



Agency guide to making a referral using Housing Jigsaw ALERT

How to make a referral using Housing Jigsaw ALERT

Go to <https://live.housingjigsaw.co.uk/alert/duty-to-refer> to register for your free ALERT account as a specified public body or wider agency.

housingjigsaw

Welcome to ALERT

Your free tool, simplifying the duty to refer

[Log in and refer](#) [Register](#)

What is ALERT?

ALERT is a free tool provided to all Local Authorities in England, Northern Ireland and Wales. It supports partnership working by providing a secure and easy to use platform for making referrals and notifications, including the new 213B duty placed on specified public bodies.

How does it work?

Using ALERT is easy. You can sign up in minutes and start making referrals immediately, following the steps below.

- 1 Who are you?**
Sign up and fill in your referring agency details
- 2 Who are they?**
Fill in basic information about the person you are referring including any identified support needs
- 3 Click submit!**
Complete the declaration form, click submit and receive confirmation that your referral has been received

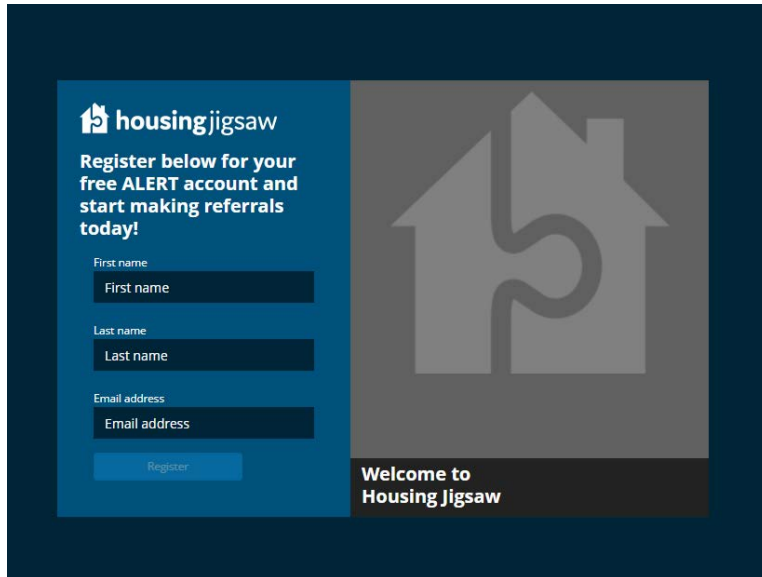
Powered by

housingjigsaw

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[Change password](#) | [Contact us](#)

To start the registration process, click 'register'.

You will be taken to this page and asked to fill the details in on screen

A screenshot of a registration form for Housing Jigsaw. The form is set against a dark blue background. On the left, there is a white box containing the 'housingjigsaw' logo (a house icon with a puzzle piece) and the text 'housingjigsaw'. Below this, it says 'Register below for your free ALERT account and start making referrals today!'. There are three input fields: 'First name', 'Last name', and 'Email address', each with a dark blue placeholder. A blue 'Register' button is at the bottom of this section. To the right of the form is a large, light grey graphic of a house with a puzzle piece inside. At the bottom right of the form area, there is a dark blue box with the text 'Welcome to Housing Jigsaw' in white.

Once you have completed this form you will receive an activation link in an email asking you to set your password.

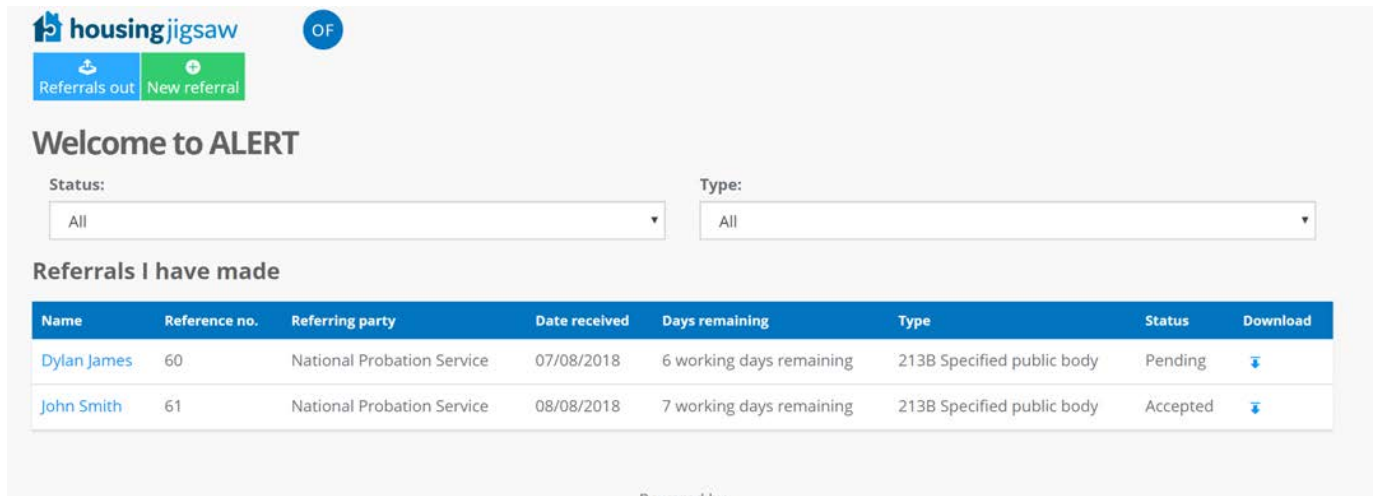
You must do this within 24 hours or the link will expire. If that happens, please follow the 'forgotten password' link in that email to get a new activation link.

When you first log in, you will see a page asking for more details about who you are, it will look like this:

The screenshot shows the 'Your details' registration page. At the top left is the 'housingjigsaw' logo with a house icon. To its right is a blue circle containing '0F'. Below the logo are two buttons: 'Referrals out' and 'New referral'. The main heading is 'Your details' in bold. Below it is a sub-heading 'Who you are - please fill in your details' in a blue bar. The page contains several form fields: 'Are you a specified public body, or wider agency?' with radio buttons for 'Specified public body' and 'Wider agency'; 'Job title*' with a text input field; 'Landline number*' and 'Mobile number*' with text input fields and a note 'Either landline or mobile number is required'; and 'Postcode*' with a text input field showing 'eg. WRS 2RY'. On the right side, there are three buttons: 'Find address' (grey), 'Enter address manually' (blue), and 'Start using ALERT >' (green). At the bottom, it says 'Powered by housingjigsaw' with the logo, followed by '© Housing Jigsaw 2018. All Rights Reserved' and links for 'Change password' and 'Contact us'.

You must complete this registration page before you can make referrals.

When logging into Housing Jigsaw ALERT you'll be taken to the dashboard screen which gives you a high level overview of the referrals you have made:

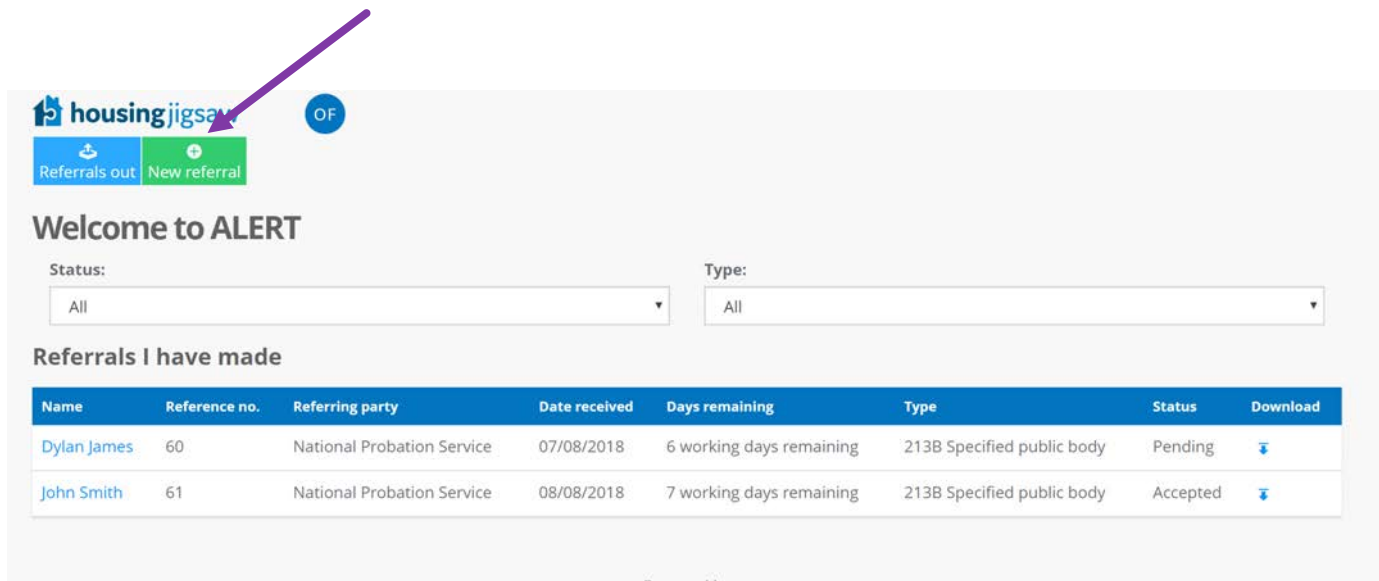


The screenshot shows the Housing Jigsaw ALERT dashboard. At the top left is the 'housingjigsaw' logo with a '0F' notification badge. Below the logo are two buttons: 'Referrals out' (blue) and 'New referral' (green). The main heading is 'Welcome to ALERT'. Below this are two dropdown menus for 'Status:' and 'Type:', both set to 'All'. The main section is titled 'Referrals I have made' and contains a table with the following data:

Name	Reference no.	Referring party	Date received	Days remaining	Type	Status	Download
Dylan James	60	National Probation Service	07/08/2018	6 working days remaining	213B Specified public body	Pending	Download
John Smith	61	National Probation Service	08/08/2018	7 working days remaining	213B Specified public body	Accepted	Download

At the bottom of the dashboard, it says 'Powered by'.

To make a new referral click 'new referral':



This screenshot is identical to the one above, but includes a purple arrow pointing from the top left towards the 'New referral' button, indicating where to click to create a new referral.

Select the type of referral you wish to make:

housingjigsaw OF

Referrals out New referral

Select referral type

213b referrals from public bodies to LA Housing

For those agencies who are subject to the section 213B duty to refer (duty to refer to a housing authority any service users consider may be homeless or threatened with homelessness)

More referrals types coming soon.

We are currently working on supporting more referral types. For more information please see: <https://youtu.be/2Jha4HicbrQ> or contact NPSS at housingjigsaw@npsservice.org.uk

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Next, enter the customer's details:

Create referral - Customer details

Who are they - fill in their details

Basic information

Title First name* Last name* Date of birth*

Gender* Pregnancy due date

Nick / Other / Maiden name National insurance number NHS number

Address

Postcode [Overseas / NFA address](#)

[Enter address manually](#)

Phone and email

Please provide at least one contact method

Home phone number OK to call on? Yes No

Mobile phone number OK to call on? Yes No

Work phone number OK to call on? Yes No

Email address OK to email? Yes No

Once complete, click 'NEXT':

Read and agree to the declaration:

Create new referral

Who are you - fill in your details

You can only check this box if an email address for the customer was provided

Please check this box if you would like the customer to receive an email containing details of this referral (This will only be sent if an email address was provided)

The customer has:

- Specified the Local Authority they wish to be referred to
- Consented for this referral to be made
- Consented that their contact details can be supplied to the housing authority so they can contact the customer regarding the referral.

I agree*

Can't find the Authority you're looking for? They might not be signed up to ALERT yet. To find their current method of receiving referrals please visit: <https://www.gov.uk/homelessness-help-from-council>

Receiving Local Authority*

Complete the referral form providing as much information as possible about the customer you are referring:

Further customer details

Alert referrals

Homelessness Referral / Notifications

* Type of referral/notification
213B Specified public body

* Nationality
Please select

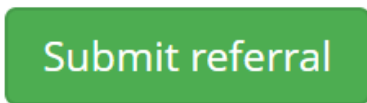
* Ethnicity
Please select

Has the applicant any formal identification
 No
 Yes

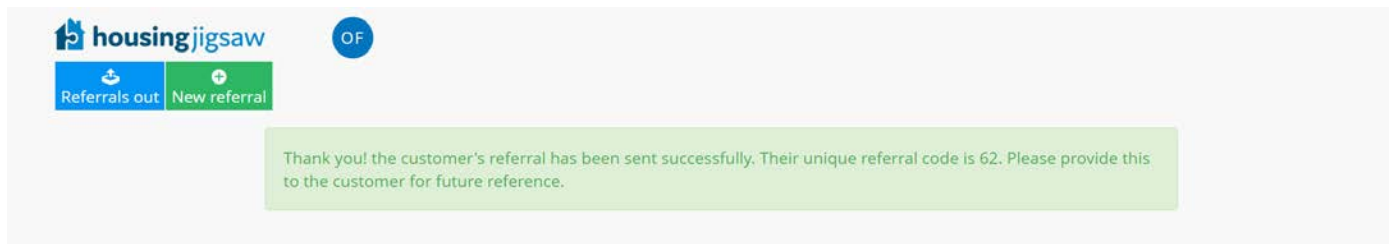
Outline any agency involvement already in place

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Once complete, click:

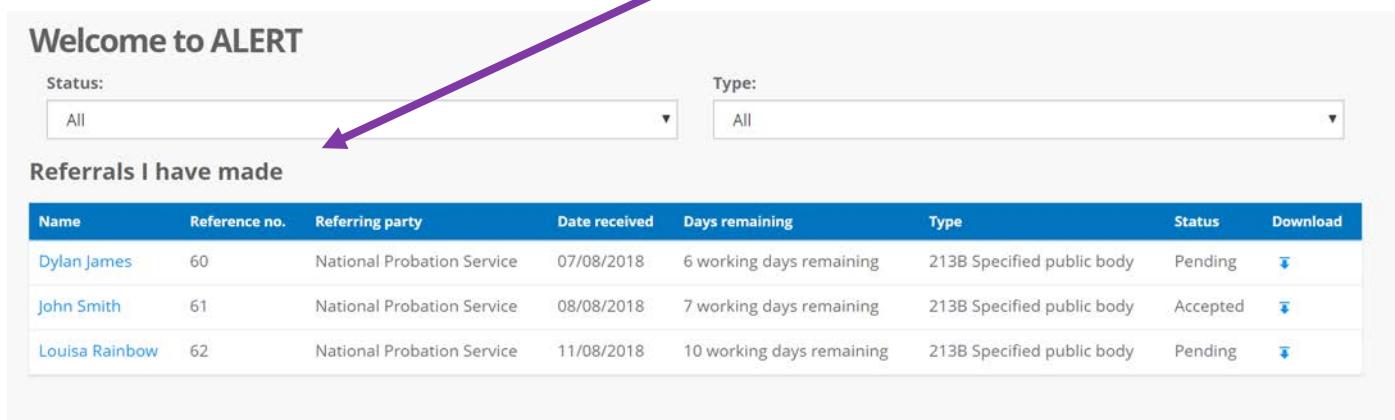


Confirmation that your referral has been received will be shown:



The screenshot shows the top navigation bar with the 'housing jigsaw' logo, a '0F' notification badge, and buttons for 'Referrals out' and 'New referral'. A green message box in the center reads: 'Thank you! the customer's referral has been sent successfully. Their unique referral code is 62. Please provide this to the customer for future reference.'

And your referral will now show as pending in your user dashboard:



The dashboard shows a 'Welcome to ALERT' header with filter dropdowns for 'Status' (set to 'All') and 'Type' (set to 'All'). A purple arrow points from the text above to the 'Status' dropdown. Below the filters is a section titled 'Referrals I have made' containing a table with the following data:

Name	Reference no.	Referring party	Date received	Days remaining	Type	Status	Download
Dylan James	60	National Probation Service	07/08/2018	6 working days remaining	213B Specified public body	Pending	Download
John Smith	61	National Probation Service	08/08/2018	7 working days remaining	213B Specified public body	Accepted	Download
Louisa Rainbow	62	National Probation Service	11/08/2018	10 working days remaining	213B Specified public body	Pending	Download