

Housing Solutions

Bed and Breakfast

SCHEDULE OF REQUIREMENTS

1.0 SCOPE

This Schedule sets out requirements by Sheffield City Council Housing Solutions (Housing Solutions) of providers of a Bed and Breakfast service (Providers) for Homeless people (Service Users) and of establishments where that service is provided (Establishments).

In accepting a referral from Housing Solutions or by the Out of Hours Service, Housing Solutions and the Provider will agree to the terms as stated in this Schedule.

2.0 MINIMUM STANDARDS OF SERVICE

Where applicable standards will comply with those cited in 'Management of Houses in Multiple Occupation (England) Regulations 2006' and where applicable the Establishment must be licensed by the Local Authority.

Plus:

- 2.1 **Staffing:** the Provider will ensure a member of staff is available on site 24 hours a day , seven days a week, 365 days a year
- 2.2 **Heating and Lighting:** the Provider will ensure that there is available heating and lighting reasonable to the season.
- 2.3 **Decoration:** the Provider will ensure that wall and ceiling decorations are clean and not stained.
- 2.4 **Bedroom Provision:** the Provider will ensure that bedrooms are for the sole use of the Service User. The bedroom will include a bed per person*, wash hand basin and a wardrobe as minimum.

*a maximum of two people to be expected to share a double bed (with their agreement to sharing).

A cot or moses basket should be provided for children under 6 months old.

A cot should be provided for children under 2 years old.

A z-bed or similar should be provided for children sharing a room with parents.

- 2.5 **Security:** the Provider will ensure that the Service User is able to secure belongings through a lockable space or able to access use of a safe.

- 2.6 **Cleanliness of Rooms:** the Provider will ensure that bins are emptied and rooms cleaned immediately before occupancy and daily thereafter. The

Provider will arrange with the Service User in advance the time of day that the room will be made available for cleaning.

- 2.7 **Bathroom Facilities:** the Provider will ensure that a bath and/or a shower, toilet, wash basin and hot and cold water and clean towels for each Service User are available at all times. Towels are to be changed on a daily basis.
- 2.8 **Bedding:** the Provider will ensure that sheets, blankets or Duvets, pillows and pillowcases are clean and available for each bed, cot, Moses basket and z-bed. These will be changed weekly or when there is a new Service User using the bed.
- 2.9 **Breakfast:** the Provider will ensure that breakfast is available for Service Users everyday between 7am and 9.30am, including food that is appropriate for babies and children, which includes a minimum of a hot drink, cereal and toast with a source of protein i.e. egg/ bacon/cheese/beans. A high-chair and sterilizing equipment should be available for families with babies.
- 2.10 **Prior to the agreement being signed.** All Establishments will be inspected by Housing Solutions or its agent to ensure they are fit for purpose and meet the minimum standards of service. All Establishments will be required to provide Housing Solutions with copies of the Gas and Electricity Safety Certificates, and a copy of the Public Liability Insurance Certificate. Housing Solutions staff may then inspect the Establishments annually, and may organise an inspection by Private Sector Housing. If Private Sector Housing do inspect and make recommendations, the Provider is required to comply with these.

3.0 OFFENSIVE MATERIAL

- 3.1 The Provider will ensure that material is not displayed in their Establishment that could offend on the grounds of race discrimination, sex discrimination, sexual preference or religious discrimination.

4.0 VULNERABLE ADULTS AND CHILDREN SAFEGUARDING PROCEDURES

- 4.1 In the event that a Provider has an incident of abuse disclosed to them, sees an incident, or has concerns about potential abuse or neglect, they have a duty to pass the information on to either the Adult Access Team on 0114 2734908, the Children's Access Team on 0114 273 4855, and/or the Police on 0114 2202020 and notify Housing Solutions on 0114 27 35335.

5.0 CHARGES

- 5.1 Housing Solutions will pay the following rates for Bed and Breakfast:

Single Service Users (one adult and up to one child under 6 months old):
£28.20 per room per night including VAT (£23.50 excluding VAT)

Couples: (2 adults and up to one child under 6 months old):

£50.04 per room per night including VAT (£41.70 excluding VAT)

Families: (up to 2 adults and up to one child under 6 months old, and at least one child over 6 months old):

£54.96 per room including VAT (£45.80 excluding VAT) plus £10.08 per additional child per night including VAT (£8.40 excluding VAT).

There will be no extra charge for Bank Holidays.

Housing Solutions will not pay for any damage caused by Service Users.

5.2 Cancellation Penalties: Housing Solutions will pay penalties for late cancellation notifications after 1700 hours at the following rates:

Single Service Users: £20.04 including VAT (£16.70 excluding VAT)

Couples: £40.08 including VAT (£33.40 excluding VAT)

Families: £40.08 including VAT (£33.40 excluding VAT)

Housing Solutions will pay a standard single (£28.20) or double (£50.04) room rate where the Service User fails to arrive at the Establishment on the arranged day of arrival, providing the Out of Hours Service do not subsequently make a “like for like” booking that night.

6.0 PROCEDURE FOR REFERRALS TO BED AND BREAKFAST

6.1 Housing Solutions will allocate Service Users to Providers who have signed this Schedule of Requirements as fairly as possible, to distribute Service Users evenly across the range of Establishments (unless the circumstances of an individual Service User mean that that Service User can only be placed in a particular location).

6.2 Housing Solutions will make a telephone call to the Provider requesting details of accommodation available and giving brief details and a risk assessment of the Service User. If suitable accommodation is available with the Provider; Housing Solutions will seek to obtain immediate verbal acceptance of the referral from the Provider. Housing Solutions will then e-mail a Confirmation of Booking form (Appendix A) confirming details of the booking to the Provider.

6.3 The Provider will, upon receipt of the emailed Confirmation of Booking form from Housing Solutions, acknowledge by return email.

6.4 When the Provider accepts a referral of a Service User, the Provider will provide Housing Solutions with a sample copy of their standard Agreement which the Provider intends to use with each Service User whilst they stay in that accommodation. The documentation that must be given to Service Users will include:

- a copy of the Provider’s Formal Complaints Procedure,
- Health & Safety Procedure,
- Equal Opportunities Procedure,
- Drugs/Alcohol Policy

- Any other rules and procedures which the Provider currently operates at their Establishment.

7.0 HOUSING SOLUTIONS SERVICE TERMS & CONDITIONS OF BOOKINGS

- 7.1 Housing Solutions Service will issue the Service User with a “Confirmation of Booking into Hotel/Bed and Breakfast Accommodation” form (Appendix A). The Service User is required to arrive at the Provider’s Establishment with this form. This includes an explanation of what actions or behaviour would be likely to result in the council’s duty to provide interim accommodation to cease (see Appendix B).

In the event that the Service User fails to arrive at the Establishment, the Provider will telephone **and** e-mail the Housing Solutions as soon as this becomes apparent to inform them of this.

- 7.2 Upon arrival at the Establishment, the Provider will ensure that there is a member of staff available to greet the Service User and to show them to their room and around the facilities available at the Establishment, including Health and Safety, visitors/signing in book, key procedure and Fire procedure.
- 7.3 The Provider is to verify that the Service User has a valid receipt from Capita in respect of Housing Benefit (Housing Benefit Receipt) **prior** to booking the Service User into the Establishment. Where the Applicant does not provide the Housing Benefit Receipt upon request by the Provider, the Provider will telephone Housing Solutions (during working hours) in order to try to obtain confirmation of this.

If the Service User is booked into the Establishment without this confirmation, Housing Solutions will **not** be responsible for payment of the service.

- 7.4 Where a Service User is placed in the Establishment via the Out Of Hours Service, the Service User will not be in possession of a Housing Benefit Receipt. The Provider is able to accept the Service User in such cases. However, the Provider is required to inform the Service User that they **must** attend the Housing Solutions Service at Howden House **by 10.00am on the next working day** in order to have a housing options interview and to make a claim for Housing Benefit.
- 7.5 As soon as the Service User arrives at the accommodation, the Provider must ensure that the Service User is informed they will be required to sign the ‘Daily Signing-In Sheet’ **by 9.30am the following morning for that night’s stay**. An example of the form appears at **Appendix C**. This sheet must be signed each day in respect of that particular night. The Accommodation Provider must **not** ask the Service User to sign the sheet in advance of any subsequent nights **under any circumstances**. The Provider is required to e-mail a copy of the Daily Signing-In Sheet to Housing Solutions **by 9.30am on the next working day** showing the full name/s and corresponding signature of all persons who stayed at the accommodation the previous night.

- 7.6 If the Provider is unable to obtain the signature of a Service User, full reasons for this must be noted on the Daily Signing-In Sheet and the Provider must telephone Housing Solutions by 9:30am on the next working day to advise them of this. A decision will then be made by Housing Solutions as to whether the Service User should be booked out of the Establishment. If the Provider fails to notify Housing Solutions that it has not been able to obtain the signature of the Service User, Housing Solutions shall not be liable for payment of the Bed and Breakfast which has already been provided, and will **not** pay for any subsequent Bed and Breakfast for the Service User.
- 7.7 The Provider will ensure that Service Users receive any telephone messages with information from Housing Solutions.
- 7.8 Housing Solutions reserves the right to visit the Establishment including the individual rooms at any reasonable time to either visit the Service User, inspect the rooms and the Establishment or to check that records are being maintained and practices are being followed by the Provider.
- 7.9 Housing Solutions reserves the right to immediately suspend use of an Establishment whilst investigating serious complaints or allegations. The Provider will be informed of the reason for the suspension and given an estimate of how long the investigation will take to conclude, as well as informed of the outcome of the investigation.
- 7.10 The Provider will supply Housing Solutions with a weekly invoice stating the following information;
- Invoice date
 - Invoice number
 - Name & case number of client
 - Dates accommodated (from/to)
 - Total number of nights
 - Total charge per Service User
 - Total value of invoice

Housing Solutions can provide a template for this information if required.

8.0 REFERRALS / BOOKINGS MADE BY THE OUT OF HOURS SERVICE

- 8.1 The Out of Hours Service will normally operate between the hours of 5.00pm – 8.30am Monday to Friday, at other times as may be directed and, 24 hours during weekends and Bank Holidays.
- 8.2 When the Out of Hours Service is in operation, all referrals/bookings made to Providers are in accordance with the above schedule of requirements set out for referrals/bookings usually made by The Housing Solutions Service, except that no paperwork will be given to the Service User.

9.0 BOOKINGS OUT

- 9.1 Housing Solutions will telephone the Provider and confirm the date of the last night for staying at the Establishment. Housing Solutions will then e-mail a Confirmation of Booking Out Form (Appendix D) to the

Accommodation Provider. The Provider will then be required to acknowledge the receipt of the form.

10.0 GUIDANCE FOR DEALING WITH SERVICE USERS WHO DO NOT STAY IN THE ESTABLISHMENT OVERNIGHT

- 10.1 In the event of an emergency, where a Service User intends to spend one night away from the Establishment, the Service User will be requested to contact Housing Solutions in advance in order to discuss the reasons for doing so. **Any Service User who does not comply with this procedure will be automatically booked out of the Establishment.**

If the Provider has been informed by the Service User **or is aware** that the Service User will be staying elsewhere overnight, the Provider is also required to contact Housing Solutions that same day or, by 9.30am at the latest on the next working day, and provide reasons for the Service User's absence from their Establishment.

Once Housing Solutions has been informed with reasons, either by the Service User or by the Provider that the Service User will be staying elsewhere overnight, Housing Solutions will make a decision as to whether or not the Service User will continue to be further provided with Bed and Breakfast accommodation. Housing Solutions will inform the Provider, by telephone, as to the decision reached and will e-mail written confirmation of this decision.

- 10.2 The Provider is required to enter details of this decision by Housing Solutions on the Daily Signing-In Sheet, which will then be subsequently submitted to Housing Solutions when payment is requested.

11.0 PAYMENT CONDITIONS

- 11.1 The Provider is to provide invoices to:

Accommodation Team
Housing Solutions
Sheffield City Council
Floor 3, Howden House,
1 Union Street
Sheffield.
S1 2SH

Any queries regarding payments should be put in writing and sent to the above address so that they can be investigated.

- 11.2 Sheffield City Council will make reasonable endeavours to pay all invoices within 30 days of receipt by cheque or BACS method subject to the following conditions:

- Each invoice submitted is accompanied by the fully completed Daily Signing- In Sheet for that Service User which **must** cover their full period of stay.
- The name of the Service User on the invoice matches the name provided on the Daily Signing- In Sheet.

- The Provider provides a clear written explanation on the Daily Signing-in Sheet where they are unable to provide a Service User's signature.
 - Housing Solutions has not already issued a booking out form by **3.00pm** in respect of the day to which the invoice relates.
- 11.3 Payment will be delayed pending the outcome of any investigation required where one or all of the conditions in Clause 11.2 are not complied with and/or where information provided in respect of the Service User and/or periods of accommodation on invoices does not match the information shown on the City Council's own records.

Click to Send

CONFIRMATION OF BOOKING INTO HOTEL / BED AND BREAKFAST ACCOMMODATION

Name of Establishment:

Date of Booking:

Time:

Case No.:

Household Details				
First Name	Surname	D.O.B.	M/F	Cost Per Night £ Inc. VAT
Total				£ -

To accommodation reception staff:

Please accommodate the above household.

Note: This booking is made in accordance with the conditions of the Referral Agreement and Schedule of Requirements annexed thereto between the City Council and the Accommodation Provider.

From: Inclusive ONLY
 To (last night):

Housing Solutions Officer:

Instructions for Hotel / Bed and Breakfast Accommodation Provider:

APPENDIX B

Name Of Establishment:

You have been booked into temporary accommodation under Part VII of the Housing Act 1996, whilst we (Sheffield City Council Housing Solutions service) investigate your Homeless application. Please note that you may be moved to alternative temporary accommodation as required without consultation or notice.

You must keep to the Accommodation Provider's Terms and Conditions whilst staying in this accommodation. Upon your arrival at the Establishment, the Accommodation Provider will issue you with a copy of these Terms & Conditions and will show you around the accommodation being provided for you and the facilities available.

NOTE: You will *not* be admitted to this Establishment unless you provide your Housing Benefit Claim receipt. Please ensure you take this with you.

You will be required to sign a sheet for each night that you stay in the accommodation. If you do not sign this sheet, you may be booked out and other accommodation may not be provided for you. You must ensure you sign this sheet only for each night you stay there. Under no circumstances must you sign the sheet if you are not staying in the accommodation that night, and you must not sign the sheet for more than 1 night at a time.

If you intend not to stay at any time you must inform both the Accommodation Provider and Sheffield City Council's Housing Solutions Service (Tel: 273 5142) in advance of this to discuss the reasons. We will then make a decision as to whether or not we will continue to provide accommodation to you after this. If you do not stay at the accommodation and fail to inform Housing Solutions we will book you out of the accommodation immediately and we may not provide you with further temporary accommodation.

If you lose this accommodation because you have failed to comply with the Accommodation Providers' Terms and Conditions, Sheffield City Council may have no duty to provide you with any further temporary accommodation.

You should be provided with;

- Clean towels and bed linen
- A cot or moses basket if you have a child under 18 months old
- Enough beds for each member of your family
- Use of a safe for valuables
- Breakfast between 7am-9:30am
- A clean room that is cleaned daily

Please be mindful that the B&B is a private establishment with other paying guests and your behaviour whilst staying here needs to be respectful of this.

We expect you to;

- Leave the room at a time agreed with the B&B staff so that the room can be cleaned every day
- Keep your appointments at Howden House with Housing Solutions staff
- Treat the B&B staff and property with respect

Please note that if you, or any member of your household or visitors, threaten or abuse staff, or damage property, then the B&B staff may call for the police and arrests may follow.

If you, your household, or one of your visitors cause excessive damage or disturbance, then Sheffield City Council may consider ending the duty to continue providing you with accommodation while we investigate your homeless application.

The Housing Solutions Officer will contact you at this address about your homeless application. **It is very important that you contact us if we leave a message for you to do so.**

If we subsequently agree to re-house you, you will be made **one suitable offer of accommodation** and will be required to leave this Establishment. The Housing Solutions Officer will let you know how long you can stay in this Hotel/Bed & Breakfast accommodation after the offer has been made.

Other Important Information

If you are not happy with the accommodation provided, in the first instance, you should raise your concerns with the Accommodation Provider. If this does not resolve the matter, you should then contact the Housing Solutions Service on 273 5142 to discuss the matter further.

Signed Applicant

Signed Applicant

Witness

Date

Please see separate sheet for instructions on how to get to this Establishment



Sheffield City Council – Housing Solutions – Daily Signing-In Sheet

Establishment Name: _____ W/E ____ / ____ / ____

Note for Resident before signing (please read carefully):

Please sign below only for the night that you have stayed. You **must not** sign for nights that you have not yet stayed. If it is found that you have signed for nights that you have not yet stayed then Sheffield City Council will book you out immediately and will **not** provide you with any further temporary accommodation. If you are asked by any member of staff at this Establishment to sign for nights you have not yet stayed, **you must inform Housing Solutions immediately on 0114 273 5142.**

If you are unable to sign this sheet for any reason, **you must inform Housing Solutions immediately on 0114 273 5142.** Failure to sign this sheet **daily** will result in immediate booking out of this Establishment and further temporary accommodation may not be provided.

SIGNATURES

PRINT FULL NAME HERE	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
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Note for Accommodation Provider: Please indicate first and last night of stay above

APPENDIX D

Sheffield City Council
Housing Solutions
2nd Floor, Howden House, Sheffield S1 2SH
Tel: (0114) 273 5142 Fax: (0114) 273 5549

CONFIRMATION OF BOOKING OUT OF HOTEL / BED AND BREAKFAST ACCOMMODATION

Name of Establishment:

Date:

Time:

Applicant Name:

Case No.:

To Accommodation reception staff:

Please book out the above applicant:

Date of last night of residence:

Housing Solutions Officer:

Instruction for Hotel / Bed and Breakfast Accommodation Provider:

1. Reply to this email

This will confirm that the above booking out details have been accepted by you in accordance with the conditions of the Referral Agreement and Schedule of Requirements annexed thereto between the City Council and the Accommodation Provider.

Sheffield *where everyone matters*



CUSTOMER SERVICE EXCELLENCE

