

# your own place

IMPACT REPORT

2016-2017

Your Own Place CIC



# Introduction

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**Welcome to Your Own Place CIC's 2016-2017 impact report. We've had an amazing year and invite you to read a bit about our impact.**

Overall, we've had a fantastic year. What makes it fantastic? Reaching more young people, working with more partners, understanding our impact better and achieving our goals.

No-one would pretend that there haven't been setbacks, but we're led to believe that these are what make us stronger. Four years on since we incorporated we're still going strong. We have passed the 'danger stage' when many Community Interest Companies go to the wall and have continued to build our reputation.

What would I personally have done differently? Advance on fewer fronts and spend more time on fewer projects. But we all love hindsight and there's a lot to be said for spreading yourself thinly and getting a lot done.

Our team has grown too and we're about to double in size! We have an amazing new director to announce shortly and are about to have an Advisory Board involving young people and volunteers too. We're seeking an awesome patron too!

So please, help us to celebrate young people's success and above all, keep supporting us!

Thanks for reading

*Rebecca White*

## Our aims

***‘We value every young person as an individual. All young people have aspirations. Our task is to liberate them, remove the barriers and allow their aspirations to be achieved. We will be as innovative, imaginative and engaging as we can be.***

***We will never give up on seeking new solutions to old problems. The aim of **Your Own Place** is to prevent homelessness and every intervention is delivered with this as the final outcome’***

Your Own Place exists to prevent youth homelessness.  
To do this we:

<ul style="list-style-type: none"> <li>• Deliver <b>Tenancy &amp; Independent Living Skills (TILS)</b> to 16-25 year olds at risk of youth homelessness. We increase the <b>skills, knowledge and confidence</b> of young tenants</li> </ul>	<ul style="list-style-type: none"> <li>• Provide intensive and restorative 1-2-1 employment support to help young people <b>overcome barriers</b> to employment and develop <b>skills</b> and <b>confidence</b> to find work</li> </ul>
<ul style="list-style-type: none"> <li>• Recruit, train, vet and match <b>Volunteer Tenancy Mentors</b> to support young people with their <b>money skills</b> and feel more confident in their tenancy</li> </ul>	<ul style="list-style-type: none"> <li>• Reach young people through a range of services and projects to <b>prevent youth homelessness</b></li> </ul>
<ul style="list-style-type: none"> <li>• Work with partners across sectors to find <b>new solutions</b> to old homelessness problems</li> </ul>	<ul style="list-style-type: none"> <li>• Put young people at the heart of the organisation and work with them as <b>respected equals</b> at all time</li> </ul>

## Our stakeholders

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We're conscious that it's hard to get meaningful feedback and we want to do more.

To this end this coming year we have two independent evaluations underway and are also setting up an Advisory Board.

In the meantime we speak to:

- People who refer young people into our provision
- Young people who attend any provision

'I learnt that if you don't pay your council tax you can go to prison'.

'I enjoyed meeting my peers and socialising in a small group'.

'All the young people on the YOP course are managing their tenancies with no problems.'

'All the young people say how fun the course is'.

'I thought it was going to be boring, but it was actually fun'.

**This coming year**

**We will be working with external evaluators to find new ways of reaching more stakeholders and gaining independent feedback**

## A case-study

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### **This is James and his Employment Support Worker, Alex with his new bike...**

**It's nearly a year since we started working with James. What a year - for him, for Alex and for us. We're always aware that as a newish and small organisation that to expect a young person to put their faith and trust in us is a big ask. And James did just that.**

**To be honest, he didn't have a lot of choice. James is a care-leaver from Suffolk, who found himself housed in Norwich for a fresh start. When he was referred to us in December 2016 he had been given a week to sort out his benefit income, his budgeting and show the council that he would get on top of his rent arrears. Eviction was imminent.**

**As luck would have it we were running a Tenancy & Independent Living Skills (TILS) course the following week and MAP referred him to us. James attended all three days and the rest is history!**

**With the help of our Employment Support and MAP he got on top of his budgeting (we're still supporting him with this), got his rent arrears cleared and recently signed off on his secure Assured Shorthold Tenancy with the council!**

**With Archer's Butchers' help we also secured him a Supported Work Taster. James loved calling up to tell us about the pig's heads! Bicycle Links CIC even donated him a bicycle so he could get there!**

**It's not been all plain sailing though. James still faces barriers to where he wants to get to. With our help and the help of our partners we're still supporting him through the highs and the lows!**

# Growth



## Financial Growth

We're thrilled to have a third full year with growth. Overall income grew 33%.

Our traded income grew by 90% and our funded income grew by 22%.

Traded income for the coming year is expected to increase a further 100% and funded income more than that!

## Team makeup

2 female staff members  
3 female board members  
1 male board member



2015-2016

2 female staff members  
1 male staff member  
3 female board members  
1 male board member

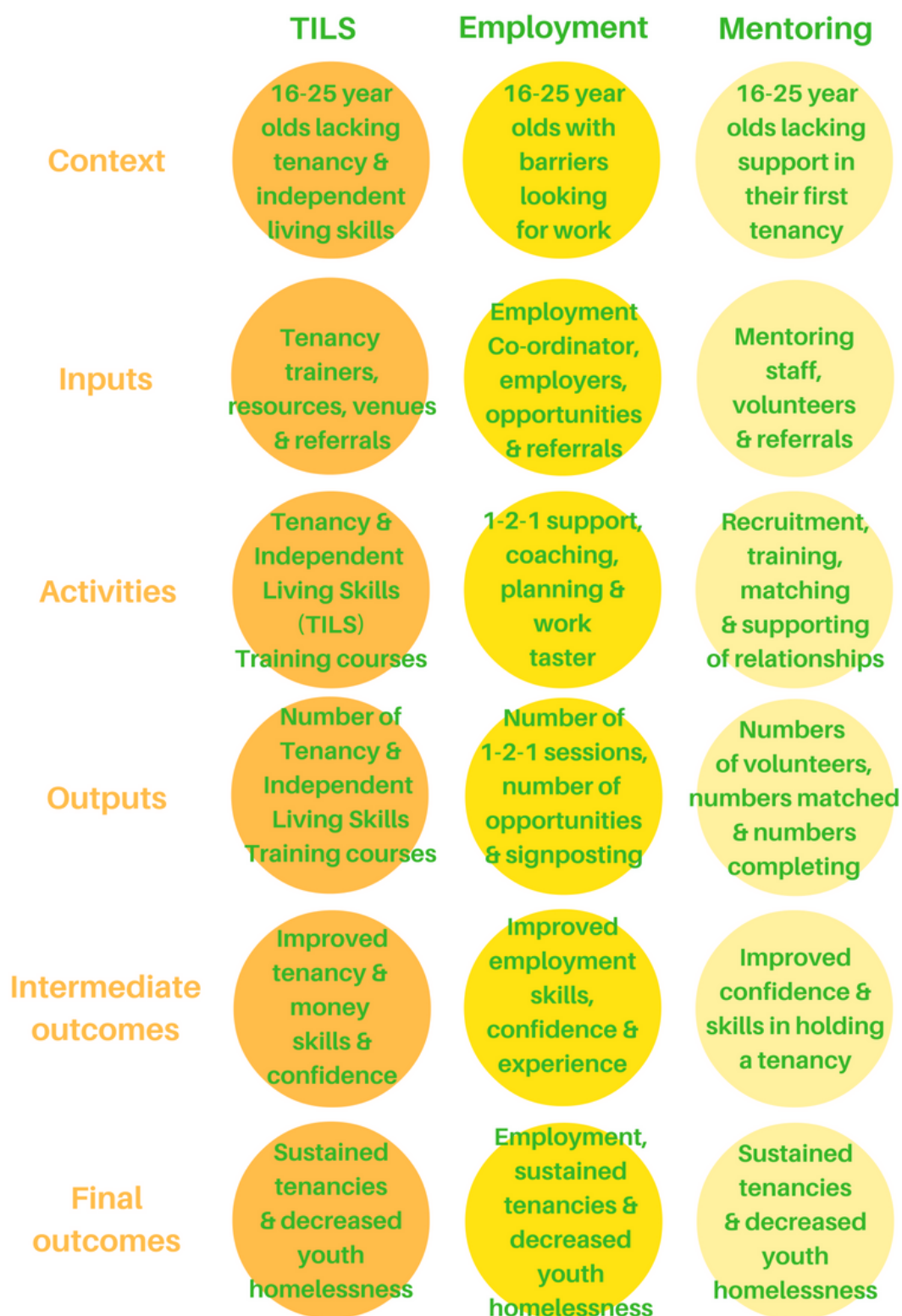


2016-2017

**This coming year**

We want a more diverse and young-person led organisation and will be establishing our Advisory Board. We're also recruiting three more staff

# Theory of change



Here's what we said we would do...

## Tenancy & Independent Living Skills (TILS)

<ul style="list-style-type: none"><li>● Increase our TILS delivery by 100%</li></ul>	<ul style="list-style-type: none"><li>● We have achieved this with group TILS with at least one group course running each month in The Training Flat. 1-2-1 work has increased by 50% with an increase in new customers. Traded income overall grew by 90%</li></ul>
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## Employment Support

<ul style="list-style-type: none"><li>● Measure the impact of this existing project and seek alternative income sources to make it sustainable</li></ul>	<ul style="list-style-type: none"><li>● We have produced two impact reports this year and are developing a new traded programme</li></ul>
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## Volunteer Tenancy Mentoring

<ul style="list-style-type: none"><li>● Source investment to develop and grow the Volunteer Tenancy Mentoring as a self-sustaining project</li></ul>	<ul style="list-style-type: none"><li>● We have secured investment from Nesta to develop this service as an HR traded service across Norfolk &amp; Suffolk</li></ul>
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## Tenancy & Independent Living Skills (TILS)

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- TILS courses are delivered in small groups of up to eight or 1-2-1 and anywhere in Norfolk and Suffolk as well as on Skype
- Courses come in all shapes and sizes
- The approach is games and asset-based, fun and experiential
- Guest experts include housing officers, credit unions, utility companies & peer tenants
- We cover all aspects of holding a tenancy including housing options, tenancy rights and responsibilities, money skills, debt and bills, setting up and managing utilities, meeting the neighbours, benefits, managing isolation and more
- On completion we give out a certificate, budgeting tools and a tenancy pack
- Thanks to additional funding from MSE Expert, NatWest and The Dulverton fund we have been able to enhance this offer with follow-up 1-2-1 support, Joy of Food cooking workshops and half-prices workshops in new locations across Norfolk
- We must mention the amazing support and recognition of what we do from the Mancroft Advice Project (MAP). MAP, in securing Big Lottery funding for their Help through Crisis project, are now able to refer 20 young people a year to our courses. We met the target early in the first year and look forward to the next four years
- We've been delighted to welcome Jarrod on board this year as a TILS trainer, offering follow-up Money Skills support among other things

## Employment Support

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- Following securing funding from Children in Need and The Tudor Trust, our Employment Project Coordinator works with 16-25 year olds across the county
- Alex uses the Journeys to Employment (JET) framework to identify and overcome individual barriers
- Alex has developed partnerships with more than ten local and regional employers to offer Supported Work Tasters to young people
- Our offer also includes a series of one-off or sequential workshops including Writing Job Applications, Digital Skills, GOALS Motivational Training and Interview Skills
- We self-funded GOALS UK motivational training with partners, LEAP East CIC

## Volunteer Tenancy Mentoring

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- Following two successful pilots coming to an end in 2016, we have recently received investment from Nesta UK through their Saver's Support Fund
- From the end of 2017 we will be recruiting, training, vetting and matching 260 Volunteer Tenancy Mentors across Norfolk and Suffolk
- This is being developed as an HR traded service for businesses wanting to invest in their staff
- Watch this space for an update in next year's impact report

## Other projects

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- We are currently working with the Home Office to run a project with young people at risk of Serious and Organised Crime alongside workshops run by local business people
- We are about to launch a new website for young people called 'Your Own Network' where they will share their aspirations and the community will help them achieve them

# Group Tenancy & Independent Living Skills



## Inputs

- Two tenancy trainers and two further self-employed tenancy trainers
- Training across three different venues



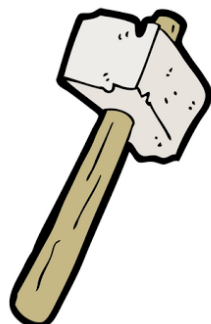
## Outputs

- 284 separate attendances
- 31 separate sessions
- 82 young people
- 1665 hours in total



## Outcomes

- 77% with increased tenancy skills
- 42% feeling more confident as tenants
- 66% have increased knowledge of how to be a good tenant
- 79% percent have increased understanding of bills



## Impact

- More confident and knowledgeable tenants result in tenancy sustainment and decreased homelessness

# Supported Employment Project



## Inputs

- One Employment Project Coordinator
- Two funding streams



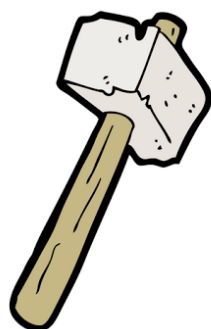
## Outputs

- 56 young people referred
- 866 sessions delivered
- 981 hours delivered
- 3 workshops delivered
- Ten employers offering Supported Work Tasters



## Outcomes

- 50% with improved knowledge of what they want to do for a living
- 63% feel more confident about applying for jobs
- 75% feel more confident about meeting new people
- 78% report fewer barriers to keeping a job



## Impact

- Work, confidence and increased income ensures rent can be paid and tenancies sustained with decreased homelessness

# Other projects



## Inputs

- One successful Home Office funding bid
- Three sub-contracted staff
- Three further successful funding bids



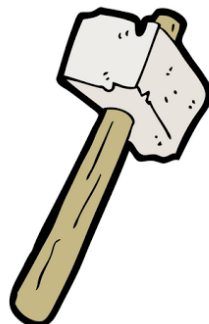
## Outputs

- 10 young people at risk of serious and organised crime
- 10 young people receiving additional money skills support
- One peer trainer being developed
- Fifteen Joy of Food workshops
- One new website
- Six TILS trainers trained



## Outcomes

- To be continued - in next year's impact report



## Impact

- To continue to prevent youth homelessness

## Our plans



- The development of a self-sustaining Volunteer Tenancy Mentoring scheme across Norfolk and Suffolk



- The continuing raising of the profile of social enterprise locally through partnerships and events such as #socialaturday2017



- The launch of Your Own Network. A website where young people will share their aspirations and the community will step up to help them achieve them



- An independent evaluation of our Home Office Serious and Organised Crime (SOC) Project



- Increasing our customer base for TILS and Employment Support



- Increasing our TILS delivery in Norfolk and beyond

## **Our gratitude must go to the following partners, funders & champions**

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In the last year they have been **Norfolk Community Foundation**, **The Benjamin Foundation**, **The School for Social Entrepreneurs**, **Momentum Norfolk**, **BBC Children in Need**, **Social Enterprise UK**, **Npower**, **NatWest**, **SoftApps**, **PwC**, **MSE Charity**, **Norwich Credit Union**, **Joy of Food**, **The Tudor Trust**, **The Home Office**, **Nesta**, **Lola Stafford Consulting Ltd**, **Argos**, **Nelson's Spirit**, **members of the public**, **Big Lottery Awards for All**, **Norwich City Council**, **No8 Thorpe Road**, **Reality Estate Agency**, **Norfolk County Council**, **YMCA**, **The Participation People**, **Heath Lodge**, **Barclays Bank**, **Archer's Butchers**, **Independence Matters**, **Leathes Prior**, **Naked Marketing**, **Norfolk ProHelp**, **Broadland District Council**, **MAP**, **volunteers**, **UEA**, **BBC Radio Norfolk**, **EDP**, **Us2uConsulting**, **Freebridge Housing**, **Department for Digital, Culture, Media & Sport**, **Norfolk Chamber of Commerce**, **Norfolk Buy Local**, **STREETSMART**, **LEAP EAST CIC**, **Bicycle Links**, **Santander**, **IKEA**, **Anglian Water**, **BT**, **SmarterSurfaces**, **Countrywide Legal Indemnities**, **Tesco** & of course our **Board of Directors**.

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