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# Abritas Product Update

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# Agenda

- ▶ Homeless Reduction Act
- ▶ Supporting GDPR Compliancy
- ▶ Release 10
- ▶ Product Roadmap
- ▶ Housing Community Day – save the date



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# Homeless Reduction Act

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# Homeless Reduction Act

Key aims for the new module

- ▶ Provide casework functionality to manage cases in line with the new Act
- ▶ Ensure workflow processes are in line with the new processes
- ▶ Ensure all new statutory reporting requirements are met
- ▶ Allow users to manage outstanding historical cases
- ▶ Fully integrate with the other Abritas modules
- ▶ Backwards compatible for previous versions



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# Homeless Reduction Act

## What's changed

- ▶ Module re-built completely
- ▶ Sits alongside existing homelessness cases
- ▶ Advice & Prevention and Homelessness cases merged together
- ▶ New workflow process for new cases
- ▶ Streamlined interface to allow quick entry and progression of cases
- ▶ Flexible casework options to allow for local variations



# Homeless Reduction Act

Demonstration...



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# Supporting GDPR Compliance

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# Supporting GDPR Compliancy

Things to think about

- ▶ Engage your Data Protection Officer (DPO)
- ▶ Civica are **Data Processors** for Abritas Housing Solution
- ▶ Identify and document other data processors and consider their roles
- ▶ Determine lawful basis for processing personal data and document this (GDPR Article 6)



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# Supporting GDPR Compliancy

Review your applicant application forms

- ▶ Statements generally appear at the end of forms when data has already been stored
- ▶ Statements should be easily accessible
- ▶ Statements should be reviewed in accordance with GDPR consent guidelines
- ▶ Review data collected on forms, is it necessary to perform public duties
- ▶ Optional data needs to be clearly labelled

# Supporting GDPR Compliance

Consider possible changes

- ▶ Produce a privacy policy, create a privacy policy page easily accessible on website
- ▶ Review questions on your forms (what's the lawful basis for processing)
- ▶ Enable optional (non-mandatory) questions to enable a "Refused" answered
- ▶ Consider existing data and legal basis for collecting it
- ▶ Remove data not properly collected and recollect
- ▶ Review data retention rules in line with policies
- ▶ Update online application forms (refer to privacy policy on first page)

# Supporting GDPR Compliancy

Assisting your compliancy

- ▶ Abritas V7.0 contains Data Management for automatic anonymising of record no longer needed
- ▶ Consider benefits of upgrading over manual processing
- ▶ Forms changes coordinated via Small Works Orders [ABR.workorders@civica.co.uk](mailto:ABR.workorders@civica.co.uk)
- ▶ Consider demand / demand for Small Work Orders
- ▶ Review configurations for ability to manually override any automated processing

# Supporting GDPR Compliancy

## Subject Access Request

- ▶ Requests for individuals pertaining to their rights under GDPR
- ▶ Abritas system provides ability to see, update, print or download individuals information
- ▶ The Abritas support team can help respond to requests
- ▶ Provide timescales for completion to ensure prioritisation



# Supporting GDPR Compliancy

What the Abritas Solution system can help with

- ▶ Privacy Policy (supported by CHP v6.5) – Privacy Policy page accessible for footer on every page
- ▶ Data Retention (support by v7.0) – Data Management functionality
- ▶ Reporting – obtain information on an individual (downloadable CSV , XSLX)



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# Supporting GDPR Compliancy

What Civica will do for you

- ▶ Data Processor commitments
- ▶ Obligated to maintain measures to ensure security of data (ISO27001 certified)
- ▶ Support team assistance to support subject access requests
- ▶ Breach notifications in place of this unlikely event
- ▶ No transfer of data outside of EU (Abritas UK hosted)
- ▶ We do not use sub-processors for personal data



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# CIVICA

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# Release 10

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# Release 10

## What's new

- ▶ Customer Document Upload
- ▶ Security scan & verification of attachments
- ▶ Welsh Homelessness updates
- ▶ AddressBase loader



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# Release 10

Demonstration...



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# Product Roadmap

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# Product Roadmap

What's next

- ▶ Enhanced Cx integration
- ▶ Deployment
- ▶ Single Sign On
- ▶ Mobile Responsive Customer Housing Portal
- ▶ On-line pre-tenancy checks



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# Enhanced Cx integration

- ▶ Automatic creation of Temporary accommodation units from Cx
- ▶ Household summary view of Abritas data within Cx
- ▶ Single sign on from Cx into Abritas back office



# Deployment

- ▶ Allow new releases to be distributed far easier
- ▶ Ensures customer implementations are kept up to date
- ▶ Customers can implement new functionality more quickly
- ▶ Quicker feedback from users on new features



# Single Sign On

- ▶ Use industry standard protocols
- ▶ Allow customers to sign on once in the local authority portal
- ▶ Automatically be signed into the Abritas CHP



# Mobile responsive CHP

- ▶ Automatically adjust depending on the device being used
- ▶ Reformat content to fit on a small screen device
- ▶ Changes to the user interface to work with touch screen devices easily



## On-line pre-tenancy checks

- ▶ Messaging functionality to inform the user what they are required to upload
- ▶ New area of the CHP My Account page to allow customers to manage their document proofs
- ▶ Back office workflow to manage the approval process
- ▶ Automated reminders for clients





## Save the date – Housing Community Day



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