

Emergency Accommodation Procurement Toolkit

Supplier question bank, evaluation criteria, KPI scorecard and audit-trail checklist for teams buying emergency and decant accommodation under Awaab's Law.

1. Routes to buy

- Call-off from an existing framework or DPS covering accommodation/decant services - fastest compliant route.
- Mini-competition among framework suppliers where required - tests pricing under the compliance umbrella.
- Direct award below relevant thresholds or where framework terms permit - document the VfM rationale.
- Open procedure for a standing emergency accommodation contract - purpose-built specification and KPIs.
- Contract BEFORE the first emergency. The 24-hour statutory deadline does not pause for procurement.

2. Supplier question bank

- Walk us through your last 24-hour multi-household placement: timeline, decisions, outcome.
- How do you assess and document suitability for a household with accessibility needs and a pet?
- What is your out-of-hours model - who answers at 3am, and what can they commit to?
- Show a sample consolidated invoice and weekly cost report (anonymised).
- Which certifications do you hold (ISO 9001, ISO 27001, Cyber Essentials) and are they current?
- How do you handle extensions when repair dates slip - does the file restart?
- What is your escalation route when a placement breaks down?
- How do you brief accommodation operators on vulnerability and safeguarding?
- What data do you report for our Awaab's Law KPI evidence?
- Provide two referenceable outcomes with checkable numbers.

3. Evaluation criteria

Criterion	Require	Weighting guide
Response time	Contracted 24/7 line; evidenced placements within hours	High
Suitability process	Documented household assessment method	High
Inventory breadth	Hotels AND serviced apartments across your geography	High
Billing & audit	One consolidated invoice per case; weekly reporting	Medium-high
Information security	ISO 27001 + Cyber Essentials	Medium
Quality management	ISO 9001	Medium
Safeguarding	Vetting, operator briefing, escalation route	Medium-high
Social value & ESG	Reportable commitments, not promises	Per policy

4. KPI scorecard (mirror the statutory deadlines)

- % emergency placements achieved within 24 hours of instruction
- Time to first suitable option presented (target: hours)
- Placement suitability breakdown rate (re-placements needed)
- Invoice accuracy and reporting turnaround
- Cost per decant night: hotel vs serviced apartment, benchmarked quarterly

5. Audit-trail checklist

- Instruction timestamp and household needs assessment on file
- Options presented, decision rationale and suitability match recorded
- Every extension/relocation logged without restarting the file
- Consolidated invoice coded to claim / PO / cost-centre references
- Data-processing terms covering resident health and vulnerability data

Jigsaw Conferences: ISO 9001 (6626692), ISO 27001 (6501733), ISO 14001, Cyber Essentials, SafeSupplier. 24/7 emergency line for contracted clients. Free to the client - operators pay our commission.

Independently researched using official UK Government guidance and recognised housing sector sources (GOV.UK, legislation.gov.uk). Reviewed regularly by Jigsaw Conferences' operational housing team. General information only - not legal advice. Verified 11 August 2026.