
EMPLOYMENT SUPPORT PROJECT ANNUAL REPORT 2018-19

your own place
the
Tudor trust



"We're absolutely delighted to share with you the Annual Report for our Employment Project. Thanks to ongoing funding from The Tudor Trust this project has evolved, grown and benefitted many young people. In turn we have learnt so much.

I hope you'll agree that Jessica, who started in the post in November 2018, has developed a nuanced and thorough understanding of this exciting project.

As we enter the next phase, we can't wait to move onto a sustainable footing that retains our values and approaches with young people."

Rebecca White
CEO Your Own Place CIC



The Training Flat, Norwich
Your Own Place Open Day 2019

Jess joined as Employment Project Co-ordinator at Your Own Place in November 2018. Her previous experience is of coordinating student wellbeing in further education to support vulnerable young people with accessing education and employment.



Jess travels across Norfolk working 1-2-1 with young people age 18-25. Using an asset-based approach, she creates bespoke support packages with the young person. Jess works with the young person in a location suitable for them. This is often at a local cafe or their home due to Norfolk's rural areas and difficult transport links. Some sessions are also run at the Your Own Place Training Flat in Norwich.



ASSET - BASED



RESTORATIVE



EQUALITY



NON-JUDGEMENTAL

Jess has also been developing employment and resilience workshops for groups of young people on Your Own Place's Tenancy and Independent Living Skills Plus (TILS+) courses. These workshops to develop employment skills and confidence can now be commissioned as part of the TILS+ traded service.

Through engaging with 1-2-1 employment support, young people have also benefited from other Your Own Place projects such as Mentoring, Your Own Network (YON) and joined the Your Own Place Advisory Board (YOPAB).

Social Media

Social media has been a vital method of promoting the service locally. This has been through the Your Own Place social media pages on Facebook, LinkedIn, Twitter and Instagram. Also, Jess' personal Twitter and LinkedIn pages have been ways of connecting with partners, other support organisations in the community and visually sharing her work across Norfolk each week.



Networking

Attending network meetings and local events has been a beneficial way to build relationships with other services. This has meant we have been able to work alongside each other to ensure the young person has the support most beneficial for them. Networking along with word of mouth, continuing contact via email and providing flyers has produced sufficient referrals.

"The service is able to build strong and lasting relationships with the young people that they work with, and their creativity has meant that young people are supported in lots of different ways. Their approach is always young person focused and works at their own pace, which I feel is a key strength".

- Claire, referrer in Breckland District

External Referrals

Referrals have been from social workers, Personal Advisors, parents and other youth services. A high percentage of the young people currently engaged are in the West Norfolk district due to a great relationship with a key referrer. Having an initial chat with the referrer has helped build a relationship and ensured the the support plan is young person centred.

Internal Referrals

Internal referrals ie; when a young person is using multiple services from Your Own Place, has led to good engagement for Employment Support.

Communication across Your Own Place services and a known staff member supporting in the initial meeting has been extremely valuable.

TILS+

Tenancy and Independent Living Skills Plus (TILS+) launched in November 2018. There are now 24 modules to choose from including employment, CVs and looking for work. Jess has completed Pinpoint Facilitation training and has been developing these modules to deliver high-energy, creative and engaging employment workshops as part of TILS+.



Carnegie

After the team attended the #NotWithoutMe digital skills accelerator programme, Your Own Place was awarded £40,000 to develop digital skills into TILS+. Each TILS+ employment workshop includes a digital element to help towards our goal of digital inclusion. It has also inspired Jess to embed further digital skills in employment 1-2-1s to empower young people to be confident online and digitally resilient.

YOPAB

Four young people engaging in employment support have joined our Your Own Place Advisory Board. This is a group of young people that works with Your Own Place to give their voice to develop the organisation and contribute to our mission to reduce homelessness. In return they gain key employability skills.



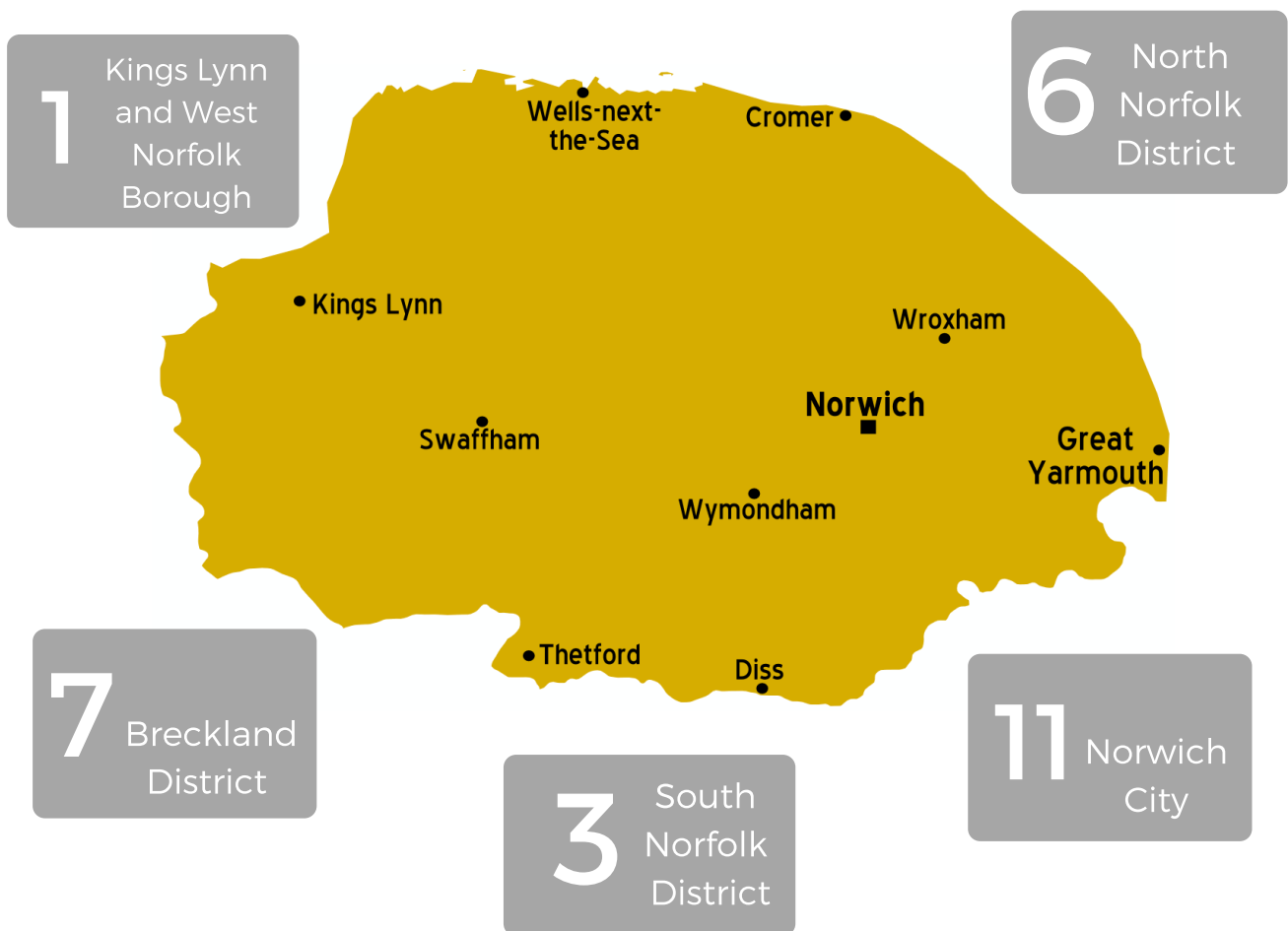
Local Events

Jess has highlighted local events across Norfolk to the young people she is working with. For example, at the Norwich Job Fair she supported a young person to attend the event by subsidising their travel, meeting them at the station and supporting them to engage with job stalls. This increased their confidence with travelling to Norwich independently and communicating with potential employers.

THE PROJECT

28 young people have been met for 1-2-1 employment support across Norfolk.

The map below shows where the young people that have received employment support are distributed across the districts in Norfolk.



447

hours of 1-2-1
employment
support.



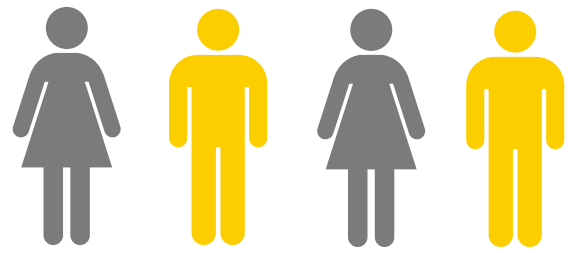
On average

364

miles travelled
per month.

YOUNG PEOPLE

STATUTORY VULNERABILITY



50%

have additional
behavioural or
learning needs.

16 OUT OF 28
ARE
CARE LEAVERS

10 young people receive
Employment Support
Allowance

50%

have mental
health difficulties.

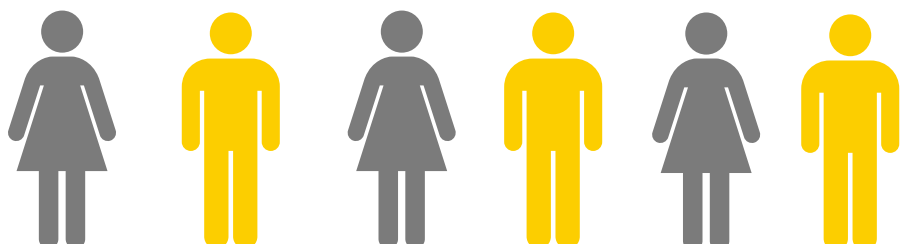
3 young people receive
Personal Independence
Payment

15 FEMALES
13 MALES

3 young parents

1 on probation

2 ex-offenders




OUTCOMES

Questionnaires

Jess uses two questionnaires to measure the impact of 1-2-1 employment support. These measure both the young person's wellbeing and employability skills. The conversations are led by the young person. Using the 1-10 scale they discuss with Jess to what extent they agree with each statement.

The young person completes these at the initial meeting, during employment support and when the relationship finishes.




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										



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.

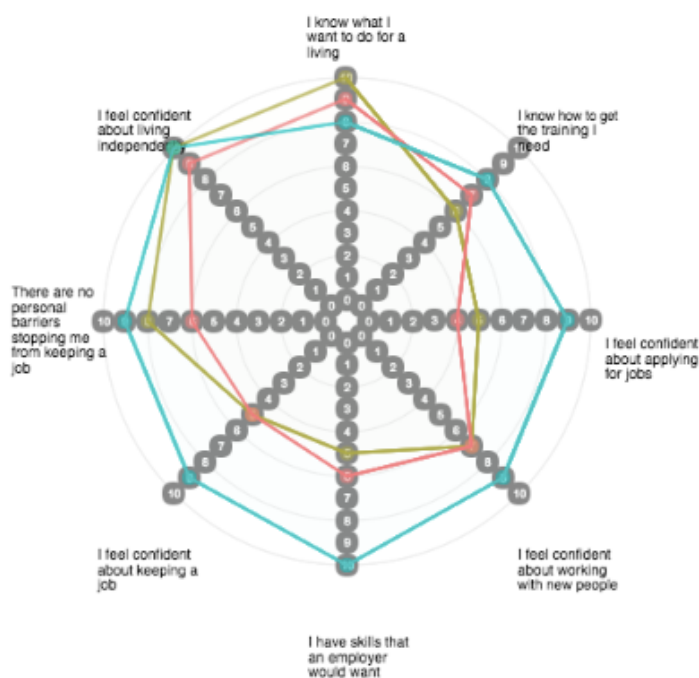
	1	2	3	4	5	6	7	8	9	10
A. I know what I want to do for a living										
B. I know how to get the training I need										
C. I feel confident about applying for jobs										
D. I feel confident working with new people										
E. I have skills that an employer would want										
F. I feel confident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

Outcome Star

The data collected from the questionnaire is visually represented as an outcome star. An example of data from an employability skills questionnaire is shown to the left.

Each colour in the diagram shows a different date that the questionnaire was completed. Overall, it represents the young person's progression.

This example also shows that progress is not limited to one direction. The score may decrease as personal circumstances change, if the young person realises there is more to learn or they have a change in employment aspirations.



PERSONAL OUTCOMES

Young people are now independently making phone calls and sending emails.

A young person gained knowledge about the local Food Bank and accessed a Food Voucher.

Eight young people engaged with employment support have also engaged with Your Own Place mentoring.

Increased confidence to communicate feelings to manage relationships.

Young people are more digitally resilient.

Young people are independently recognising achievements they are proud of.

Young people are calling to ask for support before crisis point or as an active move to problem solve an issue.

Young people have increased knowledge of budgeting and saving.

A young person who had initially not wanted to engage with a new worker, is now engaging regularly.

FROM THE YOUNG PEOPLE

"It is not too professional and not lots of paperwork. It is fun!"

"I've come so far!"

"Your Own Place has been really supportive, I can talk to you guys and I feel like we have a really good relationship."

- Hannah

"I have enjoyed learning about how to make your CV stand out more when you are applying for jobs."

- Andrew

"I felt my confidence and anxiety was worse before than it is now."

- Lauren

"I am looking forward to being able to use the skills that I have learnt here and apply them to succeed with what I plan to do in the next two, five, ten years."

"My confidence has developed and I have gained till experience!"

- Chris

"I think the enterprise as a whole has provided a lot of support and has changed a lot within me to be more mature, more understanding and helped me to develop myself with regards to housing, employment and with my social confidence."

- Jess

"My goal is to be a drug and alcohol counsellor, to provide for my daughter and to show a good example. - if you work hard you can get it."

Where is Dannie now?

Dannie has completed a Level 1 Construction course with St-Eds. She has also secured two part time jobs as a cleaner, which Dannie said “has made a difference to my life situation, as it gets me out of the house and gives me something to look forward to”. Dannie’s confidence is increasing as she continues to work and will now also message Jess when she has positive achievements in the workplace. She now feels happy in her living environment and is confident living independently.

DANNIE

Where was Dannie when she started working with Your Own Place?

Dannie was not working and unsure of what career options there were. Dannie’s mood can quickly change and she found this difficult to communicate.

What is next?

Dannie’s ambition is to have a career in landscaping or construction. She has recently been working on her CV and identifying her skills in relation to this career interest. Dannie would also like to gain more experience working in a team.

“Now I am a lot more settled in myself and I am happy working ten hours a week. I didn’t think I would be working full stop. I have just done my first seven and a half hour day!”

From Jess:

Dannie’s positivity and confidence have grown during the time that I have known her. She is honest and motivated. We regularly meet before her afternoon cleaning job and she now talks about how determined she is to reach her goals. Dannie is becoming more confident about talking about how she feels, which is helping her communication both inside and outside of work.



“Jess has helped me to talk to my boss. She’s also made me feel a lot happier about talking to her or anyone about any issues I may have I am very grateful.”

Where is Sam now?

Sam has completed a supported work taster dog grooming. Sam said I “got experience of working a full day from 9am until 4pm, which I hadn’t done since school”. Sam feels more confident at trying new things and says she is starting to feel better about meeting new people. She has recently been matched with a Your Own Place mentor. Sam is confidently living independently and has recently bought a diary to organise her time and write notes about employment sessions in that she can refer back to.

SAM

Where was Sam when she started working with Your Own Place?

Sam was not in education or employment and was living in different, more rural, supported accommodation. Sam initially needed support with building her confidence.

What is next?

Sam is hoping to volunteer at her local library to help in a digital skills workshop. She has been sending emails to arrange volunteering. Each email Sam is sending more independently. Sam’s next goal is to be in part-time work. She is interested in a job linked to the library or working with animals.

“Now I can send emails by myself. I don’t feel nervous sending emails anymore.”

From Jess:

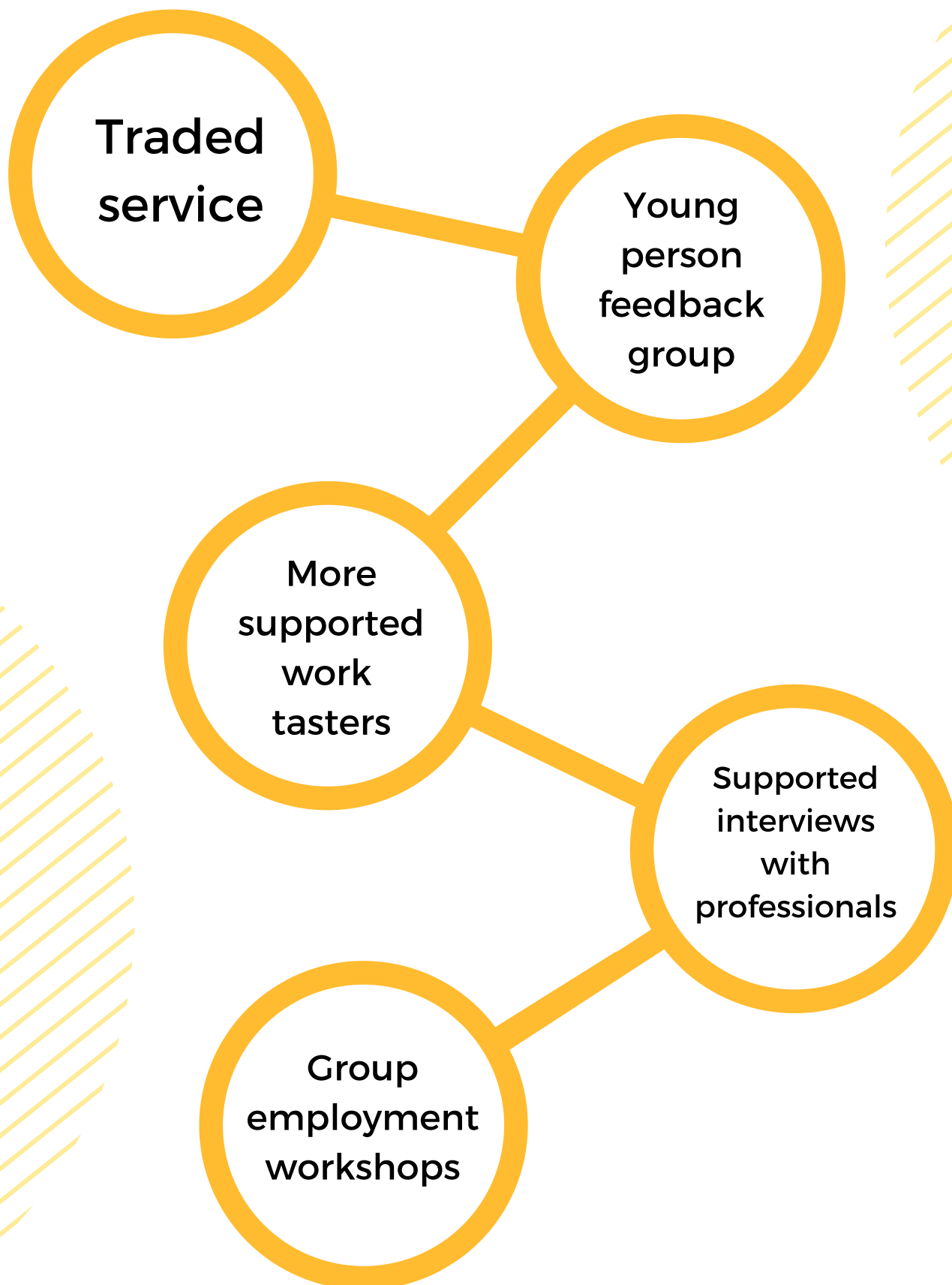
Sam’s confidence in her own skills have increased since we met last year. She has an incredible amount of knowledge and her organisation skills continue to impress me. Her confidence to speak and work with new people is growing and she is hoping to start volunteering. I am currently supporting Sam to complete the paperwork to volunteer at her local library and organise the documentation for a DBS check.

“I have realised I have more skills than I thought I did, like organising and multi-tasking.”



“It has been good to have someone to talk to and have someone be able to come to my house.”

WHAT IS NEXT?



WHAT HAS BEEN LEARNT?

Highlighting and affirming the skills and successes that the young person already has at beginning of employment support introduces a positive relationship.

Initially building trust in relationship leads to trying new things together and expands opportunities.

Using the outcome stars to visually reflect with each young person helps them become aware of their own progress.

Support to sustain employment and develop aspirations is as important as the support to find their first job.

Speaking to the referrer before the initial meeting aids bespoke support and helps ensure that all needs are met.

Travelling across Norfolk has led to support in hard to reach rural areas.

Celebrating small achievements increases confidence and motivation.

Employment support has led to engagement with multiple services.

Core values, honest communication and a familiar face has led to a successful handover of all young people between workers.

Final message

From Jessica...

Through the sessions being young-person centred, it empowers each individual to make their own decisions.

Ultimately, this means young people are more engaged and it provides lasting impact.

From Rebecca...

That longer-term funding has enabled all this learning and improvement.

It is this that will result in sustainability - and nothing else!

And finally...

We are very excited about 2019 and beyond. During 2019 we are developing our plans to launch as a fully traded Employment Service in 2020.


This way we keep having an impact on future generations and the impact can evolve to meet the changing needs of the people we exist to support.

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