



# STREET SUPPORT NETWORK – ADMIN USER GUIDE

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## OVERVIEW

This document is a guide to updating information on Street Support Network through the admin site. The actions you can take in the admin depending on your roles and permissions are...

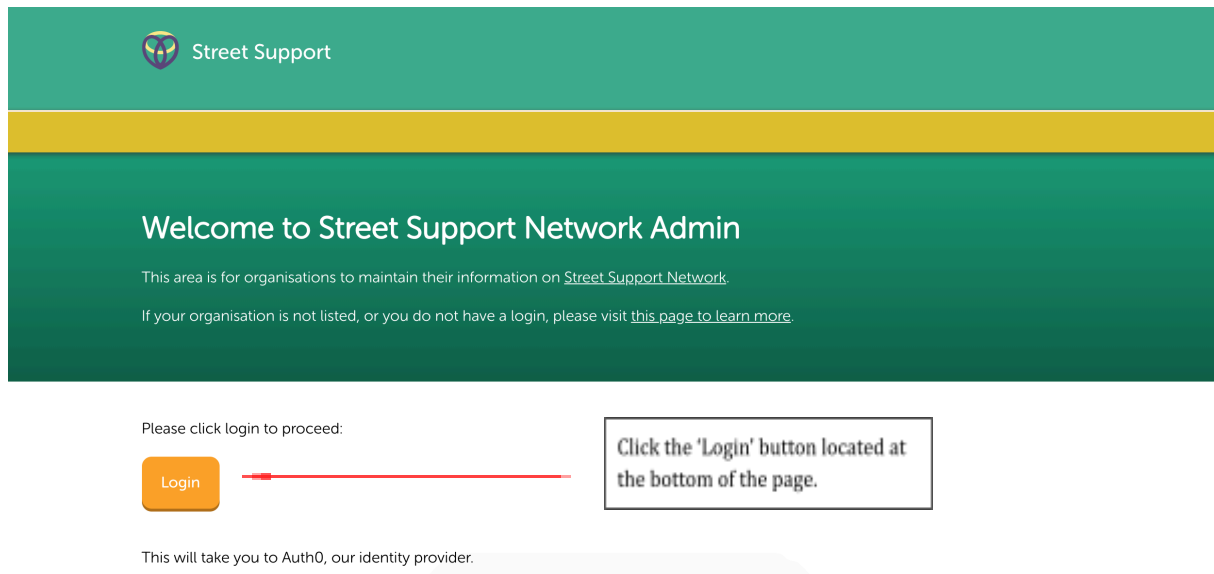
- Add / edit / publish / verify organisations (*for Street Support administrators*)
- Add / edit / delete services for an organisation
- Add / delete needs for an organisation
- Create organisations admin users (*for Street Support administrators*)
- View volunteers (*for organisation administrators*)
- Turn on / off SWEP emergency accommodation flag
- Add / edit accommodation for an organisation

City admin users will be able to do these actions only for their own city's organisations and users.

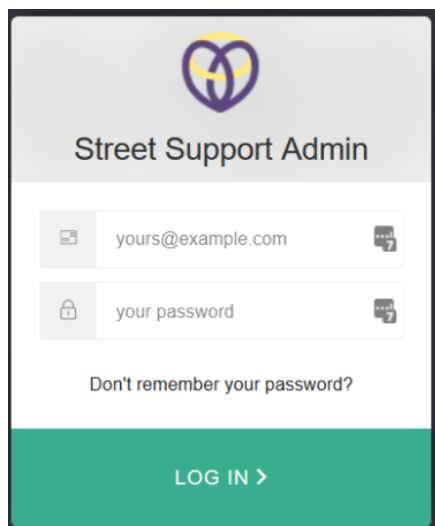


## ACCESS THE ADMIN SITE

To access the admin section of Street Support Network, please visit [admin.streetsupport.net](https://admin.streetsupport.net) which will direct you to the homepage shown in the picture below.



NB. You should have received an email from us with login information. Enter the email address you will be using to login and click the 'don't remember your password?' link to set up a password. You can also use this if you ever forget your password.



*If you don't yet have a login, or have problems with logging in, please email [james@streetsupport.net](mailto:james@streetsupport.net).*



## MANAGE ORGANISATIONS

### OVERVIEW

1. Is the organisation already listed and verified?
  - If yes, just double-check the information to make sure it's still accurate.
  - If the organisation is missing or incomplete, update the details as much as possible using online sources, or by reaching out via phone or email.
2. Once you've updated the information, click the 'publish' button to make it live on the website.
3. The organisation should then confirm the details are correct. Once they do, you can mark it as 'verified.' If they have a login, they can check it themselves, or you can guide them through the process. If they prefer, you can also assist them directly.
4. Do they have a user set up? You can check this via the notification banner at the top of an organisation's entry.

*Note: The verified flag means the organisation has reviewed and confirmed the information. If it's not verified, the information will display as 'not yet verified' on the site.*



Street Support Administrators will see this information on their dashboard.

The image is a screenshot of the Street Support Network dashboard. At the top, there is a yellow navigation bar with the following links: Dashboard, Organisations, Accommodation, Volunteers, Offers, Location Advice, Cities, Charter Pledges, Action Groups, Mailing List, and Users. Below the navigation bar, the main content area has a green header with the text 'Service Providers'. Under this header, there is an orange button labeled 'Add New Service Provider'. To the right of this button, there is a white callout box with a red arrow pointing to the button, containing the text: 'Use this option to add a new organisation that is not yet listed.' Below the 'Add New Service Provider' button, there is another white callout box with a red arrow pointing to it, containing the text: 'Click on an organisation name to edit it. These are listed A-Z.' To the right of the 'Add New Service Provider' button, there is a larger white callout box with a red arrow pointing to it, containing the text: 'When you first add a new organisation it will be un-verified and disabled. When everything is correct click 'verify' and 'publish'. You can hide an organisation from the site with 'disable', or create a user for them with the 'new user' option.'

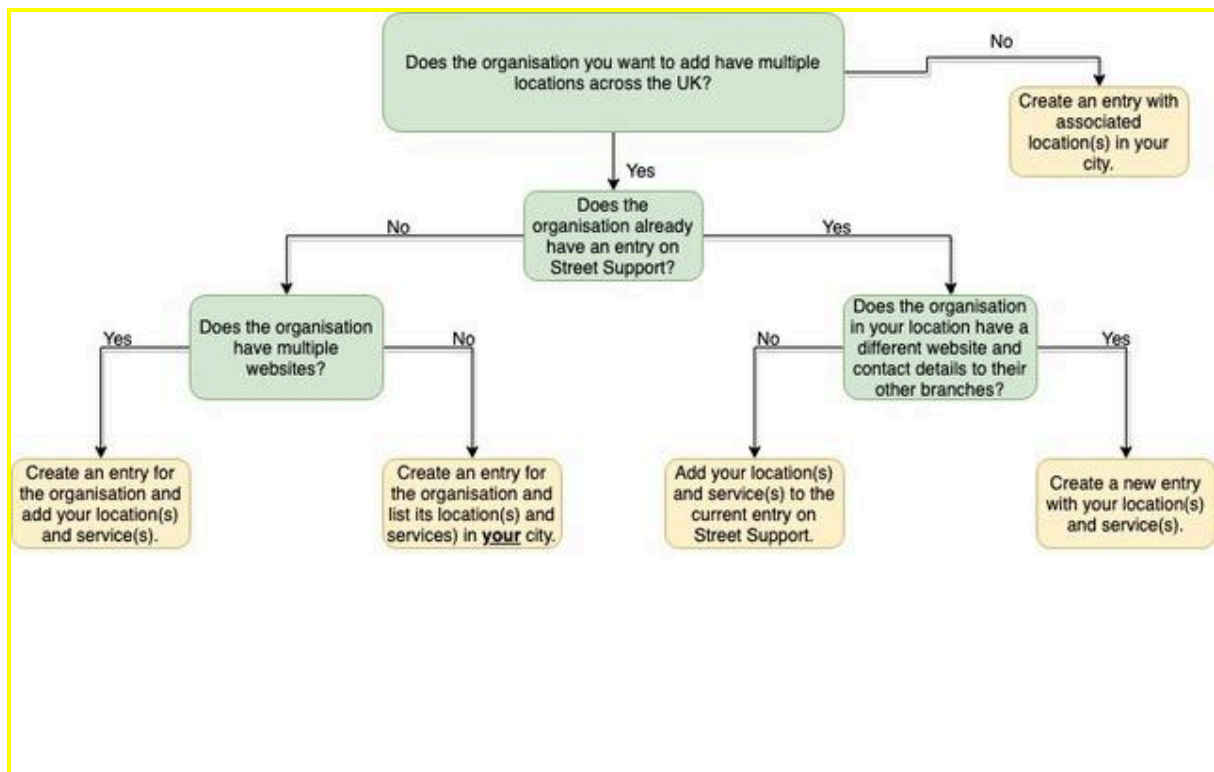


How do we know that the organisation is a registered charity?

A quick look on their website will give you the answer as it will have 'Registered Charity No. XXXXXXXX' at the bottom of their home page. If there is no number, you will need to search on [Companies House](http://Companies House) to check if they are a charity or a business.

### ADD AND NAME AN ORGANISATION

There are a number of organisations that will have branches across the UK, some of which may offer different services and some may have different websites and contact information. In order to keep pages on Street Support Network simple for the user to understand and for the organisation pages to appear under the correct locations on Street Support, please follow this flow-chart to find out how to proceed:



If the organisation is only in one location, you can enter just the name of the organisation into Street Support i.e. 'Friends Without Borders'.



If the organisation is in more than one location, you will need to enter the name of the organisation and then the location I.E 'Mind - Manchester'.

NB: A large number of churches are listed on Street Support Network; many have the same name and are possibly in the same location, so please follow this guideline when naming your church: 'Church name - Street, Location' I.E 'St John's Church - Pepper Street, Reading'

When you come to create the page entry, you will see a page like this:

The screenshot shows a form for an organization named "Women's direct access hostel". At the top is a blue header with the organization name and a "Back to dashboard" button. Below the header are four main sections: "General Details", "Contact Information", "Locations", and "Services". Each section has an "edit" or "Add" button to its right. Red arrows point from text boxes to these buttons, providing instructions.

**Women's direct access hostel**

[Back to dashboard](#)

**General Details** [edit](#)

Short Description  
Description

**Contact Information** [edit](#)

Telephone  
Email  
Website  
Facebook  
Twitter

**Locations** [Add](#)

**Services** [Add](#)

Click edit to update each section. You will be able to change the information and then save it.

Add their locations with opening times here.

Add their services here.



## DRUG & ALCOHOL AND MENTAL HEALTH SERVICES

There may be more than one organisation involved in offering a service so it can be a little unclear at first glance who is the 'service provider' and who is the 'managing body'. In some instances, we have found that two entries have been created on Street Support for the same service as one entry has been put under the service providers name and one entry has been put under the managing bodies name because at first glance, it can look like two separate services.

To prevent duplicate entries from being created and to check whether a service is already on the website, please search the spreadsheet and Street Support Network for both names separately first. E.G. The 'Pennine Care NHS Foundation Trust' work in partnership with various organisations to deliver services, one being 'Bury Healthy Minds' so the Managing Body and name of the page on Street Support is 'Pennine Care NHS Foundation Trust' and one of the Service Providers/locations listed on that page is 'Bury Healthy Minds'.

If there's an organisation that you're unsure of, please ask [james@streetsupport.net](mailto:james@streetsupport.net) for help on deciding whether you should create an entry for that service.





## MANAGE LOCATIONS

Each organisation should have one or more locations.

Locations are primarily building addresses with opening times, but could be an approximate central location postcode for an outreach service. This is used for showing 'nearest' organisations.

NB: Please note that at least one location has to be added for each entry otherwise that organisation will not appear on Street Support Network and again, this is used for showing 'nearest' organisations.

### Edit Location

#### Location Details

Street Line 1	<input type="text" value="Plymouth Grove"/>
Street Line 2	<input type="text"/>
Street Line 3	<input type="text"/>
Street Line 4	<input type="text"/>
City	<input type="text" value="Manchester"/>
Postcode	<input type="text" value="M13 9LU"/>

#### Opening Times

<input type="text" value="Monday"/>	<input type="text" value="00:00"/>	-	<input type="text" value="23:59"/>	<input type="button" value="remove"/>
<input type="text" value="Tuesday"/>	<input type="text"/>	-	<input type="text"/>	<input type="button" value="remove"/>

Click 'new' to add as many days as they are open with the relevant opening and closing times as hh:mm.

When you have finished click 'save'.



## MANAGE SERVICES

Each organisation listed offers services. Select an organisation and under the 'Services' section, click 'Add'.

Select a category, and you will see a list of subcategories – choose all relevant ones.

Add Service

Category

Category

Sub Categories

Service Details

Description

Target Audience - eg: "18-25"

Location

Enter a location for this service, either by selecting an existing address, or entering new details. For outreach services with no fixed address, enter a description in the field below.

Outreach Locations Description

Use Existing Address

Select

Location Details

Street Line 1

Street Line 2

Street Line 3

Street Line 4

City

Postcode

Opening Times

Save

Cancel

Choose a category and tick relevant subcategories.

Describe the service in a sentence or 2.

List any restrictions on who this is for, e.g.  
Male; Over 18s;

If this is an outreach service, write a list of locations here.  
  
Otherwise select one of the addresses, or add a new one, with opening times.

Remember to save when you have finished!



## PUBLISH AND VERIFY

When you have finished adding the details for the organisation and its services, click 'publish' from the dashboard and it will show up on the live site.

You should get the organisation to check everything is correct at this stage - send them a link to their page on the website or talk it through. If they're happy click 'verify'. To get a link for an organisation's page, you can go to <https://streetsupport.net/find-help/all-service-providers/> and search for the organisation by name. You can then right click on the organisation and click "Copy link address".

You can create a new admin user for their organisation from the dashboard using their email address – they will get an email with instructions of how to create login credentials.



The final step is to confirm that you have created an account for that user and to send them the [SSN User Guide for Organisations](#).

Please see the [SSN email templates](#) when contacting organisations.



## MANAGE ACCOMMODATION

Click on Accommodation on the top menu bar to be taken to the Accommodation Edit page. The Accommodation section works similar to the other sections of the website. Click on the edit button to reveal the input properties for this section.

General Details		Contact Details	
			
Name	Housing First	Contact Name	
Visible on website?	true	Additional Info	
Service Provider		Email	Housing First
Short Description		Telephone	07792 957 224
Supported accommodation for women offenders.			
<b>Full Description</b>			
The service is for women aged 18 or over who have an offending history with complex needs and are homeless or at risk of becoming homeless and have a local connection to Oldham, Stockport or Tameside.			
Housing First is an approach which transforms thinking about how to intervene with homeless and vulnerable people. At its heart, Housing First has a recovery orientation that places the customer's choice of housing and support at the centre.			
Accommodation Type	supported		

Click on the edit button to reveal the properties associated to this record

Similar to the previous description. Press the edit buttons to add detail to the Location and Features fields.



Location		Features	
<div>edit</div>		<div>edit</div>	
Street 1	15 Leeds St	Single Rooms	Yes
Street 2		Shared Rooms	Don't Know/Ask
Street 3		Disabled Access	Yes
City	Liverpool	Allows Pets	No
Postcode	L3 6HU	Allows Visitors	Don't Know/Ask
Hide address from public?	false	Shower/Bathroom Facilities	Yes
Public Transport		Access to Kitchen	Yes
Nearest Support Provider		Communal/Social Area	Yes
		Laundry Facilities	Yes
		Provides Clean Bedding	Yes
		Flexible Meal Times	Don't Know/Ask
		<b>Additional Notes</b> Activities currently on offer at the YMCA include: It's Your Move (Resettlement and Life Skills sessions), Women's Group, Chaplain's Drop In, Art Therapy, Lakeside Residential Week, Cultures for Life, Social Activities, Resident's Meetings, Resident's Panel Meetings, Resident Consultations, Dutch Farm (Gardening Project)	

Click on the edit button to reveal the properties associated to this record



Pricing and Requirements	Support Offered
<div><div>edit</div><div></div></div> <div><div>Requires a Referral?</div><div>false</div></div> <div><div>Referral Notes</div><div></div></div> <div><div>Price (£ p/w)</div><div>0</div></div> <div><div>Price includes food</div><div>Don't Know/Ask</div></div> <div><div>Meals Available</div><div></div></div> <div><div>Features available at additional cost</div><div></div></div> <div><div>En-suite Room: Weekly charges eligible for Housing Benefit=£188.33. Weekly service charge=£12.97* Total weekly charge = £201.30.</div><div></div></div> <div><div>Self contained room: Weekly charges eligible for Housing Benefit=£196.13. Weekly service charge=£12.97. Total weekly charge = £209.10. Weekly service charge includes heating, lighting and water rates.</div><div></div></div>	<div><div>edit</div><div></div></div> <div><div>On-site Manager</div><div>Yes</div></div> <div><div>Support Notes</div><div></div></div> <div><div>Support</div><div></div></div> <div><div>On acceptance into the Support and Accommodation Service you will receive a full induction and will be introduced to your key worker and other members of the support team. We will work with you to understand your situation and the things you would like to work towards. We will work with you to plan your support and use Outcome Star or other mapping exercises to create a support plan that works for you.</div><div></div></div> <div><div>We have a highly skilled team of support staff who are all here to assist you and two full time dedicated Learning and Development Officers who work alongside the support team and are also actively involved in facilitating group work and activities. They provide further support surrounding training and educational development to those residents who require it. All new residents will also be required to attend a Health &amp; Safety and policy induction which is facilitated by staff &amp; resident mentors.</div><div></div></div> <div><div>Staff</div><div></div></div> <div><div>This service will be staffed by 3 Intensive Support Practitioners and will be supported by 2 Domiciliary workers alongside the Support Manager and Housing Services Manager.</div><div></div></div>

Click on the edit button to reveal the properties associated to this record

*Pricing Requirements and Support Offered fields can be edited by clicking on the buttons displayed above.*



Suitable For	
Men	true
Women	true
Couples	false
Same-Sex Couples	false
Young People	true
Families	false
Housing Benefit Claimants	true

Click on the edit button to reveal the properties associated to this record

Use the edit button sign posted above to amend the details for the Suitable For fields.

Please contact [admin@streetsupport.net](mailto:admin@streetsupport.net) if you are unsure of these instructions or need advice.

## PUBLISH ACCOMMODATION

Similar to organisation pages, accommodation must be published for it to be visible on [streetsupport.net](http://streetsupport.net). To do this, go to 'General Details' and make sure 'Visible on website?' is ticked and then select 'Save'. The word 'true' should now appear next to 'Visible on website?'.

cancel save

Name Test

Visible on website? ☒

Service Provider -- please select --

edit

Contact Name

Additional Info

Email

Telephone

Tick this box to publish and make 'Visible on website' true.

NB: If there is an organisation that provides supported accommodation in which *all services offered are given to residents only*, you will need to follow this process:



Street Support Network  
[streetsupport.net](http://streetsupport.net)

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- Create a page for that organisation and in the description box, explain the services they provide, but make it clear they are for residents only
- Publish the page
- Create accommodation listing and attach listing to that org (it's called service provider in accommodation section)