

YMCA
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Our Story & Top Tips

Our Theory of Change

1. Who we work with We support children and young people up to the age of 25 with multiple and complex needs	3. How we do it Our people: <ul style="list-style-type: none"> • offer you safe, inclusive and consistent homes and support • listen to you and plan together • work in a compassionate and respectful way valuing you as a whole person • celebrate and build on your strengths and help you feel like you belong • support you to progress, make your own choices, and have your own goals for the future • support you to feel understood and empowered to create change in your own lives, local community and the world around you • support you to give feedback and to influence or improve all services • strive to make local systems work better for you 	4. The impact we have As a result of working with us you will... <ul style="list-style-type: none"> • no longer experience homelessness • positively move on to more independent living • know how to get the support you need • assess your own risks and seek your own help • have more trusted relationships and communities • have more life and social skills • be better at learning from experiences and coping with everyday life • have better emotional wellbeing and mental health • have better self-awareness, self-confidence and self-esteem
2. What we do We provide three services, delivered in a variety of ways: <ul style="list-style-type: none"> Housing provision and sustaining accommodation Emotional wellbeing and mental health Specialist information, advice and support 	5. Our aim is For children and young people to have a fair chance to be who they want to be	...have improved... <ul style="list-style-type: none"> • housing situation • ability to make safer choices • sense of belonging • ability to live independently • learning, employment or training • ability to advocate for yourself • resilience • security in your own identity • positivity and contentedness • transitions in your life • independence • mental wellbeing

Our values - We welcome all, We inspire, We support and We speak out
 Our approach - Psychologically informed services and environments

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Why a Theory of Change?



Computer?topc.com





1. Get buy-in to the approach across your organisation at all levels

Identify internal champions or advocates!

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What is it?

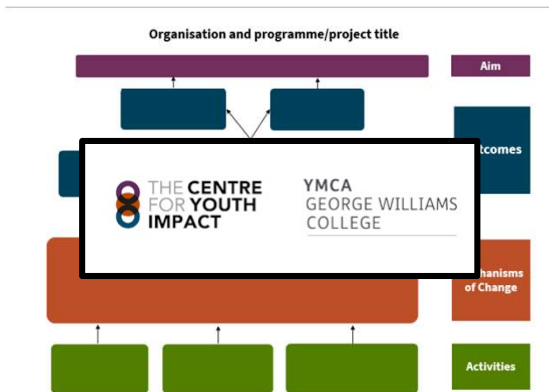


2. Build awareness and understanding of what it is and what the benefits are

Doesn't have to be called a TOC if that doesn't work for you!

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How did we do it?



3. Get expert help – with knowledge of how to run the process and excellent facilitation skills

It's not as expensive as you might think!

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Who needs to be involved?



Handwritten notes on a corkboard including: 'Improved awareness of services', 'Improved ability to cope with everyday life', 'Improved ability to seek help', 'Increased number of healthcar relationships', 'Improved relationships with community organisations', and 'Improved and greater control to (individuals self)'.



4. Engage stakeholders – to pressure test your intended impact and theory of change

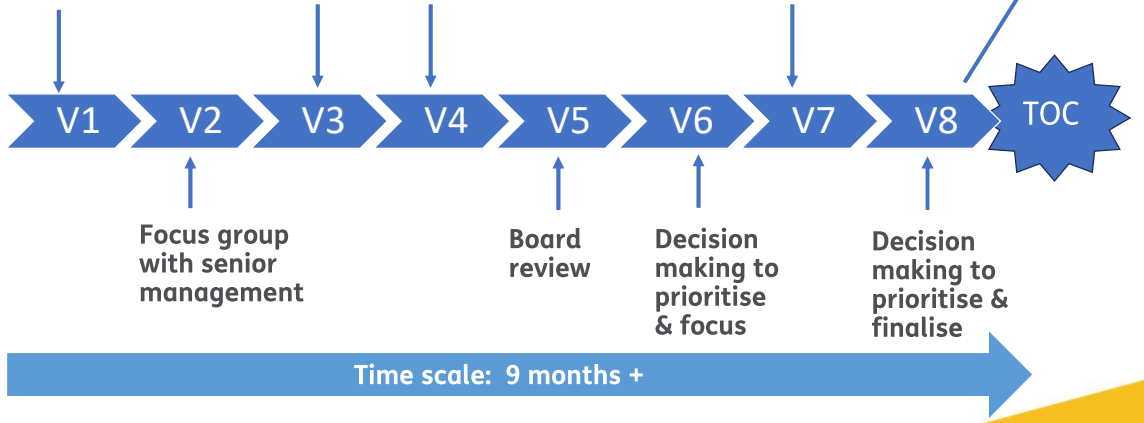
crucial to the work counselling and psychotherapy change in their lives
 change in children support system people & young work I do is vital initially thought
 work mediators work support Counselling support and wellbeing
 young adults workshop change young people theory of change
 positive change work of the organisation

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Desk review of what we say we do Staff survey and online Open Spaces Client focus groups Service managers review outcomes Feedback to staff and clients



Time scale: 9 months +

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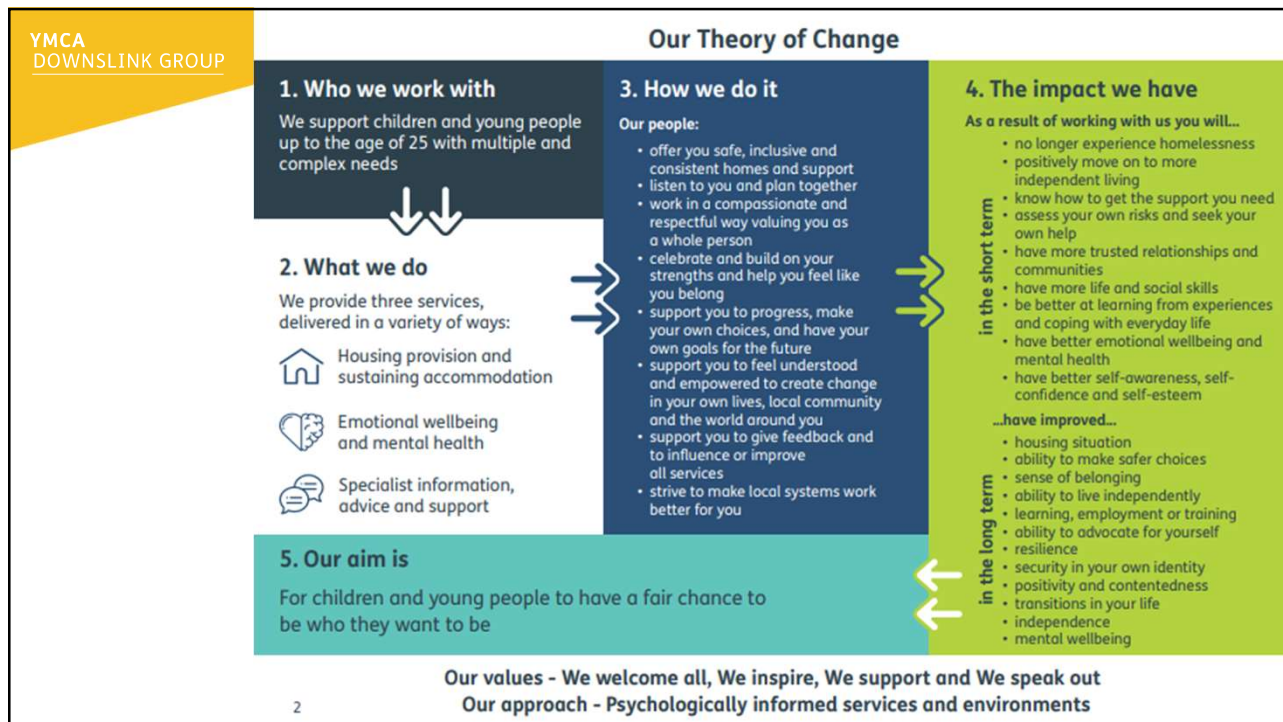
5. Be patient - it takes time – expect to iterate several times
It's not going to be right first time!!!

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CONTEXT	INPUTS	ACTIVITIES	MECHANISMS OF CHANGE	OUTPUTS	SHORT TERM OUTCOMES	MID TERM OUTCOMES	AIMS
<p>We support children, young people and adults aged 5 to 35 and families with babies and children, with a range of existing strengths and who may experience one or more challenging life situations.</p> <p>We are inclusive and welcome people who may experience vulnerabilities (examples in Appendix 1).</p>	<p>We input:</p> <ul style="list-style-type: none"> • Skilled staff and volunteers, supported and supervised, in correct ratios • Trusted suppliers, contractors, networks, partnerships, funders • Buildings, housing, fixtures and fittings in good repair • Appropriate resources, equipment and supplies for activities • Standards, quality marks and professional accreditations • Evidence of what works from a range of sources • Effective organizational culture, infrastructure and systems • Income: commissions, restricted and unrestricted funding, local authority rents, housing benefit and donations • Youth voice to shape services. 	<p>We provide a wide range of activities delivered in a variety of combinations, including:</p> <ul style="list-style-type: none"> • Advice, guidance and support • Housing provision and tenancy support • Developing skills, knowledge and understanding • Personal development • Emotional wellbeing and specialist mental health support • Community based activities • Spiritual support • C, YP & A voice, participation and co-production • Specialist safeguarding support 	<p>Our activities are successful when we are:</p> <ul style="list-style-type: none"> • Supporting immediate engagement through high quality support tailored to an individuals needs and strengths • Deepening engagement with meaningful joint work and professionalism • Building welcoming and inclusive communities • Celebrating who people are • Supporting people to become who they want to be (see Appendix 3) 	<p>We will know:</p> <ul style="list-style-type: none"> • No. of people and families accessing each service / offer • No. of hours of each service / offer delivered • %'s of demographics • No. of locations for each service / offer • No. of partner referrals • No. of people satisfied with service • No. of safeguarding concerns • No. of YP influencing the organization • No. of services meet regulatory standards • Internal metrics: No. of volunteers, volume of training, cost of services, no. of staff, % tenure and % turnover. 	<p>Homelessness prevention Improved awareness of services Improved ability to cope with everyday life</p> <p>Improved: Ability to risk assess Ability to seek help</p> <p>Increased: Number of healthier relationships Range of relationships and communities</p> <p>Improved: Life skills Social skills Ability to learn from setbacks Self-awareness Self-confidence (extent to which believe in abilities) Self-esteem (extent to which value self)</p> <p>Improved: Self-efficacy Mental wellbeing strategies Physical wellbeing strategies</p>	<p>Improved Housing situation Ability to seek help</p> <p>Improved ability to make safer choices</p> <p>Increased sense of belonging</p> <p>Improved: Ability to live independently Learning, employment or training Ability to advocate for self Resilience Security in own identity Ability to ask for help</p> <p>Improved: Positivity and contentedness Life transitions Independence Mental wellbeing Physical wellbeing</p>	<p>C, YP & A have the self-belief and skills to manage challenges in their lives, achieving what is important to them and becoming who they want to be.</p>
<p>Line of Accountability</p>							
<p>KEY APPROACHES: Trauma informed, advantaged thinking, safeguarding practice.</p>							
<p>VALUES: We welcome all, we inspire, we support, we speak out.</p>							


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6. Be aspirational and focused –

use it to clarify your intended impact and theory of change

It should be a target, not a mirror!



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What can we measure?



7. Be realistic and start small –
whatever you choose to
measure, it must be doable

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How are we using it?



**8. Build opportunities for
flexibility, continued learning
and reflection**

Don't let it gather dust,
go back to it and let it evolve!

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Thank you and questions:

What (if anything!) can you take away from our experience to apply in your own organisation? (10 mins)

1 example fed back from each table (5 mins).

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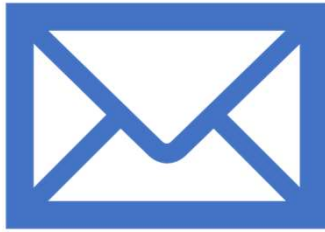
Peer Support – a three way conversation

- Where do you think you are now?
- Where would you like to be?
- How can you get to that next step?
- How can your peers help?

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Emergent				Developed
We know we need a theory of change and we would like it to be co-created, but we have not started work on it yet.	We have started to build a theory of change with input from beneficiaries, community members, staff and volunteers.	Our theory of change has been reviewed by our stakeholders but we have not yet acted on their feedback.	Our theory of change includes details of the: Context / community strengths and needs Activities we deliver Indicators of quality delivery Outcomes Aims These are regularly reviewed with stakeholder feedback.	Our theory of change is embedded in our organisational strategy, operational plans, delivery plans, and informs our monitoring, evaluation and learning plan.

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Pledges

1. Name and email address
2. What will you do differently, or action, in your organisation as a result of what you have learned together today?
3. What will you do to support a colleague developing this work in another organisation?

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YMCA George Williams College Impact and Improvement Support



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