

# Move On Limited

**Move On** works with people who are or who have recently been homeless, providing the support and tools to enable them to build a more positive future for themselves. Move On provides services that enable people to tackle their homelessness effectively and permanently and, in the process, regain control over their lives.

Established as a resettlement service in 1997, Move On has developed and expanded and now offers a range of services including community-based intensive support, group work including personal development and pre-vocational training, peer education, guidance, advice and information.

Move On is a Charity registered in Scotland (sco26983), as well as a Company Limited by Guarantee.

Some of the **values** that underpin the work of Move On are:

- Our service users will be treated with **respect** at all times, including respect for their right to make their own decisions.
- We are an **enabling** organisation, providing our service users with the tools to solve their own problems and with support to do this.
- We are an organisation that will **challenge** the assumptions and behaviour of ourselves and our service users.

Move On has office bases in both Edinburgh and Glasgow, and provides services across the Central belt of Scotland (and sometimes further afield)

## The Floating Support Service

**The Floating Support Service** provides long term support to people who have been homeless and who are already living in, or working towards accessing, their own accommodation in Glasgow. The Floating Support Service offers practical and emotional support to enable its users to sustain independent living in the community, particularly those with high support needs, such as those with an addiction, with physical or mental health problems or histories of abuse or neglect.

The staff build relationships based on trust and mutual respect with the service users, and will challenge users when appropriate to do so. Move On is proactive, helping people to plan their lives, and reactive, helping people to respond to each crisis as it emerges. We develop intensive one-to-one relationships, while actively trying to avoid dependency.

In practice this can mean helping service users to plan and prioritise, identify and talk through a possible plan of action, and give practical assistance to put this plan into effect. For example, common issues include rent arrears, access to legal services and access to mental health services. Because loneliness and isolation can be real problems resulting in subsequent crises, we might help a young mother to find and

attend a local mother and toddler group, or to find out about activities in her local community centre. Move On staff work *with*, not *for* the service users, helping them to develop their own coping strategies.

## **The Training & Development Service**

The Training and Development Service is for men and women aged between 18 – 35 who are homeless, or who have experienced homelessness. The service aims to open up education, employment and volunteering opportunities. The staff team deliver personal development groupwork and offer service users one-to-one support. Complementing this is a range of creative activities and opportunities for improving literacy, numeracy and computer skills. An after care service supports service users as they manage the transition away from Move On into education, employment or volunteering.

### **Service Goals**

The programme has the following aims:

- To provide stability and to challenge and change chaotic behaviour patterns through the structured routine of the training programme.
- To enable participants to develop vocational and personal skills which will help them to move on into employment, volunteering, education or further training.
- To enable participants to identify ways of coping in difficult situations. To help people to **move on** to a new life where they are stable members of their local communities.

### **Aftercare Service**

After six months on the Training and Development Programme, most service users are ready to move on. Others feel less confident, and Move On can extend their period on the programme by up to four weeks.

Move On's Aftercare service supports service users through the transition of completing the programme and moving on. They do this by accompanying service users to meetings, keeping in touch and signposting service users to other available support systems. Move On recognises that the transition to new options can be a particularly challenging time for service users. The Aftercare service focuses on helping service users to make a seamless progression from the Training and Development Programme into 'hard outcomes' such as employment, education or volunteering.

## **The Housing Education Service**

Move On's Housing Education Team is currently based in Edinburgh. While Edinburgh has been an ideal city for piloting this work, it has always been Move On's intention to roll our housing education work out throughout the rest of Scotland when resources become available.

**The Housing Education Team** was established in 1999 in response to the problems of youth homelessness in Edinburgh. It aims to reduce the extent of homelessness among young people who have been looked after– i.e. young people who have been in social work care.

It does this in two ways:

- 1 It recruits and trains as volunteers young people (aged 17 – 28) who have experienced homelessness and social work care directly. These volunteers are trained as peer educators.
- 2 Through story-telling, interactive games, informal discussions and sharing their own experience the volunteers pass information and advice on to young people who are due to leave care in the near future themselves. This education enables the young people to make more informed choices about their life post-care, and therefore prevents homelessness among this vulnerable group.

Education delivered by those who have been adversely affected by homelessness themselves is regarded as more authentic by young people than being 'lectured' by professionals. The Housing Education Service successfully harnesses the skills, experience, enthusiasm and energy of people who have been affected by homelessness, and supports them in delivering a valuable service to looked after young people about to leave care.

The homeless and recently homeless volunteers gain skills and confidence to move on to employment, training and more stable lifestyles.

A training course for potential volunteers in the Housing Education service is held twice a year. All new volunteers have to complete the recruitment and training process before they can work with young people. All volunteers are subject to disclosure checks.

Other organisations have published educational resources about housing and homelessness, but Move On is the only organisation that delivers this kind of information using recently homeless volunteers.

### **Volunteers**

All the work of the Housing Education Team is delivered by volunteers, supported by staff. We currently have 14 active volunteers. All volunteers are aged between 17 and 28 and have experienced homelessness in various ways, including sleeping rough,

staying in hostels, etc. Around half of our volunteers were looked after in residential care, and most have some history of engaging with social work.

Move On offers one-to-one support sessions for our volunteer trainers with Move On staff and supports a regular Volunteers Group Meeting. As volunteers have a history of homelessness and exclusion themselves, this support can be crucial. The support that the volunteers give to each other through the group is also important to their own inclusion.

In a recent snapshot survey by Move On, of the thirty-seven volunteers who had delivered workshops fifteen had moved on to employment (either full or part-time), fourteen had entered further education or training, and twelve had taken on additional volunteer work.

## **The Mentoring Service**

In its five years experience of delivering housing education to vulnerable young people Move On has realised that group work is not always effective; some young people are unwilling or unable to participate in groups. As a result we offered additional training to our volunteers to enable them to undertake more direct and confidential work with young people in the care system, during 2003/04 we gave individual support to four young people.

This work has been further developed, and Move On, in partnership with the Fostering Network, is currently delivering a 12-month pilot 'Mentoring Service' to young people in care and those who have recently left in Edinburgh. We have now recruited and trained seven mentors who have been matched with young care-leavers, with a particular focus on those who are in transition from care to independence. The mentoring relationship provides stability and safety for young people at a time when many other parts of their lives are changing dramatically.

We have nearly completed training a further 14 Mentors, and they will soon be ready to be matched with young people.

## **Housing Education in Secondary Schools**

Move On has worked with the City of Edinburgh Council and other partners to devise, produce and deliver a pilot Housing Education Programme for mainstream high schools in Edinburgh. The programme is delivered by young volunteers who have all had personal experience of homelessness, and consists of set lesson plans, covering accommodation and support issues. The lessons are highly interactive, good fun, and have been developed by young people themselves.

The programme has now been delivered to more than 1500 S4 and S5 pupils (aged 15 – 17) in the city schools. Feedback from both staff and pupils has been extremely positive, and we are looking forward to rolling out the programme to the remaining secondary schools in the city.