

Move On — Good Practice

Introduction

Birmingham City's Council Homelessness Strategy 2008 identified Move On as a key area to prevent the cycle of homelessness. A Supporting People (SP) innovation grant funded a 12 month Move On pilot to identify barriers and solutions. The pilot was aimed at SP providers who provide support to vulnerable clients such as homeless families, young people at risk, refugees and ex-offenders.

The Move On pilot focused on four priorities:

- Improving the strategic co-ordination of Move On.
- Promoting best practice in pre-tenancy support.
- Expanding access to Move On options.
- Supporting the development of successful sustainable tenancies.

The homelessness strategy can be found on the Birmingham City Council website at www.birmingham.gov.uk/housing

This set of good practice sheets has been developed by Housing Strategy's Policy and Development Team, based on key learning from the Move On pilot.

The sheets are:

- Move On Good Practice
- Move On and Accommodation Options
- Local Authority Housing Options
- Private Rented Accommodation Options
- Move On and Client Training
- Move On and Money
- Move On and Worklessness

The information is also available at www.birmingham.gov.uk/move-on and will be updated on a quarterly basis.

If you've got further examples of good practice, please send details to

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Strategic co-ordination of Move On activities

As part of the Move On pilot, a citywide audit of the Move On requirements of clients living in short-term accommodation was undertaken. The audit was based on the Homeless Links Move On Plan Protocol (MOPP) toolkit. Although completed at a city level, elements of the audit can be implemented locally.

TOP TIPS

- Conduct annual organisational audits of projected Move On requirements of client group/s.
- Set organisational Move On targets.
- Embed robust monitoring which includes details of the number of applications made, Move On timescales, reasons for delays, and so on.
- Monitor Move On using customer profile measuring of key trends and barriers to specific client groups.

For details of the MOPP toolkit see www.homeless.org.uk/mopp

Move On policy and procedures

These good practice sheets can also help providers develop and improve Move On related policies and procedures.

TOP TIPS

- Move On policies and procedures should be fair, transparent and include information on Move On options available to clients.
- Set out your expectations of clients' contribution towards the Move On process.
- Set out clear procedures if clients don't engage with the Move On process or take advantage of Move On opportunities.
- Involve clients when you develop and review the impact of Move On related policies and procedures.

Move On checklist

To support the operational management of Move On, it may be worth considering developing an organisational Move On checklist and centralised allocation system to monitor the progress of applications. The benefits of using a checklist include:

- It provides a framework to embed and demonstrate fair access to Move On opportunities.

- It provides a tool to pass on Move On progress between support providers and landlords to ensure progress isn't lost as clients move through different services.
- It helps staff and clients identify the evidence requirements of potential landlords.
- It involves clients in Move On processes so they can assess if they have access to the support and resources needed to move to independent living.

Centralised allocation

- Consider identifying named staff members to complete housing applications and check that appropriate evidence is attached before sending to prospective landlords.
- Consider setting up an organisational or cluster Move On panel to identify solutions to complex cases.

A copy of a Move On checklist that can be adapted to suit your needs can be found at www.birmingham.gov.uk/move-on (please note that this is an optional tool).

Supporting People

Supporting People has key performance indicators which relate directly to monitoring organisations planned and unplanned Move On activity. Planned Move On is expected to account for 73 per cent of Move On activity. Supporting People's Quality Assessment Framework outlines standards to help support and shape Move On practice within Supporting People funded housing related support services.

For more information, you can email Birmingham's Supporting People Team at supportingpeople@birmingham.gov.uk

For national information on Supporting People, go to www.spkweb.org.uk