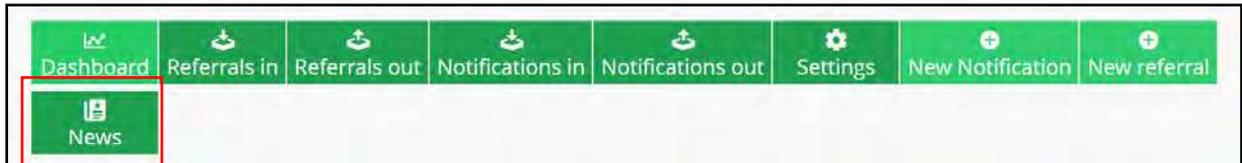


ALERT release notes 31 October 2018

News tab

We have added a 'NEWS' tab to our ALERT module; you can keep up with the latest ALERT news by clicking this tab from within your user dashboard:



New referral types

LAs are now able to make inter-authority referrals through Housing Jigsaw's ALERT module. These include referrals under s.198, s.198(A1) and s.213.

The new referral types will be visible for LAs when clicking on the 'new referral' tab within the ALERT dashboard:

Clicking on this tab:



Will enable you to select the type of referral you wish to make:

Select referral type

s198 local connection referral at main duty stage

For housing authorities who wish to refer an applicant who is owed the main housing duty but does not have a local connection to their district, to another housing authority in England, Wales or Scotland. Before making the referral you must be satisfied that the applicant is unintentionally homeless, eligible for assistance and has a priority need.

s198(a)1 local connection referral at relief duty stage

For housing authorities who wish to refer an applicant who does not have a local connection to their district to another housing authority in England where they do have such a connection. Before making this referral, you must be satisfied that the applicant is homeless and eligible for assistance, owed the section 189B relief duty and that conditions for referral are met.

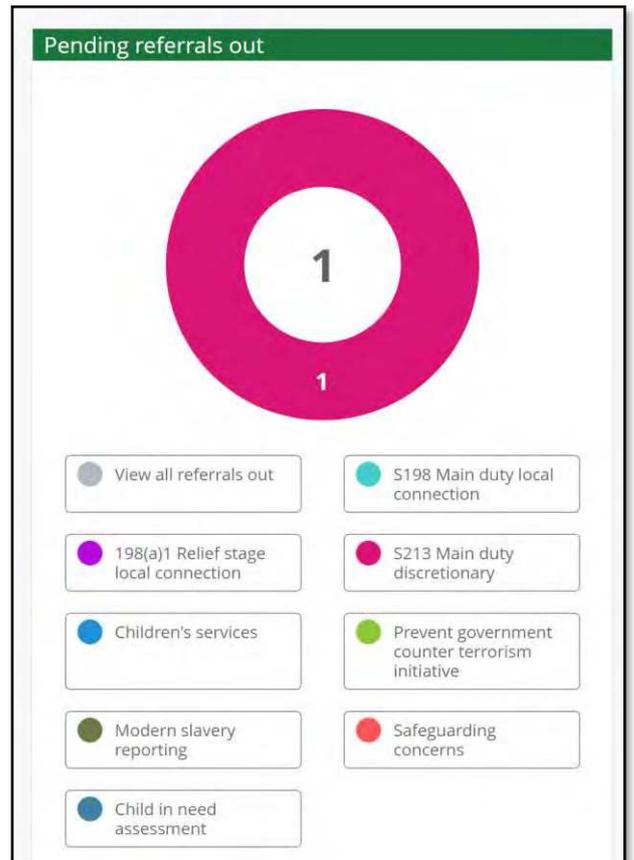
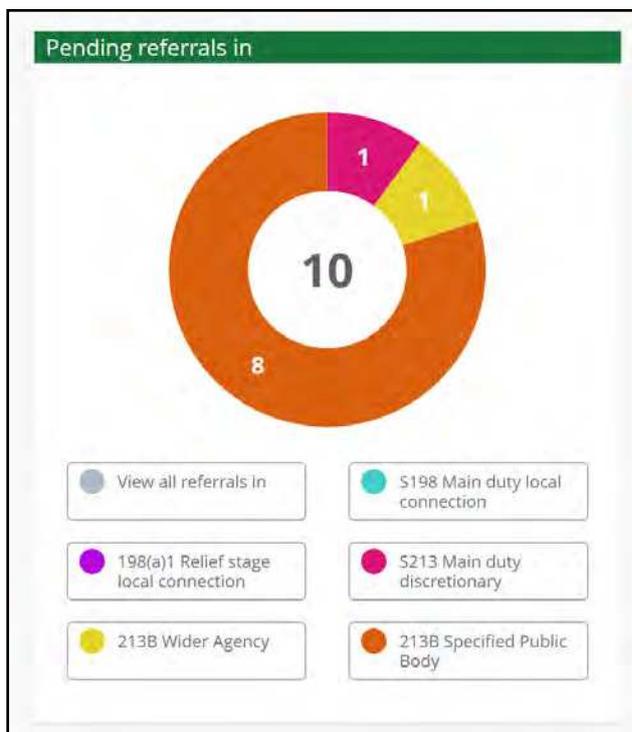
s213 discretionary local connection referral at main duty stage

For housing authorities who wish to seek assistance from another housing authority in securing accommodation where the applicant has a local connection to the district where they applied but the housing authority considers there is a stronger local connection elsewhere.

These referral tiles are dynamic which means that users can only choose from the types of referral they are able to make. For example, a user from within the Probation Service is not be able to make a referral under s.198 local connection but can make a referral under s.213b duty to refer.

New and updated dashboard widgets

To reflect the release of three new types of inter-authority referrals, the ALERT dashboard widgets have been updated and there is a new widget for pending referrals out:



Reasoned decisions

When progressing a referral received, reasons for accepting or declining a referral can now be entered:



Mark as duplicate

Please provide a reason for this referral to be marked as duplicate. This reason will be visible to the party that sent you this referral

< Back

Confirm mark as duplicate Accept referral Download referral

These reasons will be visible to the referring agency and are dynamic to reflect the type of referral received i.e. s.213b referrals can be accepted or marked as duplicate whereas s.198 local connection referrals can be accepted or declined:



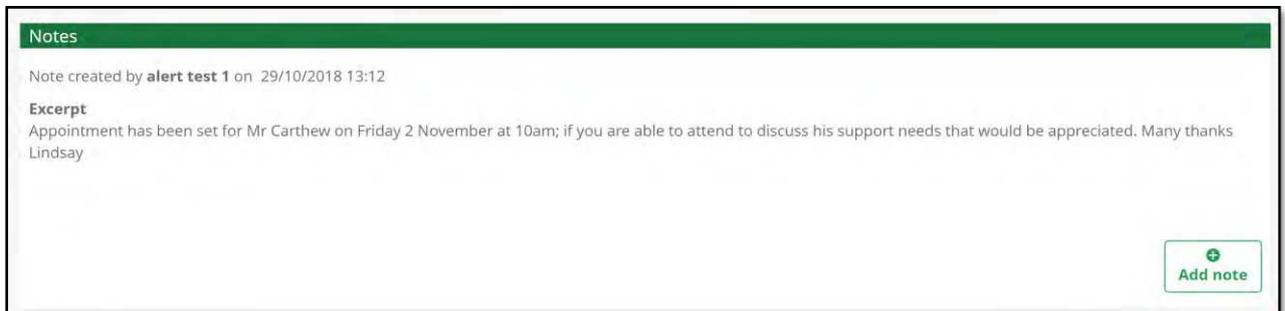
Marked as duplicate reason

Had three referrals for this customer this week

This is designed to support efficient communication between referring agencies and local authorities.

Adding notes to referrals

Notes can now be added to referrals:



Notes

Note created by alert test 1 on 29/10/2018 13:12

Excerpt
Appointment has been set for Mr Carthew on Friday 2 November at 10am; if you are able to attend to discuss his support needs that would be appreciated. Many thanks
Lindsay

+ Add note

These are visible to both the referring and receiving party and provide a two way communications portal:

Notes

Note created by **Oliver Florence** on 29/10/2018 13:15

Excerpt
Thank you for the update and just to confirm I am able to attend this appointment on Friday.

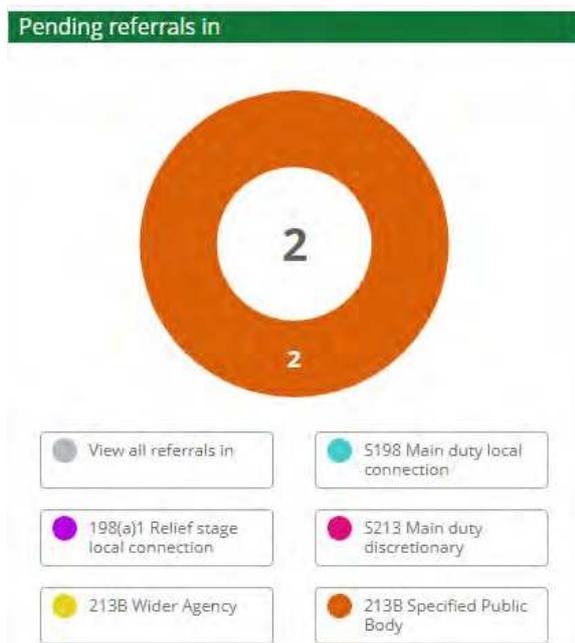
Note created by **alert test 1** on 29/10/2018 13:12

Excerpt
Appointment has been set for Mr Carthew on Friday 2 November at 10am; if you are able to attend to discuss his support needs that would be appreciated. Many thanks
Lindsay

[+ Add note](#)

Case creation within PRAH

If you're a PRAH customer there is no need to download a referral and key in the customer details, saving administrative time. The referral will appear in the dashboard of ALERT



Then click to accept the referral in to PRAH:

Accept

Please provide a reason for accepting this referral. This reason will be visible to the party that sent you this referral

Referral to be accepted

[< Back](#) [Mark as duplicate](#) [Accept referral](#) [Download referral](#)

The case will then appear in the dashboard in PRAH:



This will allow you to assign the case or view the case in PRAH:



As well as viewing the referral directly from PRAH:



ALERT+ release notes 31 October 2018

ALERT+ provides this additional functionality:

- Organisation specific letter templates
- Local Authorities are able to manage the list of wider agencies
- Local Authorities can specify which questions are mandatory or not (within dynamic forms only)
- Reports

For more information on ALERT+ please follow [this link](#).

Organisation specific letter templates

ALERT is pre-loaded with a suite of letter templates to support Local Authorities with making referrals.

ALERT+ allows you to create and amend your own Local Authority template referral letters. This would allow you to add your own logo's, amend the wording or replace the templates.

Within the settings function simply click "Letter Templates":

Settings

This will take you through to “Manage letter templates,”

Manage letter templates

Default ALERT templates

Letter Type Name	Template Name	Download Template	Upload New Template
213B Specific Public Body	213BPublicBodyReferralTemplate.dotx	↓	↑
S198 Main duty local connection	198MainDutyLocalConnectionAfterRelief.dotx	↓	↑
198a1 Relief stage local connection	198a1LocalConnectionAtRelief.dotx	↓	↑
S213 Main duty discretionary	213MainDutyNoLocalConnectionAfterRelief.dotx	↓	↑
213B Wider agency	213WiderAgency.dotx	↓	↑

Modified ALERT templates

There aren't any modified templates for your organisation yet

From here, simply click on “Download Template” and save the document somewhere locally to allow you amend it. Once complete save (using the same template name in the listing above) and click “Upload New Template.” This will replace the template within the system and provide uniformity across the service.

Manage the list of wider agencies

Within the settings of ALERT+ you can configure which wider agencies you are able to receive referrals from. This is configured very easily by selecting, or deselecting the relevant agency:

Settings Letter Templates Reports

Settings

Accept referrals from wider agencies

- Police
- Mental Health Service – Acute in-patient
- Mental Health Service – Community based
- CAMHS
- Sexual Health services
- Community health visitors
- Community midwives
- GPs

Specify which questions are mandatory or not (within dynamic forms only)

As with PRAH, ALERT+ will allow you to select which questions are mandatory and must be completed before moving on to submit the referral.

Reporting

You are now able to download reports for referrals received and referrals sent using the new reporting tool:

Reports

All referrals received with information [Generate report](#)

All referrals sent with information [Generate report](#)

Click on 'generate report' to download your report spreadsheets on all referrals that have been received by and sent from you.

Once clicked it will produce a report as below which will allow you to sort and filter through referrals in the system:

Referral type	Customer Name	Referral Status	Address	Case Number	Referral action length	Date of Homelessness passed	Pregnant household or children
S198 Main duty local connection	Adam Brown	Accepted	Teme House Whittington Road Worcester Whittington Worcestershire WR5 2RY			0 Yes	No
S198 Main duty local connection	213 Local	Pending	28 Ashill Road Birmingham Rednal West Midlands B45 9RB			2 Unknown	No
S198 Main duty local connection	Test AlertUS	Accepted	38 Ashill Road Birmingham Rednal West Midlands B45 9RB	100154		0 No	No
S198 Main duty local connection	Jo Jones	Pending				1 Unknown	No
198(a)1 Relief stage local connecti	Adam Yello	Closed	Teme House Whittington Road Worcester Whittington Worcestershire WR5 2RY			0 Yes	No
S213 Main duty discretionary	dsfgfdgdf fdgfd	Pending	20A Baird Road Newbridge Ratho Midlothian EH28 8RA			10 No	No
S213 Main duty discretionary	LA Connections	Accepted	Teme House Whittington Road Worcester Whittington Worcestershire WR5 2RY			0 Yes	No
213B Wider agency	Ruth Rendell	Pending	12 Cornbrash Road Trowbridge Wiltshire BA14 4DY			70 Unknown	No
213B Specified public body	Andrew Smith	Accepted	Teme House Whittington Road Worcester Whittington Worcestershire WR5 2RY			27 Yes	No
213B Specified public body	Jimmy McGill	Accepted	The Grange Nutholt Lane Ely Cambridgeshire CB7 4EE			70 No	Yes
213B Specified public body	Sarah Smith	Pending	WR5 2RY			65 No	No
213B Specified public body	David James	Accepted	Teme House Whittington Road Worcester Whittington Worcestershire WR5 2RY			63 No	No
213B Specified public body	Chris Brown	Accepted	Teme House Whittington Road Worcester Whittington Worcestershire WR5 2RY			63 Unknown	No
213B Specified public body	Dawn James	Marked as duplicat	Teme House Whittington Road Worcester Whittington Worcestershire WR5 2RY			26 Yes	No
213B Specified public body	Joy Saily	Accepted	18A Abbots Road Eastleigh Hampshire SO50 5BR			63 Unknown	No
213B Specified public body	Tracy Hendren	Accepted	Marlin 16 Abbots Road Eastleigh Hampshire SO50 5BR			62 No	No
213B Specified public body	David Smith	Accepted	Teme House Whittington Road Worcester Whittington Worcestershire WR5 2RY			56 No	No
213B Specified public body	Oliver Florence	Accepted	Teme House Whittington Road Worcester Whittington Worcestershire WR5 2RY			55 Unknown	No
213B Specified public body	Elizabeth Smith	Marked as duplicat	Teme House Whittington Road Worcester Whittington Worcestershire WR5 2RY			49 No	No
213B Specified public body	Jane Smith	Accepted	Teme House Whittington Road Worcester Whittington Worcestershire WR5 2RY			49 No	No
213B Specified public body	Jake Badman	Accepted	Town Hall Hornton Street London W8 7NX			45 Unknown	No
213B Specified public body	Adam Smith	Accepted	Teme House Whittington Road Worcester Whittington Worcestershire WR5 2RY			1 Unknown	No
213B Specified public body	Adam Smith	Accepted	Teme House Whittington Road Worcester Whittington Worcestershire WR5 2RY			0 Unknown	No
213B Specified public body	Fred Bloggss	Accepted	Town Hall Hornton Street London W8 7NX			0 Yes	No
213B Specified public body	James Brown	Accepted	Teme House Whittington Road Worcester Whittington Worcestershire WR5 2RY			0 Yes	No
213B Specified public body	Dawn Dawn	Pending	Teme House Whittington Road Worcester Whittington Worcestershire WR5 2RY			43 No	No
213B Specified public body	tom smith	Pending	Town Hall Hornton Street London W8 7NX			43 Unknown	No