

HOUSING SUPPORT OFFICER MID YEAR REPORT 2022





We are delighted to present the following update on the vital role of the Housing Support Officer. We hope you see how your donation to Racing Welfare has been making a difference to the lives of young people over the past six months.

We are at an exciting time with this project reaching the point where several tenants have come to the end of their two-year stay at MacDonald Buchanan House. These individuals have moved onto private accommodation and thanks to the support they have had whilst living in Racing Welfare accommodation, they are better equipped with the life skills they need to successfully sustain a tenancy.

For the first six months of 2022, nine of our 18 residents moved out of MacDonald Buchanan House, having benefited from a stable, affordable and supported housing environment providing a happy and healthy start to their careers. Our Housing Support Officer worked with these individuals to ensure they were ready for independent living, providing practical support to assist them in securing their next residence. They were also given advice and guidance on how to manage their own finances.

The Housing Support Officer uses an evidence-based tool for supporting and measuring, this is called the Outcome Star. The Outcome Star is well established as a tool for supporting effective keywork and demonstrating achievements. This approach is person-centred and co-produced between the young person and the Housing Support Officer. Throughout their time at MacDonald Buchanan House all residents will have a Star Support Outcome Plan (SSOP), where they are supported to become dependent in several life skills.

The flow chart on the next page shows the formal review stages, although interventions can be triggered between these stages by the young person or Housing Support Officer where required.



Positive and successful tenancy sustainment is monitored by the Housing Support Officer through regular visits to MacDonald Buchanan House, with regular room inspections. For those living in schemes elsewhere, contact by telephone and via our on site Welfare Officers ensure a similar model is adopted to support these young people.

Primary interventions and support are provided by the Housing Support Officer but, should it become necessary, third parties are engaged such as Racing Welfare's own specialised Welfare Officers or other local support agencies.

Over the past six months, several interventions (support, advice, and guidance) have been undertaken with the young people such as debt advice and repayment support, assisting to maximise income by reducing utilities and seeking supplementary benefits or grants. In some instances where there has been poor tenant conduct, one-to-one support and guidance has been provided to address anti-social behaviour, poor property condition and give tips, guidance, and practical hands-on help on how to look after their homes.



HOUSING SUPPORT OFFICER'S REPORT

OCCUPANCY NUMBERS

Total number of tenants: 18

As of 27/06/2022 last vacant flat was let with just seven days turnaround

Applicants on waiting list: Four

OCCUPANCY MOVEMENT

Nine young persons moved in

Nine young persons moved out

SUPPORT REVIEWS UNDERTAKEN

25-Star based outcome reviews (support methodology) completed

ROOM CHECKS/ INTERVENTIONS AND SUPPORT

230 room inspections carried out, identification of tenancy sustainment concerns where intervention and support initiatives put into place

61 separate interventions which included face-to-face meetings, hands-on help with life skills, support with applying for benefits to maximise low income, telephone calls, and referrals to other agencies

12 individual referrals to Welfare Team to apply for the Winter Fuel Grant, to alleviate fuel poverty

As this is the first report, detailed on page 6 is an outline of the project mission and outcomes. The outcomes are aligned with the Star Outcomes ensuring we can monitor individuals' progress throughout their time of residency.

SERVICE VISIT

On 1st June 2022, Dr Johnny Hon was welcomed by Sarah Ashley (Housing Support Officer), and Dawn Goodfellow (Chief Executive) to see the benefits of his support in-person.

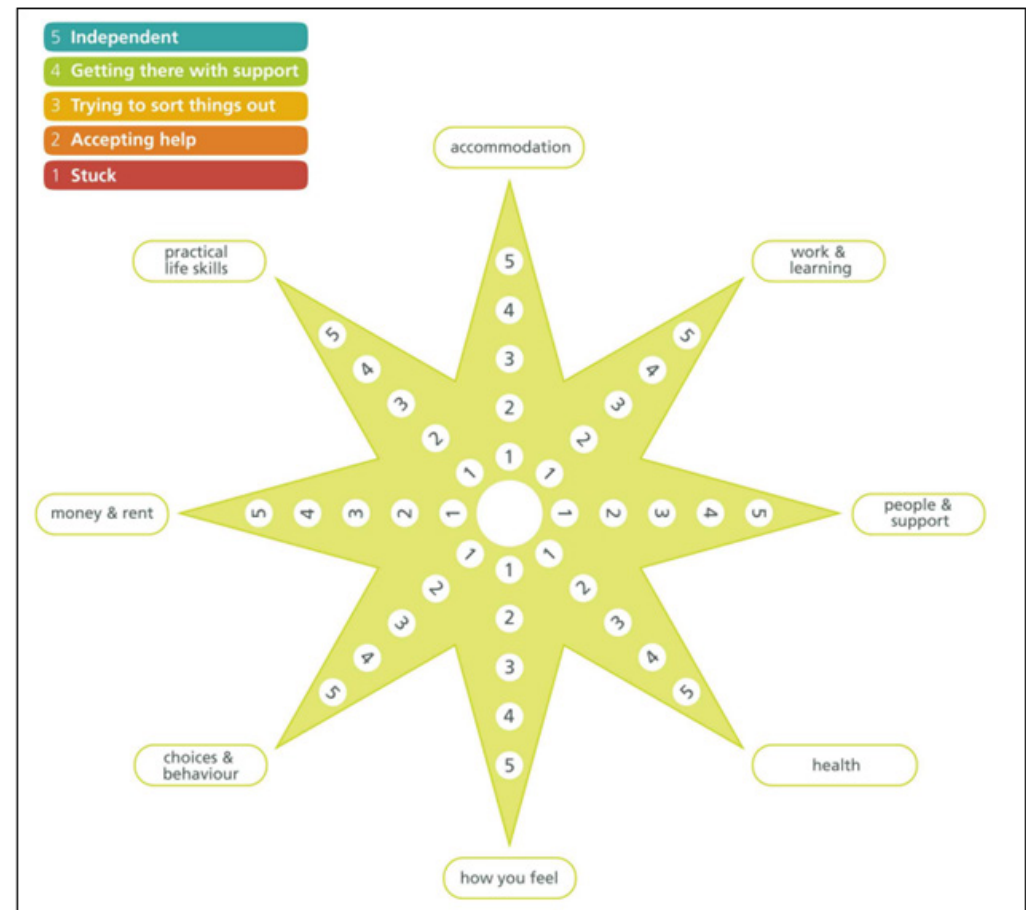
Sarah showed Dr Johnny Hon around MacDonald Buchanan House, speaking about the age group we are supporting through this important role, how she supports young people entering the industry, and the resulting outcomes and impact upon both the individual young people concerned as well as the wider racing community / workforce.

We hope that seeing the accommodation and the support that Sarah gives first-hand provided a meaningful way for Dr Johnny Hon and Global Group Racing to see the overwhelmingly positive impact that this donation will have in helping young people to enter the racing industry - and importantly provide them with the tools they need to remain within the industry for many years to come.

PROJECT MISSION		<i>To support and grow our young people to live independent, successful lives whilst working in the horseracing industry</i>	
Project Outcomes	What will it look like	How will this be measured	How will this be monitored
Accommodation	I live independently and manage well enough without support from a service. I know how to get help if I need it	To achieve and maintain by the end of their tenancy term a Scale 5 on the Young Persons Star Chart	All Young persons will receive the following formal assessment, reviews and checks: - 1st Settling Visit and Star Assessment (within 2 Weeks) - Regular Room Checks - 6 month Star Review - 12 month Star Review - 18 month Star Review and Move On Plan - 24 month End of Licence Review
Work and Learning	I am in training, education or work and I am working towards what I want to achieve without support from a service	To achieve and maintain by the end of their tenancy term a Scale 5 on the Young Persons Star Chart	
People and Support	I mostly feel supported and connected. I have friends or others outside the service who are good for me, so I don't need support in this area	To achieve and maintain by the end of their tenancy term a Scale 5 on the Young Persons Star Chart	
Health	I look after my physical, mental and sexual health well enough by myself. I go to the doctor when I need to and mostly have enough healthy food, exercise and sleep	To achieve and maintain by the end of their tenancy term a Scale 5 on the Young Persons Star Chart	
How you feel	I mostly feel confident, know who I am and am happy to be me. I can address any issue around my identity or being accepted without help from the service	To achieve and maintain by the end of their tenancy term a Scale 5 on the Young Persons Star Chart	
Choices and behaviour	I stay safe, without support. I drink a little or not at all and don't use illegal drugs. I am not offending or involved in anti-social behaviour	To achieve and maintain by the end of their tenancy term a Scale 5 on the Young Persons Star Chart	
Money and Rent	I am confident managing money safely and responsibly. I deal with any rent arrears or debts and can budget, plan ahead and make decisions without support	To achieve and maintain by the end of their tenancy term a Scale 5 on the Young Persons Star Chart	

Practical Life Skills	I am able to live independently. I am confident with shopping, cooking, cleaning, laundry and other practical tasks. The young person's room is tidy, clean and well kept	To achieve and maintain by the end of their tenancy term a Scale 5 on the Young Persons Star Chart	
Move on Accommodation	I am actively engaged or have secured a new home to move to at the end of my Licence	I am actively engaged or have secured a new home to move to at the end of my Licence. I move on and am sustaining a tenancy	Post Leave check with young person
Remain working in Horseracing Industry	Remain in gainful employment in the Horseracing industry	Young Person remains in Horseracing Industry	Remains employed

To the right shows the Star Support Outcome Plan (SSOP). Individuals may start their journey in the centre of the star at one or two. With Sarah's help they will be able to move towards achieving a five in each category. However, some tenants may naturally be at or closer to five in one or more categories, so Sarah can recognise this and work on other areas to ensure they are ready for independent living at the end of their two-year tenancy.



HOUSING SUPPORT OFFICER CASE STUDY

The below case study is provided for Jake who has recently moved into MacDonald Buchanan House. Jake's story demonstrates how the generous funding from Dr Johnny Hon and Global Group Racing is enabling Racing Welfare to provide life-changing support to young people working in the industry.

CASE STUDY OF JAKE:

Provided by Sarah Ashley (Housing Support Officer)

Jake moved into MacDonald Buchanan House in February, he is employed at the British Racing School (BRS) as an apprentice for the pony racing academy and has been since he completed his ground-based course at the BRS in August 2021. Jake is 18 years-old and assessed as vulnerable. Initially, Jake was living at the BRS during the week on a bed and breakfast basis and was collected at weekends by his father to return home. Jake continued to work at a local riding school at weekends which he had previously done free of charge and continued to do so.

Some concerns were raised by the BRS as Jake received no pay from his weekend job and his father would charge him £50 a weekend for staying at home and for fuel. Jake was also paying for his lodgings at the BRS which left very little from his £200 apprentice wages. The BRS raised safeguarding concerns in relation to modern slavery, coercive control, and exploitation.

Jake is now living in MacDonald Buchanan House independently with support from Sarah and the BRS. Since moving in he has started to flourish. Initially, Sarah supported him with applying for government benefits to maximise his income. He is making regular rent payments and has set up direct debits for council tax and utilities.

Jake has improved his weekend working situation by negotiating a modest payment and taking the train to keep costs down.

He has also accessed Racing Welfare's occupational health service and Sarah is putting a supporting document together to ask for occupational health to fund a private assessment and diagnosis of his ADHD.

Jake has just passed his CBT bike test and is being supported in his application for the Kickstart programme, this will allow him to have his own mode of transport, another step towards independence. The flat in which Jake holds his tenancy is always clean and tidy and he is very proud of that.

Such support provided by this role and progress made by our young people demonstrates that by bridging the gap between dependence and independence our young people have a well-supported start to their careers and towards challenges they will face in the future.

COMMUNICATIONS – UPDATE

Objectives

- Generate positive stories to publicise the support that Dr Johnny Hon is giving to Racing Welfare, and in turn the racing community in Newmarket
- Highlight and raise awareness of Racing Welfare's housing and service provision
- Signpost young people to Racing Homes
- Generate engagement with Dr Johnny Hon's / GGR / Racing Welfare's channels through sharing compelling content

Approach – All complete or in progress

- Regular social media posts
- Maximise human interest element to ensure the story is emotive and compelling; it should not be pitched as a corporate donation story but more about impact and a shared commitment to the welfare of racing employees
- Identify and tell the story of the young people being supported at MacDonald Buchanan House, demonstrating the importance and impact of the post
- Launch with pitch to local and national print media
- Utilise any ad-hoc opportunities to highlight the role and reiterate Dr Johnny Hon's support

KEY ACTIVITIES

Complete

- Dr Johnny Hon / GGR logo included on postholder's email signature and some signage at the premises
- WB 13 December 2021 – news story announcing the donation published on website
- WB 13 December 2021 – Dr Johnny Hon's short article explaining why he backed this welfare initiative. Posted on LinkedIn and his website
- WB 17 January – external PR featuring Sarah and a young person case study
- Mid-January – story included in Racing Welfare National e-newsletter
- 7-12 March – profile piece on Sarah's role added to the website and across social media to tie in with National Careers Week
- 8 March – story included in Spring edition of East region Racing Welfare e-newsletter

Pending

- End of September – further case study of a young person
- Before each year-end, review for any opportunities to communicate personal success stories achieved through the support offered by MacDonald Buchanan House and acknowledge Dr Hon's backing behind it

APPENDIX

A: Partnership Exposure

- <https://racingwelfare.co.uk/donation-to-provide-vital-support-to-young-people-in-newmarket/>
- <https://www.racingpost.com/news/owner-johnny-hon-hands-racing-welfare-100000-to-support-young-stable-staff/534076>
- <https://dailybuzz24.com/index.php/2022/01/22/hon-supports-the-race-right-with-a-100000-grant/>
- <https://www.themarque.com/profile/johnny-hon>
- <https://www.cats-racingwelfare.co.uk/question-answer-with-sarah-ashley-housing-support-officer/>
- <https://www.thoroughbreddailynews.com/hon-supports-racing-welfare-with-100000-donation/>

B: Screen Captures

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Latest Race Reports Cheltenham Countdown The Ultimate Guide Interviews Comment Insight International Cheltenham Jumps Stable Tours The Big Jump Off Best of Members' Club Racing Explained Betting Masterclasses

LATEST GENEROUS DONATION

Owner Johnny Hon donates £100,000 to support young stable staff

As a passionate racing fan and owner of Albert House Stables, I know the importance of supporting all the great people who make racing happen

Johnny Hon: "This project makes a real difference and sets an example that should be copied elsewhere in racing communities"
Mark Criswell (@racingpost.com/markcriswell)

Related stories

- Stable staff chief calls on racing to address 'too intense' work-life imbalance
- 'Change is needed - and change is coming' - gambling minister on reform rally
- 'The brigadier wanted a picture' - Gold Cup tour a hit with Cheltenham locals

Racing Welfare
24 January

MacDonald Buchanan House aims to bridge the gap between the racing schools & independent living. The Housing Support Officer is integral to that & gives these young people the best opportunity to flourish in both their personal and professional lives:
[https://racingwelfare.co.uk/_/sarah-ashley-housing-... See more](https://racingwelfare.co.uk/_/sarah-ashley-housing-...)

“ Sarah is always there for support which is good for your confidence. She's very approachable and she sorts out any problems for us pretty much straight away.”

Kayleigh Greensmith, MacDonald Buchanan House Tenant

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Sarah Ashley, Housing Support Officer

Funded by Dr Johnny Hon and Global Group Racing, Macdonald Buchanan House, a modern accommodation located in Newmarket, is where eighteen young people aged 16-24, call...

[Read more](#)

THE MARQUE About Services Profiles Press Contact

28 JAN 2022 | RACING POST

Owner Johnny Hon donates £100,000 to support young stable staff

Global Group Racing has made a £100,000 donation to Racing Welfare to cover the salary of the Housing Support Officer during the next three years.

[Read more](#)

[VIEW NEWS ARCHIVE](#)

Johnny Hon @DrJohnnyHon · Jun 3

Visiting MacDonald Buchanan House in #Newmarket with @RacingWelfare's Chief Executive, Dawn Goodfellow, and Housing Support Officer, Sarah Ashley, offered a great look into the project, to raise up racing's young people and help them secure a bright future ahead.

#DrJohnnyHon

Johnny's Background

THE Global GROUP The Global Group Hoeg Hong, HK