

## Enhanced Housing Options

Provide a **self-service housing options solution** with personalised support

The online wizard guides customers through the housing options available to them based on their individual circumstances, providing consistent advice and a personalised action plan.

### Provides a personalised action plan:

A personalised housing options action plan is generated based on the information provided by the customer, presenting them with the best housing options available.

**Saves time by minimising call volumes and reducing interview times:** By encouraging people who are seeking housing options advice to complete the online housing options wizard, the number of calls that housing options advice staff have to field is significantly reduced. The wizard can be used directly by citizens, or by housing advice staff who can dramatically reduce interview times by using the system to structure interviews more efficiently.

**Delivers consistent advice:** The online housing options advice is always consistent, reducing the possibility of staff members providing differing advice to customers.

**Improves homelessness prevention:** By enabling the early identification of those at risk of homelessness, the enhanced housing options wizard improves homelessness prevention.

**Integrated job listings:** Available jobs that meet a customer's requirements can also be provided through the wizard, to aid customers into work.

**Configurable set of standard housing options:** The system is provided with a configurable set of standard housing options to assist in providing tailored advice to your customers, within your local area. Bespoke housing options can also be incorporated into the wizards.

**Browser-based for easy partner access:** Our solution is completely browser-based, so it can be accessed anytime, anywhere.

"As a result of using the Enhanced Housing Options we have reduced the number of face to face contacts significantly and have been able to focus our resources on helping those most vulnerable members of society."

**Marcus Rees-Harris**, Head of Quality and Business Development, London Borough of Sutton Council



Saves time



Minimises call volumes



Reduces interview times

### Main benefits:

- ▶ Provides a personalised action plan
- ▶ Saves time by minimising call volumes
- ▶ Reduces interview times
- ▶ Delivers consistent advice
- ▶ Improves Homelessness prevention
- ▶ Empowers customers to manage their own housing options
- ▶ Integrated job listings to aid customers into work
- ▶ Browser-based for easy partner access.