

Locata Update

Peter
Riley

MD Locata

17/02/2022



The Agenda

Locata Investments and Update

Peter Riley

Homelessness Challenges in 2022

Andy Gale

Q&A



Public Sector owners

Locata ownership

LOCATA
Housing Services



These public organisations form the Locata Board

We were formally incorporated as a company in April 2002

- This followed several years as a pilot scheme for CBL
- We are a company limited by guarantee without share capital
- We are run as a not for profit business

The Board meet quarterly to ensure Locata continues to fulfil its objective of delivering value for money by providing efficient and high-quality IT systems for local authorities nationwide

- We do this by creating cloud-based software as a service (SaaS) systems to help councils manage their housing options services efficiently.

Five years of investment

Supporting schemes with improved systems

Locata and Sector are relatively small companies – but we invest more than larger companies percentage-wise in our systems.

- On average, large companies invest 3% to 4% of their turnover
- Small companies often invest 5% to 6%
- Over a 5-year period between (2019 and 2023) we will have invested an average of **8% to 9%** on our systems
- This equates to more than £500,000

In particular, the Locata Board has backed a significant investment in our Choice Based Lettings system.

On-going
investment



System structure

New Lettings framework

There have not been any real core updates to our Choice Based Lettings Back Office system since it was first created 20 years ago

- The HPA2 system was developed four years ago with a completely new Back Office framework. This was a big success.
- We are now investing heavily in a new Lettings framework
- The work is expected to continue throughout 2022

Lettings Details Tab

Details | Triage (4025) | Plan | Journal

NEWF/4409 Mr Test Courtney & Mr Test Test

Additional Icons Bars

Extra Information

New Sections

Email: kcourtney@locata.org.uk
Mobile: 07989898989
Locata Housing Services Ltd
The Oaks, Ruislip
Postcode: HA4 7LF
Number of Linked Applications: 3
Application Summary: Couple
Number of dependent children: 0

TA Tenancy history
There is no tenancy history for this case

Next task to be completed

Task type	Owner	Due date
Rough Sleeper Outreach	Phil Stevens	30 Oct 2021

Case History

Case Id	Date opened	Date closed	Type	Owner	Status
4025	10 Dec 2020		Triage	Homeseach Referrals	Open

PHP Tasks Due

Item	Type	Due
What is your usual method of transport?	question free-form	overdue 458 days
What places do you need to be able to get to from your home (e.g. school, workplace, healthcare)?	question free-form	overdue 458 days
You have the following requirements for your home (e.g. no stairs)	question free-form	overdue 458 days
You have the following support from family and friends?	question free-form large	overdue 458 days

Integrated HMS system



Housing Management

Some of you will say: “It’s about time!”

We are now also working on delivering a Housing Management System (HMS).

This will give us the basic tools to create an integrated system of managing information into the Locata system for customers to manage their HMS centrally through a Locata portal.

The development plan for the HMS is made up of five “Sprints” and will take approximately nine months to complete.

HPA2 H-CLIC returns



H-CLIC & H-CLIC API

A significant and major piece of work

Changes in DLUHC requirements have driven this system update.

Not the most exciting of work, perhaps – but, it will make it easier to submit your H-CLIC returns.

The three HCLIC changes required to make the system compatible were:

- Delta v1.5.2 changes
- Changes to the “assessment of circumstances”
 - Both of which were put in place March 2021.
- HCLIC API
 - Which we have been working with DLUHC as they develop the Delta-API, due to go live in April.
 - We are now working on our integration with the Delta-API which will enable H-CLIC submissions directly from Locata.

RSI roll-out

Rough Sleeper Initiative

We have recently rolled out a new set of features in the HPA2 system that allows officers to record, monitor and manage applicants being assisted under the Rough Sleeper Initiative.

The move follows recommendations from the Locata Development Group - formed from practitioners from 22 councils.

The update rolled out to all schemes on the 2nd of February added the following features to HPA2:

- A new Task Group – **Rough Sleeper Outreach** – which contains pre-built fields and questions to get started with.
- The ability to continue cases as “Ongoing Outreach” when closing the case under the provisions of the Homelessness Reduction Act (HRA).
- A new Case Type – “Rough Sleeper” – which appears in its own section on the dashboard for easy case management

Homelessness officers will be able to change the case status from “Open” to “Ongoing Outreach” which will close the HRA case and open a new case type for Rough Sleepers.



Homelessness templates

Andy Gale Letters

HPA2 Communications

Andy Gale has completely revised the Homelessness Template Letters available for all officers using Locata's HPA2 system.

The new 2022 template letters have been updated to reflect changes in caselaw and the statutory Code of Guidance since 2018.

The letters include revisions brought about by the Domestic Abuse Act and changes to Eligibility due to the UK's exit from the European Union.

The letters are available now in HPA2 and can be found in the Communications folder called "Andy Gale Letters - 2022 Update".

All previous template letters have been "retired" as it is not advisable to use them any more given the changes in caselaw since 2018.



Andy Gale

THE CHALLENGES FACED BY HOUSING OPTIONS SERVICES IN 2022 AND HOW TO OVERCOME THEM