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OUR THEORY OF CHANGE

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Young people we support

NEW HORIZON WORKS WITH YOUNG PEOPLE, AGED 16-24, WHO ARE HOMELESS OR AT RISK OF SERIOUS VIOLENCE IN LONDON. WE OFFER:

- practical support in a crisis and with basic needs
- 1:1 support, providing information and guidance
- referrals to, and help to navigate and engage with, other organisations
- advocacy support to stand up for rights and entitlements
- emergency and long-term housing
- fun social activities, trips and life skills workshops
- support with jobs, education and training
- support with physical health and with communication
- counselling and mental health support
- ways to get involved in our work

We also work in partnership with other organisations to get a wider service offer for our young people

CHANGES IN THOUGHTS AND EMOTIONS



After working with New Horizon for a while:

- I start to **trust** New Horizon staff
- I feel **able to share** more about myself
- I know more about my **rights** and the **options** open to me
- I feel more **positive** about myself and my **future**
- I can keep **motivated** even when progress is slow or difficult

PRACTICAL CHANGES



With support from New Horizon, I start to make changes in my life:

- I improve **life skills**
- I take up some **new, positive opportunities**, like jobs or education or new ways to spend my time
- I get **access to the services** and support I need, including longer-term housing and benefits, and can keep engaged with these services

I NOW HAVE THE CHANCE TO REACH MY FULL POTENTIAL



HOW NEW HORIZON WILL WORK WITH ME

When I get support from New Horizon, I can expect a **warm, safe welcome**. I also know that staff will:

- see me as an **individual**, not just a statistic
- be **inclusive** and welcome everyone regardless of background
- understand how my **past experiences** may affect me
- support me to make **choices** that benefit me
- provide **consistent** support
- **communicate with me clearly and honestly**

FOUNDATION CHANGES



Soon after starting with New Horizon:

- I find **accommodation** and feel **safer**
- I can get free, tasty **food**
- I have **space** to relax and be myself

LONGER-TERM CHANGE

Over time, with support from New Horizon and other services, I am:

- **Safe:** I am safer from emotional and physical harm
- **Housed:** I find and keep long-term, safe, youth-appropriate housing I can call home
- **Equipped:** I have learnt the life skills, emotional, financial and practical, to live my life
- **Healthy:** I improve my mental and physical health

NEW HORIZON ALSO WORKS TO REMOVE BARRIERS

Sometimes, there are barriers that make it harder for me and other young people to achieve our goals. New Horizon tries to tackle these, by:

- working with other service providers to improve services and the way support is given
- trying to get the government, and other decision makers, to make decisions that are better for young people, including putting more money into young people's services
- giving me and other young people a chance to share our views
- engaging with the public about issues young people face, to raise awareness

BETTER SUPPORT, FEWER BARRIERS

- **better support is available** to young people who are unsafe, experiencing homelessness or with housing issues in London
- **fewer young people reach crisis point** because they get services earlier, when they need them
- **fewer young people need services** in the first place

Young people we may never meet

Key:

- Activities
- Outcomes for YP
- Longer-term outcomes
- Impact

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