

Info bulletin No 1: 05/11/2004

General

Changes to waiting time points

Some applicants have lost waiting time points following the transfer to iWorld. This is a result of the different way these points are calculated on the new system. Management have decided that, where applicants have lost out, their points will be restored. This only applies to waiting time points.

Assessments

Bed size and pointing errors

Problems have been identified with the mis-assessment of bedroom categories and housing points for some cases data-loaded over from HMIS.

The problem appears to relate to a question regarding the self-placement scheme which is normally answered during the completion of stage decisions. iWorld relies on this question when calculating bedroom category. In accepted applications data-loaded from HMIS this question was not answered, throwing the calculations out.

IT will be running a script this evening which should rectify this problem.

Homeless applicants with existing waiting list applications

Where an applicant has an existing waiting list application this **MUST** be suspended when they apply as homeless.

An application is suspended by changing its List Status to NOSL. The Status Reason will be HMLAPPLIC.

Finally, you must enter a note in the App Notes area explaining why the case is suspended.

In the event that the applicant receives a negative decision, withdraws their application, etc, the waiting list application will *remain* suspended. The applicant must be notified in writing (the standard decision letters will be updated to include this) that their waiting list application will remain suspended for four weeks and they must contact the Rehousing Team during that time to confirm their current housing situation. Failure to contact Rehousing will result in the waiting list application being closed.

When you issue a negative decision or confirmation that the homeless application has been closed you must email the Rehousing Team on xxxxxxxxx@xxxxxx.xxx.uk to advise them. Please ensure you provide Rehousing with the applicant's name, date of birth, the number of their *waiting list* application and the date the decision letter was sent. Hold a copy of your email on file.

In the event of a positive decision the waiting list application will be closed by the ATM. AOs must ensure that the ATM is aware there is a suspended waiting list application when they submit the case for authorisation.

Accepted homeless applicants will NOT retain any waiting time points they may have accrued while on the housing register.

It is important that applicants are advised of what will happen with an existing waiting list application at the initial interview.

Housing Option points

Some officers identified cases where Housing Options points had been incorrectly awarded. IT have checked and there are no errors.

Updating data-loaded cases

Accepted homeless applications were data-loaded from HMIS without the mandatory questions being answered. In general this is not a problem. However, where an applicant's circumstances change, inputting the information appears to trigger the mandatory questions. Until they are answered the case will lie with a UE status on both the HOMELESS and HLESSACCP lists.

Management are aware of three or four cases so far this week where the mandatory questions have been triggered. This will be monitored. However, at present the relevant AO (ie, the caseworker who dealt with or inherited the application) will deal with inputting the information and completing the stage decisions.

When submitting the case for authorisation the AO must inform the ATM of the nature of the case so that the decision date can be backdated.

Placements

Recording property type

It is important for the Council to record the type of accommodation we use. When officers are updating iWorld following a placement they must complete the Landlord Type question in the Landlord Details page.

To do this you highlight the relevant address in the Addresses list on the Maintain Application Details page and click the Details button on the left. This will bring up the Landlord Details page. The boxes on this page should be blank.

Click the Create button. This will open the Create Landlord Details page. Click on the drop-down menu symbol on the Landlord Type field and choose the relevant code. Click OK until you return to the Maintain Application Details page.

Terminating an address when the applicant has disappeared

iWorld does not allow for an applicant not to have an address. It is not possible to close an existing address without giving a new one.

In situation when an applicant disappears you should raise a new APPLICATN address using address reference 208355. This will give the applicant an address

of 'Address Not Known'. (If you forget the address reference you can bring the address up by typing 'address%' in the Street field.)

Andy & Sanja