

Haringey's Move-on Strategy 2010 – 2015

Strategic and Community Housing Services



Foreword

Short-term supported accommodation in Haringey is funded through the government's Supporting People programme. It is delivered by a number of 'providers' (such as housing associations), offering specialist support to a wide range of vulnerable groups across the borough. Support is targeted to help people to progress to a stage where they can 'move-on' from short term services to longer term solutions; ideally to a stage where they are able to sustain their own tenancy (perhaps with ongoing floating support).

This type of accommodation is offered up to a maximum duration of two years however there is significant blockage of this service in Haringey which represents a real issue for many vulnerable people. For those currently living in this type of accommodation there are significant barriers to moving on to longer term accommodation or support which means that many are simply stuck in the system unable to progress with their lives.

The resulting blockage in this valuable resource means that vulnerable people who need to access short-term supported accommodation are prevented from doing so, often left in unsuitable temporary accommodation or staying with family or friends.

This strategy aims to identify and provide solutions to the barriers that prevent people that are ready, from moving on. Haringey Council and its partners are committed to delivering an effective resolution to this issue. By working together we intend to maximise options available to those ready to leave short-term supported housing.



Cllr John Bevan
Cabinet Member for Housing Services

Contents

Executive Summary	3
Introduction and overview	4
Scope of the Strategy	5
How we produced this strategy	5
Consultation on the strategy	6
The National Context.....	7
Our Context – the situation in Haringey	7
Who lives in Haringey?.....	7
Housing in Haringey	8
Supporting People (SP) in Haringey	8
What our research has told us about move-on in Haringey	9
Links with other Strategies	10
Move-on Strategy Outcomes	11
What are our priorities and how are we going to achieve them	11
How we will implement and monitor this strategy.....	13
Appendix I – Results of the MOPP audit	14
Appendix II – Identified barriers to move-on.....	17
Move-on Strategy 2010-15 Draft Delivery Plan	18

Executive Summary

This strategy has been developed by the Integrated Housing Board (IHB) in partnership with the Supporting People Partnership Board as a sub-strategy of the Homelessness Strategy 2008-11. It aims through a multi-agency approach, to provide solutions to the barriers that prevent clients in short-term supported housing from moving on and by doing so will free up valuable provision for those that need accommodation based support.

We have identified two outcomes that we will work toward through the implementation of this strategy;

- The annual availability of short term supported housing is increased for those who need it
- No one remains in short term supported housing for longer than they need

In order to deliver these our five priorities are:

1. To Strengthen partnership working

We will ensure the delivery of this strategy through effective joint working with partner agencies. We will ensure that key networks are created for sharing intelligence on opportunities for move-on and access to support services. We will actively work with private sector landlords to encourage the granting of tenancies to clients ready to move-on.

2. To Develop accommodation and support pathways

We will review existing provision of short-term supported housing as well as existing policies and procedures to create more accessible and transparent pathways to independence and support.

3. To Provide targeted advice and accommodation options for clients in short term supported housing

HARINGEY'S MOVE ON STRATEGY 2010-15

We will provide advice on the full range of accommodation options available to clients that are ready to move-on. We will work with service users to manage expectation and encourage moves into the private sector.

4. To Develop a range of new initiatives to increase access to housing solutions

We will develop a range of schemes to ensure that those that are ready to move-on do, such as a Deposit Guarantee Scheme to facilitate access to private rented accommodation and increasing access to social housing through a new Housing Allocations procedure.

5. To Sustain move-on by encouraging future independence

We will ensure that opportunities for skills development, training and pathways to employment are widely advertised and promoted to those living in short term supported housing.

¹Short term supported accommodation is defined by Communities and Local Government as one where people will live for up to two years. This will include client groups such as single homeless people and families, people with mental health problems, domestic violence, teenage parents, ex-offenders or those at risk of offending, substance misuse, care leavers and rough sleepers.

²Long term accommodation is intended for people to live for more than two years. Client groups include older people, people with learning disabilities, people with sensory and physical disabilities.

Some groups such as people with mental health problems may require either type of service depending on their individual needs.

Introduction and overview

Short term supported accommodation, funded by Supporting People, aims to help people move to independent living and prevent homelessness. By working

HARINGEY'S MOVE ON STRATEGY 2010-15

with service users to develop their skills and confidence most aspire to moving into long term or permanent housing.

Unfortunately, due to barriers this is not always possible and service users can remain in supported accommodation for too long, therefore blocking up this valuable resource.

Haringey's Homeless Strategy 2008-2011 recognises this and prioritised tackling this issue by the development of this Move-on Strategy. While there has been work undertaken to solve the problems, we now need to bring these together, plus by using a robust needs analysis plan how we will resolve these barriers in a coordinated, efficient and effective way. This strategy identifies the number of people who moved in 2008-09 and where they moved to, the number of people who currently cannot move on, what type of accommodation they would be best to move into plus what stakeholders, providers of services and service user feel are the barriers.

By taking this strategic approach we will ensure we have suitable long term or permanent homes for people ready to move on, some of whom may require other forms of support. This strategy will assist in any development and commissioning of these services.

Scope of the Strategy

This Move-on Strategy covers the provision of short-term¹ supported accommodation in Haringey funded by Supporting People. It does not cover long-term² services.

How we produced this strategy

The development of this strategy was led by the Integrated Housing Board, a theme Board of the Haringey Strategic Partnership in conjunction with the Supporting People Partnership Board (a partnership board that governs the Supporting People Programme in Haringey).

We recognise that tackling the issues and barriers that prevent people moving on cannot be solved by the Council alone. Therefore in developing this strategy we have sought to be as inclusive as possible and engage with a wide range of organisations, providers of supported accommodation and service users. All partners are committed to improving move on arrangements in Haringey and offering suitable long term accommodation to those who are ready for it.

To ensure we had up to date data and evidence and not just rely on anecdotal information we used the **Move on Plans Protocol (MOPP)**. This toolkit developed by Homeless Link and supported by the Department for Communities and Local Government (CLG), enables local authorities to have a clearer understanding of the numbers of people stuck in short term accommodation and where they should ideally move to, the number of people who have moved on in the last financial year and where they moved to. It also identifies the barriers that stop service users moving on and promotes partnership working to solve the issues.

HARINGEY'S MOVE ON STRATEGY 2010-15

Part of the MOPP is an audit toolkit that captures this information. Many local authorities have used this and found it to be very successful. We have used this to give the baseline data for this strategy and to develop the action plan.

Although headline information on the MOPP audit is outlined in this strategy an independent report will be produced and the audit will be updated annually so that we have a clear picture with robust evidence to demonstrate that this strategy is delivering its intended outcomes and if the barriers to move on change.

Benefits of using the MOPP*

'It (the audit) was very useful because it added focus and provided us with numerical as opposed to anecdotal evidence'

Local Authority lead contact

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

Voluntary Sector Agency

'Forcing us to have an action plan is helpful. The MOPP has focussed our minds'

Local Authority lead contact

Consultation on the strategy

We have consulted widely on the Move-on Strategy following the Council Consultation framework and Haringey's Compact agreement. The consultation aimed to engage a wide range of people and organisations in the development of the strategy.

During the three month consultation period we sought views from support providers through the Supporting People Provider Forum; community groups; HAVCO; the Supporting People Partnership Board and service user house meetings.

A high profile specific event that included housing support providers, service users, Haringey Council and other organisations who are involved in this area was used to test the findings of Haringey's MOPP audit as well as gathering further evidence and actions to include in the final document.

A range of mediums were used. The consultation made use of the Council's website, Haringey People and articles in service users' newsletters. Approximately 160 individuals engaged with the development of the strategy through the consultation.

A separate report on the findings of the consultation has been produced and is available on Haringey Council's website.

The National Context

The blocking up of short term supported accommodation is not just local to Haringey. It is a national problem and since the implementation of the Supporting People Programme in 2003 it has been identified as a barrier to moving people onto independent living, with or without floating support.

Nationally, it is estimated that 45%³ (46% in London) of short term supported housing units are occupied by people who are ready to move on but do not have the accommodation or support to enable them to do so. This is because of barriers such as lack of alternative accommodation, affordability and the lack of necessary support. These blockages are not a new issue but have been a problem for many years.

This situation leads to social and financial costs for local authorities, providers and most importantly homeless people being prevented from moving on to the next stage of their lives. This can lead to difficulties in getting people to live independently and may increase institutionalisation.

The blockages also mean that vulnerable people who need to access these services are prevented from doing so, therefore end up living in unsuitable temporary accommodation, staying with friends or relatives (so called hidden homeless) or living on the streets.

The Audit Commission in their national survey of Supporting People Lead Officers, 2009, found that 'move on arrangements would help meet this unmet need and it would free up places in supported housing and hostels for others. However, move on arrangements are improving with the development of more local agreements between local authorities, support providers and landlords. The use of rent deposit schemes and the provision of additional floating support mean that there is more opportunity to move people into suitable private rented accommodation'⁴

The need to find solutions has been identified in many local Supporting People Five-year Strategies, including Haringey's. We are now however in a better position to understand the scope of the problem and by partnership working overcome the barriers.

Our Context – the situation in Haringey

Who lives in Haringey?

Our Borough profile gives data about the make up of Haringey⁵. There are approximately 230,000 people living in Haringey. It is a very diverse Borough and ranks as the fifth most diverse borough in London.

Haringey is a fast changing borough. Some 50% of our population overall, and three-quarters of our young people, are from ethnic minority backgrounds, and around 200 languages are spoken in the borough. 34.4% of Haringey's population belong to a Black and Ethnic Minority group.

³ Homeless Link (2004) 'No Room to Move?'

⁴ Supporting People Programme, Audit Commission & CLG July 2009

⁵ http://harinet.haringey.gov.uk/index/news_and_events/fact_file/boroughprofile.htm

30% of Haringey's population live in wards ranked among the 10% most deprived in England.

There are many health issues and mental health is particularly common in some of Haringey's newer refugees, whose members have often experienced traumatic experiences in their home countries.

Housing in Haringey

As with other London Boroughs there is a shortage of suitable housing in Haringey.

We have high numbers of people living in temporary accommodation (TA). The current figure is 3880 (Nov 09) from a high of 5449 in January 2008. While we are on track to meet our challenging target of 2603 by December 2010 there is much work to do.

Buying a home in Haringey is expensive; the average price is £327,804 whereas the average wage is £27,368 which is lower than the London average. There is polarisation in wealth between the east and west of Haringey. These lower wages and high house prices make it impossible for some people to ever buy a house.

A couple on lower quartile incomes in London would need to save more than a whole **year's take home pay** to have the deposit needed to buy a home in the capital.

The London Housing Strategy 2009, GLA

Supporting People (SP) in Haringey

Providers of short term supported accommodation in Haringey

There are 17 providers who deliver 112 services providing 611 units of short term supported housing.

These are broken down into the following client groups:

Client group	Number of services	Number of units
Mental health	16	124
Offenders or people at risk of offending	13	82
People with alcohol problems	2	10
People with drug problems	5	41
People with learning disabilities	7	19

HARINGEY'S MOVE ON STRATEGY 2010-15

Rough sleepers	1	22
Single homeless with support needs	46	211
Women at risk of domestic violence	10	35
Young people at risk	12	67
TOTAL	112	611

Strategic requirement for improving move on in Haringey

The Supporting People Five-year Strategy 2005-2010 identifies improving move on in Haringey as a priority. There has been some work towards this but we do need now to co-ordinate this strategically. When the Audit Commission inspected the SP Programme in 2007 they too made this a recommendation and stated that *'a strategic and effective joined up approach to the provision of move-on accommodation need to be put in place'*.

What our research has told us about move-on in Haringey

In response to the MOPP exercise we received 24 responses from 16 out of a possible 17 providers. The results cover 499 clients/units of accommodation which equates to about an 82% response rate. A full breakdown of the audit is included in appendix I.

Headline data from the audit indicates that out of those 499 clients 176 are currently ready to move out of short-term supported housing but accommodation is unavailable for them to do so.

It is estimated that a further 242 clients will, at some point over the coming year, be ready to move out of short term supported housing, with only 181 available tenancies expected to come forward by providers. These results indicate that there will be a significant shortfall of available accommodation. Using the results of the audit this is an existing shortfall of 176 units rising to a potential 237 over the coming year.

Barriers to Move-on

As part of the audit we asked providers to identify significant barriers to effective move-on (A full summary of barriers identified is included in appendix II). The exercise demonstrated that the identified barriers were the right ones although some were shown to be more significant.

The table below shows those barriers that were identified by over 70% of respondents as being significant.

HARINGEY'S MOVE ON STRATEGY 2010-15

Barrier	Yes	No	Unanswered	%
Lack of schemes in place to enable clients to access private rented accommodation (i.e. rent-deposit and/or lettings management and support schemes)	18	3	3	85.7%
Unrealistic expectations of clients, e.g. if I wait long enough I will get a social housing tenancy.	18	4	2	81.8%
Lack of priority given to clients waiting to move on by LA/HAs	17	5	2	77.3%
Lack of information about accommodation availability	16	5	3	76.2%
Lack of (appropriate) floating support	15	5	4	75.0%
Housing Benefit does not meet local private sector rent levels	15	5	4	75.0%
No clear cross authority agreements for people placed by outside boroughs	14	6	4	70.0%

These along with the other identified barriers have formed the basis for the priorities of this move-on strategy. The responses received from the audit were broadly similar across all client groups but further analysis will need to be carried out to identify whether any service user group or provider is particularly susceptible to certain barriers.

Links with other Strategies

This strategy is focused on improving the turnaround of short term supported housing by freeing up existing provision and ensuring that viable options are in place for people ready to move-on. However, there are a number of direct links to a number of existing key strategies. We will ensure that our aims in delivering this strategy are embedded within these and will work together with partners to deliver common priorities.

Sustainable Community Strategy 2007 – 16

The development of this strategy contributes to the Sustainable Community Strategy outcome 'Healthier people with a better quality of life' which recognises the need for more high quality, safe, settled and affordable housing. It seeks to 'promote independence and provide high quality support and care for those in the greatest need'⁶.

Housing Strategy 2009 – 19

As a supplementary strategy of the Housing Strategy 2009 – 19 the Move-on strategy will lay out the detailed actions necessary to 'make effective use of the borough's supported housing stock, by helping vulnerable people to become more independent and able to live in mainstream or general needs housing, providing settled homes to those who are able to live independently or with

⁶ Sustainable Community Strategy 2007 – 16

HARINGEY'S MOVE ON STRATEGY 2010-15

floating support, and promoting choice through the use of choice based lettings⁷.

Homelessness Strategy 2008 – 11

This Move-on Strategy will develop some of the work already being undertaken to tackle homelessness in Haringey and help us to deliver the objectives of Haringey's Homelessness Strategy, in particular;

OBJ 1. We will actively support and promote a partnership approach to preventing homelessness

OBJ4. We will provide choice and encourage independence

Many people currently in temporary accommodation for example need to move into specialist short term accommodation that is unavailable due to the lack of move-on. Through this strategy we will work closely with the Homelessness Strategy implementation groups to ensure that vulnerable homeless people receive the support they need.

Supporting People Five Year Strategy 2005 – 10

We will build on the priorities for move-on outlined in this strategy to create real opportunities for effective move-on. We will ensure that the freeing up of short term supported accommodation remains a high priority when the Supporting People Strategy is refreshed.

Rough Sleepers Strategy 2010 – 12

Both the Move-on and Rough Sleepers strategies are sub-strategies of the Homelessness Strategy; they have been created in tandem as there are significant links between the two. In order to prevent rough sleeping it is essential that short term supported housing is available to people in need.

Move-on Strategy Outcomes

We have identified two outcomes that we will work toward through the implementation of this strategy;

1. The annual availability of short term supported housing is increased for those who need it
2. No one remains in short term supported housing for longer than they need

What are our priorities and how are we going to achieve them

⁷ Haringey's Housing Strategy 2009 – 19

1. Strengthen partnership working

Key actions are to:

- Ensure the delivery of the Move-on Strategy through multi-agency partnership working
- Ensure effective joint working to promote access to treatment, accommodation or pathways between providers
- Ensure intelligence on provision, needs and availability of accommodation is shared locally between partners
- Facilitate engagement between providers of floating support and private sector landlords and encourage private sector landlords to grant tenancies to clients that are ready to move-on
- Ensure information on key services is shared between partners
- Work with providers to assess the level of move-on from short term supported accommodation

2. Develop accommodation and support pathways

Key actions are to:

- Carry out a comprehensive review of accommodation based supported provision
- Produce and agree with partners joint accommodation and support pathways
- Ensure housing association policies do not act as a barrier to move on
- Ensure the provision of appropriate floating support services for clients that have moved on
- Ensure continuation of support and care in the community

3. Provide targeted advice and accommodation options for clients in short term supported housing

Key actions are to:

- Increase awareness of move on options through a clear allocation policy and advice information
- Work with support providers to promote options with clients able but not willing to move-on

4. Develop a range of new initiatives to increase access to housing solutions

Key actions are to:

- Develop a Deposit Guarantee Scheme (DGS) as an option for those who have been assessed as being able to live independently with or without support
- Evaluate bespoke schemes to encourage move-on such as Broadway's 'It's Your Move' and the 'Real Lettings' scheme
- Increase access to social housing for those ready to move-on
- Identify the need for future provision of supported accommodation

5. Sustain move-on by encouraging future independence

Key actions are to:

- Actively promote opportunities for skills development, training and pathways to employment
- Explore opportunities with Off the Streets & Into Work (OSW) such as the Transitional Spaces Project

How we will implement and monitor this strategy

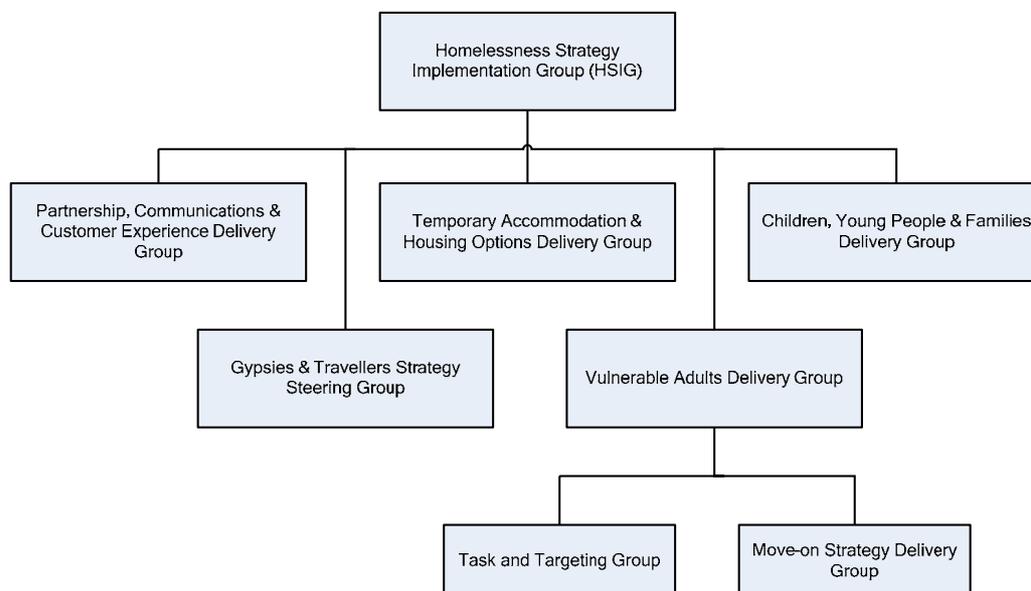
The delivery of this strategy will be overseen by the Integrated Housing Board (IHB), a thematic partnership board of Haringey Strategic Partnership.

Progress will also be monitored by the Supporting People Partnership Board and the Supporting People Providers Forum.

We will establish a Move-On Strategy Delivery Group that will meet regularly. Their role will be to make sure that the actions in the delivery plan are being delivered and by monitoring performance demonstrate that they are successful.

As well as reporting to the Integrated Housing board this group will identify and share good practice between partners to improve move-on from short-term supported accommodation.

Structure of Haringey's Homelessness Strategy (2008-2011) Delivery Groups (revised 2010)



The delivery group will produce an annual review detailing progress made in that year and also look to future ways to deliver priorities

Appendix I – Results of the MOPP audit

Move on plans protocol (MOPP) - Audit		
Question 1: Move on in the past year		
Thinking about the past year, how many clients moved on to the following:		
Lead contacts: Enter 12-month period to be covered e.g. April 2006 - March 2007	April 2008 - March 2009	
<p>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</p>		
Category	Planned	Unplanned
Treatment		
Treatment based accommodation (e.g. drugs or alcohol)	2	0
Supported accommodation		
Another hostel	8	1
Second stage supported housing	11	4
Long term care / support	0	0
Permanent / settled rented accommodation		
Private rented sector with floating support	5	0
Private rented sector without floating support	13	0
LA allocation (LA/HA) with floating support	9	0
LA allocation (LA/HA) without floating support	38	2
HA direct let with floating support	2	0
HA direct let without floating support	11	1
Sheltered housing with floating support	0	0
Sheltered housing without floating support	2	0
SUB TOTAL (arranged tenancies/licenses)	101	
Other		
Reconnection	1	0
Accommodation as an owner occupier	2	0
Staying with friends	4	1
Staying with family members	10	2
Bed and breakfast accommodation	2	0
Returned to previous home	9	2
Short-term hospitalisation (acute)	0	1
Short-term hospitalisation (psychiatric)	0	0
Other (please specify):	1	22
Evicted		2
Abandoned		8
Committed suicide / died		2
Taken into custody		11
SUB TOTAL (other planned move on)	29	
TOTAL	130	

HARINGEY'S MOVE ON STRATEGY 2010-15

Question 2: Current clients' move on requirements				
Thinking about current clients' move on requirements, please place them in the following categories as appropriate for them at this point in time				
<p>This question collates information on current clients' move on requirements. Please enter each client only once in the most appropriate category and column.</p> <ul style="list-style-type: none"> • Clients not being considered for move on as they are not ready should be placed in category 1. • All other clients should be placed in a category based on where it is thought they would thrive best. <p>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.</p>				
Category	Client already nominated (move agreed with provider)	Client ready for accomm. type but <u>not available</u> at present	Client ready for accomm. type but does <u>not exist or cannot be accessed</u> locally	Total number of clients per category
Not being considered for move on as client not ready				253
Treatment				
Treatment based accommodation (<i>e.g. drugs or alcohol</i>)	2	1	12	15
Supported accommodation				
Another hostel	0	2	9	11
Second stage supported housing	7	7	15	29
Long term care / support	2	8	3	13
Permanent / settled rented accommodation				
Private rented sector with floating support	3	12	0	15
Private rented sector without floating support	2	31	0	33
LA allocation (LA/HA) with floating support	24	37	1	62
LA allocation (LA/HA) without floating support	7	24	4	35
HA direct let with floating support	5	3	0	8
HA direct let without floating support	4	6	0	10
Sheltered housing with floating support	2	1	0	3
Sheltered housing without floating support	0	0	0	0
Other move on				
Reconnection				0
Accommodation as owner occupier				1
Return to home / stay with friends or family				3
Bed and breakfast				1
Short-term hospitalisation (acute)				0
Short-term hospitalisation (psychiatric)				0
Other (<i>please specify</i>):				5
Other categories				
Asylum seeker waiting determination				2
TOTAL CLIENTS IN PROJECT				499

HARINGEY'S MOVE ON STRATEGY 2010-15

Question 2 a-e: Optional questions

These questions collect further data on the figures entered in Question 2. Your lead contacts will tell you whether hostels in your area are completing these questions.

To complete these optional questions please click on the adjacent link:

Question 3: Likely demand over the year ahead

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

Lead contacts: Enter 12-month period to be covered e.g. April 2007 - March 2008

April 2009 - March 2010

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) alongside the number of tenancies/licenses you expect to get in each

Any shortfalls will be calculated in the last column

Category	Expected number of people ready to move on over coming year	Number of tenancies/licenses expected over coming year	Shortfall in provision
Treatment			
Treatment based accommodation (<i>e.g. drugs or alcohol</i>)	18	34	0
Supported accommodation			
Another hostel	12	2	10
Second stage supported housing	34	62	0
Long term care / support	14	8	6
Permanent / settled rented accommodation			
Private rented sector with floating support	15	4	11
Private rented sector without floating support	30	22	8
LA allocation (LA/HA) with floating support	46	24	22
LA allocation (LA/HA) without floating support	58	20	38
HA direct let with floating support	5	3	2
HA direct let without floating support	10	2	8
Sheltered housing with floating support	0	0	0
Sheltered housing without floating support	0	0	0
SUB TOTAL (<i>arranged tenancies/licenses</i>)	242	181	61
Other			
Reconnection	4		
All other planned move on	18		
SUB TOTAL (<i>other planned move on</i>)	22		
TOTAL	264		

Appendix II – Identified barriers to move-on

Move on barriers: Treatment and Supported Accommodation

Barrier	Yes	No	Unanswered	%
Lack of joint working between providers (voluntary and/or statutory) i.e. for access to treatment accommodation or pathways between providers	10	11	3	47.6%
Lack of second-stage projects with suitable entry criteria or programmes of specialist support	11	10	3	52.4%
Lack of hostels with suitable entry criteria or programmes of specialist support	10	10	4	50.0%
Lack of long-term care/support projects with suitable entry criteria or programmes of specialist support	10	10	4	50.0%

Move on barriers: LA/HA Tenancies

Barrier	Yes	No	Unanswered	%
Lack of priority given to clients waiting to move on by LA/HAs	17	5	2	77.3%
Lack of transparency over nominations and allocations procedures	14	7	3	66.7%
No clear cross authority agreements for people placed by outside boroughs	14	6	4	70.0%
Local connection issues	13	8	3	61.9%
Blanket exclusion policies i.e. for rent arrears	9	10	5	47.4%
Different prioritisation systems operating across different landlords	5	16	3	23.8%
Lack of understanding about choice based lettings by staff	3	16	5	15.8%
Sheltered housing providers not taking referrals of homeless people	1	16	7	5.9%

Move on barriers: Private Rented Sector Tenancies

Barrier	Yes	No	Unanswered	%
Lack of schemes in place to enable clients to access private rented accommodation (i.e. rent-deposit and/or lettings management and support schemes)	18	3	3	85.7%
Housing Benefit delays	13	7	4	65.0%
Private rented sector landlords unwilling to let to tenants on benefits	13	6	5	68.4%
Housing Benefit does not meet local private sector rent levels	15	5	4	75.0%

Move on barriers: General Issues

Barrier	Yes	No	Unanswered	%
Unrealistic expectations of clients, e.g. if I wait long enough I will get a social housing tenancy.	18	4	2	81.8%
Lack of information about accommodation availability	16	5	3	76.2%
Lack of (appropriate) floating support	15	5	4	75.0%
Lack of information sharing among providers and/or relevant agencies or services	12	8	4	60.0%
Difficulty with access to or appropriate community care assessments for those requiring a care package	12	7	5	63.2%
Some clients not wanting to move on/institutionalised	12	9	3	57.1%
Inadequate support needs assessment	5	16	3	23.8%
Insufficient use of homelessness legislation (i.e. local authority assessment not suggested to people likely to be in priority need)	7	14	3	33.3%
Lack of move on for couples	5	8	11	38.5%
Lack of move on for those with pets	4	9	11	30.8%

Move-on Strategy 2010-15 Delivery Plan

Priority	Key Actions	SMART Target	By when	Resources	By whom
1. Strengthen partnership working	Ensure the delivery of the Move-on Strategy through multi-agency partnership working			Within existing resources	Housing Strategy & Partnerships Team
	1.1.1 Establish a Move-on Strategy delivery group with representatives from partner organisations	Move-on Strategy delivery group (SDG) established	August 2010		
	1.1.2 Ensure robust and transparent governance arrangements	Delivery group Chair appointed and terms of reference agreed	August 2010		
	1.1.3 Programme regular meetings to ensure the delivery of this delivery plan	Annual programme of meetings scheduled	August 2010		
	Ensure effective joint working to promote access to treatment, accommodation or pathways between providers				To be identified by Strategy Delivery Group
	1.2.1 Assess in partnership with providers the impact of the Move-on Strategy	Move-on added to the agenda of the Supporting People Provider Forum as a standing item	January 2011		
	1.2.2 In consultation with the	Joint working	April 2013		

HARINGEY'S MOVE ON STRATEGY 2010-15

Priority	Key Actions	SMART Target	By when	Resources	By whom
	Supporting People (SP) Provider Forum agree joint working protocols through a partnership agreement	protocols implemented			
	<p>Ensure intelligence on provision, needs and availability of accommodation is shared locally between partners</p> <p>1.3.1 Expand access to the Supporting People management system (SPOCC) to the Vulnerable Adults Team</p> <p>1.3.2 Audit client needs data in partnership with providers</p> <p>1.3.3 Create and promote an online shared space for move on information for all partners and service users</p> <p>1.3.4 Re-establish Haringey's Homelessness Forum</p>	<p>Access arrangements agreed and in place</p> <p>Audit completed, evaluated and recommendations reported to the SPPB⁶</p> <p>Shared resource launched</p> <p>Forum re-established and meeting dates programmed</p>	<p>December 2010</p> <p>June 2011</p> <p>July 2011</p> <p>January 2011</p>	<p>To be identified by Strategy Delivery Group</p>	<p>Supporting People Team</p> <p>Supporting People Team</p> <p>Created by Housing Strategy & Partnerships Team Managed by Supporting People Team</p> <p>Housing Strategy & Partnerships Team</p>

⁶ Supporting People Partnership Board

HARINGEY'S MOVE ON STRATEGY 2010-15

Priority	Key Actions	SMART Target	By when	Resources	By whom
	<p>Facilitate engagement between providers of floating support and private sector landlords and encourage private sector landlords to grant tenancies to clients that are ready to move-on</p> <p>1.4.1 Promote the granting of tenancies to clients ready to move to the private sector through the Landlord Forum (LL)</p> <p>1.4.2 Work with support providers to raise and discuss issues relating to supporting people in private sector tenancies</p>	<p>DGS⁷ presentation scheduled and literature distributed</p> <p>Support providers invited to present to the Landlord Forum</p>	<p>March 2011</p> <p>March 2011</p>	<p>To be identified by Strategy Delivery Group</p>	<p>Vulnerable Adults Team</p> <p>Supporting People Team</p>
	<p>Support the development of a sub-regional approach to effective move on</p> <p>1.5.1 Explore the possibility of cross authority agreements for people placed outside home boroughs</p> <p>1.5.2 Promote the use of MOPP to audit move on requirements across the sub-region</p>	<p>Level of support identified through benchmarking and sub-regional survey. Finding reported to SDG</p> <p>Toolkit promoted through sub-regional working groups</p>	<p>July 2012</p> <p>July 2012</p>	<p>To be identified by Strategy Delivery Group</p>	<p>Strategy Delivery Group</p>

⁷ Deposit Guarantee Scheme

HARINGEY'S MOVE ON STRATEGY 2010-15

Priority	Key Actions	SMART Target	By when	Resources	By whom
	<p>Ensure information on key services is shared between partners</p> <p>1.6.1 Produce a directory of key services identifying the link officers in all organisations</p>	Directory produced and shared with partners	March 2011	To be identified by Strategy Delivery Group	Housing Strategy & Partnerships Team
	<p>Work with providers to assess the level of move-on from short term supported accommodation</p> <p>1.7.1 Work with Homeless Link to modify MOPP toolkit to capture data on user groups & equalities</p> <p>1.7.2 Re-audit short term accommodation based provision using the Move-on Plans Protocol (MOPP)</p>	<p>Toolkit reviewed and recommendations submitted to Homeless Link</p> <p>Audit completed and findings reported to SPPB</p>	<p>January 2011</p> <p>July 2011 and then annually</p>	Within existing resources	Housing Strategy & Partnerships Team
2. Develop accommodation and support pathways	<p>Carry out a comprehensive review of accommodation based supported provision</p> <p>2.1.1 Map all short-term accommodation based provision</p> <p>2.1.2 Review access criteria</p> <p>2.1.3 Work with partners and</p>	<p>Provision mapped</p> <p>Access criteria reviewed and recommendations submitted to SPPB</p> <p>Schemes identified</p>	<p>January 2011</p> <p>January 2011</p> <p>August</p>	To be identified by Strategy Delivery Group	<p>Housing Strategy & Partnerships Team</p> <p>Strategy Delivery Group</p> <p>Supporting People Team</p>

HARINGEY'S MOVE ON STRATEGY 2010-15

Priority	Key Actions	SMART Target	By when	Resources	By whom
	<p>Supporting People to identify schemes which can be utilised as Tier one (high – Medium Support), tier Two (medium to low support) and tier three (low support, including independent accommodation with floating support)</p> <p>2.1.4 Assess provision of long term care/specialist support projects including eligibility criteria and personalisation agenda</p>	<p>and reported to SPPB</p> <p>Existing provision mapped, recommendations made to relevant theme boards</p>	<p>2011</p> <p>March 2014</p>		<p>Strategy Delivery Group</p>
	<p>Produce and agree with partners joint accommodation and support pathways</p> <p>2.2.1 Produce and agree with all supported housing and support providers a pathways agreement to:-</p> <ul style="list-style-type: none"> • Provide a common referral process • Implement liaison protocols with support/care providers to ensure that a support/care packages are identified before a client moves into new accommodation • Enable access into and through supported 	<p>New procedures reported to relevant theme boards and implemented</p>	<p>June 2011</p>	<p>To be identified by Strategy Delivery Group</p>	<p>Strategy Delivery Group</p>

HARINGEY'S MOVE ON STRATEGY 2010-15

Priority	Key Actions	SMART Target	By when	Resources	By whom
	<p>accommodation</p> <ul style="list-style-type: none"> Support the monitoring of moves into and through and between the tiers of supported accommodation Support the planning of future service provision to meet the needs of service users <p>2.2.2 Agree and publish access criteria for all accommodation and support pathways</p>	Access criteria published	August 2011		Vulnerable Adults Team & Supporting People Team
	<p>Ensure housing association policies do not act as a barrier to move on</p> <p>2.3.1 Carry out a review of housing association exclusion policies</p> <p>2.3.2 Monitor nominations and referrals into supported and general needs tenancies with a view to challenging inappropriate exclusions</p>	<p>Review complete and findings reported to the Integrated Housing Board</p> <p>Monitoring system and procedure for challenges implemented</p>	<p>June 2011</p> <p>August 2011</p>	To be identified by Strategy Delivery Group	Strategy Delivery Group
	<p>Ensure the provision of appropriate floating support services for clients that have moved on</p> <p>2.4.1 Review current availability, scope and accessibility of</p>	Review completed and	December 2010	To be identified by Strategy Delivery Group	Supporting People Team

HARINGEY'S MOVE ON STRATEGY 2010-15

Priority	Key Actions	SMART Target	By when	Resources	By whom
	floating support services 2.4.2 Identify future commissioning priorities for floating support services	recommendations reported to SPPB Report any gaps in current provision and make recommendations to SPPB	January 2011		Supporting People Team
	Ensure continuation of support and care in the community 2.5.1 Ensure effective links with NHS Haringey 2.5.2 Produce procedures to ensure the early identification of support needs (links to Rough Sleepers Strategy) 2.5.3 Implement procedures to ensure that staff liaise with support/care providers before a client moves into new accommodation (links to Rough Sleepers Strategy)	NHS Haringey presence on the Strategy Delivery Group Procedures produced incorporating a continuous monitoring system As above	August 2010 November 2011 November 2011	To be identified by Strategy Delivery Group	Housing Strategy & Partnerships Team Homelessness Strategy 2008-11 Vulnerable Adults Delivery Group Homelessness Strategy 2008-11 Vulnerable Adults Delivery Group
3. Provide targeted advice and accommodation options for clients in short term	Increase awareness of move on options through a clear allocation policy and advice information 3.1.1 Consult with providers and service users on the Council's draft	Consultation completed	October 2010	To be identified by Strategy Delivery Group	Strategic & Community Housing Services

HARINGEY'S MOVE ON STRATEGY 2010-15

Priority	Key Actions	SMART Target	By when	Resources	By whom
supported housing	Allocations Policy				
	<p>3.1.2 Produce a move-on manual for clients and providers to include:-</p> <ul style="list-style-type: none"> • Clear information about the availability of social housing, the choice based lettings system and the new allocations procedure • Standards for private sector properties let through the deposit guarantee scheme • Case studies/peer support for private sector options • Detailed information about the full range of housing options 	Manual produced and distributed	April 2011		Strategy Delivery Group
	<p>Work with support providers to promote options with clients able but not willing to move-on</p> <p>3.2.1 Provide housing options and advice training for providers</p> <p>3.2.2 Manage expectations through a series of options workshops with service users</p>	<p>Training sessions programmed and delivered</p> <p>Workshops programmed and delivered</p>	<p>June 2011</p> <p>August 2011</p>	To be identified by Strategy Delivery Group	<p>Strategy Delivery Group</p> <p>Housing Options Team</p> <p>Housing Options Team & Events Co-ordinator</p>
4. Develop a range	Develop a Deposit Guarantee				Strategic & Community Housing

HARINGEY'S MOVE ON STRATEGY 2010-15

Priority	Key Actions	SMART Target	By when	Resources	By whom
of new initiatives to increase access to housing solutions	Scheme (DGS) as an option for those who have been assessed as being able to live independently with or without support				Services
	4.1.1 Secure funding for two dedicated DGS coordinators	Funding secured	June 2010	£70,000 SP funding for 12 month pilot scheme	
	4.1.2 Produce DGS service standards to guarantee advice and tenancy support for landlords and tenants	Service standards produced	December 2010		
	4.1.3 Agree with providers a standard referral form to share service user support package information with private sector landlords	Improved methodology in place	December 2010		
	4.1.4 Launch scheme at Haringey's Landlord Forum	Scheme launched	January 2011		
	4.1.5 Produce monthly performance monitoring reports for the scheme	Scheme monitored and reported to delivery group	November 2010		
	4.1.6 Evaluate the effectiveness of the DGS scheme and pursue funding opportunities for extension of the pilot	Scheme evaluated and recommendations made to SPPB	April 2012		
Evaluate bespoke schemes to encourage move-on such as					

HARINGEY'S MOVE ON STRATEGY 2010-15

Priority	Key Actions	SMART Target	By when	Resources	By whom
	<p>Broadway's 'It's Your Move' and the 'Real Lettings' scheme</p> <p>4.2.1 Meet with Broadway to explore and evaluate options</p>	Options evaluated and recommendations made to appropriate theme board	December 2010 and ongoing	Delivery Group	
	<p>Increase access to social housing for those ready to move-on</p> <p>4.3.1 Produce a nominations agreement that includes a commitment to provide re-housing for an agreed number of residents</p> <p>4.3.2 Through the new Housing Allocations Policy ensure that priority is awarded for nominated clients</p>	<p>Nominations agreement and procedure implemented</p> <p>Move-on requirement incorporated into Housing Allocation Policy</p>	<p>January 2011</p> <p>January 2011</p>	To be identified by Strategy Delivery Group	Strategic & Community Housing Services
	<p>Identify the need for future provision of supported accommodation</p> <p>4.4.1 Ensure that future provision of supported housing is prioritised through Haringey's Borough Investment Plan (BIP)</p> <p>4.4.2 Through joint work with registered providers identify a five year pipeline of supported</p>	<p>Requirements incorporated in draft BIP</p> <p>Five year pipeline produced</p>	<p>January 2011</p> <p>August 2011</p>	To be identified by Strategy Delivery Group	<p>Housing Strategy, Development & Partnerships Team</p> <p>Housing Enabling Team & Supporting People Team</p>

HARINGEY'S MOVE ON STRATEGY 2010-15

Priority	Key Actions	SMART Target	By when	Resources	By whom
	provision that is reflective of need				
5. Sustain move-on by encouraging future independence	Actively promote opportunities for skills development, training and pathways to employment			To be identified by Strategy Delivery Group	Strategy Delivery Group
	5.1.2 Establish links with the Haringey Guarantee	Pathways to employment in place	July 2012		
	5.1.3 Actively promote Haringey's Adult Learning Service through provider house meetings and one-to-ones	Information distributed to all providers	July 2012		
	5.1.4 Engage with Job Centre Plus to explore opportunities for service users	New opportunities identified and agreed	July 2012		
	5.1.5 Encourage future financial planning and independence through a Haringey Credit Union	Credit Union established and promoted	January 2011		
	Explore opportunities with Off the Streets & Into Work (OSW) such as the Transitional Spaces Project	Scheme evaluated and best practiced identified	July 2012	To be identified by Strategy Delivery Group	Strategy Delivery Group

Shqip

Ky dokument përcakton strategjinë e Haringejit për të siguruar zgjidhje për pengesat që pengojnë klientët në strehimin afatshkurtër që të ecin para. Ju lutem na thoni nëse doni një kopje të këtij dokumenti në gjuhën tuaj dhe dërgojeni formularin tek adresa e mëposhtme me Postim Falas.

Polski

Niniejszy dokument wyznacza strategię gminy Haringey wyeliminowania przeszkód, które nie pozwalają osobom zamieszkałym tymczasowo w domach wsparcia na zmianę sytuacji życiowej. Osoby, które chciałyby otrzymać dokument w języku polskim proszone są o wypełnienie formularza i odesłanie go bezpłatnie na podany poniżej adres.

Français

Ce document présente la stratégie de Haringey pour fournir des solutions aux obstacles empêchant les clients habitant des logement-foyers à court-terme de passer à autre chose. Si vous souhaitez recevoir un exemplaire de ce document dans votre langue, veuillez nous en informer et renvoyer le formulaire à l'adresse en port payé ci-dessous.

Soomaali

Warqaddan waxa ku qoran istraatiijiyadda Haringey ee ee xalka loogu raadinayo waxyaabaha dadka deggan guryaha dadka lagu taageero ka hortaagan inay marxaladdaas ka gudbaan. Fadlan noo soo sheeg haddii aad rabto koobbi warqaddan ah oo luqaddaada ku qoran oo foomka noogu soo dir cinwaanka boostiisu lacag la'aanta yahay ee hoose.

Kurdî Kurmancî

Ev dokument stratejîya Haringey a çareserkirina astengên li ber barkirina mişteriyên li xaniyên bi piştevanî yên dem-kurt, agahiyê dide. Heke hun kopîyeke vê dokumentê bi zimanê xwe dixwazin, ji kerema xwe bi tijekirin û şandina vê formê bo navnîşana posta bêpere ya jêrîn, ji me re bibêjin.

Türkçe

Bu broşürde, Haringey Belediyesi'nin hizmet destekli kısa dönem konutlarda yaşayan şahısların başka konutlara taşınmalarının önündeki engelleri ortadan kaldırma stratejisinin ana hatları açıklanmaktadır. Eğer bu broşürü Türkçe olarak edinmek istiyorsanız lütfen bu formu doldurup aşağıdaki ücretsiz posta adresine gönderin.

Please tell us if you would like a copy of this document in another language that is not listed above or in any of the following formats, and send the form to the Freepost address below.

- In large print On audio tape In Braille
- In another language, please state:



Name: Tel:

Address:

Email:

Please return to: Freepost RLXS-XZGT-UGRJ, Haringey Council,
Translation and Interpretation Services, 8th Floor, River Park House, 225 High Road, London N22 8HQ

Haringey Council offers this translating and interpreting service to Haringey residents. We can translate this document into one language per resident ONLY.
Moving on strategy



This is printed on recycled paper. When you have finished with it, please recycle.

Published by Haringey Council's
Communications Unit 150.10 • 11/10