

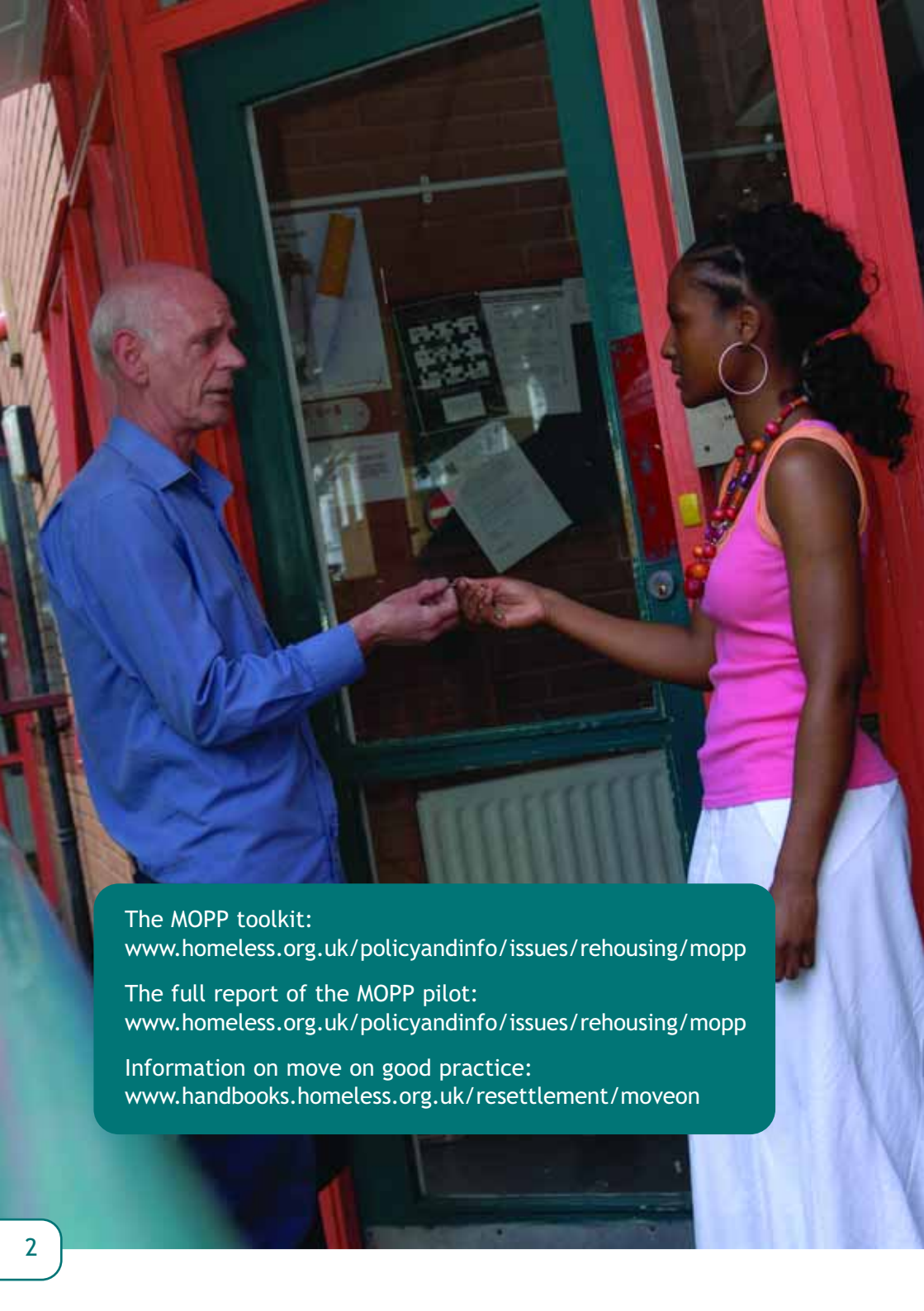
# Unlocking solutions



## Developing move on plans

Funded by





The MOPP toolkit:


[www.homeless.org.uk/policyandinfo/issues/rehousing/mopp](http://www.homeless.org.uk/policyandinfo/issues/rehousing/mopp)

The full report of the MOPP pilot:

[www.homeless.org.uk/policyandinfo/issues/rehousing/mopp](http://www.homeless.org.uk/policyandinfo/issues/rehousing/mopp)

Information on move on good practice:

[www.handbooks.homeless.org.uk/resettlement/moveon](http://www.handbooks.homeless.org.uk/resettlement/moveon)



**H**ostels play a critical role in tackling homelessness. The best are real ‘places of change’, providing the stability and support people need to get back on their feet.

However, too many people living in hostels are ready to move on but are delayed in doing so for a variety of reasons. These delays lead to significant costs for local authorities, frontline providers and homeless people.

The move on plans protocol (MOPP) has been developed to help local authorities and service providers increase rates of move on from hostels and temporary accommodation, by analysing the extent of need and agreeing local actions through a partnership approach.


Supported by Communities and Local Government (CLG), Homeless Link has piloted the protocol and produced a toolkit to support its implementation. This is now available on our website.

This booklet outlines the findings and recommendations from the MOPP pilot, provides basic information about how the MOPP works and, in doing so, highlights the benefits that your area could gain from using the protocol.

You may also want to read the full report of the pilot or access the web-based information on move on good practice.

I hope you will consider using the protocol in your local area. Addressing the move on problem should be a central element in local homelessness strategies. Alongside the Government’s Hostels Capital Improvement Programme and other initiatives to tackle homelessness, it can make a real difference.

**Jenny Edwards**  
**Chief Executive, Homeless Link**



## What is the move on plans protocol (MOPP)?

**T**he MOPP is designed to help local authorities and service providers address local factors preventing effective move on. The protocol is based around local partnership, a move on audit, the development of a move on action plan, and regular analysis of progress and results.

The MOPP toolkit, available on the Homeless Link website, explains how to implement the protocol and provides all the relevant tools, instructions and links to good practice. The protocol can be implemented in any area regardless of local characteristics.



Photo: Thames Reach, Michael Walter

## Why tackle move on?

Research conducted in 2004<sup>1</sup> found 45 per cent of hostel bed spaces across England and Wales (46 per cent in London<sup>2</sup>) occupied by people waiting to move on.

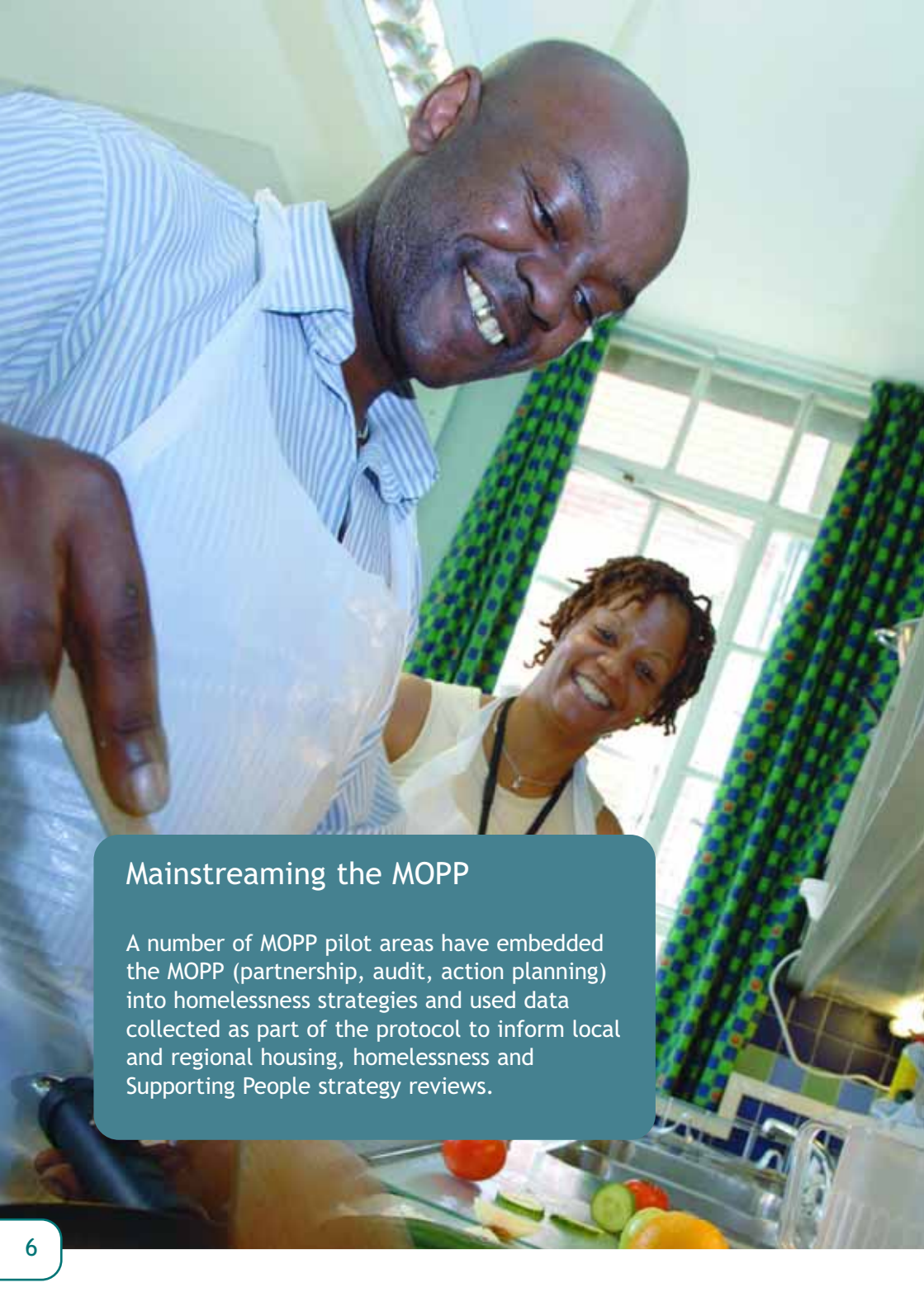
These delays affect both statutory and non-statutory homeless people and lead to financial and social costs for local authorities, frontline providers and homeless people:

- Low support individuals are in hostels they no longer require at substantial cost to national and local budgets.<sup>3</sup>
- Bed spaces are being denied to those that need them most, with vulnerable homeless people kept in unsuitable temporary accommodation or sleeping on the streets.
- Individuals with complex needs remain in hostels, falling behind on progress made and facing risks of institutionalisation and reduced capacity and motivation for independent living.

Information from local authorities and homelessness providers suggests that a number of factors lie behind the current move on problem. These can be local, for example:

- the lack of appropriate residential provision and inadequate pathways between services
- very limited access to social housing
- the lack of established links and support to access the private rented sector
- inadequate access to addiction treatment or health services, and
- the attitudes of staff and clients who do not consider all possible options.

There can also be national factors that have an impact, such as housing supply and the benefits system.



## Mainstreaming the MOPP

A number of MOPP pilot areas have embedded the MOPP (partnership, audit, action planning) into homelessness strategies and used data collected as part of the protocol to inform local and regional housing, homelessness and Supporting People strategy reviews.

## How does the MOPP work?

Implementing the protocol helps areas to collect and analyse information and to make informed decisions, which will ultimately increase move on and reduce the costs outlined above.

The MOPP consists of six steps:

**Partnership:** Two management level lead contacts, one from the local authority and one from the voluntary sector, should be given responsibility for implementing the MOPP. Their work should be guided, where possible, by the area's homelessness strategy partnership.

**Audit:** The move on audit (available in the toolkit) is arranged by the lead contacts and completed by the managers of all hostels taking part in the protocol. It is designed to capture numerical information about move on need, access/supply of move on accommodation<sup>4</sup> and any barriers to effective move on.

**Action plan:** The action plan (template available in the toolkit) allows areas to analyse the numerical data collected from the audits to set move on targets; and to agree the actions required to address any gaps in provision or barriers identified. It is split into two parts: 1) the analysis and 2) the action planning.

**Work to achieve against the plan:** Lead contacts co-ordinate work against the actions agreed in the move on plan over a period of 12 months.

**Analysis of progress:** During the 12 months of the action plan lead contacts meet regularly to monitor progress against the targets.

**Review:** At the end of the period the audit is circulated again. A formal review is then held to examine reported move on figures for the period against targets. The conclusions drawn from this review, alongside the new move on forecasts made in the audit, will inform the MOPP action planning for the coming year.

## Why use the MOPP?

Using the MOPP will require commitment from local authorities, homelessness providers and other agencies. Two lead contacts will need to take responsibility for implementation as part of their existing roles and other staff will need to engage with the protocol. Success will mean:

- significantly better use of national and local budgets
- bed spaces available for those that need them most
- people being able to get on with their lives through successful transition to appropriate accommodation.

The MOPP creates benefits for local authorities, homelessness providers, homeless people, housing professionals and interested stakeholders:

- 89% of lead contacts involved in the MOPP pilot reported that their area intends to use the MOPP in the coming year.



## Benefits of a MOPP partnership:

- 94% of lead contacts stated that the development of a MOPP partnership in their area had strengthened links between the council and voluntary sector providers.

*'It did mean that there was a feeling of greater equality between the LA and providers. We were all having a common aim: we were doing it together, the MOPP was a unifier.'*

Voluntary sector lead contact

## Benefits of the audit:

- 78% thought that the collection of numerical data on move on need in hostels was very beneficial or beneficial.

*'It [the audit] was very useful because it added focus and provided us with numerical as opposed to anecdotal evidence.'* Local authority lead contact

- 72% thought that the collection of numerical data on move on accommodation access/supply was very beneficial or beneficial.

*'It makes me a lot more confident knowing that now we have facts, a clearer picture and can see annual trends.'*

Voluntary sector lead contact

## Benefits of the action plan:

- 94% thought that agreeing actions to overcome barriers to move on and meet targets was very beneficial or beneficial.

*'Forcing us to have an action plan is helpful. I have monthly meetings with hostel managers and we always talk about the MOPP project and what we are doing and achieving. So it really has focused our minds.'*

Local authority lead contact

# Recommendations

## The protocol

The implementation of the MOPP in pilot areas has led to the following recommendations:

1. All local authority areas should carry out an annual move on audit across all forms of temporary housing for homeless people and agree a plan to address any shortfalls and barriers identified. We recommend that:
  - **Homelessness strategy partnerships** co-ordinate the process as a central part of local authority homelessness strategies. Partnerships should include the housing department, housing associations, voluntary sector agencies and representation from Supporting People, the private rented sector, housing benefit teams and social services.
  - **Communities and Local Government (CLG)** encourages local authorities to adopt the process as part of homelessness strategies and to convene homelessness strategy partnerships to co-ordinate this work.
  - **CLG and Homeless Link** publicise the MOPP and toolkit as a way to conduct this process.
  - **CLG** uses the evidence gathered through the implementation of the MOPP in local areas to develop a national picture of move on.
  - **The Audit Commission** ensures that a strategic approach to move on is examined as part of its inspection programme. Key Lines of Enquiry (KLOE) 2, 8 and 10 provide the required framework.
  - **The Housing Corporation** continues to request that housing associations actively engage in local strategic work around homelessness.

2. Information arising from the move on audit should be used to influence the supply of move on accommodation.

We recommend that:

- **Local authorities** use the audit figures to analyse annually the need for each form of accommodation against the availability of such accommodation. In situations where supply, rather than access, is found to be the issue they should use the figures to influence investment and development via local and regional housing strategies.
- **Homelessness providers, local authorities and housing associations** work in partnership to develop and manage appropriate accommodation.
- **The Housing Corporation** ensures that associations are actively engaged in this process and assist in offering move on options.

## Move on solutions

In addition, local and national solutions to five of the most prominent barriers arising from pilot areas were examined.

These led to recommendations detailing national and local action around: nominations and allocations, the private rented sector, residential support and care, statutory services and cross authority provision.

For further information see the full report of the MOPP pilot or contact Oliver Hilbery at [oliver.hilbery@homelesslink.org.uk](mailto:oliver.hilbery@homelesslink.org.uk)

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1 Homeless Link (2005) National move on report, Homeless Link, London.

2 Homeless Link (2004) No room to move ? Homeless Link, London.

3 Ibid. It is estimated that a low support individual living in a hostel they no longer need uses resources of £16,276 per year in rent and

support costs against an equivalent £5,039 in social housing.

4 The number of tenancies available for move on will be affected by the supply of accommodation or access to that accommodation. For shorthand this is referred to as 'access/supply' in this booklet.

**Homeless Link** is the national membership organisation for frontline homelessness agencies in England. Our mission is to be a catalyst that will help to bring an end to homelessness.

**Our two goals are to:**

- raise standards in the services that support homeless people and tackle homelessness
- influence the development of policy, strategy and investment at all levels of government.

We would like to thank Communities and Local Government for supporting the MOPP pilot through the Homelessness Innovation Fund.

Special thanks are due to the MOPP lead contacts for their hard work in local areas, to the hostel and supported housing providers who took part in the pilot and to members of the MOPP National Advisory Group.

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May 2007