



Beam Casework Services

Service Definition Document

Beam provides human-centered support, administered using our bespoke in-house case management software, to secure sustainable housing and employment, funded by local authorities and government commissioners.

Beam works closely with commissioners to:

- Support individuals closer to secure, sustainable employment
- Support individuals and families into stable and suitable PRS housing
- Support individuals to develop skills and confidence for long term independence.

The journey of a Beam Service-User has six stages:

1. Engage with referral partners to accept referrals of individuals who may be suitable for Beam.
2. Each household is provided with a Beam caseworker who runs an initial meeting that combines financial planning with understanding the support needs for each Service-User. This is to help the household better understand the rented properties available and their responsibilities, relative to their financial position and affordability.
3. Employment support may be provided to raise a Service-User's affordability and increase access to rented housing. A Beam caseworker supports the resident to identify appropriate employment routes and needs through a strength-based assessment.
4. If affordability requires increasing, Beam supports individuals into paid work, including CV preparation, support with completing job applications and interview preparation.
5. Households are trained and provided with the tools and resources necessary to identify suitable rented properties and secure viewings and provide support to connect Service-Users to landlords. If and when an offer of private rented sector accommodation is accepted, the Beam caseworker supports the household to complete necessary paperwork to sign the contract.
6. Provide sustainment support to Service-Users. For households signing a tenancy with the Private Rented Sector Beam provide 12 months of tenancy sustainment support.

Technology Service

7. Beam will provide the Local Authority with access to Beam's Referrer Dashboard, an online platform that has been developed to give a clear and transparent overview of the residents they have referred and the stage they are at in their support journey with Beam.
8. Any local authority staff member who has referred at least one person to Beam can log in via the Beam website using their council email address to access the platform.
9. Once logged into their personal dashboard, the referrer will be able to see all of their Beam referrals in one place. They will be able to track their engagement and progress, and understand what their next steps are.
10. The platform also provides details for each referral's Beam caseworker, and allows referrers to contact the Beam case worker directly.
11. The platform has been developed using feedback from local authority and charity referral partners, and enables strong co-working relationships between referrers and Beam caseworkers.

The benefits of Beam's approach are:

- Vulnerable people are supported into skilled, secure, and well-paid work, or stable, long-term PRS tenancies.
- Local authorities and the Central Government save money in support costs (e.g. costs of temporary accommodation).
- Support is co-designed, ensuring that it is person-centred and achievable for the individual
- Beam's caseworkers access our bespoke in-house technology tools - Beamforce, Cara and Magic Notes - to support delivery of services.

Beam is compliant with General Data Protection Regulations and has a privacy statement for service-users.