

TFN Impact Report

Name of your Organisation:	Settle
Name of the project TFN funded:	Settle
Date Funded by TFN:	23/01/2017
Were you able to undertake your project as planned?	Yes
Can you describe and/or demonstrate the specific impact that TFN funding has had against your initial objectives?	<p>In March 2017 TFN funded Settle £10,197 to grow our work in 2017/18 - our third year of operating. Our initial objective was to work with 65 vulnerable young people over 2017/18 by winning new contracts with social landlords across London.</p> <p>The TFN funding has allowed us to support 44 vulnerable young people through our programme, delivering 169 1-to-1 sessions across 12 London boroughs this financial year. Of this cohort, we have achieved a 100% tenancy sustainment rate, helping these young people to avoid eviction and homelessness. We also recruited two full time Programme Officers in the summer to help scale our operations. We are projected to work with 80 young people by the end of the financial year which would surpass our initial objective.</p> <p>This was a critical year for Settle and with TFN's funding we have been able to capitalise on our early momentum by growing our programme reach, expanding our team and deepening our social impact.</p>
What portion of the project did TFN fund?	15%
How many direct beneficiaries did the TFN funded project reach?	44
How many indirect beneficiaries did the TFN funded project reach?	0
Were you able to leverage further funding as a result of TFN support?	No
Did you receive any pro-bono support, volunteer offers or introductions as a result of the event?	Yes
If yes, please can you provide details of the support you received?	Intro and support from a TFN member.
How important was TFN funding in helping you achieve your	We would have found it difficult to achieve our objectives without

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objectives?	TFN funding
Since presenting at TFN, has your organisation undergone any other significant changes?	Since presenting at TFN, we have won a contract with a housing association to deliver our programme to 100 vulnerable young people across London and hired two full time Programme Officers to deliver our services.
Do you have any other comments or feedback on the experience of the TFN process?	<p>The application process was simple and efficient, the pitch preparation was excellent and I really enjoyed pitching on the night itself. Its also been great to keep in touch over the year.</p> <p>The only thing I'd change would be to give funded projects a full year from when the funding is actually received to deliver the project - as opposed to a year from the pitch date.</p>
Can you tell us any personal stories to highlight the value of the project?	<p>Emma is 24 and moved into her first independent living accommodation since an accident in 2015 which left her paralysed and in need of intensive rehabilitation. We worked with Emma over 9 weeks - supporting her to manage her money, health and home.</p> <p>Emma had never needed to apply for any form of benefit to support her rent in the past, and this was a really daunting prospect for her. Having suffered from a frontal lobe injury in the accident, Emma finds it extremely difficult to retain pieces of information and to plan ahead, as her brain struggles to process the long term consequences of things. This makes navigating the benefits system particularly challenging for Emma, as the process of claiming Universal Credit is slow and requires a high level of concentration and accuracy.</p> <p>Emma's experience of applying for universal credit proved to be even slower and more difficult than usual. Although we supported her to make her claim only a couple of weeks after her tenancy started on the 25th October, it wasn't until the 4th December that Emma's claim was finally granted and she received her first month's rent. By this stage, Emma had accumulated £1367.92 of rent arrears.</p> <p>Emma faced many barriers during the application process, which required countless hours of phone calls to determine how we could overcome them. When the application was first submitted, the second stage was for Emma to have a meeting to prove her identity. This usually takes place at the applicant's local job centre, however this was not a feasible option for Emma due to her disability. We requested a home visit and were told that someone would be in touch the following week. A week later and no word, we rang again only to be informed that no such request for a home visit had been logged. Without such a visit, Emma's application could not be processed.</p>

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A week later, the home visit was finally carried out and Emma's ID documents were checked and approved, however the officer failed to update Universal Credit on this visit. This meant that her application was once again on standstill. It took four further phone calls over the next three weeks with the promise of an escalation and a call-back during each phone call which never materialised before Emma case was finally looked at and the system updated, enabling her to receive her entitlements. On the 8th December Emma paid off the full amount of arrears she owed her landlord and we supported her in setting up a direct debit going forward.

'If Settle hadn't rung me I wouldn't have known where to start, I wouldn't have known who to ring, I wouldn't have known what to pay, I'd probably owe everyone money and all the money that went into my bank I would've probably spent on trainers and clothes. It's a good thing you came.

You really helped me out. Universal credit, benefits... I didn't know how any of that worked. I just didn't know what was what. They asked me things and I didn't know what half of it meant. I've never been on benefits. I felt like an idiot. Trying to sort out universal credit was just something else.. If you hadn't been there to help me out, I wouldn't have rung them back. I would've left it. Now when I look at my budget, I think 'I've got this'.

If Settle hadn't gotten in touch with me and I hadn't agreed to the programme, I think things would've gone really wrong. I wouldn't be living here anymore. I think Hyde would've kicked me out. Usually I don't like people coming round my house and I'd just think 'don't even bother with it' but I didn't mind Settle coming here. If I saw someone else in my situation and they needed help I would tell them to ring Settle.

I just want to say thank you.☺

Emma's feedback