



# IMPACT REPORT

2017-2018

YOUR OWN PLACE  
CIC

# Introduction

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## Welcome to Your Own Place CIC's 2017-2018 impact report.

It's been one of those years! Well, it's now been five! We're probably not a start-up anymore and it's time to reflect.

What's clear is that the mission hasn't changed. Due to external factors, the needs facing many young people are growing, changing and becoming more complex. This means we too must adapt, evolve and be more innovative than ever.

As a social enterprise I'd like to think that this is one of our strengths. When revisiting the three-year Business Plan, it's especially exciting to see so much of it achieved.

We have built a solid customer base for both TILS and Volunteer Tenancy Mentoring. Our Employment Support is now ripe to turn into a traded service and we are eyeing up new customers to make it sustainable.

The next year holds exciting developments with the launch of TILS+, lots more block commissions with new customers, new staff, digital skills across the board and developing traded income.

We are pleased this year to have been shortlisted for the EDP Business Awards, FSB Awards, Homeless Link Awards and to be a part of the Future 50 cohort.

Thanks for reading and being a part of our year!

**REBECCA WHITE**



## Our aims

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*'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'*

## Here is an overview of the year:

<ul style="list-style-type: none"> <li>Delivering <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>Providing intensive and restorative 1-2-1 employment coaching 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>Recruiting, training, vetting and matching <b>Volunteer Tenancy Mentors</b> to support young people with their <b>money skills</b> and feel more confident in their tenancies</li> </ul>	<ul style="list-style-type: none"> <li>Delivering crime prevention interventions designed to support young people at risk of <b>child criminal exploitation</b> and serious &amp; organised crime</li> </ul>
<ul style="list-style-type: none"> <li>Starting the Carnegie #NotWithoutMe <b>digital skills accelerator</b> programme to embed digital skills across our offer</li> </ul>	<ul style="list-style-type: none"> <li>Working with partners across sectors to find <b>new solutions</b> to old homelessness problems</li> </ul>

**"I feel so lucky to have a mentor and I would stand in front of other people and tell they should also have a mentor".**

## A case-study

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**There have been so many fantastic moments with young people this year, it's hard to choose one.**

**However, the inaugural Your Own Place Advisory Board (YOPAB) residential has to be a particular highlight!**

**Thanks to funding from Norfolk Community Foundation (#iWill) and The John Jarrold Trust, we were able to take a group of young people away to North Norfolk for a fun and focussed weekend in August.**

**The purpose wasn't solely to go on spooky nightwalks and play games. At the heart of our intention was putting young people at the heart of Your Own Place.**

**We commissioned our friends The Participation People to put together a packed and high octane couple of days of workshops for the young people. Together we explored what Your Own Place is really like for them, when it works, when it doesn't and how they can get truly involved in shaping it.**

**We were joined on day two by a range of local authority colleagues, commissioners, social workers and housing professionals, who have committed to supporting these courageous young people on their YOPAB journey.**

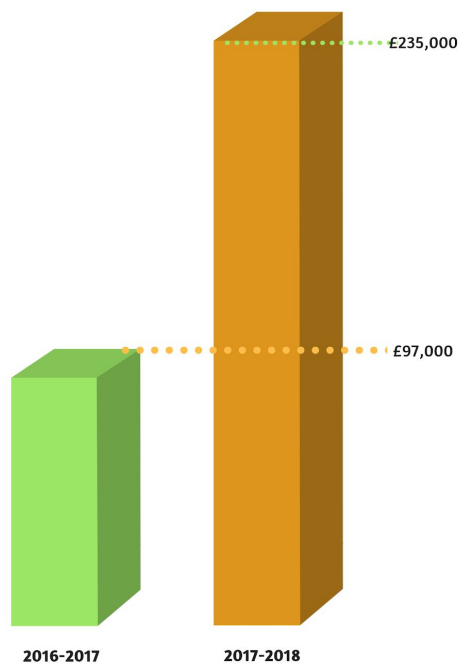
**Next they will be presenting to our Board, shaping our digital skills, undertaking marketing and enhancing their own skills and confidence in the process.**

**A true highlight of summer 2018!**

# Growth

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## Financial Growth



**We're thrilled to have had a fourth full year with growth. Overall income grew 142%.**

**Our traded income grew by 95% and our funded income grew by 154%.**

**Traded income for the coming year is expected to increase a further 100%.**

## Team makeup



## 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 again this year! We have increased the number of bespoke commissions, working with Freebridge, Voluntary Norfolk, Anchorage Trust, HMP Norwich, MAP and Broadland District Council</li></ul>
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### Employment Support

<ul style="list-style-type: none"><li>● Develop this into a traded and sustainable service</li></ul>	<ul style="list-style-type: none"><li>● We have started this process with a view to being sustainable by the end of 2019. It forms part of our new offer under TILS+</li></ul>
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### Volunteer Tenancy Mentoring

<ul style="list-style-type: none"><li>● Develop this into a traded and sustainable service</li></ul>	<ul style="list-style-type: none"><li>● We have been overwhelmed by the response to this from a range of customers across a range of sectors. This will remain our focus into 2019</li></ul>
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# Projects overview

## Tenancy & Independent Living Skills (TILS)

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- TILS has gone from strength to strength this year. It remains a tough course to replicate due to the energy, content and PinPoint facilitation techniques we use.
- Over the coming year we aim to secure more block commissions and will be ending spot purchase at the end of 2018, as this is no longer financially viable.
- We are thrilled to have delivered bespoke courses for The Hive at Voluntary Norfolk, The Anchorage Trust, Freebridge Housing and HMP Norwich. We will be aiming to do more of this alongside an enhanced offer branded TILS+.

## Employment Project Support

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- The big news at this moment in time is that we lost Alex from the post. Alex had been in post since the start, forged fantastic relationships with the young people and made the project the success it has been.
- A new person will be in post by November 2018.
- This project is fully funded until April 2019 with partial funding until August 2019. By this stage it is our intention to be at least 50% tradeable and therefore sustainable.
- We will be adding group workshops to the 1-2-1 coaching offer, covering all aspects of employability in our highly unique and engaging approach.

## Volunteer Tenancy Mentoring

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- We have trained nearly 100 volunteer tenancy mentors over the last year. This is an incredible achievement from a team of two!
- Just as incredible is that this is becoming fully sustainable thanks to businesses fully committed to their values and staff, putting them forward for the opportunity.

## Other projects

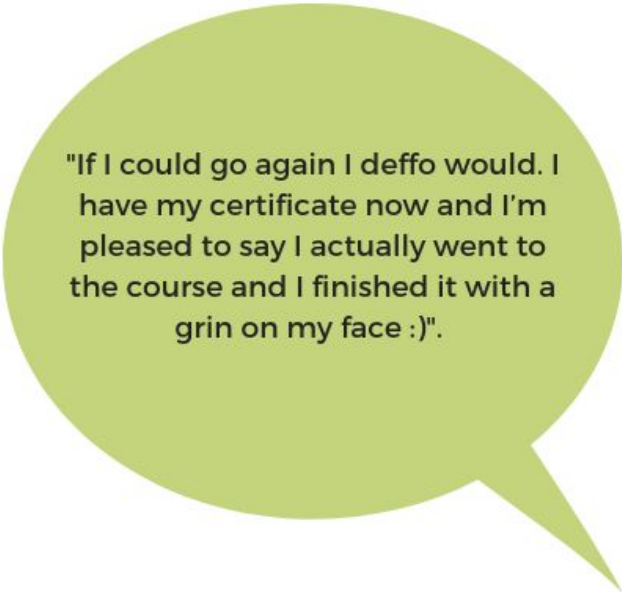
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- Our Serious and Organised Crime project offered huge learning that we hope to develop further in 2019!
- 'Your Own Network' is growing and developing to reach more young people.
- Digital skills are creeping into everything we do!
- YOPAB - young people are informing everything we do!





**"I am currently working on my money spending habits and looking at my income and expenditure with my mentor. I have a really positive relationship with my mentor and she is absolutely lovely".**



"If I could go again I deffo would. I have my certificate now and I'm pleased to say I actually went to the course and I finished it with a grin on my face :)".

# Group Tenancy & Independent Living Skills



## Inputs

- Two tenancy trainers and three self-employed tenancy trainers
- Training across Norfolk with four new customers



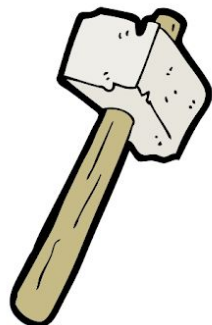
## Outputs

- 589 separate attendances
- 139 separate sessions
- 107 young people
- 3745 hours in total



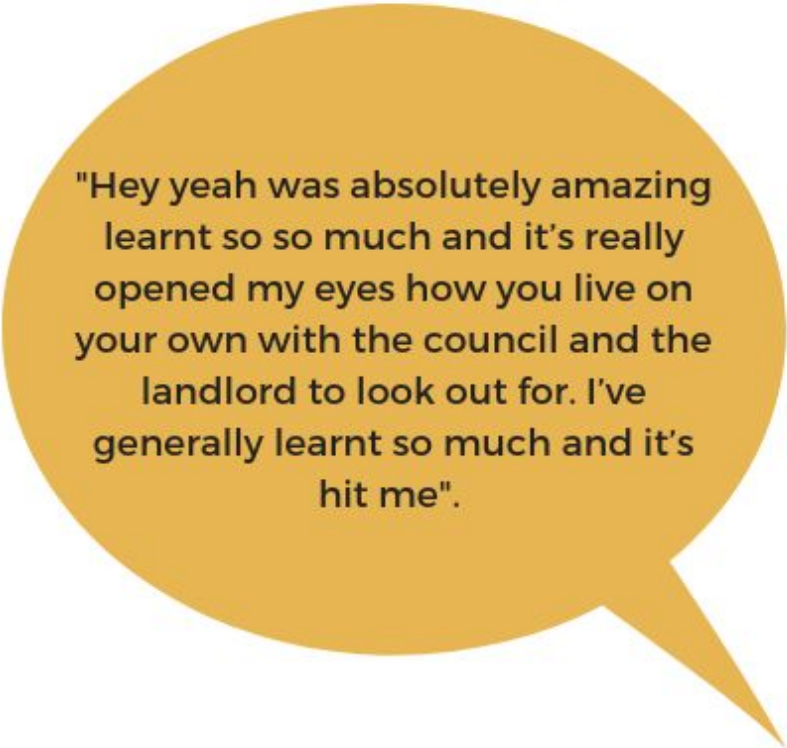
## Outcomes

- 79% with increased tenancy skills
- 42% feeling more confident as tenants
- 65% have increased knowledge of how to be a good tenant
- 74% percent have increased understanding of bills

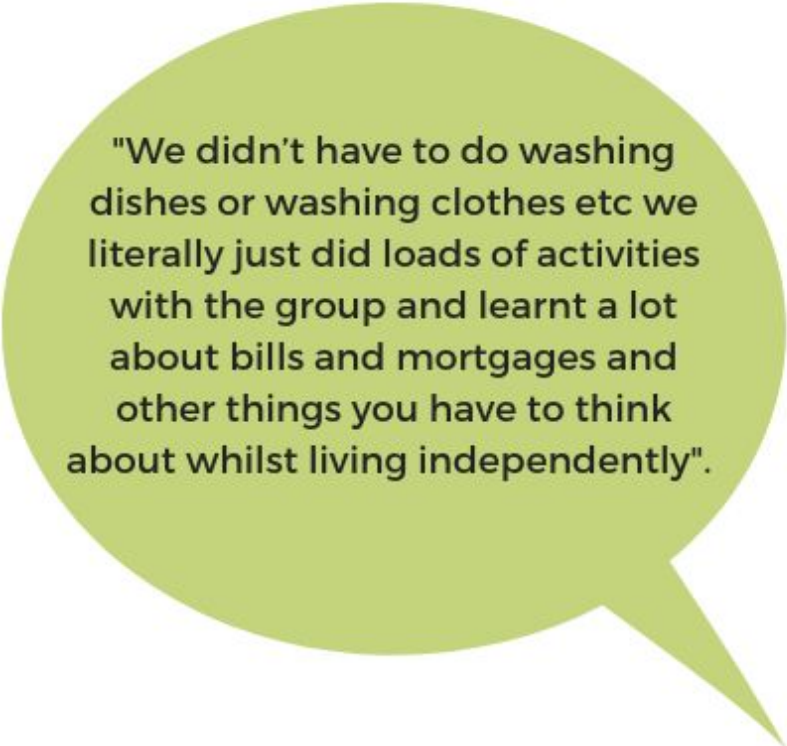


## Impact

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



"Hey yeah was absolutely amazing learnt so so much and it's really opened my eyes how you live on your own with the council and the landlord to look out for. I've generally learnt so much and it's hit me".



"We didn't have to do washing dishes or washing clothes etc we literally just did loads of activities with the group and learnt a lot about bills and mortgages and other things you have to think about whilst living independently".

# Supported Employment Project



## Inputs

- One Employment Project Coordinator
- Two funding streams



## Outputs

- Ten new young people referred
- 611 sessions delivered
- 810 hours delivered
- Two workshops delivered
- Three supported work tasters arranged



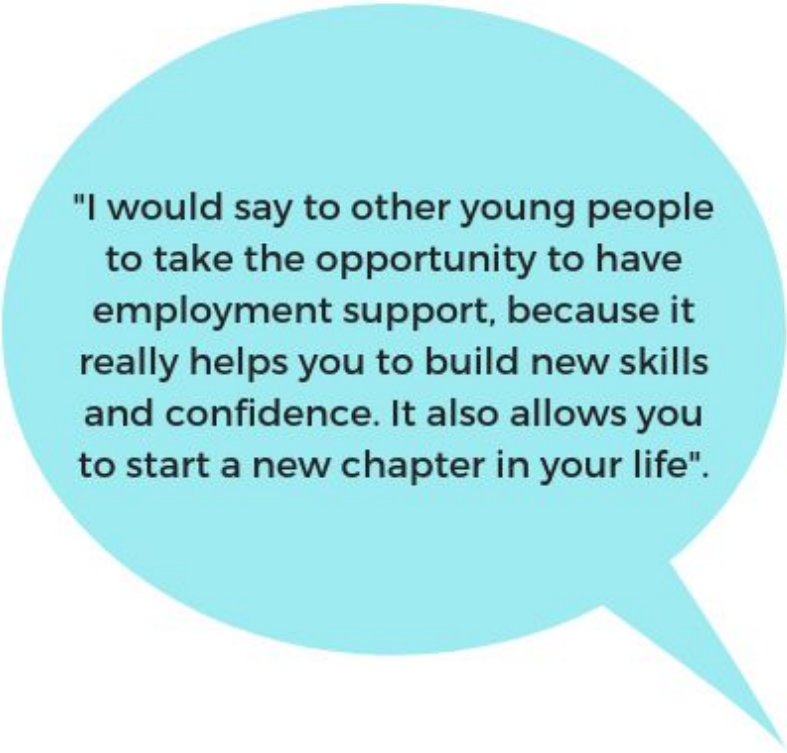
## Outcomes

- 50% with improved knowledge of what they want to do for a living
- 100% feel more confident about applying for jobs
- 50% feel more confident about meeting new people
- 100% report fewer barriers to keeping a job

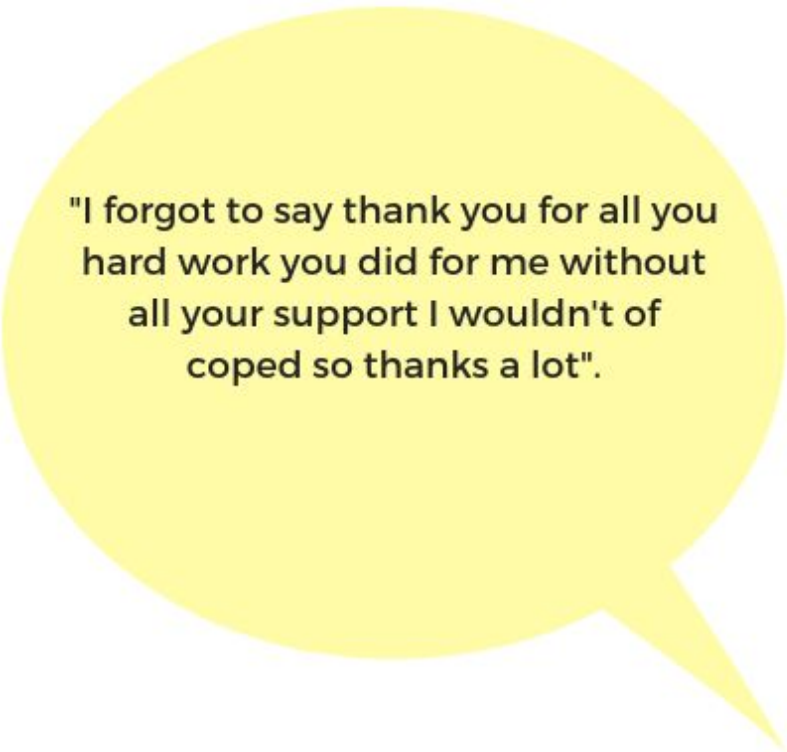


## Impact

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



"I would say to other young people to take the opportunity to have employment support, because it really helps you to build new skills and confidence. It also allows you to start a new chapter in your life".



"I forgot to say thank you for all your hard work you did for me without all your support I wouldn't of coped so thanks a lot".

# Volunteer Tenancy Mentoring



## Inputs

- Two Volunteer Tenancy Mentoring workers
- Twenty-month Nesta funding
- Nine businesses



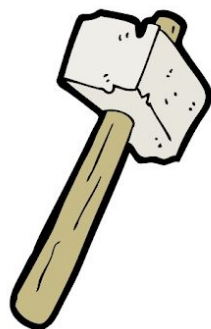
## Outputs

- 100 mentors trained
- 17 mentors matched
- Thirteen mentoring training sessions delivered
- Seven different locations
- Norfolk & Suffolk



## Outcomes

- Outcomes will be reported at the end of the project - mid 2019



## Impact

- A focus on money skills and light-tough mentoring support is aimed at improving tenancy sustainment and preventing youth homelessness.



# Other projects



## Inputs

- Business Development contractor
- Two independent evaluators
- Contracted administrative support
- The Participation People contractors
- Carnegie Trust Accelerator
- Funding for YOPAB



## Outputs

- Our first YOPAB residential
- Home Office Project successfully completed
- Three new TILS trainers trained
- RBS Project successfully completed
- MSE Project successfully completed
- Three events held

## Our plans for the next year



- Delivering our highly successful Volunteer Tenancy Mentoring beyond the funding



- Launching TILS+ - new modules in new ways for all our customers which includes employment support and workshops



- Developing Your Own Network to benefit more young people and be self-sustaining



- Ensuring digital skills sit across all projects



- Delivering on crime prevention projects that tackle risk of homelessness

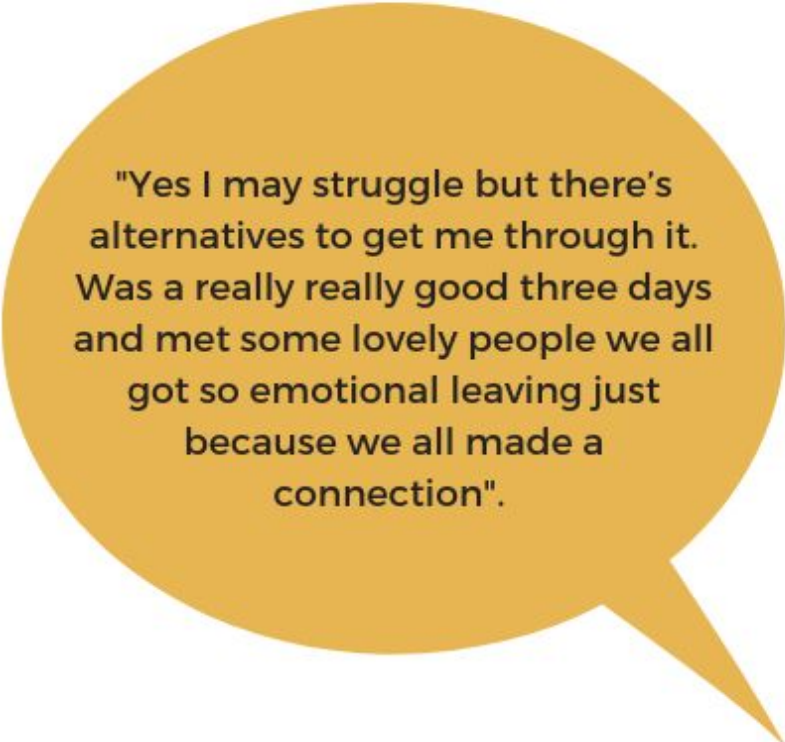


- Working with private landlords to deliver a bespoke offer



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

**In the last year they have been** Norfolk Community Foundation, Genesis Notting Hill, Nesta Innovation Foundation, Momentum Norfolk, BBC Children in Need, Adnams, PwC, NatWest, Carnegie Trust, Norwich Credit Union, Joy of Food, The Tudor Trust, The Home Office, Argos, Lola Stafford Consulting Ltd, members of the public, Nelson's Spirit, Norwich City Council, No8 Thorpe Road, YMCA, Norfolk County Council, The Participation People, Independence Matters, Leathes Prior, Naked Marketing, Norfolk ProHelp, Broadland District Council, MAP, volunteers, UEA, BBC Radio Norfolk, EDP, Department for Digital, Culture, Media & Sport, Freebridge Housing, Norfolk, Norfolk Buy Local, Chamber of Commerce, STREETSMART, Santander, Anglian Water, BT, Tesco, Jarrolds, Charles Barratt, Saffron Housing, Independence Matters, Broadland Housing Association, Foster Property Maintenance, BiTC, East Coast College, Anchorage Trust, Juventas, Rethink Press, Voluntary Norfolk, NR2 Trory Street, HMP Norwich, Clarion Futures, Clive Lewis MP & of course our Board of Directors



"Yes I may struggle but there's alternatives to get me through it. Was a really really good three days and met some lovely people we all got so emotional leaving just because we all made a connection".

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