

Housing Advice and Homelessness

Improves prevention and supports compliance with the Homelessness Reduction Act 2017

A comprehensive solution enabling you to efficiently process homelessness applications – an essential part of your operations.



Drives efficiencies



Reduces risk



Fully audited

The Homelessness Reduction Act will have a major impact on how services are delivered. Your processes, procedures, data collection and statutory returns will all change as a result.

Civica's Advice and Homelessness module provides the necessary tools to manage cases in accordance with the legislation. Its flexible design supports your compliance journey today, but will also manage future requirements as the landscape changes.

What's new:

Personalised action plans:

Enables personalisation and sharing of cases. Simply share plans via email, direct mail or online using the Customer Housing Portal.

Case management:

Effectively process cases using intelligent workflow ensures the relevant data is captured.

Statutory reporting:

Save time with automatic creation of new DCLG H-Clic statutory reporting.

Tenancy & void management:

Improves efficiency of tenancy and void management using an integrated property register.

Compliance:

Supports your compliance journey with DCLG code of guidance, giving you peace of mind.

Customisable:

Flexible to match the specific casework needs of your local authority.

One view:

Helping you to improve your referrals process whilst eliminating data duplication.

"Civica's easy to use prevention and homeless software, user support and customer service is excellent. The P1E statistics required are very simple to produce and we trust the accuracy of the data. I worked with Civica on the software development to meet the requirements of the new Act and had no hesitation in upgrading to the new Advice and Homelessness module."

Helen Davies, Head of Service - Housing Advice, Information and Assessment, London Borough of Sutton

Main benefits:

- ▶ **Improves data insight** - provides a 360 degree view of customer contact to effectively manage homelessness and allocations.
- ▶ **Reduces risk** – the case management functionality supports your compliance journey by enabling users to proactively identify and rectify issues.
- ▶ **Improves efficiency** – from removing data duplication and improved processes to the use of online portals and automatic creation of statutory reports, you will make efficiency savings.
- ▶ **Increases productivity** - enables your team to access critical information anytime, anywhere.