

ALERT Release Notes 12th September

Customer Emails

When partner agencies make referrals on behalf of a Customer, there is now an option to have a copy of the referral sent to the Customer's email address.

Declaration

You can only check this box if an email address for the customer was provided and they are ok to be contacted via email.

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*

Is the applicant homeless or threatened with homelessness*

Next >

The email the customer receives will look like this:

 housingjigsaw

Dear ***customer name***,

A referral was made on your behalf to ***Local Authority name*** by ***Partner agency name***.

Your referral reference number is: ***reference number***, please use this reference number when contacting the Local Authority.

Best wishes

The Housing Jigsaw Team

Search Bar

Using the “Search” bar, you can now search for any referral that you have sent or received. ALERT can find your customer by first name, last name, NI number, or by the referral reference number.

First Name	Last Name
David	Smith
NI number	Reference no.
not provided	58

First Name	Last Name
David	James
NI number	Reference no.
not provided	70

First Name	Last Name
David	Smith
NI number	Reference no.
not provided	75

Changes to the referrals screen based on MHCLG Feedback

On the “Referrals in” screen the “Homelessness date” is now displayed. This will allow you to see which customers are homeless first. The ‘Days remaining’ column now displays the days since the referral was made. Please see the screenshot below as an example:

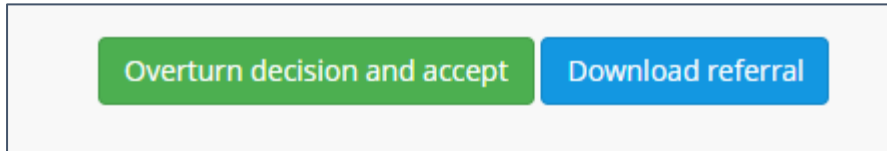
Inbound referrals

Status:
Type:

Name	Reference no.	Referring party	Homelessness date	Date received	Days remaining	Type	Status	Download
Dawn James	72	National Probation Service	Already homeless	23/08/2018	19 days since referral was made/received	213B Specified public body	Pending	Download
Andrew Smith	67	National Probation Service	Already homeless	16/08/2018	26 days since referral was made/received	213B Specified public body	Pending	Download
Sarah Smith	69	National Probation Service	Already homeless	21/08/2018	21 days since referral was made/received	213B Specified public body	Pending	Download
Louisa Rainbow	62	National Probation Service	Already homeless	11/08/2018	31 days since referral was made/received	213B Specified public body	Pending	Download
Adam Smith	84	National Probation Service	20/09/2018	11/09/2018	Received today	213B Specified public body	Pending	Download

Overtun Marked as Duplicate Referrals

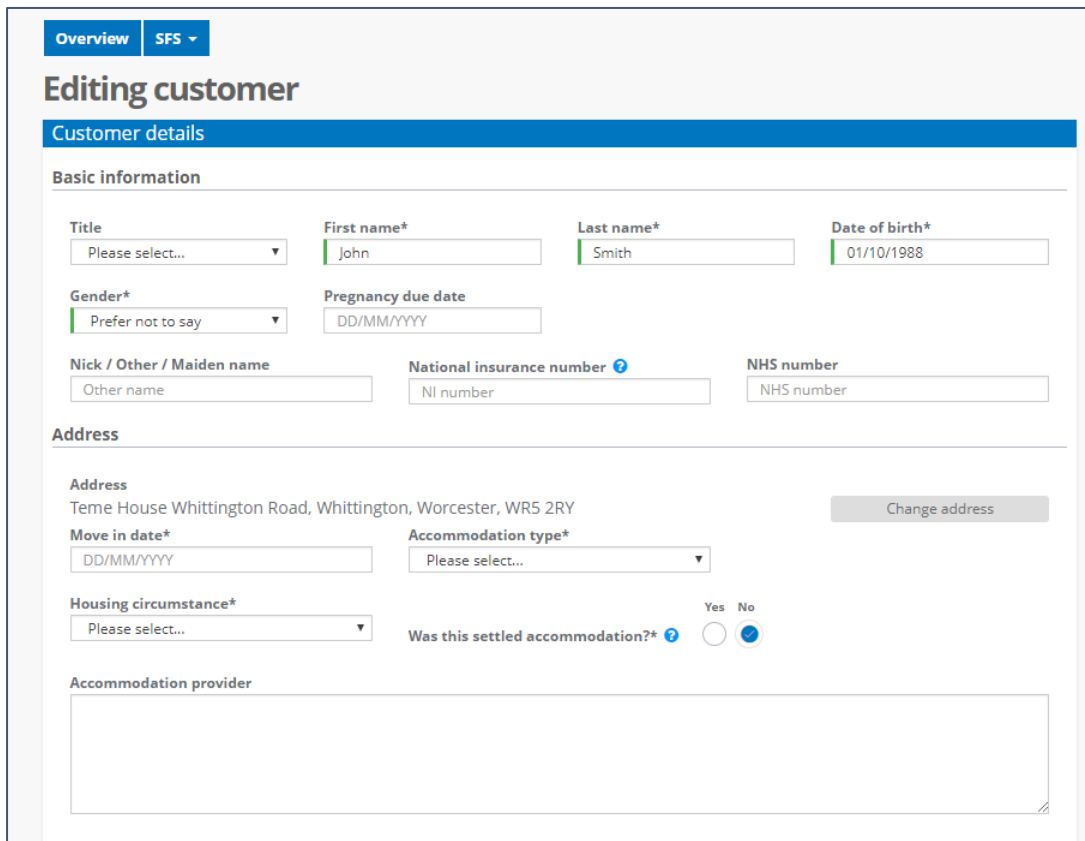
There is now an option in ALERT to 'overtun decision and accept' which will change the status of a referral that has been marked as a duplicate to 'accepted'. This button can be seen at the bottom of the referral review screen



PRAH Integration

For Local Authorities that have both PRAH and ALERT, the Customer and Case will be automatically created in PRAH when you accept the referral in ALERT.

Once you have accepted the referral you will be taken straight to the "Customer Overview" screen in PRAH where you can review and edit the basic information.



Overview | SFS ▾

Editing customer

Customer details

Basic information

Title Please select... ▾	First name* John	Last name* Smith	Date of birth* 01/10/1988
Gender* Prefer not to say ▾	Pregnancy due date DD/MM/YYYY		
Nick / Other / Maiden name Other name	National insurance number ⓘ NI number	NHS number NHS number	

Address

Address
Teme House Whittington Road, Whittington, Worcester, WR5 2RY Change address

Move in date*
DD/MM/YYYY

Accommodation type*
Please select... ▾

Housing circumstance*
Please select... ▾

Was this settled accommodation? ⓘ Yes No

Accommodation provider

Dashboard
My cases
Accommodation
Configuration
New customer

Overview
SFS

Customer overview

Customer details Edit

Reference	Name	Other names
100536	John Smith	not provided
Gender	Date of birth	
Prefer not to say	1st Oct 1988 (29)	
NI number	NHS number	
not provided	not provided	

Create user account
Delete customer

Current case

Case no.	Date of approach
100258	31st Aug 2018
Assigned to	Case status
Unassigned	Approach

View case

Legacy case

Create a legacy case

The referral type will be "Agency Refers Customer s.213B".

Decisions

Not selected

Make decision

Entry point - Flowchart box #2
Agency refers customer s.213B

Date
31/08/2018

Action checklist

Action point - Flowchart box #3
General advice under s.179

Action status
Current

Action outcome
Select an outcome

Action date
31/08/2018

Action checklist

Record action >