

Housing & Prevention Digital Pipeline

draft

Digital Development (applications)	Description/Background
Interactive Map	Let housing stock, type of property, number of bedrooms, location
iCalendar (CRM)	Non-urgent (not homeless on day). Julie Bellis team complete CRM online form to produce calendar to book appointment. Customer receives email/SMS. Would like customer to self serve via Portal
Self Service Portal (over-arching portal)	Would like Customer to self serve eg Change of Circs, update basic details (mobile) that integrates with OPEN Housing system. Scripting/self help for customers such as if service user is pregnant; they are required to produce a MATB1 form
FCC and DCC Declarations (medical form)	Declarations for the medical forms. Only the first page for FCC applies
Social Housing Wait Time Calculator	Data is reported out of OPEN Housing system (INSIGHT) as a spreadsheet. Would like to be online via Self Service Portal and independently as an online checker without logging in
Medical forms	Paper forms posted to customer, sent back to department, scanned in and manually updated onto system. Would like this to be online form via CRm/Self Service Portal. Enable customer to view previous medical forms and view current form (read-only)
Mental Health Questionnaire	Questionnaire additional to Medical Form
Upload MATB1 Form (functionality)	Paper forms posted to customer, sent back to department, scanned in and manually updated onto system. Would like this to be online form via CRm/Self Service Portal. Should be automatically triggered upon Change of Circs - INTEGRATED FORM
Change of Circumstance Form	No existing form; customer will ring or send by post or email documents. Linked to above MATB1. Need online form via self service portal, triggered on Change of Circs, enable customer to take photo and upload once completed
Online Register Interest Form (Housing Register Application)	New Online Register Interest eForm. Customer completes and books CRM Triage call . Similar UC model on Journal. With paper applications, if the customer sets up my account we could enable self service to view the Status. Integrate with Capita OPEN Housing

Income & Expenditure Form	Word document used for Change of Circs with income
Info share with cross cutting services)	Map out and identify data that could be shared / read only to benefit customer and service retaining access levels

Commissioned with IT	IT	Sian H
In Progress	IT	Sian H

Initial Review KM	Technical Review (IT)
Need more info on this - do they book time in with housing officer to triage them and then send application form ? Or is it for a housing officer to visit the customer ?	
Initial triage form via CRM for NEW TENANTS ? Check OPEn housing they have not got application in already. Attach all documents and correspondance to the CRM record (replacing file shares and Exchange) READ Capital Open Housing on application status [this is the child form on Application Summary Screen]. Push email/SMS notifications. Existing tenants - either want to Change of Circs or Cancel ? - customer can self serve if online application; if not; they complete COC's online that sends email to Back Office to process	draft IT spec
This can be replaced online as part of the new online medical form	draft IT spec
Should be completed ready to go live. Can we have link on new website ?	
Housing Application Reference Number, Name, Address, DOB, Tel, Email. Property info, Income Q's (savings, arrears) link to Sheila Martin ? Medical conditions and medicine/dosage (community support have drs surgery info and medical info links with C Flint). Is OH Assessment internal ? Do they have a system, can we integrate ? People in the household name, address, contact. substance misuse (links to C Flint) Elected Member Declaration. Only 1 form per 12 months.	Est. start October 2022
Is the DP notice applicable from the medical form ?	Est. start October 2022
Midwife issues MATB1 form after 20wks as part of NHS process. Scripting to customer if they tick Pregnant; "Please upload a copy/picture of your completed MATB1 form" as part of the evidence for back office processing - add link to Gov website to help/guidance. Pregnancy indicators are part of the community support C Flint. What else is part of this process ?	with Jase 07/06
need copy of this form. Add link to help/guidance eg affordability checker (HB Calculator), medical form, MATB1 scripting, Job Centre	Est. start October 2022
"to be" customer completes self service via customer account portal, look up Capita Housing Reference. Attach correct metadata to the .PDF - send email to global inbox that document has arrived for COC, flag as 'not read'. Once officer opens document; tag 'document read' and 'officer' and 'date'. The officer will then need to open Capita Housing system and upload to that system	Est. start October 2022

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Notes
iCalendar is to schedule a call in with Housing Officers for TRIAGE ASSESSMENT
over-arching customer account/self service portal. There could be cross-cutting links with other services such as community support; they hold the same information.
draft medical form spec with integrated mental health questionnaire. Need to review and integrate with register process to see how we can digitise from end to end.
Integrated with medical form
Sian to send paperwork. Review w/c 23 May

