

your own place



Preventing Homelessness



Case Study Pre-Tenancy

Mark

“ This is **exactly what I was hoping we were going to cover** — ‘cause these are my biggest fears and **biggest worries about moving into my own place.** ”

In our **Pre & In-Tenancy** offer, we work with people in **various settings** (including supported accommodation, criminal justice and education) so that they can develop skills, knowledge and confidence to **sustain their tenancies**.

This **longitudinal case study** focusses on the pre-tenancy workshops that we offer in supported accommodation, and how one trainee has put their learning into action.

Before the workshop

Mark, a **talented guitarist with a chatty personality**, was living in **short stay accommodation** provided through the **First Step service** at **South Norfolk and Broadland District Council**. During his time there, he'd worked on building a routine to **support his mental health**, including **developing positive habits like paying his rent and service charges on time** and **engaging with the support offered to him**, as well as regularly enjoying busking in the city.



7th December, 2022

Mark came along to the **one day workshop**, funded by South Norfolk and Broadland District Council.

He had **loads of questions**, and wanted to get everything set up for when he moved into his own place.



Mark was keen to **go over all the costs he'd need to cover** when he moved into this own place, as he hadn't managed his own bills before: **'my partner always did that'**, he said.

When we looked at the **detail of his incomings and outgoings**, Mark was keen to ensure he **put money aside each month** for his son.

Income	
benefits	
wages/employment	
busking	
loan companies	
sell stuff (e.g. wine)	
cash payments	
friends & family	
Universal Credit	£647
[housing pymt]	
busking	£30
Total In	£677
Amt +	
Outgoings	
electric & gas	£100
TV license	£30
water	£20
rent	£25
* with benefit reduction + Council tax	£20
WiFi	£150
(bikes/food) travel	£35
(for Jacob) Emma	£55
gigs - the Jake extras	£20
	£25
Total out	£470
Amt -	
Total in - Total Out =	Monthly total
	£207

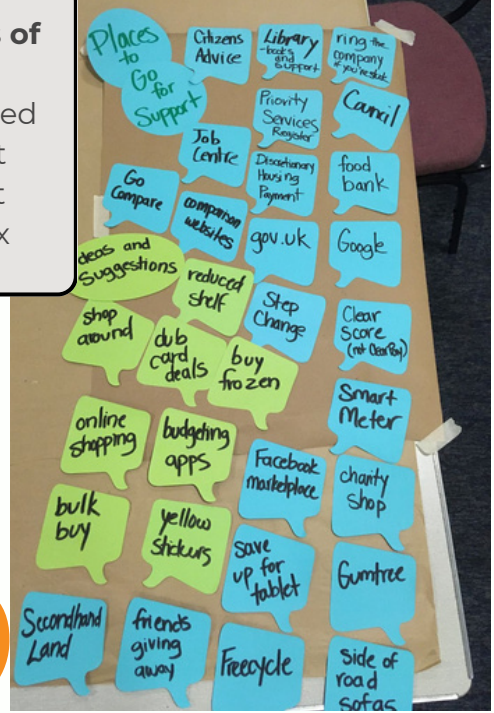
“ I was **quite nervous** and had a lot of worries, but **most of it was covered.** ”



“ It's not done in a boring way like in a classroom ”



Mark knew **loads of places to go for support.** We added more throughout the day, so he left with a full toolbox



After the workshop, Mark reported that he had:

“ I got a **certificate** at the end of it as well, so that's really cool. That's going up in my flat — and I can look at that **knowing that I've come here and done it.** ”

- ↑ increased confidence **about looking for help**
- ↑ increased knowledge of **how to manage bills**
- ↑ increased knowledge of **how to manage money**

End of the workshop

“ Just about **everything was covered that I needed to know** — and some things I didn't know. So I know that **I'm going away...more confident** now about having my own place. ”



I got the keys! 27 December

Mark **got the keys to his flat.** He moved out of his short stay accommodation into a property with the support from the Housing First Team at South Norfolk and Broadland District Council, ensuring all bills were settled so he could start fresh in his own place. **Emmaus** supported him with furniture and he applied for the **Norfolk Assistance Scheme** to assist with moving and initial costs.



“ I **moved in just after Christmas** — I had no electric the first week. And they were going, do you want to come back to the hostel? And I said no, **I moved all my stuff in to the flat, and it was such a big thing** — no, I'm staying here. I'm in my own home now. I didn't mind. I lit candles and stuff, I was warm enough, I had my data on my phone, and there was a chip shop down the road so **I was quite happy.** When it came on I was like 'yeah! My electric's back on.' ”

“ ‘That **course was very handy for me** — and been putting everything I learnt to good use in my first home. Life’s actually good at moment.’ ”



13 July

The Norwich Evening News features **Mark busking outside Cosmos in Norwich** — he gets over 32K views and 445 likes! ‘He says: “There is an unwritten code between us. If I have been playing for a couple of hours in a spot, and somebody else would like to busk there, I would move.”’

9 months on

4 October

We **catch up with Mark about how he’s doing and his next steps.** As he told us in the quote at the top of the page, **the Your Own Place workshop made a difference to his tenancy sustainment.**

“ ‘As soon as my first bill came through I was like ‘yeah, my first bill!’ **I’ve got it all on direct debit now** so I don’t have to do anything. You just set it all up, and yeah, it just goes out automatically’ ”



‘Are you **better able to sustain your tenancy** after the Your Own place workshop?’

‘Yes’

I don’t really spend much on electric. Normally **by payday I still have six or seven quid left on the meter.** I turn all the plugs off in my house. I have candles on at night, If you’re not upstairs, turn the light off! It’s a little thing but I reckon **it does actually save you a few pennies each month.**

I **phoned up the repairs guy** to get it sorted - it’s only a little thing, but **it’s something I’ve never done.**



I got a cat in August — her name’s Oreo. **She and my son are the most important two in my life.**



your own place



About Your Own Place

Your Own Place CIC is a multi-award winning social enterprise creating social impact, putting lived experience at its heart and providing the vital and often missing skills for life through workshops and 1-2-1 support.

Support that enables people to navigate the worlds of finance, tenancies and housing. This helps people to access as well as sustain their tenancy, to get help and to keep as well as thrive in a safe and secure home.

Much, much more than this, our trainees are enabled through our facilitation to name and discover their strengths as a means to future problem solving and sharing. These aren't life skills - these are skills for life.

Partner Quote
Thank you so much for your time and effort in supporting our clients. It's been amazing!

your own place



Your Own Place is an award-winning social enterprise delivering Money, Housing, Tenancy and Cost of Living workshops to prevent homelessness

Everything Your Own Place does starts with values, relationships, quality, impact and trust

From a place of equity, empathy, empowerment and always informed by lived experience, Your Own Place listens and delivers the flexible services that people themselves say they need

We enable people to successfully navigate their money, housing and futures, sustain as well as access a home - and then keep & thrive in their home

Trainee Quote

I've definitely got more knowledge and awareness on things. I know that some things need to be paid and what happens if it doesn't get paid

your own place



Mission

to prevent homelessness

Vision

everyone has a safe and secure home

Values

Restorative

Equality

Asset based

High Quality

Empathic

Informed by lived experience

Innovative, engaging & fun



The problem

- Difficulties for people moving on and providing proof of being tenancy ready
- Lack of time to meaningfully engage residents in becoming tenancy ready
- Lack of time to develop quality tenancy sustainment programmes

Our solution

Train the Trainer



Train the Trainer Training

What?

Workshops to ensure your staff can effectively support residents to become tenancy ready

Why?

Because residents are finding it harder than ever to move on and staying in your service for too long. They then risk failing in their tenancy

Where?

In your service or other location

How?

In small staff groups with access to after-care support

GROUP BOOKINGS PRICES & AFTER CARE

BRONZE

OVER FOUR HALF
DAYS FOR SIX
PEOPLE

Content 1-4 as below

FOLLOW UP
SUPPORT

Telephone support

Mandatory half day
quality assurance
visit

Workshop plans

£3300

Plus VAT

SILVER

OVER EIGHT HALF DAYS
FOR SIX PEOPLE

Content 1-8 as below

FOLLOW UP SUPPORT

Telephone/email support

Mandatory half day
quality assurance visit

Shadow our team

Workshop plans

One additional support
visit

Annually updated
workshops plans

First pack of resources

£6500

Plus VAT

GOLD

OVER TEN HALF DAYS
FOR SIX PEOPLE

Content 1-10 as below

FOLLOW UP SUPPORT

Telephone/email support

Mandatory half day
quality assurance visit

Shadow our team

Workshop plans

Two additional support
visits

Annually updated
workshops plans

Half-day refresher course

Access to a live portal of
updated plans and
resources

First pack of resources

£8550

Plus VAT

GROUP BOOKINGS

TRAINING CONTENT

CONTENT IN THE FIRST FOUR SESSIONS

1. Pinpoint facilitation, values & approaches
2. Engagement techniques, Pinpoint facilitation in more detail and neurodiversity-conscious techniques
3. Content using asset-based approaches to developing trainees' independent living skills
4. Content - engaging approaches to developing trainees' bills & budgeting confidence

OPTIONAL ADDITIONAL TRAINING SESSIONS

5. Benefits & debt
6. Tenancy roles and responsibilities
7. Getting help, connections and networks
8. Wellbeing & Safety
9. Employability - first steps, aspirations and goals
10. Employability - communication skills and CVs

HOW IT WORKS

Show

Right from the outset you will be observing Pinpoint facilitation, restorative and asset based techniques. You'll see firsthand how these approaches break down barriers and bring trainees alive. You'll see a range of techniques and content demonstrated in this way

Do

Without noticing you'll be immediately adopting some of the techniques with many opportunities to practise them. Very quickly you'll be able to pull all the techniques and content together and facilitate your own workshops

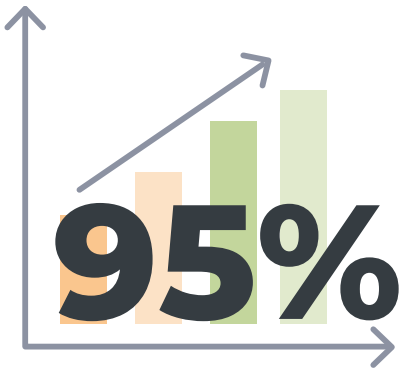
Review

Now that you're putting some of the techniques into practise there will be further opportunities to facilitate activities in a safe and constructive space with your peers and with our Your Own Place facilitator providing constructive feedback,

*Why should you
invest in
Train the Trainer?*



Impact



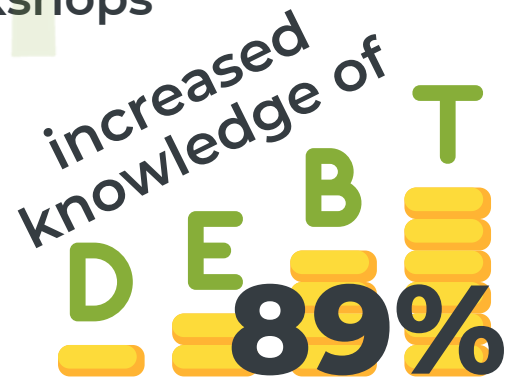
of trainees report an increased confidence keeping their home



of trainees recommend our workshops



feel more confident getting help



Trainee Quote

Just to update you about one of my goals I am pleased to inform I achieved and I paid off my rent arrears, thank you for all your help. I am so proud of myself, next goal is council tax

Click to view!

A YouTube video player thumbnail. The title is 'Kieran Broadland Testimonial'. The text on the thumbnail says 'What did you learn from the workshop?'. There is a red play button icon and a red mouse cursor pointing to the video.

Partner Feedback

'Working with Your Own Place helps to reduce rent arrears'

'Since working with Your Own Place, Saffron Housing Trust can report, that as part of a number of measures, they have seen rent arrears decrease from 3.8% to 2.5%'



'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



'One of my residents has just attended their first day at a workshop and could not speak highly enough of the staff and the programme... he wished it could go on forever'.

Broadland Housing Group member of staff



'Well done to your team for keeping my clients engaged - I am incredibly proud of them for attending each day, for sharing their experiences with me and investing in their self development. It is a tribute to your course for having held their interest I can assure you as most were highly complex clients and the others have a tendency to isolate'

North Norfolk District Council member of staff

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