

Locata NUG – 21 October 2022

Questions from participants

Question 1. (HPA2 module) Will the new functionality to create your own "lists" based on reports be available in HPA2?

Answer: *Yes. However, it be more than likely to occur after Lettings is finished and delivered*

Question 2. (HPA2) Can support agencies access and help applicants with their PHPs?

Answer: *This functionality will become available within the Partner Lock (P-Lock) Bolt-on for HPA2*

Question 3. (HPA2) Out of interest have you developed a TA module which incorporates B&B bookings, notifications to B&B providers, Benefits pre-assessments, and letter generations?

Answer: *Yes, this is within the TARA Bolt on for HPA2*

Question 4. (HRS) When you assign to a provider does the provider receive an email notification?

Answer: *Yes, they do*

Question 5. (HRS) How much does the HRS module cost?

Answer: *£6,000 per annum, per partner*

Question 6. (HRS) Can the exit service set of questions be configured by the local authority?

Answer: *Not currently, however this something we are looking at*

Question 7. (HRS) How much will P-Lock and Provider Plus cost?

Answer: *Sorry, there are no costs currently available for these bolt-on deployments*

Question 8. (HRS) Can data be shared between modules as we currently must duplicate a lot of information?

Answer: *We are rolling out a new feature, funded by Locata but delivered for free to all our clients, that will enable Super Users to "Export" elements/fields between modules. This means that when exporting clients between modules, the data in these linked fields is then updated. This is still undergoing testing, but we expect all sites will have it soon.*

Question 9. (HRS) Can service providers change the number of units themselves via their own login?

Answer: *At present, no. This function lies with the local authority to give you control over the services within your system and to prevent unauthorised changes by service providers. However, we are building a bolt-on for HRS (Provider Plus) which would give providers more permissions, one of which will be the ability to update their own services. This will be permissions based so you can still control which providers can make these changes.*

Question 10. (HRS) Can providers create their own templates, such as letters and emails?

Answer: *This functionality will become available within the Provider Plus bolt-on (P-PLUS)*

Question 11. (HRS) Can providers see all clients on the system?

Answer: *No, they can only see the clients that they have assigned to them*

Question 12. (Lettings) Will we be able to filter property/ member lists?

Answer: *Yes, you will*

Question 13. (Lettings) Will we be able to attach PDFs to adverts?

Answer: *Yes, you will*

Question 14. (Lettings) When do you hope to be able to demo the assessment screens?

Answer: *December/January*

Question 15. (Lettings) Will it be possible to add a diary function to CBL so we can pick up potential future changes, for example when an applicant qualifies for a local connection because they have lived in an area for 6 months?

Answer: *Yes, this will be possible using the workflow tasks & question functionality within the new Lettings system*

Question 16. (Lettings) Will be able to send a bulk email to everyone on a shortlist, either from the shortlist itself or using the report tool?

Answer: *Yes, this is available currently and will be included in the Lettings system*

Question 17. (Lettings) I am aware that you have some updates on Change of Circumstances (COC). At present when applicants notify us of a COC, they practically have to complete the online housing application all over. Just broadly can you let me know what COC updates you have?

Answer: *We have upgraded the Change of Circumstances to pre-populate with lots of criteria that will help councils and customers to get the best efficiencies out the application process*

Question 18. (Lettings) I understand that tasks will not be available on the new CBL system. We request for verification of applications by the housing provider currently via tasks. How will this work with the new system?

Answer: *This will be possible using the workflow tasks & question functionality within the new Lettings system*

Question 19. (Lettings) Can we get an option, which will not allow applicant to login again (by using other email address), if the application is active (duplicate application)? i.e. the system will use NINO to verify applicant, and if this NINO is used already, the application cannot be submitted, etc. ?

Answer: *The system does this already and will not allow users to use the same email, however this is sometimes duplicated if councils use a data load from their own systems. It's also possible to have a NI number checker on the lettings online form to stop duplicate people*

Question 20. (Lettings) Has Locata identified the cost of the new Lettings platform?

Answer: *Sorry no, as we are still developing the Lettings system. However, deployments will be different for individual partners as well as containing configuration of existing updates and tailoring work for some with significant changes*

Question 21. (Lettings) Do you have an indicative cost?

Answer: *Sorry, we don't*

Question 22. (Lettings) Will the new Lettings system be on G-Cloud 13?

Answer: *Yes, it will. This will be published on G-Cloud 13 for new clients from the 9th of November 2022*

Question 23. (Lettings) We currently have THO targeted housing options on our system, but I couldn't see that demoed. Is this still going to be part of the new system?

Answer: *Yes, but it hasn't been built yet. Not every partner has THO on their public sites, but we plan to build the THO wizard etc in the back office on the new platform for those that have it*

Question 24. (Lettings) When is the new Lettings system expected to be ready for the client?

Answer: *The new Lettings system will be available from April 2023 onwards*

Question 25. (Lettings) Will there be any changes to our public sites or application form?

Answer: *No, the work is on the back office so the public sites will remain the same*

Question 26. (Lettings) Will all our enhancements automatically come over to the new platform?

Answer: *99% will. However, with older technologies it may not, and this will form part of our individual discussions with partners*

Question 27. (Lettings) Will we be able to have a test version before we agree to the change?

Answer: *Yes, as with all our systems*

Question 28. (Lettings) Will things such as our saved reports be copied over?

Answer: *Yes*

Question 29. (Locata) Can you produce a general shopping list of all functions and developments we can buy by module? I know pricing can vary but when I am thinking about upgrades etc, it would be good to have reference point.

Answer: *We are planning to do this on a new "Features" page on our Locata website. There are already lists of features set out on the G-Cloud 13 website across the various Locata modules and we would like those to appear on the new page*

Question 30. (Locata) It would be good to see developments & enhancements on a continuously updated Roadmap?

Answer: *We agree it would. However, the information on it would be commercially sensitive and we would need to discuss this with our Board about what could be shown and what should remain private to them*

Question 31. (Locata) Could the Roadmap be put in the Help area of Locata's HPA2 system as it would then only be seen by existing users?

Answer: *The Help area on the HPA2 system is not open to all Locata's users, so it is not an ideal place to put it. And we are very wary of making the information too public due to the commercial sensitivity of the information. This is not something we tend to do unless we are covered by tendering rules. But we will try and ensure that the new "Features" page on our website will give a good idea of the progress we are making on our developments and enhancements*

Question 32. (Locata) Will the presentations be made available after the meeting?

Answer: *Yes, they will all be made available*

Question 33. (Locata) If I have an idea for a new feature for a Locata system what is the best way of communicating that to you?

Answer: *Through your Project Manager or sending us an email at enquiries@locata.org.uk*

Question 34. (Locata) Is there a plan for further investment in Locata systems after the current investment ends at the end of 2023?

Answer: *Yes. We will publish this early in the New Year once finalised*

Question 35. (Sector) How will single sign on effect logins for external partners?

Answer: *If they are not using SSO then nothing will change for them*

Question 36. (Sector) Could you have SSO for internal users and forgotten password for external?

Answer: *Yes*

Question 37. (Sector) Why do we need to have two-factor authentication to have the forgotten password functionality for staff?

Answer: *If we allowed staff to use the forgotten password functionality without two-factor authentication, it would mean that if someone else had access to your email, for example a hacker, then they could effectively change your password. They could do this by going to the back office, entering your email address and clicking the forgotten password link. Then when the email came through, they could click it and choose a new password. However, if 2 factor is enabled, they will not be logging in from a whitelisted IP address, and hence can't request the reset email*

Question 38. (Sector) Our authentication onto the council system/azure uses an app "duo mobile". Would this still be the authentication method for Locata if we changed to the two-factor authentication for Locata?

Answer: *Yes, it would*

Question 39. (Sector) Are all the servers you use holding our data based in the UK?

Answer: *Yes, they are all in the UK*

Question 40. (Cross module) Are you still rolling out the joint reporting across the CBL/HRS module and HPA2?

Answer: *To report cross-module we can provide you with our data warehouse bolt-on whereby you can see the data tables for all modules you have and create combined reports. You can use this bolt-on with a business intelligence tool, such as Power BI, or it also works with Excel 2019 and newer versions of Excel. Please contact your account manager regarding the Data Warehouse*

Question 41. (Cross module) When is Forgotten Passwords likely to be available?

Answer: *We're busy testing, so it should be ready in a week or so. You can contact your Locata account manager if you're interested*