

The Tudor Trust End of Year 2 - Report

Your Own Place received funding for two years from The Tudor Trust to develop the Employment Project. This project has been running since April 2016. Your Own Place supports young people aged 16-25 that are at risk of homelessness.

As Employment Project Coordinator, Alex has been responsible for managing a caseload of young people, designing and delivering support, liaising with referrers and networking with / promoting to referrers. Alex joined Your Own Place from a non-youth work background having previously been a Volunteer Mentor with Your Own Place.



Group Workshops

Alex principally works 1-2-1 with young people. This involves travelling the length and breadth of Norfolk, as well as young people attending our unique delivery space, known as **the training flat** in central Norwich. Alex may also accompany young people to job interviews, work on job applications with them as well as homelessness prevention related support. This may involve working through the impact of work on their household income and subsequent tenancy sustainment. Alex has a close working relationship with other staff members who provide additional specialist support.



"The support has made me more confident and helped me to turn things around"

- Ben.

1-2-1
Employment
Support

How it works...

Promotion



To secure interest in the project, and therefore referrals, we promote it heavily on social media. We include the offer in Your Own Place's monthly newsletter and other sector newsletters. The Your Own Place team also attend regular networking events to promote the service.

Referral

We receive referrals for young people from various places; from social workers, personal advisors, other youth services, parents and even self-referrals. The referral is a simple online form that can be found on our website.

Discussion

Once the referral is received, Alex will then liaise with the referrer to get a better picture of the young person, their needs and any pertinent risks.

Initial Assessment

Name
Date

Employment Project - Outcome Questionnaire

Please tick a box between 1 and 10 depending on whether you agree or disagree with the statements below. 1 is strongly disagree and 10 is strongly agree.

	1	2	3	4	5	6	7	8	9	10
A. I know what I want to do for a living										
B. I know how to get the training I need										
C. I feel confident about applying for jobs										
D. I feel confident working with new people										
E. I have skills that an employer would want										
F. I feel confident about keeping a job										
G. There are no personal barriers stopping me from keeping a job										
H. I feel confident about living independently										

Name
Date

Wellbeing Questionnaire

Based on the last two weeks please tick a box between 1 and 10 depending on whether you agree or disagree with the statements below. 1 is strongly disagree and 10 is strongly agree.

	1	2	3	4	5	6	7	8	9	10
A. I've been feeling optimistic about the future										
B. I've been feeling useful										
C. I've been feeling relaxed										
D. I've been dealing with problems well										
E. I've been thinking clearly										
F. I've been feeling close to other people										
G. I've been able to make up my own mind about things										

Alex will meet with the young person referred for an initial assessment session. Using scaling questionnaires and open questions Alex will have a better idea of the barriers they face. We measure wellbeing alongside employment skills.

Plan

Once their barriers are identified, Alex and the young person will compile a support plan. This is a plan to prioritise and overcome the barriers that they face into employment, education or training.



How it works...

Signposting

We recognise that there is some excellent specialist provision in Norfolk. Alex has spent time identifying this and building good relationships with other providers in order to effectively signpost. We have signposted to advice services, mental health services, drug and alcohol services, eating disorder specialists and many others.

Evaluation

Throughout the support Alex will evaluate the success and relevance of the plan. The support plan will change and evolve to reflect that young person's progress and their aspirations.

Ensure Stability

The support doesn't end as soon as the young person moves into employment, education or training. We ensure they have career management skills and stability before we close the case. We want them to be confident to look and apply for jobs they love.



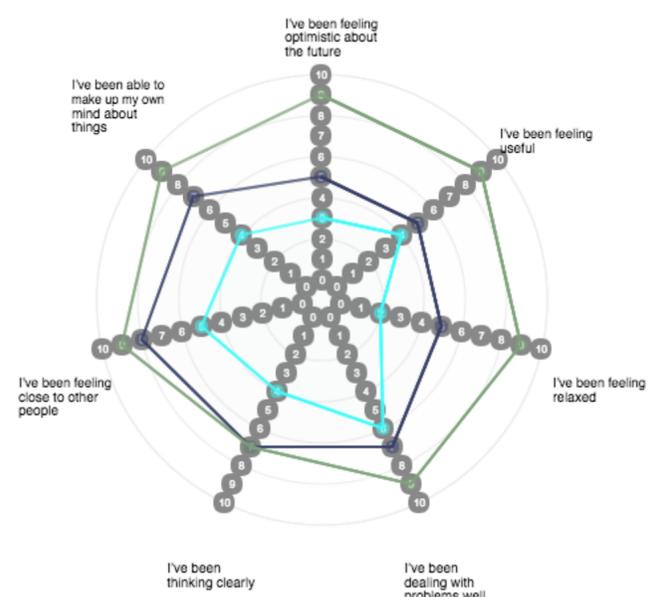
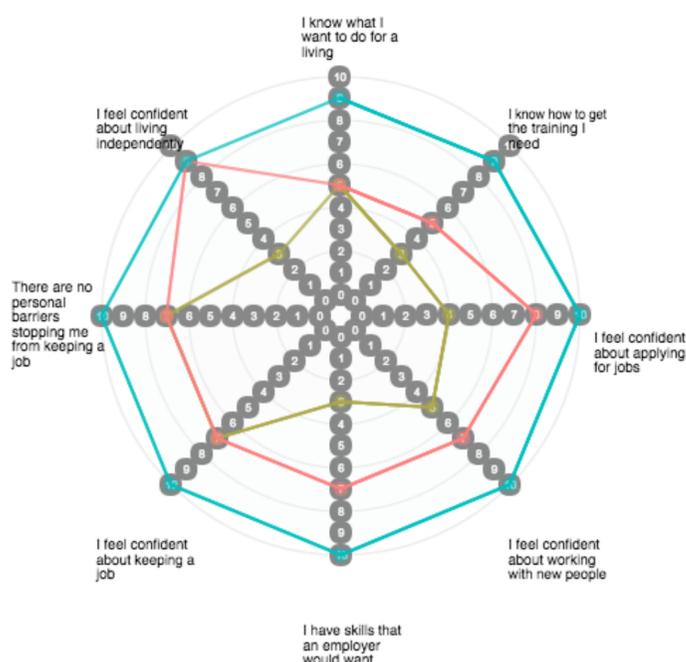
"I'm so much more confident now, I didn't even panic at my interview"

- James.

1-2-1
Employment
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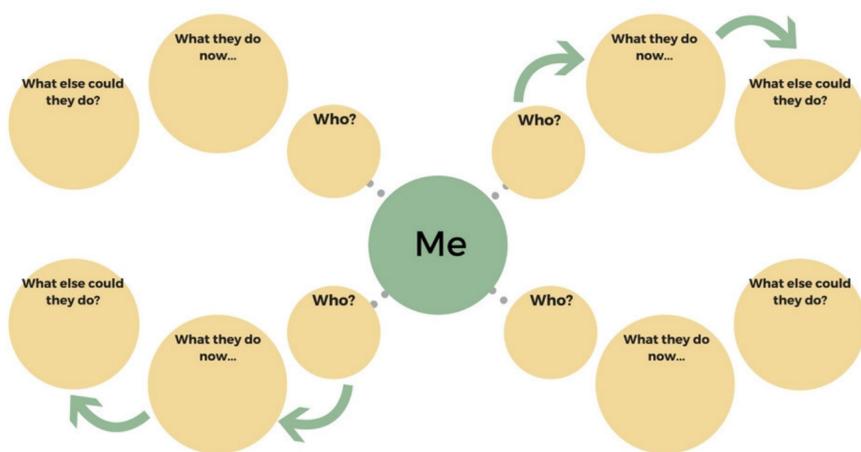
Impact Measurement

At the end of the relationship we evaluate the progress made. We use the same questionnaires used in the initial assessment to show the distance travelled. We also encourage open and honest feedback on the project - the good and the bad.



Additional work...

Over the course of the project, having strategically identified additional needs relating to the young people, including the need for building self-esteem, social skills and social networks, Alex has also developed a small number of workshops. These workshops are delivered to small numbers of young people in The Training Flat. They address other aspects of the barriers that the young people face.

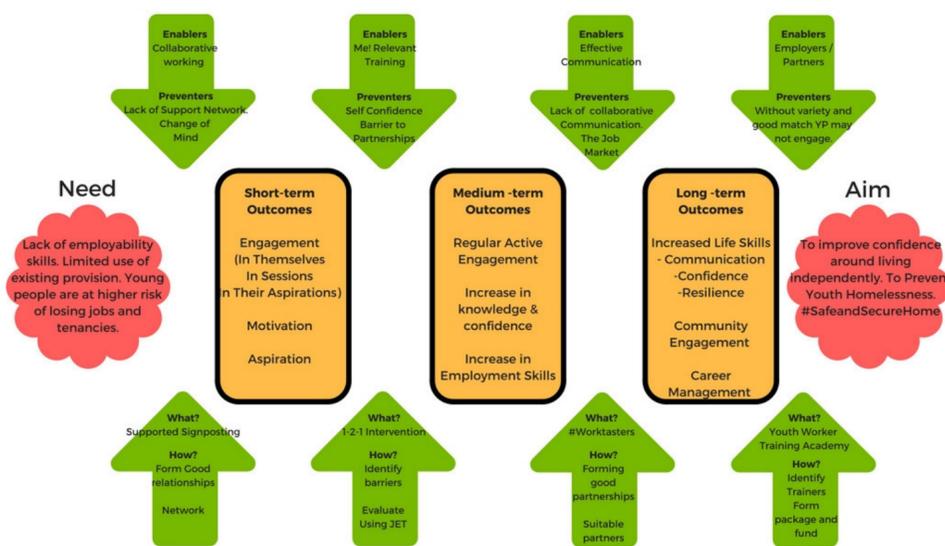


Support Network document

Alex has carefully developed supporting paperwork that actively involves young people in identifying their own barriers whilst taking an asset-based approach to identifying the strengths they have too.

Alex has created a number of tools to use in the 1-2-1 sessions. These take a creative and visual approach.

Underpinning all the work is our Theory of Change that Alex has developed to assist with the measurement of outcomes and a better understanding of the enablers that help to achieve them.



Our Theory of Change

Who are our young people?

The young people we work with are all completely unique. They come from different places, different situations and with different aspirations. This emphasises the need for our support to be bespoke to that individual.

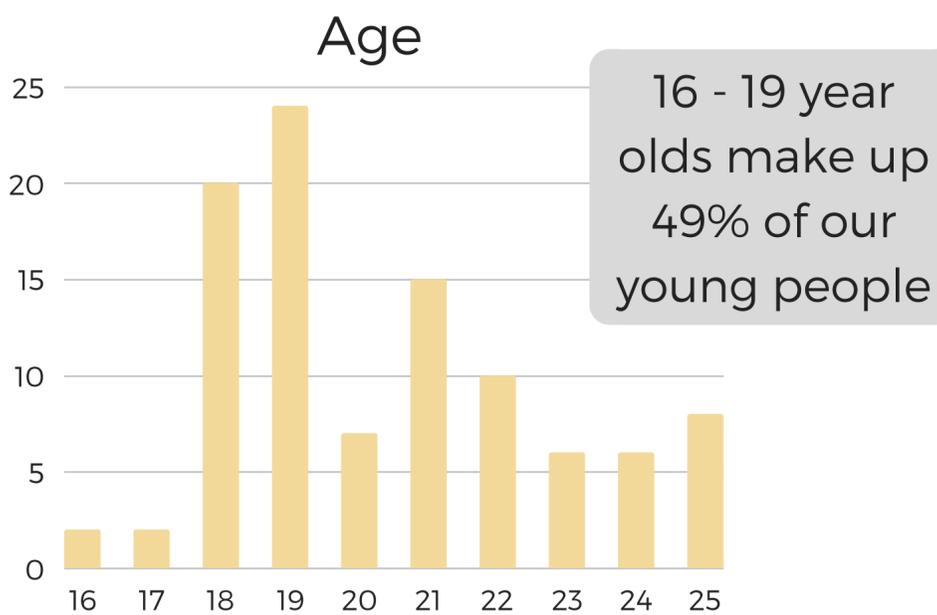
Over the past 2 years we have had 41 young people involved in the employment project. Of these 12 remain open and, thanks to The Tudor Trust refunding the project, they will continue to be supported into work, education or training.



46% Female



54% Male

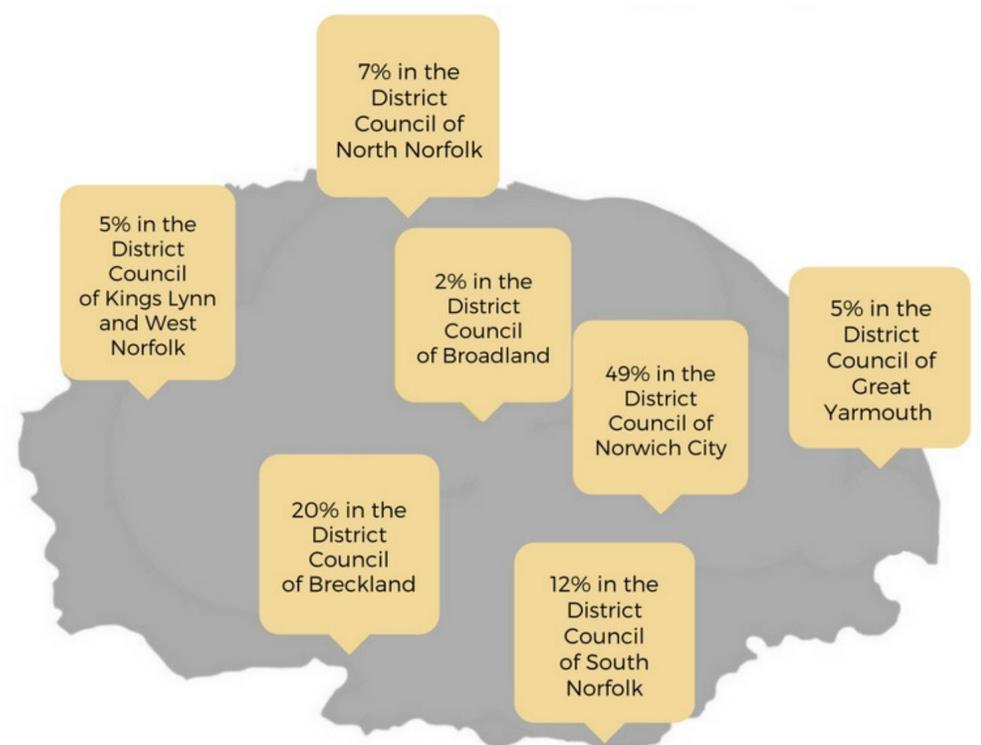


98% were not in employment, education or training when they were referred.

What are some of their aspirations?

- "Be more confident"
- "Work full time"
- "To start my career"
- "Become a butcher"
- "Get into college"
- "Not be so anxious"
- "To provide for my daughter"
- "Become a carer"
- "Work with animals"
- "Complete my level 1"
- "Work in retail"
- "To be head chef"
- "Be successful"
- "To complete an apprenticeship"

Where are our young people?



The Project

Over 8,000
miles

Alex has travelled over 8,000 miles meeting with young people all across Norfolk. With 51% of the young people on the project being based outside of Norwich City, where we are based, travel has been essential.

We have delivered over 700 hours of support with young people, not incorporating travel or professional meetings. This is made up mostly of 1-2-1 sessions, but also included group sessions and workshops.

Over 700
hours

Over 35
signposts

We have signposted / referred our young people over 35 times to other agencies. We have created a matrix of local providers who provide specific services related to the barriers young people face such as; advice services, drug and alcohol services, mental health support and qualifications / training.

20 supportive and enthusiastic local employers have signed up to our Work Taster programme. The programme aims to match young people to employers for a bespoke work taster experience. The young people gain valuable skills and some fantastic CV building experience.

20
Employers

Our Impact

Of our young people.....



Feel more confident that they have the skills an employer would want



Feel more confident about living independently



Now know how to get the training that they need



Feel that there are less personal barriers stopping them from keeping a job.



Are feeling more confident around meeting and working with new people



Feel more confident about being able to keep a job



Feel more optimistic about the future



Are feeling more useful and more relaxed



Feel that they are dealing with problems better and more able to make up their own mind about things



Of our young people are now in employment, education or training

Our Impact

We have had some unexpected outcomes during the last two years. Some 'softer outcomes' that aren't measured with formal tools. These include the following;

Young people not initially engaging at all, and now meeting regularly



Support helped wider family unit. Alex supported young person to claim ESA / PIP which led to mum being able to claim carers allowance. Family became financially settled after struggling previously



Young people pro-actively contacting us and other services rather than needing to be chased



Good relationship has led to easier access to other services for young person



Young people identifying their own barriers and recognising their own achievements



Young people having a better understanding of the benefits that they receive and how to access support



Support with access to driving licence and funding for application process



Increased self esteem meant that a young person took pride in his flat and tidied it for the first time since moving in



A young person's mum saw an increase in confidence after a he went to college interview alone



A young person experienced an increase in self esteem and resilience and had the confidence to leave an abusive relationship



A young person who had been out of work for 7 years and couldn't make eye contact with anyone is now in work



Our Feedback

Our young people are fantastic at giving us feedback.

We aim to capture any comments and quotes that reflect on the project and our work.



"Working with Alex has boosted my confidence and helped me to realise that I am capable."

**1-2-1
Employment
Support**

"I was scared of being laughed at. But I had such positive feedback and support from Alex and Rebecca. It made me feel more confident"

"I'm so excited about getting a job, this time last year I never thought I would be"

"When I was first referred I had nothing and now I'm starting work experience and I still have my flat"

"I feel less anxious around new people and even though I'm still nervous sometimes my anxiety is much better than it was"

"The support has made me more confident and helped me to turn things around"

We are committed to getting feedback from the young people and using that to shape the support that Your Own Place provides. We promote open conversations so that the young people feel as comfortable as possible giving honest feedback. Whether that is things we have done well or things we could work on.

"I liked having the support from you"

"I'm much more confident"

"I feel like I've got new skills"

Our Case Studies



Christina's story

A CASE - STUDY

Where is Christina now?

Christina has been in her own tenancy for a while now and she's enjoying living independently. She has recently completed a course with The Prince's Trust, she has been working on CV's and applications and is looking to get into health and social care.

Christina has joined us as a "Peer Expert" on our TILS course to deliver her own session on housing to a group. Christina has also secured two part time jobs and her confidence is improving daily.

Where was Christina when she was referred?

Christina was unsure of what career path she wanted to take, and had a lot of anxiety around moving into employment. Her anxiety meant that she struggled around new people and groups.

What does Alex say about Christina?

Christina is wonderfully optimistic and positive. Her confidence has grown so much over the last year. She now shows real belief in herself and her abilities. Christina is smart and kind and will be a great asset to any company that she chooses to join"

"I got the chance to do an activity on a tils course and I gained a lot of confidence doing it. Talking in front of people was out of comfort zone, was really scared."



"Working with Alex has boosted my confidence and helped me to realise that I am capable. She encourages me to believe in myself and in what's possible both now and in the future"

your own place

We use case studies to celebrate our young people and their progress. With the permission of the young person, we post these on social media to raise awareness of our project.

Our case studies are written using an asset based approach. We lead with the positives: the progress made and the great steps that the young person has made. This approach is reflected throughout our project.



James' story

A CASE - STUDY

Where is James now?

James has just started his 'supported work taster' with Archer's Butchers. This is a really exciting start for James on his road to finding work, earning his own money and keeping his own home. He is now pro-active in working with his housing officer, sorting out his utilities, resolving benefits sanctions and clearing his debt.

Where was James when he was referred?

James had just got his own place after leaving care. He was in rent arrears, experiencing sanctions and in a spiral of debt and struggling to feed himself. On the cusp of eviction, we coordinated a package of budgeting, tenancy training and employment support. James engaged brilliantly with all aspects and convinced his landlord to give him a second chance.

What does Alex say about James?

Working alongside James has been an absolute pleasure. Every time I see him he is more motivated, determined and ambitious. The progress he has made is absolutely inspiring.

" the support from Alex has been really good. When I was first referred I had nothing and now I'm starting work experience with Archer's and I still have my own place"



" I learnt loads from the Tenancy Course and how to avoid debt"

your own place

your own place

What we've learnt

Whilst our referral processes work well, we have had to build relationships with referring partners from scratch, which has taken time. Thanks to some great outcomes we have not had to advertise the project, 'word of mouth' referrals have been sufficient. This also indicates a significant need. The majority of our referrers are social workers and we need to work harder to work in partnership with them to ensure the young person isn't working towards conflicting goals.

Not all young people want to become Peer Trainers or understand that the skills they develop by doing this are transferable. It takes considerable levels of confidence to stand up in front of one's peers and this takes time and resource.

It takes time to build relationships with young people. But work is more effective when the foundation is there. This also makes it easier to introduce additional support such as other Your Own Place projects. Sometimes the different Your Own Place projects will work with a young person at the same time. We have found that the young person is more likely to regularly engage when they have a good relationship with more than one worker.

Whilst our policy is one of leaving the door open for the right time that a young person wants to engage, this also has practical resource implications. As such we may now officially 'close the case' whilst letting the young person know that it can be re-opened. This enables robust and safe case-management.

A good relationship with a referrer means a more effective support plan can be formed and less time is spent chasing the young person. That referrer is also more likely to refer other young people.

Unlocking a young person's motivation can be a great barrier. But doing so can be positive enough to get them into employment. Each individual is different, as is their motivation. It could be financial, family centered or centred around their self esteem and how they feel about their success.

In the next 12 months...

We will...

Develop employment support as a traded service

Your Own Place is a social enterprise and therefore we aim for all our services to eventually be paid for by customers / referrers. We are currently exploring additional offers to make the employment support into a traded offer.

Hold more feedback sessions with our young people

Work with a positive and asset-based approach

Continue to develop relationships with referrers

Work in partnership with other local providers

Continue to increase our social media presence

Increase project referrals from existing and new referrers

We will continue to evaluate the project and strive to form the best service for the young people receiving support. This means identifying new areas of development for staff and keeping up to date with best practices in youth work.