Huume Housing Needs

Service Definition

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About Huume Housing Needs

Huume was formed in 2019, bringing an advanced, cloud based configurable system to the Housing Needs sector, harnessing functionality and flexibility offered by modern technology.

Huume Housing Needs comprises of integrated modules; register, allocate, homeless, and Temporary Accommodation (TA) rents, to provide a complete Housing Needs solution. The software is designed to adapt and grow with new features as client's needs evolve.

A combined team industry experience of over 30 years has given a valuable insight into what local authorities and registered providers require most from a solution. This has helped create a true Software as a Service (SaaS) solution that allows:

- Deep rooted self-customisation options
- Updates and improvements, based on client feedback, every 2-3 weeks
- Delivery of a fully functional software solution in the first few weeks of commission
- API and Power BI integration and reporting
- A solution built on the most modern security standards
- Modern, mobile-responsive and accessible web interfaces

There are 4 modules:

- Huume **register** - housing register management, with automatic calculations of different bed size, banding and points policies
- Huume **allocate** – nomination and choice-based lettings allocations functionality, with support for multiple allocations policies
- Huume **homeless** – prevention, relief and homeless case management that is fully compatible with the Homeless Reduction Act and H-CLIC reporting
- Huume **temporary accommodation rents** - advanced management and customisation of TA workflows including rent accounting, arrears management and loan accounts

All modules include:

- A central people register
- Configurable forms
- Communications centre
- Workflow actions
- Security & privacy
- Dashboards & Reporting
- Integration with each other

An advanced, configurable system

Other systems offer limited configuration options to the customer and require suppliers to perform more detailed configuration and setup, normally with additional costs. These can mean customers facing either unexpected bills or left with a solution that no longer meets requirements.

Huume Housing Needs provides the customer with as much control over the system as possible. All functionality, where possible, allows it to be changed by the customer. This allows:

- Better budgeting, avoiding additional costs
- Reducing inefficient work-around solutions
- Reduced reliance on third party delivery of improvements
- Quicker responses to internal process changes and requested efficiencies

Huume's Project Managers and Technical Team offer advice and support throughout the lifetime of the software, ensuring clients are making the most of the customisation options and advising on configuring the system to meet changing needs.

The latest software for the lifetime of the project

Being a true Software as a Service, all customers use a common single set of application code. This allows patches and product enhancements to be introduced at the same time, ensuring everyone is always using the latest release of the system.

The latest software means:

- Changes in national policy can be reflected across the system as part of the subscription and not as a separate upgrade or update.
- Changes in accessibility or security standards can be implemented as introduced.
- Improvements suggested by other clients and authorities can assist in creating a 'crowd-sourced' project, delivering further efficiencies.
- Regular, overnight updates, removing disruption during working hours.

As part of our simple transparent pricing structure customers get all new releases as part of their annual subscription, at no additional cost.

Clients can make suggestions and request improvements which can benefit all users. Our Product Managers discuss these requests and the roadmap with each of our customers to prioritise them, in addition to support forums and user groups.

New releases are designed not to impact customisation or configuration that has been undertaken by a client, with clients controlling if, and when, they wish to adopt the new features. Release notes, with detailed information on new functionality is provided with advice and support from our Product Manager on how these improvements work in action.

Quicker implementation

As a true SaaS solution, implementation is different to that of a traditional legacy system. A single set of code is used by all clients, as new clients sign up, a dedicated database is created to store individual information which is connected to the cloud application. By using an already running service, this removes traditional single user acceptance phases and replaces it with smaller, focused testing stages throughout the project lifecycle – resulting in shorter development periods. Clients can be working on a customisable system within just a few weeks, after initial training.

This removes the need for, and costs associated with specification phases and allows customers to start using the simple configure tools straight away. Data fields can be added and forms designed without programming experience. This allows users to instantly see the results of their decisions, reflecting an Agile approach to system configuration.

As users have visibility of the system earlier in the process, they are able to get a better understanding of the final system, as well as feedback into the requirements to generate a better fit for their business processes.

Supporting the onboarding process

Our Project Managers will help you through the onboarding process, with a mix of in person and online training to help power users understand the configuration options of the system. There is also access to training materials, online manuals and support forums alongside our helpful team happy to discuss the best ways to set up the system and for its long term management.

Huume support both the transfer of data from an existing system through to re-registration of users. Huume is set up to facilitate both approaches, alongside a hybrid which carries over some key data as well as allowing a re-registration to take place. Huume has experience of importing a wide range of data formats from other similar systems with automations in place to catch duplications and deal with different data structures.

The Huume approach

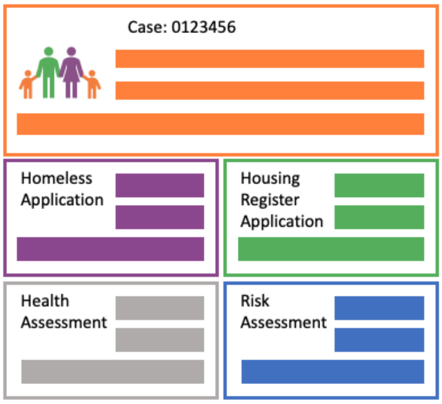
Huume Housing Needs is based upon core functionality relating to people and cases. All of the modules share this common functionality to provide a fully integrated system.

People

The system contains a database of individuals that are used to create cases against as required. The system captures relationships between individuals to allow linked people to be added to cases quickly and easily. Each person in the system has a personal id number that is kept with them if they move between households. Person information is shared between housing register and homeless, along with any files that have been uploaded.

Cases

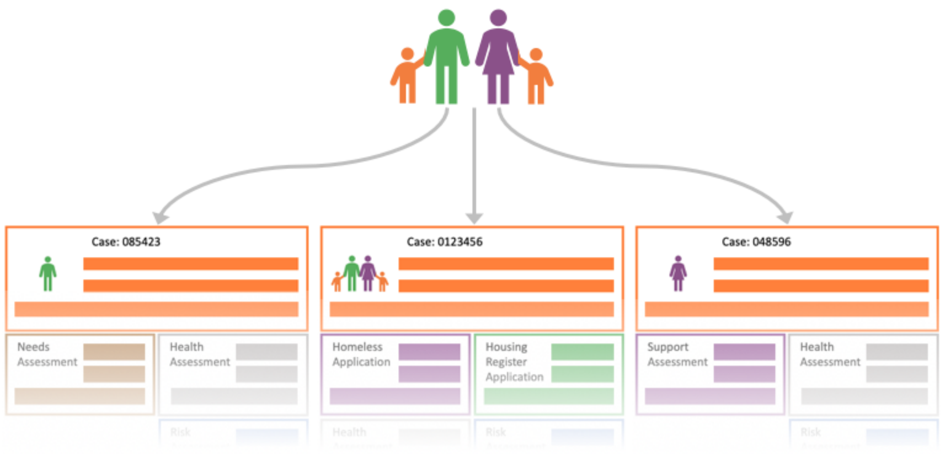
Uniquely, Huume has been designed to manage a number of different threads related to a customer under a single case. Each thread can consist of a separate application/assessment that follows its own defined process. Grouping under a single case allows information to be easily shared and avoids duplication.



The system currently supports the following within a case:

- Housing Register application
- Homeless application
- Bedroom assessment
- Risk assessment
- Health assessment
- Reviews
- Financial assistance
- Rough sleeper
- Homeless referral
- Suitability assessment
- Support assessments

The flexibility of the system allows different household makeups to be assigned to different cases.



This approach removes the need to constantly keep households up to date and move people around by merging and splitting households.

Configuring the system

Huume Housing Needs provides deep levels of customisation, allowing users to easily configure the system as needed, and as requirements change. New versions of forms can be created and published with changes taking effect immediately.

The **Form Editor** enables users to have complete control over forms and fields in the system, allowing administrators to:

- Create new fields
- Add help content
- Add new pages and sections to forms
- Re-order fields on forms; moving them to different sections or pages
- Create visibility or validation rules

When a new field is created, in addition to specifying the type of field it needs to be, the system also allows a wide range of properties to be specified. These include:

- Size of the field on the form
- If the field is mandatory
- If the field is read-only
- Display format
- Minimum & Maximum values/lengths

A number of these properties can also be configured differently, when adding a new record, compared to editing an existing record.

As well as providing functionality to add fields to forms and design the layout, the Form Editor also allows users to create conditional logic against fields and groups on the forms.

The **Logic Editor** allows rules to only show questions relevant to previous answers. For example, additional detailed health questions could be asked if an applicant says they have an underlying health condition. By hiding questions that are not relevant it makes the application process much simpler.

The system allows administrators to set up new users, close down accounts and assign appropriate permissions and roles.

Communications Centre

Applicants can specify if they wish to receive their messages electronically or via post alongside receiving alerts via email or text. When receiving messages electronically, all communications remain securely within the system with applicants receiving an email asking them to log into their portal account to view the message. Back-office users can view details of messages sent to an applicant and who sent them.

Staff can create messages using pre-defined letter templates, configured to allow users to update some or all of the message. These templates are formatted by customisable wrappers, acting as letterheads that can be easily updated to allow new styling changes to be applied to all templates all at once.

All of these are configurable and updatable without the input of Huume.

Management and Reporting

Fully configurable dashboards provide quick, easy access to areas that need to be monitored on a regular basis. This may be at individual officer, team or organisation/scheme level.

Dashboards allow different lists to be grouped together and displayed in a simple easy to understand format. Staff can configure their own personal dashboards to give them a unique view of information that is pertinent to their role. Alternatively, shared dashboards can be created for users or teams. Users can have more than one dashboard they can switch between.

Users can easily create reports directly from the standard record lists. Data can be organised by grouping and sorting on specific fields. Advanced search criteria can be built using the easy-to-use filter builder to ensure the report only contains the records you are interested in.

Configurations can then be saved individually or published to allow other users to run them.
They can also be selected to displayed on a user's dashboard.

Cross application reporting allows reports to be created that link, for example, homeless, housing register, CBL and rough sleeper data together.

Exporting information can be done with a single button click. The data is then exported in an Excel format from the system in the format displayed on screen, including any grouping or sort orders that may have been applied.

Web-based APIs can be used to allow simple integration with other systems (such as Power BI) without requiring additional consultancy effort. Advanced API integration (import and export of data) options are available through our Reporting module. Supported approaches such as web-based API, CSV or XML file uploads can integrate into reporting, financial or management software. Users can create these API reports to include relevant information for each integration, our Product Managers can advise on setup.

Security and Data Protection

Huume Housing Needs has been designed with security best practices in mind. All Huume modules use granular permissions to control access to ensure users are only able to update the data that is relevant to their job roles. A detailed audit trail is contained in the “History” pages, logging a chronological list of events and updates for a record and the associated officer. Notes added in error can be amended by admin users with appropriate permissions and without external support.

Individual, separate databases contain each clients data with all user credentials managed through Azure Active Directory. Data is held within Microsoft’s UK Azure data centres. This data is encrypted using modern security standards at rest and in transit. Internal software communication is always carried over an encrypted channel, and within the Azure network.

Single Sign On (such as Microsoft Entra (AzureAD), Google Workspace) is used by all staff and partners to access the Huume back office, easing staff access and also enabling the additional protections these offer, such as Two Factor Authentication and Conditional Access controls as well as auditing and threat detection.

Permissions and roles can be granted within the Huume solution for easy administration by authorised users. Clients can create additional roles and set the permissions as required allowing roles that suit the needs of staff.

Customer data retention policies follow the latest data protection recommendations. Each field can be tagged to indicate whether it contains Personally Identifiable Information, if it should be anonymised when required by policy, and if it should be provided if a user requests access to their data. Clients can create their own SAR reports directly from the system.

Huume **register**

The Housing Register makes full use of configuration capabilities to allow data capture in line with allocation policy and needs. The application form can be updated at any time with complete control over fields, pages and groups, including features which:

- Capture all information required for your policy
- Are designed to meet Data Protection best practice
- Automatically calculate bedroom need and priority based on your policy
- Allow applicants to apply and update their housing register online
- Allow applicants to upload necessary proofs
- Show case status on case and team dashboards
- Communicate with applicants via their preferred channels

Automatic banding calculations are built into the form to ensure applications are managed in a consistent manner.

Both the back-office form and the online public portal form can be changed independently to ensure users have access to the correct information.

- **Customisable online forms** allow the collection of information about other family members, address history and local connections, with smart logic allowing them only to complete fields relevant to their previous answers.

- **Specific family members** can be asked questions as part of the application process to make the process easy to follow.

- **Bedroom calculations** are captured in a separate assessment form to allow them to be used across throughout system to match applicants to the correct sized property, for example, temporary accommodation.

- **A pre-assessment form** can be added into the application process if needed. This allows applicants to complete a short questionnaire prior to completing the full application to find out if they are eligible.

- **Potential duplicates** are flagged automatically based on similar personal information or email addresses.

Change of circumstances & requests

Applicants can easily submit changes to their circumstances through the public portal. Forms can be configured to alert officers when specific fields have been changed and direct them to them. Those fields that do not contain important information can be updated automatically without needing to be reviewed, depending on your workflow.

- **Information requests** can be made to applicants directly through the system. These can relate to a particular section of the form, a page or an entire form. Custom messages can be entered against the request to ensure applicants know exactly what is required of them.

- **Users can upload** images (JPG, GIF, PNG, TIFF), documents (TXT, XLS, XLSX, DOC, DOCX, PDF, CSV), emails (MSG, EML). Max file sizes can be set by the system which also allows upload of multiple files at once.

Customer portal

The public portal provides applicants with a central location to manage all aspects of their case, applications, actions, upload files for review, respond to messages and property bids.

Over 80% of visitors to our public portal use a mobile device to access the service, and as a result we have a Mobile First Design approach. The portal is fully responsive to ensure those users on larger screen devices also benefit from its modern, clean design and user friendliness. The public portal complies with public sector body accessibility regulations WCAG2.2 Level AA.

Actions as part of the registration process are managed through the portal. These can be created in the back office and assigned to either a back-office user or the applicant themselves. Actions can be used to capture a wide variety of information and request specific documents from applicants, which when completed triggers actions on the case officer to review the files or information provided.

Review and renew

Automatically message applicants to request that they review their housing register application and related forms to ensure they are accurate and up to date. This can be configured to happen on a regular basis (e.g. annually from the registration date) or time passed since the form was last updated.

Applications not updated within the timeframe are closed automatically but can be re-opened by a member of staff if required. Individual applications can be configured to be excluded from this process if required.

Support

Huume has self-help options built into the system to guide applications through pre assessment forms. It also can signpost users to other potential sources of support and information from third parties, Housing Associations or the Local Authority.

The public website can be configured to add content easily, creating an opportunity to expand the understanding of the wider support network available. As with the rest of the system, this can easily be updated internally.

Huume **allocate**

The Huume allocate module has been created to allow allocations to be managed in a consistent way regardless of the process being used.

Properties advertised through choice-based lettings can have a shortlist generated by a user in the back office or be matched directly to an applicant. Whichever option, the allocation process is delivered in a consistent way to the officer, allowing them to move from one allocation policy to another seamlessly.

Changes to allocation policies, whether big or small, normally requires costly system development or inefficient workarounds by back-office staff. The Huume solution removes these issues by allowing you to change your policy configuration yourself, on a per property basis if required.

Eligibility criteria can be set to ensure only applicants suitable for the property are allowed to place bids, as well as giving full control over the order of those bids.

The module has been designed to:

- Flexibly incorporate your allocation policy
- Support multiple allocations policies
- Record all your property information in the Property register
- Market properties
- Allow easy online bidding (expression of interest)
- Use for Choice-Based Lettings or other methods for allocating properties (e.g. direct let, nominations, traditional allocations)
- Manage real-time eligibility rules to prevent bids on unsuitable properties
- Configure shortlisting to prioritise bids
- Allow multiple viewing and offer processes

Property register

A Central Register records all information related to the property such as facilities, costs and contacts are all stored in the register so that they act as a central information repository to be used by all other areas of the system. Each property that gets advertised can have a series of eligibility criteria set including accessibility requirements. Permitted uses allow them to easily be changed from temporary accommodation to general needs or vice versa.

Files and media associated with the property can be uploaded and organised by category. Files can be tagged to be displayed on the public portal or for back-office use only.

Allocations

Standard allocation policy templates allow shortlisting criteria to be easily applied to each property. Housing officers, with the correct privileges, can easily adjust these standard templates to cater for new requirements or changes in policy. Additional fields can be added into the shortlisting process and the priority order amended on a per property basis.

Local connections

Dedicated local connection functionality ensures your shortlists are always in line with allocations policies. It allows applicants to express a preference via a local connection to a parish, which can be expanded to neighbouring parishes. This local connection preference can be included alongside any of the other standard shortlisting rules to allow you to create a bespoke shortlist order to match your requirements. All these can be configured by the team.

Advertising properties

Once logged in to the Customer Portal, applicants can easily see adverts that they are eligible for, view more details and bid if they wish to be considered. The system can show them their potential queue position prior to bidding.

The portal supports adverts with pre-defined advertising (letting) cycles and continuous adverts where the length of time an advert is display for is controlled by a member of staff.

In the portal, the applicants can easily see the adverts they are currently bidding on, their positions and they can withdraw their bid if they wish. They can also see details of all adverts they have previously bid on.

Applicants can opt in to receive weekly emails detailing properties that they are interested in. They can select a wide range of criteria such as property type, size, area, garden, parking, etc. They are also able to choose between all properties that meet these criteria or only those they are eligible for.

Shortlisting

Huume provides officers with all key information required to make informed decisions in a streamlined user interface.

Each applicant on the shortlist can be expanded to provide pertinent information related to their bid.

Landlords can be given access to the whole shortlist for processing purposes or be restricted to a specified number of nominations selected by the local authority. The flexibility of the Huume solution allows nominations, and the number required, to be set on a per property basis.

Officers can process bids according to the user permissions they have been granted. While some officers may be allowed to make offers to applicants directly others may be required to suggest an offer that needs to be approved by a senior officer.

The system also supports Direct Matches which can be used to directly allocate a property to an applicant. This could be used for your Private Rented Sector nomination model for direct letting to a private rented property.

Huume **homeless**

The Huume Homeless module is pre-configured to comply with the Homeless Reduction Act 2017 with regards to both data collection and case workflow. Our Case structure means data is tightly integrated and shared between the Homeless (Housing Act part VII) and Housing Register (Housing Act part VI) to reduce duplication, ensure all staff are working with up-to-date information and to allow easy reporting across modules

The intelligent forms and logic guide officers through the process, and cases are only moved through to the correct stage at a specific point in the workflow. The Huume homeless module includes:

- Intuitive to use, and guides case officers.
- Pre-homeless reduction act (legacy) cases supported.
- Capture additional information by customising the forms.
- Add additional checklists and actions to the workflow.
- Case and team dashboards show homeless case status.
- Customisable Personal Housing Plan easily created.
- Temporary accommodation management.
- Financial assistance form.
- Rough sleeper form.
- Online homeless referral form.

Case management

The system has been designed to allow officers to quickly create cases and start the assessment process immediately, without having to input large amounts of data. The intelligent case form only requires officers to complete questions relevant to the applicant's circumstances.

Help based on the official code of guidance is built directly into the form, with relevant sections displayed in the workflow. Links allow officers to easily access the full code of guidance on the official gov.uk website. This content and links can be modified and replaced with customised guidance.

Dashboards and Case Actions

Case officers can easily see their outstanding actions and tasks from their own personalised dashboard.

Actions can be created against a person, case or specific application, so that users can easily identity which items have been completed.

Standard Action definitions allow officers to promptly add Actions from a dropdown list or have them automatically added at specific points in the workflow. All of this is fully customisable by the team.

Outstanding actions are easy to view across a whole case, with everything being clearly listed on a single page.

Personal Housing Plan

Fully tailored Personal Housing Plans can be created for applicants. Related actions can be used to track case work that is required outside of the Personal Housing Plan. These can be used across Huume modules to provide a joined-up approach when managing an applicant's needs.

Applicants can manage their own Plan via the customer portal, or they can request an electronic or printed version. Templates are created in Microsoft Word to allow users to utilise the standard layout and formatting, before inserting the relevant data fields from the system.

The Customer Portal allows applicants to view and manage their Personal Housing Plan. Customers can access the individual items that make up their PHP, add comments and mark them as complete.

Temporary accommodation

Temporary accommodation placements can be recorded in the system to allow tracking of tenancies created. Properties used for TA can be created in the central Property register and allocations made against these.

Officers can search for available properties, including criteria such as the households bed need which is automatically calculated on the bedroom assessment.

Void tracking ensures you always have an accurate picture of what properties are available at any one time. Users are only shown properties available based on the tenancy start date.

Case reviews and appeals

Reviews can be conducted at a case level or created against specific applications / assessments.

When creating a review against a homeless application the system ensures all relevant statutory data is captured. Reviews allow the capture of required information, creating Actions to track outstanding work and using the Comms Centre to manage all communications with applicants.

Legacy case management

The system comes with dedicated functionality to manage any pre-Homeless Reduction Act cases. The legacy Homeless form captures information required to include these in the H-CLIC return.

H-CLIC

The system has been designed to ensure all the data required for the H-CLIC return is captured at the correct point in the process and in the correct format.

Validation logic, built directly into the form, ensure they accord with the H-CLIC specification as they progress a case through the workflow. Errors are highlighted against specific fields showing what needs to be updated.

Alongside this, the system also checks each case directly against the H-CLIC schematron overnight. Any issues found are recorded on the case and highlighted in the workflow, this enables officers the ability to adjust accordingly prior to the quarterly submission.

The H-CLIC XML file is automatically created in the correct format ready to be submitted to DELTA. Ad-hoc files can be generated for individual cases as required.

Huume is committed to keeping data collection and validation checks in line with the H-CLIC specification and will ensure the system is always in line with new versions of the specification as they are released.

Additional case strands

The system includes several additional case strands that can be used to help manage homeless cases.

Financial assistance – A fully configurable back-office form managing key financial payments made to applicants, such as rent deposit and rent in advance, alongside associated comms messages, Files, Actions, Notes and Alerts.

Rough sleeper– Developed to support the Rough Sleeping Initiative (RSI) and supported accommodation activities. This is a fully configurable back-office form that meets Case Management and location-based record keeping needs. The form allows capture of data, as well as Notes, Alerts and Actions, attaching files, and generating comms messages.

Suitability assessments – Capturing information required for a placement suitability assessment, linked directly to a specific property unit. Fully configurable and benefits from all aspects of our standard case standard functionality

Support assessments - Available within our Support module, allowing the capture of an applicant's support needs. This fully configurable back-office form allows an applicant to be referred to one or more services from a range of different providers.

Huume temporary accommodation rents

To accompany the Huume Homeless module, which already collates information relating to Temporary Accommodation for H-CLIC reporting, Huume also provides a Temporary Accommodation Rents module with advanced management and customisation of TA workflows. Financial elements, such as rent accounting, arrears management and loan accounts are included alongside associated repayment agreements / monitoring.

These can be integrated, via the Reporting APIs, into existing finance systems, reducing duplications and enhancing team efficiency when dealing with TA rents.

The features include:

- Storing charge information against a TA property
- Creating tenancy accounts when TA placement created
- Generating rent account statements per tenancy
- Recording payments from the applicant, housing benefit and other sources
- Creating multiple accounts against a homelessness application (such as loan or storage accounts)
- Arrears and repayment agreement monitoring
- Raising sundry debts/charges

The module links into the functionality of Huume that allows the creation and monitoring of actions against a TA property (e.g. renewing a gas certificate. It also tracks useful documentation, allowing uploading of key files against a TA property, such as the resulting gas certificates.

The module allows capture of data against properties and TA rent accounts, as well as Notes, Alerts and Actions and generating comms messages.

Maintenance & Support

Provision of a high-quality support service is vital to provide customer satisfaction and confidence in a system.

Standard support services are available 9am to 5:30pm Monday to Friday (except for English public or bank holidays). The system is monitored 24 hours a day 7 days a week and support staff are notified of any outages during extended hours. Users can log queries via our helpdesk, by email or by telephone. Each client has a named Account Manager.

Users are automatically emailed when a new support ticket is created or updated via our helpdesk, so they are always kept fully up to date with progress on the issue. The Customer Support system allows two-way interaction on tickets, with comments being able to be added by both the Customer Support Team and the originator.

Each call is allocated a severity level as follows:

Priority	Target response time	Target resolution time
Business Critical	2 working hours	1 working day
Major operational impact	2 working hours	2 working days
Minor operational impact	2 working days	25 working days
No operational impact	5 working days	To be mutually agreed

All reported issues are dealt with in priority and time of receipt order to ensure an optimum service is provided to our clients. We will use commercially reasonable endeavours to respond to any incidents within the below timescales.

Our web-based support portal provides users with access to up-to-date user guides, FAQs, training materials, and provides a forum to facilitate discussions with other Huume users.

Planned maintenance
In common with other cloud software, the Huume software is frequently updated. Updates to the Huume system are designed to be applied without downtime and as such may be performed during standard hours.

Huume will provide the Customer with 10 days' notice of any planned maintenance window during standard hours, unless such maintenance is necessitated by security or performance considerations, or Microsoft Azure, in which case the maintenance and any associated notice will be immediate.

Data migration

The option of migrating data to Huume can be managed and implemented by us as part of the process. We have a powerful data import tool that can be used to migrate your property, people, homeless and housing register data, along with associated notes, comms messages, and files.

The team will review the format of the data and what data is required to be migrated over. Huume can then manage all aspects of extracting the information and creating the necessary files to be imported into the new system.

If you choose not to migrate data but instead adopt a re-registration approach, then we also fully support this. If existing applicants re-register, then the system can automatically update their band and effective data to match their current values, ensuring these applicants do not lose their current priorities.

Implementation

Because all clients use the same cloud-based application powering system functionality, a tested and live configurable system is available from the beginning of the project. You will also get full access to a training system throughout the project.
This means the project team can familiarise themselves with the functionality it provides early on, allowing more time to configure the system and avoiding traditional large scale single user acceptance testing at the end of the project.

By using smaller, test focussed development and configuration of the system, the deliverables are broken down into smaller packets. This helps reduce the risks around configuration and ambiguities with the scope. In traditional software development processes discrepancies between the two are often highlighted late on, which leaves little time to rectify. With our approach, these issues are mitigated earlier as changes can very easily be made at any time during the implementation process.

Our project rollout follows the below process:

Familiarisation training - We will deliver on-site (or remote) training sessions for the project team so they fully understand the functionality in the system and how it can be configured. A fully working version of the system ready for configuration will then be presented to the team.

Client configuration - Defining the fields and forms to match application forms, with assistance from the Huume team. We will provide a data dictionary containing all the standard default fields that will act as the basis on which to add specific requirements. We will work with you to ensure that your questions and data are structured in the most efficient manner, and you are making full use of the functionality offered by the system.

You will then use this information to configure the system in line with your requirements creating your custom fields, and setting out the forms how you want them to appear to users.

If data migration is being undertaken a Data mapping specification will start to be created at this point in the project as well. This ensures the fields that are being created in the system can be populated with the relevant data from the legacy system.

Detailed Service specification - The Detailed Service Specification includes a default configuration for bedroom/banding calculations and eligibility and preference criteria which can be modified or added to, reflecting your policy.

Huume custom configuration - Huume undertake the custom configuration detailed in the Detail Service Specification.

Custom configuration UAT - Once Huume have completed the custom configuration it is deployed into the system ready for the project team to undertake their User Acceptance Testing. This UAT stage is focused on the configuration that Huume have completed so provides the project team with a defined set of changes to test. Staff will have had access to the system since the start of the project so any more generic tests/use cases they wish to run on the system can be done at any stage earlier in the project.

Additional system configuration - As part of this stage, you will be able to configure the following aspects of the system:

Comms wrappers
Comms templates
Action definitions
Website content & styling
Advert format
Reports
Roles

Huume will provide help and assistance throughout this stage and advise on how the system functionality can be used. We have not included a formal UAT sign-off for this stage as we expect the testing to be broken down into small tasks that can be completed separately as each area is completed.

Huume data migration - Huume develop data migration routines that provide a repeatable automated process to migrate data from the existing structure to the Huume.

Data migration UAT - Once Huume have completed the data migration routines a test load will be performed into the system for the project team to UAT. This will require staff to check that all data has been correctly loaded into the right place and relevant relationships created between all the information.

Final service deployment - Huume will setup the live environment by taking a copy of the configuration environment and remove any test data ahead of any final data migration.

You will also be provided with a separate test system at this stage which you can use to train your staff, or experiment with different configurations.

Final data migration - The data migration routines are run on an up-to-date copy of the existing data and the Huume system is populated correctly.

Licensing

Huume licences are granted based of the allocation of properties, and the management of homeless cases within a local authority's geographic area. This covers an unlimited number of back-office users, across both the local authority and landlord partners advertising their properties within the authority's area.

For more information

Visit our website – **www.huume.co.uk** where you can

- Book a demo with our Product Manager
- Download additional materials
- Register to join one of our regular webinars