

## GUIDANCE FOR LEAD MOPP OFFICERS

### What is the MOPP?

The MOPP is designed to help local authorities and service providers address the 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. As one of the lead contacts for MOPP in your area you should read these guidelines carefully before implementing the protocol.

The Move on Plans Protocol asks about:

- the previous 12 months
- current clients' requirements
- the likely demand over the 12 months ahead

You must determine the periods for these at the start of the project and these will be input into the audit that is sent to each project.

### The Process

Decide on which hostels in your area will participate in MOPP so that you can add them to your audit.

### How to add each hostel to your audit

- Log in
- Click on the **Projects tab**. The MOPP audit for your area will then appear in the box below.
- Click on the **Go** button next to your MOPP audit
- Then click on the name of your local authority area
- Then click **New Contact** and input the hostel's name and the name and email address of the person at that hostel who will complete the MOPP audit.
- **You must also tick the 'Allow Customer Portal Self-Registration' box**
- Once you've added their details and ticked the box, click **Save**. If you have more hostels to add click **Save & New** and add the next hostel
- When you add someone's details in this way, the system will automatically generate and send an email to this contact with a link to their part of the MOPP audit

### Reports

As the lead contact in your area, you will be able to see all of the audits completed by the hostels in your area. When a hostel returns its audit to you, please check through to ensure that every question has been completed.

### How to check each audit

- Click on the **MOPP Audits** tab
- The completed audits for your area will be displayed below. Click on the **MOPP ID** to take to each audit so that you can check that each one has been completed correctly

You will also be able to generate a report which collates the information input by all hostels and export this information to Excel by each question.

### How to generate reports

- Click on the **Report** tab. You can then generate a report on each question of your audit.
- To export the data to Excel click on the **Export** button

### The Action planning process

The Audit information should inform a local action plan to address the issues raised and to meet the shortfall in demand over the year ahead.



## Question 1 - Guidance

### Move-on in the past year

This question is designed to capture move-on numbers and destinations from the previous year as a baseline from which to measure the success of the MOPP in your hostel and area. Please consider whether each move was planned or unplanned and place clients in the appropriate column. Planned moves are those that your engagement with the client helped to achieve. Only planned moves will count towards your baseline.

**Thinking about the past 12 month period, how many clients moved onto the following categories:**

Move on plans protocol - Definitions	
Category	Definition
<b>Treatment</b>	
Treatment based accommodation ( <i>e.g. drugs or alcohol</i> )	Accommodation for the primary purpose of treatment, i.e. detox centre or rehabilitation centre.
<b>Supported Accommodation</b>	
Another hostel (first stage accommodation)	A short-term project (staffed 24hrs) <i>Either:</i> The destination for a planned move for an agreed reason. <i>Or:</i> Offering a more specialist service by <ul style="list-style-type: none"> <li>• Accepting specific clients (i.e. those requiring wet provision, couples, those with pets)</li> <li>• Offering specific projects/support and associated staff (i.e. mental health, substance misuse, dual diagnosis, multiple needs)</li> </ul>
Second stage supported housing	Accommodation with on-site support provided during working hours and possibly longer (not 24hrs) or a permanent visiting support service, where clients live in either groups of self-contained units or rooms with shared facilities. Move on is expected.
Long term care / support	Accommodation in this category may include: <ul style="list-style-type: none"> <li>• A care home or nursing home as registered under the relevant legislation, including registered care beds within hostels or supported housing</li> <li>• Long stay hospital or hospice (acute or psychiatric)</li> <li>• Long-term multiple needs unit</li> <li>• Long-term supported housing</li> <li>• Any other form of long-term care/support provision</li> </ul> Move on is not usually the primary focus.

<b>Permanent / settled rented accommodation</b>	
Private rented sector with floating support	General needs accommodation owned by a private sector landlord and rented to the tenant under a tenancy agreement, with a package of floating support.
Private rented sector without floating support	General needs accommodation owned by a private sector landlord and rented to the tenant under a tenancy agreement, without a package of floating support.
LA allocation or choice-based lettings (LA/HA) with floating support	General needs accommodation supplied through the local authority allocations procedure and owned by the local authority or a housing association, with a package of floating support.
LA allocation or choice-based lettings (LA/HA) without floating support	General needs accommodation supplied through the local authority allocations procedure and owned by the local authority or a housing association, without a package of floating support.
HA direct let with floating support	General needs accommodation directly let and owned by a housing association, with a package of floating support.
HA direct let without floating support	General needs accommodation directly let and owned by a housing association, without a package of floating support.
Sheltered housing with floating support	Grouped self-contained accommodation with a warden on site for low-level and emergency support (usually designated for older people with relatively low support needs) with a package of floating support.
Sheltered housing without floating support	Grouped self-contained accommodation with a warden on site for low-level and emergency support (usually designated for older people with relatively low support needs) without a package of floating support.
<b>Other</b>	
Reconnection	Client is formally reconnected to tenancy or family (and services) outside the local authority area in which the project is operating. Could include international destination.
Accommodation as owner occupier	Client returns to (or secures new) accommodation owned outright, or owned with a mortgage.
Return to home / stay with friends or family	As stated
Bed and breakfast	As stated
Hospitalisation	For physical or psychiatric treatment
Other (please specify)	Please specify any other move on option which is not covered by the above.
<b>Unplanned moves</b>	
Evicted behaviour	As stated
Evicted arrears	As stated
Abandoned	As stated
Committed suicide/died	As stated
Taken into custody	Includes remand; prison; young offenders' institution



## Question 2 - Guidance

### Question 2: Current clients' move on requirements

This question collates information on current clients' move on requirements. Please enter each client only once in the most appropriate destination category and column:

- Clients not being considered for move on as they are not yet ready
- Clients not engaging in the process and therefore aren't ready to move on.
- All other clients should be placed in the category based on where it is thought they would thrive best. Please think about where clients would thrive best rather than about what accommodation is currently available or any barriers to move on. In this way the audit is able to map gaps based upon the best possible outcomes for clients

**Thinking about current clients' move on requirements, please place them in the following categories as appropriate for them at this point in time:**

Category	Definition
<b>Treatment</b>	
Treatment based accommodation (e.g. drugs or alcohol)	Accommodation for the primary purpose of treatment, i.e. detox centre or rehabilitation centre.
<b>Supported Accommodation</b>	
Another hostel (first stage accommodation)	A short-term project (staffed 24hrs) <i>Either:</i> The destination for a planned move for an agreed reason. <i>Or:</i> Offering a more specialist service by <ul style="list-style-type: none"> <li>• Accepting specific clients (i.e. those requiring wet provision, couples, those with pets)</li> <li>• Offering specific projects/support and associated staff (i.e. mental health, substance misuse, dual diagnosis, multiple needs)</li> </ul>
Second stage supported housing	Accommodation with on-site support provided during working hours and possibly longer (not 24hrs) or a permanent visiting support service, where clients live in either groups of self-contained units or rooms with shared facilities. Move on is expected.

Long term care / support	Accommodation in this category may include: <ul style="list-style-type: none"> <li>• A care home or nursing home as registered under the relevant legislation, including registered care beds within hostels or supported housing</li> <li>• Long stay hospital or hospice (acute or psychiatric)</li> <li>• Long-term multiple needs unit</li> <li>• Long-term supported housing</li> <li>• Any other form of long-term care/support provision</li> </ul> Move on is not usually the primary focus.
<b>Permanent / settled rented accommodation</b>	
Private rented sector with floating support	General needs accommodation owned by a private sector landlord and rented to the tenant under a tenancy agreement, with a package of floating support.
Private rented sector without floating support	General needs accommodation owned by a private sector landlord and rented to the tenant under a tenancy agreement, without a package of floating support.
LA allocation or choice-based lettings (LA/HA) with floating support	General needs accommodation supplied through the local authority allocations procedure and owned by the local authority or a housing association, with a package of floating support.
LA allocation or choice-based lettings (LA/HA) without floating support	General needs accommodation supplied through the local authority allocations procedure and owned by the local authority or a housing association, without a package of floating support.
HA direct let with floating support	General needs accommodation directly let and owned by a housing association, with a package of floating support.
HA direct let without floating support	General needs accommodation directly let and owned by a housing association, without a package of floating support.
Sheltered housing with floating support	Grouped self-contained accommodation with a warden on site for low-level and emergency support (usually designated for older people with relatively low support needs) with a package of floating support.
Sheltered housing without floating support	Grouped self-contained accommodation with a warden on site for low-level and emergency support (usually designated for older people with relatively low support needs) without a package of floating support.



### Question 3 - Guidance

#### **Question 3: Statutory duty**

How many clients currently in your project are owed a statutory duty by the local authority?



## Question 4 - Guidance

### Question 4: Likely demand over the year ahead

This question is designed to capture forecast demand for move on over the coming year as a whole and map it against expected provision.

Building on the information from question 2 please forecast the number of people who will be ready to move on in the coming year as a whole (including those that have not yet presented at your service) alongside the number of tenancies/licenses you expect to get in each category. Any shortfalls will be calculated in the last column

Please do not let knowledge of accommodation availability, barriers to move on or any current hostel move-on issues affect your estimation of how many people will be ready to move on under each category. In this way the audit is able to map gaps based upon the best possible outcomes for clients (i.e. if an average stay should be 6 months and you have 10 beds, you are likely to forecast around 20 people ready to move on in the coming year).

**Thinking about the coming 12 months please forecast how many people will be ready to move on (including those that have not yet presented) and how many tenancies/licenses/places you expect to get for each of the following categories:**

Category	Definition
<b>Treatment</b>	
Treatment based accommodation (e.g. drugs or alcohol)	Accommodation for the primary purpose of treatment, i.e. detox centre or rehabilitation centre.
<b>Supported Accommodation</b>	
Another hostel (first stage accommodation)	A short-term project (staffed 24hrs) <i>Either:</i> The destination for a planned move for an agreed reason. <i>Or:</i> Offering a more specialist service by <ul style="list-style-type: none"> <li>• Accepting specific clients (i.e. those requiring wet provision, couples, those with pets)</li> <li>• Offering specific projects/support and associated staff (i.e. mental health, substance misuse, dual diagnosis, multiple needs)</li> </ul>
Second stage supported housing	Accommodation with on-site support provided during working hours and possibly longer (not 24hrs) or a permanent visiting support service, where clients live in either groups of self-contained units or rooms with shared facilities. Move on is expected.



Long term care / support	Accommodation in this category may include: <ul style="list-style-type: none"> <li>• A care home or nursing home as registered under the relevant legislation, including registered care beds within hostels or supported housing</li> <li>• Long stay hospital or hospice (acute or psychiatric)</li> <li>• Long-term multiple needs unit</li> <li>• Long-term supported housing</li> <li>• Any other form of long-term care/support provision</li> </ul> Move on is not usually the primary focus.
<b>Permanent / settled rented accommodation</b>	
Private rented sector with floating support	General needs accommodation owned by a private sector landlord and rented to the tenant under a tenancy agreement, with a package of floating support.
Private rented sector without floating support	General needs accommodation owned by a private sector landlord and rented to the tenant under a tenancy agreement, without a package of floating support.
LA allocation or choice-based lettings (LA/HA) with floating support	General needs accommodation supplied through the local authority allocations procedure and owned by the local authority or a housing association, with a package of floating support.
LA allocation or choice-based lettings (LA/HA) without floating support	General needs accommodation supplied through the local authority allocations procedure and owned by the local authority or a housing association, without a package of floating support.
HA direct let with floating support	General needs accommodation directly let and owned by a housing association, with a package of floating support.
HA direct let without floating support	General needs accommodation directly let and owned by a housing association, without a package of floating support.
Sheltered housing with floating support	Grouped self-contained accommodation with a warden on site for low-level and emergency support (usually designated for older people with relatively low support needs) with a package of floating support.
Sheltered housing without floating support	Grouped self-contained accommodation with a warden on site for low-level and emergency support (usually designated for older people with relatively low support needs) without a package of floating support.
<b>Reconnection</b>	
	Clients ready for reconnection



### Question 5 - Guidance

#### **Question 5: Barriers to move on**

Question 5 refers to common barriers and asks you for a structured yes/no response with room for comments about the issues and barriers that may be preventing effective move on in your area.