

Your Own Place CIC

Annual Report 2023-24

your^{own}place



If 40,000 people were prevented from becoming homeless for one year in England, it would save the public purse £370 million

- Crisis UK

Our 2023/2024 in numbers

381



people supported

36



community partners

19



customers

If only one in ten of those we support was prevented from becoming homeless, on homelessness alone we would save the public purse **£352,000**

The challenges we address

94%



increase in emergency food parcels over the last five years

Increased cost of living

Between 1 April 2023 and 31 March 2024, food banks in the Trussell Trust's UK-wide network distributed more than **3.1 million emergency food parcels** to people facing hardship

Trussell Trust, 2024



78,460

number of households facing homelessness in a three-month period

Households facing homelessness

78,460 households in England faced **homelessness** between in **three months** from July to September 2023

Shelter, 2024

64%



of income is being spent on rent in low income households

"Unmanageable" Rent pressures

Households in private renting with very low incomes are struggling with virtually unmanageable housing costs spending **64% of their income** on rent in England, 68% in Wales and 57% in Scotland

Homelessness Impact, 2022



36%

received no advice from other support service before accessing a food parcel

Availability of support services

36% of people referred to a **food bank** in the Trussell Trust network said they received no advice from other services before their referral

Trussell Trust, 2023

WHO ARE WE

Your Own Place 2023-24

High
Quality

Equality

Asset-Based

**Our
Values**

Restorative

Innovative
Engaging
and Fun

Empathic

**Our
Team**

**Our
Board**



YOPAB

Our Advisory Board



A fond farewell

In 2023, we made the difficult decision to close the Your Own Place Advisory Board (YOPAB). They were a group of volunteers with a range of lived experiences and crucially, lived experience of Your Own Place CIC services

Your Own Place's Advisory Board, often referred to as YOPAB, comprised **people who have experienced one of Your Own Place's services**, and/or who **have lived experience** of risk factors that contribute to homelessness.

The overarching aim of YOPAB was for it to be mutually beneficial: Your Own Place benefits by having access to insight and diverse voices; **YOPAB members** benefit by developing skills, gaining experience and having an impact on something important to them; the **community** benefits from having fit-for-purpose, lived-experience-informed services.

Legacy and hope

Your Own Place's Advisory Board **leaves a legacy** of lived experience podcast episodes, improved wellbeing practice, refined activities and thorough engagement strategies. **Their lasting impact will mean we always picture a chair at the table for them, considering their perspective when making decisions.**

We hope that in the future we will be able to **secure further funding, or self-fund YOPAB**, to build on the success of the podcasts, reverse mentoring and public events - but also to **find even more effective ways to embed their lived experience into our work.**

Thank you



HOW WE PREVENT HOMELESSNESS

Your Own Place 2023-24

Pre & In-Tenancy

Money, Tenancy, Housing & Cost of Living Support. A bespoke programme of **group and 1-2-1 sessions**, with optional **accreditation**. This improves access to a tenancy as well as sustainability for people moving to their 1st or 21st tenancy from supported housing, care, custody or any setting where they may benefit from some specialist support



Tenant Engagement

Inclusive, engaging and equitable tenant engagement workshops to ensure **all voices** are heard

Workshops designed to **draw out and capture** tenant voices to feed back & improve services



HOW WE PREVENT HOMELESSNESS

Your Own Place 2023-24

Community & Food Banks

In 2023 with the Cost of Living biting, we decided to take our Money Skills, Housing & Cost of Living Support into foodbanks.

These are more **bite-size workshops** and one-to-one support covering money and other cost of living concerns

It includes partnership working with other support agencies such as Age UK, Shelter, Citizens Advice and British Red Cross to provide a **holistic** and comprehensive support package



Train the Trainer

For colleagues in housing authorities, housing associations and the third sector, this is a unique opportunity to deliver their own high quality 1-2-1 bespoke tenancy and money skills support with a set of practical tools, plans and approaches that trainees will always want to engage with

OUR PARTNERS THIS YEAR

Your Own Place 2023-24



Pre & In-Tenancy

The Clocktower Sanctuary, Sovereign Network Group*, John Lewis Partnership - Building Happier Futures*, Broadland and South Norfolk District Council, Shaw Trust*, Project Mackenzie with Norfolk County Council, Colchester Borough Homes*



Community & Food Banks

Saffron Housing Trust, Norfolk County Council & Multiply*, Places for People*, Norwich Foodbank, The Trussell Trust*



Tenant Engagement

Freebridge Community Housing



Train the Trainer

Emmaus Norfolk & Waveney



Other Projects & Funders

Mentoring with Unity Education Trust* (Danby Woods Short Stay school), Centrepont*, Norfolk County Council and Multiply, The Worshipful Company of Mercers, Norwich Charitable Trusts, Procure Plus/Re:vision, Sumerian Partners, Keeping Abreast & Norfolk Community Foundation

We are very proud that **50%** of our partners are returning customers

* New partner for 2023-24

WHO WE HAVE WORKED WITH

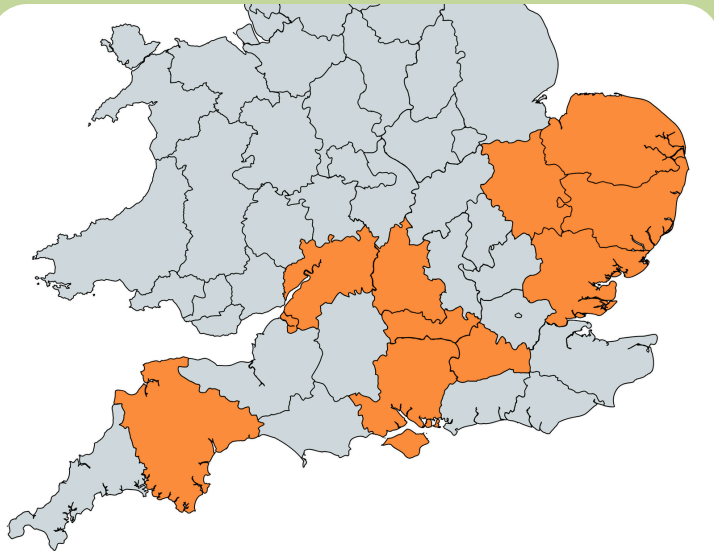
Your Own Place 2023-24

Total number of people
worked with

381

815 hrs

Total time supporting
people we worked with

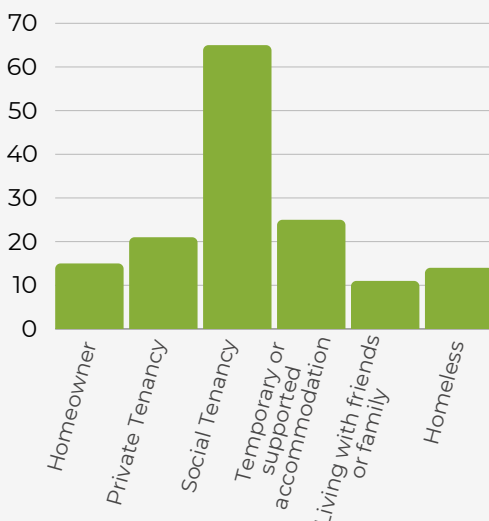


We have worked
with people in

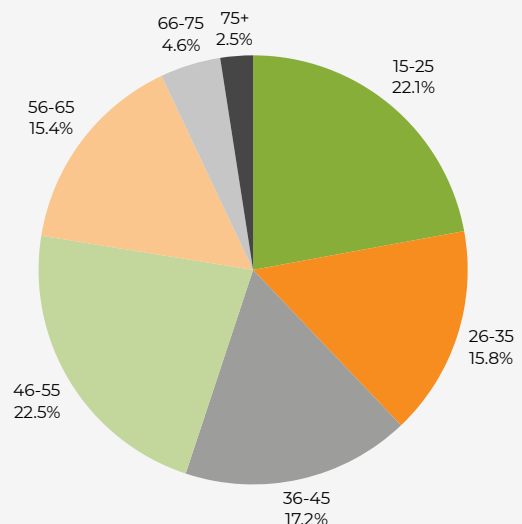
12

different counties
across the UK

Housing situation of people we've worked with



Age group of people
worked with



THE DIFFERENCE WE MAKE

Your Own Place 2023-24



93%

of people we worked with reported increased knowledge of **how to manage their bills**

Why this outcome? Because most people are evicted due to rent arrears



80%

of people we worked with reported feeling confident about **keeping their home**

Why this outcome? Because people don't know what they don't know and only once they do, can there be change



96%

of people we worked with in foodbanks reported increased confidence in **looking for help**

Why this outcome? Because 56% of social housing tenants don't know what help is available



60%

of tenants we worked with reported feeling **listened to** and like they were **making a difference**

Why this outcome? Because being heard matters, brings about change and following the Consumer Standards, is non-negotiable

THE DIFFERENCE WE MAKE: A CASE STUDY

Your Own Place 2023-24



Pre & In-Tenancy

WORKING WITH

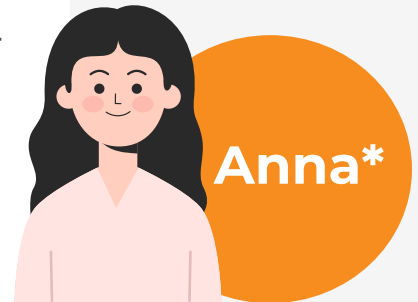


Anna was referred to us by Sovereign Network Group in August 2023. At the time, she was living in a housing association property, however due to reasons beyond her control, she had to spend time away from her property.

22nd August - What is important to you?

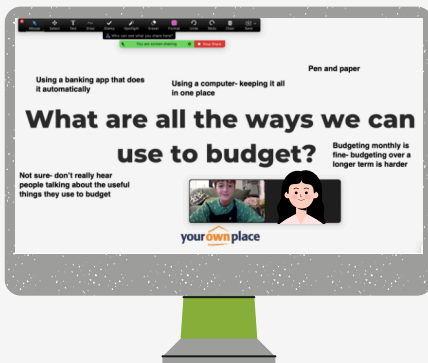
Anna, a personable, proactive and caring mum of two was referred to us after her bid was unsuccessful due to affordability and rent arrears. We first met online during a welcome Zoom.

Anna **was looking for ways to improve her financial situation** and get more on top of things. She already had a lot of skills and experience, big plans and goals for her life. Determined to secure a safe home for her and her children, **she wanted to reduce her debt further and gain skills** to manage her finances now and in the future.



4th September- Budgeting

Anna came online full of enthusiasm and prepared to budget using spreadsheets – she had said this was something she wanted to learn. She **identified things that had made it difficult to budget in the past and came up with strategies to align her spending with her priorities**. Later she said it would be a tool she could continue to use and update easily and with little stress. By the end of the hour she felt 'organised and accomplished'.



19th Sept- Communication and Wellbeing

Anna was excited to **share that she had paid off larger amounts of her arrears** by identifying savings and where her money was going. However, her property bids were still unsuccessful and she wasn't sure why. We discussed ways of problem solving this and came up with a plan, including self-care incentives, to maintain her motivation.

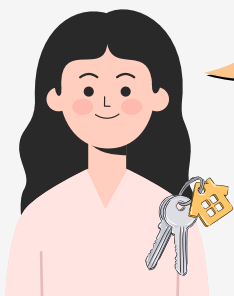
21st Sept- Update

Anna bid on another property and was accepted pending checks. She reflected on her progress so far and what was still left to do – she had paid down her rent arrears by over half, and the council accepted this as her having **prioritised the debt, paid above the plan and proved her consistency**.

I think that people don't realise how hard it is to start budgeting. I didn't want to look at it for ages but now I've realised how helpful it actually is – I've been able to use it to pay down my rent arrears and my debt. Because I'm able to do that, it's something that will support me now and in the future. It's a skill I now have.

28th Sept

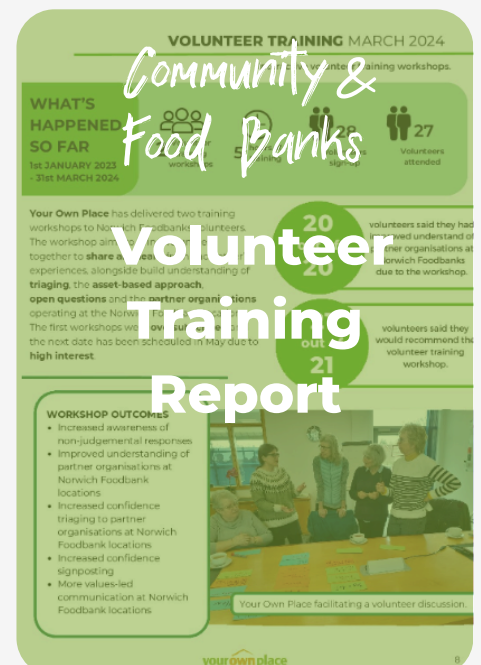
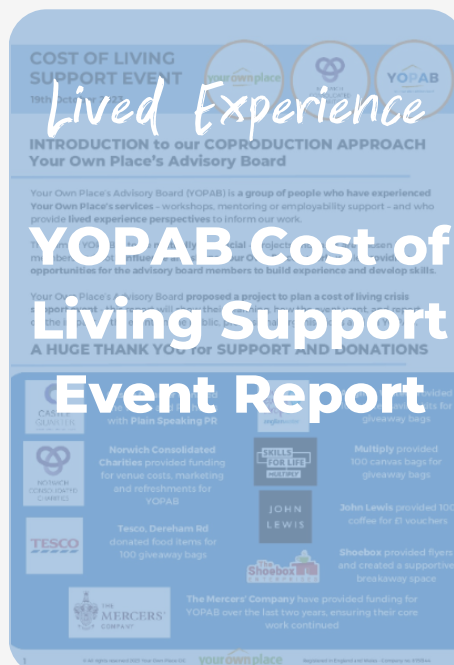
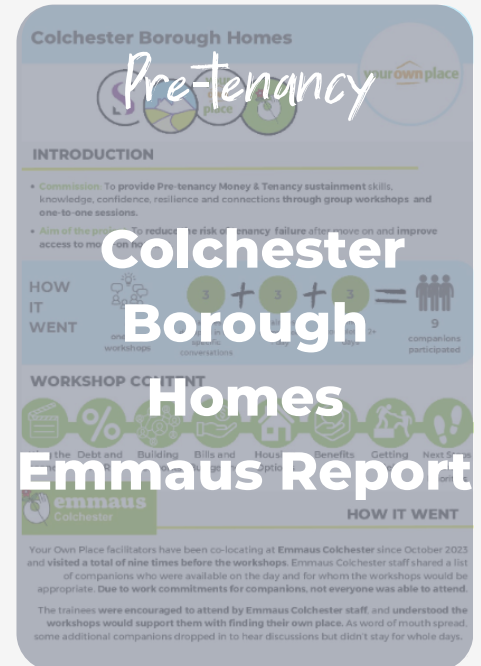
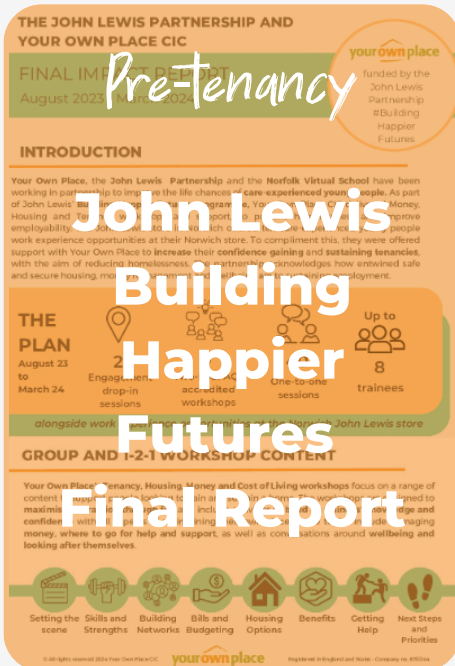
I got the house!



Anna called to say **she had passed the affordability check** and has a move in date. We are still working together, focussing on sustaining her new tenancy and she is looking forwards to spending her baby's first Christmas in **a safe and secure home**.

THE DIFFERENCE WE MAKE: REPORTS

Whether it's our *Pre-tenancy*, *Lived Experience*, *Tenant Engagement* or *Community Food Banks* impact you want to know more about, you can read more by clicking on the links below



Click to open



Your Own Place 2023-24

The difference in their words

I wanted to see what I was going to get out of what was going on through this. I wanted to increase my chances of getting a home

- Referred through Sovereign Network Group

I am really impressed by those who attended and by you for clearly making it real and meaningful to them! Exceeded my expectations by a country mile.

- Cathy Hembry

Senior Homelessness and Rough Sleeper Coordinator,
Broadland and South Norfolk District Council

The training was excellent. Really good exercises that made me look differently at my own reactions to people and situations and showed me better ways to operate. I hadn't taken on board before how Foodbank was shifting so significantly towards helping people to manage their problems and away from just handing out the boxes.

- Norwich Foodbank Volunteer

Working together as part of a team with people who have different opinions and views to get positive ideas and improvements/changes implemented within Freebridge.

- Freebridge Community Housing Tenant

Don't recreate the wheel - use this fantastic service and you will be embedding excellent approaches in your service. Really flexible bespoke approaches.

- Cecile Roberts

CEO Emmaus Norfolk & Waveney



Pre & In-Tenancy

We're reigniting relationships with Sanctuary Supported Living, South Norfolk and Broadland District Council as well as going upstream to work with sixth formers in Colchester and thanks to Aviva, with young people leaving care too. Colchester Borough Homes workshops for those in supported housing are also progressing. Year two with Sovereign Network Group and working online with those most at risk is also underway alongside our longest partnership, with the Clock Tower Sanctuary in Brighton.



Community & Food Banks

This financial inclusion work continues to grow supporting people across Norfolk through partnerships with the Trussell Trust and Norwich Foodbank, Aviva to work more intensively with young people leaving care and Unaccompanied Asylum Seeking Children, through our foodbanks partnerships, Places for People in Bowthorpe, Orbit Housing, Multiply (DfE) and Saffron Housing Trust - all bringing prevention into a community space.



Tenant Engagement

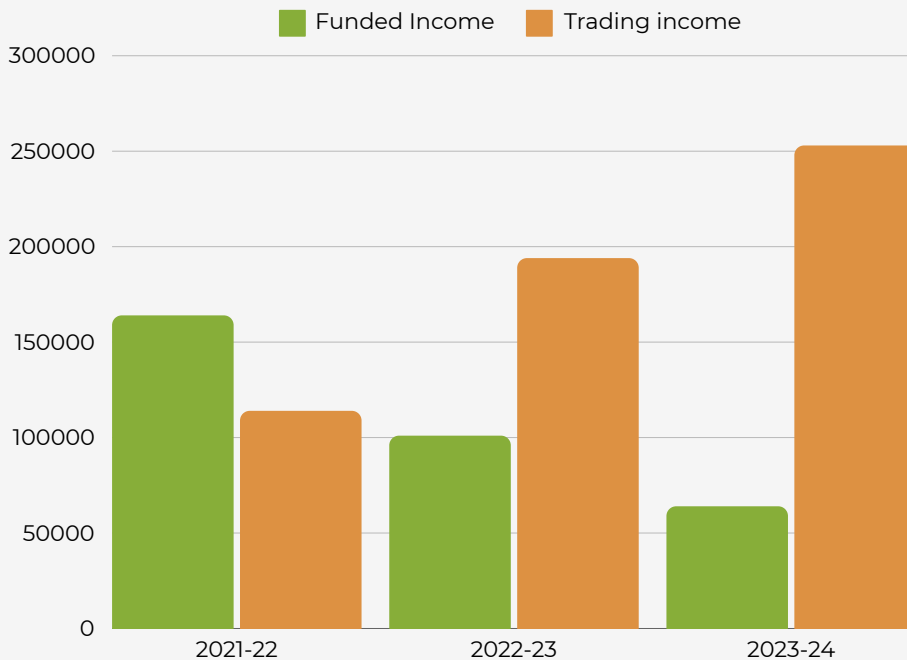
We're now working with Saffron Housing Trust and their tenants to support scrutiny of Tenant Satisfaction Measures and involve tenants in the work with their landlords alongside a second year with Freebridge Community Housing. We hope to support more registered providers in this vital work to hear tenant voice.



Train the Trainer

We're thrilled to increase the reach of our impact by re-launching our Train the Trainer workshops for professionals across the sector. Other professionals will now have access to our techniques and approaches. We are working with registered providers, the third sector and supported housing.

Our income as a social enterprise



We're proud that as a proportion & as an actual figure, our traded income has continued to rise since the end of Covid-19. We look forward to building on this and making a profit to reinvest in our mission.

Why we're a social enterprise

Equity - people buy from us because people deserve quality

Innovation - profit is not a dirty word when it drives innovation

As **experts** in our field we can play to our strengths, which drives repeat customers and impact

THANK YOU

Your Own Place 2023-24

Thank you to all our partners, customers, funders, investors, volunteers, Board and those who champion us

Thank you to those we support who allow us into their lives

And a huge thank you to Norwich City Council for the use of our training space in central Norwich

Particular thanks to:

The Clock Tower Sanctuary • [Sovereign Network Group](#) • John Lewis Partnership - Building Happier Futures • [Broadland and South Norfolk District Council](#) • Shaw Trust • [Project Mackenzie with Norfolk County Council](#) • Colchester Borough Homes • [Saffron Housing Trust](#) • Norfolk County Council & Multiply • [Places for People](#) • Norwich Foodbank & The Trussell Trust • [Freebridge Community Housing](#) • Emmaus Norfolk & Waveney • [Unity Education Trust \(Danby Woods Short Stay school\)](#) • Centrepont • [The Worshipful Company of Mercers](#) • Norwich Charitable Trusts • [Procure Plus/Re:vision](#) • Sumerian Partners • [Keeping Abreast](#) • Norfolk Community Foundation • [Plain Speaking PR](#) • Castle Quarter

A final word...



As ever, I wanted to sneak in and have the final word to thank everyone that has supported me, our extraordinary team and anyone that has enabled us to make a difference to those facing the unfairest of inequalities.

Rebecca White CEO



23 Johnson Place
Norwich, NR2 2SA

T 01603 611910



yourownplace.org.uk



[yourownplacecic](https://www.facebook.com/yourownplacecic)



[yourownplace_](https://www.instagram.com/yourownplace_)

Your Own Place CIC
Registered no.
08751344