Suitability of Temporary Accommodation Policy

Status: Final

1. Background

1.1 Statutory Accommodation Duties

The council has a legal obligation to provide accommodation for certain households experiencing statutory homelessness and for some social care clients.

1.2 The Housing Market

The housing market in Brighton & Hove has become increasingly expensive for many households, and costs are forecast to continue rising. Price inflation and changes to welfare benefits mean that a growing number of households are unable to afford accommodation within the city.

1.3 Supporting Households to Remain within Brighton & Hove

As a result, affordable temporary accommodation is increasingly difficult to secure within the city boundaries. Brighton & Hove City Council (BHCC) procures accommodation outside the city where it is not reasonably practicable to secure accommodation within the city. Most accommodation secured is typically within, or immediately adjacent to, the broad rental market area. This is defined as the area in which a person could reasonably be expected to live, taking into account access to facilities and services, as defined by the Valuation Office Agency.

The council already places 85% of all applicants within the city and is striving to increase the available housing supply within the city, with the outcome that this number will increase. There are a comparatively small amount of people with a significant set of needs who are likely to be placed outside of the city.

Brighton & Hove City Council is working hard to reduce the number of out-of-area placements for all those without specific

needs to be placed out-of-area. The number of people placed outside Brighton & Hove has been reduced by 50% in an 11-month period and work is ongoing to continue to reduce this number.

In 2026 the number of households in temporary accommodation has been:

Month of 2026	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
Number of households in temporary accommodation	2,172	2,203	2,200	2,221	2,274	2,292	2,301	2,336
Percentage change from previous month		1%	0%	1%	2%	1%	0%	2%



The factors driving demand for housing in the city include geographical constraints. There is limited housing supply as building is constrained between the South Downs and the sea. The trend in 2026 has been that demand for temporary accommodation has increased and this is expected to continue. This is because the factors driving increasing demand remain in place.

To achieve best value, the council has been moving away from the use of spot-purchased temporary accommodation and increasing procurement of block-booked accommodation at a lower nightly rate as well as increasing its supply of council-controlled accommodation.

1.4 Out of Area Placement Policy

The Supreme Court decision in *Nzolameso v Westminster City Council [2015] UKSC 22* established that where a local authority is unable to accommodate households experiencing homelessness within its own area, it must have a policy setting out how out-of-area placements are allocated. This policy meets that requirement and supports officers in meeting the statutory requirements of the Homelessness (Suitability of Accommodation) (England) Order 2012. In line with the Court of Appeal decision in *Alibkhiet v Brent LBC [2018] EWCA Civ 2742*, distance from the city is assessed by ease of access and travel time rather than in a straight line.

1.5 Replacement of An Allocation of Temporary Accommodation Policy

An Allocation of Temporary Accommodation Policy was first agreed by Housing Committee on 25 September 2015. This Temporary Accommodation Suitability Policy replaces the Allocation of Temporary Accommodation Policy to comply with new requirements introduced by the government's National Plan to End Homelessness (December 2025).

1.6 Alignment to the Homelessness and Rough Sleeping Strategy 2025 to 2030

The Suitability of Temporary Accommodation Policy reflects priorities set out in the Homelessness and Rough Sleeping Strategy 2025 to 2030, adopted by Cabinet on 11 December 2025. It supports delivery of the strategy's second priority, to improve temporary accommodation pathways and experiences, including the commitments to support people living in temporary accommodation, to improve the supply and quality of that accommodation, and to improve move-on into settled housing. It also reflects the strategy's specific focus on tackling homelessness among children, families and young people, who account for around two in five of those experiencing homelessness in the city, most of whom are living in temporary accommodation.

1.7 Alignment to A National Plan to End Homelessness

In December 2025, the government published A National Plan to End Homelessness. The national priorities most relevant to this policy are ending the unlawful use of bed and breakfast accommodation for families, improving the supply and quality of temporary accommodation, and helping more households to remain in or move into a settled home.

1.8 Assessments

It is the legal obligation of the housing authority to make assessments as to suitability based on the individual circumstances of the presenting applicant.

2. Policy

2.1 Interpretation

The Council's preference is to place households within the city wherever suitable accommodation is available. Where this is not practicable at a particular time, including because suitable accommodation is unavailable, the Council will seek, where appropriate, to bring households back into the city as suitable accommodation becomes available. The policy separates households requiring temporary accommodation into three main groups. These three groups are a continuation of the priority groups that were first adopted by Brighton & Hove in January 2015 in its Allocation of Temporary Accommodation Policy. There will be circumstances where it is appropriate to allocate outside these categories, and each case will be considered on its individual merits.

2.2 Priority Groups

Where no suitable accommodation is available in Brighton & Hove, households will be offered accommodation outside of Brighton & Hove, as close to the city as practicable. On occasions when the Council owes a duty to secure accommodation for households with competing needs and there are fewer units of accommodation available than households to whom a duty is owed, an officer from the Placements Team will apply the priority groups in this section to determine which household will be prioritised for accommodation either within the city, or in the districts adjacent to the city.

The placement groupings set out in this policy are intended to support and guide placement decision-making by promoting consistency and transparency. They do not replace the requirement for an individual assessment of circumstances. Each placement decision will be based on a personalised assessment of the household's needs, risks, vulnerabilities and relevant circumstances, with the individual assessment remaining central to determining the suitability of accommodation.

Group A

Where possible, households in this group will be offered accommodation within Brighton & Hove. This group includes households with:

- A child in their final year of Key Stage 4 (generally Year 11) in a city school
- A child with an Education, Health and Care Plan attending school in the city
- A child subject to a Child Protection Plan under BHCC
- A care leaver where BHCC is the corporate parent
- A person providing care under a formal care plan agreed with Social Care
- A person in settled employment within the city where it is evidenced they are required to work at least 3 hours per shift between 11pm to 6am and where relocation would risk job loss. This reflects the definition of nighttime work in regulation 2 of the Working Time Regulations 1998
- A person receiving specialist medical treatment within the city requiring frequent attendance (typically 2–3 times per week)

Group B

Households in Group B are prioritised for accommodation in adjacent districts within the broad rental market area or neighbouring districts within approximately one hour’s travel time by public transport. This group includes households:

- With a child in secondary education in the city or neighbouring local authorities
- With a person requiring specialist medical treatment available only within the city
- With a person receiving secondary mental health services

Group C

All other households experiencing homelessness will be offered temporary accommodation wherever it can be procured, provided it is suitable for their needs. The Council will seek to secure accommodation as close to Brighton & Hove as reasonably practicable.

2.3 Assessment of Cases

A household's individual circumstances will be taken into account when allocating temporary accommodation. This includes:

- Distance from where they were previously living
- Disruption to employment, education or caring arrangements
- Physical access to and around the accommodation, space to mobilise, the accessibility of bathroom and kitchen facilities, and modifications to assist people with needs arising from sensory loss as well as mobility needs
- Access to medical facilities
- Proximity to essential services and amenities
- Where a household may benefit from being out of city (please see section 2.9 for examples where this may be relevant)

When offering interim accommodation to an applicant, a Homelessness Prevention Officer or Placement Officer will record how they considered the suitability of the interim accommodation offered in light of an applicant's individual circumstances, by placing a note on the applicant's housing file.

If information about the essential needs of a household is missing at the point suitable housing must be offered, the Homelessness Prevention Officer or Temporary Accommodation Housing Officer will consider whether the duty to make further inquiries is triggered and, if so, will request the further information that is necessary to determine the accommodation that is suitable for the household.

When an applicant is offered accommodation, they will receive a written notification with essential information about the accommodation offered, including confirmation whether the accommodation is suitable, whether they have the statutory right to request a review of the suitability within 21 days of the offer, the address of the property offered, the rent, the size and floor level, and who to contact if there is a problem.

2.4 Referral Considerations

At the point of referral, officers must consider:

- Distance from the local area
- Access to transport, including cost implications
- Availability of public transport
- Employment circumstances
- Affordability, taking into account the financial resources available to the household and having regard to the matters in the Homelessness (Suitability of Accommodation) Order 1996 and assessing whether they are sufficient to pay for the household's reasonable living expenses, including, but not limited to, rent, council tax, utility bills, essential transport costs and any other essential needs such as those arising from disability, childcare or other costs caused by the accommodation offered
- Children's welfare issues, particularly education, which includes:
    - Availability of school places
    - Special educational needs or EHCPs
    - Whether the child is at a critical stage (e.g. GCSEs or A-levels)
    - Department for Education Guidance on travel to school for children of compulsory school age
- Medical factors
- Any risks associated with late night travel
- Any other relevant circumstances raised by the applicant

2.5 Operational Procedures

Officers must:

- Ensure referrals, groupings and documentation are passed to the relevant teams
- Confirm grouping prior to placement
- Record and communicate any changes in circumstances
- Ensure allocation decisions remain appropriate at the point of placement

2.6 Anticipated Demand for Temporary Accommodation

The Council will maintain an evidence-based understanding of anticipated demand to ensure sufficient and appropriate provision.

This will include:

- Monitoring homelessness presentations, acceptances, and placements
- Analysing household composition and support needs
- Forecasting demand by accommodation type, including:
    - Self-contained accommodation
    - Shared accommodation
    - Bed and Breakfast (for emergency use only)
    - Specialist and supported accommodation
- Assessing seasonal trends and external pressures, including housing market conditions and welfare reforms
- The demand assessment will be informed by the Local Supported Housing Strategy and associated assessments of supported housing need

This intelligence will inform procurement strategies, financial planning, and decisions regarding in-area and out-of-area placements. It will also align with the monitoring and provision required for the Rough Sleeping Programme.

2.7 Rough Sleeping Programme guidance (three-year programme commencing 2026)

Consideration will be given to whether existing commissioned support can be enhanced to meet the needs of people accessing the Programme. Decisions about the most appropriate support and accommodation will be informed by

assessment of individual needs, risks and support requirements, including risk of long-term rough sleeping, using ERSRAT alongside local intelligence, outreach information and professional assessment.

The Programme may provide a range of accommodation options, including shared accommodation, self-contained accommodation, assessment spaces, supported lodgings, settled accommodation and other supported housing. Accommodation provided through the Programme forms part of the Council's rough sleeping pathway and is distinct from accommodation provided solely in discharge of statutory homelessness duties under Part VII of the Housing Act 1996. It is intended to provide targeted accommodation and support as part of a pathway away from rough sleeping and towards settled housing.

In some circumstances, emergency accommodation may be required, including B&B accommodation, hostel or night-shelter provision, warm spaces or sit-up provision. These options are intended as short-term emergency responses where no more suitable alternative is immediately available, with more suitable accommodation identified as soon as practicable.

Accommodation offers will take account of individual circumstances, safety and support needs. The Council will consider whether individuals may be at increased risk of harassment, abuse, exploitation or re-traumatisation in particular settings, whether shared accommodation is appropriate, and whether specialist, self-contained or single-sex accommodation is required.

Particular consideration will be given to the needs of women experiencing rough sleeping, including survivors of domestic abuse or sexual violence, alongside young people, care leavers, LGBT+ people and disabled people, recognising that different accommodation settings may present different risks or support needs.

2.8 Minimising Disruption to Support, Education and Essential Services

The Council will seek to minimise disruption when allocating temporary accommodation, particularly in relation to:

Education

- Maintaining existing school placements, where reasonably practicable

Health

- Maintaining access to medical treatment, particularly where frequent attendance is required, and ensuring equivalent services are available where this is not reasonably practicable

Employment

- Supporting continued access to employment, including for those working anti-social hours, and ensuring equivalent employment is available where this is not reasonably practicable

Care and Support Networks

- Maintaining formal care arrangements and informal support networks, and ensuring alternative arrangements can be made where this is not reasonably practicable
- Where practical to do so, the Council will consider the cultural needs of the applicant [*R (Gebremarium) v City of Westminster* [2009] EWHC 2254 (Admin)]

These considerations form part of the Council's broader duty to assess suitability when making placements.

2.9 Out-of-Area Placements and Section 208 of the Housing Act 1996

Where accommodation cannot reasonably be secured within Brighton & Hove, placements may be made outside the district in accordance with Section 208 of the Housing Act 1996.

The Council will:

- Secure accommodation as near as reasonably practicable to Brighton & Hove, unless it considers there are clear benefits for the household of being accommodated outside of the city.
    - Examples of cases where a household may benefit from an out of city offer could include where the applicant, and/or a member of their household, would be at risk of domestic abuse or other violence in the city and need to be accommodated elsewhere to reduce the risk of further contact with the perpetrator(s), or households which include ex-offenders or a person who has used drugs or alcohol who would benefit from

being accommodated outside the city to help break links with previous contacts which could exert a negative influence.

- Avoid placements that require households to move more often than necessary
- Take into account all relevant suitability factors set out in this policy
- Prioritise placements within the broad rental market area wherever reasonably practicable
- Avoid placements requiring household members to travel long-distance at night

2.10 Placements Outside the Area

Where a placement is made outside Brighton & Hove, the Council will take reasonable steps to minimise disruption and support the household to access relevant services in the area of placement. The household will be provided with information about key local services and who to contact regarding the accommodation. The receiving local authority will be notified within the required timescale and, where appropriate and necessary, relevant information will be shared and liaison undertaken with services involved with the household, including where statutory safeguarding arrangements are in place.

The suitability of the accommodation will continue to be considered in accordance with this policy where the household's circumstances or needs change. Where a household has been placed outside Brighton & Hove, the Council will, where appropriate, consider opportunities for the household to move closer to or back within the city when suitable accommodation becomes available, taking account of the household's individual circumstances and the needs of other households requiring accommodation.

The Temporary Accommodation Placements Team will, before the end of the period of 14 days beginning with the day on which the accommodation is made available to the applicant:

- provide the household with details of who to contact regarding maintenance or repair issues;
- provide information about nearby schools, doctors and other key services;
- notify the receiving local authority;
- provide relevant information regarding the household and any identified support needs;

- liaise with relevant services in the receiving authority's area before placement where a member of the household is subject to statutory safeguarding arrangements; and
- ensure information provided to the household is available in an accessible format, with translation or interpretation where required

2.11 Notification to Health and Education Services

Following Duty to Refer (Children's Wellbeing and Schools Act 2026), the Council will ensure, where a household with children is placed in temporary accommodation, that:

- Appropriate consent is obtained to share information
- Notification is provided to relevant:
    - Education services
    - GP Surgery
    - Health Visitor services (where applicable)

This will:

- Promote continuity of education and healthcare
- Support safeguarding and early intervention
- Be carried out in accordance with data protection legislation and statutory guidance

2.12 Households with Children

The Council has a duty under section 11 of the Children Act 2004 to have regard to the need to safeguard and promote the welfare of children when providing accommodation.

Accordingly, as best practice according to the Ministry of Housing, Communities, and Local Government guidelines, when providing accommodation to a household containing children, the Council will consider the health, safeguarding and support needs, and ensure that there is:

- Adequate space for a cot for each child aged under 2 and promote safer sleeping guidance

- Where a household with a child aged under 2 does not have access to a cot, the Council will provide immediate support to help provide one and promote safer sleeping guidance
- Somewhere to cook and store food
- Space for a washing machine, or access to a launderette nearby
- Adequate space to securely store clothes and other essentials safely away from other households
- Availability of health and education services that are essential to the needs of the household
- The ability for the household to access Wi-Fi, either: by permission from the landlord for them to register with an internet service provider to set up an active line into the accommodation; or by access to cellular network signal in the accommodation for the applicant to use their own private mobile Wi-Fi router with their own mobile data SIM card where possible to do so

2.13 Standard of Accommodation

- All temporary accommodation provided must be suitable within the meaning of section 206 of the Housing Act 1996. In assessing suitability, the Council will have regard to section 210 of the Housing Act 1996 and Chapter 17 of the Homelessness Code of Guidance
- The quality and condition of accommodation will be assessed before it is used
- Accommodation must be free of Category 1 hazards (including damp, mould, excess cold, excess heat, fire safety and electrical safety) assessed under the Housing Health and Safety Rating System, and must meet all applicable health and safety requirements
- Further quality requirements will be applied according to the type of accommodation used, as set out in Chapter 17 of the Homelessness Code of Guidance, these include access to heating, hot water and certain furnishings.
- Where accommodation is found to be unsafe or in disrepair, the Placement Officer or Temporary Accommodation Housing Officer will escalate the matter with the housing provider and require that remedial action is taken to remedy the unfitness, such as instructing that urgent repair works are undertaken. The household will be moved to alternative suitable accommodation where the council is satisfied it is not practicable to undertake repair works with the client in occupation.

2.14 Bed and Breakfast Accommodation

- Bed and breakfast accommodation (accommodation which is not self-contained, as defined in the Homelessness (Suitability of Accommodation) (England) Order 2003, as amended) will be used only as a last resort in an emergency
- Where a household includes a pregnant woman or dependent children, bed and breakfast accommodation is not suitable unless no other accommodation is available and, even then, must not be used for more than six weeks in total
- Where a family is approaching the six-week limit, the Council will take steps to secure alternative suitable accommodation

2.15 Reviews of Suitability and Refusals

- An applicant has the right under section 202 of the Housing Act 1996 to request a review of the suitability of accommodation offered or provided under section 193(2) of the Housing Act 1996. A request must be made within 21 days of being notified of the decision
- An applicant may accept an offer of accommodation and still request a review of its suitability. The Council will advise applicants of their review rights when an offer is made
- Where an applicant refuses an offer of suitable temporary accommodation, the Council will explain the consequences of refusal, which may include the ending of the Council's duty to accommodate
- This statutory review right is in addition to the Council's internal suitability reconsideration arrangements set out in section 2.16
- Accommodation will be reviewed regularly to ensure it remains safe, suitable, and appropriate for the household

2.16 Local Oversight and Suitability Assurance

The Council will undertake the following to maintain oversight to ensure all temporary accommodation remains suitable.

a) Regular Audits

- Periodic inspections to:
    - Confirm occupancy

- Assess property condition and safety

b) Suitability Reconsideration

- Reconsiderations triggered by:
  - Third-party evidence which indicates accommodation may have become unsuitable
  - A change in the household's circumstances

Where a household provides such evidence of a change in circumstances, the following approach will be taken to reconsider the suitability of the accommodation, depending on the circumstances:

b1) Applicants who provide evidence of a change of circumstances within 21 days of a reviewable decision

- Where an applicant has been notified of a decision which has the right to request a review of the suitability of accommodation, and the applicant requests a move within 21 days of notification of the decision, a statutory suitability review will be undertaken by the Reviews Team.

b2) Applicants accommodated by the Placements Team where the evidence is provided after the 21-day deadline

- If the applicant is in accommodation arranged by the Placements Team, the suitability assessment will be undertaken by a Homelessness Prevention Officer.

b3) Applicants accommodated by the Temporary Accommodation Team or Seaside Homes where the evidence is provided after the 21-day deadline

- If the applicant is in accommodation arranged by the Temporary Accommodation Team, the suitability assessment will be undertaken by the Temporary Accommodation Housing Officer who has oversight of the property.

c) Case Recording and Monitoring

- Use of record systems to:
    - Record decisions
    - Monitor changes in need or grouping

c1) If the Homelessness Prevention Officer or Temporary Accommodation Housing Officer decides the accommodation is suitable, they will send the applicant a decision letter setting out their suitability decision and providing details of the applicant's right to request a review within 21 days.

c2) If the Homelessness Prevention Officer or Temporary Accommodation Housing Officer decides the accommodation is unsuitable, they will add a note to the housing file with the reasons for their decision, notify the applicant, and arrange for the household to be provided with suitable alternative accommodation.

d) Multi-Agency Engagement

- Coordination with:
    - Social Care
    - Education providers
    - Private sector housing for enforcement of housing conditions

e) Governance and Quality Assurance

Oversight through:

- Case audits
- Escalation procedures where accommodation is found unsuitable on reconsideration
- Council-level monitoring will include, as appropriate: in-area and out-of-area placements; families with children or a pregnant woman in B&B and the length of those placements; length of stay in temporary accommodation; suitability decisions, reconsiderations and statutory reviews; property-condition concerns and complaints; and provider performance.

- Individual provider performance will be monitored through the quarterly contract management arrangements and the reporting template shown in Appendix A. This provides a structured framework for quarterly contract management and performance monitoring of temporary accommodation providers. It sets out the process for reviewing provider performance, recording key achievements and issues, assessing compliance and service quality, monitoring occupier experience and satisfaction, and tracking improvement actions through to completion. The template includes performance assessment and reporting arrangements, action planning, escalation processes where required, and formal review and sign-off by both the provider and the Council. The KPI framework is intended to support consistent performance monitoring; however, the specific KPIs and targets will be refined and confirmed by the Contract Manager to ensure they are proportionate, measurable, and aligned with the requirements, service standards, and outcomes set out within the individual provider's contract.

2.17 Public Sector Equality Duty

- In applying this policy, the Council will have due regard to the need to eliminate discrimination, advance equality of opportunity and foster good relations, in accordance with section 149 of the Equality Act 2010
- An Equality Impact Assessment will accompany this policy and will be kept under review, including consideration of how the priority group criteria and out-of-area placements affect people with protected characteristics
- Key information relating to the placement and property is provided in accessible formats and translated or interpreted wherever needed

2.18 Policy Review and Governance

- This policy will be reviewed annually.
- Complaints about the application of this policy may be made through the Council’s corporate complaints procedure.
- Personal information is handled, stored and shared in accordance with data protection legislation (UKGDPR) and the Council’s privacy notice.

Appendix A

QUARTERLY PERFORMANCE ASSESSMENT TEMPLATE

Accommodation Provider	[PROVIDER]
Accommodation Type	[ACCOMMODATION TYPE]
Contract commencement date *NB: the performance assessment period will commence on the first day of contract implementation*	Day / Month / Year
Quarterly Performance Evidence and Report Submitted by [PROVIDER] Holdings	Day / Month / Year Name: Job title: Date:
Quarterly period (3 months) being assessed	Day / Month / Year - Day / Month / Year inclusive
Performance assessment status *To be completed by the assigned contract manager or Head of Service at Brighton and Hove City Council*	☐ Good ☐ Approaching target ☐ Requires improvement ☐ Inadequate ☐ Other Name: Job title: Date: ☐ Reviewed ☐ Approved ☐ Escalated
Previous reports *Brighton and Hove City Council to include links to all previous reports or the folder containing all previous reports submitted by the Provider*	*All quarterly reports are to be included here to support reviews of any changes from previous reports and annual reporting of KPIs which will be published every 12 months for the lifetime of the contract (six years: 2+2+2)* *Where this is the first quarterly performance report, please enter N/A (not applicable) as there will not be any previous reports or evidence to link to in this section*

Purpose of the Quarterly Performance Assessment:

To provide a consistent quarterly assessment of performance by the Provider ([PROVIDER]) against [XX] KPIs.

The KPIs assess performance against:
Quality of delivery, occupier satisfaction, health and safety, environmental performance, and social value.

Date submitted		Review meeting date	

Assessment process

Instructions

- Complete one rating for each KPI using the agreed evidence for the quarter.
- Where 'Other' is selected, state why the standard scale cannot be applied. For example, no data or no relevant delivery.
- Record corrective action for any KPI rated Requires improvement or Inadequate, including an owner and due date.
- Use the overall assessment section to identify recurring issues, improvement priorities, and decisions required.

Performance rating descriptors

Quarterly performance assessment overview

☐ Good ☐ Approaching target ☐ Requires improvement ☐ Inadequate ☐ Other

Rating	Descriptor
Good	Performance is meeting or exceeding the key performance indicators.
Approaching target	Performance is close to meeting the key performance indicators.
Requires improvement	Performance is below the key performance indicators.
Inadequate	Performance is significantly below the key performance indicator.
Other	Performance cannot be described using the four ratings above. For example, where no data is available to make an informed assessment, or when relevant service delivery has not taken place.

Overall rating rule: apply professional judgement across each of the 15 KPIs.

Do not calculate a simple average where a serious health, safety or safeguarding concern would be masked. Record the rationale below.

Notes on quarterly overview assessment:

Month 1

Please list all relevant information below using bullet points

Month 2

Please list all relevant information below using bullet points

Month 3

Please list all relevant information below using bullet points

KPI performance assessment

For each KPI, record the result, supporting evidence, selected rating, and any required action. Targets reflect the attached contract and specification; where a numerical threshold is not expressly fixed, the measure tests evidenced compliance with the stated obligation.

Performance area/KPI	Target / expected standard	Quarterly report (3 x calendar months) and evidence	Rating	Improvement action, owner and due date
1. Allocation response and same-day move-in	**Respond within 60 minutes to allocation requests and facilitate occupation on the day of allocation.** **Evidence:** Allocation logs; booking records; exception log	**<u>Quarterly reporting</u>** **Month 1 report:** **Month 2 report:** **Month 3 report:** **Evidence / source(s):**	☐ Good 98% - 100% ☐ Approaching target 90-97% ☐ Requires improvement 80-89% ☐ Inadequate Below 80% ☐ Other	**Action:** **Owner:** **Due date:** **Status:**
2. Initial occupancy confirmation	**Inspect each room within 7 days of move-in to confirm that it is occupied and identify any issues.** **Evidence:** Inspection records; resident contact notes	**<u>Quarterly reporting</u>** **Month 1 report:** **Month 2 report:** **Month 3 report:**	☐ Good 100% ☐ Approaching target 98%-99% ☐ Requires	**Action:** **Owner:** **Due date:** **Status:**

		Evidence / source(s):	improvement 90%-97% ☐ Inadequate Below 90% ☐ Other	
3. Routine inspections and welfare engagement	**HMOs: weekly. Self-contained accommodation: monthly. Increase frequency where risk or need requires** **Evidence:** Resident engagement system; inspection schedule	**<u>Quarterly reporting</u>** **Month 1 report:** **Month 2 report:** **Month 3 report:** **Evidence / source(s):**	☐ Good 100% ☐ Approaching target 98%-99% ☐ Requires improvement 90%-97% ☐ Inadequate Below 90% ☐ Other	**Action:** **Owner:** **Due date:** **Status:**
4. Repairs completed to priority timescales	**Priority A: make safe within 2 hours and complete within 24 hours. Priority B: within 5 working days. Priority C: within 28 working days.** **Evidence:** Repairs log; completion evidence; overdue report	**<u>Quarterly reporting</u>** **Month 1 report:** **Month 2 report:** **Month 3 report:** **Evidence / source(s):**	☐ Good ☐ Approaching target ☐ Requires improvement ☐ Inadequate ☐ Other	**Action:** **Owner:** **Due date:** **Status:**

			Statutory: must be 100% otherwise not compliant	
5. Void turnaround	**Return rooms to the required standard within 2 working days, except agreed cases including deliberate damage.** **Evidence:** Void tracker; ready-to-let dates; approvals	**<u>Quarterly reporting</u>** **Month 1 report:** **Month 2 report:** **Month 3 report:** **Evidence / source(s):**	☐ Good ☐ Approaching target ☐ Requires improvement ☐ Inadequate ☐ Other Statutory: must be 100% otherwise not compliant	**Action:** **Owner:** **Due date:** **Status:**
6. Complaints handling	**Stage 1 acknowledged within 2 working days and aimed for resolution within 10 working days.** **Stage 2 normally concluded within 20 working days and notified to the Council within 2 working days.** **Evidence:** Complaints register; responses; escalation records	**<u>Quarterly reporting</u>** **Month 1 report:** **Month 2 report:** **Month 3 report:** **Evidence / source(s):**	☐ Good 98%-100% ☐ Approaching target 90%-97% ☐ Requires improvement 80%-89% ☐ Inadequate Below 80% ☐ Other	**Action:** **Owner:** **Due date:** **Status:**

7. Occupier satisfaction and experience	**Report the proportion and themes of occupier feedback indicating levels of satisfaction with accommodation, communication, respect and housing management.** **Evidence:** Qualitative data from occupiers living in [PROVIDER] properties. Survey or feedback returns; complaints and compliments; engagement notes. This may also be undertaken by the Council for assurance purposes	**<u>Quarterly reporting</u>** **Month 1 report:** **Month 2 report:** **Month 3 report:** **Evidence / source(s):**	☐ Good 98%-100% ☐ Approaching target 90%-97% ☐ Requires improvement 80%-89% ☐ Inadequate Below 80% ☐ Other	**Action:** **Owner:** **Due date:** **Status:**
8. Response to occupier concerns	**Demonstrate that concerns, support needs and barriers to sustaining placements are recorded, are acted on promptly, and outcomes are communicated in a clear person-centred and trauma-informed way.** **Evidence:** Case audit;	**<u>Quarterly reporting</u>** **Month 1 report:** **Month 2 report:** **Month 3 report:** **Evidence / source(s):**	☐ Good ☐ Approaching target ☐ Requires improvement ☐ Inadequate ☐ Other	**Action:** **Owner:** **Due date:** **Status:**

	action logs; resident feedback		Required for 100% of cases	
9. Property compliance at occupation and during occupation	**100% of occupied or re-let properties evidenced as habitable, safe and secure, with required gas, electrical, fire, water and appliance checks.** **Evidence:** Certificates; pre-let checklist; property files 100% of properties free from Category 1 hazards, with Category 1 and 2 hazards promptly reported and remediated.	**<u>Quarterly reporting</u>** **Month 1 report:** **Month 2 report:** **Month 3 report:** **Evidence / source(s):**	☐ Good ☐ Approaching target ☐ Requires improvement ☐ Inadequate ☐ Other Statutory: must be 100% otherwise not compliant	**Action:** **Owner:** **Due date:** **Status:**
10. Housing Health and Safety Rating System (HHSRS) and standards of properties	**Property audits; hazard log; remedial evidence that demonstrate the standards of the properties in line with the Housing Health and Safety Rating System (HHSRS)** **Evidence:** Property audits; hazard log; remedial evidence that shows the standards of properties and whether any property falls under Category 1 (serious risks requiring mandatory	**<u>Quarterly reporting</u>** **Month 1 report:** **Month 2 report:** **Month 3 report:** **Evidence / source(s):**	☐ Good ☐ Approaching target ☐ Requires improvement ☐ Inadequate ☐ Other Statutory: must be 100% otherwise not compliant	**Action:** **Owner:** **Due date:** **Status:**

	action by the Council) or Category 2 (lesser risks where action is discretionary).			
11. Fire safety and emergency planning	**Current fire risk assessments and required actions; evacuation information displayed; PEEPs / individual plans in place where required.** **Evidence:** Fire risk assessments; action tracker; PEEPs; audit findings	**<u>Quarterly reporting</u>** **Month 1 report:** **Month 2 report:** **Month 3 report:** **Evidence / source(s):**	☐ Good ☐ Approaching target ☐ Requires improvement ☐ Inadequate ☐ Other Statutory: must be 100% otherwise not compliant	**Action:** **Owner:** **Due date:** **Status:**
12. Safeguarding and serious incident management	**Serious safeguarding or welfare concerns escalated without delay; required records and written notifications completed within contractual timescales.** **Evidence:** Safeguarding log; incident reports; referral and notification records	**<u>Quarterly reporting</u>** **Month 1 report:** **Month 2 report:** **Month 3 report:** **Evidence / source(s):**	☐ Good ☐ Approaching target ☐ Requires improvement ☐ Inadequate ☐ Other Required for 100% of cases	**Action:** **Owner:** **Due date:** **Status:**

13. EPC C or above	**100% of available properties hold EPC C or above by the contractual deadline. Non-compliant properties are declared and removed from availability until compliant.** **Evidence:** EPC register and certificates; works plan; availability list	**<u>Quarterly reporting</u>** **Month 1 report:** **Month 2 report:** **Month 3 report:** **Evidence / source(s):**	☐ Good ☐ Approaching target ☐ Requires improvement ☐ Inadequate ☐ Other Required for 100% of properties made available	**Action:** **Owner:** **Due date:** **Status:**
14. Local employment and skills	**Practical activity supporting local employment, training, skills or workforce development during the quarter.** **Evidence:** Workforce data; training records; local recruitment evidence including for those with lived experience of homelessness	**<u>Quarterly reporting</u>** **Month 1 report:** **Month 2 report:** **Month 3 report:** **Evidence / source(s):**	☐ Good ☐ Approaching target ☐ Requires improvement ☐ Inadequate ☐ Other Required to be evidenced 100% of the time (social value)	**Action:** **Owner:** **Due date:** **Status:**
15. Partnership, innovation and resident outcomes	**Partnership working and appropriate innovation or technology that improves service delivery or**	**<u>Quarterly reporting</u>** **Month 1 report:**	☐ Good ☐ Approaching	**Action:** **Owner:**

	occupier outcomes. **Evidence:** Partnerships ways of working and activity; improvement case studies; outcome evidence	**Month 2 report:** **Month 3 report:** **Evidence / source(s):**	target ☐ Requires improvement ☐ Inadequate ☐ Other Required to be evidenced 100% of the time (social value)	**Due date:** **Status:**

Consolidated improvement and escalation plan

Transfer all actions arising from the KPI assessment into this section. Add rows as required. Immediate risks should be escalated through the relevant contract, health and safety or safeguarding route and should not wait for the next quarterly review.

	Issue / required improvement	Action	Owner	Due date	Status	Evidence of closure
1					☐ Open ☐ Closed	
2					☐ Open ☐ Closed	
3					☐ Open ☐ Closed	
4					☐ Open ☐ Closed	
5					☐ Open ☐ Closed	
6					☐ Open ☐ Closed	
7					☐ Open ☐ Closed	
8					☐ Open ☐ Closed	

Quarterly Performance Assessment Outcome

Agreed overall rating	☐ Good ☐ Approaching target ☐ Requires improvement ☐ Inadequate ☐ Other
Council comments	

Provider comments	
Brighton and Hove City Council representative	Name: _____ Signature: _____ Date: _____
[PROVIDER] Provider representative	Name: _____ Signature: _____ Date: _____

Template source basis

This template was developed from the [PROVIDER] contract and associated documents, particularly the requirements on quarterly reporting, allocations, inspections, repairs, voids, complaints, property compliance, safeguarding, EPC performance and social value.