

Members' Briefing

09/05/2022

Launch of the online homelessness self-referral form for residents

The Housing Options Service will be going live with a new online form on Tuesday 10th May which allows residents who are homeless or threatened with homelessness to refer themselves for advice and support to one of the council's Housing Options caseworkers.

Residents can access the form which allows them to detail their circumstances on the Tower Hamlets Council website:

https://forms.towerhamlets.gov.uk/service/Homelessness_self_referral.

There is the option for advocates or representatives to complete the form on behalf of the resident.

Once the self-referral is completed, the resident can self-book their own appointment online at a time that is convenient. Residents who have an emergency that day can still self-refer but will be contacted and given a time for an appointment for the same day. The new online journey includes access for residents to a new customer portal. Here clients can upload their documents, details of their address history, and current income and outgoings as well as view their personal housing plan (PHP), receive text message alerts and use the messaging system to communicate with their caseworker

As part of the launch of the homelessness self-referral form, the Housing Options webpages have also been updated to improve the overall end to end customer experience as residents will be encouraged online as a default access point.

Residents currently either drop into reception at Mulberry Place or call the Housing Options contact number to request an appointment. Following the launch of the self-referral form, clients will be directed to complete the online form to initiate their customer journey through Housing Options.

All staff within the Housing Options Service have received training on the new homelessness self-referral form and the customer portal. Go live support arrangements have been put in place and we anticipate only minimal service disruption on 10th May as staff familiarise themselves with the new way of working. It is also envisaged that residents may need support in completing the form and setting up their customer portal account. They can call 0207 364-7474 for help.

Every effort has been made to ensure a positive customer journey during this transition.

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