

Emergency Accommodation Procurement Guide

Essential Guide for Housing Associations
and Local Authorities

JIGSAW CONFERENCES LTD

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Introduction

This guide provides essential information for housing associations, local councils, and social housing providers on procuring emergency accommodation for displaced residents.

Whether responding to fire, flood, building safety issues, or other emergencies, having robust procurement processes ensures you can house residents safely and quickly while maintaining compliance with statutory obligations.

Jigsaw Conferences has been providing emergency accommodation services since 2003, working with housing providers across the UK to deliver rapid response accommodation solutions.

Types of Emergency Accommodation Need

Fire and Flood

Immediate displacement requiring same-day placement. Typically short-term (days to weeks) while damage is assessed and repairs completed.

Building Safety

Cladding remediation, structural issues, or safety concerns. Can require longer-term placement (weeks to months).

Domestic Emergency

Urgent situations requiring immediate safe accommodation. Requires sensitivity and safeguarding considerations.

Planned Works

Major refurbishment requiring temporary decant. Can be planned in advance allowing for resident consultation.

Rapid Response Procedures

24/7 Availability

Emergency accommodation needs can arise at any time. Ensure your provider offers:

- 24/7 emergency phone line
- Commitment to placement within defined timeframes
- Escalation procedures for out-of-hours
- Named emergency contacts

Industry best practice:

- Initial response: Within 1 hour
- Accommodation options provided: Within 2-4 hours
- Placement confirmed: Same day for emergencies

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Safeguarding Requirements

All emergency accommodation placements must consider safeguarding:

- DBS-checked staff at accommodation providers
- Appropriate placement matching (families, vulnerable adults)
- Clear reporting procedures
- Regular welfare checks
- 24/7 contact for residents
- Trauma-informed approach

Enhanced safeguarding for:

- Children and families
- Elderly residents
- Those with disabilities
- Mental health needs
- Domestic abuse survivors

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Compliance and Governance

Statutory Requirements

Housing providers must meet statutory obligations including:

- Housing Act duties
- Equality Act compliance
- Health and Safety requirements
- GDPR and data protection
- Safeguarding legislation

Your provider should supply:

- Daily placement reports
- Cost tracking and budget updates
- Resident welfare summaries
- Issue escalation logs
- Monthly governance reports

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Supplier Vetting

Key Criteria

- Proven track record in emergency accommodation
- Financial stability and insurance
- 24/7 service capability
- Quality accreditation (Visit Britain, AA, etc.)
- Safeguarding policies and procedures
- GDPR compliance
- Health and safety certification

Accommodation should meet:

- Fire safety requirements
- Gas safety certification
- Electrical safety standards
- Minimum space standards
- Accessibility needs

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Cost Management

Budget Planning

Emergency accommodation costs can escalate quickly. Consider:

- Framework agreements for pre-agreed rates
 - Tiered pricing for different property types
 - Length of stay discounts
 - Transparent pricing with no hidden costs
 - Regular budget reviews
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- Pre-approved rate cards
 - Authorisation limits by staff grade
 - Regular placement reviews
 - Move-on planning from day one

Cost

Jigsaw Conferences Emergency Accommodation

Jigsaw Conferences provides 24/7 emergency accommodation services for housing associations and local authorities across the UK.

Our service includes:

- Rapid response within 2-4 hours
- UK-wide coverage
- Safeguarding-compliant delivery
- Governance-ready reporting
- Framework agreement options

Contact our emergency team:

Phone: 0800 121 4470 (24/7)

Email: emergency@jigsawconferences.co.uk

Web: www.jigsawconferences.co.uk/emergency-accommodation