

Feedback from Consultation

TA breakfast charges and provision survey

Purpose of consultation:	<p>Strategic and Community Housing Services had received complaints from some tenants placed in temporary bed and breakfast accommodation about the breakfast that was provided by hotel management. The charge made for breakfast is not covered by housing benefits and some complained that, despite having to pay the breakfast as part of their rent, the quality was poor and there was little or no choice about what the breakfast should consist of.</p> <p>The survey aimed to gather feedback from all households where breakfast provision was included in the agreement, on whether to continue with the provision of the service.</p>
Methodology:	<p>All 1,800 households receiving breakfast were sent a letter explaining the consultation and asking for their feedback on whether to continue with the provision.</p> <p>The letter included a translation panel and respondents were asked to complete a 'yes' or 'no' question and returning the survey in a pre-paid envelope.</p> <p>608 responded which equals a 34% response rate. This included 10 requests for translation of the survey.</p>
Findings:	<p>67% said they wanted to end the provision, compared to 33% in favour of keeping the provision.</p>
What does this mean for us?	<p>The balance of opinion was in favour of ending the breakfast provision. Based on the feedback from this survey, Strategic and Community Housing services have agreed that, as from 7 April 08, breakfast provision and the associated charges will end. Occupants affected will be free to choose what to buy for breakfast and where to buy it from.</p>
How were results communicated ?	<p>The outcome of the survey was communicated by letter at the end of February to all 1,800 household affected.</p>
For further information, please contact:	<p>Veronica Clarke at veronica.clarke@haringey.gov.uk</p>
Dates of consultation:	<p>18 January - 15 February 2008</p>
Ward/ neighbourhood affected?	<p>All, including households located in temporary accommodation outside the borough</p>