



# Housing Services Hostels Policy (2020)

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# **1. Introduction**

## **1.1 - Purpose of this policy**

This purpose of this policy is to explain, with clarity and transparency, Havering Council's ("the Council") approach to providing accommodation to unintentionally homeless households that are eligible for emergency housing assistance under the duties set out in the [Homelessness Reduction Act 2017](#).

The Council's hostel provision, administered by the Supported Housing team, is the result of effective partnership working across a number of Council departments to ensure eligible homeless households have priority access to temporary accommodation in times of emergency. It underlines the Council's commitment to delivering resident-focussed support to those in greatest need of its hostel service.

## **1.2 - Aims, objectives and outcomes of this policy**

The primary objective of this policy is to help ensure the Council delivers an effective, tenure-neutral service to help eligible homeless persons in crisis at the point of referral to a hostel.

Through this policy, the Council aims to engage and empower their hostel residents so that, with appropriate support measures in place, they are able to move on to settled accommodation that will provide a stable domestic environment to support their future progression and, in so doing, help to prevent, reduce, and eventually eliminate homelessness within the borough.

## **1.3 - Scope of this policy**

This policy specifically applies to the work carried out in Council-owned hostels, and to provide a clear, concise point of reference for both Housing Services staff members and hostel residents.

## **1.4 - Delegated authority to make minor changes to this policy**

The Assistant Director of Supported Housing, in consultation with the Director of Housing, will be able to approve minor amendments; i.e. amendments that do not significantly change the existing policy or associated procedures.

## **1.5 - Timescales for this policy**

This policy will commence from June, 2020 and will be subject to review every three years. However, it may be revised beforehand to accommodate the introduction of any changes in relevant legislation that may occur during the interim.

## **1.6 - Legal context of this policy**

This policy adheres to the following legislative requirements:

- [Housing Act 1996](#)
- [Homelessness Act 2002](#)
- [Adoption & Children's Act 2002](#)
- [Equality Act 2010](#)
- [Localism Act 2011](#)
- [Homelessness Reduction Act 2017](#)
- [Data Protection Act 2018](#)

## **1.7- Equal Opportunities statement**

The Council will seek to ensure that this policy is, at all times, implemented in a manner that is fair to all sections of the local community.

All applicants for housing or re-housing will be invited to indicate if they wish to make use of the Council's translation and interpretation services, or if they require additional services to enable them to access and understand the policy to ensure that they are not disadvantaged in any way.

They also will be invited to provide details of ethnic origin, sexuality, disability and other equalities information. Provision of this information is not obligatory or a requirement for acceptance of an application.

However, such information will help the Council monitor the number and type of protected characteristics requiring hostel support, and will help ensure that service improvement evolves in line with any changing local needs.

Equalities records will be kept and monitored to ensure hostel accommodations are offered and allocated fairly. This policy will be regularly reviewed to ensure it is not operated in any way that could discriminate or disadvantage against any particular group of people.

All information provided will be kept confidential and treated with respect at all times.

## **1.8 - Data Protection statement**

Havering Council takes personal privacy very seriously and will never share an applicant's personal data without their prior knowledge, unless required to do so by law.

For full details about how the Council protects personal data, please visit [Havering Council Data Protection policy](#).

## 2. Background

Homelessness at all levels – national, regional and local - has consistently and significantly increased over recent years.

Housing supply in both the public and private sectors has failed to increase at the same pace as housing demand, which, in a political environment of welfare budget cuts, has increased the need for local authorities to provide emergency accommodation.

As part of its strategy to manage homelessness within the borough of Havering (“the borough”), the Council works with affected households<sup>1</sup> to help them to stay in their homes or, if unavoidable, to help find suitable alternative accommodation. The Council’s preventative support measures include offering a family and landlord mediation services and housing options advice.

However, in instances where prevention methods have not been successful and an eligible household (please see section 3.1 for details about eligibility criteria) is found to have an emergency housing need, the Council will secure a suitable temporary accommodation solution as quickly as possible.

As well as homelessness, demand for temporary accommodation arises from other vulnerable strands within the local community, such as victims of domestic violence or hate crime; those currently housed in unsuitable accommodation; those recently evicted; and those with care needs.

Council-owned hostels are an important part of the Council’s housing provision because they provide homeless households with in-borough emergency temporary accommodation.

The Council currently owns and manages 83 hostel-based accommodation units over two sites within the borough, comprising a mix of single and family rooms with shared facilities. These hostels allow children to stay in their schools, and adult residents to stay close to their support networks, while Housing Services work with residents to source settled accommodation through social housing or housing within the private rented sector.

**The Council does not employ the use of Bed and Breakfasts (B&B) to provide a temporary accommodation solution.**

Havering hostels have been operating at full capacity since 2016, confirming that they are a vital part of the Council’s housing service, and that they are required in order to meet the borough’s ever-growing housing need. It is important, therefore, that these hostels provide a safe, comfortable and clean domestic setting where households have interim accommodation and continued access to appropriate support during a vulnerable time.

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<sup>1</sup> The term ‘household’ applies to a range of occupant types, from a single person to large families.

### 3. Pathways into our hostels

The Council currently operates two separate and distinct 'pathways' to its hostel accommodation: Emergency and Planned placements.

#### 3.1 - Emergency Placements

Hostels are used to provide out of hours emergency accommodation to applicants that present as homeless after office hours.

3.1 Applicants will undergo a risk assessment by a Homelessness duty officer, who, if assessed as eligible, will refer applicants to a hostel for overnight accommodation only.

3.2 Applicants qualify for emergency housing if a) they have asked the Council for help, and b) the Council assesses that the applicant:

- **Has been made unintentionally homeless now**  
This means that the applicant's household has been made immediately homeless through no fault of their own.
- **has a priority need for housing**  
The applicant will be considered to have a priority need for housing if they are:
  - a family with children under 16 (or under 19 if still dependent on the applicant)
  - pregnant
  - a care leaver aged 18-20<sup>2</sup>
  - homeless due to a fire, flood or other disaster
  - classed as 'vulnerable'. For example, is - or has a household member who is - disabled, or has a serious medical condition that requires moving to another property.

Those at risk of domestic abuse will also be considered to have an emergency priority need for housing.

- **meets immigration and residence conditions**  
Please see appendix 1 for details about immigration and UK residence conditions.

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<sup>2</sup> Care leavers aged 16 or 17 may also be considered to have a priority need for housing. In most cases, social services will make sure that the applicant has a safe place to live, but the Housing Services will provide emergency housing if urgently needed.

### **3.2 - Planned Placements**

People threatened with homelessness may also have emergency priority, and should contact [Housing Solutions](#) as early as possible so that a hostel placement can be planned.

Planned hostel placements are subject to a Housing Needs and Suitability Assessment, where the applicant will be required to;

#### **3.2.1 Enter into a Licence Agreement with the Council**

A licence agreement is a legally-binding agreement between the applicant and the Council. It grants a homeless applicant, on behalf of their household, the right to stay in the hostel and sets out their responsibilities whilst in residence.

Applicants will be required to sign a licence agreement before moving into a hostel and to abide by the terms of the agreement for the duration of their temporary residence. Breaches of the agreement may result in formal warnings, retained deposits or, ultimately, eviction from the hostel.

The Council may terminate a Licensing Agreement at any time by issuing the resident with written notice, giving the household a minimum of 24 hours to vacate the hostel - unless immediate eviction is necessary to ensure the safety of staff and/or other hostel residents.

Circumstances that may lead the Council to terminate a Licence Agreement include (but are not limited to):

An end to the Council's duty to house the household.  
Evidence that hostel accommodation is not being used by the resident as their principle home.

Failure to pay, or persistently late pay, their rent and accommodation charges. Continual breaches of management rules; for example, in relation to anti-social behaviour.

#### **3.2.2. Complete an Admittance Form**

This sets out details of admittance, such as the amount of rental payment for the room that will be occupied, with details about how to apply, if necessary, for Housing Benefit support.

The form also sets out Management Rules that need to be adhered to for the duration of the residence. By signing the form, the applicant agrees to those rules.

#### **3.2.3. Complete a Risk Assessment**

All applicants will be required to complete a risk assessment to help identify anything that may pose a risk to their wellbeing, or to that of the other residents and staff as a result of their residential occupation.



This information is used to eliminate or limit risk and to prevent hazards.

Risks may include (but are not limited to):

- job insecurity;
- mental and/or physical health conditions;
- aggressive or violent behaviour
- drug or alcohol dependencies, and
- people that may pose a risk to themselves, or those around them

Identifying such risks allows staff at the hostel to offer relevant support to individuals, and keep the hostel a safe and secure domestic setting for all residents.

#### **3.2.4. Develop and agree a Support Plan**

Support Plans enable hostel staff and other Council officers to help identify the resident's personal goals, such as any necessary training or support needs; for example, budgetary management. The Council will then be able to work with them to devise an action plan to help towards achieving their goals.

Once agreed, support plans are implemented and progress with the action plan regularly reviewed to identify areas where a hostel resident may require further support.

Residents may be referred to other Council services or partner organisations that are able to provide more specialised support, such as lifestyle or employment skills training partners to help residents improve future prospects.

#### **3.2.5. Attend a Health and Safety induction session**

This will take place as part of the induction to the hostel. The Council is responsible for ensuring all hostels and their facilities are fit for purpose, safe, and secure for use.

Council hostels have annual Gas and Electric Safety tests and rooms are given a further inspection each time a resident vacates the accommodation.

A fire risk assessment is also carried out annually. Hostel Staff are trained in Fire Safety and First Aid and have a duty to inform all new residents about the Council's health and safety procedures when they check in.

The Health and Safety induction involves hostel officers going through the emergency evacuation procedure; informing the new resident the whereabouts of fire meeting points; and explaining the reasons why all communal passageways and staircases must be kept clear at all times.

The signed Licence Agreement will include the condition that residents are not to bring any portable heaters that use paraffin or liquid petroleum gas into the premises, and to only use the heating and lighting appliances supplied.

Additionally, the London Fire Brigade has reported that oxygen canisters are not suitable to be stored in hostel rooms. A member of the Hostel management must be advised if an oxygen canister for medical use is required.

Accidents, incidents and near misses are reported by submitting an accident and incident reporting (AIR) form – either online, or by hard copy. These will be recorded, in accordance with Health and Safety law, onto the Council's online recording system.

When the assessment is completed and assessed, and that the applicant's household is still found to be owed an interim or full housing duty, the applicant will be notified accordingly in writing by the Council's Homelessness support officer and the household referred to a Council hostel on a temporary basis. The applicant should bring the letter of confirmation upon arrival at the allocated hostel.

They will be assigned the first available room which best meets the needs of their household, as identified via a housing needs assessment. Only persons registered as part of the applicant's household will be permitted to stay in overnight accommodation at the hostel.

Upon admission to the hostel the household will become hostel residents and hostel officers will complete a tenancy referral form with residents, which will identify any additional or potential risks.

## 4. About our hostels

There are two Council-owned hostels in Havering that are used to provide temporary accommodation:

1. [Abercrombie House](#): a 36-roomed property in Harold Hill
2. [Will Perrin Court](#): a 46-roomed property in South Hornchurch

Each hostel has designated hostel officers and security staff who are responsible for the day-to-day running and general security of the premises.

Hostel officers deliver the day-to-day running of services, including offering appropriate advice and support to residents. Officers operate between 9am and 5pm and work with the Homelessness Placements team to ensure hostel rooms are allocated fairly and effectively.

As part of their role, they carry out regular inspections of the rooms and communal areas to ensure they are kept in a safe condition.

Security staff operate between 5pm and 9am. They are responsible for ensuring the safety and security of the hostel, staff and residents. Additionally, they provide access for out-of-hours admissions and work with hostel and homelessness officers to identify and mitigate any risks to residents.

### 4.1 - Rooms

4.1.1 Each room meets our Lettable Standards<sup>3</sup>, which includes bedding (bed frame and mattress) for each member of the household. The room will be clean and have basic furniture and functional fittings and fixtures. Residents are responsible for providing their own kitchenware.

4.1.2 Residents are required to keep rooms and the communal (shared) areas clean, safe and tidy during their stay. Part of this responsibility includes reporting room repairs online or via the call centre on 01708 434000.

4.1.3 If a resident requires assistance with this, officers will raise the repair request on their behalf. Please note that any damage caused as a result of a resident's deliberate action or negligence will be rechargeable, as per the Council's Rechargeable Repairs policy.

4.1.4 There may be occasions when a resident household will need to be moved to another room; either in the same, or in a different hostel. In these circumstances, they will be given a minimum of 24 hours' notice as to when they will need to vacate their room.

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<sup>3</sup> Lettable Standards is a document that details the minimum standard of condition/repair that you can expect to find when you rent one of our properties.

4.1.5 Residents are able to request a room change, by providing the Hostel manager with:

- A legitimate reason to move, based on medical need, with any supporting evidence, and/or
- A consistent record of having a settled rent payment account.

In either case, residents will be required to have kept their existing room in a clean, safe and tidy order throughout the duration of their stay.

Please note: **Hostel officers will periodically, and at the management's discretion, enter rooms without notice to conduct room checks.**

4.1.6 The Council reserves the right to refuse a room change and will provide residents with written justification if the request is denied.

## **4.2 - Communal areas**

Council hostels have communal (shared) areas with facilities accessible to all residents, such as bathrooms, kitchens, laundry rooms, smoking areas, as well as outside green spaces.

4.2.1 Residents are expected to keep communal areas clean, tidy and free from their personal belongings. Please note: **The Council will not be responsible for any damage or theft of personal belongings left in communal areas.**

4.2.2 In communal areas, it is the resident's responsibility to exercise proper control of their children. No children should be left unsupervised on the premises at any time. If a resident agrees to childmind for another resident, the Council will not take responsibility should the parent fail to pick-up the child/ren by the agreed time.

4.2.3 Any incidents of child abandonment at the hostel will be reported to Havering Police and the Council's Social Services team.

## **4.3 - Visitors**

Guests are permitted to visit the hostels daily from 12 noon to 7pm and must sign in when they arrive and sign out when they leave.

4.3.1 Any more than two visitors per household must be agreed and permission granted by an officer beforehand. **Overnight guests are not permitted.**

The safety of our residents is paramount; therefore, visitors are also required to abide by Management Rules.

4.3.2 The resident who invited the visitor/s will be responsible for ensuring their visitor/s behaves in an acceptable manner whilst on the premises and

are required to escort them around any area of the hostel. Failure to do so may result in visitors being removed from the premises and being banned from returning. In serious circumstances, such as persistently bad or unreasonable behaviour, this could lead to the termination of the resident's Licence Agreement.

4.3.2 Visitors are required to 'sign in' at Reception and to provide valid Identification, such as a passport, driving licence, or two forms of proof of address (e.g. a bank statement or utility bill issued within the last three months).

#### **4.4 - Pets**

Pets, with the exception of guide dogs, are not allowed in any of the Council's hostels. In all other cases, arrangements to accommodate pets elsewhere must be made.

#### **4.5 - Resident Conduct**

Council hostels accommodate a range of different household types. Consequently, all residents are required to behave in a manner that is mindful and respectful of others at all times, as per the Management Rules.

##### **4.5.1 - General Conduct**

If a resident's conduct is considered unacceptable, initially a verbal warning will be given, which will remain on record for six months.

If the unacceptable behaviour continues, a written warning will be issued, which will remain on record for 12 months and may remain on their record for their next offer of accommodation.

##### **4.5.2 - Smoking**

Smoking of any kind, including the use of e-cigarettes, is not allowed at the Council's hostels - including within the accommodation allocated to the resident. Smoking inside the common areas of the building is also strictly prohibited and will constitute an infringement of fire safety rules. However, there are designated smoking areas in the grounds. Smoking is strictly confined to these areas.

Please note that smoking in unauthorised areas of the hostel would constitute a breach of the terms and conditions of Management Rules and could result in the termination of the resident's Licence Agreement.

##### **4.5.3 - Intoxication**

Alcohol is not allowed in the premises, in accordance with the terms and conditions of the Licence Agreement.

Drugs, other than those prescribed by a medical practitioner, cannot be stored or used on the premises or within its immediate vicinity.

If a resident is found to be under the influence of alcohol or unauthorised drugs, appropriate enforcement action will be taken.

Residents suspected to be under the influence of alcohol or drugs will not be permitted to enter the premises and will be asked to leave. Any necessary further enforcement action may result in the termination of the Licence Agreement.

#### **4.5.4 - Anti-social Behaviour (ASB)**

ASB of any kind whilst in residency is unacceptable.

The way in which the Council deals with ASB is clearly set out in its Anti-social Behaviour and Hate Crime policy.

Examples of ASB include:

- conduct causing, or likely to cause, a nuisance or annoyance to a person residing, visiting or, otherwise, engaged in lawful activity at the hostel;
- conduct which directly or indirectly adversely impacts on hostel management functions or any of its officers or security staff;
- using, or threatening to use, hostel accommodation for unlawful purposes of any kind;
- using behaviour that unreasonably and adversely impacts on other residents and/or the local community.

The Council works in partnership with a range of external specialist agencies, including Havering Police and voluntary sector organisations, to provide effective solutions to deal with any instance of ASB within in the borough.

#### **4.5.5 - Hate crime**

Hate crime is defined as any criminal offence which is perceived by the victim, or any other person, which results in hostility or prejudice towards them, and which is based on a personal characteristic. Such characteristics include:

- race;
- religion/faith;
- sexual orientation;
- disability, and
- gender identity.

Crimes based on hostility to age, gender, or appearance can also be hate crimes, even though they are not part of the five, centrally monitored characteristics listed above.

A victim of hate crime does not have to be a member of a minority group, or someone who is generally considered vulnerable. Anyone can become the victim of a hate crime.

Please note that the Council takes a **ZERO-TOLERANCE** approach to hate crime of any nature by any person, in accordance with its Anti-social Behaviour and Hate Crime policy.

#### **4.5.6 - Unexplained abandonment of the accommodation**

The resident's room should be used as their principle home and they are required to inform officers if they will be away from their room overnight, or for more than 24 hours.

If after three days the resident still has not informed the Council of the reason/s for their absence, the accommodation will be considered to have been abandoned.

An officer will document that attempts have been made to contact the resident by telephone. Where known, contact will be attempted with residents' next of kin.

Additionally, the officer will carry out a 'welfare check' of the resident's room to check the condition. If all attempts to contact the resident are unsuccessful and their return date remains unknown, the resident will be reported to the Police as being a missing person.

Any evidence collected in relation to the abandonment will be handed to the Homelessness team. Should the resident return, the Homelessness team will arrange an interview with the resident. It will then be decided whether to issue a formal written warning to the resident, or whether to terminate their Licence Agreement.

If the resident is issued with a formal written warning, the officer will ensure that a 'signing in' process is established in order to record that the resident is staying at the hostel.

Persistent spells of abandonment will result in the issue of a letter of discharge, thereby discharging the Council's housing duty and giving notice that the resident will be evicted from the hostel within seven days.

As a result, the accommodation will be cleared of all the resident's personal belongings. All unclaimed belongings will be disposed after 28 days.

#### **4.5.7 - Enforcement management**

Management Rules exist to ensure all residents are provided with safe and secure temporary accommodation. Failure to abide by Management Rules will result in enforcement action, ultimately leading to Licence Agreement termination.

The enforcement process consists of three stages:

### Stage One – Formal written warning

The first stage will result in the resident being issued with a formal written warning, which will be kept on their records for 6 months. Examples of breaches of the Licence Agreement include (but are not limited to):

- abusive language to staff or other residents;
- threatening behaviour to staff or other residents;
- intimidation to staff or other residents;
- noise nuisance, leading to complaints from other residents;
- breach of the rules by the resident's visitors;
- drug or alcohol induced ASB by the resident or their visitors;
- deliberate damage to hostel property.

The warning will give the resident the opportunity to voluntarily improve their conduct and behave in a responsible and neighbourly way.

### Stage Two – The Acceptable Behaviour Contract (ABC)

If the breach continues after six months from the formal written warning, a second formal written warning will be issued.

This will instruct the resident that they will be required to sign-up and adhere to an Acceptable Behaviour Contract (ABC). The ABC will remain on the resident's file for 12 months, regardless of whether the resident moves on to medium- or long-term Council accommodation.

Compliance with the ABC will be monitored and taken into account in the resident's support plan.

### Stage three: Licence Agreement termination

If the resident breaches the ABC, the Council will terminate the Licence Agreement and commence eviction proceedings.

This will be confirmed in writing to the resident, along with instructions of a time and date for keys to be returned; the room to be vacated and any personal belongings taken away.

In the most serious instances, where the safety or security of other residents or staff has been jeopardised, the resident may be subject to immediate eviction from the premises. As a further consequence, any duty on the Council to house the resident could be fully discharged.

The Licence Agreement termination and any associated further action will also be reported to Housing Services partners; for example, Adult Social Care and Children's Services.



## **5. Support for our hostel residents**

As part of Housing Services' tenure neutral approach to providing temporary hostel accommodation, residents have access to the same level of service as those residing in the Council's social housing stock and private sector leased properties.

### **5.1 - Resident services**

Resident support services include money advice and discretionary financial assistance from the Money Advice Team; events coordinated by the Community Engagement Team and the Council's events partners, and facility improvements in line with the Council's Asset Management policy.

Officers are available to provide advice about other support services that are available to residents during their stay.

### **5.2 - Safeguarding**

Officers are trained in safeguarding and will make referrals to the [Multi-Agency Safeguarding Hub \(MASH\)](#) and/or other council departments if additional support is required.

### **5.3 - Health and wellbeing**

The health and wellbeing of residents is very important to the Council.

Any identified issues relating to mental health, physical disability or drug and alcohol dependency will be referred to the appropriate Council service/s. Hostel officers will work closely with the service/s to ensure that residents receive the required support.

### **5.4 - Confidentiality and the protection of your personal data**

Any personal data disclosed to the Council is protected by the [Data Protection Act 2018](#). The Act ensures that the Council, via its officers, protects the confidentiality of all personal data received.

Please note that the Council has a legal duty to ensure the safety and wellbeing of all residents. Therefore any data that suggests a resident may be at risk may be shared with other departments or public services. Hostel officers will inform the resident before sharing this personal data with third party partners.

## **6. Moving on from hostel accommodation**

As hostel residence is provided on a temporary basis, alternative accommodation will eventually be required.

### **6.1 - Where the Council no longer owes a Housing Duty**

The Council will no longer owe a Housing Duty when the resident:

- accepts or refuses a Council or Housing Association property;
- is found to have become intentionally homeless;
- breaches Management Rules as set out in the Licence Agreement;
- abandons their allocated room in a hostel.

In these cases, the resident will be given written notice to vacate the hostel.

The notice will give seven days for single occupant residents (vulnerable adults will, if necessary, be also assisted by Adult Social Care for appropriate support).

A 28-day notice period will apply to households with vulnerable dependents (e.g. children) with appropriate support, if necessary, from Children's Services.

Access to the Council's [Housing Solutions](#) service will still be available for assistance and information about finding an alternative place to stay.

### **6.2 - Where the Council continues to owe a Housing Duty**

Where the Council continues to owe a Housing Duty, the resident will remain in temporary accommodation until suitable alternative accommodation is found. Available and suitable housing will be assigned to the resident in accordance with the Council's Housing Allocation Policy.

Residents will be moved into suitable, secure accommodation when such properties - either Council-owned or in private sector housing – become available.

Housing Services will aim to make this transition as easy as possible by providing appropriate assistance wherever possible and by signposting residents to other agencies that could help with matters such as obtaining white goods or furniture.

### **6.3 - Vacating the hostel**

Residents vacating a Council hostel are required to leave their room in a clean and tidy condition, with furniture and fixtures in a reasonable condition.

All personal belongings should be moved out of the room by the final day of residency. Any personal belongings left in the room will be held by the Council for a maximum of 28 days from the date that the resident vacates the hostel.

Following this period, all personal belongings will become the Council's property and will, if possible, be photographed to confirm the content of the belongings; these belongings will be disposed by the Council after 28 days.

Any excess costs incurred by the move, the storage, and the disposal of belongings - or the restoration of the room to a decent condition - will be recharged to the resident in accordance with the Council's Rechargeable Repairs Policy.

## **7. Service satisfaction**

### **7.1 - Resident Feedback**

The Council welcomes the involvement of all hostel residents in the decisions and improvements to the service. To this end, residents will be invited to complete a short questionnaire about their experience in the hostel before leaving. Responses will be used to improve service delivery standards.

### **7.2 - Compliments and Complaints**

The Council is committed to delivering a service that meets the needs of residents and values all feedback received.

Residents are fully encouraged to feedback about any part of the service that is unsatisfactory with any improvement suggestions. Compliments, complaints and general feedback can be logged online at <https://www.havering.gov.uk>.

## **8. Dissemination and communication of this policy**

Housing Services will consult with all directly or indirectly affected stakeholders to ensure this policy fulfils its purpose to be clear and transparent. It will be made available internally and externally in print and electronic formats.

It will also be made available in easy-read and multi-lingual versions, copies of which will be obtainable upon request.

## **9. Implementation of this policy**

This policy will take immediate effect from June 2020. Responsibility for the successful implementation of this policy will be with Havering Council's Assistant Director of Supported Housing.

## **10. Monitoring and review of this policy**

In the interests of continuous improvement, this policy will be reviewed every three years to ensure it remains relevant, up-to-date and fit-for-purpose for the Council and the residents of Havering.

For any advice or assistance concerning this policy, please email the Hostels team at [hostels@havering.gov.uk](mailto:hostels@havering.gov.uk).

# **APPENDIX 1: NEW HOSTEL DEVELOPMENT DESIGN STANDARDS**

## **1. Reference to Development Plan**

Any new hostels/temporary accommodation schemes seeking compliance with key objectives set out in **London Plan (2021) Policy H12 (Supported and specialised accommodation)** and **LB Havering's emerging Local Plan (2020; and as updated prior to adoption/once adopted) Policy 6 (Specialist Accommodation)**.

## **2. Room/Unit sizes**

- Type 01 – 1 bed 1-3P 30sqm unit size @ 10sqm / person as minimum;
- Type 02 – 1 bed 2-4P 36sqm unit size @ 9 sqm / person as minimum;
- Type 03 – 2 bed 3-5P 45sqm unit size @ 9sqm / person as minimum;
- Type 04 – 1 bed Wheelchair Acc. 1-3P 58sqm unit size @ 19.3sqm / person as minimum.

## **3. Bedroom sizes**

Minimum bedroom sizes where separate bedrooms are proposed within the individual dwelling, these should be of a minimum size of 7.5 sqm for single bedroom, 10 sq. m for double or twin bedroom (note area includes built in wardrobe).

## **4. Design Standards**

- Maximise dual aspect units (where possible subject to site and viability constraints);
- Wheelchair accommodation to be provided where possible (more specific targets if required, i.e. if there is an identified need);
- Provision of kitchen facilities and bathrooms within individual units;
- Introduce separate sleeping and K/D/L rooms (where possible) or areas which can be separated for quiet study or for parents to stay awake after children have gone to bed;
- Minimum floor-to-ceiling height of 2.5m (where possible);
- Adequate storage provision within individual dwellings;
- Adequate provision of natural light into all units;
- Inclusive design and access solutions to be incorporated;
- Adequate provision of communal and amenity space for future residents including play space. Due to the temporary nature of the accommodation, it is considered that the provision of play space should be on the basis of a site-specific strategy taking into account available outdoor space, proximity to play and open space in the vicinity of the site and potential child yield. However, due to the different nature of the temporary accommodation vs a traditional residential development, it is

deemed that any residential play space requirements (i.e. as set out in the London Plan) are not applicable and/or relevant;

- Secure entrance and lobby arrangements, and provision of meeting rooms with external visitors;
- Maximise natural surveillance of any amenity space;
- General compliance with Secured by Design principles;
- Adequate facilities for reception, staff amenity, back of house and meeting rooms;
- CCTV provision inside and out of the building.

## **5. Parking**

- Reference to general principles contained in London Plan (2021) Policies T5 & T6, but noting that typical C1 and C3 standards do not strictly apply;
- Provision of secure long-stay cycle and/or scooter parking for staff & residents in line with identified need/experience from existing hostels;
- Minimise car parking where possible. Provision should reflect the site's accessibility and estimated staff/residents' car parking demand noting that any car parking proposals should not have an unacceptable impact on parking conditions and traffic congestion in the area.

## **6. Servicing, Deliveries & Refuse**

- Servicing, Deliveries & Refuse strategy to be developed with the Council's Highways department and any applicable standards.

## **7. Sustainability**

- Reference to any new development to meet relevant sustainability and energy standards contained in the London Plan (2021) and (emerging) LB Havering Local Plan.

## **8. Fire Safety**

- Reference to relevant Building Regulations and London Plan (2021) Policy D12 (Fire Safety).