Person Alert Code System

**Guidance**

*Proposed Sector-Wide Standard for Housing Providers (HACT/MHCLG aligned)*  
**Version:** Draft v1.0 | **Prepared by:** Elena Iurco | **Date:** July 2025

# Purpose

The **Person Alert Code** provides a standardised, structured framework for identifying, recording, and responding to alerts related to tenants, residents, or household members. These alerts may relate to health conditions, communication needs, safeguarding risks, behavioural concerns, or support requirements that impact housing management, repairs, safety, and service delivery.

It is designed to:

* Improve **inter-agency working** (NHS, Adult Social Care, Fire Service, Police)
* Enable **earlier interventions** and better **risk management**
* Ensure **repairs and legal compliance**, especially in light of **Awaab’s Law**
* Support **care, trauma-informed tenancy management**, and housing safety

# Background

Currently, most housing providers store person alerts in free text, unstructured tags, or within multiple siloed systems. This leads to:

* Inconsistent data use across housing management systems (HMS)
* Limited ability to track or escalate risks across tenures
* Poor integration with health, safeguarding, or repair systems
* Increased risk of **housing failure**, **disrepair claims**, or **preventable harm**

A sector-wide structure ensures **interoperability**, **transparency**, and **compliance**.

The proposed Person Alert Code Framework:

* Standardises critical information sharing.
* Supports resident safety, dignity, and accessibility.
* Enables compliance with Awaab’s Law, safeguarding duties, and Equality Act 2010.
* Facilitates contractor and staff safety.

# Core Structure

The alert system is built from two core tables:

* **PersonAlert**: Links a person to one or more alerts, including metadata (dates, notes, source, informed consent).
* **PersonAlertCodes**: Master list of standard alert codes, descriptions, risk level, and operational flags.

# Alert Code Categories

Each alert is grouped into logical categories with a consistent naming convention:

|  |  |  |
| --- | --- | --- |
| **Category** | **Prefix** | **Description** |
| Health | MED | Chronic conditions, allergies, respiratory or immune vulnerabilities. |
| Environmental | ENV | Hoarding, damp/mould, access risks tied to health or behaviours. |
| Risk | RISK | Safety threats to staff, contractors, or residents. |
| Safeguarding | SAF | Domestic abuse, child protection, vulnerable adult concerns. |
| Mental Health | VUL | Diagnosed or disclosed mental health conditions and neurodiversity. |
| Communication | COMM | Interpreter needs, sensory, cognitive, or neurodiverse communication needs. |

Each code follows the format CATEGORY.NUMBER.SUBNUMBER, e.g. MED1.01 for Asthma.

# Key Fields Explained

* **AlertCode / AlertSubcode**: Standardised classification of the need or risk.
* **AlertName / AlertSubName**: Plain-English description for staff and contractors.
* **AlertCategory**: Logical grouping for filtering, reporting, and system integration.
* **IsCritical**: Flags high-risk scenarios requiring immediate escalation.
* **IsAwaabRelevant**: Flags relevance to housing condition obligations under Awaab’s Law.
* **RepairsImpact**: Level of operational adjustment needed during repairs (High/Med/Low/None).
* **SupportRequired**: Human-readable guidance for staff/contractor action.

# Resident Record (PersonAlert Table)

Each alert instance should include:

* **StartDate / EndDate / ReviewDate**: To track relevance and ensure regular review.
* **AlertSource**: Who provided or confirmed the alert (e.g. GP, Social Worker, Tenant).
* **InformedResident**: Whether the resident was informed/consulted (for transparency and consent).
* **AlertDescription**: Free text for contextual details (optional).
* **CreatedBy / LastUpdated**: For audit trails and change control.

# Governance & Safeguard

* All alerts must be handled in line with GDPR and data minimisation principles.
* Only relevant staff/contractors should have access.
* Reviews should occur annually or as circumstances change.
* Alerts with an **IsCritical** flag should trigger workflow automation or safeguarding review.

# Sample Use Cases

|  |  |  |  |
| --- | --- | --- | --- |
| **Scenario** | **Alert Code** | **Repairs Impact** | **Staff Guidance** |
| Resident with COPD | MED1.02 | High | Ensure ventilation; fast-track mould repair. |
| Tenant aggressive towards contractors | RISK2.02 | High | Use trusted teams, notify before visit. |
| Deaf resident | COMM1.01 | High | Use email/text only; no phone contact. |
| Survivor of Domestic Abuse | SAF1.01 | Medium | Do not disclose location; avoid calling from ID. |
| Child Protection Plan in place | SAF2.01 | High | Liaise with Children’s Services. |

# Benefits for the Sector

* **Resident-centred**: Enables tailored communication, safety, and support.
* **Standardised**: Reduces fragmentation across providers and systems.
* **Operationally actionable**: Flags risks to repairs and access.
* **Legally defensible**: Supports compliance with equality, health, and safety law.

# Next Steps for Sector-Wide Adoption

* Integrate into Housing Management and Asset Systems (via HACT Data Standard alignment).
* Train frontline staff and contractors on interpreting and responding to alerts.
* Establish cross-departmental review processes (e.g. repairs, safeguarding, tenancy).
* Embed in contractor portals and access systems.

# Ongoing Development

To embed this model successfully, the following is proposed:

**A. Sector Commitment**

* HACT, MHCLG, and major housing providers to endorse the use of a **shared code standard**
* Inclusion in the **HACT Housing Data Standard** under **Customer Data Module > Alerts**

**B. Systems Integration**

* HMS vendors to provide integration templates and dashboards
* API endpoints or exports to support:
  + NHS Shared Care Records
  + Local MARAC or MASH systems
  + Housing Ombudsman data returns

**C. Ongoing Development**

* Co-design and review with:
  + Residents with lived experience
  + Mental health advocates
  + Equality, Diversity & Inclusion leads
* Feedback loop for code updates and additions (e.g. new medical risks)