**Questions from the Locata Webinar, Session 2**

**The HPA2 demonstration webinar on December 4, 2017, generated a number of questions from those attending. Here are the answers to all the questions posed**

**Purchasing HPA2**

Q: Are you taking new members for the trial group? If so, can we join?

A: Yes we are, please email aglaves@locata.org.uk

Q: What is the ongoing annual cost?

A: If you do not have currently have Locata’s HPA module - £8,000 per annum.

Q: Is there still a discount if purchased with other partners?

A: Yes

Q: What is the turnaround for implementation?

A: Two weeks. However, demand is high and we are starting to get very booked up. In order to guarantee implementation by April 2018 we need a Purchase Order by January 1st, 2018. This is also the date the pre-order discount will end.

Q: Are there additional charges for the postcode lookup functionality?

A: Yes, although if you use your gazetteer these will be significantly reduced.

Q: How many LA who are using the current system updating to the new version?

A: So far, we have had confirmation or strong indication from about 90% of the 68 local authorities that use the current HPA that they will be updating to the new version of HPA2

Q: What are the infrastructure requirements

A: None as it’s a cloud based system using Microsoft Azure.

Q: When will Toolkit Number 8 be available?

A: As soon as Andy Gale has time to finish them. We are told in about a week

**Integration**

Q: Is it possible for this system to link with other CBL providers? I would be interested to be able to pull household data across, if not the bidding activity...

A: Yes the system can link to other CBL systems, however this would be reliant on their having an API or cooperation in exposing the data in CBL and it incurs additional costs.

Q: How would you manage the data migration and system integration?

A: Using data mapping to the H-CLIC questions if you’re currently have Locata HPA you will need to specify which of your existing tasks you want to keep and where they fit into the new work flow.

Q: Will the system integrate with Northgate or is it standalone?

A: It will integrate, and it can also be standalone. Integrating with Northgate incurs additional costs.

Q: Is there a built in Housing Benefit calculator/affordability check list?

A: Yes the system is very flexible and can cater for these requirements.

**Workflow**

Q: Can you also let me know whether our letters will automatically be transferred over to the new system. The reason I ask is that we are currently loading our new letters onto the system in preparation for April.

A: Yes they will

Q: Is there a Review flow/process at each stage as that wasn’t shown during demo?

A: Yes, reviews can be added into the case work flow when a review is triggered by the customer.

Q: Can you demonstrate the reviews process

A: Reviews can be added into the case when the customer requests a review.

Q: The prevention and relief duty stages are quite distinct on the system, but the main duty element is not. Is there an intention to show this as a stage of the process also?

A: Yes cases go from relief to decision to final duties.

**Personal Housing Plans**

Q: Will staff receive regular email prompts when the PHP is updated by the customer?

A: Yes

Q: Can you change the PHP throughout the application? If so, will the customer be able to agree to the new changes?

A: Yes you can change the application and yes they will be able agree to the new change as well

Q: Does the system mainly work around customers receiving/sending messages and information via mobile phones with front facing interaction?

A: There is the mobile friendly customer portal and website for customers who can use that. However, for those that can’t, staff can print the PHP and correspondence for the customer.

Q: The PHP section was quite brief hence we did not actually see a PHP. We were taken through how to update it but it would be great to see what the PHP would actually look like as there are many variations – is the intention that we would have a generic one or do you envisage having a variety in a drop down or something?

A: There is a printable version of the PHP but most customers will view their PHP via the app where they can interact with it. E.g. accept their current circumstance, mark steps as complete, upload proofs. Each PHP is personalised to the customer but the starting point of the personalisation will be preloaded based on their main reason for loss of last settled home, or threat of loss of settled home.

**GDPR**

Q: How would the system treat legacy cases for reporting

A: If you already have Locata’s HPA you have two options you can carry on reporting using the P1E or you can migrate your data over and report on your legacy cases using the H-CLIC reporting. If you do not have Locata’s HPA module legacy cases will be reported through H-CLIC reporting.

Q: Are local authorities able to pull freedom of information questions from the system?

A: Yes

**The Journal**

Q: There was no information on management reports in the webinar?

A: The H-CLIC XML will be produced from the system. Other KPIs can either be set up as widgets on the dashboards or saved case list reports.

Q: How do you generate reports in the new system?

A: We will be using the same approach as our current HPA system, but we are refreshing the interface

Q: Where are the letter format to send to applicants? Also, didn’t see where you are logging appeals, notes etc.

A: The letter formats are held in the main system, this includes reviews and appeal letters. Notes are logged in the journal.

Q: What facility is in place for recording telephone and face-to-face contacts?

A: The journal is there for staff to record their notes from telephone conversations and face-to-face contacts.

Q: Does the system record where referrals come from with regards to statutory bodies?

A: Yes as a form will require that to be entered by the referring body or individual.