



Frontline user guide

A practical guide to asking about housing risk, getting more detail and turning a conversation into clear next steps.

What Ask:Enact helps you do

- 1 Ask** Describe the situation in plain language.
- 2 Follow up** Get more detail as the conversation develops.
- 3 Summarise** Create a structured recap for your next steps.

Use it alongside professional judgement

Ask:Enact provides practical housing prevention guidance. It can help you notice risk, ask useful questions and find possible actions or support.

It supports professional judgement. It does not make automated decisions about people, replace your judgement or act as a case-management record.

Version 1.3 | July 2026 | For frontline use

Get started in five steps

Begin with the situation in front of you. Ask:Enact helps the conversation move from an early signal towards practical action.

- 1 **Sign in**
Go to askenact.com, choose Login and sign in through your usual route.
- 2 **Start a new Ask**
Use a new conversation for a different person or an unrelated situation.
- 3 **Describe the issue**
Write a short, general question. Include what has changed, the housing concern and anything urgent - without personal identifying information.
- 4 **Keep the conversation going**
Answer relevant follow-up questions and ask for more detail until you have enough information.
- 5 **Summarise when ready**
Choose the blue End Chat and Summarise button to create key points, actions and relevant support information.

What happens as you chat

- 1 The system interprets the situation you describe.
- 2 It looks for housing risk, urgency and missing information.
- 3 It draws on curated guidance, legislation, services and pathways.
- 4 It organises questions and practical next steps.

Remember: Ask:Enact supports a decision; it does not make one. Check the guidance against the facts, your responsibilities and current local arrangements.

Start broad, then refine

Begin with the general issue. Let follow-up questions add only the information that changes the guidance.

Ask a useful question

Give enough context to guide the response while leaving out personal or identifying information.

A simple prompt formula

SITUATION

What is happening?

CHANGE

What has changed?

URGENCY

Is anyone at immediate risk?

AIM

What help is needed?

Example

"An adult tenant has fallen behind with rent after their income changed. They are worried the landlord may take action. What should be checked first, and what early steps could help?"

Why it works

- It explains the housing issue.
- It includes the important change.
- It signals a possible risk without identifying the person.
- It asks for priorities and early action.

Before you press send

Describe the real situation at a general level. Include only what Ask:Enact needs to answer the housing question.

Do not enter

- Names, addresses, dates of birth, contact details, case references or account numbers.
- Emails, referral forms, screenshots, case notes or copied documents.
- Any combination of details that could identify the person.

If information is entered by mistake

Stop using that chat. Follow your organisation's reporting route for a data breach. Report the time and date to Ask:Enact using the contact tool at askenact.com/support.

How the answer is structured

The exact headings may vary, but each response is designed to move from understanding the situation towards deciding what to do next.

A typical response

- 1 **Understanding the situation**
A short restatement of the housing concern and why acting early may matter.
- 2 **Risk and urgency**
Signals to notice, including whether action is needed now or can be planned.
- 3 **Suggested actions**
Practical next steps, often ordered by priority.
- 4 **Questions to clarify**
Missing information that could change or improve the guidance.
- 5 **Services and pathways**
Relevant sources of advice, support or referral to explore.

WHEN YOU ARE READY

Create the full summary

Choose End Chat and Summarise to bring together the key points, actions and relevant support from the whole conversation.

How to use it

- 1 **Check the fit**
Does the response reflect what you meant? Correct or clarify anything important.
- 2 **Follow the priority**
Deal with immediate safety or homelessness risk before longer-term actions.
- 3 **Ask again**
Request the reason for a suggestion, another option or a shorter action plan.
- 4 **Verify locally**
Check current service details, local procedures and time-sensitive legal information.
- 5 **Apply judgement**
Choose proportionate next steps based on the person, your role and your responsibilities.

The response is guidance

Ask:Enact cannot see the full situation unless you describe it. It does not assess eligibility, make a statutory decision or replace emergency and safeguarding procedures.

Example questions

Here are examples of questions you can ask Ask:Enact.

Rent and money

- Someone has missed two rent payments after their income fell. What should be checked and what early actions could help?
- Someone is struggling with energy bills and debt. What support could reduce the risk to their home?

Losing a home

- Someone has received notice from their landlord and is unsure when they must leave. What should happen next, and how urgent is it?
- Someone may have nowhere safe to stay tonight. What immediate options and questions should be considered?

Home conditions

- A home has severe damp and mould that may be affecting health. What practical routes can be explored?
- A home has become overcrowded and unsuitable. What information and options should be considered?

Safety and relationships

- Someone feels unsafe at home because of abuse. How can the conversation be handled safely and what urgent housing options may help?
- A relationship has broken down and someone may need to leave a shared home. What rights and housing options should be explored?

Moving between services

- Someone is leaving hospital, prison or care soon and has no settled accommodation. What should be put in place before they leave?
- Someone has been sofa surfing for several weeks. What risks and housing options should be explored?

Tenancy difficulties

- Someone is at risk of losing accommodation because of neighbour complaints. What early actions might help?
- Someone is unsure what housing help they can receive. What needs clarifying, and is specialist advice needed?

Immediate danger? Follow emergency and safeguarding procedures straight away. Do not wait for a chat response.

Return to a conversation

Use chat history to pick up the same conversation later - particularly when you are back in the office and need more detail before writing case notes.

Continue where you left off

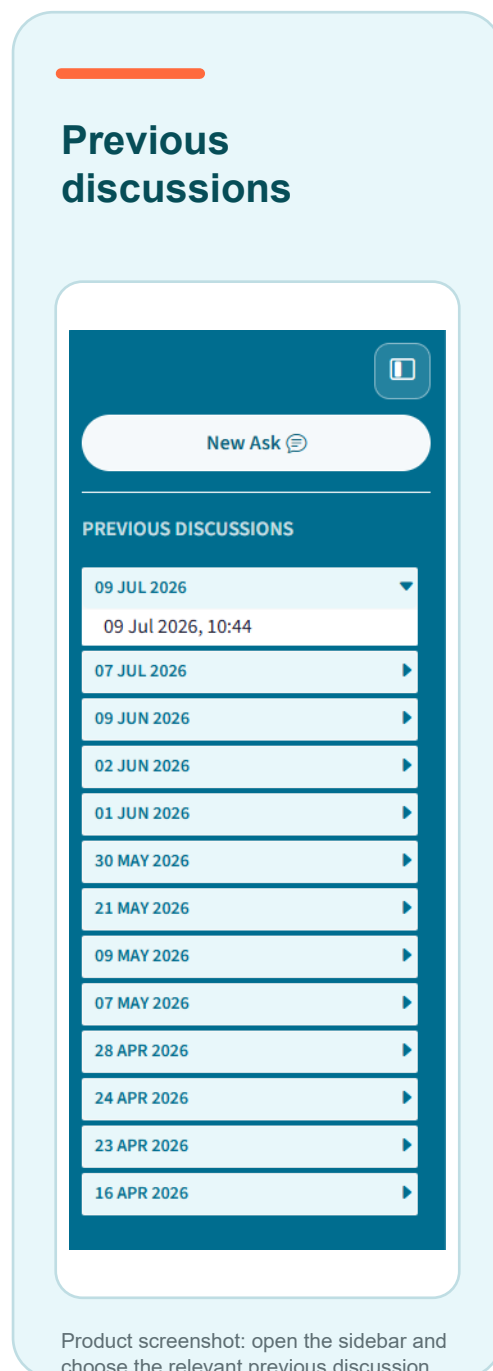
- 1 Open the sidebar**
 Choose the sidebar toggle to show your previous discussions.
- 2 Select the earlier chat**
 Open the relevant date and time. The earlier messages remain in the same conversation.
- 3 Ask for more detail**
 Clarify actions, reasons, priorities or anything you need before completing your work.
- 4 Prepare your notes**
 Once you have enough detail, use the Summarise button to create a structured recap.

Useful follow-up questions

- "What else should I check?"
- "Why is that action a priority?"
- "What information is still missing?"

Chat history is a working aid

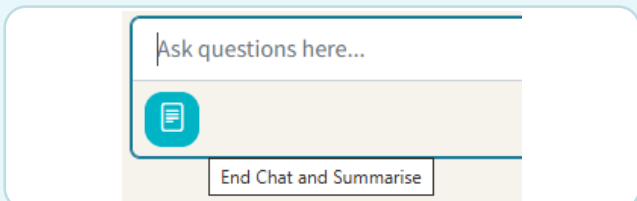
It helps you return to the conversation and gather more detail. The official case note belongs in your organisation's approved recording system.



Use the Summarise button

When the conversation has enough detail, create a structured recap that can support your next steps and case-note preparation.

1 Choose Summarise



What the button does

1

Ends the active chat

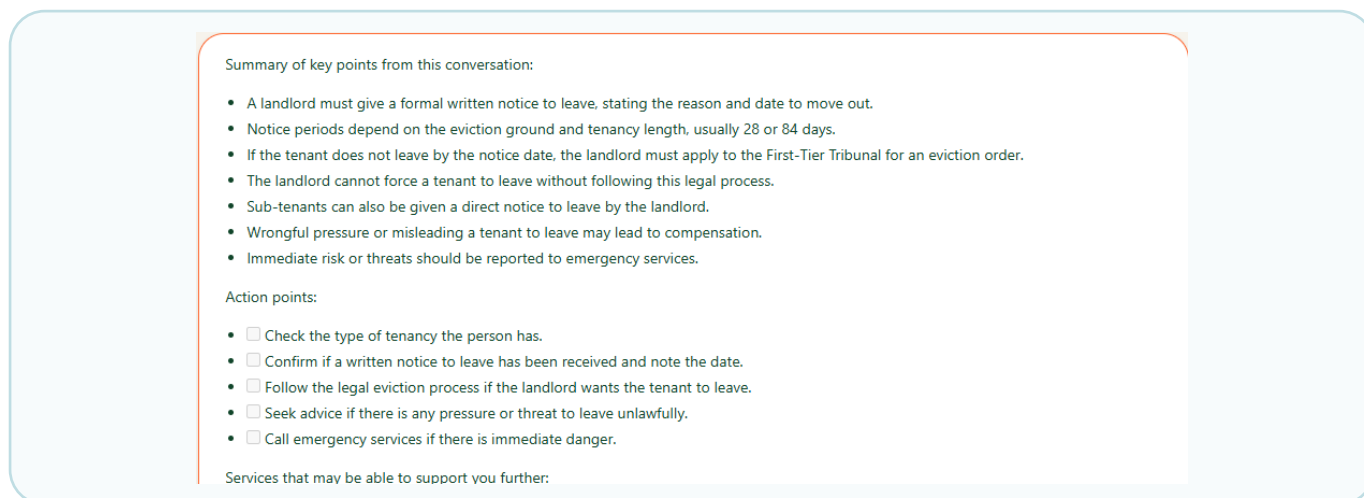
Use it when you are ready for a complete recap.

2

Creates a structured summary

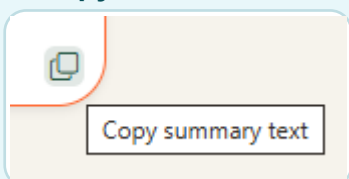
The output brings together key points, action points and relevant support services.

2 Review the generated summary



Product screenshot: the summary brings the conversation together into key points and actions.

3 Copy if useful



Use the summary for case-note preparation

Review the summary against the conversation and correct anything incomplete. Copy only appropriate information into your organisation's approved case-recording system. The generated summary is not the official case note.

Use My Profile

Check the settings supplied by your team and choose the location used for service recommendations.

1

Open My Profile

Open the account menu in the top right and choose My Profile.

Team-managed settings

AI Configuration

 Set by your Team Admin

Team Prompt

Escalation Path

Product screenshot: Team Prompt and Escalation Path are visible in My Profile.

Team Prompt and Escalation Path are set by your Team Admin. They are shown for reference and cannot be changed by team members.

Set your location

My Details

Location

Aberdeen City

Save

Changing Location updates the services recommended to you. Choose your area and select Save.

Choose response preferences

In My Profile, use My Preferences to control how much information you receive and how the conversation develops.

Response Length

Choose the amount of information in each response.

Response Length

Short

Short
Long

SHORT

Keeps the response concise.

LONG

Provides more information in the response.

Interaction Style

Choose how Ask:Enact develops the conversation.

Interaction Style

Quick

Quick
Detailed

QUICK

Responds directly using the information already provided.

DETAILED

Asks more questions until Ask:Enact has enough information to provide a comprehensive response.

Save your changes

Select Save after changing Location or My Preferences. You can return to My Profile and change them again when needed.

One-minute checklist

Keep this final page nearby for a quick check before, during and after a conversation.

BEFORE

Avoid Personal Identifiable Information

- ☐ Remove names and identifying details.
- ☐ Check your Location and decide what housing help you need.
- ☐ Follow urgent safety procedures first.

DURING

Ask, clarify, prioritise

- ☐ Describe the issue and what has changed.
- ☐ Keep asking until you have enough detail.
- ☐ Check which actions are urgent and why.

BACK AT THE OFFICE

Return, summarise, record

- ☐ Reopen the conversation from chat history.
- ☐ Ask for any missing detail, then choose Summarise.
- ☐ Review the output before using it in approved case notes.

Ready to ask?

Visit askenact.com, select Login and start a new Ask.

Ask sooner, Act earlier