



## public protection



### Homelessness and Housing Advice

The passing of the Homelessness Act has significantly altered the homelessness landscape - placing new duties on local authorities to carry out reviews and publish strategies to tackle and prevent homelessness in their areas. For this local authorities have a clear duty to develop comprehensive multi agency strategies.

Civica's Authority Public Protection system (Authority) helps councils to effectively integrate and reinforce their homelessness strategy.

The Authority system captures data about Homelessness and Housing Advice cases so that over time, data collected can be used for the quarterly P1E return on which local authorities report activity under the homelessness legislation. The changeable P1E return can lead to difficulties in other systems--Authority system is a flexible tool which has user defined windows, an integrated reporting tool kit and links to excel meaning that generating data for P1E return is an easy straight forward process.

#### Housing Advice Record

The service request database is configured to make the job of entering calls from the public easy and rapid.

The screens here will allow the recording of all information collected and log any advice to potential applicants before they are declared as homeless.

H2U - homelessness and housing advice Update (SP707)

Find Browse Personal D/b Update Additional Data Record Defaults Utilities Help Exit

Number 002642 Name Mr Ivor No Home  
LA Ref NFA  
Date 2/ 1/2005 12.19 PC Tel  
1 of 1

General More UD

How Rec V Visit  
Unit HG Housing - General  
Rec Off AAC Andrew Card test  
Inv Off AAC Andrew Card test

Premises  
Ref H014AN34BA/1  
Name  
Add 34 Barley Croft, Bristol

Detail Housing advice

Category 90 Housing Advice  
Type

Dates  
Target 6/ 1/2005  
First Response 12/ 1/2005 12.20  
Date Closed

Action HOA Homelessness Advice Actions History  
Assess Schedules Advice Text.. Save Undo  
Browse by: Category

## Advice Window

Authority users are able to create and amend their own screens and fields to create a fully customised Homelessness module. The window shown below is an example of an Advice screen.

**Housing Advice**

Sex: FEM Female  
Employment: QEC Self Employed  
Stage of Homeless: ACC Accepted Accommodation  
Prevention/Outcome: MOA Applicant made own arrangement, re  
Location: 4E Accepted from Local Gvt North East

Client DOB: [ ]

To Private Sector     To Floating Support     To DHP/HB  
 To Unite     To Housing Assoc     To Hsg Area Services  
 To Rent Bond Scheme     To Women's Aid     To Accom Provider  
 To Voluntary Sector

Help    Close    Undo

F6=Dictionary F7=Description

If the advice leads to homelessness then the advice case record can easily be copied and a homelessness record created.

## Homelessness Database

A database can be created to log all cases of homelessness.

**H2U - homelessness and housing advice Update (SP707)**

Find Browse Personal D/b Update Additional Data Record Defaults Utilities Help Exit

Number: 002634    Name: Mr Ivor No Home 3  
LA Ref: [ ]    Add: NFA  
Date: 26/ 5/2005 12.19    PC: [ ]    Tel: [ ]  
1 of 1

General More UD

How Rec: V Visit  
Unit: HOM Homelessness  
Rec Off: AAC Andrew Card test  
Inv Off: AAC Andrew Card test

Premises  
Ref: H014AN34BA/1  
Name: [ ]  
Add: 34 Barley Croft, Bristol

Detail: homeless case

Category: 93 Eligible homeless and in priority need  
Type: [ ]

Dates  
Target: 31/ 5/2005  
First Response: 26/ 5/2005  
Date Closed: [ ]

Action: HOM Homelessness Application    Actions    History

Assess     Schedules     Homeless     Text...    Save    Undo

Browse by: Category

Ctrl+N=Next Ctrl+P=Prev Ctrl+I=Insert Ctrl+D=Delete Ctrl+Q=Display Default Ctrl+S=Select Default Ctrl+G=GIS Link



## User Defined Screens

A user defined window can be created to log all details of the homeless case and to collect the data for the P1E return. The screen shot below shows an example of this.

**Homeless**

Applicant Sex: R01 Female | Applicant DOB: \_\_\_\_\_

Age Range: 3 | 45 - 59

No of children: 2 |  Arrears | Arrears Amount:  0 to 50  
 50 to 100  
 100 to 500  
 500+

expected children: \_\_\_\_\_  
 Total no of children: 2

Cause: 3D | Violent breakdown of relationship (p...  
 Main Priority: 2O | Homeless due to domestic violence  
 Domestic Violence  
 Secondary Priority: 2JB | Homeless due to alcohol dependenc...  
 Domestic Violence  
 local connection: 4B | Referred to another Authourity

Immediate Outcome: TEM | In Temporary Accommodation  
 Repeat Homelessness  
 Statutory Homeless

Decision Date: \_\_\_\_\_ | Area of Choice: \_\_\_\_\_  
 Start date: \_\_\_\_\_ | Current Accommodatio: REM | Remaining at Home

Appeal | Appeal: \_\_\_\_\_  
 Date of Discharge: \_\_\_\_\_ | Reason for discharge: 2D | Homeless and applicant is age 16/1

Buttons: Help, Close, Undo

F6=Dictionary F7=Description

## Action Diaries

The action diary is used for homeless procedure, letters and previous addresses. Attached to each record is an action diary that records all events that relate to the case. The action diary is used to schedule work for either team or individual officers and provides the ability to create customised templates according to local requirements. The action diary is also used to generate standard correspondence using mail merges to your own documents. Digital photographs and electronic documents can also be linked to provide a complete document log for the record.

**H2U - Action Diary (SP707)**

Personal D/b Record Utilities Help Exit

Action: Ref: 5100 | Service Requests: 002637 | Premises: Ref: H014AN34BA/1  
 Closed | Type: HOM | Items: 16 | Name: \_\_\_\_\_ | Address: 34 Barley Croft, Bristol

Buttons: Template..., Full Diary, Mode...

Item	Det	Description	Scheduled	Actual	Off	Time	Idx	Tx	Activity
1	H00	Bed and Breakfast Hotel							
2	H01	Private Managed Accommodation - Shared Facilities							
3	H02	Private Managed Accommodation - Self Contained							
4	H03	Hostel Accommodation							
5	H04	Womens Refuge							
6	H05	Leased by LA for Homeless Accommodation							
7	H06	Leased by RSL for Homeless Accommodation							
8	H07	With other landlord not RSL or LA							
9	H08	Temporary Accommodation within own stock							
10	H09	Temporary Accommodation within RSL on assured shorthold tenancy							

Buttons: Summary, Print, Header..., Text..., Time Sheet, Delete, OK, Cancel, Apply

F5=Insert, SF5=Add, F6=Amend, F7=Delete, F8=Text, F9=Date Sort, SF2=Export, SF3=Move Up, SF4=Move Down



## Costs

Authority uses a linked or attached spreadsheet to store all temporary accommodation costs. Data stored within these spreadsheets can be reported on from within Authority.

The screenshot shows the 'H2U - Service Requests Assessments (SP707)' window. It features a menu bar with 'Find', 'Browse', 'Personal D/b', 'Update', 'Record', 'Defaults', 'Utilities', 'Help', and 'Exit'. The main area contains several input fields: 'Number' (002634), 'Name', 'Address' (34 Barley Croft, Bristol), 'Total Assessment Links' (1), 'ID' (10), 'Linked to Activity' (Total Links 1), 'LA Ref', 'Description' (Bed and Breakfast), 'Type' (HOM Homelessness), 'Start' (8/8/2005), 'Officer', and 'Expiry'. There is a 'Sheet' checkbox and 'Save'/'Undo' buttons at the bottom. The status bar at the bottom left reads 'Browse by: Links to source'.

## Associated Names and Addresses

Name and address records can be linked to any record. All temporary accommodation details can be stored in the name and address database and attached to the relevant record as required.

The screenshot shows the 'H2U - Service Requests Names and Addresses (SP707)' window. It features a menu bar with 'Find', 'Browse', 'Personal D/b', 'Update', 'Additional Data', 'Record', 'Defaults', 'Utilities', 'Help', and 'Exit'. The main area contains several input fields: 'Number' (002634), 'Name', 'Address' (34 Barley Croft, Bristol), 'Total Name & Address Links' (1), 'Type' (R8A Accommodated in RSL), 'Alarm' checkbox, 'Linked to Activity' (Total Links 2), 'Name' (Authority Housing Association), 'Organisation' (AUTHORITYHOUSINGAS), 'Id' (3250), 'Job', 'House Name', 'Street' (37 Barley Croft, Westbury, Bristol), 'Post Code' (BS9 3TG), 'UPRN' (37734), 'Telephone' (1, 2, 3), 'Fax', 'E-mail', 'Web', 'Opened' (27/9/2005), 'Closed', 'Undefined' checkbox, and 'Text' checkbox. There is an 'LPG' button and 'Save'/'Undo' buttons at the bottom. The status bar at the bottom left reads 'Browse by: Links to source'.

## P1E return

The collection of all this data means that reports can be merged into Excel and pivot tables used to produce the reports required for the return.



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