

Review Title: <b>Temporary Accommodation</b>
Overview & Scrutiny Panel: <b>Housing and Community Safety</b>
Panel Chairman: <b>Cllr. Steve Hedges</b>
Overview & Scrutiny Project Officer: <b>Bethan Grant</b>
Supporting Service Officer: <b>Graham Sabourn</b>

**Process for Tracking O&S Recommendations - Guidance note for Executive Members**

The enclosed table lists all the recommendations arising from the above Overview & Scrutiny Review. Individual recommendations are referred to the relevant named Executive Members (or whole Executive in the case of a whole Executive referral) as listed in the '**Exec Member**' column of the table. In order to provide the O&S Panel with an Executive response on each recommendation, the named Executive member (or whole Executive) is asked to complete the last 3 columns of the table as follows:

**Decision Response**

The Executive has the following options:

- **Accept** the Panel's recommendation
- **Reject** the Panel's recommendation
- **Defer** a decision on the recommendation because a response cannot be given at this time. This could be because the recommendation needs to be considered in light of a future Executive decision, imminent legislation, relevant strategy development or budget considerations, etc.

**Implementation Date**

- For 'Accept' decision responses, give the date that the recommendation will be implemented.
- For 'Defer' decision responses, give the date that the recommendation will be reconsidered.
- For 'Reject' decisions this is not applicable so write n/a

**Rationale**

Use this space to explain the rationale for your decision response and implementation date. For accepted recommendations, please give details of how they will be implemented.

## Temporary Accommodation Review: Recommendations

Recommendation	Exec Member	Decision Response	Implementation Date	Rationale
<p><b>Recommendation 1:</b> That written information is made available to service users outlining what services they can expect from Housing Services and what the process is that they can expect upon being allocated temporary accommodation.</p>	Cllr Vic Pritchard	Agreed	October 07	As a result of the “Supporting People Homelessness Sector Review” Housing Services have taken the decision to thoroughly review their operating processes associated with homelessness. It is hoped that this review will be chaired by an external “critical friend”, for example, a manager from another authority. A representative of the local client support agencies will also be invited to assist in this process. Part of this review will be improving the written information for service users. However, due to the potential of the review to alter processes this recommendation can only be implemented at the conclusion of this review, hence the long implementation date.
<p><b>Recommendation 2:</b> That information packs are made available for service users entering temporary accommodation about the specific scheme or B&amp;B they have been allocated. These packs should contain relevant information such as:</p> <ul style="list-style-type: none"> <li>• A description and, where possible, photos of the accommodation they have been allocated</li> <li>• A map with clear directions</li> </ul>	Cllr Vic Pritchard	Agreed	June 07	Housing Services fully support this recommendation and will implement as soon as practicable.

*Temporary Accommodation Review (HCS Panel): Executive Response Table*

Recommendation	Exec Member	Decision Response	Implementation Date	Rationale
<ul style="list-style-type: none"> <li>• A list of phone numbers and contact details of key contacts within the Council such as the relevant Housing Officer, Case worker and B&amp;B Move-On Officer</li> <li>• Where relevant, details of organisations offering help and advice on issues which might affect the client, such as drug or alcohol dependencies</li> </ul>				
<p><b>Recommendation 3:</b> That BSHHA, working in partnership with Housing Services work to reduce the period of time that is needed to assess a service user's suitability for entry into their accommodation. This work might consider the opportunities for rationalising the assessment processes which are currently undertaken separately by Housing Services and BSHHA.</p>	Cllr Vic Pritchard	Agreed	May 07	Housing Services will raise this issue again with BSHHA. However, it is important to remember that BSHHA is an independent organisation and, as such, Housing Services can influence but not instruct. Housing Service will also look to see if the Supporting People commissioning contracts for BSHHA can be amended in line with the aims of this recommendation when due for renewal.
<p><b>Recommendation 4:</b> That front-line staff investigate ways in which this additional service could be provided, exploring how existing housing staff and on-call officers can help to deliver this service.</p>	Cllr Vic Pritchard	Partial agreement	May 07	While Housing Services accept, and understand, the rationale behind the recommendation it is considered wholly impractical. However, Housing Services will investigate the matter further and report back in further detail.

*Temporary Accommodation Review (HCS Panel): Executive Response Table*

Recommendation	Exec Member	Decision Response	Implementation Date	Rationale
<p><b>Recommendation 5:</b> If service users are being directed to B&amp;B accommodation outside of B&amp;NES authority, the information pack that they receive should include:</p> <ul style="list-style-type: none"> <li>• Information and contact details for services provided locally in the neighbouring authority such as: <ul style="list-style-type: none"> <li>○ Doctor</li> <li>○ Dentist</li> <li>○ Benefits Office</li> <li>○ Facilities for children</li> </ul> </li> <li>• Details of transport links and services between the B&amp;B and Bath/towns in B&amp;NES</li> <li>• Information about what financial support may be available to help with transport costs.</li> </ul>	Cllr Vic Pritchard	Agreed	June 07	Housing Services fully support this recommendation and will implement as soon as practicable.
<p><b>Recommendation 6:</b> That service users who have been placed in emergency accommodation in a location away from their usual support networks or in an unfamiliar area are offered alternative, more convenient B&amp;B accommodation as soon as it becomes available.</p>	Cllr Vic Pritchard	Agreed	June 07	Housing Services fully support this recommendation and will implement as soon as practicable.
<p><b>Recommendation 7:</b> Exit surveys are developed in accordance with those</p>	Cllr Vic Pritchard	Agreed	June 07	Housing Services fully support this recommendation and will implement as

*Temporary Accommodation Review (HCS Panel): Executive Response Table*

Recommendation	Exec Member	Decision Response	Implementation Date	Rationale
recommended by SHELTER in their best practice guide 'Involving Users in Supported Housing' <sup>1</sup> .				soon as practicable.
<b>Recommendation 8:</b> That specifically service user feedback is actively sought from residents and staff at Dartmouth Avenue Hostel following the closure of Green Park Hostel to gauge any potential effects following the changes that are being introduced.	Cllr Vic Pritchard	Agreed	June 07	Housing Services fully support this recommendation and will implement as soon as practicable

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<sup>1</sup> Involving Users in Supported Housing – A best practice guide, SHELTER 2005