



Impact Report

January 2023 — December 2023



Nacro Education
Support & Transition

Nacro>



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Support & Transition**

Welcome to Lincolnshire NEST's Impact Report 2023

Lincolnshire NEST is a superb project that supports, empowers and cares for some of the most inspiring but excluded young people in Lincolnshire. The commitment and dedication of our staff, to providing the best possible transition into adult life, is at the heart of the successes we see every day. That, alongside the long-standing partnership working with agencies across the county, means that we believe this service really is best in class. At Nacro, we are proud of NEST and even more proud of the young people we support.

**Campbell Robb, CEO
Nacro**

About Lincolnshire NEST

Nacro have been commissioned by Lincolnshire County Council since 2015 to provide youth housing services to Young People 16-17 years old, including Children in Care, Care Leavers aged up to 21 and Young Parents.

Since 2021, Lincolnshire Nacro Education, Support and Transition (NEST) has supported over 250 young people across the county to reunite them with their families and where this is not an option, NEST have supported young people to take the next step to more independent accommodation with a focus on supporting their transition into adulthood.

In 2023, NEST applied to Ofsted to become a Registered Provider under the Supported Accommodation Regulations (2023) to ensure the service can continue to deliver in the future.

➤ The value of partnership working

“Young people collaborate closely with Lincolnshire NEST transition workers for 12 weeks leading up to their 18th birthday. One option available for their transition is Nacro’s Step Forward Service, which provides intensive housing management support.

The Lincolnshire NEST and Step Forward teams work hand in hand to help young people establish a connection with Step Forward. This early engagement can reduce anxiety about moving on, should they choose this path.

If a young person is not ready for independent living at the application stage, Step Forward will collaborate with transition workers to create an action plan. This plan will address any unmet needs, facilitating a positive transition.

Since 2021, Step Forward has welcomed 40 young people and continues to support them until they are ready to move into their permanent homes.

The Care Leaver’s Homelessness Prevention Team helps young people with intensive needs transition to safe and suitable housing, ensuring they find a property they desire in a location they choose. This is what makes all the hard work worthwhile.”

Andrea Norton, Service Lead
Nacro Step Forward

What we do

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

At Lincolnshire NEST, we offer young people safe, secure, and high-quality accommodation while working with them to reach their full potential and live independently in the community. We help young people understand how to maintain 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 in maximising their income, including helping them claim any benefits they may be entitled to. We encourage them to pursue training, education, and employment so they can achieve economic stability. Our work with young people prepares them for adulthood, providing every opportunity necessary for lasting change and a bright, positive future.

Our Accommodation



Our Support

We support young people to develop independent living skills focusing on:

- **Gaining ID**
- **Applying for jobs/education**
- **Applying for benefits**
- **Budgeting**
- **Shopping on a budget**
- **Paying rent**
- **Creating a good routine**
- **Home and personal hygiene**
- **Cooking healthy meals**
- **Staying safe in the community**
- **Routine cleaning**
- **Everyday DIY**

Transition

Transition workers encourage young people to continue their learning and development as they progress through the service by:

- **Maintaining benefits/work/education**
- **Reviewing budgets**
- **How to set up direct debits/standing orders**
- **Understand household bills**
- **Reading utility meters**
- **How to self-refer for support**
- **Applying for a new home**
- **Preparing to physically move**
- **Familiarising with the move-on area**
- **Developing confidence**

➤ The value of partnership working

“I am proud to highlight the vital role Lincolnshire NEST and Staying Close, Staying Connected play in partnership working to support young people as they transition to adulthood. Transitioning to adulthood is a significant step in any young person’s life and can often bring feelings of anxiety about the future. At Lincolnshire NEST, we are committed to ensuring that every young person leaving our service receives the support they need to navigate this important stage.

To achieve this, we host six-weekly transition workers’ meetings, where transition workers, hub leads, and other staff come together to discuss barriers, share advice, and collaborate on solutions. We also invite housing providers to these meetings, creating a space for them to build working relationships with our team and learn about each other’s services. This collaborative approach helps ensure that young people receive the most appropriate support during their transition.

Young people who do not have ‘looked-after’ status face additional challenges. Unlike their peers in care, they lack access to priority housing, deposit schemes, and other benefits, which can make their transition to independent living more difficult.

At Lincolnshire NEST, we recognise the value of partnership working in overcoming these challenges. By establishing joint working protocols with housing providers such as Framework, YMCA, MySpace Housing, P3, and Nacro Step Forward, we have created a framework for collaborative support.

These protocols help build strong relationships between Lincolnshire NEST and housing providers, ensuring young people are connected to services that can offer the support they need to move into independent living successfully.”

Andrius Rutkauskas, Service Development Manager
Staying Close, Staying Connected

Who we have accommodated and supported

Since the launch of Lincolnshire NEST, we have accommodated **254 young people**.

Figure 1. Origin of young people coming into our service

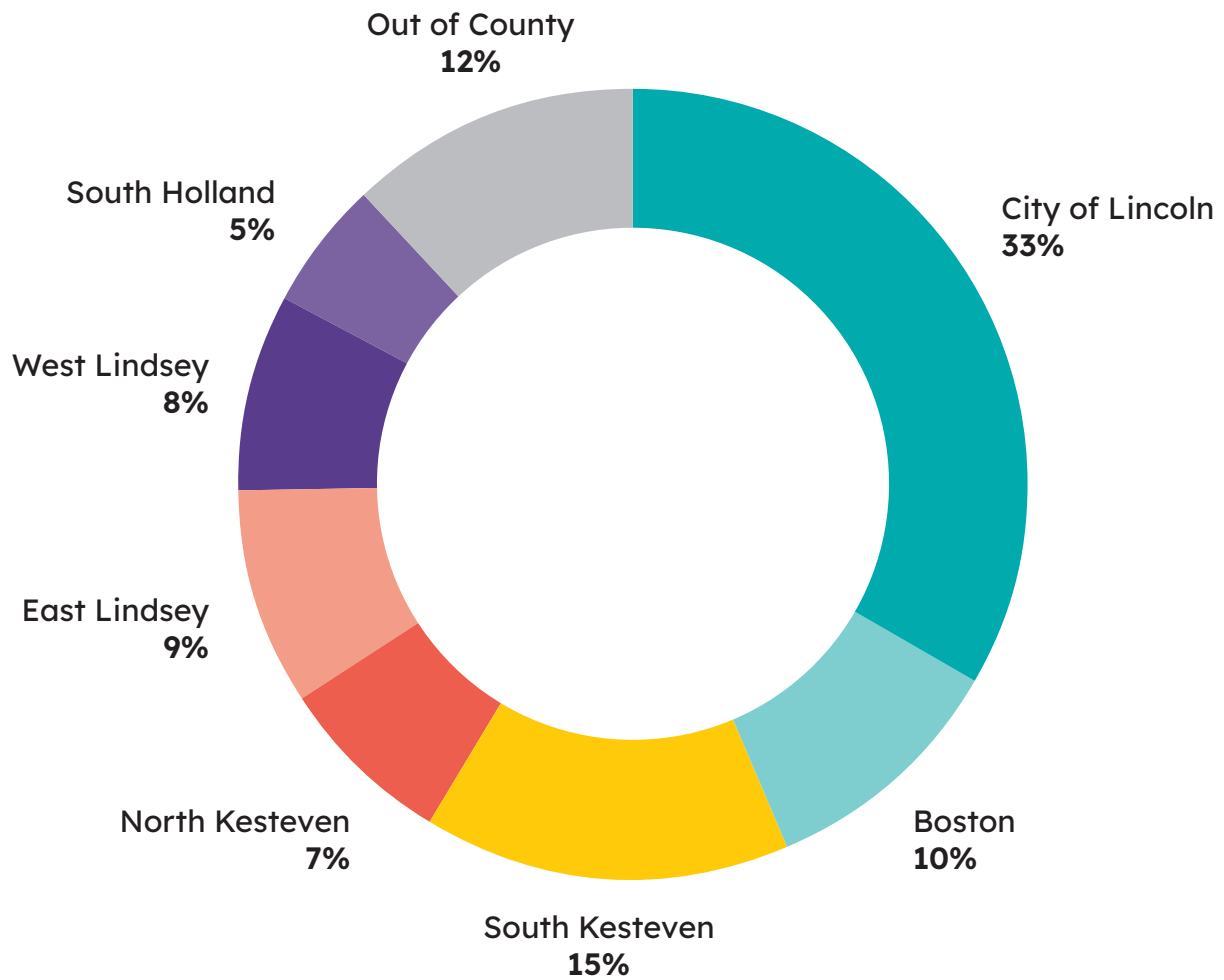
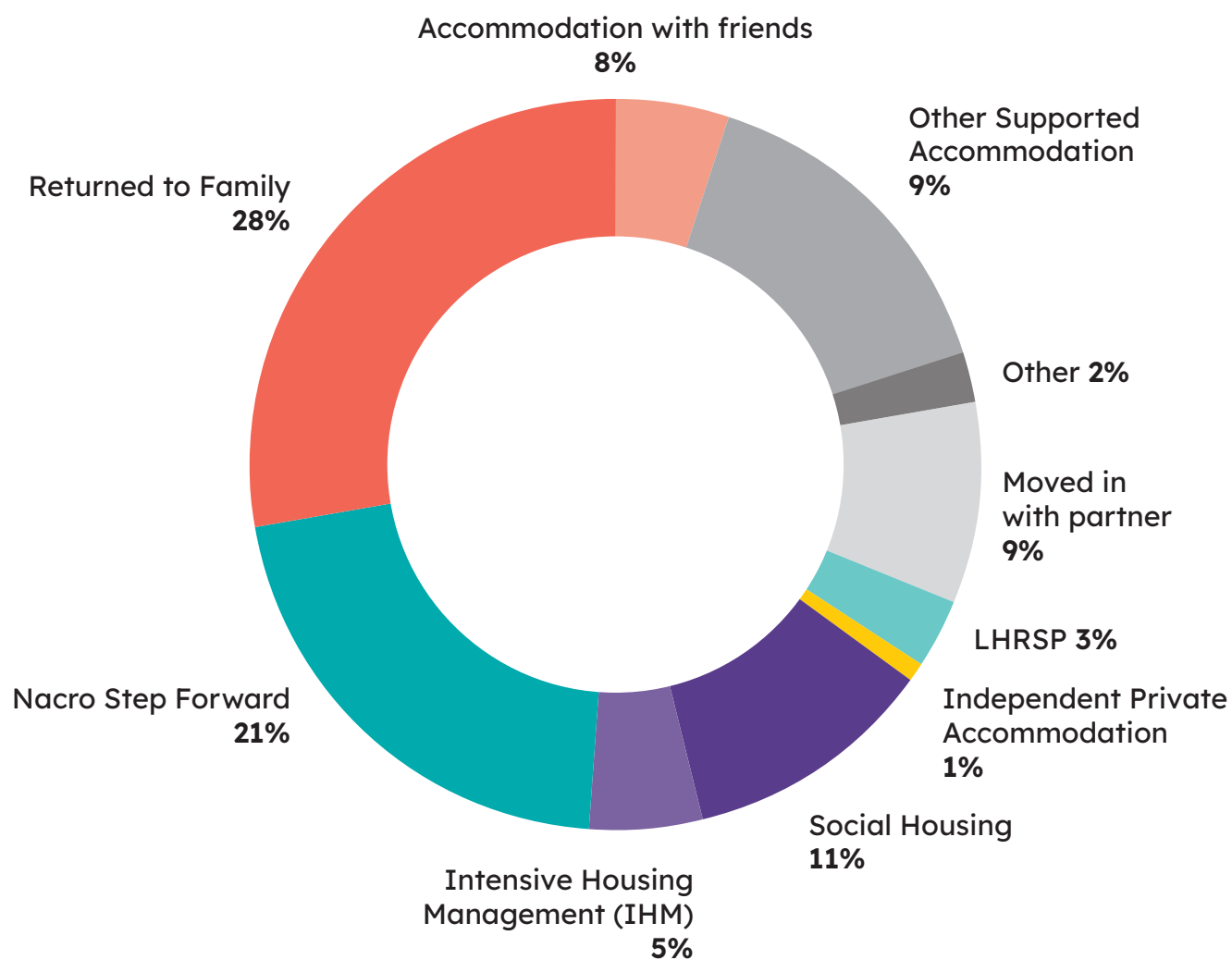


Figure 2. Lincolnshire NEST leavers destinations



At Lincolnshire NEST, we are deeply committed to supporting 16 and 17-year-old young people and preparing them for the transition into adulthood.

Central to our approach is the individualised support we provide, which is tailored to foster improvement across key areas and develop skills for adult life such as engagement in education, employment and training, money management, wellbeing habits and more.

➤ The value of partnership working

“Young people aged 16-17 are at an important transition period in their lives as they prepare to become adults, which can be an understandably daunting time for many. Lincolnshire NEST successfully supports these young people to move on to adulthood and independence and feel prepared for the next step in their life, thanks to the support given to them to develop skills in education, employment, budgeting, cooking, cleaning and managing a home.

Lincolnshire NEST ensures that every young person leaving their service has a safe and suitable home to move on to and helps young people to access step forward, council housing, adult accommodation, or a return to family. The ability for young people to transition into Nacro’s Step Forward Service is invaluable for those who need that extra support with staff close by before they are ready to be fully independent.

It is a pleasure to hear the success stories of young people who have transitioned into adulthood with confidence for their bright futures ahead thanks to the support they were able to receive from staff and managers during their time at Lincolnshire NEST.”

**Myfanwy Burrell, Strategic Commissioning Officer
Lincolnshire County Council**

Likert Scale

To effectively measure and support progress, we utilise a detailed five-point Likert Scale. This scale allows us to track each young person's journey from recognising a problem to achieving and maintaining sustained improvements:



- | | |
|----------------------------|------------------------------|
| 1 I don't have a problem | 4 I feel like I am improving |
| 2 I know I need to improve | 5 I am where I want to be |
| 3 I want to improve | |

Every 12 weeks, support workers at Lincolnshire NEST conduct formal reviews with the young people, offering them the opportunity to reflect on their goals and progress. Working alongside each young person, the support staff aims to help them understand their strengths and ambitions, providing them with positive options and opportunities. This regular, structured reflection ensures that our support is continually responsive and effective, helping to empower young people and build their self-confidence. Our dedication to their development underscores our mission: **to see every young person thrive and achieve their full potential.**

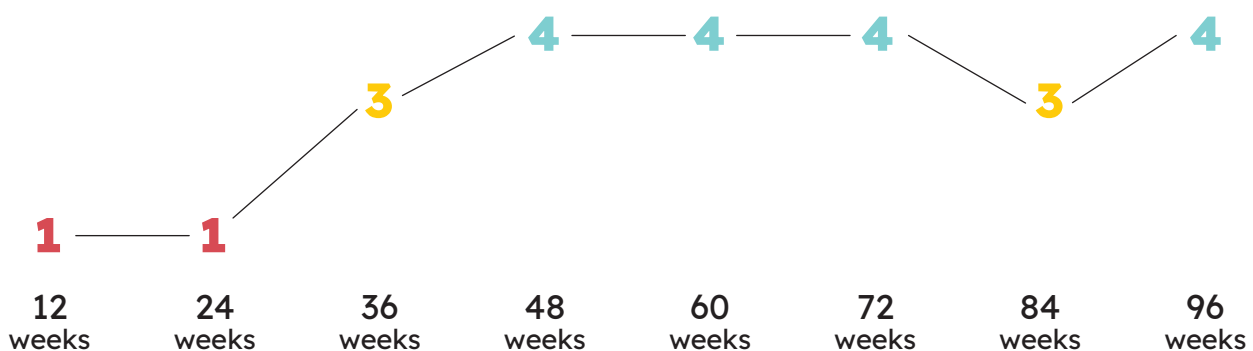
We assess and evaluate each young person's journey under three main areas of need:

- Learn and achieve
- Ready for adult life
- Safe and healthy

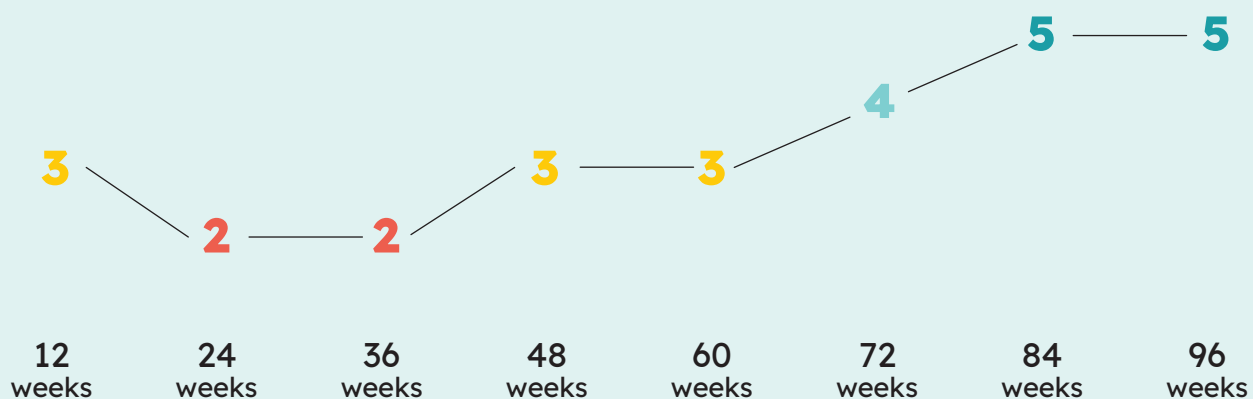
Case Study: Harry

NEST staff's perspective

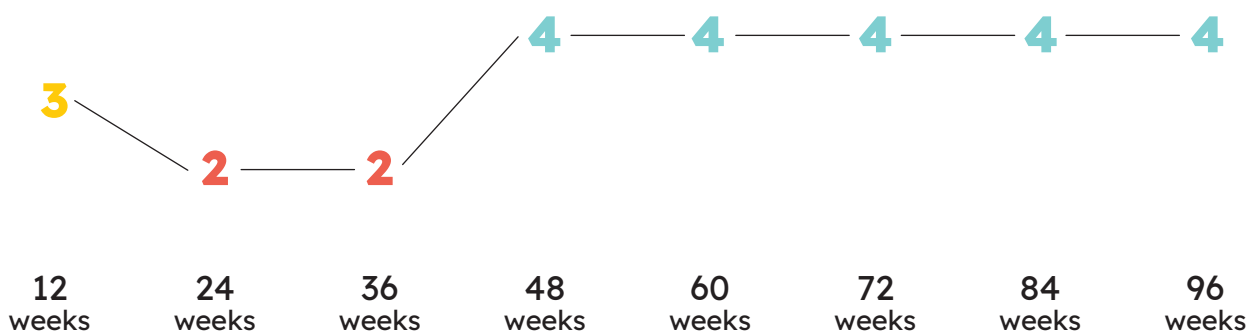
Harry arrived at NEST from a chaotic family background, initially resisting engagement and isolating himself. Over time, with the safe and consistent support from NEST, he developed essential life skills, personalized his space, and secured a labourer's job by earning his CSCS card. Despite challenges with financial responsibilities, Harry became more independent and ultimately left NEST with a job, moving into a house share and demonstrating significant growth towards self-sufficiency.



Harry: Learn and achieve



Harry: Ready for adult life



Harry: Safe and healthy

➤ The value of partnership working

“Young people come to Lincolnshire NEST for a variety of reasons and have a range of needs. Lincolnshire NEST supports our young people to develop the skills they need for later life, and the emotional and practical resilience required to meet the challenges of living independently within a safe and supportive environment that responds to their individual needs and strengths. The staff and managers within Lincolnshire NEST provision continue to work effectively with other agencies to ensure work and intervention are joined up to address any safeguarding needs and to support their development and progress in meeting their potential and taking their place in society.

We know that this is not always easy and the staff and managers within Lincolnshire NEST consistently go the extra mile, don't give up, and bring innovative ways to engage with young people and support them on their journey. For this, and the work they do, both we and the young people who access the service are thankful.”

Paul Fisher, Corporate Parenting Manager
Lincolnshire County Council

What our Young People say about NEST

Following move on, our transition workers reach out to young people and encourage them to provide us with feedback about their stay with us. Here are some of the comments that young people have fed back:

“Staff were absolutely amazing. When I first moved in my mental health was awful, and I was at the office door more than I was in my own flat. They helped a lot because I trusted them. I had my mind set on university but the staff told me about all my options in black and white terms so I understood it. They did a lot for me that they didn’t have to.”

“My transition worker was great, she sat me down and explained everything to me repeatedly, and again when I got confused and helped me to complete my forms. When I was offered my own place, it was only down the road. It was great. They stayed in touch after I moved to make sure it was going ok. That was lovely.”

“Since I left Lincolnshire NEST I have been living with my partner and it’s really good, I’ve got a job which started as temporary but they have just offered me a full-time position. My transition worker checked in for around a month after I left until I was settled and didn’t need support. It was easy to move with the support I had. I have got a black and white kitten called Mooney and she’s a devil! I’m very happy.”

“Things are going well since I left Lincolnshire NEST, this was supposed to be a temporary stopgap, but I like it so much that I want to stay. Lincolnshire NEST has been in touch with me regularly since I left, through text and email which is the way I like it. The best thing about my new home is knowing I am looked after and safe.”

Our staff

Each community hub within NEST has a designated Transition Worker whose role is to guide and support young people in choosing a safe and appropriate move-on accommodation and facilitate their applications. They help young people navigate each housing provider's application process, may attend interviews with them and help them to source evidence to support their housing application. Once a young person has moved on, a Transition Worker can continue to provide guidance for up to 12 weeks, including visiting them in their new home.

What our staff say:

“When you help a young person successfully apply for their new home it is rewarding. Often young people move to us from a difficult place and they are working towards their forever adult home. Even when they go into another service within Nacro and have fewer needs and require less support it feels like you’ve accomplished something.”

Hayley Moss, Ripon Street

“We try so hard and we want the best for our young people, sometimes we need accommodation that will continue to support them and not allow them to revert to previous behaviours. It motivates the team to see our hard work pay off when a young person gets an offer of accommodation to move on.”

Tilly Judd, Schoeffler House

“I always made sure that I explained every step and every move-on option in full detail. I want them to have an opinion and to take the lead on choosing where they want to live. I continue weekly contact with young people until 12 weeks or when they say that they don’t need any more support. It’s really rewarding, especially when they’ve come so far, the difference from when they move into Lincolnshire NEST to when they move on is incredible. It just makes me feel proud.”

Chelsea Hefferman, Schoeffler House

“You’d think it would be most rewarding when you go to visit and they show you around their new place; they are proud and you are too, but it’s when you go round to visit, and they say thank you but I don’t think you need to come again. That’s the best bit.”

Sal Booth, The Cedars

“I want the best outcome for every young person, luckily we’ve been able to secure accommodation for everyone who needs to move on. It is always in the back of my mind; which young people have child-in-care status and which ones don’t because they are not a priority for social housing providers and there aren’t a lot of supported accommodation projects in Boston. Once they have settled in the project Boston becomes their home and they don’t want to relocate at 18. For these young people, it’s an absolute relief when we find them somewhere to go, I have a lot of respect for them all. I want to be able to look them in the eye and know that I’ve done my very best. When a young person doesn’t have child in care status the whole team has to pull together because there are so many barriers to overcome.”

Simone Mason, Fisherman’s Court.



➤ The value of partnership working

“Lincolnshire NEST’s education programme is distinguished by its person-centred approach, which recognises that a one-size-fits-all method is ineffective for NEETs (Not in Education, Employment, or Training). This programme fosters a supportive and inclusive environment that respects each individual’s background and learning style. It has also cultivated a community of learners who share a group identity and a sense of belonging.

The skills that our young people develop through this programme such as interpersonal skills, communication skills, confidence, and initiative are essential for preparing them for the transition to adulthood.”

Sam Podbury, Outreach Tutor
Nacro Education

“Meeting young people at one of the most difficult times of their lives and supporting them to navigate semi-independent living in their journey to adulthood is a special job.

I feel very proud to lead the Lincolnshire NEST team who continue to inspire our young people to reach their potential, often exceed their own expectations with their achievements, and ultimately take the next step to their future.”

Sarah Caskie-Hefferman, Area Manager
Nacro



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