



Beam Casework Services

Service Definition Document

Beam is a social enterprise providing software-enabled, person-centred support to individuals and households facing difficulties finding and sustaining housing or employment.

Beam's caseworker support is underpinned by our bespoke AI tooling (Beamforce, Magic Notes, Magic Reports, Beam Translate, and Beam Talk), enabling more efficient delivery of care. All Beam caseworkers have access to Beam's suite of AI tools, designed in collaboration with our caseworker team to match the unique workflows of housing, health and social care services.

Beam's service is technology-enabled using our suite of bespoke AI tools.

Referrer Dashboard

- Beam will provide the Local Authority with access to Beam's bespoke Referrer Dashboard, which was built in-house and is delivered as a Platform as a Service solution. The Referrer Dashboard gives a transparent, live, clearly laid out view of the residents that have been referred, and the stage they are at in their support journey with Beam.
- 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 (Single Sign On) to access the platform. Once logged in, referrers can see their own referrals to Beam, and can track their engagement and progress, and understand what service-user next steps are. The referrer dashboard also provides details for each referral's Beam caseworker, and allows referrers to contact the Beam caseworker directly.
- 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.

Beamforce

- Beam's high quality casework support is administered through a bespoke, in-house case management system, designed specifically for our casework support, customer records and data. This includes a customer tracking system, enabling automated outcome reporting, an AI-enabled budgeting tool, and the Referrer Dashboard.
- Beamforce tracks important data gathered throughout the pathway, such as household composition, household affordability, housing status at the point of referral, and first

months rent secured. This is useful data, which is shared safely with the council, enabling future decisions to be made from a data-led perspective.

Magic Notes, Magic Reports, Beam Talk, Beam Translate

- Beam's suite of AI tools were developed in collaboration with our team of caseworkers to automate casework support workflows. Our sector leading AI tools are utilised by our casework team to maximise frontline efficiency, increase accessibility of our service and free up time for more high-quality person-centred casework provision.
- On average, caseworkers using Magic Notes save 63% of administration time. By integrating our human-centred casework with this specialised software, Beam significantly reduces administrative overhead, ensures data-driven reporting for local authorities, and enables our caseworkers to focus on delivering high-intensity, person-centred care at scale.

Beam works closely with commissioners to:

- Support individuals closer to secure, sustainable employment
- Support individuals and families out of temporary or unsuitable accommodation and into stable and suitable Private Rented Sector housing
- Support individuals to develop skills and confidence for long term independence.

The journey of a Beam service-user has six stages:

- Engage with referral partners to accept referrals of individuals and households who may be suitable for Beam.
- Each household or individual service-user 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.
- Employment support may be provided to raise a service-user's affordability and increase access to rented housing. A Beam caseworker supports the service-user to identify appropriate employment routes and needs through a strength-based assessment.
- If affordability requires increasing, Beam supports service-users into paid work, including CV preparation, support with completing job applications and interview preparation.
- Service-users 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, and benefit from Beam's landlord partner network. If and when an offer of private rented sector accommodation is accepted, the Beam caseworker supports the service-user to complete necessary paperwork to sign the contract.
- Provide sustainment support to service-users. For households signing a tenancy with the Private Rented Sector, Beam provides 12 months of tenancy sustainment support.

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), or staffing costs of additional resource required to facilitate move-on.
- 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, Magic Notes, Magic Notes, Beam Translate and Beam Talk - to support delivery of services.
- Data and insights gathered through Beamforce are shared with the council, to inform future decision making

Beam is compliant with General Data Protection Regulations, is ISO27001 Certified and has a privacy statement for service-users. Beam's team of caseworkers have enhanced DBS checks, refreshed at minimum once every 3 years.