

One Housing

Homelessness Reduction Act (HRA) solutions

The Homelessness Reduction Act is having a huge impact on how services are delivered. One's homelessness solutions enable you to manage cases in accordance with the new legislation.

Homelessness Module

OPENHousing is a fully integrated and comprehensive housing management system, featuring an extensive set of modules. The Homelessness module enables the logging of all homeless enquiries and aids data gathering, investigating cases and assessing circumstances and needs.

This module includes the ability to create 'assessments of circumstances and needs', 'personal housing plans' (PHPs) and MHCLG compliant H-CLIC extracts. Loaders are available to create the enquiry types, decisions and attributes required for H-CLIC data collection.

Homelessness Dashboard

The HRA Dashboard works as a case management tool to provide an overview of all cases and highlight where action is required and why.

It offers the ability to drill into the data behind the headline figures and view a graphical breakdown, retrieve cases and key data and identify missed decisions, cases in temporary accommodation and cases approaching or exceeding target dates for end of duty decisions. This enables you to quickly pinpoint which cases need action.

A case summary screen includes data on information collected and outstanding, and a scrollable timeline identifies the decisions that may be made on a case and indicates the progression and stage of a case and much more.

Our Homelessness Reduction Act solutions can help to:

- ✓ Quickly and easily collect and extract data to meet H-CLIC reporting obligations.
- ✓ Effortlessly view cases and drill into the detail of the data via the dashboard.
- ✓ Reduce administrative tasks by enabling applicants to view progress and complete their Personal Housing Plan online and automatically create user accounts.

Homelessness Portal

Automatically create a user account for the Homelessness Portal upon creation of a homeless enquiry and email or text initial login details to the applicant. ^

The portal enables applicants to verify household and contact data on their case, view their assessment of circumstances and needs, upload documents, complete their PHP tasks and update PDE consent for household members with real-time updates between the portal and OPENHousing.

Applicants are alerted to any new documents when they log into the portal and an email or text may also be sent to advise applicants to log onto the portal and view new documents.

Applicants can view full details of their PHP including and can complete any of their own PHP tasks online, so that homelessness service providers do not have to do this on the applicant's behalf, saving valuable time.



| Homelessness Module | Homelessness Dashboard | Homelessness Portal |
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| <ul style="list-style-type: none"> • Loader creates enquiry types, decisions and attributes for H-CLIC data collection • Tabs and attribute types aids data gathering by separating information into sections and duties • Enhanced 'investigations' screens • Enables an 'assessment of circumstances and needs' to be produced • Assessment data may be logged on sections defined by assessment type parameters* • New functionality enables 'personal housing plans' (PHP) to be created • Create or update standard text in assessments and PHPs. • New homeless enquiry closure rules for cases under the HRA • System options map data from person/enquiry to H-CLIC responses so double-entry is not necessary • H-CLIC XML extracts in the format required by MHCLG • Person consent referenced on H-CLIC XML personal data extract. <p><i>Requires release version 15.00.00 as a minimum and OPENHousing Core – Rents and Allocations modules.</i> * Requires release version 16.01</p> | <ul style="list-style-type: none"> • Scrollable timeline guides users through prevention, relief, main duty and temporary accommodation • Identifies the decisions that may be made on a case • Indicates the progression/stage of a case by a colour coded marker on decisions made/outstanding status • Displays decision date and outcome including any free text • Flags decisions with an outstanding appeal • Case Summary - includes data on information collected/outstanding, to prompt users to populate the key data required for H-CLIC e.g. attribute count, last enquiry type logged and date. <p><i>Requires release version 15.01.03 and Homelessness module</i></p> | <ul style="list-style-type: none"> • Homelessness Portal enables homeless applicants to self-serve by viewing and updating key data online • Applicants can view and complete Personal Housing Plan tasks • Applicants can view the Assessment of Circumstances and Needs • Ability to update consent for the H-CLIC personal data extract • Applicants can view documents generated by the back office and upload documents for the back office to review • Automatic creation of online user accounts. <p><i>Requires release version 16.01 and Homelessness module.</i> ^ Requires OPEN's email/SMS functionality.</p> |

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