

HPA2 - Points of Difference

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Actually, one size does fit all . . .

You can save significant staff resource with clients self serving and organisations referring clients

Housing Assistance Referral Portal

Homelessness reduction



I need help Someone else needs help

[Continue](#)

So whether you are an individual looking for help or an organisation that sees someone that may need help this form will guide both eventualities



The job at hand

Dashboards make managing workloads simple

7 MY CASES 176 ACTIVE CASES 2 UNASSIGNED CASES +

7 ALL MY CASES 7 OVERDUE 0 DUE TODAY 0 DUE NEXT 7 DAYS 0 DUE AFTER THAT

| Application | Days | Next Step | Case | Case Officer |
|-------------|------|---|------------|---------------|
| | 29 | Assistance | Prevention | HPA2 training |
| | 17 | Assistance Next client PHP action due 11 Mar 2018 | Decision | HPA2 training |
| | 28 | Main Application Details Next officer PHP action due 11 Mar 2018 | Prevention | HPA2 training |
| | 17 | Address Next client PHP action due 26 Mar 2018 | Triage | HPA2 training |

Dashboard

7 MY CASES 176 ACTIVE CASES 2 UNASSIGNED CASES +

Case workloads

| Colleague | Cases | Tasks | | | PHP staff actions | | | PHP client actions | | | Reviews |
|---------------|-------|---------|-------|-------------|-------------------|-------|-------------|--------------------|-------|-------------|---------|
| | | Overdue | Today | Next 7 days | Overdue | Today | Next 7 days | Overdue | Today | Next 7 days | |
| Nic Abbott | 41 | 34 | | 2 | 1 | | | | 4 | | |
| Sophie Alam | 3 | 3 | | | | | | | | | |
| Victoria Cole | 2 | 2 | | | | | | | | | |
| Jon Craft | 1 | 1 | | | | | | | | | |

| | | | |
|----|---|------------|---------------|
| 29 | Assistance | Prevention | HPA2 training |
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There is much more to HPA2 than H-CLIC

For a start, you can use our brand new interface to add your own task groups, task types and questions

The screenshot shows the LOCATA PRO HPA2 interface. The top navigation bar includes the LOCATA PRO logo, the text 'HPA2', a search bar with 'Search...' and 'Search'/'Clear' buttons, and a user profile icon. A dark sidebar on the left contains navigation links: Dashboard, People, TA, Reports, CBL, Settings (with sub-links for Tasks, PHP, Communications, and Users), and Help. The main content area is titled 'Task Setup' and features three panels, each with a '+ add' button in the top right corner:

- Task Groups:** A list of task groups including 'Advice Only Case' (highlighted in yellow), 'Assessment', 'Decision', 'Final Duties', 'Legacy Decision', 'Prevention Duty', 'Referral Accepted by other LA - Close Case', 'Relief Duty', and 'Triage Eligibility'.
- Task Types:** A list of task types including '20 What advice was given' (highlighted in blue) and '42 Close Case Advice Only'.
- Questions:** A list of questions including '10 Referred to Family Mosaic'.



Adding questions that make it your system

To add a question simply choose where you want it to appear, choose what type of task it is and add a question to that task type?

The screenshot shows a software interface with three main panels: Task Groups, Task Types, and Questions. The Task Groups panel lists various categories, with 'Triage Eligibility' highlighted. The Task Types panel shows '10 Address', '30 People', and '40 Eligibility', with '40 Eligibility' selected. The Questions panel lists '123 Advice Only Case', '124 Date homeless application made', and '125 Reasons for eligibility for assistance'. A callout points to the '40 Eligibility' task type with the text 'Click on a task type to show questions'. Another callout points to the Questions panel with the text 'Here are the questions in that task type'. A third callout points to a padlock icon on the 'Eligibility Task Type' bar with the text 'This padlock indicates the task is locked'. A footer note states 'This task type is only a member of the Triage Eligibility task group'.

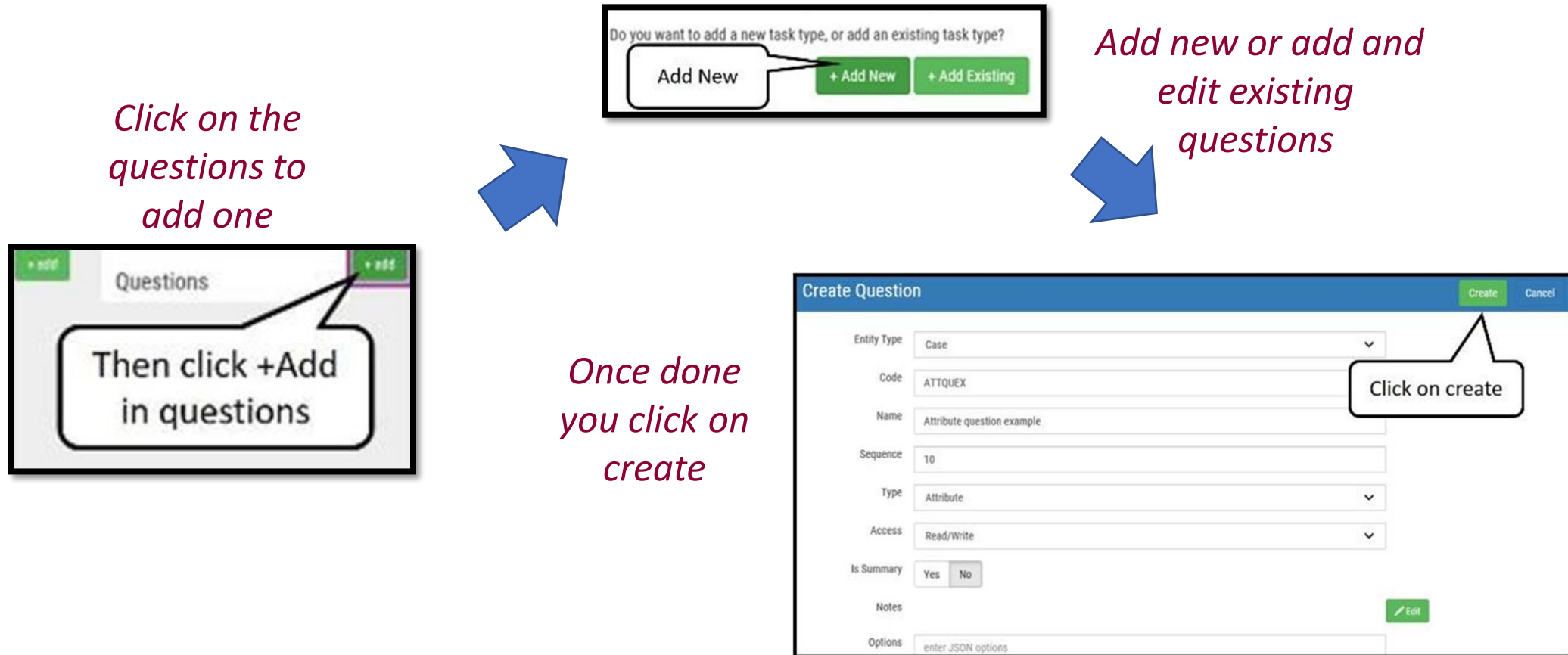


Simples



Its all about the basics

Get the questions right and it will all fall into place for you and the clients.





Failing to plan is Planning to fail

Failing is not an option with our unique approach to **Personal Housing Planning**

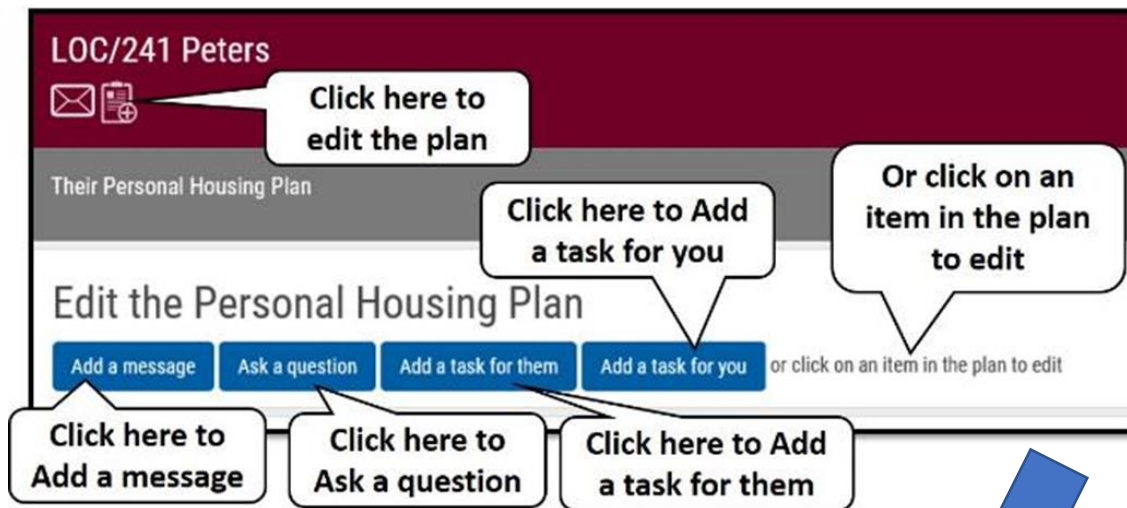


Three clicks to a plan



It's the SMART way to engage with clients

You can simply edit to customise the **Personal Housing Planning**



When you are happy with the plan its one click to publish it

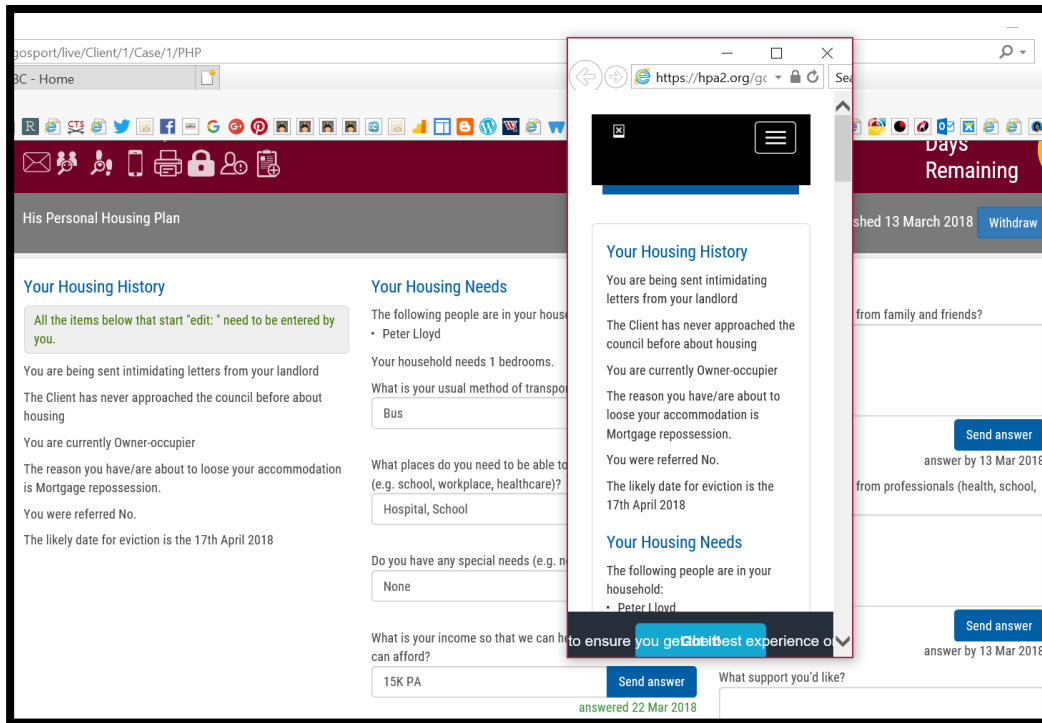
Customers are emailed directly to set up their Customer Portal Account



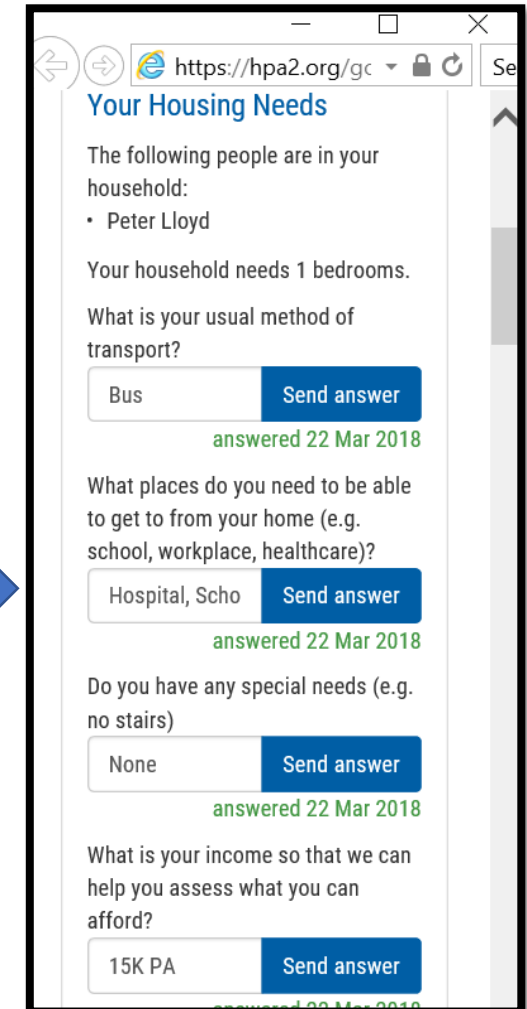


And the customer portal is always open

Clients can engage with the portal 24/7, providing and receiving information



Clients are able to scroll down and see their whole Customer Portal Account



Once clients are logged they see all of the elements of their plan as they agreed



The Personal Housing Plans are quick and easy to tweak

You can also adapt the PHP's yourselves to deliver a more local look and feel

PHP Template: PHP actions after a PHP letter has been sent - Rochford Test [Edit](#)

| Section | Sequence | Html | Footer | + new section |
|--------------------|----------|--|--|-------------------------------|
| Heading | 5 | <h2>Your Housing Needs</h2> | view items Edit Delete | |
| Your Circumstances | 10 | <h2>Your Circumstances</h2> | view items Edit Delete | |
| Our Tasks | 50 | <h2>What Steps We Will Take to Help You</h2> | view items Edit Delete | |
| Your Tasks | 60 | <h2>What Steps You Should Take to Help Us</h2> | view items Edit Delete | |
| Messages | 70 | <h2>Messages</h2> | view items Edit Delete | |
| Questions | 80 | <h2>A quick question</h2> | view items Edit Delete | |

The screenshot shows a user's housing plan page. At the top is the HPA logo and a menu icon. The main content is organized into sections:

- Your Housing Needs**: "The following people are in your household: • Mr Test. Your household needs 1 bedroom."
- Your Circumstances**: "You are currently an Owner Occupier. The reason you have/are about to lose your accommodation is Mortgage repossession. You were referred - No further information here"
- What Steps We Will Take to Help You**: "We will reassess your band (do by 26 Mar 2018). You need to add tasks to this section. [done 14 Mar 2018](#)"



Reporting for Duties!

Reports in HPA have always been easy, but now they are even simpler

The screenshot displays a web interface for filtering reports. It features two main sections: 'Filter by Case' and 'Filter by Client'. The 'Filter by Case' section includes two rows of filters. The first row has 'Case Type' selected, with 'equals' as the operator and 'multiple values' as the value. The second row has 'Reason the section 193(2) Duty or the section 1' selected, with 'equals' as the operator. A dropdown menu is open for the 'multiple values' field, showing a list of duty types with checkboxes: 'Prevention Options and Advice' (unchecked), 'Homeless' (unchecked), 'Decision' (unchecked), 'Final Duty' (unchecked), 'Legacy' (unchecked), 'Prevention' (checked), 'Relief' (checked), and 'Triage' (checked). The 'Filter by Client' section has a single dropdown menu with 'choose element' selected. There are 'Add Filter' and 'Clear Filter' buttons in the top right of the 'Filter by Case' section, and a 'Clear Filter' button in the bottom right of the 'Filter by Client' section.

Filter by Case Add Filter Clear Filter

Choose fields to filter your case by

Case Type equals

Reason the section 193(2) Duty or the section 1 equals

- Prevention Options and Advice
- Homeless
- Decision
- Final Duty
- Legacy
- Prevention
- Relief
- Triage

Filter by Client

Choose fields to filter your case by

er Clear Filter



In summary, HPA2

- *Will help save you time (and money)*
- *Is user friendly*
- *Is adaptable*
- *Is intuitive*
- *And is now LIVE!*

