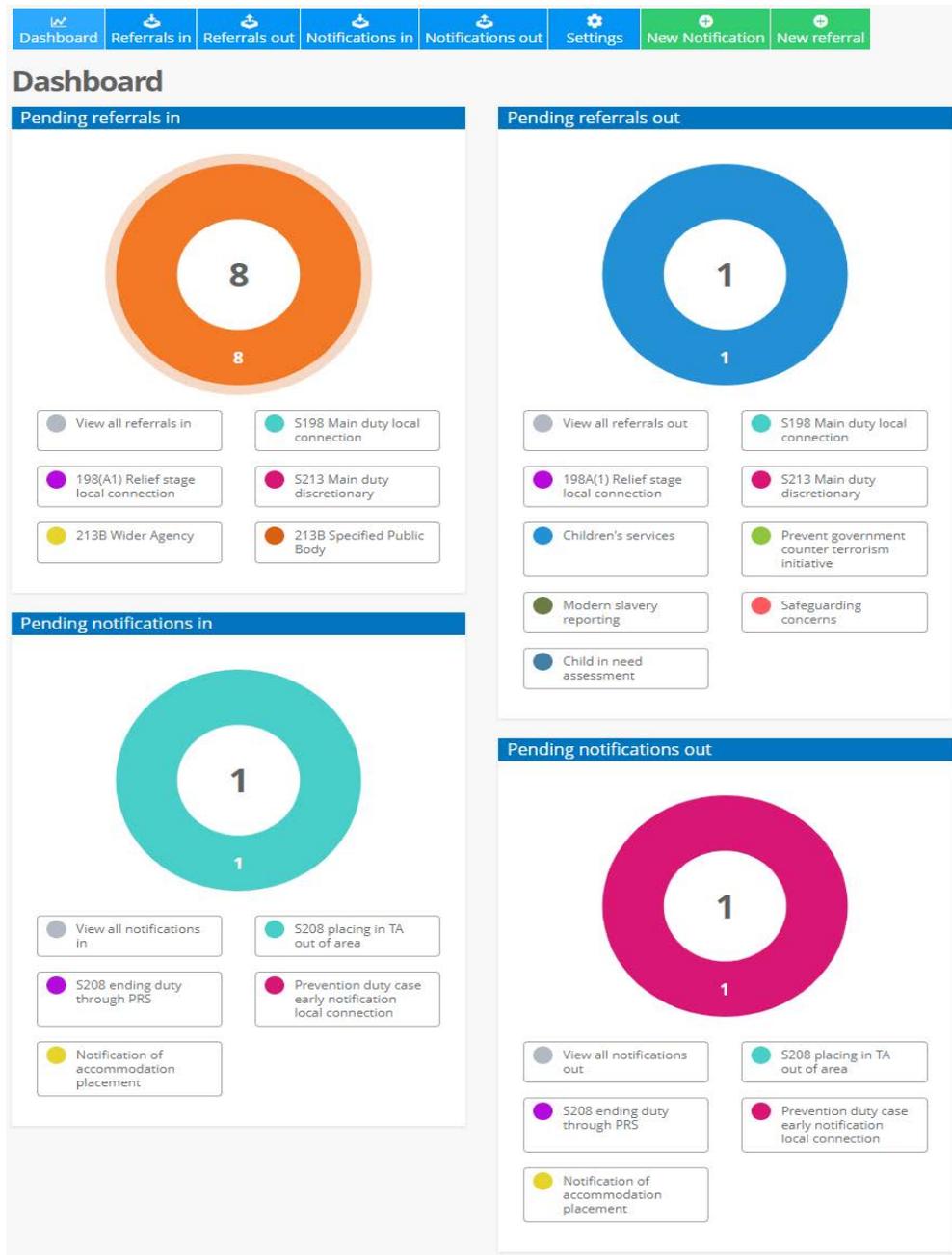




Quick Guide 5 –  
How to action a referral when received

## How to action a referral when received

When logging into Housing Jigsaw ALERT you'll be taken to the dashboard screen which gives you a high-level overview of your referrals and notifications.



Click 'view all referrals in'

**Dashboard**

Pending referrals in

8

8

- View all referrals in
- 198(A1) Relief stage local connection
- 213B Wider Agency
- S198 Main duty local connection
- S213 Main duty discretionary
- 213B Specified Public Body

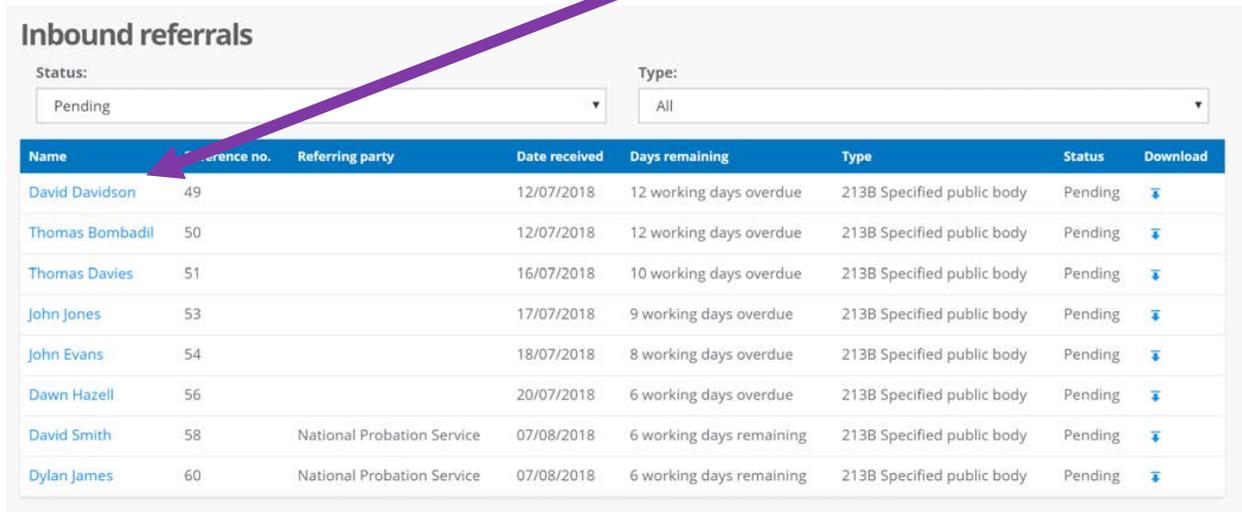
Which will take you to the 'inbound referrals' dashboard:

**Inbound referrals**

Status: Pending Type: All

Name	Reference no.	Referring party	Date received	Days remaining	Type	Status	Download
David Davidson	49		12/07/2018	12 working days overdue	213B Specified public body	Pending	Download
Thomas Bombadil	50		12/07/2018	12 working days overdue	213B Specified public body	Pending	Download
Thomas Davies	51		16/07/2018	10 working days overdue	213B Specified public body	Pending	Download
John Jones	53		17/07/2018	9 working days overdue	213B Specified public body	Pending	Download
John Evans	54		18/07/2018	8 working days overdue	213B Specified public body	Pending	Download
Dawn Hazell	56		20/07/2018	6 working days overdue	213B Specified public body	Pending	Download
David Smith	58	National Probation Service	07/08/2018	6 working days remaining	213B Specified public body	Pending	Download
Dylan James	60	National Probation Service	07/08/2018	6 working days remaining	213B Specified public body	Pending	Download

You can view a copy of the referral by clicking on the customer name:



The screenshot shows a web interface titled "Inbound referrals". At the top, there are two dropdown menus: "Status:" set to "Pending" and "Type:" set to "All". Below these is a table with the following columns: Name, Reference no., Referring party, Date received, Days remaining, Type, Status, and Download. A purple arrow points from the top right towards the "Name" column header. The table contains eight rows of referral data.

Name	Reference no.	Referring party	Date received	Days remaining	Type	Status	Download
David Davidson	49		12/07/2018	12 working days overdue	213B Specified public body	Pending	Download
Thomas Bombadil	50		12/07/2018	12 working days overdue	213B Specified public body	Pending	Download
Thomas Davies	51		16/07/2018	10 working days overdue	213B Specified public body	Pending	Download
John Jones	53		17/07/2018	9 working days overdue	213B Specified public body	Pending	Download
John Evans	54		18/07/2018	8 working days overdue	213B Specified public body	Pending	Download
Dawn Hazell	56		20/07/2018	6 working days overdue	213B Specified public body	Pending	Download
David Smith	58	National Probation Service	07/08/2018	6 working days remaining	213B Specified public body	Pending	Download
Dylan James	60	National Probation Service	07/08/2018	6 working days remaining	213B Specified public body	Pending	Download

Which will display a full copy of the referral:

**Referral Questions**

Type of referral/notification  
213B Specified public body

Has this person any dependent children  
No

Is this person or any member of their household pregnant?  
No

Comments/views regarding this  
N/A

Full names of any other household members residing with the person (you must include the details of persons with parental responsibility if the person being referred is under the age of 18)  
None

Does the person have any mental health concerns  
No

Does this person have any physical disabilities  
No

Is the applicant homeless or threatened with homelessness  
No

Wishes of the person in the context of the referral  
Would like support finding accommodation locally

Other languages spoken and is an interpreter required?  
None

Sexual orientation  
Prefer not to say

Does this person pose a health and safety risk to staff  
No

Outline any agency involvement already in place  
None

Details of formal identification  
UK passport in date

Has the applicant any formal identification  
Yes

Ethnicity  
White Other - Other

Nationality  
UK national habitually resident in UK

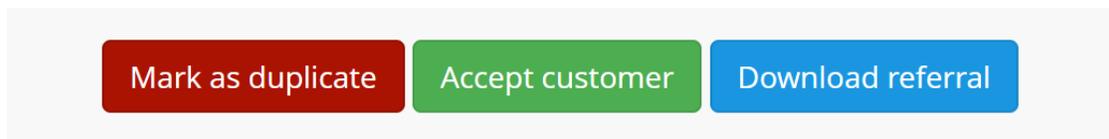
Is English first language  
Yes

Any further support needs identified by the referring agency  
None

< Back   Mark as duplicate   Accept customer   Download referral

Powered by

Once you have viewed the referral you have the option to:



If you wish to mark the referral as a duplicate to indicate to the referring agency that you are already working with the customer, you will be asked to provide reasoning for this:

Please provide a reason for this application to be marked as duplicate

[< Back](#) [Confirm mark as duplicate](#) [Accept customer](#) [Download referral](#)

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