (exposed wires, overheating of switches or sockets, flickering lights)

8.6.9 Burst pipes, defective tanks or serious leaks causing flooding

8.6.10 Blocked drains or blocked toilets

8.6.11 Gas leaks (normally reported to British Gas)

8.6.12 Dangerous structures – floors, ceilings, walls etc.

8.6.13 Removal of racist or sexist graffiti, or graffiti of an offensive nature to members of the LGBTQ+ community.

- 8.6.14 Provision of temporary heating to vulnerable Service Users, such as people with young children and people over the age of 65.
- 8.6.15 Replacement of missing or badly damaged manhole covers
- 8.6.16 Replacement of broken toilet pan

8.7 Priority B: Maximum time for completion 5 working days

- 8.7.1 Blocked waste pipes (other than toilets: see above)
- 8.7.2 No cold-water supply to bath and basin
- 8.7.3 Restoring heating and/or hot water (temporary heaters shall be supplied by the provider where necessary)
- 8.7.4 Temporary repairs to cover defective flat at or pitched roofs where there is serious water penetration
- 8.7.5 Mending minor leaks on water pipes
- 8.7.6 Repairing leaking cone/soil joints to toilets
- 8.7.7 Repairing leaks to soil pipes/soil vent pipes generally
- 8.7.8 Repairing or renewing ball valves (overflows, water hammer)
- 8.7.9 Repairing defective extractor fan (internal bathroom/kitchen only)
- 8.7.10 Replacing broken wash hand basin
- 8.7.11 Repairing defective entry-phone system
- 8.7.12 Restoring flush to toilets
- 8.7.13 Broken fridge/freezer
- 8.7.14 Leak/damage patch
- 8.7.15 Infestations
- 8.7.16 Broken glazing
- 8.7.17 Blocked down pipes/guttering

8.8 Priority C: Maximum time for completion 28 working days

- 8.8.1 Re-securing wash basin
- 8.8.2 Repairing blocked and/or damaged rain-water gutters and pipes
- 8.8.3 Replacing glazing to communal areas
- 8.8.4 Replacing chimney pot or cowl
- 8.8.5 Replacing fittings to windows and /or external doors
- 8.8.6 Mending faulty taps
- 8.8.7 Replacing zinc or lead flashings
- 8.8.8 Replacing ridge/eaves tiles and cement filets
- 8.8.9 Replacing or repairing internal fire doors

- 8.8.10 Replacing defective fire bricks or parts for open fires
- 8.8.11 Repairing and/or replacing fittings for metal casement windows and doors
- 8.8.12 Replacing window sash fastener/sash cord
- 8.8.13 Replacing rotten or defective flooring
- 8.8.14 Replacing toilet cistern
- 8.8.15 Replacing waste trap or fitting
- 8.8.16 Repairing faulty stop valve or drain down cock
- 8.8.17 Replacing bath
- 8.8.18 Replacing kitchen units (including sink units/taps)
- 8.8.19 Replacing external doors
- 8.8.20 Replacing window/frames
- 8.8.21 Dry lining condensation treatment
- 8.8.22 Repairing or replacing wall tiling/splash backs
- 8.8.23 Replacing loose or defective flooring (not dangerous)
- 8.8.24 Fixing or replacing air bricks
- 8.8.25 Repairing or renewing tile surrounds
- 8.8.26 General brickwork repairs (rebuilding piers, boundary walls)
- 8.8.27 Repairing or replacing stone, concrete, tile or wooden windowsills
- 8.8.28 Repairing timber staircases (not dangerous)
- 8.8.29 Replacing or repairing external fascia/soffit/barge boards
- 8.8.30 Repairing or replacing fencing/gates
- 8.8.31 Redecoration following repair works
- 8.8.32 Replacing gully grid
- 8.8.33 Plaster repairing gully grid
- 8.8.34 Plaster repairs to ceilings or walls
- 8.8.35 External rendering
- 8.8.36 Repairing internal floor screeds
- 8.8.37 Repairing external floor screeds
- 8.8.38 Repairing external paving/concrete aprons

8.9 The most common repairs the Corporation is contacted about by its clients in temporary or emergency accommodation are defective showers and cooking equipment. As these directly affect a client's welfare the expectation is that these are fixed immediately, or remedial action taken / arrangements made.

9 CLIENTS' NEEDS AND DEMOGRAPHIC

9.1 The current demand for Temporary / Emergency Accommodation at the time of writing is:

Number of privately procured units in Total	59
Broken down as:	
Studio / 1 bed	46
2 bed	9
3 bed	3
4 bed	1
> 4 bed	0
No. of Single Households	43
No. of Multiple / Family Households	16
Single Households Gender Male	30
Single Households Gender Female	13
Family Households including dependent children	12
Children in total	16

10 STAFFING

- 10.1 The provider will attract and maintain a workforce of suitably qualified and experienced staff. This will include (but is not limited to) ensuring this workforce is appropriately inducted, supervised, supported and developed. It is expected that this will include clear training and support around work with this client group and core health and safety issues where needed
- 10.2 The provider will ensure all staff are paid above the London Living Wage
- 10.3 The provider will ensure that all its statutory, legal and moral responsibilities as an employer are met and that policies and responsibilities around the Disclosure and Barring Service and safeguarding (as set out in the Core Specification) are fully met.
- 10.4 The provider will ensure that staff work for the good and betterment of the Corporation Service User, refrain from judgement and do not impinge upon their lifestyles

11 INFECTION CONTROL

- 11.1 The Service Provider will be responsible for delivering the service in such a way as to reduce and control the risk of infection related to the learning gained from the COVID-19 Pandemic. And will follow all Public Health Guidance related to Infection Control.
- 11.2 The Service Provider will ensure they remain up to date on the latest guidance and best practice in this regard and if in doubt will consult with the Corporation Officers.

12 SAFEGUARDING AND MINIMISING RISKS

- 12.1 The provider will be aware of the issues surrounding the needs of homeless households and will be vigilant and alert to the signs of abuse or neglect that homeless households are more likely to face. Examples of such risks are:
- 12.1.1 Harassment, abuse or violence from others
 - 12.1.2 Coercion into doing something that the client does not want to do

- 12.1.3 Financial abuse such as exploitation, use of bank accounts, theft, threats etc
 - 12.1.4 Domestic abuse or domestic violence
 - 12.1.5 Modern Day Slavery and Human Trafficking
 - 12.1.6 Intimidation or Bullying
- 12.2 The provider, with training assistance from the Corporation will be able to spot signs of abuse, Human Trafficking and Modern-Day Slavery; and be aware of how to address these, chiefly making a report on the issue and reporting it without delay to the Corporation nominated officer.
- 12.3 The provider will be committed to ensuring that all staff working with Corporation service users will be competent in spotting these signs and know the way in which they should be reported, including attending brief training sessions with the Corporation or by reading and understanding literature and instructions provided by the Corporation.
- 12.4 The provider will equally be aware of the potential for gain and abuse from its own employees and have contracts of employment robust enough to deal with such issues and be prepared to take place in Corporation or criminal investigations in the event that they may be needed.
- 12.5 Safeguarding of service users is a priority for the Corporation and there is an expectation that all commissioned services who work with children and/or adults will adhere to the safeguarding policies of the Corporation, the City and Hackney Safeguarding Adults board (CHSAB) policies (or the policies of the local authority where the service is situated if not in the City of London) and the Pan London Safeguarding Adults Multi-Agency Procedures are to be used alongside this policy.
- 12.6 Relevant Policies can be found here:
- 12.6.1 <https://www.cityoflondon.gov.uk/services/children-and-families/worried-about-a-child-contact-us>
 - 12.6.2 <https://www.cityoflondon.gov.uk/services/social-care-for-adults>
- 12.7 The provider will keep a record of all safeguarding reports, referrals and investigations pertaining to the service and be able to refer to them when requested
- 12.8 The provider will provide the service in such a way as to minimise the risk of injury or harm to service users, staff and the local community.

- 12.9 The provider will have policies and procedures in place to ensure that service users are, as far as is possible, safeguarded from physical, financial or material, psychological or sexual abuse, neglect, discriminatory abuse or self-harm, inhumane or degrading treatment, through deliberate intent, negligence or ignorance and that staff are trained to spot signs of this type of abuse. The Corporation will make relevant training available where necessary.
- 12.10 The provider will ensure that their staff contracts and/or code of conduct covers misconduct towards adults at risk of harm and that staff know about and comply with the requirements to make accurate, factual and contemporaneous records when incidents occur.
- 12.11 The provider will have a code of conduct in place for all staff and volunteers, which sets out clear standards of conduct especially in relation to personal and sexual relationships between staff and service users or other vulnerable adults.
- 12.12 The provider will ensure that in conjunction with the Corporation, the appropriate regulatory body is informed of all incidents reported as alerts or referrals under safeguarding procedures and full cooperation is given.
- 12.13 The provider will be able to evidence safe and robust recruitment procedures and practice for all staff working with vulnerable adults and notify the City of any referrals made to the Disclosure and Barring Service or other professional body.
- 12.14 The provider will have in place policies and procedures (e.g.: lone working policy, ID cards, end of shift protocols) that promote safe working practices and protect staff, volunteers and service users from risk and incidents.

13 CONFIDENTIALITY AND THE STORING OF INFORMATION

- 13.1 The provider will contribute to the final production of a Data Protection Impact Assessment with the Commissioning Manager in that the provider will set out how they will assure confidentiality and safely record, store, share and dispose of information in line with the Data Protection Act 2018 (DPA 2018), the General Data Protection Regulation (GDPR) and the Human Rights Act 1998 in a clear operational policy. Staff, managers, service users, volunteers and partners will be supported to clearly understand this policy as part of a clear and mandatory training programme. The policy should also cover the actions to be taken if there is any form of breach of confidentiality or data protection.
- 13.2 The provider will ensure that contracts of employment or other contracts, codes of conduct and induction/staff instruction manuals clearly set out responsibilities and expectations around confidentiality and data protection.
- 13.3 The provider will assist the Corporation in meeting all its obligations under the Freedom of Information Act 2000 within the prescribed timescales.
- 13.4 The Corporation reserves the right to use and share appropriately any data that is collected on its behalf. The provider will share all data that is relevant to demonstrating:
- 13.4.1 best use of the City's resources
 - 13.4.2 improved outcomes for our communities
 - 13.4.3 compliance for the City to report on its statutory and other performance indicators
 - 13.4.4 safe and appropriate service delivery

14 COMPLAINTS AND WHISTLEBLOWING

- 14.1 The provider will be aware of the issues surrounding the needs of homeless households and be prepared to be vigilant and alert to the signs of abuse or neglect that homeless households are more likely to face.
- 14.2 The provider, with training assistance from the City of London will be able to spot signs of abuse and be aware of how to address these, chiefly making a report on the issue and reporting it without delay to the City of London nominated officer.

- 14.3 The provider will be committed to ensuring that all staff working with City of London service users will be competent in spotting these signs and know the way in which they should be reported, including attending brief training sessions with the City of London or by reading and understanding literature and instructions provided by the City of London.
- 14.4 The provider will equally be aware of the potential for gain and abuse from it's own employees and have contracts of employment robust enough to deal with such issues, and be prepared to take place in City of London or criminal investigations in the event that they may be needed.

15 CIVIL CONTINGENCIES AND BUSINESS CONTINUITY

- 15.1 Under the Civil Contingencies Act 2004, the City is obliged to ensure that its services, and therefore its service providers, are able to operate effectively at all times in a way that meets the needs of single homeless and rough sleepers and addresses the needs of its workforce in the event of a major civil incident. The service provider will ensure that appropriate plans and procedures are in place to enable the continued operation of the services during any form of major civil disruption. The City may ask to inspect the civil contingencies or business continuity plan at any time.

16 FINANCIAL MONITORING

- 16.1 The provider will submit monthly invoices via the Access Adam Platform
- 16.2 The City will pay the amount invoiced for the delivery of the service within 30 days of receipt.

17 EQUALITY OF OPPORTUNITIES AND THE EQUALITIES ACT 2010

- 17.1 As an organisation with local authority functions, the City pays due regard to the Public Sector Equality Duty (Section 149 of the Equality Act 2010) in the way that it delivers services to City residents, City workers and visitors, the City's staff and our service users in the Square Mile and across London. Under the Public Sector Equality Duty, the City is required to have due regard to the need to eliminate discrimination, advance equality of opportunity and foster good relations between different people when carrying out our activities and delivering services, with specific reference in relation to age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex or sexual orientation (known as the nine protected characteristics of the Equality Act 2010). As this duty applies to any private bodies or voluntary/charitable organisations that carry out public functions on our behalf, we would therefore require that the provider pay due regard to the Public Sector Equality Duty in carrying out all activities on our behalf.
- 17.2 The provider will ensure that the provision of the service meets the needs of service users from different religious, ethnic and cultural backgrounds including paying due regard to specific needs that may relate to gender, sexual orientation, disability, age, and transgendered status.
- 17.3 The provider will also, through its policies and practice, ensure that the followings principles are adhered to:
- 17.3.1 Service users are treated as individuals and their dignity, independence and social inclusion are promoted
 - 17.3.2 Service users are treated with respect
 - 17.3.3 Service users are supported to maintain their rights associated with citizenship
 - 17.3.4 Language and other communication needs are considered, and provided for, so as to maximise inclusion and the effectiveness of work with individual service users.
- 17.4 The Service Provider is required to demonstrate how they and their supply chain (if applicable) will take a positive approach to equality matters for the workforce who will be engaged on the contract. This includes improving the wider diversity of the workforce, improving the gender balance in supervisory and management roles, providing part time/flexible working opportunities for all workers; providing skills and training that are accessible to all workers including those from under-represented groups; opportunities to increase people from under-represented groups in the workforce; workforce engagement to ensure fair representation and complaints resolution i.e. to resolve claims of discrimination, harassment and victimisation.

- 17.5 The Service Provider is required to have appropriate equality, bullying and harassment, and other appropriate workplace policies in place and comply with them in the delivery of this contract. This should include having appropriate grievance mechanisms in place to enable the contractor's workers to raise any concerns about their own workplace and staff, or the authority's workplace and staff.
- 17.6 The Service Provider should have procedures for dealing promptly and sensitively with complaints about discrimination and should adjust the service if complaints highlight significant deficiencies.

18 SOCIAL VALUE AND RESPONSIBLE PROCUREMENT

- 18.1 The Social Value Act requires local authorities to ensure that public services connect to economic, social and environmental well-being.
- 18.2 They have a responsibility to demonstrate how and what they commission supports the needs of the wider community. Providers will be expected to have demonstrated a positive contribution to social value through the delivery of their services.
- 18.3 As a minimum the Corporation expects all providers to:
- 18.3.1 Work to leverage and maximise the social value potential (resources, volunteering, support, advertising etc) of City businesses, workers and residents in supporting the desired outcomes of the service
 - 18.3.2 Pay the London Living Wage to staff delivering services on behalf of the Corporation
 - 18.3.3 Limit the use of zero-hours contracts, and ensure they are not used instead of a substantive contract where the employee requests one
 - 18.3.4 Encourage the use of apprenticeships
 - 18.3.5 Encourage the use of volunteers & local labour opportunities
 - 18.3.6 Be proactive in the inclusion of services users from vulnerable communities or with lived experience of homelessness
- 18.4 Providers should contact the commissioning team if they wish to discuss any concerns about meeting this requirement.
- 18.5 The Corporation has adopted a [Climate Action Strategy](#) which sets out how we will achieve net zero carbon, build climate resilience and champion sustainable growth, both in the UK and globally.

- 18.6 The commitment of the Supplier in supporting the City's Climate Action targets is of fundamental importance and reporting will be required for this contract. The Supplier must share all annual reports that reference sustainability, the environment and/ or carbon emissions to the City's Climate Action team (climateaction.pgs@cityoflondon.gov.uk) as it becomes available and work with the City Corporation to devise and deliver a strategy that measures, monitors and reduces your carbon footprint year on year in a clear and transparent way. The City Corporation has partnered with Avarni to support carbon reporting and reduction in the supply chain, use the above e-mail address to find out more.
- 18.7 The Supplier is expected to consider the lowest possible whole life carbon option and deliver year-on-year improvements relating to sustainability when providing goods, works and services on this contract. Improvements could be through obtaining data, minimising energy use, adopting circular economy principles, utilising sustainable procurement practices, trialling innovation or any other relevant means as discussed with the City Corporation.

19 MINIMUM EXPECTATIONS ON PROVIDERS

- 19.1 The legislation, regulations and guidance on which this service specification is based, is contained in the following:
- Housing Act 1996
 - Homelessness Act 2002
 - Homelessness Reduction Act 2017
 - Domestic Abuse Act 2021
 - Care Act 2014
 - Mental Capacity Act 2005
 - Mental Health Act 1983
 - Equalities Act 2010
 - Localism Act 2011
 - Public Services (Social Value) Act 2012
- 19.2 The above list is not exhaustive, and it will be the responsibility of the provider to comply with the requirements of all legislation pertaining to the business of providing accommodation where applicable.