The City of Edinburgh Council

CT0627

Temporary Accommodation & Associated Services Flexible Purchasing System

SERVICE SPECIFICATION

Category 1C – Shared House

2026

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Term	**Definition**
HMO	House of Multiple Occupancy
Housing Support	Services to assist people to maintain a tenancy as prescribed in the Housing Support Services (Homelessness) (Scotland) Regulations 2012.
Household	A Household for the purposes of this document is an individual or couple.
PIE	Psychologically Informed Approach – See appendix 10
Silver Priority	The term used in Edinburgh for the priority housing status awarded if assessed as homeless as defined by the Housing (Scotland) Act 2001.
Suspected Abandonment	Where the Service Provider has cause to believe a Service, User has vacated a Property without giving notice.
The Council	The City of Edinburgh Council.

1. Introduction

1.1 The City of Edinburgh Council (the Council) has a legal statutory duty to provide temporary accommodation to people that are homeless, to meet its obligations under Part II of the Housing (Scotland) Act 1987 – Homelessness Provisions (as amended, substituted or supplemented from time to time).

1.2 The Council is seeking to maximise accommodation that does not breach the Unsuitable Accommodation Order. Please see Appendix 11 for further information. Priority will be given to accommodation that does not breach this order. It may be necessary to take on accommodation that does not fully meet this but will only be considered after all suitable accommodation is utilised.

1.3 This contract opportunity is for the provision of Shared House(s). A Shared House is accommodation with up to forty-five bedrooms (any properties with more rooms must have prior agreement with the Council). Each household (usually an individual or a couple) must have their own lockable bedroom, access to bathroom, living room and kitchen (see service specification for detail for each rooms requirements)

1.4 It is expected that turnover of rooms will be low. It can take up to two years or more for people assessed as homeless to be offered alternative accommodation. Average length of stay for Shared Houses is approximately 5 months though some are significantly higher or lower than this.

2. Aims of Service

2.1 To provide accommodation within Edinburgh which enables the Council to provide accommodation for single households / individuals and couples experiencing homelessness.

2.2 To provide accommodation that does not breach the Unsuitable Accommodation Order by providing either self-contained properties within a block with staff on site 24 hours a day or a shared property which provides each household with exclusive use of toilet and personal washing facilities and access to a living room and kitchen which may be shared with other households. To be deemed as suitable, accommodation must also be accessible 24 hours a day.

3. Scope of Service

3.1 The Shared House Service is for adults who have been assessed as homeless and who:

- Will be able to independently use kitchen facilities or/and
- Will be receiving or about to receive a visiting support service to encourage and improve Housing Support skills.

3.2 This service will also be able to accommodate Service Users with additional issues such as physical and/or mental health, learning disabilities, alcohol and/or drug issues, communication difficulties and challenging behaviour. This list is not exhaustive.

4. The Requirement

4.1 The Provider will be required to provide:

- Services, including property management, and;
- Accommodation

5. PART ONE - Service Requirements - General

5.1 The provider must provide a dedicated account manager

5.2 The provider must provide a dedicated property manager

5.3 The provider must staff properties appropriately.

5.4 If residents require Housing Support providers will signpost this to appropriate agencies (see section 9, working with support partners).

5.5 The provider will work in partnership with an agreed visiting Housing Support Service. This will involve making referrals, providing private areas for meetings (e.g. dining area), display drop in/contact details on notice board etc (see appendix 8 for info on notice boards).

5.6 The provider must allow access to accommodation for visiting health, care support services that have been agreed are working with clients.

5.7 Provide monthly and other reports as required, these will be defined during the contract. (see section 26).

5.8 Providers are required to use on-line forms for council services where these are available and to encourage clients to use on-line services.

5.9 The provider must provide a daily property availability report. The report should consist of the

- Number, Type & Duration of vacant bedrooms

This must be relayed by 08:30am by telephone or email to a nominated phone number/email address as agreed by the Council.

5.10 Providers must ensure that turnaround of all vacant bedrooms is complete within three hours of service user departure. Any rooms that will not be ready within three hours must be discussed with the Council. If the Council does not agree that the reasons for the delay are acceptable, the room will not be charged for during this void period.

5.11 Accommodation Providers are responsible for keeping empty bedrooms available (80% Fixed and 20% Flexible) see section 26. When residents depart, the Provider should inform the Council at the earliest opportunity. During office hours, the Duty Team should be informed, and out with office hours the Out of Hours service should be notified.

5.12 The Provider will pro-actively work with the Council to review the number of required bedrooms that are both guaranteed and part of the flexible arrangement. Where there has been a reduction in demand for three consecutive months the number of properties will be reviewed and possibly revised. However, the ratio of Fixed bedrooms to Flexible bedrooms arrangement will remain the same (80% Fixed & 20% Flexible). This will be the same for any increases in demand. The Provider will receive one month notice to adjust to the new volumes.

6. Service Requirements – Incident Reporting

6.1 A serious accident, incident or significant occurrence involving Service Users, staff or members of the public may include, but not limited to:

- Serious injury or illness of the person placed
- The outbreak of any serious infectious diseases (to include Covid 19)
- Any events that may have an adverse effect on the residents or the premises
- Any theft or burglary
- Any incident involving the person placed and which is reported to or investigated by the police
- Any allegation made by any individual, including residents, Provider, public etc.
- Any concerns that may arise in relation to the protection of children or vulnerable

people
- The death of the person placed

6.2 If a significant occurrence takes place out of normal office hours and emergency accommodation is required, please call 0800 032 5968.

6.3 A Significant Occurrence Notification form should be completed as soon as possible – but within 24 hours – and be emailed to inform Temporary Accommodation Service at shared.house@edinburgh.gov.uk. You must include your Commissioning Officer in this email. The email will include, but is not limited to;

- What has happened,
- Who was involved (including date of birth, what service the person has accessed, and the date the service started working with them),
- When and where it happened,
- Confirmation that the police have been informed (if appropriate),
- What actions have been taken and are planned.
- Any press involvement.
- Reference to any similar incidents which have happened previously,
- What action has been taken e.g. have staff been debriefed, are new procedures in place?
- Lessons learned – this may be distributed to other Service Providers who may also learn from it for prevention of future occurrences.
- Copies of any relevant Risk Assessments should be forwarded with the Significant Occurrence Notification form.

6.4 Following receipt of this information your Commissioning Officer will contact you to discuss the case and determine what further action, if any, must be taken.

6.5 If required, an Action Plan should be agreed with your Commissioning Officer together with a timescale for implementation.

6.6 Your Commissioning Officer may also request sight of relevant policy documents such as, but not limited to, your;

- Policy on Risk Management
- Policy on Dealing with Aggression / Violence
- Policy on Lone Working
- Policy on Protection of Vulnerable Adults.
- Business Continuity Plan – including alternative accommodation if required.

6.7 Providers will be wholly responsible for taking all reasonable steps to recover any costs occasioned by service users' actions.

6.8 Providers will be wholly responsible for taking all reasonable steps to recover any costs occasioned by service users' actions.

7. Service Requirements – Property Manager

7.1 A Property Manager will be located in the Shared House 24 hours a day, 7 days a week.

7.2 Property Managers duties will include:

- Complete morning register with Temporary Accommodation Service (TAS). This may be by phone or by email as agreed with TAS.
- Welcoming residents on arrival, issuing them keys, showing them around, advising who support partners are and how to contact them etc.
- Provide leaflet on Support Partners if needed.
- When resident move out, ensure any left belongings are packed and labelled for pick up by TAS.

- Ensure room has deep clean ready for next household and ensure clean linen and towels are available.
- Rooms to be ready within 3 hours of being vacated. If rooms are going to take longer than this then this must be discussed and agreed with Council. (Please see Key Performance Indictors)
- Ensure Health and Safety checks of communal areas, to include Fire Safety monitoring checks.
- Carry out daily Welfare Checks of resident's bedrooms to make sure they are well and take appropriate action as required.
- Carry out minimum of weekly H&S checks in every bedroom (notify residents in advance) and as required for a House of Multiple Occupancy in other areas of property.
- Property Managers will encourage residents to carry out household duties within their own rooms and en-suites (if have) themselves but if rooms are not being kept to an acceptable standard, it may be necessary for staff to clean rooms.
- Staff to clean all communal areas.
- Ensure all repairs and maintenance are reported and carried out within timescales.
- Assist TAS staff and other professionals with enquiries and leaving messages for residents.
- Signposting residents to other services if needed or Support Partners
- Informing TAS of vacancies and voids

This list is not exhaustive and may be reviewed throughout contract duration.

7.3 As soon as Property Managers become aware of a resident moving out, they will arrange for this room to be inspected to organise any repairs, decoration etc to minimise void time.

8. Service Requirements – Staff, recruitment and training

8.1 The City of Edinburgh Council is committed to the delivery of high quality public services and recognises that this is critically dependent on a workforce that is well rewarded, well-motivated, well-led, has access to appropriate opportunities for training and skills development, is diverse and is engaged in decision making. These factors are also important for workforce recruitment and retention, and thus continuity of service. In order to ensure the highest standards of service quality in this Contract we expect the provider to take a similarly positive approach to fair work practices as part of a fair and equitable employment and reward package.

8.2 The Service Provider must ensure all staff they have in employment have met the legal requirements to work in the UK, all the appropriate relevant documentation must be completed and produced when requested.

8.3 The Service Provider must hold an appropriate sponsorship licence if employing individuals from outside the UK, this includes Citizens of the EU, Iceland, Lichtenstein, Norway and Switzerland who arrived in the UK after 31 December 2020. For up to date guidance and exemptions please refer to: https://www.gov.uk/uk-visa-sponsorship-employers

8.4 All new staff must be reported to the Council's Temporary Accommodation Service and Contract Manager.

8.5 All full time and relief accommodation provision staff must hold a current Basic Disclosure form 'Disclosure Scotland'. The Council must see copies of these documents for Contract monitoring purposes. If this condition is not met the Council will suspend referrals and payment. The Council will expect to see evidence of registration.

8.6 Adherence to the HMO licence requirements regarding 'fit and proper' persons to hold an HMO licence are a pre-requirement of securing this contract. If this condition is not met the Council will suspend referrals and payment.

8.7 It is a legal requirement that all staff are paid the UK Minimum Wage, it is the providers responsibility to ensure the relevant rate is paid age dependant. Similarly, the Provider should review the living wage requirement and adhere to increases annually.

8.8 The Council is the living wage foundation accredited and endeavours that Providers aim for the accreditation. This is not a legal requirement. More information can be found at www.livingwage.org.uk

8.9 Workplace pensions should be offered in line with the UK governments requirements

8.10 Staff must have excellent written and oral communications skills in the English language.

8.11 The Shared House must be staffed and contactable 24 hours a day by Manager with remit and role of ensuring resident safety, the stable operation of the accommodation and property management.

8.12 If staff are covering 'sleep in shifts' (shifts that staff are able to go to sleep) during the night the service provider must consider if this is manageable due to size of property and get agreement from the Council that this is acceptable.

8.13 If accommodation has staff that live in the property the Council must be provided with information to satisfy that staff have accommodation space that is separate to service and how staff time off and cover is managed.

8.14 The Provider will ensure that employees are issued with a name badge, clothing and appropriate personal protective equipment (PPE) when required; the clothing must carry the establishment's name or carry the logo "STAFF" to ensure staff are easily identifiable

EQUALITY RIGHTS

8.15 The Provider will deliver the Service that is fully compliant with the Equality Act 2010 and any successor legislation, advice and best practice guidance issued by the Equality and Human Rights Commission.

8.16 The Provider will ensure that:

- The Service is accessible, appropriate, inclusive of and sensitive to the needs of those with protected characteristics
- Staff are actively recruited from groups with protected characteristics
- The general duties in equalities legislation are mainstreamed in the provision of the Service i.e;

  - eliminating discrimination, harassment, victimisation or any other prohibited conduct
  - advancing equality of opportunity, and
  - fostering good relations

TRAINING

8.17 Service Provider should consider appropriate training for Property Manager(s). This should include:

- training in the use of communication aids, communication methods, and confidentiality standards in order to ensure can communicate with Service Users with communication difficulties.
- Working in a Psychologically Informed Environment (PIE see appendix 10)
- Safe moving and handling course
- Introduction to homelessness

9. Service Requirement - Working with Support Partners

9.1 Every Shared House will be allocated a named Visiting Housing Support Service to provide support to residents if needed. There may be in addition to this, additional Support and Care services involved with individual residents.

9.2 The provider must allow Visiting Housing Support services access to accommodation to provide housing support to their clients.

9.3 The provider will assist Housing Support Services by:

- giving all new residents information on Support Partners as part of book in process and as needed throughout stay.
- by keeping notice boards up to date and leaflets available
- notifying residents about drop in sessions
- making a private area e.g. dining area available for support visits
- alerting residents when Support staff are in the building
- advising Support services of any residents who may need their assistance

10. PART TWO - Accommodation Requirements – General

10.1 The City of Edinburgh Council wishes to provide accommodation that does not breach the Unsuitable Accommodation Order including Shared Houses and Shared Houses Inclusive of Support. (see appendix 11).

LOCATION

10.2 The Council is seeking a city-wide spread of properties and will have final say on the location of accommodation offered to ensure a spread across the city.

10.3 The Council will only accept properties within the boundaries of the City of Edinburgh (See appendix 2).

10.4 Properties will be within 1.5 miles of a grocery shop and of public transport.

10.5 Properties that are more than 1.5 miles from of a grocery shop should provide suitable transport to the nearest transport link.

USAGE

10.6 Accommodation must be for the exclusive use of the Council.

10.7 Providers of proposed properties should not exceed a forty-five (45) resident capacity. Properties which adjoin and share facilities; must not exceed this capacity combined. Properties that do exceed this capacity can be proposed but would need approval from the Council.

ACCESS

10.8 Providers proposed properties must be self-contained - no shared entrances will be considered.

10.9 If properties have other businesses within a building, they must have separate entrances and facilities and must not be situated above or below a residential or business dwelling/properties - unless it is the provider's own flat or businesses or employees that are working in the premises.

10.10 Properties must be accessible 24 hours a day for residents, any amendments such as curfews must be agreed and approved in writing by the Council and the Provider. Curfews must not be applied where doing so would prevent, restrict or otherwise interfere with a Service User's ability to practise, observe or participate in the requirements of their religion or belief.

10.11 To assist with ensuring that all residents and staff feel safe and secure within their accommodation, door entry and security systems can be considered by provider to give residents property access while also considering systems that can minimise access to non-residents.

10.12 All front doors must have CCTV for enhanced security and display correct signage and adhere to relevant legislation and guidance regarding data protection, recording and storing.

10.13 Providers of proposed properties must ensure that, wherever possible, ground floor rooms meet mobility access standards

10.14 The provider must allow access to accommodation for visiting health, care support services that have been agreed are working with clients.

STANDARDS

10.15 To meet the Unsuitable Accommodation Order requirements, households must have exclusive use of a bedroom, toilet and personal washing facilities. A kitchen and living room will be available and can be shared with other households. Suitable accommodation will be prioritised, where additional accommodation is required, standards must meet House of Multiple Occupancy (HMO) requirements e.g. one toilet every five residents. The Service Provider must make the Council aware that the property will breach Unsuitable Accommodation Order prior to use. Please see appendix 11 for more information on Unsuitable Accommodation Order.

10.16 Properties are required to have a House in Multiple Occupation (HMO) licence for accommodation which is the only or principal residence of three or more separate households. In addition to this, this Service Specification and the Unsuitable Accommodation Order will require additional standards to those required to obtain your HMO license.

10.17 Fire alarm tests should be carried out at weekly intervals at a set day and time each week. Details of this should be included in the house rules.

UTILITIES

10.18 Providers ensure residents have access to clean mains drinking water 24 hours a day.

10.19 Providers ensure wireless technology (Wi-Fi) permitting residents to obtain free Internet access. Wi-Fi should be accessible from all bedrooms. Providers should ensure that reasonable steps are taken to block inappropriate adult sites.

10.20 Council Tax/Rates, utility bills, TV license, wi-fi, repairs and maintenance etc will be paid by the Service Provider. There will be no additional costs made by the Service Provider to the Council or people living in the property.

10.21 Providers proposed properties must have a fixed heating appliance or radiator in every room. Portable gas or electric heaters are not acceptable. If the heating appliance is an electric fire it can only be a wall-mounted convector heater and it must be connected to a fused spur, not plugged in.

WASTE

10.22 The Provider must ensure a licensed waste carrier is contracted; all businesses in Scotland have a legal obligation to separate their waste for recycling and dispose of it via a licensed carrier. This is the Provider's Duty of Care; and part of the Waste (Scotland) Regulations 2012.

10.23 If the Provider cannot provide evidence that they have appropriate waste arrangements when asked by Council inspectors, they risk being prosecuted.

10.24 Providers will be required to produce copies of trade and clinical waste contracts, and uplift notes

FACILITIES

10.25 Adequate washing and drying facilities for resident use. A reasonable charge for this service can be made with the Council's approval, charges should be nominal to cover costs and no financial profit should be made. A guideline of £1.00 for wash and dry if wishing to apply a charge. The charges for each service should be noted in the house rules. Each resident should be provided with a receipt upon usage of this service. An option of using a clothes drying stand to be available to residents who wish this.

FURNISHINGS

10.26 Providers will ensure that a communal notice board, with support services and local information, is provided and updated regularly. The location of this board should be highlighted to residents upon arrival. (See appendix 8 for an example of notice board requirements).

10.27 A Psychologically Informed Environment (PIE) should be considered when decorating and furnishing the property and with relationships between residents and Property Managers (see appendix 10 for information on PIE)

PETS

10.28 Providers will ensure all communal areas, including the kitchen, remain animal free. All management personal pets should be kept separate from residents and any area they frequent.

11. Room Requirements - (see appendix 1 for room standards and section 19 for cleaning)

11.1 Residents have access to their own lockable rooms with thumbturn style needed from inside of door so residents can vacate without a key

11.2 Rooms must be for exclusive use of one household. A household can be an individual or a couple. There may be extreme circumstances a household may include a child(ren), assistance from Service Providers to accommodate is appreciated but this will be avoided where possible and length of stays kept to a minimum.

11.3 Provide bed linen, duvet 10.5 tog as minimum, duvet cover, pillows, pillowcases, fitted sheet and valance when required, if service users have a special request for sheets and additional blankets this should be provided.

11.4 Providers will ensure all bed linen is fire retardant to meet regulation standards.

11.5 Provide towels 1 large bath sheet and 1 hand towel per person, residents to be encouraged to launder themselves where possible. If not possible for any reason, provider to change twice a week.

11.6 Providers will change bed linen fortnightly and for each new resident, or when required if a service user is for example ill.

11.7 Bedrooms have cupboard space or a wardrobe for hanging clothes, chest of drawers and adequate activity space

11.8 Provide a fridge for each room, where possible this should be undercounter in size. For smaller bedrooms a table top can be considered.

11.9 Ensure, apart from the room cleaning period, residents have access to their own lockable rooms.

11.10 Provide a working television in each resident's room. At a minimum, this should be 26inch

11.11 Provide a kettle in each resident's room

11.12 Provide dry food storage facilities e.g. a cupboard, box, containers that can close or seal. These can be in bedrooms or kitchens If storage is provided in the kitchen, there must be lockable facilities for each household.

11.13 Provide a contaminated waste container (sharps box) in every bedroom which residents can have exchanged when needed. Contaminated/clinical waste receptacles should be replaced before becoming over-full, this should be monitored during the weekly clean. These should be placed in each bedroom prior to residents book in but can be removed if a resident requests this.

11.14 It is the Provider's responsibility to ensure any staff tasked with the above, have the correct immunisations.

11.15 Arrangement for all full sharps boxes to be uplifted should be made with a certified company. Providers should seek approval from the Councils' Temporary Accommodation staff before appointing and entering into an agreement for a company to dispose of contaminated waste.

11.16 Provide a kitchen pack for each resident to include 1 large plate, 1 small plate, 1 bowl, 1 mug, 1 fork, 1 knife, 1 spoon and 1 teaspoon.

11.17 Work with Support Partners in first instance to see if starter packs of food and toiletries can be supplied for new residents.

11.18 Residents may wish to clean their own rooms and to enable them to do this, cleaning materials and equipment will be provided as required. Residents will be informed of this choice when receiving House Rules. If the Provider identifies a risk then the Provider shall ensure room cleaned until the risk is resolved/reduced.

11.19 On the back of each bedroom door a fire and emergency evacuation procedure and plan should be displayed. This must be reviewed and updated regularly.

12. Kitchen (see appendix 1 for room standards and section 19 for cleaning)

12.1 Ensure access to kitchen and cooking facilities between the hours of 07:00 and 21:00 at a minimum. If kitchen is risk assessed as appropriate to be opened 24 hours a day then this must be done. (can be changed if risks change).

12.2 The Provider will supply such items as cutlery, pans, pots and other kitchen utensils to allow for self-catering (this list is not exhaustive).

12.3 Supervise kitchen regularly to ensure kitchen area is safe and clean and residents are using facilities safely.

12.4 Residents will be responsible for washing up and cleaning away any kitchen utensils they use. The provider will clean and maintain communal areas of the kitchen.

13. Dining Space (see appendix 1 for room standards and section 19 for cleaning)

13.1 Dining table and chairs to be located in a suitable space to be provided. A minimum of 40% to be able to be seated at one time.

14. Bathroom (see appendix 1 for room standards and section 19 for cleaning)

14.1 Toilet, bath and/or shower, these can be separate.

14.2 Shared bathrooms should be inspected and cleaned a minimum of 3 times per day.

14.3 En-suites - residents to have responsibility for cleaning and provided with cleaning materials to enable this after risk assessment completed. If resident unable to clean en-suite for any reason then the Provider to ensure this is done a minimum of once a week or more often if required.

14.4 Providers should ensure a supply of toilet roll

14.5 Bathrooms should be kept hazard free

15. Living Room (see appendix 1 for room standards and section 19 for cleaning)

15.1 Provide a living space for residents to relax in. Service Provider to consider maximising access but ensuring risk assessed and any appropriate action taken and regularly reviewed.

15.2 Provide sofa and/or armchair style seating

15.3 Provide minimum 30” flat screen TV that is secured to wall

15.4 Coffee Table

16. Legislative Requirements

16.1 Providers must adhere to all current and relevant legislation which will include at minimum legislation noted in this specification. This includes being responsible for reviewing this legislation and making required changes as needed.

16.2 The standard of the Properties provided by the Provider for the purposes of this Specification will be to the satisfaction of the Council based upon HMO licensing regulations.

16.3 There are a wide variety of enforcement options available to the Council as outlined in the Statutory Guidance for Scottish Local Authorities. The Council shall utilise these if deemed necessary.

16.4 All Properties, and furnishings, in the Properties, must comply with all relevant regulations as exist from time to time including:

16.5 Furniture – Furniture and Furnishings (Fire Safety) Regulations 1998 (as amended).

16.6 Gas Installations – Gas Safety (Installation and Use) Regulations 1998/Landlords Gas Safety Certificate. In accordance with the requirements of 5.4.2(b), the Provider will arrange that the servicing of any gas installation or appliances is carried out annually and that procedures are in place to ensure the renewal of annual gas safety certificates.

16.7 Electrical Circuits and Equipment – 17th Edition NICEIC Certificate (IEE Regulations). In accordance with the requirements of 5.4.2(c), the accommodation Providers will arrange the servicing of electrical installations or appliances is carried out in accordance with NICEIC regulations.

16.8 The Provider will arrange that the servicing of any gas installation or appliances is carried out annually and that procedures are in place to ensure the renewal of annual gas safety certificates.

16.9 The Provider will arrange the servicing of electrical installations or appliances is carried out in accordance with NICEIC regulations.

16.10 All smoke and other detectors must be checked as required by a House of Multiple Occupancy.

16.11 The heating system must be capable of maintaining a temperature of 21 degrees centigrade when the outside temperature is minus one degree centigrade.

16.12 Residents must be able to regulate temperature in their own rooms and the property must keep a minimum temperature of 16 degrees centigrade as per regulations

17. Repairs and Maintenance

17.1 The Provider shall be wholly responsible for carrying out and paying for all repairs and maintenance of the internal and external property including any grounds and outbuildings ensuring that the properties’ external appearance is clean and tidy. This includes any damage caused by residents.

17.2 The Service Provider must ensure there is a 24 hour a day, 7 days a week contact for arranging urgent property related emergencies.

17.3 The Service Provider will provide appointment times for repair work to residents if access to bedrooms are needed within appropriate timescales for the level of repair.

17.4 Timescales required for repairs are:

Any fault resulting in loss of Front/back/side door security	Within 4 hours
Any fault resulting in loss of bedroom door security	Within 4 hours
Any fault resulting in loss of heating, electrical and water	Within 24 hours
Any fault resulting in loss of cooking and fridge facilities	Within 24 hours
All other repairs	Within 7 days

If these timescales cannot be met then the Council's Partnership and Planning Team and Temporary Accommodation Service will be notified of the repair, reasons that the repair cannot be completed on time and provide an action plan to resolve the fault.

17.5 The Service Provider must ensure all electrical devices, equipment and appliances are tested annually; this must be logged

17.6 The Service Provider must ensure a maintenance agreement is in place for the duration of the contract to cover all heating and hot water provisions. This will be required to be evidenced during inspections.

17.7 Prior to any resident's planned departure, rooms will be checked for any potential cleaning, repairs and decorating needs. Plans to rectify should be arranged to minimise void time of rooms

17.8 Communal areas to be painted and/or wallpapered if used every two years or before if required.

17.9 All floor covering should be replaced when they become unsecured or develop rips, tears or obvious staining that cannot be removed.

17.10 Carpets to be cleaned and sanitised twice annually, and additionally as required. These must be replaced as required.

17.11 Bedrooms are to be decorated as necessary; this includes where walls have become stained or wallpaper is discoloured or falling off.

18. Health and Safety

18.1 The Provider must ensure good health and safety practices are adhered to by all staff, contractor and sub-contractors at all times to safeguard the health and safety of residents.

18.2 Accept responsibility for all sub-contractor activities and contractual matters.

18.3 The Provider must carry out weekly health and safety inspections and ensure a procedure is in place to ensure any health and safety issues identified or maintenance work is addressed immediately and completed within given timescales within this procedure.

18.4 Accidents and Incident reporting – see section 6.

18.5 The Provider must ensure all communal areas including hallways and exits are kept clear at all times

18.6 The Provider must ensure notices are visibly placed when cleaning communal areas especially wet areas.

18.7 The Provider must ensure all fabrics are fire retardant.

18.8 The above is an example list the Provider will be responsible for any incidents which occur due to health & safety failure.

19. Cleaning

19.1 Rooms - Providers must ensure all rooms are cleaned weekly by residents or staff, residents will be required to sign an agreement form at admission to agree to this. Residents to be encouraged to manage this themselves but accommodation providers may have to do if rooms not being kept to acceptable standard. Appropriate cleaning materials and equipment should be provided to residents if assessed as safe to do so.

19.2 Bedrooms must be deep cleaned and sanitised in-between residents and additionally as required. This may include carpet cleaning. This to be increased as required in line with any industry guidelines during pandemic or similar.

19.3 Bathrooms and en-suites - Providers must ensure shared bathrooms are inspected at regular intervals and cleaned 3 times per day or more if needed. This should be recorded on a rota and signed by management. Residents to be encouraged to clean their own en-suites but accommodation providers may have to do if rooms not being kept to acceptable standard. Appropriate cleaning materials and equipment should be provided to residents if assessed as safe to do so.

19.4 Providers must ensure kitchens are thoroughly cleaned at regular intervals including at minimum after breakfast, lunch and dinner periods. Resident are to be encouraged to clean up after their own use. (see appendix 10 for Psychologically Informed Environments)

19.5 Providers must ensure microwaves/cookers are inspected at regular intervals and cleaned 4 times a day or more if required. This should be recorded on a rota.

19.6 Providers must ensure laundry equipment is wiped clean after every use.

19.7 Providers must ensure the dining areas are thoroughly cleaned daily and thereafter each use.

19.8 Providers must ensure communal areas are thoroughly cleaned daily and inspected at regular intervals during the day and re cleaned when required. This should be recorded on a rota.

19.9 Windows should be cleaned inside and out on a regular basis approximately every six to eight weeks.

19.10 Providers must ensure carpets, curtains, upholstery and blinds are professionally cleaned twice yearly.

19.11 Providers must ensure deep cleaning and sanitisation is carried out in all areas four times yearly at minimum and more as required. This to be increased as required in line with any industry guidelines during pandemic or similar.

20. Council Responsibilities

20.1 **The Assessment Process**:

The Council has a legal requirement to provide temporary accommodation for households being assessed for or assessed as homelessness. Where an individual presents themselves as being homeless the Council will carry out a homeless assessment. The assessment helps the Council to determine if that individual is homeless by legal definition, and what obligations the Council has in providing temporary and permanent housing.

There are three main factors that are considered at the homeless assessment in the following order:

i. Is the household homeless or at risk of homelessness?
ii. Is the individual 'intentionally homeless'?
iii. Does the individual have a local connection to Edinburgh?

Where all three of these are satisfied, the Council will have a legal duty to the household to secure permanent accommodation and provide temporary accommodation if required during the home-seeking process.

21. The Referral Process

21.1 The Council will normally refer service users to Shared House Providers between 08:30 and 17:00 Mondays to Thursdays and 08:30 to 15:40 Fridays.

21.2 Providers accept 'out of hours' referrals between 17:00 and 08:00 Monday to Thursday and from 15:40 on Friday to 08:00 on Monday. Whilst it is unlikely there will be any referrals after 03:00; accepting referrals up to 08:00 will allow for the provision of shelter in extraordinary circumstances.

21.3 All referrals will be made by telephone. An estimated time of the service user's arrival will also be supplied by Council staff.

21.4 The Provider shall 'book in' the service user and explain the house rules and how appliances and heating systems operate etc.

21.5 Providers will supply the Council's nominated officer with their proposed written house rules for approval, the Councils decision is final on rules to be implemented. Providers will issue the approved written house rules to each resident upon initial placement.

21.6 All Service Users will be offered a temporary accommodation Occupancy Agreement as defined under Part II of the Housing (Scotland) Act 1987 as amended by Section 11 and Schedule 1, paragraph 5 of the Housing (Scotland) Act 2001 (see Appendix 5)

22. Residents' Abandonment of Personal Belongings

22.1 If a household does not return to their accommodation overnight, the Council must be informed so they can investigate and where appropriate give permission to book household out.

22.2 Neither the Council nor the Service Provider shall have responsibility or liability for any personal items belonging to the service user apart from in cases of abandonment. If a service user wishes to dispute liability, they should have recourse to the Council's complaint procedure in the first instance.

22.3 Where abandonment has occurred, and it has been agreed with Temporary Accommodation Service to close a room, to ensure room is made ready to let, the Provider will be responsible for ensuring that residents' belongings are packed and stored securely until the Council are able to collect. Belongings must be packed in clear bags to assist staff to identify any risks within bags when transporting.

22.4 The Council will arrange to collect any belongings abandoned by residents, between 08:30 and 15:30 Monday to Friday, and if need be, ensure the storage of residents' belongings for a period not exceeding two weeks from the day of collection.

23. Transfers

23.1 Where the Council or the Provider has reason to believe that a Service User has genuine cause for a transfer, the matter will be discussed between the Parties. In the event of a dispute the Council's decision will be final and in either case a written determination with reasons and, if appropriate, specifying the requirements for transfer, shall be provided to the service Provider. The Provider shall comply with the transfer requirement within one working day of notification.

24. Enforcement of Occupancy Conditions (see appendix 5)

24.1 The Provider shall ensure that the earliest possible action is taken in line with the relevant policies and procedures, agreed between the Council and the Provider prior to the start of the Contract, (House Rules) to remedy anti-social behaviour, racial harassment, nuisance (including noise), failure to maintain the Property and the furniture in appropriate condition and other breaches of the Occupancy Agreement.

24.2 In exceptional circumstances and if deemed necessary due to a serious breach of the Occupancy Agreement, the Provider can request to 'book out' the Service User and the Council will undertake to source alternative accommodation if required. The Provider should present the Council with sufficient evidence of any issues whereby a 'book out' is required. The final decision is made by the Council.

24.3 Full property inspections will be carried out regularly within properties by Temporary Accommodation staff. These inspections may be planned and prior notice given or no notice may be given. Full access to the building should be given during these inspections.

24.4 Matters arising from inspection visits – Providers shall be notified of actions required via enforcement notices.

25. Contract Payments

25.1 Council terms are to pay invoices within 30 days of receipt of a valid invoice by Payment Services

25.2 Contract payments will be made in accordance with the above.

25.3 The Council will not pay for a vacant fixed bedroom which is unavailable after the stipulated three-hour turnaround period unless the Council and the service Providers agree that an extended empty bedroom period has occurred due to circumstances beyond the control of the Provider.

25.4 See Section 26 Flexible room payments.

25.5 See appendix 4 for Required Bedroom Profile. The Council will pay 90% of rooms at the single bedroom rate and 10% at double bedroom rate (if available). If more than 10% of rooms are required to accommodate couples, then the higher double room rate will be paid for the duration of this households stay.

25.6 The Provider will submit monthly consolidated invoices. This must only include agreed rate. No other costs to be included unless with prior agreement from the Council.

25.7 The invoices must contain the following information: -
Providers name and address; Providers VAT Registration Number,
Vat code, Contract number
Invoice reference number, Date of the invoice
Purchase Order numbers, Dates to and from, Room size & clients name

25.8 Provider must use the template provided.

25.9 Invoices should be submitted no later than 14 days after the date that the invoice covers.

25.10 Where both Parties agree with the payment request, of the accommodation provided, taking account of rooms used and flex bedrooms and VAT regulations being complied with, the Council agrees to pay the amount due within 30 days of receipt of a valid invoice.

25.11 All invoices submitted by the Provider will be arithmetically and otherwise checked and may be subject to further audits and adjustments at later dates (even after the invoices have been paid or the contract has terminated).

26. Flexible Arrangement

26.1 A mandatory requirement of this contract is that the Providers will agree to a flexibility agreement.

26.2 Providers will agree this flexibility agreement. That is, the Council will pay for the amount fixed price bedrooms per night for the duration of the contract. In addition, the Council will expect an additional 20% Flex bedrooms to be available when required.

26.3 The Council will pay 10% of room rate for these additional bedrooms until they are occupied by a service user(s).

26.4 The Provider will pro-actively work with the Council to review the number of required bedrooms that are both guaranteed and part of the flexible arrangement.

26.5 Where there has been a reduction in demand for three consecutive months the number of properties and or rooms will be reviewed and a revised arrangement will be issued. However, the ratio of Fixed bedrooms to Flex bedrooms' arrangement will remain the same (80% Fixed & 20% Flex).

26.6 The Provider will receive one month notice to adjust to the new volumes.

26.7 Example of the Flexible Arrangement:

Regardless of the number of occupants within your property the Council guarantees that you will receive full payment for 80% of rooms within your property whether occupied or not.

The remaining 20% of rooms if vacant will be paid at 10% of the full rate e.g. £40.00 rate, you will receive £4.

This is based upon whole habitable rooms and fractions of rooms will not be taken into account and *rounded down.

For example:

- 10 rooms are all empty (100% vacant), you will receive a full payment for 8 rooms and 10% cost for the remaining 2 rooms.
- If you have 10 rooms and 4 are occupied (40%), you will receive a further full payment for another 4 rooms (40%) at full rate totalling 80% and a further payment of 10% cost of the remaining two rooms.
- If you have 8 rooms vacant, you will receive full payment for 6 rooms (75%*) and receive 10% cost of the remaining 2 rooms.
- *This is because 80% would be 6.4 rooms and as explained the basis is on whole habitable rooms - See appendix 4

27. Contract Monitoring

27.1 Contract monitoring is a requirement of this contract and the Provider will be informed of this requirement at the Award of Contract stage. The Provider will monitor and review the quality of the services provided refer to KPIs (see section 28).

27.2 The monitoring process will be undertaken on a continuous basis. At a minimum the Provider will be required to report on the following which will form the basis of the three-monthly discussions.

27.3 All reports should be in MS Excel or Word format

27.4 In the interests of continual improvement, any additional performance information and targets will be identified and subject to discussion and negotiation with the Service Provider.

27.5 On-site inspections by Council staff are required as part of the monitoring of this contract.

27.6 There will be at least three-monthly formal contract monitoring meetings held between the Council and Providers.

27.7 The Provider will be required to meet and will be measured against the KPI's (see section 28)

28. Key Performance Indicators (KPI's)

28.1 The Council operates robust KPI'S Key Performance Indicators on how performance will be monitored. Poor performance may result suspension/removal from the Purchasing System.

28.2 The KPI's will be monitored by the Councils Contract Administrator. At the start of the Purchasing System, KPIs will be monitored monthly, during a three month on boarding process.

28.3 Where the Provider fails to meet the KPI's in any given month, they will be issued with an improvement notice, the provider must compile an action plan and timescale for improvement within 5 working days of the date of the improvement. This action plan will feed into a performance improvement plan (see below).

28.4 Where unsatisfactorily performance is recorded, KPI results should be used to determine the corrective actions required by the Provider. The Council and Provider will jointly develop a performance improvement plan with agreed targets and dates included signed off by the Council. Failure to demonstrate the required improvements within an agreed timescale will result in removal from the contract framework.

28.5 The Provider shall be required to meet these KPI's. Failure to satisfactorily meet any of the KPI's for three (3) consecutive months will be considered a breach of contract and could result in the termination of any contract agreed between the Provider and the Council.

MANAGEMENT INFORMATION

28.6 The Service Provider will provide the following management information:

Management Information	**Report Frequency**
Notice of Availability	As required
Total number of voids	Monthly
Turnaround time of vacated rooms	Monthly
Time taken to resolve complaints and outcomes (upheld, partially upheld, not upheld)	Monthly

Summary of action taken by the Service Provider In relationship to anti-social behaviour, racial abuse, harassment, notice, violence etc.	Monthly
HMO Certificates	As required
Disclosures for Property Managers	Pre-commencement of employment.

28.7 Unless otherwise agreed, management information reports shall be in Microsoft Excel format. Additional management and / or performance information will be subject to discussion and agreement with the Service Provider.

28.8 Performance of the Service will be measured against the following Key Performance Indicators (KPIs):

SERVICE DELIVERY KPIs	**TARGET**
On time availability of reports	100%
Properties available at the agreed level	100%
Payment invoices submitted on time	100%
Availability of Fixed paid beds	100%
Availability of Flex paid beds	100%
Number of evictions without the Council's permission	0%
Number of refused referrals without Council's permission	0%
Repairs completed within timescale	100%
All H+S checks required by HMO licensing completed and logged	100%
Cleanliness Communal areas cleaned daily Kitchen cleaned/inspected at regular intervals throughout the day Residents rooms cleaned weekly if required Deep cleans completed in rooms and communal areas as stated in section 19.	100%
Bedrooms Provision of all items listed in appendix 1. Fridge, TV (26 Inch), kettle, sharps bin etc	100%
Redecoration/improvements **E**nsure redecoration of all communal areas every two years or before if required Bedrooms decorated as necessary including when walls are stained or wallpaper is discoloured/falling off.	100%
Kitchen Opening times 7 am to 9pm minimum. To be open 24 hours a day where possible. Seating available for 40% of residents in one sitting	100%

29. Contract Review

29.1 The Provider shall participate at formal three-monthly Contract Review Meetings in addition to any other contract monitoring meetings. The accommodation suppliers are required to undertake at a minimum, the following preparation for these meetings:

29.1.1 Review the management information;

29.1.2 Review the Key Performance Indicators and improvement plans where necessary;

29.1.3 Recommendations on efficiency initiatives.

30. Price Review

30.1 To ensure the Purchasing System remains fair and equitable to all providers regardless of the point at which they joined the Purchasing System, Providers will be given the opportunity to review their pricing periodically;

30.2 When new Providers are approved to join the FPS and the Council has a requirement to make a call off, existing providers will be given 2 working days to submit revised prices if they wish to do so to keep their ranking competitive.

30.3 This will not impact on the Council's ability to negotiate every Call-Off, if required in order to achieve best value for money.

30.4 The prices quoted by the successful Provider at the time of Call-Off, will be fixed and applied throughout the terms of the Call-Off (and any extensions).

30.5 If providers choose to revise their pricing at any point, those prices will only apply to potential new Call-Offs and will have no impact on existing Call-Off contracts held with the Council.

30.6 The Council will endeavour to conduct a full price review annually; this will be undertaken at the sole discretion of the Council and will be subject to internal resource capacity.

31. Contract Variation

31.1 It is the intention of the Council to engage with the Provider in the continuous improvement of this Service, and to assist with this, the views of the service users and other stakeholders will be sought and encouraged, using surveys and other means. These surveys will be administered by the Provider.

31.2 The Council may require this contract to be varied to meet the requirements of the service;

31.3 Any consequent price change as a direct result of changes in legislation, statutory guidance or other directions which impact on the payment of the contract and which may have an impact on the full cost recovery of the service.

31.4 Where the measured outcomes for specific services, demonstrates or justifies that a change in emphasis or service is required and that another service direction would be of more benefit to the population.

31.5 Where additional funding has become available from other sources such as Scottish Government (but not limited to) and it has been deemed to be in the best interests of the service users to add additional service to this contract.

31.6 Variations should be made within 6 months of the commencement of any changes in legislation, statutory guidance, other directions or decisions made for the benefit of the population. The Council shall require evidence such as open book accounting to justify any proposed changes to pricing. Prior to any variation becoming effecting, proposed changes will need to be reviewed and agreed within the relevant Council approval procedure.

31.7 A tracking mechanism such as Consumer Price Index CPI will be used for guidance and a reference point for any negotiations. Any pricing variations will have a direct impact on the number of service users who can be supported.

31.8 Both the Council and the Owner shall have an option any time during the Contract Term upon the provision of a minimum of two months' prior written notice: to the Owner in the case of the Council; or to the Council in the case of the Owner to renounce the provision or use of a property by serving written notice to this effect.

32. Business Continuity

32.1 The Provider shall have in place appropriate and tested contingency arrangements to ensure continuity of the delivery of the Services.

32.2 Should any crisis or event that occurs affect the delivery of the service then any Scottish Government or City of Edinburgh Council guidance that is available should be followed. This may include virtual delivery, alternative services required, additional risk assessments and adjustments to service procedures.

32.3 The safety and wellbeing of employees and service users should be paramount in any decisions being made for the continuity of the services.

32.4 Should any service amendments be required as a result of any crisis or event, this will be considered as part of the contract terms through a contract variation.

32.5 The Civil Contingencies Act (2004) requires the Council to make arrangements for business continuity management.

32.6 The Council has registered and meets the related International Standard ISO22301:2012 (Societal Security - Business Continuity Management). Business continuity is defined by the Council as the strategic and tactical capability to plan for and respond to incidents and disruptions, to enable it to maintain its essential activities. This will include planning for Business Continuity disruptions caused during the Covid pandemic.

32.7 In accordance with ISO22301:2012, the Council must also evaluate its suppliers' business continuity management arrangements where the Council assesses that maintaining its essential activities is dependent upon suppliers. In such circumstances the Council must be satisfied that the preferred bidder has appropriate business continuity management arrangements in place to ensure continuity of supply to the Council during any disruption prior to the award of contract.

32.8 As this contract is for services that support the Council's essential activities award of this contract will be contingent upon the Service Provider having in place the following Business Continuity Management Arrangements:

The Service Provider should either be:

- Registered to International Standard ISO22301:2012 (Societal Security - Business Continuity Management) with the scope of this registration including all services (and dependent services) that would be supplied to the Council under the contract,

  Or;

- Demonstrate that It will have in place during the contract period all the following:

Requirement	Content Including	Minimum Review Period
Documented Risk Register	- Identify risks - Assess risks - How the risks will be managed	Six (6) months

	- How the risks will be mitigated	
Documented Business Continuity Plan	- All organisation's critical activities, including those activities provided to the Council	One (1) year
Documented resources to maintain the organisation's critical activities	- Identify people, premises, equipment, IT and supplies	One (1) year
Documented Incident Management Structure & Procedures (for use in the event of a disruption)	- Roles and responsibilities for responding to a disruption have been identified and assigned - Level(s) of authority needed to make decisions and allocate resources during a disruption	One (1) year

33. Complaints Procedure (see appendix 6)

33.1 The Provider shall operate a clear written procedure for handling complaints. Such procedures shall enable the service user and other parties to make complaints quickly and simply, and shall require the Provider to investigate and resolve a complaint within five working days of the complaint being received. The Provider shall keep a full written record of the nature of each complaint, and details of the action taken as a result of the complaint

33.2 The Provider shall keep a full written record of the nature of each complaint, and details of the action taken as a result of the complaint, and report details to the Council as part of the contract monitoring activity.

33.3 The Service Provider will take in to account the possible impact of any media enquiries, Elected Member enquiries, or other enquiries or complaints, (see appendix 6) and consult with the Council's Media Team prior to issuing any response. Full cognisance must be given to the highest standards of customer care and the Contract operating within a local government environment.

33.4 The Service Provider will respond to all such complaints and enquiries received within five working days of receipt. A record must be kept and reported in line with monitoring arrangements.

34. General Data Protection Regulations

34.1 The Provider shall meet, in all areas of the Service, the provisions of the General Data Protection Regulations (GDPR) https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/ . As part of this the Provider must;

34.2 Process the personal data only on the documented instructions of the Council; comply with security obligations equivalent to those imposed on the Council (implementing a level of security for the personal data appropriate to the risk); ensure that persons authorised to process the personal data have committed themselves to confidentiality or are under an appropriate statutory obligation of confidentiality;

34.3 make available to the Council all information necessary to demonstrate compliance with the obligations laid down in Article 28 GDPR and allow for and contribute to audits, including inspections, conducted by the Council or another auditor mandated by the Council - and the Contractor shall immediately inform the Council if, in its opinion, an instruction infringes GDPR or other EU or member state data protection provisions;

34.4 assist the Council in carrying out its obligations with regard to requests by data subjects to exercise their rights under chapter III of the GDPR, noting different rights may apply depending on the specific legal basis for the processing activity (and should be clarified by the Council up-front);

34.5 assist the Council in ensuring compliance with the obligations to carry out Data Protection Impact Assessments, taking into account the nature of processing and the information available to the Contractor; and notify the Council without undue delay after becoming aware of a personal data breach.

35. Sustainability

35.1 This Contract should contribute to the achievement of the Council's environmental and sustainability objectives. Securing sustainable development is a strategic objective for the Council. The Sustainable Edinburgh 2020 document emphasises the Council's commitment to act on climate change and reduce carbon emissions across the city. www.edinburgh.gov.uk/info/20206/sustainable_development_and_fairtrade/841/sustainable_edinburgh_2020

35.2 It is expected that the Provider and their personnel make every effort to minimise the impact of the delivery of the services on the environment. The Provider shall use their best endeavours to achieve the efficient use of energy and, where possible, to maximise the use of biodegradable or recycled products.

36. Community Benefits

36.1 As detailed in the Council's Sustainable Procurement Policy, the Council is committed to m maximising social, economic and environmental benefits through the delivery of Council contracts (known as 'Community Benefits'). Community benefits include targeted recruitment and training; sourcing from Small and Medium Enterprises (SMEs), Social Enterprises and Third Sector Organisations; contributions to education within communities; community consultation, engagement and strengthening of community relations; environmental improvement; volunteering; providing community resources; mentoring and sponsorship of community organisations.

36.2 The successful Provider is encouraged to secure positive outcomes that would benefit the communities where they operate and/or people that are homeless.

36.3 Cenefits is the Council's Community Benefit online system for requesting and monitoring the delivery of Community Benefits from its Procurement Activities. Community Benefits delivery and performance will be monitored throughout the life of the contract using Cenefits. Once awarded the Contract you will be sent a link to register (free of charge) on the Cenefits system. Based on the points system in the Tenderer's Submission, the provider is required to load evidence against each benefit agreed with the contract manager, by the timeframe agreed.

36.4 Please note that community benefits must be delivered to the benefit of the local Edinburgh community as per procurement legislation, which is otherwise intended to improve the economic, social, or environmental wellbeing of the authority's area in a way additional to the main purpose of the contract in which the requirement is included.

36.5 The provider(s) shall endeavour to secure further community benefits, which may include beneficial links/networks and learning and expertise which will enhance the experience of Edinburgh residents. This should also include identifying opportunities for client groups in partnership with the community benefit officers in the City of Edinburgh Council, Capital City Partnership and the Edinburgh and South East Scotland City Region Deal.

37. Communications

37.1 The Provider may also be required to liaise and communicate with a range of Council departments including:

- Assessment, Homelessness and Support Services for nominations
- Private Rented Services (HMO sector)
- Community Safety
- Council Local Neighbourhood Offices – Where properties are located within or proximity to the Council's housing stock
- Local Elected Members
- Any other department/section/agency as the Council dictates.

38. Exit Period

38.1 When the purchasing system ends, or is ceased for any other reason, there will be a minimum four-month transition period for the Council to relocate residents. If additional time to this is required for any reason, this must be mutually convenient and new timescales agreed by the Council.

38.2 The Provider must at the end of the contract period, where they have been unsuccessful in obtaining the renewal of the contract, assist in the transfer of all Clients within their property to the new provider, within four months of the contract expiry date (new contract been awarded) at no cost. All costs associated with the transfer shall be absorbed costs through the duration of the contract.

38.3 The Provider shall be responsible for maintaining an adequate insurance cover for the duration of the transfer

38.4 The current provider and the new provider must provide the Council with the number of the clients that have been transferred within 24 hours of the transfer by email to Temporary Accommodation Service contract administrator.

38.5 The Provider shall maintain contracted prices until the transfer has been complete.

38.6 The Provider must make the new Provider aware of any issues prior or at the point of transfer

38.7 The Provider shall in collaboration with the new provider produce a detailed transfer method statement which will detail how the transfer will operate within their premises the method statement should include as a minimum:

- Transfer Plan;
- How many clients per day;
- Which days;
- What time;
- Quantity of personal belongings
- Personnel – Supervisor, main contact, general contact details;
- Any other useful information.

38.8 The Provider shall invoice the Council within 7 days after transfer of clients.

Appendix 1 - Standards for Shared House Temporary Accommodation Properties - Refer to HMO standards

Kitchen

- Gas or electric cooker –
- Microwave (suitable for constant use)
- Kitchen utensils such as cutlery, pans, pots, plates, mugs and other kitchen utensils to allow for self-catering.
- Cleaning materials for washing dishes and cleaning work surfaces.

Dinning/Eating Area

- Sufficient tables and chairs for the number of residents accommodated – this should allow 40% of residents in any one sitting

Washing Machine/Tumble Dryer (can be located in kitchen/another communal area)

- A washing machine and tumble dryer. Owner should note in house rules the financial cost and service available – this should be approved by the Council's Temporary Accommodation Service

Bedroom

Single occupancy rooms and couples

- All beds to be compliant with appropriate regulations
- A wardrobe
- A set of drawers
- A reading lamp or equivalent
- Bed linen; duvet, duvet cover, pillows, pillowcases, fitted sheet and valance when required, if residents have a special request for sheets and additional blankets this should be provided. Bed linen must be changed weekly.
- One bath sheet and one hand towel per person
- A fridge – an under counter size where possible, a table top size can be considered if room small.
- Kitchen pack – 1 large plate, 1 small plate, 1 bowl, 1 mug, 1 each of fork, knife, spoon and teaspoon per resident
- Food/toiletry starter pack – work with Support partners to see if can get assistance to provide this.

Toilet and Personal Washing Facilities

- Toilet and personal washing facilities for each household where possible or at minimum one toilet and washing facilities per every five residents.
- Bathroom storage area
- Toilet rolls
- No chemicals/cleaning products to be stored in bathrooms

Living Room

- TV minimum of 26 inch
- Sofa or armchair style seating
- Coffee table

General items

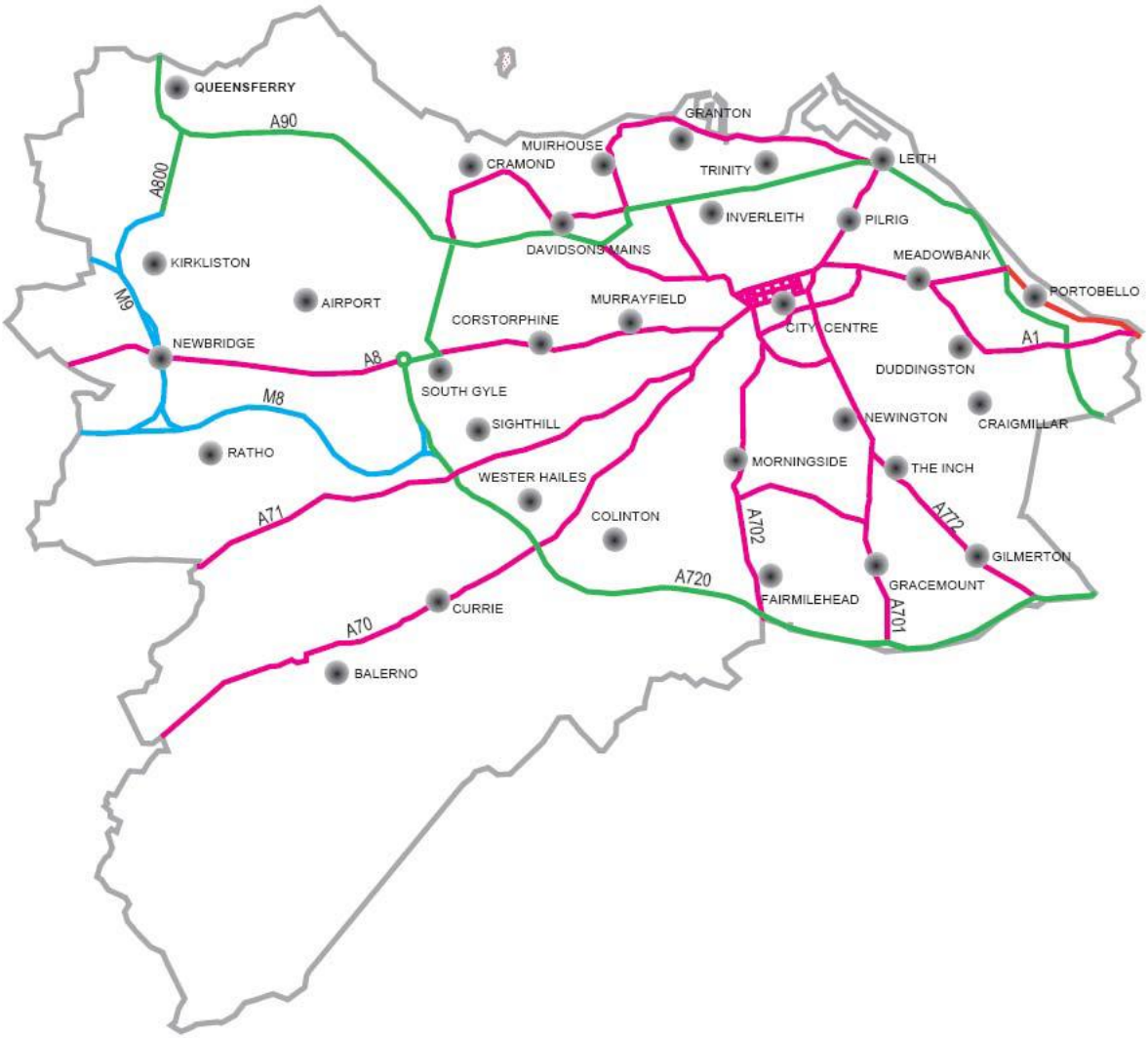
- Curtains or blinds for each window – Fire Resistant
- Floor covering in each room, these must be secured and free of trip hazards.
- If the property has a garden the garden will be maintained by the Provider

General Conditions

- All the items listed must be in good condition and working order to last the duration of the contract or replaced when appropriate.
- All the equipment and furniture must be in a suitable condition and well maintained and, where appropriate must comply with relevant safety regulations.
  All the furnishings, linen and decor must be clean, unstained and free from damage.

Communal Areas - All communal areas will be cleaned and maintained by the Provider.

Appendix 2 - Boundaries of the City of Edinburgh



Appendix 3 - Minimum Habitable Standards

Any Property let to the Council must be "fit for human habitation".

A property is fit if:

- It is structurally stable and free from serious disrepair.
- It is free from dampness prejudicial to the health of the occupants (if any).
- It has adequate provision for lighting, heating, and ventilation and has an adequate piped supply of wholesome water.
- It has suitably located toilets for the exclusive use of occupants, one toilet per every five residents
- It has, for the exclusive use of occupants, suitably located fixed baths or showers and wash-hand basins each of which is provided with a satisfactory supply of hot and cold water, one toilet per every five residents
- It has an effective system for draining foul, waste and surface water.
- There are requirements similar to the above for the "common" parts of the building outside the property such as stairways, halls etc.

Amenities

- There should be separate baths or shower-rooms and any WC should either be in this room or in another separate room. Everything should be accessible without leaving the building i.e. an outside toilet is not acceptable. There should be one toilet, bath, shower and hand basin per every five residents.

Services

- Gas and electric installations are described in more detail below.
- Replacement of pipe work is required where lead levels are in excess of EU standards.

Insulation, Ventilation and Windows

- All main rooms must have windows providing opening spaces equivalent to one twentieth of the floor area of the room and the windows which are supposed to open must be fully operational.

- Windows that can be opened on first floor level and above with sill heights below 85cm (3') should be restricted to an opening of no less than 10cm (4") and should have child-proof locks and a safety rail.

- Bathrooms, toilets and kitchens without windows require adequate mechanical extraction (i.e. fans).

Heating

- Providers proposed properties must have a fixed heating appliance or radiator in every room. Portable gas or electric heaters are not acceptable. If the heating appliance is an electric fire it can only be a wall-mounted convector heater and it must be connected to a fused spur, not plugged in.

- When above is not supplied Provider's properties there should normally be a combination of double-glazing and gas-fires or night-storage heating connected to a fused spur, not plugged in.

Electric Installation

- The electrical system is safe and complies with the latest IEEE regulations. Before the contract commences, the accommodation Providers must provide an up-to-date Inspection Certificate from an NIC-registered electrician stating that no remedial works are needed to the Council. Amongst other things, there must be:
- No damage to electrical fittings (plugs, light switches etc.)
- Proper sheathed cable to light pendants (not twisted-pair flexes)
- Adequate earth-bonding of pipework etc.
- Enclosed light fittings in bathrooms (unless distant from baths/showers)
- A minimum of one socket in each bedroom
- Ring mains which are protected by RCD devices (residual current device)
- Adhere to HMO licence

Gas Installation

- The installation and any appliances must pass the GAS SAFE Gas Safety check.
- It is also important that any system or appliances are working satisfactorily.
- Contractor must have annual Gas Safety Certificate on file and a procedure for carrying out further annual inspections.
- Before the contract starts the accommodation Provider must provide a current annual Gas Safety Certificate to the Council and renew on the anniversary of expiry.
- Adhere to HMO licence

Smoke Detectors

- There should be at least one hard-wired smoke detector provided on each floor of the Property.

Carbon Monoxide Detectors

- All Properties must be equipped with carbon monoxide detection systems, the requirement is individual to the property and is noted within the HMO Licence.

Fire blankets

- Fire blankets conforming to BS6575 1985 must be properly sited in each kitchen.

Fire extinguishers

- The number and type of portable fire extinguishers should be determined by the outcome of the Fire Safety Risk Assessment. This assessment is the responsibility of the service provider to complete or ensure an appropriately qualified Fire Safety specialist service completes this.

Polystyrene Ceiling Tiles

- These tiles are not acceptable because of the possible fire risk. They must to be removed from all rooms.

Hazardous Substances and Equipment

- All parts of the Properties including outbuildings must be cleared of any hazardous substances including paints, cleaning agents.
- In addition, equipment including DIY tools should be removed.

Windows

- Windows to be double glazed, when windows are not double glazed the Provider shall work towards installing double glazing
- All windows and seals must be fit for purpose, this includes draught and condensation exclusion.

Floor Coverings

- These should be free from trip hazards, i.e. well secured and free from rips and tears. Kitchen and bathroom flooring must be non-slip, water resistant and washable i.e. vinyl, tiles, lino etc.

Glass

The appropriate care should be taken when glass is in the premises
These standards may be achieved by:

- replacing non-complying glass with safety glass;
- upgrading it by applying a safety film;
- removing the glass and replacing with 6mm ply/MDF, which must be secured and decorated.

Security

- All external doors must be key lockable, front door must be fitted with both a cylinder and mortice lock. Certain types of door, such as UPVC, have special security locks.
- Residents' rooms to be accessible 24 hours a day.
- Room doors must be fitted with individual secure locks.
- Bathrooms, shower room and toilets doors must be fitted with secure locks and be accessible 24hrs a day.
- All ground floor window must be lockable
- The accommodation Providers or the accommodation Providers' staff should enter rooms at the same time daily to allow bins to be emptied and to check on the welfare of residents. Residents should be given as much notice as possible of any repairs that will require entry to rooms. Outwith this staff must not enter residents' rooms without notification unless in emergencies. This should be written into the 'house rules'
- CCTV should cover the entrance area to the Shared House. Providers may want to provide CCTV in other communal areas.

External Boundaries

- Walls and fences to external areas of the Property must be continuous, secure and safe.

Yards and Gardens

- External areas within the Property boundary such as gardens and yards must be clear of rubbish or any other debris and made safe
- Paths and steps must be made safe

Service User Services

- The Providers will ensure that all residents are issued with written 'house rules when first arriving and being booked in'.
- The Rules should be explained to new residents in order to clarify the service Providers' expectation of the accommodation and the rules and regulations. refer
- The Provider shall ensure that leaflets containing information and advice are distributed to the service user, on behalf of the council when requested.
- The Provider should on client arrival include procedures covering health and safety, hygiene, fire safety, extent of services provided and access to other services, repairs, the procedure for making complaints, outline of unacceptable behaviour and notice period for termination of occupancy.

Appendix 4 - Bedroom Profile & Flexible Arrangement

The Council Required Bedroom Profile

Number of Bedrooms	Estimated % Required	Estimated number of Bedrooms (Based on 20 rooms)
Single	90%	18
Double	10%	2
	100%	**20**

Flexible Arrangement
(Rounded down)

No of Available Rooms	No. of Rooms paid at 80%	No. of Rooms paid at 10%
1	1	0
2	1	1
3	2	1
4	3	1
5	4	1
6	3	1
7	5	2
8	6	2
9	7	2
10	8	2
11	8	3
12	9	3
13	10	3
14	11	3
15	12	3
16	12	4
17	13	4
18	14	4
19	15	4
20	16	4
21	16	5
22	17	5
23	18	5
24	19	5
25	20	5

Flexible Arrangement
(Rounded down)

No of Available Rooms	No. of Rooms paid at 80%	No. of Rooms paid at 10%
26	20	6
27	21	6
28	22	6
29	23	6
30	24	6
31	24	7
32	25	7
33	26	7
34	27	7
35	28	7
36	28	8
37	29	8
38	30	8
39	31	8
40	32	8
41	32	9
42	33	9
43	34	9
44	35	9
45	36	9

Appendix 5 – Occupancy Agreement and House Rules

Occupancy Agreement/House Rules between the Council and the Resident

Referred to in paragraph 14.7
Non-Council Accommodation

Accommodation Address:
Temporary accommodation at the above address has been arranged by the City of Edinburgh Council, but this establishment is neither owned nor run by the Council.

You will therefore be subject to the establishment's house rules in addition to those imposed by the Temporary Accommodation Service.

These include: -

1.	I/we have been issued keys for my room. I/we will return these keys to the Shared House Manager when leaving the building.
2.	I/we have been issued with plates, mugs and cutlery. I/we will wash these after each use and keep these in my/our room.
3.	I/we will clear up the kitchen/Shared Bathroom (if applicable) after I/we use.
4.	I/we will treat everyone in a fair and equal manner regardless of gender, marital status, race., religion, colour, age, disability or sexual orientation.
5.	I/we will not alter, decorate, paint or damage any part of the property.
6.	I/we will not keep any animals or pets within the property.
7.	I/we agree to keep my/our room clean and tidy at all times.
8.	I/we will occupy the property each night unless permission for absence has been obtained. Permission must be sought from both the Owner/Manager and the City of Edinburgh Council. During office hours, Temporary Accommodation must be contacted and out of office hours the Out of Hours Service must be contacted.
9.	I/we will not cause any noise, nuisance or disturbance at or in the vicinity of the property.
10.	I/we will not enter other resident's rooms or knock on their doors.
11.	I/we agree to be considerate of neighbours and keep noise to a minimum particularly during unsociable hours.
12.	I/we will not commit or allow members of my/our household to commit any act of violence or any form of harassment towards other occupants, neighbours or staff.
13.	I/we will have no unauthorised visitors in my/our room.
14.	I/we will not congregate in communal areas.
15.	I/we agree not to use or bring into the property any alcohol or illegal substance.
16.	I/we agree not to use the property for any illegal purpose.
17.	I/we acknowledge that it may be necessary for management reasons for me/us to be moved to another room within the property at any time.
18.	I/we understand that should I/we be in breach of any of these House Rules, then I/we may be required to immediately leave and vacate the property.

I hereby agree to the above rules

Resident Name/s (block capitals):	
Resident Signature/s:	
Organisation's Name & Address:	
Manager (witness) Signature:	
Date:	**day of 2021**

Appendix 6 - Customer Care

Council Customer care standards

What you can expect from us
City of Edinburgh Council Complaints Procedure:

Customer care is very important to us, and we work to the following standards
The Council follows the Scottish Public Services Ombudsman's standard complaints handling procedure. If you have a concern, we will do our best to resolve it. We'll also make sure you know what to expect at each stage.

You can make a comment, compliment or complaint about any of our services.

Issues that are not complaints
We do not regard the following as complaints

- a first request for services
- a request for information or an explanation of policy or practice
- a Freedom of Information Act or Data Protection Act request.

There are some things we can't deal with under the complaints process. These include

- where a statutory right of appeal exists (e.g. parking tickets or housing benefit)
- any service where you can use other methods to appeal (e.g. exclusions from school or pupil placements)
- planning applications that are still being considered
- insurance claims
- complaints that are in court or have been heard by a court or tribunal
- complaints against Councillors, which have to be made in writing to the Standards Commission(external link) (external link)
- dissatisfaction with decisions by the Council, Council committees or sub-committees. These should be taken up with the appropriate councillor.

How we handle your complaint
Our complaints procedure has two stages

- frontline resolution
- Investigation.

Frontline resolution
We will respond to your complaint within five working days. We aim to resolve your concerns within this timescale. If we need more time, we'll let you know.
Not satisfied with our response? You can ask us to review your complaint.

Investigation
We will appoint a senior Council officer to review your complaint. We will tell you who the Council officer is and respond within 20 working days.
If your complaint is complex, we may be unable to resolve your concerns within this timescale. Instead we'll contact you to agree a different date.

Full details are held on the Council website.

If you are still not satisfied
For all complaints, except those about social work services, you can contact the Scottish Public Services Ombudsman (SPSO) (external link).

Appendix 7 - Accommodation Offset

National Minimum Wage and National Living Wage and Accommodation Rates
Accommodation provided by an employer will be taken into account when calculating the National Minimum Wage and National Living Wage. Please note no other benefit such as food, car, childcare vouchers count towards minimum wage,

Accommodation Offset Rates
The accommodation rates are set in October each year. The current rates apply from 1 October 2016. The rates are as follows: -

Year	Daily accommodation offset rate	Weekly accommodation offset rate
2016 (current rate)	**£6.00**	**£42.00**

**Employers should review these rates annually to ensure they are applying the correct offset rate.*

Using the Offset Rate to Work out the National Minimum Wage

If an employer charges more than the offset rate, the difference is taken off the worker's pay which counts for the National Minimum Wage or National Living Wage.

This means the higher the accommodation charge, the lower a worker's pay when calculating the minimum wage.

If the accommodation charge is at or below the offset rate, it doesn't have an effect on the workers' pay.

If the accommodation is free, the offset rate is added to the worker's pay.

What Counts as Accommodation Charges?

The following should be included as part of your overall accommodation charges

- Rent
- Charges for gas, electricity, furniture, etc.
- Laundry

Working out if the Employer Provides the Accommodation

The employer is providing accommodation if any of these apply:

- The accommodation comes with the job
- The employer (or a connected person or company) owns or rents the property the worker lives in, even if there is no direct link between the job and the accommodation
- The employer (or an owner, business partner, shareholder or director) gets a payment or benefit from the worker's landlord or a member of the landlord's family

Accommodation costs count towards the National Minimum Wage or National Living Wage, even if the worker doesn't have to use the accommodation to do the job, If the accommodation is optional, it only counts as a cost if the worker uses it.

Effect on Minimum Wage

The effect of accommodation rates on the National Minimum Wage or National Living Wage depends on how much an employer charges for accommodation.

It's calculated by 'pay period', the intervals at which someone is being paid. This can be weekly, monthly or in irregular intervals like every 10 days.

If the accommodation is free, it still affects the minimum wage. There is an offset rate of £6 per day for this.

It doesn't matter if the cost of the accommodation is taken from the worker's wages beforehand or if the worker pays the cost after they get their wages.

EXAMPLES – Applying the Offset to the National Minimum Wage

**The National Minimum Wage ('national living wage') rate as of April 2017 is £7.50 for over 25's and £6.95 for 21 -24 year olds. This is set by the Government and is a legal requirement.*

Example 1: accommodation is free

- Emma is 28 and gets £6 an hour. This is below the National Living Wage (which she should get as she's over 25).
- She works 30 hours a week.
- She gets paid every 7 days (her pay period).
- Her employer provides free accommodation 7 days a week.

**This brings Emma's pay up to £7.40 an hour, which is below the National Minimum Wage of £7.50.*

Calculation:

1. £6.00 (offset rate used when accommodation is free) × 7 (days accommodation provided in pay period) = £42.00
2. £42.00 + (£6.00 × 30 – the total pay in reference period) = £222.00
3. £222.00 ÷ 30 (total hours in pay period) = £7.40

Example 2: accommodation is charged below the maximum rate

- Claudia is 24 and gets £7.00 an hour. This is above National Minimum Wage for under 25's.
- Her employer charges £3.50 per day for accommodation which is below the threshold of £6.00. No offset rate is applied.

** The accommodation charge doesn't affect Claudia's pay of £7.00 an hour*.

Example 3: accommodation is charged above the maximum rate

- Matthew is 35 and gets £7.50 an hour. This is the National Minimum Wage 'National Living Wage' (which he should get as he's over 25).
- He works 40 hours a week.
- He gets paid every 3 weeks (his pay period).
- His employer charges £7.80 per day for accommodation
- Matthew lives in the accommodation full time which is 21 days for his pay period.

**This brings Matthew's pay down to £7.18 an hour, which is below the National Minimum Wage 'National Living Wage'*

Calculation:

1. £7.50 (hourly rate) × 120 (total hours in pay period) = £900.00
2. £7.80 (accommodation rate) × 21 (days accommodation provided in pay period) = £163.80
3. £6.00 (offset rate used when accommodation is free) × 21 (days accommodation provided in pay period) = £126.00
4. £900.00 (total pay in pay period) – £163.80 (total accommodation cost in pay period) + £126.00 (total accommodation offset in pay period) = £862.20
5. £862.20 ÷ 120 (total hours in pay period) = £7.18

EXAMPLES – Applying the Offset to the Living Wage Foundation Rate

**The Living Wage Foundation rate is set at £8.45. The calculation of the independent Living Wage rates is overseen by the Living Wage Commission (external link), based on the best available evidence on living standards in London and the UK.*

Example 1: accommodation is free

- Emma is 28 and gets £7.10 an hour. This is below the Living Wage Foundation rate
- She works 30 hours a week.
- She gets paid every 7 days (her pay period).
- Her employer provides free accommodation 7 days a week.

**This brings Emma's pay up to £8.50 an hour, which is above the Living Wage Foundation of £8.45*

Calculation:

1. *£6 (offset rate used when accommodation is free) × 7 (days accommodation provided in pay period) = £42.00*
2. *£42.00 + (£7.10 × 30 – the total pay in reference period) = £255*
3. *£255 ÷ 30 (total hours in pay period) = £8.50*

Example 2: accommodation is charged below the maximum rate

- Claudia is 23 and gets £8.45 an hour. This is the living wage foundation rate
- Her employer charges £3.50 per day for accommodation which is below the threshold of £6.00. No offset rate is applied.

** The accommodation charge doesn't affect Claudia's pay of £8.45 an hour*.

Example 3: accommodation is charged above the maximum rate

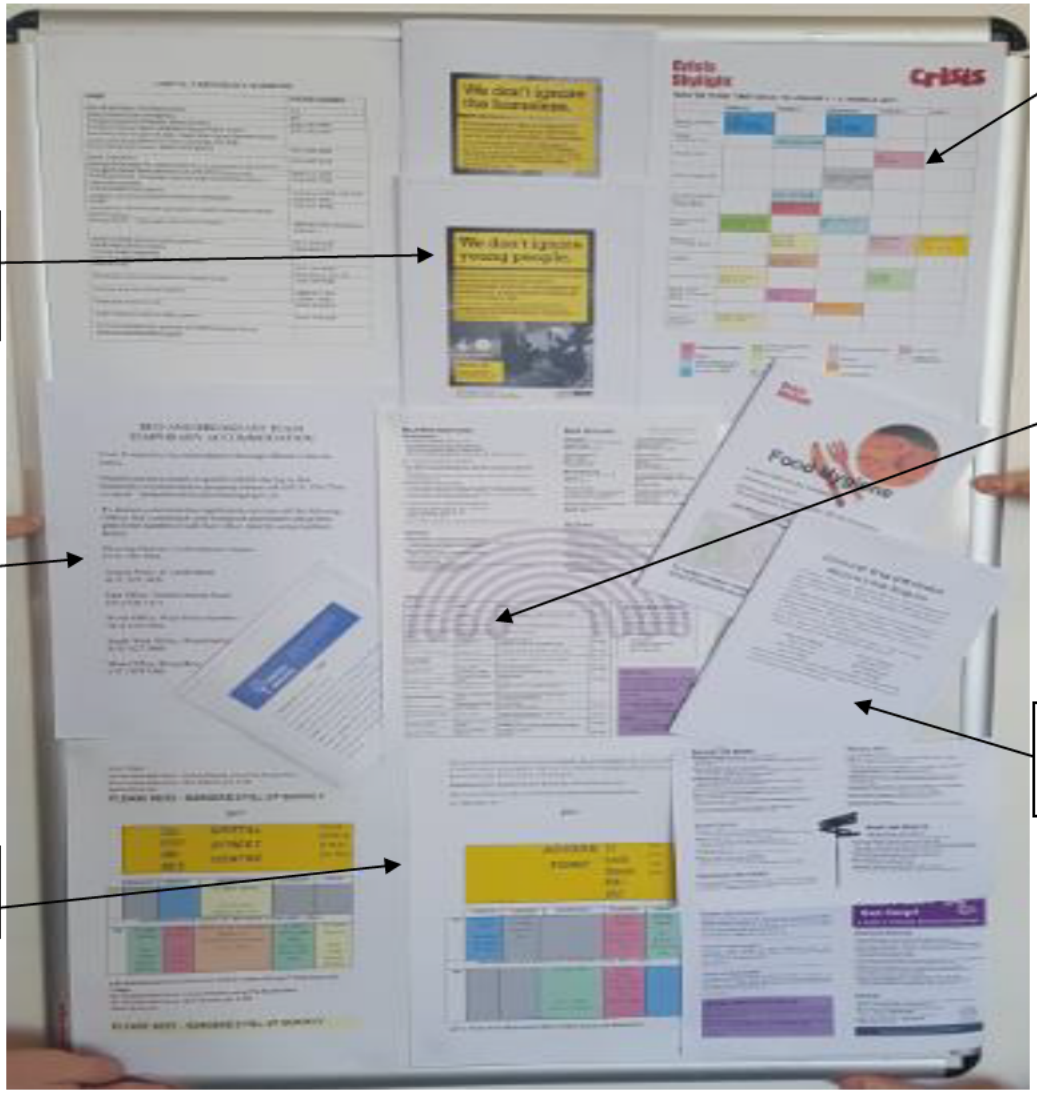
- Matthew is 35 and gets £8.70 an hour. This is above the National Living Wage Foundation rate
- He works 40 hours a week.
- He gets paid every 3 weeks (his pay period).
- His employer charges £7.80 per day for accommodation
- Matthew lives in the accommodation full time which is 21 days for his pay period.

**This brings Matthew's pay down to £8.38 an hour, which is below the Living Wage Foundation Rate.*

Calculation:

1. *£8.70 (hourly rate) × 120 (total hours in pay period) = £1044.00*
2. *£7.80 (accommodation rate) × 21 (days accommodation provided in pay period) = £163.80*
3. *£6.00 (offset rate used when accommodation is free) × 21 (days accommodation provided in pay period) = £126.00*
4. *£1044.00 (total pay in pay period) – £163.80 (total accommodation cost in pay period) + £126.00 (total accommodation offset in pay period) = £1006.20*
5. *£1006.20 ÷ 120 (total hours in pay period) = £8.38*

Appendix 8 - Example Notice Board



**Please note this example is for illustrative purposes only; notice boards should contain the most relevant information and be updated regularly.*

Appendix 9 Sharps Boxes

During referral, it may or may not become apparent that residents have a health condition or a drug addiction and may have needles that need to be safely disposed of.

In both situations, there may be a need to reduce harm for other residents and staff by supplying sharps bins for the disposal of hypodermic needles.

This does not mean that the providers are permitting illegal drugs in the building and house rules and procedures should reflect this.

Providers should provide:

- an empty sharps bin to be provided in every bedroom at admission which can be used for disposing of hypodermic needles, razors etc.
- The Provider must arrange for all full sharps boxes to be uplifted and a new box supplied. (this can be checked during cleaning periods)
- The Provider must ensure an empty sharps box is supplied for every new resident.
- Waste disposal of the sharp boxes must be done in line with Edinburgh's guidelines for disposal and advise Contract Manager of arrangements.
- If residents do not want this service, the box can be removed.

The sharp boxes that should be provided are Yellow Lidded for the storage and disposal of sharps/needles.

DISPOSAL OF SHARPS BOXES

Sharps are 'controlled waste' as defined in the Environmental Protection Act 1990 and need to be either destroyed by incineration or rendered safe by another licensed treatment method defined by the Scottish Environment Protection Agency (SEPA).

Please see SEPA website for list of approved waste carriers and brokers

https://www.sepa.org.uk/regulations/waste/waste-carriers-and-brokers

Appendix 10 Psychologically Informed Environment

A Psychologically Informed Approach must be used when considering the physical environment and delivery of this service. Below are the five key elements of a Psychologically Informed Approach (PIE) which will be used when planning and providing this service. Examples given are not prescriptive or exhaustive:

Relationships

- Increasing autonomy
- Relationships are recognised as the principle tool for change
- The impact of positive peer relationships is harnessed (Property Manager)
- Flexible service which can be provided to fit is with clients

Staff support and training

- Current training
- Ongoing specialist inputs
- Reflective practice
- De-briefs after an incident, difficult conversation, or episode.

The physical environment and social spaces

- A non-institutional, safe and welcoming service that facilitates interaction between staff and clients.
- Consider the number and placement of signs, notice boards, how messages are worded etc
- Is furniture comfortable and in good condition?
- Noise, light, comfort, temperature, fabrics, colour and art – is it appropriate for client group?
- Internal and external build in good state of repair, fit for purpose and welcoming.
- Encourage sense of ownership

Psychological awareness

- A psychologically informed approach is focused on individual change
- Staff understand, and keep in mind, the connection between thoughts, emotions and behaviour

Evidence generating practice

- Understand and verify what works
- Support continuous learning and improvement
- Evidence progress to clients, staff, commissioners etc
- Demonstrate the impact of PIEs, help promote their effectiveness and hence improve services for people experiencing homelessness

Appendix 11 - Unsuitable Accommodation Order

The Homeless Person's (Unsuitable Accommodation) (Scotland) Order 2020 requires that:

No household can be placed in temporary accommodation for more than 7 days if:

- It is not wind and watertight, meet minimum safety standards, or is not suitable for occupation by a homeless household
- It is in a different local authority area and/or too far from the health and education services people use, or not in the locality of a place of employment (considering reasonable public transport links)
- It lacks adequate bedrooms, toilet and personal washing facilities for the exclusive use of the household
- It does not have the use of adequate cooking facilities and the use of a living room (which may be shared by different households)
- It is not usable by the household for 24 hours a day
- It is not suitable for visitation by a child who is not a member of the household and in respect of whom a member of the household has parental rights

A local authority placing a homeless household in accommodation not meeting these requirements for more than 7 days will be a breach of the Order.

Are there any exemptions?

There are a number of exemptions to the Order in relation to particular homelessness situations, particular types of accommodation, and the particular situation in relation to the Coronavirus pandemic. These exemptions include situations where:

- the household became homeless as a result of an emergency situation such as fire, flood, or other disaster
- the household has been offered accommodation that is suitable, but requests the accommodation that does not meet the requirements
- the accommodation is used wholly or mainly to provide temporary accommodation to people who have left their homes as a result of domestic abuse and is managed by an organisation which (i) is not a public authority or a local authority; and (ii) does not trade for profit
- the local authority has secured that the accommodation has been made available and services relating to health, childcare or family welfare are provided to people accommodated there

the accommodation made available (i) is **shared tenancy accommodation** which is shared, small-scale and of a good standard; (ii) consists of **community hosting** where the homeless household stays for a short period of time in a spare bedroom in the home of a community member; or (iii) is **rapid access accommodation** which offers emergency temporary accommodation for rough sleepers which consists of a bed, safe space, on-site homelessness and support assessments, and support to access specialist support for residents.

END OF SERVICE SPECIFICATION