

BEST PRACTICE CHECKLIST FOR EMERGENCY ACCOMMODATION PROVIDERS

Minimum Operating Standards

The project provides emergency accommodation with rapid access and a low barrier to entry.

Single room accommodation is the clear preference but where communal sleeping arrangements are in place there is an agreed, demonstrable need for this type of accommodation.

The Project has read the [Operating Principles](#) for night shelters

The project acts to move people on from emergency accommodation quickly where possible.

There is appropriate insurance, including Employers Liability, Public Liability Insurance, and Buildings Insurance. Other relevant insurance has been considered.

There are appropriate DBS checks in place.

Policies and Procedures

There is a set of P&Ps relevant to and meeting the needs of the service including but not limited to: Fire Safety, Safeguarding, Health and Safety, Data Protection, Drug and Alcohol, EDI, Lone Working and HR policies.

Policies are updated in line with regulatory changes and have a review date not longer than 2 years.

Physical space and day-to-day delivery

There are enough trained staff and/or volunteers to run the project safely, with contingency plans for absence.

There is an on-call system for out of hours support and in case of emergency.

Assessments balance potential risk to other guests/team against risk to guest of non-acceptance.

The service offers a Psychologically Informed Environment and Trauma Informed Care: welcoming, hospitable, safe, clean, with privacy, people treated with respect, adjustments made for individuals, feedback welcomed.

Guests have access to toilets, washing facilities, drinking water and food.

Guest experience and outcomes

Guests are given information about the service, including their rights and responsibilities, and what to expect from staff and volunteers.

Guests know key procedures such as Fire Evacuation.

Guests can store their belongings securely and there are lockable storage options for valuables.

Guests have access to phone and internet.

Clear and structured information is available on local support services (including but not limited to services for mental health, accommodation, drug and alcohol misuse).

Guests feel able to give feedback and make complaints.

Guests know their expected length of stay and what support is available to move on.

Staff and Volunteer Wellbeing & Development

New staff receive core training during induction, including: safeguarding; professional boundaries; lone working; drug and alcohol awareness; health and safety; and fire procedures.

Staff and volunteers have suitable equipment to work safely, e.g. radios, personal alarm buttons, CCTV, phone and internet.

Staff and volunteer rotas are structured to allow enough time for people to rest and recover between shift periods.

There is a procedure to debrief and to offer further individual support after incidents e.g. violence, aggression, medical emergencies.

Staff and volunteers know how to raise concerns in confidence e.g. about safety or quality of the project.

Partnerships

There is a named point of contact at each referring agency.

There is regular communication between partners, especially with referrers and those the project signposts to.

There is evidence that data protection measures are followed before personal or sensitive data is shared with external agencies, e.g. signed consent forms.

Move-on options make effective use of local accommodation pathways.

Monitoring & Evaluation

The project collects appropriate data about each person using the service, within their data protection policy.

Governance

Trustees demonstrate an awareness of good governance including; organisational oversight and responsibility, and scheduled policy and strategic reviews.

Information about trustees and the project is up to date on the Charity Commission website as required.

For the full list of Criteria for running Emergency Accommodation, you can access the Housing Justice Quality Mark Assessment which exists to promote best practice in the service provided to guests. Access the Quality Mark portal [here](#).

