



# Impact Report

January 2022 – December 2022



Nacro Education  
Support & Transition

Nacro>



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Support & Transition**

## Introduction by Nacro's CEO

These are challenging times for everyone, but especially for young people. Having just emerged from the Covid lockdowns, young people face a cost-of-living crisis that can make day to day life a struggle. That's why Lincolnshire NEST is such a vital service. It provides wraparound support and care for over a 100 young people across the county each year. It's inspiring to see the progress they make, working alongside the Nacro team, and we are all just so proud of these young people, and what they achieve.

**Campbell Robb**

## About Lincolnshire NEST

We provide housing and support to young people aged 16 and 17, as well as Care Leavers up to 21, including young parents. We work with them to help them return home to their family, or to move on to more independent accommodation, with a focus on supporting their transition to adulthood. NEST operates across Lincolnshire, providing an equality of access and high standards of service throughout.



## What we do

NEST provide accommodation in Boston, Lincoln and Grantham. We deliver services to 67 young people from 5 main community hubs which are staffed 24 hours a day, and deliver intensive need support to five high risk young people within their own accommodation.

We have designed a flexible property footprint that allows us to provide the right placement at the right time

At NEST, we provide young people with safe, secure and good quality accommodation, and work with them to reach their full potential to live independent lives in the community. We help young people understand how to sustain their accommodation, understand their rights and responsibilities, promote positive attitudes and change risky behaviour.

We connect young people with appropriate services in the community where they need additional or specialist support and forge networks that can be maintained long after they leave us.

We support our young people to maximise their income, including claiming any benefits they might be entitled to, and we encourage them into training, education and employment so that they can achieve economic stability.

Our work with young people prepares them for adulthood, gives them every opportunity they need to bring about lasting change and to have a bright and positive future.

Using our step-down strategy with each young person, we sustain and maximise progress towards a positive move-on. Whether young people return home or move to alternative accommodation, our Transition Worker develops an exit/transition plan and brokers support through existing community partners to ensure future tenancies are sustained.

## Our Accommodation



## Who we have accommodated and supported

During 2022, we supported **121 young people** across Lincolnshire. In total, 184 young people have been supported by NEST throughout the contract term.



Lincoln  
**86 People**

South Kesteven  
**15 People**

Boston  
**20 People**



Low to High Need  
**108 People**

Intensive Need  
**8 People**

Young Parents  
**5 Families**



Low Risk  
**29%**

Medium Risk  
**43%**

High Risk  
**28%**

# Education, Employment and Training

As part of our support package, our staff work with young people to ensure they are engaging in some form of education, training, and employment. Our aim is to give our young people information, advice and guidance to support them to reach their aspirational and educational goals.

After a young person moves into their NEST accommodation, their routine is established within three days. With this in mind, we work with them to maintain their current routine (for example, by exploring transport links to their current education setting) or support them to identify their ambitions and motivations in order to start looking for education, training or employment options.

**Within the first five weeks, our staff start to support young people to learn life skills, build a positive routine and embed work-based behaviours.**



**64%**

**of our young people engaged in education, training or employment**

Those Not in Education, Employment or Training (NEET) were encouraged to engage in the NEST Life Skills program, which is a priority for NEET young people.

**There were consistently at least 8 young people during the year who were both employed and engaged in education during their NEST stay, which is an incredible achievement for our young people.**

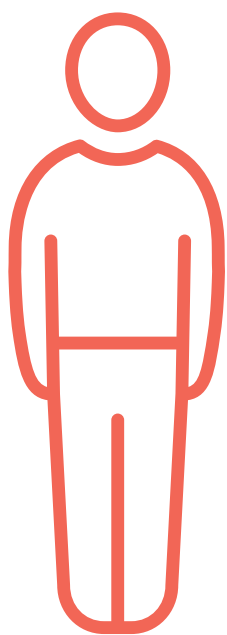


We developed our **Life Skills Program** as we recognise not all young people want to or are ready to engage in formal education, training or employment.

- It is a positive way for our young people to learn new life skills and improve on those they already have.
- The Life Skills Workbook can be completed throughout a young person's stay with NEST and is a great tool to demonstrate their skills to landlords for their onward accommodation.
- The Workbook enables young people to reflect on their progress and achievements.

## Risks

**Our young people present with many risks, including:**



- › Vulnerability
- › Challenging behaviour
- › Self Harming
- › Sexualised behaviours
- › Drug and alcohol Use
- › Child sexual exploitation
- › Fire Setting
- › Criminal Offences
- › Aggression
- › Bullying
- › Violence
- › Domestic Abuse
- › Self Neglect
- › Criminal Exploitation

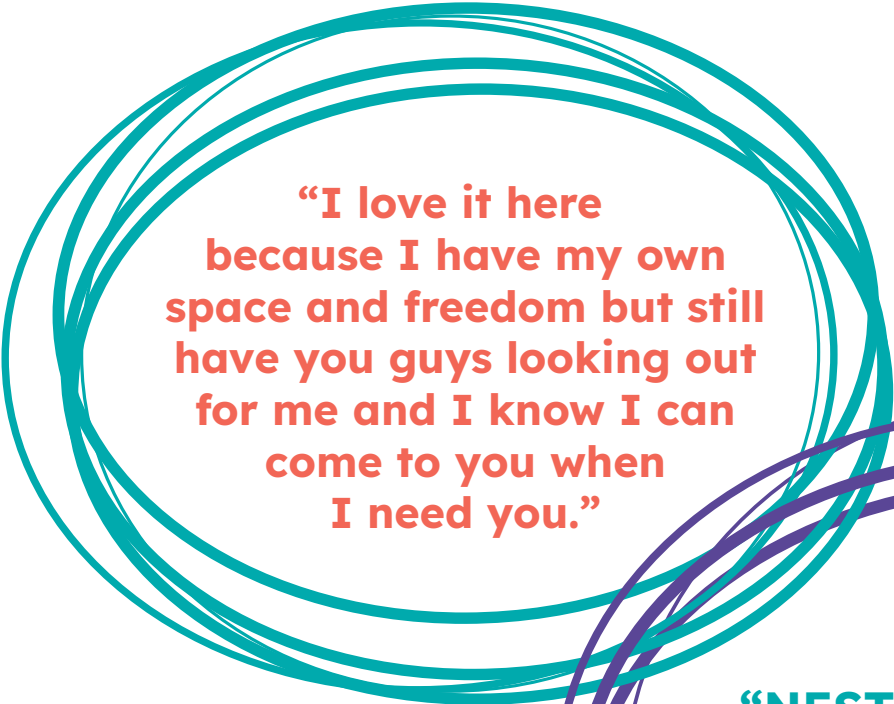
## Case Study: Leila

### Leila's perspective


When I moved to Lincolnshire NEST in June, I had already completed my school education. I had got into a toxic relationship and didn't feel motivated to do anything with my life and didn't attend college until December. The staff at NEST supported me to leave my toxic relationship and encouraged and supported me to attend college. I now have plans to further my education and move to Grantham college to study hair and beauty, which I hope to be able to complete as an apprenticeship in my second year.

### NEST Staff's perspective


When Leila first came to us she wanted to continue her education but was unsure of how to go about this. Leila was determined to get back into education and reached out to all her professionals for support and took an active role in securing her future. Leila now has the confidence to move forward with the career she wants for herself. We are all really proud of Leila and know that she can achieve everything she sets her mind to.



**“I love it here  
because I have my own  
space and freedom but still  
have you guys looking out  
for me and I know I can  
come to you when  
I need you.”**



**“NEST has built me up  
and made me feel aware and  
enthusiastic for whatever life  
has to throw my way”**



**“Love the flat and  
love the room – it feels like  
my dream room! I like the  
feeling of it here.”**



## Our Staff

Our staff aim to inspire the young people we accommodate to be ambitious and embrace new opportunities. Our teams provide a positive environment that fosters inclusivity, encourages creativity and develops an engaging mindset.

We have 81 roles within NEST, which allows us to work flexibly county-wide to meet the needs of our young people.

‘Our Promise’ communicates to our young people our commitment to their journey to adulthood. Our support model allows staff to really get to know our young people to ensure our plans are always made in partnership with realistic, motivational and achievable goals.

At NEST, we believe in investing in our staff, we provide excellent training and development opportunities to support our teams to have long lasting careers, which enables us to collectively develop our expertise and ensure our services continuously improve. Staff are supported through formal and informal mechanisms.

NEST training is developed to keep staff up to date in relation to the emerging needs of our young people. During the last year, staff have attended training on areas including:

- Safeguarding
- Health and Safety Awareness
- Drug and Alcohol Awareness
- PREVENT
- Fire Safety and Prevention
- Harmful Sexual Behaviours
- Domestic Abuse, Stalking and Harassment
- Suicide Prevention
- Mental Health

What our staff say:

**“I thoroughly enjoy my role as Transition Worker. We ensure that all young people that we move on are going to be able to maintain their tenancy. When a young person moves into new accommodation I can support them for up to 12 weeks. I will help them shop, budget, cook, clean, pay utilities/rent and familiarise them with the local area if needed.”**

**“During my time working with young people, there has been many ups and downs and every day is completely different, there are many success stories and some not so successful, but it is a privilege to work with the young people and see them progress into adulthood and learn how to manage moving forward into adult life.”**



Eveline Black, Hub Lead

**“Seeing the journey that staff and young people take together is incredible at every step of the way, from using the washing machine for the first time to getting into education or employment. It’s amazing to see the young people take an active role in their own support to progress themselves into their future and take all the opportunities available to them.”**

**“Recently a Young Parent called to thank us for the support she received whilst at NEST. She is now settled in her new home, working full time at Tesco’s and enjoying being a single Mum. Telling me she was very happy in her new home made me smile!”**

## The Value of Partnership Working

Supporting our young people to engage in education, training or employment is a priority at NEST. We understand that a traditional education setting may not be appropriate for all our young people, which is why we work with a variety of different providers to ensure young people's needs are met and aspirations are realised.

Education providers we work with:

- Prince's Trust
- YPLP
- Lincoln College
- Abby Access
- Linkage
- Hill Holt Wood
- Boston College
- Nacro Education
- Grantham College

Charlotte McHugh, YPLP Principal

**“YPLP is commissioned by Lincolnshire County Council’s Children’s Services. YPLP offers programmes that support vulnerable, Not in Employment, Education or Training (NEET) and those with Special Educational Needs and/or Disabilities (SEND) young people, the opportunity to move closer to and progress into the world of work and greater independence. YPLP works closely with employers and referrers to ensure that the curriculum offered meets the needs of the young people. Programmes are tailored around individual learner needs and work experience is sourced for the individual through successful skills match. YPLP offers a roll on roll off programme throughout the year.**

**YPLP has centres in Boston, Grantham, Lincoln, Louth, Ruskington, Skegness and Spalding, where they deliver Study Programmes, Supported Internships and Traineeships to young people aged 16–24. Many of those enrolled on programmes at YPLP have Education Health and Care Plans. YPLP offers a bespoke approach to providing support to their learners. Pastoral leads work collaboratively with other professionals, including Nacro, to ensure that they are involved with the young person on a regular basis. YPLP has a really good working relationship with Nacro, working in partnership with key workers to ensure that any concerns around Safeguarding and learner behaviours are shared timely to ensure that learners can be supported once at home. Nacro staff support YPLP staff undertaking home visits when needed and the teams will also work collaboratively on making further referrals for support as and when required.”**



Myfanwy Burrell, Strategic Commissioning Officer, Lincolnshire County Council:

**“Looking back over two years of the current Youth Housing contract, it is clear to see that NEST have gone from strength to strength. The service continues to support some of LCC’s most complex and challenging young people, enabling them to move through the service and onto independent living. NEST staff are passionate about their jobs and supporting young people, which is evidenced in the amazing work completed with young people and strong sense of community in each of the hubs. Young people continue to find new interests through engagement in communal cooking, art and gardening projects, allowing them to have fun whilst learning key skills for adulthood. I am so proud of the Youth Housing Service NEST have built in Lincolnshire and can’t wait to watch it grow even further.”**

Andrew Morris, Corporate Parenting Manager, Lincolnshire County Council:

**“LCC are delighted to continue to work with Nacro, and we are excited to be part of the incredible journey with the NEST service. This service remains invaluable in helping us to support young people in some of the most challenging circumstances. The NEST team continues to innovate, evolve, and provided excellent support and opportunity to all our young people. I remain incredibly proud of what Nacro have developed with us, and for us, and we are fortunate to have the offer available to our young people. I am grateful to the whole management team and have the deepest regard for the wonderful operational staff who deliver excellent support on an individual basis.”**