

HOUSING SERVICES

Briefing Note

Submission of referrals for Short Term Housing Support (STHS) via Trust in Fife's STHS website.

Purpose:	To inform <u>non-FORT</u> users of the new online system for the submission of STHS referrals (as an alternative to emailed/paper referrals)
Target audience:	NHS staff; DWP staff; those without access to the FORT 'Housing Partnership' CRMS referral system
Issue Date:	02 October 2018
Issued by:	Zoe Burns, Housing Services, Lead Officer (PSP & Commissioning)
Timescale:	Immediate
More information or questions:	STHS Allocations Team STHS@Trustinfife.co.uk

We have developed a new online referral system for those who normally require to submit paper or emailed referrals to us. This will mainly be used by NHS and DWP staff but will also be of benefit to other referring agencies who can submit online instead of completing paper/emailed documents.

(Referrers with access to the FORT 'Housing Partnership' CRMS Referral Light system must continue to use only the FORT system to make referrals).

If you normally submit a paper/emailed referral to us at STHS@Trustinfife.co.uk, or you don't have access to FORT CRMS, you should instead now make your referral for STHS via Trust in Fife's STHS Allocations website (which can be found at the following online address):

<https://www.trustinfife.org.uk/services/short-term-housing-support/>

- (i) The new website is for those who normally need to submit emailed or paper referrals to us and do not have access to the FORT 'Housing Partnership' CRMS 'Referral Light' system (those with access to FORT CRMS must continue to use the FRT system only);
- (ii) Instead of submitting your paper/emailed forms, please use this new web-based system with immediate effect (September 2018):
- (iii) All referrers using the new web-based referrals system must continue to advise the individuals they are referring of the STHS Privacy Notice held on Fife Council's website, Fife Direct. The link to this can be found at: www.fifedirect.org.uk/privacy/sths
- (iv) STHS Allocations team will continue to input your STHS referral onto the FORT CRMS referral system on your behalf. Data processing for STHS applications takes place on both the Trust in Fife STHS Allocations website and the FORT CRMS system.