

**Gentoo Living Young Persons Supported Housing  
Service – STEPs**

**(Supporting Tenants, Empowering People)**

**Forecast - Social Return on Investment**

**(Apr 2013 – Mar 2014)**

**Trish Dodds**

**January 2014**

**"This report has been submitted to an independent assurance assessment carried out by The SROI Network. The report shows a good understanding of the SROI process and complies with SROI principles. Assurance here does not include verification of stakeholder engagement, data and calculations. It is a principles-based assessment of the final report."**

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Accounting for Value

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With the impending impact of ‘welfare reform’, young people are at greater risk today of finding themselves homeless and out of work, particularly those who leave care early, those who have experienced difficult relationships with parents or guardians and those who have underperformed in education.

At Gentoo we strive to empower and enrich the lives of young people and endeavour to evolve services that support choice and control. Services are designed to support young people to build emotional resilience, giving them the experiences that inspire them to feel a sense of achievement, pride and sense of future.

Our services aim to ‘open up’ as many doors as possible so every young person has a far greater opportunity to progress strongly and positively in life. We succeed when young people leave any one of our services commenting that they feel strong, confident and self assured, they feel empowered to live independently and finally are more than ready to take on the challenges in and around life and the world of work.

### **Cause**

**“To eradicate youth unemployment and homelessness and bridge the gap between education and the world of work”.**

Our cause is *to eradicate youth unemployment and homelessness, and bridge the gap between housing, education and the world of work*. This cause is underpinned by the radical changes to welfare reform, the global economy, worklessness and poverty. Our cause connects to the strategic commitment of Gentoo Living and Gentoo Group Boards to ‘*improve the art of living*’ of those we serve, now and in the future.



## **Pledge**

**“Continue to evolve and deliver high quality, value for money and sustainable services and programmes that meet the needs of children, young people and adults”**

Our pledge is to continue to evolve and deliver high quality, value for money and sustainable services and programmes, with customer needs at the heart of everything we do. This means, over the next year, as well as deliver our services and programmes, we will continue to listen, include and involve customers (including partners) in reshaping and future proofing our service offer and to understand more about the impact our service is having them and those around them. By involving and listening to others we can ensure that every service and programme under the homelessness, work, learning and young person’s portfolio is fit for purpose, sustainable and that they continue to drive our cause to eradicate homelessness, unemployment and bridge the gap between education and the world of work.

**Tyler Moore**  
**Operations Manager**  
**(Young People, Work and Learning)**



## Executive Summary

This report presents a forecast of the social return created by the STEPs (Supporting Tenants, Empowering People) service delivered by Gentoo Living. This service has been delivered by Gentoo, who was then known as Sunderland Housing Group since 2003.

Gentoo Living has chosen Social Return on Investment (SROI) as a methodology for measuring the impact it has created to its customers supported by this service. SROI is a framework for measuring and accounting for value created by a project, organisation or policy.

Carrying out this study has enabled Gentoo Living to predict the impact the STEPs service creates for each of the stakeholders involved. The outcomes identified for each stakeholder have been measured and valued and recorded on an impact map. All findings, positive and negative, and intended and unintended have been taken into account as has the amount of change that might have happened anyway /and / or is down to others. Below is an abstract from an interview conducted with a young person and is an example of how the story of change unfolded.

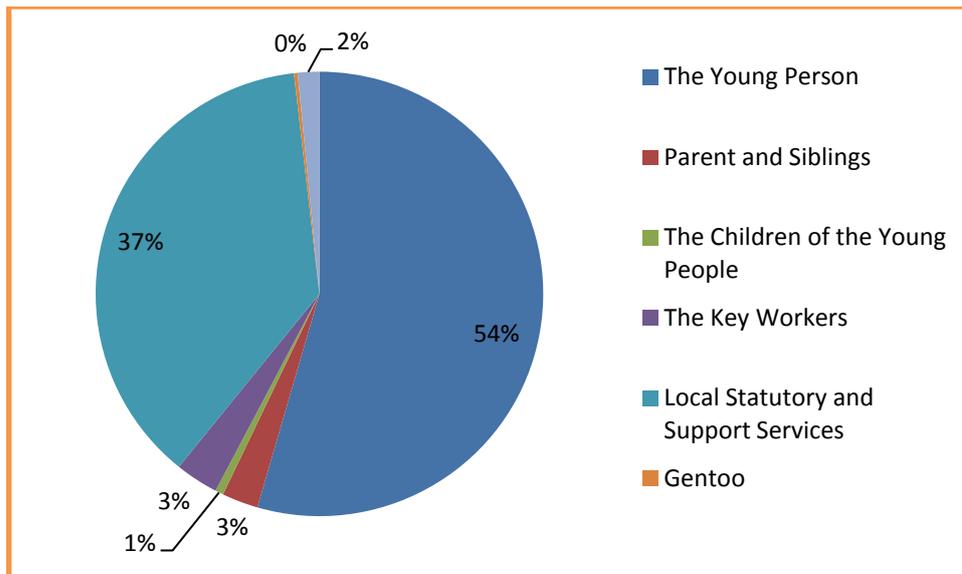
*I was very low, I didn't go out the house, I stopped in my flat every day really and I only went out if I had to go look for a job or go to the job centre, I didn't talk, to be honest I felt like I envied my friends, I was a bit jealous they could get stuff and I couldn't..... I didn't want to hang around with people who had more than me....I stopped going to the town because I couldn't afford my dinner and stuff, it was really bad, my self esteem was so low I just didn't even want to get up out of bed, I just wanted to stay in bed and that was it.....I didn't know anything about that (financial management)..... I had advice, support, they helped me get payment plans in place because I was in so much debt. I didn't realise it would affect me, I didn't think about credit and now I do think about it. I don't need them to do that anymore, I can ring the debt people myself and work my own payment plans..... I went to London, before I felt like I couldn't do things like that. I wouldn't be able to go anywhere by myself. I didn't have any ambition and I wasn't confident enough to fulfil it. I used to think 'I can't even do that' I used to not give things a go because I didn't think I could do it, now it just feels like everything I'm learning, it doesn't matter if I can't do it because I'll learn it in the end..... I am in charge of my life, people can say you're not going to be able to do this, for example, you're not going to have your own business, and I can say, yeah I will. I just want to go out my way to prove people wrong and prove myself right..... I'm so motivated, every day and every night I'm thinking about the future, I never used to think about my future, I used to look at a blank wall all I thought about was there and then and wouldn't give a hell if I died tomorrow, but now I've got plans, I've got 5 years plans.....*

From consultation carried out with a variety of stakeholders some key outcomes emerged;

<p><u>The Young Person</u></p> <p><i>People have improved financial capability</i>  <i>People have greater independence</i>  <i>People have improved confidence</i>  <i>People gain new and lasting friendships</i>  <i>People experience improved relationships with their families</i>  <i>People have improved satisfaction at having their own home and privacy</i>  <i>People are less at risk of losing their tenancy</i>  <i>People gain employment as a result of the support service they receive</i>  <i>People move closer to obtaining employment as a result of the support</i>  <i>People are happier and or more positive about their future</i>  <i>People have greater long term health prospects</i>  <i>People are less at risk of Domestic Violence</i></p>	<p><u>The Children of the Young People</u></p> <p><i>The children of the young people have less risk of becoming separated from their parents</i></p>
<p><u>Parents and Siblings</u></p> <p><i>Parents and Siblings have improved quality of life due to less arguments, tensions and issues of overcrowding in the home</i></p>	<p><u>The Key Workers</u></p> <p><i>People gain knowledge and skills which help deal more positively with situations in their own life.</i>  <i>People have a greater understanding and appreciation of their own life</i></p>
	<p><u>Statutory and Local Support Services</u>          (Emergency Services and Health providers and Local partner support services such as emergency housing providers)</p> <p><i>Reduced time and resource costs associated with dealing with young people allowing reallocation of resources</i></p>
	<p><u>Gentoo</u></p> <p><i>Cost savings associated with housing management</i></p>
	<p><u>The Exchequer</u></p> <p><i>Less NEET people claiming JSA</i></p>

From those outcomes, impact was generated and this analysis estimates that for every £1 invested in the STEPs service there is social value created of £4.53.

The chart below highlights the proportion of value created for each of the stakeholders.



## Acknowledgments

Many people have taken part in identifying the impact discussed in this report such as; the young people who participated in the interviews and focus groups and the key workers who gave feedback and contributed in focus group sessions, the author thanks them for their contribution and input. Special thanks also goes to Zoumyia Kouache (Impact and Performance officer) for her support assisting with analysis for this study.

## 1. Who is Gentoo Group?

Gentoo Group's foundations were laid in Sunderland, in the North East of England, in 2001, when the City's tenants voted overwhelmingly to transfer 36,000 homes to Gentoo (then Sunderland Housing Group). Sunderland is the largest city on the North East coast, with almost 300,000 resident population and contains some of the most deprived areas in the country.

The Vision, Mission and Values capture the essence of Gentoo which is about people and how we can improve their lives. The Vision and Mission capture the Group's desire to instigate positive life change and the Values capture the energy and desire to make a difference. This energy and desire is embedded within the organisation and drives what we do.



### 1.1 Who is Gentoo Living?

With a vision that encompasses more than property alone, Gentoo aim to have a tangible, positive effect on the way people and communities live, develop and improve. Gentoo Living exists

to generate and deliver enduring opportunities and solutions for people and the communities in which they live.

Gentoo Living's overall aim is:

***To inspire and empower enriched ways of living***

Within this we have three specific strategic aims, each with objectives;

**AIM 1 : TO ENABLE PEOPLE TO FULFIL THEIR ASPIRATIONS**

- Objective 1: to support people to recognise their aspirations
- Objective 2: to support people to increase their motivation, confidence, skills and knowledge
- Objective 3: to support people to make informed decisions about their lives
- Objective 4: to provide support so that people can live independent lives

**AIM 2: TO ENABLE SUCCESSFUL COMMUNITIES**

- Objective 1: to provide opportunities for people to participate in making decisions about their communities
- Objective 2: to support people to fulfil their vision and aspiration for their community
- Objective 3: to provide support to enhance relationships within and between communities

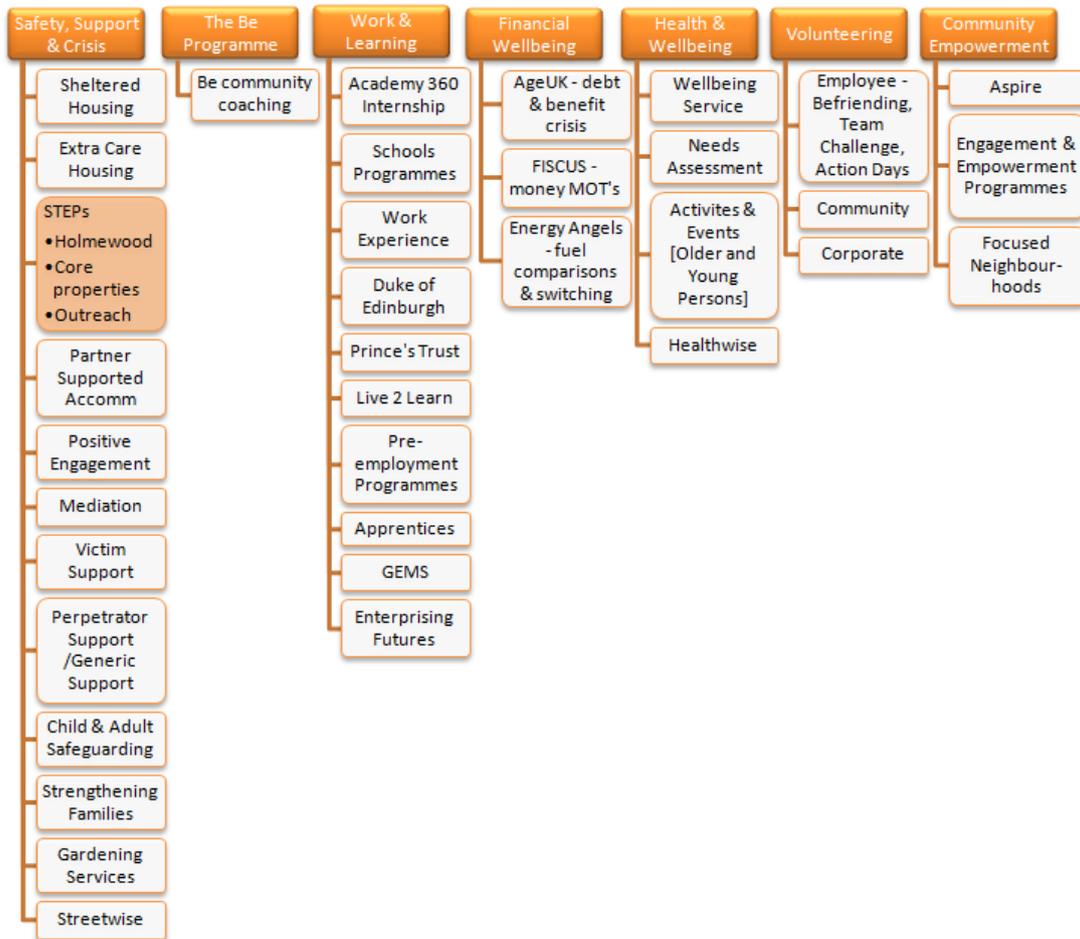
**AIM 3: TO ADD VALUE TO GENTOO GROUP**

- Objective 1: to ensure the services we provide respond better to the needs of individuals and communities
- Objective 2: to ensure that social and economic benefits are generated from the Group's investment and programmes
- Objective 3: to promote the Group's prospects for business growth and improvement
- Objective 4: to influence local, regional and national policies
- Objective 5: to ensure that Gentoo Living is fit for purpose to deliver its aims and objectives

## 1.2 What Services does Gentoo Living deliver?

The services delivered by Gentoo Living during the scoping period are detailed in the chart below;





This study focuses on the activities performed by the Young Persons STEPs service and the impact created from it.

## 2. The Scope of this Study

This is a forecast Social Return on Investment study, young people and other stakeholders involved in the service during April 2012 - March 2013 have been used to predict the social value returned for the investment period April 2013 – March 2014.

### 2.1 Time frame

All young people who will be involved in the STEPs service during April 2013 – March 2014 are included in the scope of this study (estimated 147). These young people would start experiencing the outcomes soon after signing up to the service and would only be signed off from the service when they are deemed to be capable of living independently.

### 2.2 Investment Period

During the scoping period the investment represents;

#### The Local Authority

- Income received from The Local Authority during April 2013– March 2014 to deliver the service = **£467,156**.

#### Gentoo

- Investment from Gentoo during April 2013 – March 2014 to make up the shortfall for delivering the service = **£84,539**.
- A proportion of the Activities and Events investment. It is estimated that based on current attendances 45 of the 147 attended the sessions to varying degrees. A price per head per session was calculated (£6). The attendees were then categorized into high, frequent, less frequent and low attendees and an average number of sessions was assigned to each. From this an approximate investment was calculated = **£2865**.

### 2.3 Activities/Services

STEP's is the only young persons supported housing service delivered within Gentoo Living where three different levels of services are provided. All three services are included in the analysis.

## **Holmewood**

Holmewood offers young people a place to call home as well as a place to learn. It is a specialist supported housing facility located in Sunderland City Centre. The service can accommodate 12 young people (6 male / 6 Female) aged between 16 and 21, who have found themselves homeless. Holmewood is staffed 24 hours a day, 365 days per year. Young people typically in this service have complex needs with multi agency involvement.

## **Medium Support**

Medium specialist support is provided to young people aged between 16 and 21 in 29 furnished flats across in Sunderland City Centre, enabling independent living. The young people sign up to a 6 month introductory tenancy agreement, which can be extended for up to 2 years. The young person can expect 2 key worker sessions per week whilst in this service as the majority of them have high support needs.

## **Outreach Support**

Outreach Support works in the same way but can be accessed by any young person aged 16 to 25 living in any type of tenancy, not just one provided by Gentoo. The key worker sessions are less frequent with young people in this service and are tailored to their needs.

The list below highlights the key activities carried out by the key workers, section 3.1 details more information regarding how they carry the activities out.

- Work towards a set of agreed 'My Plan' outcomes with a young person one to one and regularly review a young person's progress against these to help them achieve their goals.
- Ensure young people understand and maximise the services they receive, such as; attending key worker sessions and meetings with specialist external service providers.
- Assist young people to resolve any breaches of their tenancy or licence as well as provide practical help around furnishing, repairs and maintenance and decorating.
- Encourage and promote participation on Gentoo Livings Independent Living Skills courses, and into work programmes.
- Monitor rent accounts and tenancy breaches.

- Develop projects and activities that promote independence, health and wellbeing, financial inclusion, the environment.
- Specific workers have an area of specialism such as; welfare, employment, safeguarding, substance misuse.

## 2.4 Purpose

There are three key reasons for completing this Social Return on Investment Study;

1. To understand “*the changes*” (outcomes) experienced by those involved the STEPs service and value ‘*those changes*’ relevant to each person or organisation. In understanding these outcomes, Gentoo Living can implement a performance monitoring framework based on the outcomes most important to their stakeholders and measure more efficiently what matters to them.
2. To both prove and improve the value of the STEPs service
3. More than 80% of the investment required to operate this service is funded by the Local Authority, this contract is due to expire April 2014 and with the tendering process imminent, Gentoo Living wanted to use the findings to add value to the tender.

## 2.5 Why Social Return on Investment?

Social Return on Investment (SROI) is a framework for measuring and accounting for a much broader concept of value. The methodology measures change in ways that are relevant to the people or organisations that experience or contribute to it. It demonstrates the story of change and measures social, environmental and economic outcomes uses monetary values to represent them enabling a ratio of benefits to costs to be calculated, e.g. for every £1 of investment £3 of social value has been created.

SROI follows a set of standardised principles and this study has been conducted using this standard approach.



## SROI Principals

- Involve stakeholders.
- Understand what changes.
- Value the things that matter.
- Only include what is material.
- Do not over-claim.
- Be transparent.
- Verify the result.

### 3.6 Stakeholders Involved in this Study

To predict the potential Social Return on Investment, the stakeholders involved in the STEP's service April 2012 – March 2013 were used, and from consultation with them, the following stakeholders deemed to experience changes emerged;

#### The Young People

This stakeholder group was involved at 3 stages;

1. The young people are regularly consulted with regarding what is changing for them throughout their time in the service. This is done through regular support plan reviews and exit surveys which ask customers; *“Please describe how your life has changed since joining the STEP's service”*.

The answers to this question are recorded on a central database. During the scoping period this questions was answered by 76 young people;

- 18 customers answered in the support plan review and exit surveys.
- 34 customers answered this on their support plan review only.
- 24 customers answered this on their exit survey only.

An initial analysis of the data revealed some common outcomes emerging;

- People had greater independence
- People had improved confidence
- People had more information about their choices

- People were empowered to make informed decisions about their life
- People had improved financial capability
- People experienced improved relationships

There were also less common outcomes identified such as; reduced alcohol or drug intake, improved mental health, people finding or moving closer to employment.

2. Further involvement took place through one to one interviews with Young People, some of whom had previously offered feedback (7) and those who hadn't (5) to; test the common outcomes which emerged from the 76 people, explore other outcomes which may have emerged and assess the impact, i.e. Valuations, Deadweight, Attribution, Displacement and Drop off.

Those 12 were selected out of a long list potential young people who could be interviewed. Discussions took place the workers prior to invitations were made to exclude any young people who may pose a risk, once this was achieved numerous phone calls were made the young people at random to make appointments. This task proved to be very onerous as many contact numbers were either obsolete or not recognised and the central customer relationship management systems did not always hold the most up to date number. Eventually 12 people were successfully interviewed with an even balance of support levels.

3. Final involvement took place with 2 young people where they were given a demonstration of the final impact map, the purpose of which was to test out the assumptions made regarding the Duration, Valuations, Deadweight, Attribution, Displacement and Drop off. *Please note; an attempt was made to involve more than 2 young people. Initially 7 agreed to come, but at the last minute cancelled.*

Copies of the questionnaires used in the study can be found in Appendix 2

### Parents and Siblings of the Young People

A lot of the young people talked about experiencing improvements to their family relationships. This qualitative data

sparked a discussion regarding potential outcomes experienced by their families. After consultation with the Management team it was deemed inappropriate to consult with the families themselves due to;

- Retrospective consultation may cause unnecessary anxiety between the young person and their parent/families. After overcoming what may have been a very difficult time it was thought it may be insensitive to reignite feelings of discontentment and may cause negative impact.
- Contacting them may have proved problematic. Making contact with the young people involved in the service presented a number of challenges; therefore the resource that may have gone into contacting their families may have proved non-productive.

In the absence of qualitative data from the families the key workers were asked to use their knowledge and experience of working with the young people to determine what the potential outcomes might be for their families.

The future of the STEPs service is at this moment uncertain however, pending the local authority contract Gentoo Living intend to carry out an evaluative study of this service, should the outcome of this be in Gentoo Living's favour then recommendations will suggest considerations are made regarding how the families might be consulted with in the future.

### The Children of the Young People

During consultation with key workers regarding family outcomes it emerged that a number of safeguarding issues had been resolved as a result of the service intervention.

This stakeholder group was deemed to be very material to this study. Evidently, the only way to determine impact for this stakeholder group was through data recording systems held for the period April 2012- March 2013.

As mentioned previously, should a subsequent evaluative study of this service be carried out then recommendations will suggest considerations are made regarding how the social workers and those associated with the Children might be consulted with in the future.

## The Key Workers (staff)

The key workers were involved in this study in two ways;

1. Staff were involved in offering feedback regarding their role as a key worker for a Young Persons Service Review which was conducted Mar 12 – Apr 12. Their feedback represented, in the main, comments relating to the young person and the current issues faced, however there was an indication that the staff themselves may experience outcomes because of the service therefore a questionnaire was used to capture potential outcomes experienced by the key workers. A questionnaire was used to do this and involved open ended questions, an example of this can be found in Appendix 2.

From this the following outcomes emerged;

- People gain knowledge and skills which help them deal more positively with situations in their own life
  - People have a greater understanding and appreciation of their own life
2. Final involvement took place with 3 key workers where they were given a demonstration of the final impact map, the purpose of which was to test out the assumptions made regarding the Duration, Valuations, Deadweight, Attribution, Displacement and Drop off regarding the outcomes claimed for them.

Statutory and Local Support Services (Emergency Services and Health providers and Local partner support services such as emergency housing providers)

As part of a STEPs service review conducted during Mar 2012 – Apr 2012, consultation was carried out with local partners and the local authority. In total, 7 people were interviewed regarding the STEPs service, 4 of which were from Sunderland City Council and of the 3 remaining, 2 were other supported housing associations and 1 was an employment support agency. During the interviews partners were asked “*what value does Gento Living add to your service*”, it was from this that the following outcome emerged;

- Reduced time and resource costs associated with dealing with young people allowing reallocation of resources

Due to the pending tendering process for the Young Persons support service the Head of Services deemed it inappropriate to carry out more detailed focussed SROI consultation with this stakeholder group therefore no further involvement was undertaken.

The chart below summarises the stakeholders and how they were involved.

Stakeholder	Population Size	Numbers involved in Consultation	Further Stakeholder Involvement	Final Stakeholder Involvement
<b>The Young People aged 16- 25</b>	147 (51 unplanned)	81 in total (55%) <ul style="list-style-type: none"> <li>• 76 surveys (15 of which were unplanned exits)</li> <li>• 12 face to face interviews (5 who had not previously given feedback)</li> <li>• 2 focus group session</li> </ul>	One to one interviews were conducted with a mixture of Young People who had previously offered feedback (7) and those who hadn't (5) to assess the impact, i.e. Valuations, Deadweight, Attribution, Displacement and Drop off.	2 attended a focus group session where the Impact Map was discussed to test assumptions made.
<b>Parents and Siblings</b>	147	0 - Key Workers were used as proxy for what changes for the parents and siblings		
<b>The Children of the Young People</b>	5	0 – This stakeholder group emerged during consultation with Key Workers. It is not possible to consult with this stakeholder group.		
<b>Key Workers – The Staff</b>	14	12 (85%) Completed questionnaires used to discover outcomes		3 attended a focus group session where the Impact Map was discussed to test assumptions made
<b>Statutory and Local Support Services</b> (Emergency Services and Health providers and Local partner support services such as emergency housing providers)	The stakeholder group includes all statutory and local services involved in support young vulnerable young people	Feedback used from the Young Persons Service Review conducted Mar 12- Apr 12;  4 representatives from Sunderland City Council involved in homelessness services 3 local partners; 2 of which deliver housing related support and 1 employment support agency.	Due to the pending tendering process for the Young Persons support service, the Head of Services deemed it inappropriate to carry out focussed SROI consultation.	
<b>Gentoo</b>	1	No direct consultation was conducted with this stakeholder group, however there is justification for these stakeholder to be included in this study, supporting evidence of this can be found in the Materiality section of the report.		
<b>DWP</b>	1			

## 2.7 Other Sources of Data used

A number of other reports and research papers were used to assist with this study such as;

- Evidence review of the cost of homelessness – Department For Communities and Local Government – August 2012
- Homelessness in England – Wendy Wilson – September 17<sup>th</sup> 2013
- Statistics on Homeless Young People - Homeless Link – January 2011
- Youth Homelessness in the UK - Deborah Quilgars, Sarah Johnsen and Nicholas Pleace – First published in 2008
- Talking Therapies – Rethink – February 2013
- The Value of Positive Emotions - Barbara L. Fredrickson - 2003 July–August
- Youth Involvement Project Report - Mentor - April 2008
- Youth unemployment: the crisis we cannot afford – Acevo - 2012
- Review of research on vulnerable young people and their transitions to independent living, (Scottish Executive Social Research) University of Edinburgh, 2007.
- Garrett, SB (2009) Homeless youth's perception of services and transitions to stable housing. NIH Public Access 31(4): 436–444.doi:10.1016/j.evalprogplan.2008.04.012
- Hennessy, C & Grant, D (2004) Young Homeless People and the Keys to Successful Resettlement : Liverpool John Moores University
- Office of the Deputy Prime Minister (2002) More Than Just a Roof: A Report into Tackling Homelessness
- Neuburger, J (2003) HOUSE KEEPING: preventing homelessness through tackling rent arrears in social housing :Shelter
- DCLG (2006) Homelessness prevention: A guide to good practice
- Liverpool Victoria (2012) LV= Cost of a child: From cradle to college report
- [www.homeless.org.uk/supporting-people](http://www.homeless.org.uk/supporting-people)
- DOE (2010) Turning around the lives of families with multiple problems - an evaluation of the Family and Young Carer Pathfinders Programme York Consulting

- HACT – The social impact of housing providers, Daniel Fujiwara

Further more, additional data and statistics are held about each of the young person. At the start of the intervention between the young person and their key worker (initial stage) they work together on the young persons “My Plan” (a support plan which follows them on their journey of change), this is reviewed with the young person after 4-8 in the service and then again at 6-9 months. Following these focussed reviews the key worker completes a spreadsheet which captures data about the young person’s position regarding a number of issues they may need to overcome. The table below provides some statistics in relation to these, however the data can only be 100% reliable if the young person maintains intervention up to and beyond 6-9 months and records show that 27% of the data entries left the service before their 4-8 weeks assessment and a further 32% left before 6-9 months.

## 2.8 Some statistics held about our young people

Issue	Initial Stage – represents 98% of the total population.	Changes at 4-8 weeks – 73% reached this stage.	Changes at 6-9 months – 41% reached this stage.	Comments
<b>Criminal Activity</b>	141 records showed “no issues”, however there were 17 records of either previous or current criminal involvement (10%)	Out of 17 records which showed either previous or current criminal involvement, 4 recorded no further involvement	A further 1 recorded no further criminal involvement	10% of young people in the service have been involved in crime 29% of which had no further involvement
<b>Safeguarding</b>	Out of 144 records 15 showed involvement from safeguarding authorities (10%)	After 4-8 weeks 5 more cases were identified. 1 case recorded as having no further issues	After 6-9 months 3 more cases were identified. 4 cases recorded as having no further issues	8 safeguarding cases were identified (5.5% of those who said there were no issues)
<b>Employment</b>	Out of 159 records, 79 were recorded as NEET (49%)	10 of those moved to involvement in Training or Education and 1 moved onto an apprenticeship	3 moved into employment and 1 more moved onto an apprenticeship	12% moved into training or education 6% moved into either an apprenticeship or work
<b>Drugs</b>	Out of 159 records, 12 were recorded as having drug related issues (7%)	After 4-8 weeks 2 records show progress made in relation to their issue with drugs	After 6-9 months a further 1 record shows progress made in relation to their issue with drugs	25% of those with drug related issues are recorded as moving forward positively
<b>Alcohol</b>	Out of 159 records, 17 were recorded as having alcohol related issues (11%)	After 4-8 weeks 4 records show progress made in relation to their issue with alcohol	No records of change	24% of those with alcohol related issues are recorded as having moving forward

				positively
<b>Domestic Abuse</b>	Out of 158 records, 18 were recorded as having domestic abuse related issues (11%)	After 4-8 weeks 2 records show progress made in relation to their issue with domestic abuse	After 6-9 months a further 2 record shows progress made in relation to their issue with domestic abuse	22% of those with domestic abuse issues are recorded as having moving forward positively
<b>Mental Health</b>	Out of 159 records, 25 were recorded as having mental health related issues (11%)	After 4-8 weeks 2 records show progress made in relation to their issue with mental health	After 6-9 months a further 1 record shows progress made in relation to their issue with mental health	12% of those with domestic abuse issues are recorded as having moving forward positively

N.B. Takes account of the 161 records on files

### 3. The Outcomes and Evidence

#### 3.1 The Relationship between Inputs, Activities, Outputs and Outcomes

Inputs	The activities performed by the Key Workers.....	....and how the Key Workers perform these, which lead to .....	.....The Outputs.....	.....The Outcomes.....
<p><b>£467,156 Income received from</b></p> <p><b><u>The Local Authority;</u></b></p> <p>To deliver support to Young People aged between 16 - 21 (16 - 25 for Outreach support) to develop the skills, confidence and competency needed to maintain and sustain a tenancy as well as improve their</p>	<p>Offer the support that responds to the needs of the young person which are inclusive and empowering and help them set and obtain personal goals and aspirations longer term independence.</p> <p>Work towards a set of agreed 'My Plan' outcomes with a young person one to one and regularly review a young person's progress against these to help them achieve their goals.</p> <p>Ensure young people understand and maximise the services they receive, such as; attending key worker sessions and meetings with specialist external service providers.</p>	<p><i>If you give a YP the information they won't always act on it i.e. they get tongue tied and give up - if I start the phone call or attend a visit with them it gives them the support</i></p> <p><i>Will go into more depth because small things have an impact on the housing.... i.e. Benefits/Social Service and Childcare/ Shopping to buy goods</i></p> <p><i>I can see someone once a week or much more regularly because they have a certain issue</i></p> <p><i>Sometimes signposting isn't enough - we take it further.... Sometimes go to toddler groups with them for the first time to get their foot in the door</i></p> <p><i>Ferrying YP about making sure they get to their course or appointments...</i></p> <p><i>With some I've had to actually go and help them with housework to get on top of</i></p>	<p><b>147 Young People:</b></p> <p>Receive support to gain the skills, confidence and competency needed to maintain and sustain a tenancy as well as improve their overall life choices and chances.</p>	<p><u>The Young People</u></p> <ul style="list-style-type: none"> <li>• People have improved financial capability</li> <li>• People have greater independence</li> <li>• People have improved confidence</li> <li>• People gain new and lasting friendships</li> <li>• People experience improved relationships with their families</li> <li>• People have improved satisfaction at having their own home and privacy</li> <li>• People are less at risk of losing their tenancy</li> <li>• People gain employment as a result of the support service they receive</li> <li>• People move closer to obtaining employment as a result of the support</li> <li>• People are happier and or more positive about their future</li> <li>• People have greater long term health prospects</li> <li>• People are less at risk of Domestic Violence</li> </ul>

<p>overall life choices and chances.</p> <p><b>£84, 539 Invested by Gentoo group</b></p> <p>To make up the shortfall to deliver the service.</p> <p><b>£2,865 Invested by Gentoo to deliver Independent Living skills course (as a proportion of those who attended)</b></p>	<p>Assist young people to resolve any breaches of their tenancy or licence as well as provide practical help around furnishing, repairs and maintenance and decorating.</p>	<p><i>things and for them to keep on top of it</i></p> <p><i>Try to prepare them for this (ASB) before they move in to ensure they don't fall into the trap - some are strong especially those who have been through the care system can cope with this better.</i></p>	<p><u>Outcomes for Parents and Siblings</u></p> <ul style="list-style-type: none"> <li>• Parents and Siblings have improved quality of life due to less arguments, tensions and issues of overcrowding in the home</li> </ul> <p><u>The Children of the Young People</u></p> <ul style="list-style-type: none"> <li>• The children of the young people have less risk of becoming separated from their parents</li> </ul> <p><u>Outcomes for Key Workers</u></p> <ul style="list-style-type: none"> <li>• People gain knowledge and skills which help deal more positively with situations in their own life.</li> <li>• People have a greater understanding and appreciation of their own life</li> </ul> <p><u>Outcomes for Statutory and Local Support Services</u></p> <ul style="list-style-type: none"> <li>• Reduced time and resource costs associated with dealing with young people allowing reallocation of resources</li> </ul> <p><u>Outcomes for Gentoo</u></p> <ul style="list-style-type: none"> <li>• Cost savings associated with housing management</li> </ul> <p><u>Outcomes for The Exchequer</u></p> <ul style="list-style-type: none"> <li>• Less NEET people claiming JSA</li> </ul>
	<p>Encourage and promote participation on Gentoo Livings Independent Living Skills courses, and into work programmes.</p>	<p><i>Its the persistence and encouragement that gets them to move on rather than just checking they've paid their rent and turned up for college</i></p>	
	<p>Monitor rent accounts and tenancy breaches.</p>	<p>2 Speakeasy courses 2 Events – Jubilee Event and International Women's Intergenerational Event A variety of Independent Living Skills course such as cooking, health and safety, financial budgeting</p>	
	<p>Develop projects and activities that promote independence, health and wellbeing, financial inclusion, the environment.</p>	<p>Key workers have a designated a specific specialism to provide knowledge and support to the overall support service and they work jointly with relevant outside agencies and attend relevant training and groups to provide up to date, concise information on there specialism. Specialist areas include; Safeguarding, Mental Health, Financial Inclusion, Diversity, Domestic Violence, Young Offenders, Homelessness, Sexual Health and Employment.</p>	
	<p>Specific workers have an area of specialism such as; welfare, employment, safeguarding, substance misuse.</p>		

N.B. Quotes taken from the Young Persons service review carried out in Mar 2012 – Apr 2012.

### 3.2 The Theory of Change – How the Outcomes emerged

Care was taken to ensure only the final outcome was claimed. Analysis of the qualitative statements from the young people revealed some of the outcomes expressed were part of the chain of change. The diagram below depicts how they were considered.

Stakeholder	Outcomes not taken forward to evaluation as they were found to be initial changes which led to.....	Outcomes which were claimed for some but for some it led to....	More long term outcomes....
<i>The Young People</i>	<p><i>People have emotional support and feel reassured</i></p> <p><i>People have improved ability to make informed decisions</i></p> <p><i>People have more information about choices</i></p> <p><i>People gain a sense of achievement</i></p>	<p><i>People have improved confidence</i></p> <p><i>People move closer to gaining employment</i></p> <p><i>People have greater independence</i></p> <p><i>People have improved financial capability</i></p> <p><i>People gain new friendships</i></p> <p><i>People experience improved relationships with their families</i></p> <p><i>People have improved satisfaction at having their own home and privacy</i></p>	<p><i>People gain employment</i></p> <p><i>People are less at risk of losing their tenancy</i></p> <p><i>People are less at risk of Domestic Violence</i></p> <p><i>People have greater long term health prospects</i></p> <p><i>People are happier or more positive about their future</i></p>
<i>The Key Workers</i>	<p><i>People have increased knowledge and understanding of others</i></p> <p><i>People gain qualifications that they wouldn't necessarily have obtained</i></p>		<p><i>People gain knowledge and skills which help deal more positively with situations in their own life.</i></p>

Outcomes.....	How they were discovered.....	How the quantities were calculated and double counting comments.....
<p><b>People have improved financial capability</b></p> <p>This outcome emerged from statements which show people had learned how to budget their money and ensuring they had enough left to pay for bills.</p>	<ol style="list-style-type: none"> <li>1. <i>She was great with helping out with rent and stuff, benefit advice. She made me realise how far money needed to go.</i></li> <li>2. <i>They helped with money, I never had to pay rent or budget they helped me budget and constantly making sure I was sticking to it.</i></li> <li>3. <i>She gave me things to help me balance my spending and money..... I hadn't done any budgeting before.</i></li> <li>4. <i>how to manage my money with out bladdering it on stuff - pay my bills, rent and gas and electric.</i></li> <li>5. <i>I'm more under control of my finances.</i></li> </ol>	<p><b>Quantity = 36</b></p> <p>20 people reported this outcome (out of 81) = 25%.</p> <p>Therefore 25% of 147 (total population size) = 36</p>
<p><b>People have greater independence</b></p> <p>This outcome emerged from statements which show people developing skills that make them independent such as cooking, cleaning and making informed decisions.</p>	<ol style="list-style-type: none"> <li>1. <i>I have grown up a lot and learnt new things. I have learnt how to cook from scratch.</i></li> <li>2. <i>I managed my own flat really well without any problems.</i></li> <li>3. <i>Now know how to manage my tenancy. Feel as though I am ready to move to my own tenancy.</i></li> <li>4. <i>Living completely independent on my own.</i></li> <li>5. <i>Helped with general living skills.</i></li> <li>6. <i>Gained my independence.</i></li> <li>7. <i>Pleased with how I am managing things and the independence I've got.</i></li> <li>8. <i>I live independently. Can run my house, keep it clean and tidy.</i></li> <li>9. <i>Have experience of living on my own</i></li> </ol>	<p><b>Quantity = 49</b></p> <p>27 people reported this outcome (out of 81) = 33%.</p> <p>Therefore 33% of 147 = 49</p>
<p><b>People have improved confidence</b></p> <p>This outcome emerged from statements which show people have experienced improvements to their confidence and self esteem.</p>	<ol style="list-style-type: none"> <li>1. <i>Helped me get my confidence.</i></li> <li>2. <i>I feel a lot more of a confident person, it really helped with my self esteem.</i></li> <li>3. <i>Since joining the steps service my confidence and self esteem has grown without the support of steps I don't think I would be here.</i></li> <li>4. <i>Confidence has grown.</i></li> <li>5. <i>She gave me confidence in myself by going to courses and meeting new people.</i></li> <li>6. <i>More confident in doing things.</i></li> <li>7. <i>Now more confident in dealing with others myself</i></li> </ol>	<p><b>Quantity = 31</b></p> <p>17 (out of 81) = 21%.</p> <p>21% of 147 = 31</p>
<p><b>People gain new friendships</b></p> <p>This outcome emerged from</p>	<ol style="list-style-type: none"> <li>1. <i>I have felt like it was my second family and made new friends which helped me as well.</i></li> <li>2. <i>Building old and new relationships with people.</i></li> </ol>	<p><b>Quantity = 18</b></p> <p>10 (out of 81) = 12%.</p>

statements which show people had made new friends.	<ol style="list-style-type: none"> <li>3. <i>Made new friends.</i></li> <li>4. <i>Out of the house meeting new people.</i></li> </ol>	12% of 147 = 18
<p><b>People experience improved relationships with their families</b></p> <p>This outcome emerged from statements which show people rekindling relationships with their family.</p>	<ol style="list-style-type: none"> <li>1. <i>I'm getting on better with family its like I'm a kid again.</i></li> <li>2. <i>I now have proper contact with my nana as I now have my own place and can see her without interference from parents. Relationship with parents improving week by week.</i></li> <li>3. <i>I have built bridges with my family and friends.</i></li> <li>4. <i>Relationship with Mam and Dad has improved.</i></li> <li>5. <i>I seem to be getting on a lot better with my Mam and little sister. I feel like I have more support from my Mam now and that's what I've wanted for a long time.</i></li> </ol>	<p><b>Quantity = 24</b></p> <p>13 out of 81 = 16%.</p> <p>16% of 147 = 24</p>
<p><b>People have improved satisfaction at having their own home and privacy</b></p> <p>This outcome emerged from statements which show people valuing their home.</p>	<ol style="list-style-type: none"> <li>1. <i>I've got all this in here (referring to the contents of his home) everything in this house is mine.</i></li> <li>2. <i>I am currently living in a lovely home with my very own beautiful family.</i></li> <li>3. <i>Feel like I have some space and a chance to get a good home.</i></li> <li>4. <i>Love having own flat and privacy.</i></li> <li>5. <i>I now have my own place, I am happy and settled</i></li> </ol>	<p><b>Quantity = 24</b></p> <p>13 out of 81 = 16%.</p> <p>16% of 147 = 24</p>
<p><b>People are less at risk of losing their tenancy</b></p> <p>This outcome emerged from statements which indicated people may have been at risk of losing their tenancy.</p>	<ol style="list-style-type: none"> <li>1. <i>He helped me move stuff in and talked about issues with me about my neighbourhood.... had a few arguments with xxxxx (Neighbourhood housing staff) might have happened more frequently if not for xxxx (Key Worker).</i></li> <li>2. <i>Able to manage anti-social behaviour. Keep up to date with bill/finances. Know how to manage things in my flat.</i></li> <li>3. <i>There was a time when I nearly lost my tenancy because others were coming into my house taking the mick out of me and using my flat as a dos house but I spoke to xxxx (Key Worker) about it and she steered me in the direction. .... she explained that it was my house and that I was responsible for it if anything happens and she said I would end up losing my tenancy so I just stopped it all.</i></li> </ol>	<p><b>Quantity = 5</b></p> <p>3 out of 81 = 4%. 4% of 147 = 5</p> <p>Statement 2 mentioned bills and finances, this has not been counted in the Financial Capability outcome as this outcome will have been instrumental to sustaining their tenancy</p>
<p><b>People gain employment as a result of the support service they receive</b></p>	<ol style="list-style-type: none"> <li>1. <i>Love having a home at last not relying on friends. Full time job in a home, I've finally achieved home and job.</i></li> <li>2. <i>Got a part time job. On way to completing my course. Got coaching badge FA level1.</i></li> <li>3. <i>They helped me get a job, in Farringdon, a community project</i></li> </ol>	<p><b>Quantity = 9</b></p> <p>5 out of 81 = 6%. 6% of 147 = 9</p> <p>Statement 1 indicates two outcomes; Gaining employment and Improved</p>

	4. <i>Got a full time job. Got my new home. Better relationships with my family</i>	satisfaction at having a home Statement 2 indicates one outcome; Gaining employment Statement 4 indicates three outcomes; Gaining employment, Improved satisfaction at having a home and Improved relationships with families.
<b>People move closer to obtaining employment as a result of the support they receive</b>	<ol style="list-style-type: none"> <li>1. <i>Started training at Nissan</i></li> <li>2. <i>Improving my education</i></li> <li>3. <i>I now join in things, still taking part. From ILS - gained insight into gas and electrical skills (CAN Programme)</i></li> <li>4. <i>I done a lot of training and a lot of care courses I got an interview with a care home and I got the job but it was just bank staff and I couldn't take it</i></li> </ol>	<b>Quantity = 7</b>  4 out of 81 = 5%. 5% of 147 = 7
<b>People are happier or more positive about their future</b>  This outcome emerged from statements which indicated people felt happier and or more positive about the future	<ol style="list-style-type: none"> <li>5. <i>I feel happier in myself getting my life sorted out.... I feel more confident in myself, I have made some new friends, I have decided I want to move house, I feel fitter and healthier.</i></li> <li>6. <i>Happier, more responsible, able to look after myself, a lot more independent, Helped with my cooking skills</i></li> <li>7. <i>Getting a job. Socialising more (meeting friends). Financially better off. Made me more closer to friends. I have learned to cook different things for me and my daughter. I look to the future as a more positive place.....</i></li> <li>8. <i>I'm due to move into my tenancy after doing so well so far. Maintained relationship with family and partner. Feel more confident with future ahead. Solid base to maintain training. Kept contact with girlfriend and family after family moved out of Sunderland....feel good about the future</i></li> <li>9. <i>I have got a top apprenticeship with Barratts as a bricklayer. I'm in a relationship with partner and looking to the future with her. I have managed to maintain my tenancy despite problems recently... Can't believe how much my life has changed in 3 months. I'm looking forward to the future now.</i></li> </ol>	<b>Quantity = 22</b>  12 out of 81 = 15%. 15% of 147 = 22  All statements have been counted as one outcome only; People are happier or more positive about their future. It is thought the other outcomes mentioned will be part of a chain of events which lead to improved happiness/more positive.
<b>People have greater long term health prospects</b> (because of a reduction to their alcohol or substance	<ol style="list-style-type: none"> <li>1. <i>Xxxx (Key Worker) helped me go clean, he would ask me about the drugs - he never searched me just made me feel guilty</i></li> <li>2. <i>They helped a lot I was on loads of anti depressants and medication since I was 18 and Xxxx (Key Worker) was my worker at the time and he helped me</i></li> </ol>	<b>Quantity = 13</b>  7 out of 81 = 9%. 9% of 147 = 13

<p>misuse, or less depression and anxiety)</p> <p>This outcome emerged from statements which indicated people had been in a situation which might have impacted on their long term health.</p>	<p><i>give them up.</i></p> <p>3. <i>Just recently Xxxx (Key Worker) since got me some help because I was never settled in all of my life and as I have they have come back to haunt me, I am seeing the CPN at the moment.</i></p> <p>4. <i>I have done well with WWIN and CPN as I do not need them anymore.</i></p> <p>5. <i>Stopped drinking, improve mental health, done course to improve social skills .... NOCN - more confident</i></p>	<p>Statement 5 not counted in Improved confidence as it is part of a chain of events which lead to greater long term health prospects.</p>
<p><b>People are less at risk of Domestic Violence</b></p> <p>This outcome emerged from statements which indicated people had been removed from a domestic violence situation.</p>	<p>1. <i>I now have my own flat and independence that I need and have getting away from the violence that happened in the family home.... This lifted a weight off my shoulders that I can just work through and forget.</i></p> <p>2. <i>Separated from abusive partner. Signed up to do courses. Cleared rent arrears and debts. Opened up to support network and taken action.</i></p>	<p><b>Quantity = 4</b></p> <p>2 out of 81 = 2%. 2% of 147 = 4</p> <p>Statement 1 has been counted as one outcome only; People are less at risk of Domestic Violence, gaining independence is thought to be part of a chain of events.</p> <p>Statement 2 has been counted a two outcomes; People are less at risk of Domestic Violence and People have improved financial capability.</p>
<p><b>Parents and Siblings have improved quality of life due to less arguments, tensions and issues of overcrowding in the home</b></p> <p>This outcome emerged from consultation with the young people; it indicated that the families were experiencing positive impact. Key workers were used to determine the outcome</p>	<p>1. <i>Through my knowledge and experience I feel the outcomes for families might be improved relations between parents and young people, improved mental health due to less friction between family members, increased sense of belonging, fewer arguments due to the young person's independence and the fact they are no longer in the family home (often the cause of the issue in the first place)</i></p> <p>2. <i>I think the outcomes for families might be better family relations, less stress on family members, reduction in overcrowding.</i></p>	<p><b>Quantity = 24</b></p> <p>The same quantity as those young people who reported improvements to family relationships.</p>

<p><b>The children of the young people have less risk of becoming separated from their parents</b></p> <p>This outcome emerged during consultation with the key workers, it indicated that some children were less at risk of being removed from their parents</p>	<ol style="list-style-type: none"> <li>1. <i>I worked with one who had a property in a bad state of repair no hot water etc.....the children were going into care but we worked with them to get a Gentoo property and they engaged in ILS....</i></li> <li>2. <i>We work on child protection issues, children who may be removed from home, for either housekeeping or not be fed properly.....this is normally picked up by us or sometime family centres....</i></li> </ol>	<p><b>Quantity = 5</b></p> <p>Data records show from cases which involved safeguarding; 1 was recorded as having no further issues after 4-8 weeks and a further 4 after 6-9 months.</p>
<p><b>People gain knowledge and skills which help deal more positively with situations in their own life.</b></p> <p>This outcome emerged from statements which indicated that because of the key workers training and experiences at work they were more able to deal with their own situations more positively.</p>	<ol style="list-style-type: none"> <li>1. <i>I'm much more laid back and small things that might have bothered me in the past don't now....</i></li> <li>2. <i>I have experienced changes in my own life and most are positive, I look at things differently, I think things through in a different way. I am a lot more confident than I ever have been and now enjoy different challenges that may arise..</i></li> <li>3. <i>I have used this in my personal and work life and my approach is totally different. I always look at the bigger picture and what is the cause of the situation</i></li> <li>4. <i>The main change I have made is not to take things personal, and try to switch off when I go home.</i></li> </ol>	<p><b>Quantity = 10</b></p> <p>8 out of the 11 staff reported this = 73%. 73% of 14 = 10</p>
<p><b>People have a greater understanding and appreciation of their own life</b></p>	<ol style="list-style-type: none"> <li>1. <i>It makes you appreciate how lucky you are and what you have.</i></li> <li>2. <i>How lucky I am to have had the family opportunities &amp; upbringing I have had.</i></li> </ol>	<p><b>Quantity = 3</b></p> <p>2 out of 11 = 18%. 18% of 14 = 3</p>
<p><b>Reduced time and resource costs associated with dealing with young people allowing reallocation of resources</b></p>	<ol style="list-style-type: none"> <li>1. <i>Gentoo have the bigger housing provision and the throughput for low to high support through Holmewood and the ILS (Independent Living Skills) etc...we do have good relationships with partners and less with others - open and honest relationships is what makes it work and working together if the Young Person is at risk of losing their support, some partners don't always work</i></li> </ol>	<p>24 Young People assigned for <b>High and complex needs</b> (Those who were in Holmewood during the scoping period apart from those who were evicted)</p>

<p>This outcome emerged from statements made by partners who indicated the service delivered by Gentoo Young Persons Service delivered more sustainable outcomes for the young person and offered them more opportunities grow and succeed.</p>	<p><i>that way.</i></p> <ol style="list-style-type: none"> <li>2. <i>A Young Person has said he would only go to Holmewood because he felt safer there</i></li> <li>3. <i>Holmewood will work with us where as another will just put them out the same day and we have taken two down the legal route and they've been forced to take them back</i></li> <li>4. <i>Holmewood are part of the pathway process - I couldn't fault them they will take a chance on some of them and offer the extra bit of help that is needed such as doctor appointments and they give us the anecdotal stuff that we don't get to find out, only meet once a fortnight.</i></li> <li>5. <i>Many go from one course to the next but often they don't engage in courses and NEET is a big issue for us, we hope to work with you on the OCN - the fundamental grounded basic stuff which are structured for emotional resilience and link it to ILS.</i></li> <li>6. <i>We discuss who we might refer to with the Young Person but mainly we refer to STEPS. Private landlords are an option but they cant always get the bond together</i></li> <li>7. <i>The flexibility of having units across areas is really important. In Newcastle some get houses but some of them are too big and expensive to heat.</i></li> <li>8. <i>There isn't enough of Holmewood - people seem settled there</i></li> <li>9. <i>There are some with learning difficulties but aren't quite bad enough for adult services and these are difficult. Holmewood have been really good with these</i></li> </ol>	<p>13 Young People assigned for <b>Medium support needs</b> (Those who were in Medium Support accommodation service during the scoping period apart from those who left in an unplanned way without experiencing outcomes)</p> <p>71 Young People assigned for <b>Low support needs</b> (Those who were in Outreach Support accommodation service during the scoping period apart from those who left in an unplanned way without experiencing outcomes)</p>
<p><b>Cost savings associated with housing management</b></p>	<p>These stakeholders emerged whilst analysing the theory of change. Research was carried out to identify the relevance of this outcome to enable decisions to be made regarding materiality.</p>	<p><b>5</b> quantity assigned – those at risk of losing their tenancy</p>
<p><b>Less NEET young people claiming JSA</b></p>	<p><b>Joseph Rowntree Foundation – Youth Homelessness in the UK (2008)</b> supports a number of studies which suggests.... <i>young people with access to health services, education, employment and training services as well as temporary or transitional accommodation will be able to maintain permanent tenancies more successfully once they are 'moved on'....the benefit of having a 'one-stop' shop for advice, services and assessments in order to close any gaps in provision with case studies confirming that specialist provision for young people is better than generic housing provision...."Effective services tend to offer appropriate life skills and training for young people"</i>.</p>	<p><b>13</b> quantity assigned, this is the total number of those who said they had found employment. This is less than the quantity of those included in the <i>gained employment</i> outcome as those people who were included in the <i>more happier or positive outcome</i> were not counted as achieving the <i>gained employment</i> outcome to avoid double counting.</p>

**Evidence review of the cost of homelessness – Department For Communities and Local Government – August 2012 reports.** *The Department for Work and Pensions (DWP) supports homeless people in moving closer to the labour market, in competing effectively for job opportunities and in remaining in work. This is done by promoting job readiness through employment advice and job-related training, providing financial support through the benefits system, and by ensuring that through employment and benefit support, homeless claimants are able to secure and remain in settled accommodation.*

### 3.3 Outcomes Excluded

Following an analysis of the qualitative data and consultation there were a number of outcomes which were excluded from the study

Stakeholder	Outcomes Excluded	Why were they excluded
<b>The Young Person</b>	<ol style="list-style-type: none"> <li>1. People have emotional support and feel reassured</li> <li>2. People have improved ability to make informed decisions</li> <li>3. People have more information about choices</li> <li>4. People gain a sense of achievement</li> <li>5. People have improved attitude and behaviour</li> </ol>	<p>Outcomes 1-4 were found, on the majority of occasions, to be part of a chain of events which lead to the outcomes included in the study</p> <p>Outcomes 5 was found not to be significant enough to take forward to valuation with only 3 people describing this as a change</p>
<b>The Key Workers</b>	<ol style="list-style-type: none"> <li>1. People have increased knowledge and understanding of others</li> <li>2. People gain qualifications that they wouldn't necessarily have obtained</li> <li>3. People have improved confidence</li> <li>4. People balance their work and life more effectively</li> <li>5. People start to recycle</li> </ol>	<p>Outcomes 1 and 2 are thought to be part of a chain of events which lead to People gaining knowledge and skills which help them deal more positively with situations in their own life.</p> <p>Outcomes 3-5 were found not to be significant enough to take forward to valuation with only 1 person describing each of these as a change.</p>

### 3.4 Negative and Unintended Outcomes

There were some comments made which indicated that there may have been negative or unintended outcomes, the table below details the decisions made regarding these;

Stakeholder	Statement / Outcome	Comments
The Young Person	<p><i>Great that I have a flat, still need some furniture. <b>There is a lot of trouble around here</b> and I have two bedrooms. I like my flat just hate the area.</i></p> <ul style="list-style-type: none"> <li>• People are less settled because of the trouble in their area.</li> </ul>	Despite this only being identified by one young person the statement has still been considered as relevant because it may be experienced by others, therefore it has been taken to valuation stage. The financial proxy used describes the amount of money someone would need to secure a home in an area more appealing to them.
	<p><b>Sad, in an empty flat over Christmas</b></p> <ul style="list-style-type: none"> <li>• People experience loneliness over the Christmas period</li> </ul>	Despite this only being identified by one young person the statement has still been considered as relevant because it may be experienced by others, therefore it has been taken to valuation stage. The financial proxy used is taken from the Family Spending survey 2011 – Expenditure on Recreation and Culture over a 2 week period
	<p><b>Wish I was back at Holmewood. Hate living alone. Sick of having no money.</b> .....since leaving the service.....my confidence built quite a lot I still get a bit anxious going to new places but I starting to cope really well without support. There was loads of choices in Holmewood and own property .....I am now able to make the decisions but I need a little bit help every now and then and I still contact xxxx (Key Worker) now to guide me in the right way - I wouldn't have been able to do this in the past I would have just sat there and let in come on top of me. I done a lot of training and a lot of care courses I got an interview with a care home and I got the job</p>	This statement has not been taken to outcome stage as this young person took part in the further consultation and was interviewed as some who had left the service. The comments indicated that their experiences of loneliness and lack of money was brief as they did not mention this when interviewed and talked of positive outcomes only. When asked if anything negative had happened this was not brought up.
The Key Workers	<p><i>Due to the job sometimes becoming a thankless task, <b>I think it did have a knock on effect in my home life (hard to switch off)</b>.....as I have notice this now I have left my post.</i></p> <ul style="list-style-type: none"> <li>• People experience increased worry at home because of the job they do</li> </ul>	Despite this only being identified by one key worker the statement has still been considered as relevant because it may be experienced by others, therefore it has been taken to valuation stage. The financial proxy used is taken from the Family Spending survey 2011 – Expenditure on Recreation and Culture in one year.

### 3.5 Unplanned Leavers

Analysis was completed on the unplanned leavers to investigate the possibility of unnoticed negative or unintended outcomes.

There were 161 recorded exits during the scoping period, 14 of which were young people moving from one service to another, the most typical being; Holmewood to Outreach. Not all exits from the service are in a planned way and the following table outlines the number of planned and unplanned exits by service.

Planned /Unplanned	Holmewood Exits	Medium Exits	Outreach Exits	Total
<b>Planned</b>	22	12	70	104
<b>Unplanned</b>	12	7	38	57
<b>Total</b>	34	19	108	161

An appraisal, using the case worker notes was carried out on those the young people who exited the service in a unplanned way. The appraisal produced three distinct reasons;

- The majority of unplanned exits for Holmewood were evictions due to non engagement in learning activities and or non compliance with house rules such as curfews etc..... If a young person does not engage with these then they will be asked to leave with the invitation to return when they feel ready to fully engage.

#### Case Study (name changed)

Lucy attended Holmewood after losing her Mother to COPD and her Dad many years prior due to drug and alcohol abuse. Lucy suffered from mental health problems and there was evidence of self harm. Lucy was given several opportunities to engage in learning activities but after non compliance to Holmewoods house rules Lucy was asked to leave. Holmewood liaised with other supported housing units and she was offered a place in temporary accommodation with the view that Lucy visits Holmewood every fortnight for a coffee and a catch up. Lucy rejoined the service and moved back into Holmewood 3 months later.

- Another common reason which occurs particularly in the Outreach service is when the young person feels that they no longer require support and disengages, they stop answering calls or responding to text messages.
- Less commonly, when the young person realises that they are struggling to meet the rent repayments they decide to move back in with family and cease contact with their worker, they stop answering call or responding to texts.

The key workers endeavour to gather feedback from young people who leave in an unplanned way via an exit survey. Data is also held from their own assessment which they complete at 4-8 weeks and 6-9 months. In total there was feedback available from 15 out of the 51 young people who left in an unplanned way. Detailed below are some comments taken from the open questions which ask what changes they have experienced in their life because of the service;

#### After 4-8 weeks

- *Relationship with Mam and dad has improved. Feel more independent*
- *Living independently with son, home fully decorated and furnished. More settled and making choices.*

#### After 6-9 months

- *Now know how to manage my tenancy. Feel as though I am ready to move to my own tenancy*
- *I'm due to move into my tenancy after doing so well so far. Maintained relationship with family and partner. Feel more confident with future ahead*

#### At Exit

- *Helped me get a flat. Helped me get my confidence. Helped me become more independent*
- *Solid base to maintain training. Kept contact with girlfriend and family after family moved out of Sunderland*

There was no significant evidence to suggest that negative or unintended outcomes were experienced by those leaving in an unplanned way.

### 3.6 Indicators of Change

The statements made by the young people enabled the emergence of the outcomes however what is not 100% clear is to



what extent the outcomes have been achieved therefore care was taken to exclude statements such as: *“My confidence is improving”* or *“I feel a little more independent”* from the quantities of change.

In order to provide sufficient evidence for a future evaluative study implementation of a system which measures the distance travelled will be required, therefore to be prepared for this a new monitoring framework was introduced during the Summer 2013. Section 6.2 offers more detail on this and how the new framework emerged.

What Gentoo Living can be 100% certain of is that the outcomes described have evolved from open ended consultation with the stakeholders and therefore the outcomes claimed represent a high level of importance to the stakeholder themselves. The following table highlights how the outcomes have been deemed to be material in this study.

Outcome	Quantity of Change	Relevant	Significant
People have improved financial capability	36 25%	There is extensive research indicating more young people are in debt. A study carried out by CAB Scotland revealed The proportion of young people with credit card debt had increased by nearly 50% since 2004 ...half which out it down to problems with money management. <a href="http://www.cas.org.uk/system/files/publications/drowning-in-debt-young-people-and-debt.pdf">http://www.cas.org.uk/system/files/publications/drowning-in-debt-young-people-and-debt.pdf</a>	25% of young people expressed this as a outcome
People have greater independence	49 33%	This is a fundamental aim of the support service... to develop the skills, confidence and competency needed to maintain and sustain a tenancy	33% of young people expressed this as a outcome
People have improved confidence	31 21%	<b>The Joseph Rowntree Foundation – Youth Homeless in the UK</b> report... <i>My impression is that there is a greater instance of drug use, alcohol use, mental health issues, lack of self-esteem, lack of belief that the young person can actually do anything. I find all those sorts of things becoming more and more entrenched with that age group.</i> (A Statutory sector representative, Edinburgh)	21% of young people expressed this as a outcome
People have greater long term health prospects	18 12%	The report also noted comments regarding the importance of soft outcomes .. <i>Soft indicators are really important because hard indicators might show that a young person has sustained a tenancy but that young person might be isolated, staying in, not have any social network, not eating well, perhaps even becoming mentally ill.</i> (Voluntary sector representative, Edinburgh)	Although only 12% of people reported this outcome, there maybe more experiencing this – the data held regarding each young person highlighted that collectively 34% (54 people) had issues relating to drugs, alcohol or mental health when they joined the service indicating that this is a common issue faced by young people
People gain new and lasting friendships	24 16%		16% of young people expressed this as an outcome
People experience improved relationships with their families	24 16%	The Homelessness in England report highlighted the main homelessness triggers for families and vulnerable single people were eviction by parents or families.	16% of young people expressed this as an outcome
People have	24	The majority of the statements which led to this emergence	16% of young people expressed this as an

improved satisfaction at having their own home and privacy	16%	outcome were very meaningful. Research conducted by <b>The Joseph Rowntree Foundation – Youth Homeless in the UK</b> report that <i>accessing appropriate and affordable housing remains an acute problem for young people.</i>	outcome.
People are less at risk of losing their tenancy	5 4%	This is a fundamental aim of the support service... to develop the skills, confidence and competency needed to maintain and sustain a tenancy	Although the 4% is relatively low the value for this outcome is high at over £3000 per young person and minimising the risk of this impacts on other stakeholders
People gain employment	9 6%	A report into youth unemployment <b>AVECO – Commission on Youth Unemployment – A crisis we cannot afford</b> details many young people have a poor understanding of jobs available in the labour market or opportunities in further education and what they need to do to secure them.	There were additional people reporting this outcome (13) however their final outcome was feeling <i>more positive and happier</i> therefore they were not counted in this outcome. In addition, someone gaining employment may have an impact on other stakeholders.
People move closer to obtaining employment	7 5%		Although only 7 people report this outcome there maybe more experiencing it as 10 people out of those who remained in the service beyond the 6-9 month review were recorded as moving into training or education.
People are happier or more positive about their future	22 15%	Research into <i>“The Value of Positive Emotions”</i> reveals a vital link between being positive and being prepared for hard times... <i>“Instead of solving problems of immediate survival, positive emotions solve problems concerning personal growth and development. Experiencing positive emotion leads to states of mind and to modes of behaviour that indirectly prepare an individual for later hard times”</i> <b>The Value of Positive Emotions, Barbara L. Fredrickson, American Science, Volume 1.</b>	15% of people reported this outcome. In addition the article details research which began in 1930's revealed people who were more positive lived up to 10 years longer therefore significantly high in value.
People are less at risk of Domestic Violence	4 2%	Domestic violence may not always be the reason for the young person's referral into the service but it may be the cause and this is sometimes not always identified until the trust has built between themselves and their worker. Domestic violence maybe the reason behind them not being able to manage their	Although only 2% people recorded this as an outcome the data held regarding each young person highlighted that 11% (18 people) had a Domestic Violence related issue when they joined the service. The value of this outcome is very high

		tenancy.	at nearly £20,000 per person.
<b>Parents and Siblings have improved quality of life due to less arguments, tensions and issues of overcrowding in the home</b>	<b>24</b>	This outcome emerged from consultation with the young people however when further consultation with the key workers took place it emerged that the wider family such as siblings were also experiencing positive impact; previously they were living in an overcrowded situation. In addition to this The Homelessness in England report highlighted the main homelessness triggers for families and vulnerable single people were eviction by parents or families.	16% of young people expressed this as an outcome
<b>The children of the young people have less risk of becoming separated from their parents</b>	<b>5</b>	This outcome emerged during consultation with the key workers, it indicated that they worked closely on a regular basis with social services to assist the families.	Although only 5 cases were reported as having no further issues, there were 23 initial cases. Closer monitoring of this may reveal an increase in the number of issues resolved.
<b>People gain knowledge and skills which help them deal more positively with situations in their own life.</b>	<b>10</b> 73%	These outcomes evolved from open ended consultation with the key workers and therefore the outcomes claimed represent a high level of importance to them	73% of the key workers reported this as an outcome
<b>People have a greater understanding and appreciation of their own life</b>	<b>3</b> 18%		Despite only 3% of the key workers reporting this as an outcome, during the final key worker consultation it was felt strongly that this should remain as it indicates that there is also impact generated on others within their family.
<b>Reduced time and resource costs associated with dealing with young people allowing reallocation of resources</b>	<b>24</b> <b>High and complex needs</b>  <b>13</b> <b>Medium support</b>	<b>The Joseph Rowntree Foundation – Youth Homeless in the UK</b> report <i>young people in England – particularly those accepted as 16–17 year olds – have suffered multiple forms of trauma, and many self-reported current mental health and/or substance misuse problems.</i>  <b>Young Homeless People and the keys to successful resettlement (Claire Hennessy and Dr Diane Grant 2004)</b> suggests that a positive working relationship between social	The costs associated with dealing with homeless can be as much as £32,810..... In 2003 New Policy Institute <sup>7</sup> estimated an annual cost of £24,500 gross (£32,810 with inflation) for a single homeless person, based on six case studies. The group of homeless people included in this study is very broad and includes rough sleepers, those in temporary accommodation, homeowners at imminent risk of eviction and involuntary sharers.

	<p><b>needs</b></p> <p>71</p> <p><b>Low support needs</b></p>	<p><i>housing providers, key workers and the active motivation of young people help to avoid 'revolving door' process of homelessness. They argue that young people require more than accommodation to avoid becoming homeless again....without addressing the self esteem and motivation of young people and moving them on too quickly is likely to result in them becoming homeless again..... the time that a young person has to wait in temporary accommodation for a property, sometimes without support is a contributing factor for people re- entering the revolving door of homelessness.</i></p> <p><b>Joseph Rowntree Foundation – Youth Homelessness in the UK (2008)</b></p> <p><i>Supports previous studies ..... young people with access to health services, education, employment and training services as well as temporary or transitional accommodation will be able to maintain permanent tenancies more successfully once they are 'moved on'. They also highlight the benefit of having a 'one-stop' shop for advice, services and assessments in order to close any gaps in provision with case studies confirming that specialist provision for young people is better than generic housing provision.</i></p> <p><i>"Effective services tend to offer appropriate life skills and training for young people"</i></p>	<p><i>The gross annual cost includes costs of a failed tenancy, temporary accommodation, outreach and advice services, health and criminal justice services, and resettlement. The report provides unit cost estimates for unemployment in relation to lost output (costs to the economy), but does not include welfare benefit costs.....</i></p> <p><i>To £2,700 for someone with less support needs..... Adult Matter (MEAM) report provides two case studies of individuals with multiple needs both with recent episodes of homelessness, for whom drug treatment and detox costs, and mental health support costs, were reduced from £16,000 to £2,700 and £32,000 to £3,000 in moving from a state of homelessness with more piecemeal support, to stable accommodation with a more comprehensive and coordinated support provision.</i></p>
<b>Cost savings associated with housing management</b>	<p><b>5</b></p> <p>4%</p>	<p>This is a fundamental aim of the support service... to develop the skills, confidence and competency needed to maintain and sustain a tenancy</p>	<p>Although the 4% is relatively low the value for this outcome is high at over £2568 per tenancy</p>
<b>Less NEET young people claiming JSA.</b>	<p><b>13</b></p> <p>9%</p>	<p><b>AVECO – Commission on Youth Unemployment – A crisis we cannot afford</b> states...<i>At its current rates, in 2012 youth unemployment will cost the exchequer £4.8 billion (more than the budget for further education for 16- to- 19-year-olds in England) and cost the economy £10.7 billion in lost output</i></p>	<p>Although the 9% is relatively low the value for this outcome is high at over £4610 per tenancy</p>

### 3.7 Financial Proxies and Sources

Attempts are made to involve the young people in determining how they might value the changes they are experiencing throughout their time in the service, however the concept of valuing their changes proves very challenging for them.

Some examples of them valuing their changes were present on some of their 4-8 and 6-9 months assessment but the feedback was not significant enough draw conclusions. Further attempts were made to involve the young people in valuing their outcomes during the one to one interviews, this question brought a number of responses such as “ *the service is priceless*”, “ *I’m not sure I might have to purchase a service somewhere*”, and “ *I would not exchange the way I feel for anything*”. To explore valuation further the young people were asked; “ *what might have happened if you had not experienced the service*”, this enabled some conclusions to be drawn.

The final consultation with the young people and the key workers where they were given a demonstration of the impact map proved very successful in testing the assumptions made and determining some decisions regarding financial proxies. It has been noted within the sections where they challenged a decision and what was agreed.

Other financial proxies have been taken from a number of research papers such as HACT – The social impact of housing providers and governing bodies’ websites.

Each financial proxy and its source are referenced on the map, which can be seen in Appendix 1; however the following table details the financial proxies used to value the outcomes.

Outcome	Considerations	Final Proxy
<b>People have improved financial capability</b>	Considerations was given to the cost saving between £1000 affordable loan from Credit Union and provident doorstep lender £1000 over 12 month period (£754). However it was identified that nearly 100% of those who reported the outcome were previously in debt, therefore the impact of them being in control of their debt would be much greater.	HACT - Social Impact for housing providers refers to the value associated with financial literacy for independence services. The study found that being burdened with debt leads to a 0.1 reduction in life satisfaction. Using the Wellbeing valuation approach this is equivalent to a cost of about £2,300 per person per year. <a href="http://www.hact.org.uk/sites/default/files/uploads/Archives/2013/02/The%20Social%20Impact%20of%20Housing%20Providers%20report2013.pdf">http://www.hact.org.uk/sites/default/files/uploads/Archives/2013/02/The%20Social%20Impact%20of%20Housing%20Providers%20report2013.pdf</a>
<b>People have greater independence</b>	Consideration was given to the how much it might cost to have the support of a community support worker for 2.5 hours per week = £1180. This would enable them to have some one to relay on. <a href="http://www.totaljobs.com/salary-checker/average-support-worker-salary">http://www.totaljobs.com/salary-checker/average-support-worker-salary</a> average salary for Community Support worker of £17,000.	The cost for purchasing local services for duties such as cleaning (2 hours per week at £10 per hour = £20), laundry (the cost of 1 large wash at a local launderette £13.95) and how much that can be saved by cooking meals oppose to purchasing a takeaway 3 times per week (£16.37) = £20 + £13.95 + £16.37 = £50.32 x 52 weeks = £2,616 per year. <a href="http://webarchive.nationalarchives.gov.uk/+www.nhs.uk/Livewell/loseweight/Pages/Eatwellcheap.aspx">http://webarchive.nationalarchives.gov.uk/+www.nhs.uk/Livewell/loseweight/Pages/Eatwellcheap.aspx</a> <a href="http://www.angelslaundry.co.uk/prices.html">http://www.angelslaundry.co.uk/prices.html</a> <a href="http://fairly-dust-sunderland.co.uk/">http://fairly-dust-sunderland.co.uk/</a>
<b>People have improved confidence</b>	For both of these outcomes the cost of Cognitive behavioural therapy was considered. Other options included Confidence building courses and the average spend by young people on fun and recreational activities.	HACT - Social Impact for housing providers refers to a study carried out with people regarding their willingness to pay for adult learning that helped people to feel more confident with family and others, this equated to £690. <a href="http://www.hact.org.uk/sites/default/files/uploads/Archives/2013/02/The%20Social%20Impact%20of%20Housing%20Providers%20report2013.pdf">http://www.hact.org.uk/sites/default/files/uploads/Archives/2013/02/The%20Social%20Impact%20of%20Housing%20Providers%20report2013.pdf</a>
<b>People gain new friendships</b>		HACT - Social Impact for housing providers refers to the positive impact created on life satisfaction for people who meet others and socialise through clubs and activities. The value associated with being able to socialise and meet on most days is around £3000 per year. <a href="http://www.hact.org.uk/sites/default/files/uploads/Archives/2013/02/The%20Social%20Impact%20of%20Housing%20Providers%20report2013.pdf">http://www.hact.org.uk/sites/default/files/uploads/Archives/2013/02/The%20Social%20Impact%20of%20Housing%20Providers%20report2013.pdf</a>
<b>People experience improved relationships with their families</b>	Cost of relationship counselling was considered for this. 6 relationship counselling sessions @£35 per session. Telephone contact was made with Relate - they advised us that it would typically take 5 sessions +	Cost of a family spending quality time together having fun - 2011 Family spending survey suggests families spend £64 per week on recreation and cultural activities x 12 months period.

	1 initial session at a cost of £35 - £50 depending on their circumstances	
<b>People have improved satisfaction at having their own home and privacy</b>	Two proxies were considered for this outcome. The typical bond required for a 1 bed roomed flat in Sunderland (£900) or the deposit required to put down on a mortgage for a typical 1 bed roomed flat in Sunderland (£9500).	The typical bond required for a 1 bed roomed flat in Sunderland (£900) Average bond is 4-8 weeks worth of rent. <a href="http://www.themovechannel.com/guides/Renting/Getting_in/The_bond/">http://www.themovechannel.com/guides/Renting/Getting_in/The_bond/</a> 1 bed flats in Sunderland average cost PCM = £600 <a href="http://www.rightmove.co.uk/property-to-rent/Sunderland/1-bed-flats.html">http://www.rightmove.co.uk/property-to-rent/Sunderland/1-bed-flats.html</a> 6 weeks rent = £900.
<b>People are less at risk of losing their tenancy</b>	The average running costs for managing a home was considered for this (more than £6,500), also the cost of temporary accommodation + the cost to refurbish a 1 bed roomed property was calculated.	The cost of temporary accommodation for 6 months - Gateshead council.gov reveals temporary accommodation costs to be in the region of 15-150 per week (average £82) x approx 26 weeks = £2132 + the cost of replacing furniture; £1000 = £3132. <a href="http://www.gateshead.gov.uk/Housing/helpsupportadvice/Homelessness/Temporary-Accommodation.aspx">http://www.gateshead.gov.uk/Housing/helpsupportadvice/Homelessness/Temporary-Accommodation.aspx</a> <a href="http://www.policyexpert.co.uk/how-much-does-it-cost-to-kit-out-your-first-home/">http://www.policyexpert.co.uk/how-much-does-it-cost-to-kit-out-your-first-home/</a> .
<b>People gain employment</b>	Consideration was given to the wage scar for someone unemployed at a young age, this can be between £1,800 - £3,300. <b>AVECO – Commission on Youth Unemployment – A crisis we cannot afford</b>  The minimum wage for those aged 21 or over was also considered, after calculations the exceeded £5000.	<b>All figures based on 13/14 tax year</b> National Minimum Wage rate for 18-20 year olds = £5.03. (£5.03 x 40 hours x 52 weeks) = £10462.4 less tax deductions ( <a href="http://www.uktaxcalculators.co.uk">http://www.uktaxcalculators.co.uk</a> ) = total annual income less tax = <b>£9932.19</b> . / Annual JSA = (£56.80pw x 52weeks) = £2953.60 + Annual Housing Benefit ( <a href="http://www.ovaltech.ltd.uk/sunderland.htm">http://www.ovaltech.ltd.uk/sunderland.htm</a> ), based on assumptions of Average 1 bed flat rent of around £300pm for someone on JSA with no savings or dependents would be awarded £69.23 x 52 weeks = £3599.96pa. £2953.60 + £3599.96 = <b>£6553.56</b> . <b>£9932.19 - £6553.56 = £3378.63</b> . When final consultation with the young people took place they agreed with the proxy however considered that the value was more than just the wage. After discussion it was agreed that this should be increased by 20%.
<b>People move closer to obtaining employment</b>	There were a number of considerations made for this proxy; the cost of government training schemes, the cost of doing part time course at college or participating in volunteering.	The time invested on a typical work experience programme x the rate of pay for an apprentice. Gentoo deliver a pre-employment programme called CAN, the candidate completes 15.75 hours for 9 weeks. 15.75 x 9 x £2.60 (apprenticeship wage) = £358.55.
<b>People are happier</b>	Research was carried out to identify what it might cost for	The Value of Positive Emotions details research which began in 1930's

<b>or more positive about their future</b>	a positivity course – this was difficult to locate. There was however a lot of research found indicating that someone with positive emotions were more able to deal with life when they cam across harder times and more likely to live longer	revealed people who were more positive lived up to 10 years longer. <a href="http://www.enhancingpeople.com/paginas/diplomados/Modulo_V8/biblio_V8/Sesion004/THE%20VALUE%20OF%20POSITIVE%20EMOTIONS.pdf">http://www.enhancingpeople.com/paginas/diplomados/Modulo_V8/biblio_V8/Sesion004/THE%20VALUE%20OF%20POSITIVE%20EMOTIONS.pdf</a> . Veenhoven, Journal of Happiness Studies (2008) report Improved Happiness can extend someones life by 7-10 years. The annual potential income for someone at pensionable age = £4963 (£95.46 x 52 weeks).
<b>People have greater long term health prospects</b>	Considerations were given to the possible costs associated with a young persons monthly membership for a council run gym costs £16.15 per month X 12 months.	HACT - Social Impact for housing providers highlights wellbeing valuations in relation to improvements in health through participation in family related interventions. The values are seen as the amount of money required to compensate for the health problem. Depressions and anxiety £43,453 and Alcohol or drug related problems £24,257 - average £33,900 <a href="http://www.hact.org.uk/sites/default/files/uploads/Archives/2013/02/The%20Social%20Impact%20of%20Housing%20Providers%20report2013.pdf">http://www.hact.org.uk/sites/default/files/uploads/Archives/2013/02/The%20Social%20Impact%20of%20Housing%20Providers%20report2013.pdf</a>
<b>People are less at risk of Domestic Violence</b>	It was difficult to understand what how this could be valued without speaking to those experiencing this outcome. In the absence of this research was available regarding how much someone experiencing domestic violence would be willing to pay for not being injured in this way.	Willingness to pay for not being injured through Domestic Violence = £9954 per incident X average two occasions. The Cost of Domestic Violence Update 2009, Sylvia Walby, UNESCO Chair in Gender Research, Lancaster University.
<b>Parents and Siblings have improved quality of life due to less arguments, tensions and issues of overcrowding in the home</b>	Considerations was given to the family spend on fun and recreational activities.	The average £ spent by parents on teenage children up to 19 years on food and drink and utilities. An 2014 article details food and drink spend + £3,151 and utilities spend = £281 in a 12 month period. The average time spent in the service is 370 days. <a href="http://www.dailymail.co.uk/news/article-2383435/Average-teenager-costs-parents-6-261-year--nearly-half-spent-feeding-them.html">http://www.dailymail.co.uk/news/article-2383435/Average-teenager-costs-parents-6-261-year--nearly-half-spent-feeding-them.html</a>
<b>The children of the young people have less risk of becoming separated from</b>	No other proxy considerations were given to this outcome.	HACT - Social Impact for housing providers highlights wellbeing valuations in relation to family separation. It states separation has a larges negative impact on wellbeing , using the wellbeing valuation approach it is an equivalent value of about £3400 per year. <a href="http://www.hact.org.uk/sites/default/files/uploads/Archives/2013/02/The%20">http://www.hact.org.uk/sites/default/files/uploads/Archives/2013/02/The%20</a>

their parents		<a href="#">Social%20Impact%20of%20Housing%20Providers%20report2013.pdf</a>
<b>People gain knowledge and skills which help them deal more positively with situations in their own life.</b>	Research was carried to identify what it might cost for a positivity course – this was difficult to locate. There was however a lot of research found indicating that someone with positive emotions were more able to deal with life when they cam across harder times and more likely to live longer	The Value of Positive Emotions details research which began in 1930's revealed people who were more positive lived up to 10 years longer. <a href="http://www.enhancingpeople.com/paginas/diplomados/Modulo_V8/biblio_V8/Sesion004/THE%20VALUE%20OF%20POSITIVE%20EMOTIONS.pdf">http://www.enhancingpeople.com/paginas/diplomados/Modulo_V8/biblio_V8/Sesion004/THE%20VALUE%20OF%20POSITIVE%20EMOTIONS.pdf</a> . Veenhoven, Journal of Happiness Studies (2008) report Improved Happiness can extend someones life by 7-10 years. The annual potential income for someone at pensionable age = £4963 (£95.46 x 52 weeks).
<b>People have a greater understanding and appreciation of their own life</b>	Research was conducted to steer the decisions made for this outcome. A newspaper article about families experiences reveals; <i>Chief Anne Longfield said: "The financial pressure on families is already a concern... the family day out is increasingly under threat....."Days out can strengthen bonds and build shared family experiences and memories that we know are so important in keeping families strong and together....."</i> <a href="http://www.mirror.co.uk/news/uk-news/cost-family-day-out-theme-1914793">http://www.mirror.co.uk/news/uk-news/cost-family-day-out-theme-1914793</a>	Cost of a family spending quality time together having fun - 2011 Family spending survey suggests families spend £64 per week on recreation and cultural activities x 12 months period – (duration applied 6 months).
<b>Reduced time and resource costs associated with dealing with young people allowing reallocation of resources</b>	Research was carried out regarding the unit costs for partners and other support organisation in relation to beneficiaries repeatedly returning for support provision. Evidence based research revealed these costs had already been calculated using case studies.	<b>Those with complex needs</b> - <i>In 2003 New Policy Institute<sup>7</sup> estimated an annual cost of £24,500 (gross) for a single homeless person, based on six case studies, using the prices and inflation calculator this figure can now expressed as £32,810 .</i> <a href="http://www.thisismoney.co.uk/money/bills/article-1633409/Historic-inflation-calculator-value-money-changed-1900.html">http://www.thisismoney.co.uk/money/bills/article-1633409/Historic-inflation-calculator-value-money-changed-1900.html</a> <b>Those with less complex needs</b> - <i>The MEAM manifesto<sup>8</sup> published in 2009 contains sample costs of support for a man with multiple needs who had previously been sleeping rough in London, the total for one year for just his accommodation and support totalled £19,000</i> <b>Those with only support needs</b> - <i>The Making Every Adult Matter (MEAM) report provides two case studies of individuals with multiple needs both with recent episodes of homelessness, following their intervention their support costs reduced from £16,000 to £2,700 and £32,000 to £3,000 in moving from a state of homelessness with more piecemeal support, to stable accommodation with a more comprehensive and coordinated support</i>

		<i>provision.</i>
<b>Cost savings associated with housing management</b>	There are a number of costs associated with housing management, i.e. voids, rent arrears, court costs. Research was conducted by Shelter which outlined the average housing management costs associated with evicting a tenant.	Housekeeping: preventing homelessness through tackling rent arrears in Social Housing (2003) report the costs associated with evictions (includes cost of former tenant arrears, housing management, legal, void management and repair and homeless application) to be £ 1,913, with inflation = £2568. <a href="http://england.shelter.org.uk/_data/assets/pdf_file/0010/39628/Housekeeping.pdf">http://england.shelter.org.uk/_data/assets/pdf_file/0010/39628/Housekeeping.pdf</a> . <a href="http://www.thisismoney.co.uk/money/bills/article-1633409/Historic-inflation-calculator-value-money-changed-1900.html">http://www.thisismoney.co.uk/money/bills/article-1633409/Historic-inflation-calculator-value-money-changed-1900.html</a>
<b>Less NEET young people claiming JSA.</b>	Calculation regarding the savings that may be made to JSA and housing benefit was carried out. However research conducted by Bristol university revealed these costs.	In 2012, 16- to 17-year-old 'NEETs' who do claim benefits cost the exchequer an average £3,559 in benefits p.a. each, and those 18- to 24-year-old NEETs who claim benefits cost the exchequer an average £5,662 in benefits p.a. each. – average = £4610. <a href="http://www.bristol.ac.uk/cmipo/publications/other/youthunemployment.pdf">http://www.bristol.ac.uk/cmipo/publications/other/youthunemployment.pdf</a>

## 4. Impact

### 4.1 Deadweight, Attribution, Displacement and Drop off

Other considerations need to be made before full impact can be valued as the change that occurs for each stakeholder may have experienced;

- Deadweight – Would the change have happened anyway
- Attribution – Is any of the change down to others
- Displacement – Has this activity just moved something rather than changing it?
- Drop off – Does the outcome drop off in future years?

All percentages are detailed on the map and an explanation of how this was determined is detailed in the table below;

The young people and key workers involved in the final consultation were very useful in steering decisions made regarding duration, deadweight, attribution, displacement and drop off. It has been noted within the sections where they challenged a decision and what was agreed.

Outcome	Duration	Deadweight	Attribution	Displacement	Drop off
<b>People have improved financial capability</b>	5 years - final consultation with the young people revealed they felt they had gained skills for life and would continue to grow in strength.	19 out of the 20 who reported this were recorded as being in debt when they came into the service = 5%	The comments demonstrate the key worker showing the young people how to budget and providing them with a plan to achieve this. The welfare and benefits agencies do have involvement however in awarding benefits 25% Attribution applied.	The comments demonstrate the key worker showing the young people how to budget and providing them with a plan to achieve this however displacement may occur for others qualifying for the service 10%	20% drop off applied, final consultation with the young people indicated they felt that they had gained skills for life and would continue to grow in strength. Growing in strength might indicate that their own positive state of mind would influence how they managed these skills.
<b>People have greater independence</b>	3 years - final consultation with the young people revealed they felt they had gained skills for life although other external influences would support their development if this such as work, family and friends	12 out of the 81 who took part in the consultation had lived alone before 15%	The comments demonstrate the key worker offering them information about choices and being shown the skills required to be independent, however family may also be key in achieving this 25% Attribution applied.	The comments demonstrate the key workers offering information about choices and being shown the skills required to be independent, however displacement may occur for others qualifying for the service 10%	30% drop off applied, final consultation with the young people indicated they felt that they had gained skills for life and would continue to grow in strength. Growing in strength might indicate that their own positive state of mind would influence how they managed these skills.
<b>People have improved confidence</b>	1 year was applied to these outcomes due to their experiences from meeting other people and overcoming new challenges	Of the young people interviewed who expressed this outcomes (10) 2 said maybe or would have taken longer - 20%	The comments demonstrate the key worker offering them support and encouragement, however family and friends may also be key in achieving this 25% Attribution applied.	The comments demonstrate the key workers building their confidence through giving them information and helping them make choices, however displacement may occur for others qualifying for the	Not applicable

				service 10%	
<b>People gain new friendships</b>		All of those interviewed who expressed this outcome said this would not have happened otherwise. The ILS skills services within the Young Persons service is unique and could not be accessed otherwise, to consider those who did not take part in the interviews 20% has been applied	The young people talk about being encouraged by their key worker to attend courses and events where most of the friendships are gained, however the friends they acquire will contribute to this change 25% Attribution applied.	The comments demonstrate key workers being encouraged to come along to the session and the service makes arrangements for transport to get them there, however displacement may occur for others qualifying for the service 10%	
<b>People experience improved relationships with their families</b>		All the young people interviewed who expressed this outcome said this would not have happened otherwise. The one of the key reasons why this service exists is because of family relationship breakdown, however some may have joined due to overcrowding = 10%	The young people talk about being encouraged by their key worker to rekindle relationships and in some cases initiating the contact, however the families will contribute to this change 25% Attribution applied.	The comments demonstrate the key worker encouraging the young people to make contact and distance between family members proves positive, however displacement may occur for others qualifying for the service 10%	
<b>People have improved satisfaction at having their own home and privacy</b>	2 years has been applied for this outcome. 1 year was originally applied however following final consultation with	15 out of the 81 (18%) people who took part in the consultation already had a property of some sort or already lived in supported accommodation = 18%	The young people talk about the support offered by their key worker to get settled, however families are noted as offering a lot of financial support for this. 40% attribution applied	The comments demonstrate the key worker helping the young people to gather furniture and decorate, however displacement may occur for others qualifying for the	50% drop off applied to reflect the duration of 2 years.

	the young people they felt they were still feeling proud of their home and putting a lot of emphasis on its decor and enjoying decorating each room			service and others who may also qualify for the house 20%	
<b>People are less at risk of losing their tenancy</b>	1 year has been applied to this outcome due the risk being short term.	Internal data system show 15 people were in debt, 13 had a record of criminal behaviour and 4 people had a history of both before they joined the service = 32 (40%), these may not have experienced the outcome without the service = 60%	The young people talk about being supported by their key worker to sustain their tenancy, there is little evidence to suggest that others played a part in this and with previous history of debt and behaviour the likelihood of other support is very small. 0% Attribution applied.	The comments demonstrate the key worker helping the young people to sustain their tenancy, however displacement may occur for others qualifying for the service and others who may also qualify for the house 20%	Not applicable
<b>People gain employment</b>	2 years have been applied to this outcome as it will last as long as their employment does. It has been assumed that some may have permanent contracts, some temporary and some apprenticeships.	Internal data system show 27 out of the 81 (33%) who took part in the consultation were already in Education, Employment or Training = 33%	The comments demonstrate the key worker supporting the young people through to employment. However job seeking agencies and training organisations may have involvement in achieving this 25% Attribution applied.	The comments demonstrate the key worker encouraging the young people to build their confidence, attend training etc.. they also assist to find vacancies and prepare for interviews, however displacement may occur for others who want to attend training and others who might be looking for work 20%	50% drop off applied to reflect the duration of 2 years.

<b>People move closer to obtaining employment</b>	1 year has been applied to this as training or work experience is most beneficial if it is updated and/or ongoing				Not applicable
<b>People are happier or more positive about their future</b>	5 years applied to this outcome due to the valuation representing people living 7-10 years longer	People claimed for this outcome talked of a variety of other outcomes (chain of change) During the one to one interviews with 12 people when they were asked if it would have happened anyway 2 said it maybe and 2 said it may have taken longer = 33%	The comments demonstrate the key worker supporting the young people through to this. However agencies and family may have been involvement in achieving this 40% Attribution applied.	The comments demonstrate the key worker encouraging them and supporting them on their journey, however displacement may occur for others qualifying for the service 10%	20% drop off has been applied, if people are more positive and happier then they are more likely to make good decisions in the future. Therefore, in some cases their own state of mind will be responsible for sustaining this outcome.
<b>People have greater long term health prospects</b>	2 years have been applied to this outcome as they should continue to feel the health benefits for a lot more than 1 year.	6 people were reported as having a drug or alcohol problem when joining the service and 14 reported as having mental health issues (9 of which showed issues of self harm. 13 people reporting these as outcomes therefore it is possible 7 out of the 20 (35%) may have achieved it anyway	The comments demonstrate the key worker supporting the young people through to this. However agencies and family may have been involvement in achieving this 40% Attribution applied.	The comments demonstrate the key worker encouraging them and supporting them to change their lifestyle, however displacement may occur for others qualifying for the service 10%	50% drop off applied to reflect the duration of 2 years.
<b>People are less at risk of Domestic</b>	1 year has been applied to this outcome due	Obtaining the property plays a significant role in achieving this outcome	There will have been significant partner involved in this such as WWIN	These young people would be categorised a priority, however they may have	Not applicable

<b>Violence</b>	them being removed from the situation	0%	50%	displaced a property for another person 20% Displacement applied	
<b>Parents and Siblings have improved quality of life due to less arguments, tensions and issues of overcrowding in the home</b>	1 year – the average time spent in the service is 1 year.	15 out of the 81 (18%) people who took part in the consultation already had a property of some sort or already lived in supported accommodation = 18%	The service removes the issue from the family home, however other agencies may have involvement in achieving this 25% Attribution applied.	Displacement may occur for others qualifying for a property, 20%	
<b>The children of the young people have less risk of becoming separated from their parents</b>	2 years – the effects of family separation may be dependent on the age of the child, for some it may be much longer than 2 years and for others it may be much shorter	No data is available to assist with this deduction however it is unlikely that without the STEP's intervention the future of the children of the young people may be negative – assumption made of 20% (one out of the 5)	There will have been significant partner involvement in this such as Social Services 50%	Displacement may occur for others qualifying for the service, 10%	50% drop off applied to reflect the duration of 2 years.
<b>People gain knowledge and skills which help them deal more positively with situations in their own life.</b>	5 years applied to this outcome due to the valuation representing people living 7-10 years longer	When discussed at the final focus group session with staff, it was discussed that this may have been experienced in a similar role, a deduction of 25% was agreed	The learning and experiences have come from involvement with the young person and opportunities from Gentoo therefore there is noticeable involvement from others. 50% Attribution applied	Displacement may occur for other people showing interest or applying for a job within this team 20% Displacement applied	20% drop off has been applied, if people are more positive and happier then they are more likely to make good decisions in the future. Therefore, in some cases their own state of mind will be responsible for sustaining this outcome.
<b>People have a</b>	0.5 years have				Not applicable

<b>greater understanding and appreciation of their own life</b>	been applied to this outcome as the experience of it may be short term				
<b>Reduced time and resource costs associated with dealing with young people allowing reallocation of resources</b>	1 year has been applied as the young person might not be expected to re enter their service more than once.	Whilst research detailed in the materiality table suggests offering more than just housing related support is required, there will be a number of young people achieving success with their tenancy anyway 25% Deadweight applied	Whilst the comments from the young people and partners emphasise the importance of the key workers and the service it is important to acknowledge the overall attribution from family and other agencies 30%	It is unknown what displacement might occur due to a number of support agencies and services benefitting from this outcome, however there may have been displacement for other young people 10% Displacement applied	Not applicable
<b>Cost savings associated with housing management</b>	1 year has been applied as the valuation (proxy) indicates a one off cost	60% Deadweight applied – the same as “People are less at risk of losing their tenancy”	0% Attribution applied – the same as “People are less at risk of losing their tenancy”	20% Displacement applied – the same as “People are less at risk of losing their tenancy”	Not applicable
<b>Less NEET young people claiming JSA.</b>	1 year has been applied as the valuation (proxy) indicates a one off cost	33% Deadweight applied - the same as “People gain employment” outcome.	25% Attribution applied - the same as “People gain employment” outcome	20% Displacement applied – the same as “People gain employment” outcome	Not applicable

## 4.2 Calculation of impact

To calculate the Social Return on Investment, the financial proxy is multiplied by the quantity of the outcome, less any deadweight, attribution and displacement.

Each row will show the impact, this is then totalled at the bottom to reveal the total impact, in the case of *The STEPs service programme* the total impact is £1,113,681.

## 4.3 Social Return Calculation

This study has demonstrated that the value of some of the outcomes will continue to have an impact beyond one year. However an acknowledgement that the impact may for drop off over years has been made.

Overtime the value of money decreases and the basic rate recommended for the public sector in HM Treasury's Green Book is 3.5%, therefore, the final drop off also allows for a decrease in monetary value at a rate of 3.5%.

When calculating the social return over a period of 5 years this study shows the total impact value of the *STEPs to be £2,513,108*  
Inputs

This programme has a number of inputs which total £554,560

### Social Return

The social return is expressed as a ratio of present value divided by the value of input, as seen below;

$$\begin{array}{r} \text{£ } 2,513,108 \\ \text{£ } 554,560 \end{array} = \text{£}4.53:1$$

This can be explained as for every £1 invested in the programme £4.83 of social value has been created.

However, if the initial investment was deducted the total impact figure the true net return would be revealed, as detailed below;

$$\frac{(\pounds 2,513,108 - \pounds 554,560)}{\pounds 554,560}$$

$$= \pounds 3.53: 1$$

#### 4.4 Sensitivity Analysis

##### ***Excluded Stakeholders***

This is an evaluation report which has involved a large extent of direct and focussed consultation therefore the majority of the information used to compile the impact map can be seen to be a true reflection of the results. However, to instil confidence in the study it is important to demonstrate how the ratio maybe impacted upon should some of the assumptions made for quantities, proxies and deductions be changed.

##### Quantities of Change

When testing the ratio against those outcomes which provide the greatest value of impact, the results show the ration does not drop below £3.85 or rise above £4.90

Outcome	Comment
People have greater long term health prospects	If this quantity was halved from 13 to 6, the ratio would change to <b>£4.17</b>
Reduced time and resource costs associated with dealing with young people allowing reallocation of resources	If this quantity was halved from 24 – 12, the ratio would change to <b>£3.87</b>
The children of the young people have less risk of becoming separated from their parents	23 cases involving safeguarding was recorded, however only 5 were reported as being resolved, this is mainly due to the data reporting system, if this figure was doubled to 10 the ratio would change to <b>£4.54</b>
People have greater long term health prospects	There were 20 people reporting an issues with drug, alcohol or mental health, however only 13 self reported experiencing outcomes in relation to this, should the quantity be changed 20 the ratio would change to <b>£4.90</b>

The outcome in relation to people moving closer to employment revealed very low impact at £1,037, if this outcome was removed the ratio would not change, however this is a significant part of the activities carried out by the support worker and with closer monitoring greater quantities of change may become evident.

## Proxy Values

The two outcomes where the considerations for the proxy were significantly different have also been tested.

Outcome	Comment
People have improved satisfaction at having their own home and privacy	If the alternative proxy of £9500 was used the ratio would increase to <b>£4.83</b>
People have improved financial capability	If the alternative proxy of £754 was used the ratio would change to <b>£4.27</b>

## Deadweight

There was 1 outcome for the young person where no deadweight was been applied. When 30% deadweight is applied to this outcome, as the rest of the young persons outcomes, the SROI ratio drops to **£4.50**.

25% Deadweight was applied to the Local statutory and support services for their outcome; “*more sustainable outcomes for the people they serve*”. If this was increased to 50% the ratio would drop to **£3.85**.

## Displacement

A lack of research hindered accurate displacement deductions. 10% displacement was applied to outcomes where the change may have only otherwise occurred by displacing positive outcomes for other young people. When 30% displacement is applied to these outcomes the SROI ratio drops to **£4.31**.

## Attribution

There are some outcomes which show 25% attribution, all of which indicate strong attribution to their key worker, however when these are increased to 40% attribution, in line with other outcomes the ration drops to **£4.28**.

## Drop off

Drop off is applied to all outcomes exceeding 1 year.



## 5. Verification and Dissemination

A number of internal representatives have been asked to verify the study;

- The Young People have been involved during the test the outcomes and impact claimed. The one to one interviews were very useful in clarifying the outcomes and understanding the duration of the outcomes. The final consultation session was especially useful in testing the assumptions made regarding valuations, deadweight, attribution, displacement and drop off.
- Staff took part in initial consultation and were involved in the final demonstration of the impact map to test the assumptions made regarding the outcomes claimed for them. They proved useful in steering the final decisions made regarding the valuations, deadweight, attribution, displacement and drop off.

The report will be disseminated to stakeholders who have taken part in the study, in addition customer panel members will also have access to the study following assurance from the SROI network.

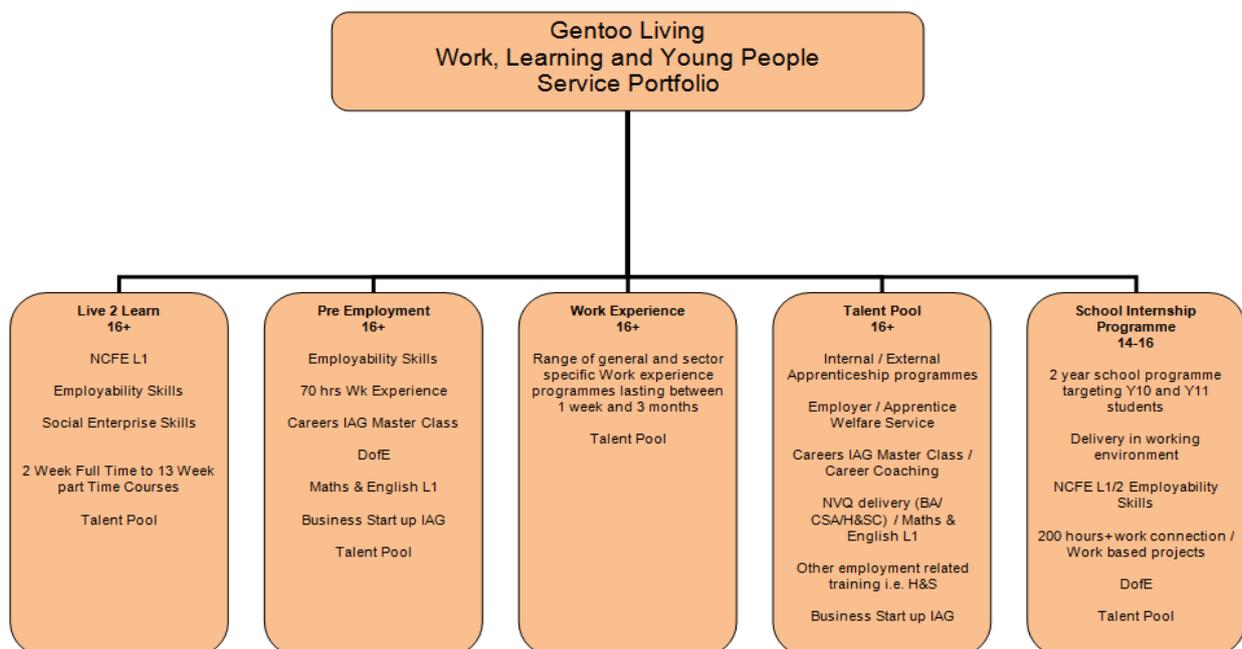
A summary of the findings will be compiled and used to market and promote the service to external organisations and authorities.

## 6. Reflections and Recommendations

### 6.1 Reflections

Time spent evaluating the STEPs Service delivered by Gentoo Living has proven useful in understanding the full impact of the activities. The feedback has been used to validate the future strategy for the young person's team and in some cases it has been used to inform the way forward.

Enabling young people to achieve long term sustainable outcomes is a key priority for the operations manager of this team. Through listening to the young people and partners and consulting a variety of evidence based research regarding long term success for young people, there is a collective understanding of the link between work and independence. Therefore the future strategy for the young person's team involves extending the range of work and learning programmes, the aim of which is to offer the young people progressing from our service something to maintain their motivation for sustaining their independence. The chart below shows the work and learning opportunities that are now available for the young people coming into the service.



Historically, consultation with the young people has been largely carried out whilst they are in the service or just at exit point and

there has been little evidence to enable an understanding of what happens to them following their exit. All young people are given an open invitation to make contact should they need further support but very few do, therefore carrying out this study enabled a greater understanding of how the young people cope when the support ends. All of the 12 young people who took part in the one to one interviews, some of whom had been left the service for more than a year indicated their independence and personal development was growing in strength, therefore instilling confidence in the long term sustainability of the service.

When focused analysis took place to discover the theory of change there were a number of outcomes experienced by the young people which led to more long term outcomes such as; a great feeling of positivity and happiness. It can be assumed that these experiences were of great importance to the young people in our service, something which many young people without vulnerability take for granted and discovering this outcome steered some decisions regarding what and how the outcomes are measured moving forward.

Whilst gathering data regarding the more common outcomes such as: improved independence, improved financial capability, improved confidence etc is still of great important as it is important our research has indicated some much more long term sustainable impact will be generated

## 6.2 Outcome Monitoring Moving Forward

This report has used consultation data collated from all stakeholders involved the service during April 2012 – March 2013 and these stakeholders have been used to predict the impact for April 2013 – March 2014. What prevented this from being an evaluative study was the inability to measure the distance travelled for those outcomes which were not absolute, such as; “improved confidence”, improved independence”. When assessing the data records to identify methods to support the distance travelled a number of challenges were presented;

- The data wasn't always fluid and showed inconsistencies in the methods used to capture it

- On average, the assessed time was only 33% of the time spent in the service, therefore not fully representing their journey of change

These issues became apparent during the course of 2013 and because of this a new monitoring framework was introduced during the Summer 2013. The ICECAP – A Instrument was introduced as a new way of evaluating the impact of the service. The decision was made based on a review of all of the outcomes discovered from the data collated up until that date and represents consistency in those outcomes presented in this study.

The ICECAP- An Instrument, is a measure of capability in adults. Its development has come from research carried out by Birmingham University, research which is still ongoing therefore, reliability, feasibility of use and sensitivity to change are still ongoing. 5 over-arching attributes of capability wellbeing were identified for the measure from the research: “stability”, “attachment”, “achievement”, “autonomy” and “enjoyment”.

The developers of the instrument are, in principle, happy for it to be used on the basis that:

- it is used for the purposes of assessing validity, reliability, feasibility of use and sensitivity to change;
- the instrument is not altered in any way, in terms of the nature of attributes, the wording of attributes, the levels of attributes, or the values provided by the research team.
- information resulting from research studies is shared with the developers of ICECAP-A prior to publication more widely.

This instrument has been chosen because of its relativity to the outcomes described by the young people, in addition, it will enable measurement of the extent an outcomes has been experienced. The attributes measured are listed below;

**Attachment** - feelings of love, support and social contact

**Achievement** - the ability to move forward and attain goals

**Enjoyment** – to find enjoyment and enjoy things in life

**Stability** – the desire for continuity in life

**Autonomy** – the desire to be independent

### 6.3 Recommendations

Gentoo Living continuously respond the changing environment and have already used the findings of consultation to initiate, inform or confirm change, as seen in the two points above.

However to fully understand the impact created from the perspective of all stakeholders involved in this service there are recommendations to be considered regarding more focussed consultation with two other stakeholders;

Families – Discussion have already been started regarding involving families in consultation for this service. With the introduction of Family Support workers there may opportunities for family involvement in this way. This will enable a less intrusive but more meaningful consultation process.

Neighbourhood Housing Staff – The outcome claimed for Gentoo may represent only a small proportion of the impact generated. Focussed consultation may reveal more outcomes, both intended and unintended. Discussion with neighbourhood housing staff will take place to identify how this might unfold.

## Appendix One- Social Return on Investment Impact Map

Stakeholders	Intended/unintended changes	Inputs		Outputs	The Outcomes (what changes)	
Who do we have an affect on? Who has an effect on us?	What do you think will change for them?	What do they invest?	What is the value of the inputs in currency ( <i>only enter numbers</i> )	Summary of activity in numbers	Description	Indicator
					How would the stakeholder describe the changes?	How would you measure it?
Young People aged 16 - 21	Young People aged between 16 - 21 (16 - 25 for Outreach support) will gain the skills, confidence and competency needed to maintain and sustain a tenancy as well as improve their overall life choices and chances.	The Young Person is expected to attend regular meetings as agreed with their support worker, work towards setting and achieving personal goals and work with relevant support agencies if applicable.	£0.00	147 Young People receive support to gain the skills, confidence and competency needed to maintain and sustain a tenancy as well as improve their overall life choices and chances.	People gain employment as a result of the support service they receive	The number of young people who report they have found employment since receiving the support
					People have improved financial capability as a result of the support they receive	The number of young people who report during consultation that they have improved financial capability since receiving the support
					People have greater independence as a result of the support they receive	The number of young people who report during consultation that they have greater independence since receiving the support
					People gain new and lasting friendships as a result of the	The number of young people who report during consultation that they have gained
					People gain new and lasting friendships as a result of the support they have received	The number of young people who report during consultation that they have gained new and lasting friendships as a result of the service.

					People experience improved relationships with their families as a result of the support	The number of young people who report during consultation that they have improved relationships with their families as a result of the support
					People have improved confidence as a result of the support they have received	The number of people who report during consultation that an improvement in their confidence as a result of the support
					People have improved satisfaction at having their own home and privacy as a result of the support they have received	The number of people who report during consultation that they love having their own home and privacy.
					People experience loneliness over a period of time normally celebrated with families	The number of people who say they were lonely over a period of time when families should be together
					People are less settled because of the trouble in their area	The number of people who report feeling unhappy/unsettled in their area
					People are less at risk of losing their tenancy as a result of the support they have received	The number of people who report that they were or could have been at risk of losing their tenancy
					People move closer to obtaining employment as a result of the support they have received	The number of people who state because of the service they have taken part in activities that will move them closer to employment

					People are happier or more positive about their future as a result of the support they have received	The number of people who report they feel happier or are more positive about their future as a result of the support
					People are less at risk of Domestic Violence	The number of people who report being removed from a domestic violence situation
					People have greater long term health prospects ( <i>because of a reduction to their alcohol or substance misuse and less depression and anxiety</i> )	The number of people who report improvements to their mental health, or a reduction to their alcohol or substance misuse
Parents and Siblings of the Young People	Parents and siblings are relieved from issues of overcrowding	No inputs from the parents or siblings	£0.00		Parents and siblings have improved quality of life due to less arguments, tensions and issues of overcrowding in the home	The number of young people who report improvements to family relationships and consultation carried out with key workers about what changes
The Children of the Young People	The young people are better prepared for being a parent	No inputs from The Children of the Young People	£0.00	5 children have averted separation	Children of the young people have less risk of becoming separated from their parents.	The number of safeguarding issues recorded as being resolved during the time in the services
Key Workers		Consultation found there were no inputs from the key workers	£0.00		People gain knowledge and skills which help deal more positively with situations in their own life.	The number of staff who say they have benefitted personally from their experiences and what they have learnt from their job
					People have a greater understanding and appreciation of their own life	The number of staff who say they have a greater appreciation for their own life
					People experience increased worry at home because of the job they do	The number of staff who say they took their worries and concerns home with them

The Local Authority		Money to deliver the service	£467,156.00		No direct outcomes have been identified. The Local Authority commission organisations to deliver housing related support - one of which is Gentoo Living.	
Statutory and Local Support Services	Improve the economic, social, and environmental prospects for people living in Sunderland	Services required to keep communities safe and support vulnerable young people in need			Local Services experience more sustainable outcomes for the people they serve	Feedback from partners regarding the impact the STEP's service has on the people they serve
Gentoo	More reliable and sustainable tenants	Additional financial resources to operate the service	£87,404.00	5 people have averted potential eviction	Cost savings associated with housing management	The number young people who have averted eviction
Exchequer	Experience a positive impact on the benefit bill for NEET claimants	Provision of services	0.00	13 people find work therefore do not rely on benefits	Less NEET young people claiming JSA.	Number of individuals obtaining jobs
Total			554,560.00			

Outcomes						
Source	Quantity	Duration	Outcomes start	Financial Proxy	Value in currency	Source
Where did you get the information from?	How much change was there?	How long does it last after end of activity? (Only enter numbers)	Does it start in period of activity (1) or in period after (2)	What proxy would you use to value the change?	What is the value of the change? (Only enter numbers)	Where did you get the information from?
Consultation with the young people	9	2	1	Difference between the income from JSA and Housing benefit and earnings from being employed on minimum wage for 18-20 year olds based on 40hrs per week x 52 weeks - tax = £3378. An additional 20% - £674 was added following final consultation with the young people as they regarded the value as being more than just the wage itself.	£4,051.00	13/14 tax year NMW rate for 18-20 year olds = £5.03 Tax calculations - <a href="http://www.uktaxcalculators.co.uk/">http://www.uktaxcalculators.co.uk/</a> .
Consultation with the young people	36	5	1	HACT - Social Impact for housing providers refers to the value associated with financial literacy for independence services. The study found that being burdened with debt leads to a 0.1 reduction in life satisfaction. Using the Wellbeing valuation approach this is equivalent to a cost of about £2,300 per person per year.	£2,300	<a href="http://www.hact.org.uk/sites/default/files/uploads/Archives/2013/02/The%20Social%20Impact%20of%20Housing%20Providers%20report2013.pdf">http://www.hact.org.uk/sites/default/files/uploads/Archives/2013/02/The%20Social%20Impact%20of%20Housing%20Providers%20report2013.pdf</a>
Consultation with the young people	49	5	1	The cost for purchasing local services for duties such as cleaning (2 hours per week at £10 per hour = £20), laundry (the cost of 1 large wash at a local launderette £13.95) and how much that can be saved by cooking meals oppose to purchasing a takeaway 3 times per week (£16.37) = £20 + £13.95 + £16.37 = £50.32 x 52 weeks = £2,616 per year.	£2,616.00	<a href="http://www.totaljobs.com/salary-checker/average-support-worker-salary">http://www.totaljobs.com/salary-checker/average-support-worker-salary</a> average salary for Community Support worker of £17,000/52 weeks/36hrs pw = £9.081 per hour x 2.5 = £22.70 per young person per week x 52 = £1180.

Consultation with the young people	18	1	1	HACT - Social Impact for housing providers refers to the positive impact created on life satisfaction for people who meet others and socialise through clubs and activities. The value associated with being able to socialise and meet on most days is around £3000 per year.	£3,000.00	<a href="http://www.hact.org.uk/sites/default/files/uploads/Archives/2013/02/The%20Social%20Impact%20of%20Housing%20Providers%20report2013.pdf">http://www.hact.org.uk/sites/default/files/uploads/Archives/2013/02/The%20Social%20Impact%20of%20Housing%20Providers%20report2013.pdf</a>
Consultation with the young people	24	1	1	Cost of a family spending quality time together having fun - 2011 Family spending survey suggests families spend £64 per week on recreation and cultural activities x 12 months period.	£1,661.00	<a href="http://www.ons.gov.uk/ons/rel/family-spending/family-spending/family-spending-2012-edition/summary-headlines.html">http://www.ons.gov.uk/ons/rel/family-spending/family-spending/family-spending-2012-edition/summary-headlines.html</a>
Consultation with the young people	31	1	1	HACT - Social Impact for housing providers refers to a study carried out with people regarding their willingness to pay for adult learning that helped people to feel more confident with family and others, this equated to £690.	£690.00	<a href="http://www.hact.org.uk/sites/default/files/uploads/Archives/2013/02/The%20Social%20Impact%20of%20Housing%20Providers%20report2013.pdf">http://www.hact.org.uk/sites/default/files/uploads/Archives/2013/02/The%20Social%20Impact%20of%20Housing%20Providers%20report2013.pdf</a>
Consultation with the young people	24	2	1	The value of the deposit required to obtain a mortgage on average cost of a 1 bed roomed flat in Sunderland of £95,000 pcm - £9,500 = 10% deposit	£900.00	The typical bond required for a 1 bed roomed flat in Sunderland (£900) Average bond is 4-8 weeks worth of rent. <a href="http://www.themovechannel.com/guides/Renting/Getting_in/The_bond/">http://www.themovechannel.com/guides/Renting/Getting_in/The_bond/</a> 1 bed flats in Sunderland average cost PCM = £600 <a href="http://www.rightmove.co.uk/property-to-rent/Sunderland/1-bed-flats.html">http://www.rightmove.co.uk/property-to-rent/Sunderland/1-bed-flats.html</a> 6 weeks rent = £900.
Consultation with the young people	2	1	1	The amount someone might spend over a two week period on recreation and culture activities according to family spending survey (2011 survey shows families spend £63.90 per week)	-£128.00	<a href="http://www.ons.gov.uk/ons/rel/family-spending/family-spending/family-spending-2012-edition/summary-headlines.html">http://www.ons.gov.uk/ons/rel/family-spending/family-spending/family-spending-2012-edition/summary-headlines.html</a>
Consultation with the young people	2	1	1	The value of the deposit required obtain a mortgage on average cost of a 1 bed roomed flat in Sunderland of £95,000 pcm - £9,500 = 10% deposit	£900.00	The typical bond required for a 1 bed roomed flat in Sunderland (£900) Average bond is 4-8 weeks worth of rent. <a href="http://www.themovechannel.com/guides/Renting/Getting_in/The_bond/">http://www.themovechannel.com/guides/Renting/Getting_in/The_bond/</a> 1 bed flats in Sunderland average cost PCM = £600 <a href="http://www.rightmove.co.uk/property-to-rent/Sunderland/1-bed-flats.html">http://www.rightmove.co.uk/property-to-rent/Sunderland/1-bed-flats.html</a> 6 weeks rent = £900.

Consulta tion with the young people	5	1	1	The cost of temporary accommodation costs for 6 months - Gateshead council.gov reveals temporary accommodation costs to be in the region of 15-150 per week (average £82) x approx 26 weeks = £2132 + the cost of replacing furniture; £1000 = £3132	£3,132.00	<a href="http://www.gateshead.gov.uk/Housing/helpsupportadvice/Homelessness/Temporary-Accommodation.aspx">http://www.gateshead.gov.uk/Housing/helpsupportadvice/Homelessness/Temporary-Accommodation.aspx</a> . <a href="http://www.policyexpert.co.uk/how-much-does-it-cost-to-kit-out-your-first-home/">http://www.policyexpert.co.uk/how-much-does-it-cost-to-kit-out-your-first-home/</a>
Consulta tion with the young people	7	1	1	The time invested on a typical work experience programme x the rate of pay for an apprentice 15.75 hours x 9 weeks x £2.60	£368.55	Internal programme operated within Gentoo Living
Consulta tion with the young people	22	5	1	Veenhoven, Journal of Happiness Studies (2008) report Improved Happiness can extend someone's life by 7-10 years. The annual potential income for someone at pensionable age = £4963 (£95.46 x 52 weeks).	£4,963.00	Veenhoven, Journal of Happiness Studies (2008) report (pg 455). <a href="https://www.gov.uk/calculate-state-pension">https://www.gov.uk/calculate-state-pension</a>
Consulta tion with the young people	4	1	1	Willingness to pay for not being injured through Domestic Violence £9954 per incident X two occasions.	£19,908.00	The Cost of Domestic Violence Update 2009, Sylvia Walby, UNESCO Chair in Gender Research, Lancaster University
Consulta tion with the young people	13	2	1	HACT - Social Impact for housing providers highlights wellbeing valuations in relation to improvements in health through participation in family related interventions. The values are seen as the amount of money required to compensate for the health problem. Depressions and anxiety £43,453 and Alcohol or drug related problems £24,257 - average £33,900	£33,900.00	<a href="http://www.hact.org.uk/sites/default/files/uploads/Archives/2013/02/The%20Social%20Impact%20of%20Housing%20Providers%20report2013.pdf">http://www.hact.org.uk/sites/default/files/uploads/Archives/2013/02/The%20Social%20Impact%20of%20Housing%20Providers%20report2013.pdf</a>
Consulta tion with the young people and key workers	24	1	1	The average £ spent by parents on teenage children up to 19 years on food and drink and utilities. An 2014 article details food and drink spend + £3,151 and utilities spend = £281 in a 12 month period. The average time spent in the service is 370 days.	£3,432	<a href="http://www.dailymail.co.uk/news/article-2383435/Average-teenager-costs-parents-6-261-year--nearly-half-spent-feeding-them.html">http://www.dailymail.co.uk/news/article-2383435/Average-teenager-costs-parents-6-261-year--nearly-half-spent-feeding-them.html</a>
Data Records	5	2	1	HACT - Social Impact for housing providers highlights wellbeing valuations in relation to family separation. It states separation has a large negative impact on wellbeing, using the wellbeing valuation approach it is an equivalent value of about £3400 per year.	£3,400	<a href="http://www.hact.org.uk/sites/default/files/uploads/Archives/2013/02/The%20Social%20Impact%20of%20Housing%20Providers%20report2013.pdf">http://www.hact.org.uk/sites/default/files/uploads/Archives/2013/02/The%20Social%20Impact%20of%20Housing%20Providers%20report2013.pdf</a>

Consultation with staff	10	5	1	The Value of Positive Emotions details research which began in 1930's revealed people who were more positive lived up to 10 years longer.	£4,963.00	<a href="http://www.enhancingpeople.com/paginas/diplomados/Modulo_V8/biblio_V8/Sesion004/THE%20VALUE%20OF%20POSITIVE%20EMOTIONS.pdf">http://www.enhancingpeople.com/paginas/diplomados/Modulo_V8/biblio_V8/Sesion004/THE%20VALUE%20OF%20POSITIVE%20EMOTIONS.pdf</a>
Consultation with staff	3	0.5	1	Cost of a family spending quality time together having fun - 2011 Family spending survey suggests families spend £64 per week on recreation and cultural activities x 12 months period.	£1,661.00	<a href="http://www.ons.gov.uk/ons/rel/family-spending/family-spending/family-spending-2012-edition/sum-headlines.html">http://www.ons.gov.uk/ons/rel/family-spending/family-spending/family-spending-2012-edition/sum-headlines.html</a>
Consultation with staff	1	1	1	Cost of a family spending quality time together having fun - 2011 Family spending survey suggests families spend £64 per week on recreation and cultural activities x 12 months period.	-£1,661.00	<a href="http://www.ons.gov.uk/ons/rel/family-spending/family-spending/family-spending-2012-edition/sum-headlines.html">http://www.ons.gov.uk/ons/rel/family-spending/family-spending/family-spending-2012-edition/sum-headlines.html</a>
Partner consultation	24	1	1	In 2003 New Policy Institute <sup>7</sup> estimated an annual cost of £24,500 (gross) for a single homeless person, based on six case studies, using the prices and inflation calculator this figure can now expressed as £32,810 .http://www.thisismoney.co.uk/money/bills/article-1633409/Historic-inflation-calculator-value-money-changed-1900.html	£32,810.00	Department for Communities and Local Government, Evidence Review of the Costs of Homelessness, August 2012.
	13	1	1	The <i>MEAM manifesto</i> <sup>8</sup> published in 2009 contains sample costs of support for a man with multiple needs who had previously been sleeping rough in London, the total for one year for just his accommodation and support totalled £19,000	£19,000.00	Department for Communities and Local Government, Evidence Review of the Costs of Homelessness, August 2012.
Partner consultation	71	1	1	The Making Every Adult Matter (MEAM) report provides two case studies of individuals with multiple needs both with recent episodes of homelessness, following their intervention their support costs reduced from £16,000 to £2,700 and £32,000 to £3,000 in moving from a state of homelessness with more piecemeal support, to stable accommodation with a more comprehensive and coordinated support provision.	£2,700.00	Department for Communities and Local Government, Evidence Review of the Costs of Homelessness, August 2012.

Consultation with the young people	5	1	1	Housekeeping: preventing homelessness through tackling rent arrears in Social Housing (2003) report the costs associated with evictions (includes cost of former tenant arrears, housing management, legal, void management and repair and homeless application) to be £ 1,913, with inflation = £2568	£2,568.00	<a href="http://england.shelter.org.uk/_data/assets/pdf_file/0010/39628/Housekeeping.pdf">http://england.shelter.org.uk/_data/assets/pdf_file/0010/39628/Housekeeping.pdf</a> <a href="http://www.thisismoney.co.uk/money/bills/article-1633409/Historic-inflation-calculator-value-money-changed-1900.html">http://www.thisismoney.co.uk/money/bills/article-1633409/Historic-inflation-calculator-value-money-changed-1900.html</a>
	13	1	1	In 2012, 16- to 17-year-old 'NEETs' who do claim benefits cost the exchequer an average £3,559 in benefits p.a. each, and those 18- to 24-year-old NEETs who claim benefits cost the exchequer an average £5,662 in benefits p.a. each.	£4,610.00	<a href="http://www.bristol.ac.uk/cmipo/publications/other/youthunemployment.pdf">http://www.bristol.ac.uk/cmipo/publications/other/youthunemployment.pdf</a>

Deadweight %	Displacement %	Attribution %	Drop off %	Impact
What would have happened without the activity?	What activity did you displace?	Who else contributed to the change?	Does the outcome drop off in future years?	Quantity times financial proxy, less deadweight, displacement and attribution
33%	20%	25%	50%	14,656.52
5%	10%	25%	20%	53,095.50
15%	10%	25%	30%	73,545.57
20%	10%	25%	0%	29,160.00
10%	10%	25%	0%	24,217.38
20%	10%	25%	0%	11,550.60
18%	20%	40%	50%	89,740.80
0%	0%	0%	0%	-256.00
0%	0%	0%	0%	-19,000.00
60%	20%	0%	0%	5,011.20
33%	20%	25%	0%	1,037.10

33%	10%	40%	20%	39,503.49
0%	20%	50%	0%	31,852.80
35%	10%	40%	50%	154,685.70
18%	20%	25%	0%	40,525.06
20%	10%	50%	50%	6,120.00
25%	20%	50%	20%	14,889.00
25%	20%	50%	0%	1,494.90
0%	0%	0%	0%	-1,661.00
0%	0%	0%	0%	0.00
25%	10%	30%	0%	372,065.40
25%	10%	30%	0%	116,707.50
25%	10%	30%	0%	90,578.25
60%	20%	0%	0%	4,108.80
33%	20%	25%	0%	24,091.86

<b>Total</b>	1,113,681.39
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1,113,681.39	1,050,884.91	219,066.02	104,829.65	55,033.85	44,027.08
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1,113,681.39	1,015,347.74	204,500.48	94,550.33	47,958.82	37,069.62
					2,513,108.39
					1,958,548.39
					4.53

## Appendix Two- Examples of Questionnaires Used

The following examples are extracts from a young persons My Plan (support plan), during reviews stages at 4-8 and 6-9 months they are asked to note what changes they have experienced in their life.

### My Personal Thoughts after 4 weeks

'So, what is changing or has changed in my life over the past 4 weeks'

" just want a nice home "

" love having a home at last not relying on "

" friends. "

" "

'So, what is this feeling as good as? For example 'I'm getting on so much better now with my family'..... 'This is as good as winning the lottery or going on holiday'

" Got a job but still struggling to "

" pay bills. "

" "

" "

### My Personal Thoughts between six and nine months

'So, what is changing or has changed in my life over the past 6 to 9 months'

" Full time job in a home 36 hours weekly "

" I've finally achieved home & job "

" "

" "

'So, what is this feeling as good as? For example 'I'm getting on so much better now with my family'..... 'This is as good as winning the lottery or going on holiday'

" Independence is hard but I've made it "

" "

" "

" "

**My personal thoughts after 4 weeks.**

*"I'm over the moon with start of tenancy and am really enjoying life at present"*

*"I'm looking to get a moped for college once ive started saving some money"*

*"i'm looking to go on holiday with my girlfriends family now i have a stable home life"*

*'So, what is this feeling as good as? For example 'I'm getting on so much better now with my family'..... 'This is as good as winning the lottery or going on holiday'*

*"really proud of the start I've made."*

“ \_\_\_\_\_ ”  
“ \_\_\_\_\_ ”  
“ \_\_\_\_\_ ”

**My Personal Thoughts between six and nine months**

*'So, what is changing or has changed in my life over the past 6 to 9 months'*

*"I'm due to moved into my own tenancy after doing well so far."*

*"Maintained relationship with partner + family."*

*"Feel more confident with the future ahead"*

“ \_\_\_\_\_ ”

*'So, what is this feeling as good as? For example 'I'm getting on so much better now with my family'..... 'This is as good as winning the lottery or going on holiday'*

*"Not sure but feel good about the future."*

“ \_\_\_\_\_ ”

“ \_\_\_\_\_ ”

“ \_\_\_\_\_ ”

The following examples are extracts from the exit questionnaires, question 11 and 13 are used to determine outcomes from the service

About you

11. Did you attend any of the following Young people's meetings / ILS sessions / cookery events?

N/A

Meeting/Session	✓	How has this helped you to prepare to live independently?
Other - please explain		

13. Since being a part of the STEPs service what changes have you made in your life

"managed to run my own house....."

"Got a job....."

"Get on better, built relationship with mam....."

"making plans for future....."

About you

11. Did you attend any of the following Young people's meetings / ILS sessions / cookery events?

Meeting/Session	✓	How has this helped you to prepare to live independently?
COOKERY		I have learned to cook different things for me and my daughter
Positivity Place		I look at the future as a more positive place
NOCN		The content of the course showed me how to keep an eye on my money and how to manage it.
Other - please explain		

13. Since being a part of the STEPs service what changes have you made in your life

"...Getting... a... job....."

"...Socialising... more... (meeting friends)....."

"...Financially... better... of....."

"...made me... more... closer to friends....."

The following examples are taken from the consultation carried out with the Key Workers

### Staff Consultation

We have been asked by the SMT to carry out an SROI on the young persons service, this study will be required to go through the assurance process therefore must follow all of the SROI principles. Principle 1 is involving stakeholders and aims to determine and understand if or what changes occur for everyone involved in a programme or service.

At this stage I am looking to identify if staff experience any positive or negative life changes because of the work you do, has anything been of great benefit to you or has any of your experiences been detrimental? Depending on what we discover from this feedback we may decide to follow this up with a more detailed questionnaire.

Please answer the questions with as much detail as possible

**When you first joined the STEPs service as a key worker, what was your main motivation/drive (Why did you choose this job)**

My main motivation choosing my key worker job was my 2 sons, ~~they~~<sup>one</sup> had left school and did not know what he wanted to do, his ILS skills were none existent (my fault). I supported my son (through a lot and) when I learned about Steps I knew that was what I wanted to do.

**Was your motivation/drive fulfilled – was it what you hoped it would be? Please give reasons for your answer**

My drive was and still is fulfilled, it has been more than I hoped it would be and I enjoy every part of my role. I enjoy going above and beyond

**Because of the job you do, have you experienced any changes in your life – these maybe positive or negative? (Some examples might be.....Do you do/or approach things differently, are you now able to do things that you couldn't or didn't before)**

I have experienced changes in my own life and most are positive, I look at things differently, I think things through in a different way. I am a lot more confident than I ever have been and now enjoy different challenges that may arise eg. I thought everyone lived their lives the same way I did, I never thought young people would have no one to walk through their own issues and am proud I am available for them when they need support.

## Staff Consultation

We have been asked by the SMT to carry out an SROI on the young persons service, this study will be required to go through the assurance process therefore must follow all of the SROI principles. Principle 1 is involving stakeholders and aims to determine and understand if or what changes occur for everyone involved in a programme or service.

At this stage I am looking to identify if staff experience any positive or negative life changes because of the work you do, has anything been of great benefit to you or has any of your experiences been detrimental? Depending on what we discover from this feedback we may decide to follow this up with a more detailed questionnaire.

Please answer the questions with as much detail as possible

**When you first joined the STEPs service as a key worker, what was your main motivation/drive (Why did you choose this job)**

To help and educate young people so they could gain skills to help themselves. Working in the area office I met so many people who needed support of some kind and did help where I could but felt I could do more.

**Was your motivation/drive fulfilled – was it what you hoped it would be?  
Please give reasons for your answer**

When you first start doing the job you sometimes might take things personally if y.p don't do what they say are miss visits but quickly learn that's how things are. I definitely feel my motivation + drive was fulfilled - I feel that I do a great job supporting y.p who mostly greatly appreciate the help.

**Because of the job you do, have you experienced any changes in your life – these maybe positive or negative? (Some examples might be.....Do you do/or approach things differently, are you now able to do things that you couldn't or didn't before)**

I'm much more laid back and small things that might have bothered me in the past don't now. It makes you appreciate how lucky you are and what you have. I always find myself giving people a different point of view on y.p. when they are having a rant or slagging y.p off. ~~It makes me~~  
The job has made me think more about recycling and rehoming things to people less fortunate.

STEPS - Follow up evaluation



**Introduction**

Why are we doing this?

- To learn more about what happens or has happened to our young people once they leave the STEPs service and if the impact created from the activities continues beyond their time in the service.

What will we do with the information?

- The information gathered will be used to produce an SROI study, this study will outline the social value created by the service from the perspective of all stakeholders involved..

When were you last involved in the STEPs service (when did you leave?) .....

Who was/were your support worker/s?

.....

Did you attend any activities or events (DofE, NOCN, ILS, ASDAN etc..) or pre-employment programmes

Activity/event	If or how did this help

Did you have any involvement with other housing providers including emergency housing providers? If yes, who are these, and what was your experience like with them?

Housing Provider	Experience

**Below is a list of guided questions, these questions are aimed to gather the data required to produce an SROI study. All questions must be completed to ensure the SROI principles have been applied.**

Question 1

Why did you become involved in the service – what was your life like before STEPs.

(ASB, Drug/Alc/Relationship breakdown etc...)

Question 2

How different is your life now (do you do anything differently as a result of STEPs, do you behave differently, are you now able to do something that you couldn't or didn't do before)

Greater independence	Improved confidence	More information about choices	Empowered to make informed decisions
Improved employment opportunities/prospects	Improved financial capability	Improved relationships	Substance use decreased or ceased
Someone to rely on when moving in	Reduce risk to tenancy	Peace of mind knowing they had someone to rely on	Mental health reduced/ceased anxiety

Question 3

Were all of the changes what you expected or was there anything that you didn't expect? – i.e. negative changes

Question 4 (refer to Q2)

How important was the change? Which of the changes have made the biggest difference to you?

And why?

Question 5 – Identifying value

What might have happened if you had not become involved in the STEPs service

Of what value are these changes – how would they value them

Question 6

Has anyone experienced any changes as a result of your involvement in STEPs?

Question 7

Deadweight – what would have happened anyway, would the same outcomes have been achieved?

Displacement - Who else provides something like this, which others ways might you achieve the same outcomes? Have others you displaced the opportunity for others?

Drop off - How long do you think the change will last?

Attribution - Did anyone else contribute to the experience or the change?