



ABRIDGED ANNUAL REPORT

OBJECTIVES and ACTIVITIES

As defined in the Memorandum of Association, Move On’s objects are:
 “To relieve the poverty of homeless persons who are in conditions of need, hardship, or distress by providing or assisting in the provision of or procuring the provision of financial and other means of support and assistance of whatever kind to or for the benefit of such homeless persons.”

Vision

Move On believes that people in Scotland affected by homelessness should have the opportunity to realise their full potential and contribute towards society.

Mission

Move On works to prevent homelessness and to support people affected by homelessness. By working alongside people, Move On enables them to develop the skills and tools they need to reach their own long-term solutions, leading towards a positive future.

Values

We act with Integrity	We are each personally accountable for the highest standards of behaviour, including honesty and fairness in all aspects of our work.
We seek to Empower	Through all our activities we aim to build confidence and self-belief in those we work with, unlocking their potential, and providing them with the tools to help themselves
We are Supportive	We are committed to openness and trust in all relationships. We understand that our continued success requires us to provide the education, support, opportunities and development needed to help all our staff, volunteers, board members and service users grow.
We treat people with Respect	We recognise the significant contributions that come from the diversity of individuals and ideas. We will listen to those we work with, seeking to understand their expectations and concerns. We will consistently treat others with the respect they deserve and will challenge where appropriate.
We are Creative and Flexible	We seek to learn from best practice. We constantly review the effectiveness of our work, and are open to alternative ways of achieving outcomes. We are willing to change and adopt innovative approaches.
We take responsibility for Quality	We will strive for continuous improvement and respond vigorously and effectively to change. Each of us is responsible for the quality of whatever we do.

Move On aims to:

- Prevent homelessness and reduce its occurrence among vulnerable groups.
- Support people affected by homelessness.
- Enable people affected by homelessness to access and sustain further education, employment, training, and volunteering.
- Identify and respond to need by growing the capacity, number, and scope of our services.
- Strive to involve service users and volunteers in all our activities.
- Ensure that Move On staff and volunteers have opportunities for growth and development.
- Ensuring that Move On has a secure foundation to support all its work

Strategies

The strategies Move On has developed to achieve these aims are as follows:

- Delivering guidance, advice and information through a range of services.
- Provide needs-led support through a range of services.
- Provide volunteers and service users with a range of employability opportunities
- Support volunteer peer educators to sustain their volunteering
- Provide personal development training and support
- Provide aftercare support
- Provide excellent volunteering opportunities
- Further develop existing services
- Collaborative working with other agencies
- Continue to develop Move On's Service User Involvement strategy
- Explore with service users and volunteers ways in which their skills and experiences can enable them to help themselves and others
- Identify and deliver training and development opportunities for staff
- Identify and deliver personal development opportunities for volunteers
- Provide support, supervision, and appraisal for staff
- Provide support, supervision, and appraisal for volunteers
- Provide opportunities for staff to contribute to Move On's development and effectiveness
- Ensure that funding is available to continue existing services, and develop new ones
- Actively promote a strong Move On brand
- Ensure administrative systems are fit for purpose
- Ensure premises are fit for purpose
- Ensure HR systems and information up to date, and suitable for Move On
- Ensure health and safety compliance in all our activities
- Review and improve Move On's governance, and attract new members to the Board

PERFORMANCE

Progress in delivering the above objectives

Move On's Board has agreed a service user involvement strategy, and regularly considers the potential for increasing service user involvement.

Move On has continued to deliver a wide range of services from our office bases in Edinburgh and Glasgow, supporting service users to achieve a range of "hard" and "soft" outcomes.

This year has seen the establishment of two new services (ages 14-19 employability service and Visiting Support) as well as the reconfiguration of our Glasgow-based Training and Development and Money and Debt Advice services. During the year we have experienced increasing levels of interest in our work from other service providers and funders and Move On's services continue to have excellent reputations as providers of high quality support and training for excluded people.

Progress - Housing Education Service

The Housing Education Service - a programme for vulnerable young people (aged between 14 and 28) who are undergoing, or approaching the transition to living independently, provides advice and information for young people in order to better prepare them for this challenge. Many of the young people who we work with are looked after and in residential care, historically a group who are hugely over-represented among the homeless population.

Our activities in this area have developed substantially and we now offer a mentoring service, programmes aimed at young people in residential schools, group work, tailored workshops, intensive one to one work, life skills preparation, as well as an advice and information programme for mainstream schools. While there are a number of other sources of information and advice available for young people, our Housing Education Service uses the skills and experiences of young people themselves as peer educators. Young people who have experienced homelessness and in many cases being looked after, are recruited, trained and supported by Move On staff to become volunteer peer educators, delivering information and advice workshops based on their real life experiences.

Benefits for the young people are many and varied. They are able to access accurate and useful advice in an accessible format, they are able to raise concerns and queries, and think through the implications of certain choices. Feedback to date shows that as a result of our intervention, many young people make much more informed choices, and often change their plans, having been made aware of other options, or having thought further about the implications of certain decisions. During the year our volunteers delivered 278 workshops to 2,471 young people.

The volunteer peer educators also benefit significantly, gaining skills and confidence as a result of their involvement. These are significant factors for our volunteers in terms of accessing employment, entering further education, and becoming inspired to take an even more active role in volunteer work within the community. Currently of our 42 volunteer peer educators in Edinburgh and Glasgow, since volunteering with us:

- 9 have progressed into and have sustained either full or part time employment
- 9 have accessed and sustained full time education either at College or University
- 20 have sustained an independent tenancy for 6 months or longer.

Our 27 volunteer mentors have sustained 29 matches with young people leaving care or attending Social, emotional, behavioural difficulty (SEBD) schools. As a result young people have experienced a wide range of positive outcomes. In December 2009 Move On was re-awarded Approved Advanced Provider Status. We provided the Scottish Mentoring Network

with a re-accreditation portfolio, which was assessed at a very high standard, highlighting Move On's good working practice, with the service cited as "being very impressive".

Move On is a member of the Edinburgh Housing Advice Partnership (EHAP) a formal partnership led by CHAI and also involving Four Square and Granton Information Centre. As part of the partnership Move On is responsible for delivering housing advice and information in Edinburgh's secondary schools to children in their final year.

Awareness of our work continues to grow, and Move On is becoming increasingly recognised as a leader in Scotland in the involvement and effective participation of young people. We are keen to develop our services even further. As well as increasing the geographical scope of what we do, we will seek to offer training for agencies and individuals regarding peer education, and effective ways of engaging with hard to reach young people. In particular, with more resources and with partners on board to support us, we aim to roll this programme out to more young people. We hope to move beyond Scotland's Central Belt to reach out to young people elsewhere in Scotland who are facing difficulties and who would benefit from our input.

Progress - Employability Support project (ESP)

Following the loss of funding for our Training and Development service, our Glasgow employability work was reconfigured to become more closely aligned to the Glasgow Works strategy. While retaining our historic focus on people with experience of homelessness, we focused this further to target those on "Incapacity Benefit", encouraging them to take their first steps along the employability pathway. We agreed subcontracting arrangements with two of the Local Regeneration Agencies (LRAs) in the city, to deliver early engagement and positive activity employability services. While we experienced considerable success in terms of identifying people and engaging them on to the employability pathway, the funding levels available constrained our ability to deliver the quality longer-term work which was needed. In March we took the decision not to continue the service in its current format and to explore other ways in which we could deliver employability support to people affected by homelessness. We have maintained good links with our partners in the LRAs and hope to continue to work with them in the future to identify different funding models capable of meeting the employability needs of those with significant support needs.

Progress – Visiting Support Service

Our new Edinburgh-based Visiting Support Service provides user-led housing support in the community for people who have experienced homelessness. The service is delivered as part of the Gateway Consortium, led by Bethany Christian Trust and involving a further three partners (the Rock Trust, Fresh Start and the Salvation Army). The service provides support for up to six months for people, living in their own accommodation, offering practical and emotional support enabling them to sustain independent living within the community. Our approach was developed using the expertise built up in Glasgow over several years of delivering a similar service.

The service has three staff members, two of whom transferred to Move On from another provider through "TUPE". The service is registered with the Care Commission. During the year we supported 37 people. Every service user was assisted to develop their own personal care plan, highlighting support needs and SMART goals for the future. All service users were still successfully maintaining stable accommodation at the year-end. While one person decided to return to supported accommodation, nobody returned to homelessness. 12 people were supported to access local GP services. 8 people reported improved mental health as a result of the support they received.

Volunteering

Move On's current volunteer team (besides Board members) has grown to 127 active peer educators (with experience of homelessness and /or being in care), and volunteer mentors. These individuals who volunteer their time for free are a vital part of the Move On team, and play a fundamental role in our ability to deliver many of our services. On average Mentors devote up to four hours per week to Move On, with peer educators often devoting even more time, depending on their current life circumstances. Move On recognises that the impact of volunteers is not only beneficial, but it is absolutely essential. Put simply, without volunteers we would be unable to deliver our Housing Education services.

We recognise that our volunteers stand to benefit from their volunteering, and are very keen to offer opportunities for our volunteers to develop skills, and confidence. We estimate that in a year our volunteers, between them, contribute more than 11,100 hours of their time, which is the equivalent of more than 300 35 hour weeks, (or six full time staff members).

Literacies

Move On has continued to deliver community-based literacies work in Glasgow. Our Literacy Tutor has worked with 71 people, over a third of who achieved all their goals in their individual learning plan. 17 people, who we provided literacies support and tutoring for, went on to access employment, further education and or training, while a further 15 people accessed community involvement and volunteering opportunities.

Our Literacies Tutor has continued to deliver a great deal of work with partner agencies and joint work with the Arch (a resettlement centre for homeless men), Flourish House (a Clubhouse supporting people with mental illness), Rainbow House (residential support for those with alcohol and substance misuse problems) and Addaction (supporting people with histories of substance misuse and homelessness) has proved extremely successful.

Money and Debt Advice

As lead partner of the MADAS partnership, Move On has continued to deliver money and debt advice targeted at people who have experienced homelessness, as a member of the Glasgow-based Citywide Consortium (in partnership with the Legal Services Agency, Shelter and Glasgow Central Citizen's Advice. Move On has been successful in securing additional resources from the Big Lottery Fund to enable us to undertake similar work with vulnerable young people.

Inspiring Scotland

In March 2010 we completed our first 15 months of Inspiring Scotland investment. 90 young people accessed our service. Our outcomes for year 1 (January 09 – December 2009) were positive, and we performed well against agreed targets. While we only achieved 75% of our employment destination target, we recognised, along with Inspiring Scotland, that the wider economic environment was a big factor affecting this.

Developing new relationships, not just with Inspiring Scotland but with other agencies (schools, local authorities etc), to promote the new service proved time consuming, but was essential to our ability to generate the required numbers of appropriate referrals. We will develop these relationships further, ensuring we continue to receive regular referrals and that key partners have an excellent knowledge of the service which we provide.

As well as committing significant funds to Move On for 10 years, Inspiring Scotland offered Move On "non-financial" support to strengthen our overall business and sustainability. Move On had identified 3 key areas where we hoped to access such support; monitoring and evaluation, IT and governance. Already Inspiring Scotland has delivered significant support to help us develop our recording, monitoring and evaluation, through funding Evaluation Support Scotland to work with us to adopt and develop an evaluation plan template. In

addition Inspiring Scotland has used its network of individual and corporate supporters (or investors) to offer Move On advice and information on VAT, has linked the Executive Director with a mentor and has linked Move On with a prospective Board member with financial skills.

Inspiring Scotland challenged Move On to become bigger, better and more sustainable by the end of their investment. In order to help us achieve this, we have developed a 10-year strategic plan, and identified the need to increase the levels of earned income we attract, thus reducing our dependence on time limited grant funding. We are currently completing a comprehensive income generation strategy, which will be a key tool to support our longer-term sustainability.

Plans for the Future

Move On has recognised the tough wider economic environment and the anticipated reduction in public spending. While these offer significant challenges, we anticipate that opportunities to develop new services and deliver existing ones will continue to arise. In order to take advantage of such opportunities we have increased our developmental capacity. Our Business Development Manager has now been joined by a Business Development Officer, who will assist in the preparation of tenders. Her primary responsibility, however, will be to make proactive approaches to a variety of commissioners in order to market and sell a wide range of Move On services.

Principal Funding Sources

Move On would like to acknowledge the kind support of the following funders, without whom we would have been unable to deliver our service to the current standard, and provide services to as many people:

The City of Edinburgh Council, Glasgow City Council, Glasgow Community Learning Strategy Partnership, the Capital City Partnership and the Scottish Government.

Additionally we are grateful for the financial support of the following charitable organisations: Abbey Charitable Trust, Big Lottery Fund, Celtic Charity Fund, Clipper Foundation, Cross Trust, Martin Currie Charitable Foundation, Dulverton Trust, Hugh Fraser Foundation, Gannochy Trust, Hilton in the Community Foundation, Hope Trust, Inspiring Scotland, Lloyds TSB Foundation for Scotland, RS Macdonald Charitable Trust, Moffat Trust, Voluntary Action Fund, Waitrose and the Yorkshire and Clydesdale Bank Foundation.