

The Crisis logo, featuring the word "Crisis" in a bold, red, sans-serif font.

Tackling Multiple Disadvantage

Employment support for people experiencing homelessness - lessons from TMD

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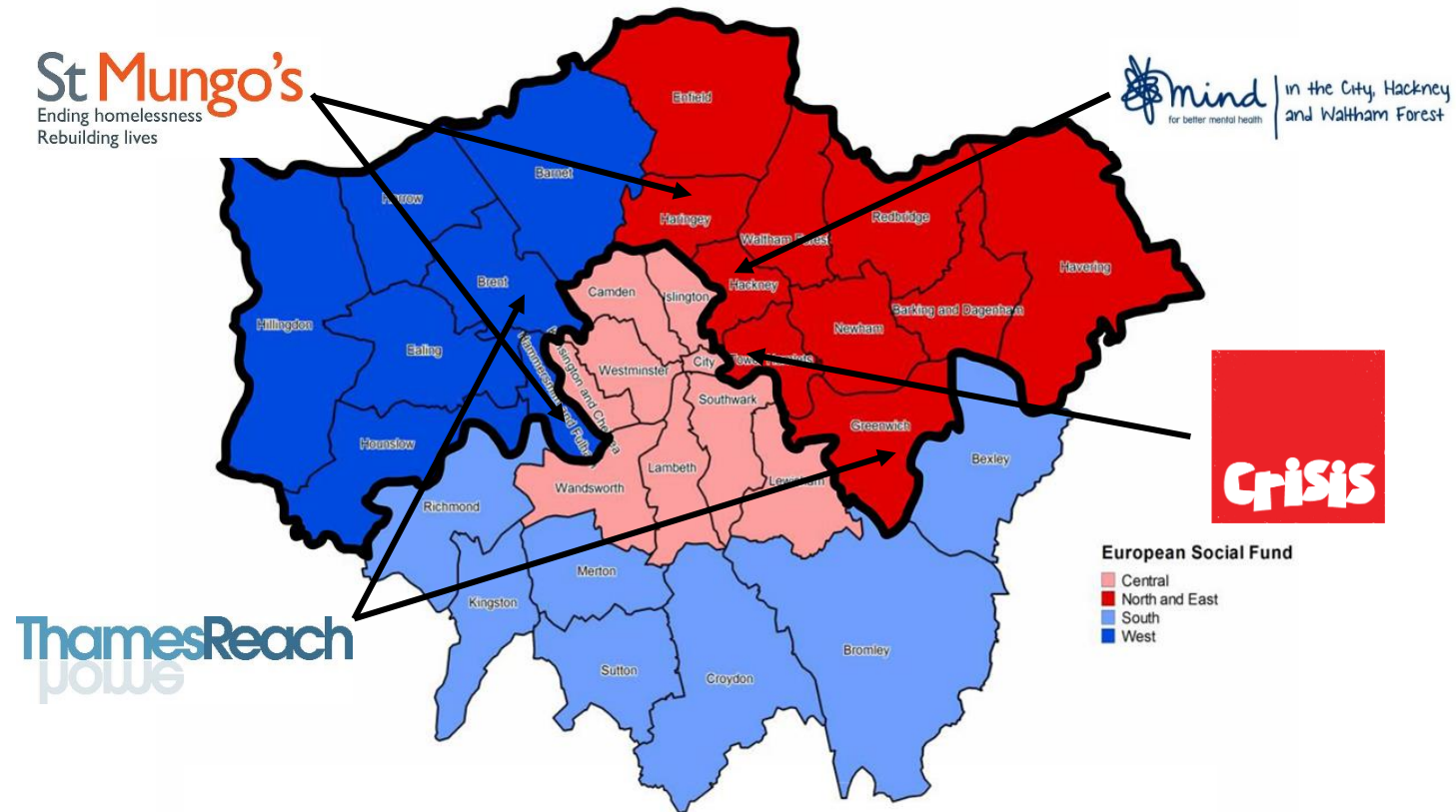


TMD Overview

- Aim: Support for single homeless people with multiple and complex needs into training and employment.
- April 2017 to March 2020
- Building Better Opportunities (BBO) project, co-financed by National Lottery Community Fund (was Big Lottery Fund) with European Social Fund
- Budget of £1.42m
- Crisis led London-wide partnership of 4 leading charities
- All partners provided end-to-end and 6 months in-work support
- Delivery shared Crisis 50%, Thames Reach 20%, St Mungo's 20%, Mind CHWF 10%

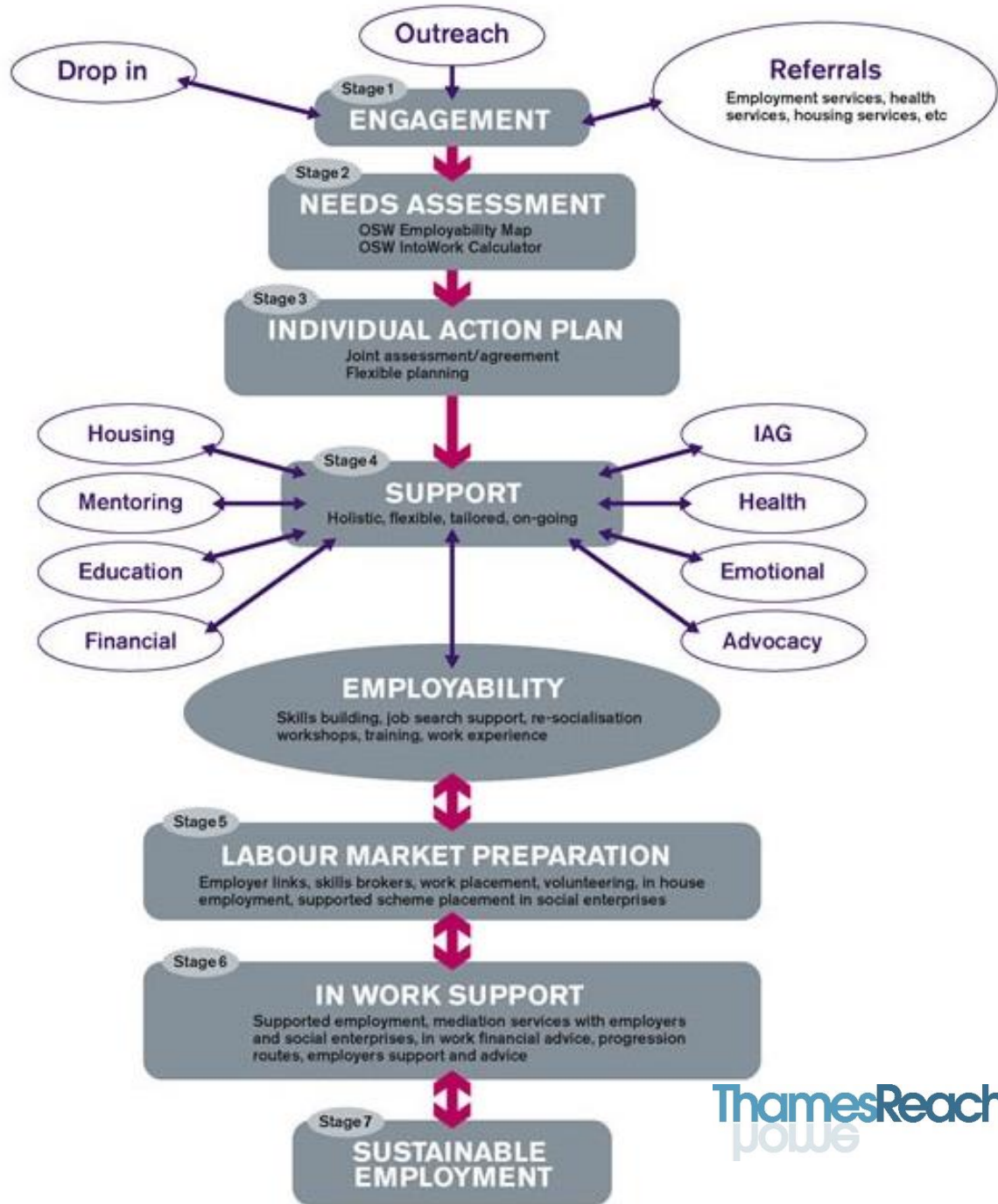
Geographic Coverage

West, North & East London – 6 TMD hubs covering 17 London Boroughs.
(St Giles Trust's Peer Circles BBO project covers Central and South London)



Model

- **Highly personalised coaching model**
 - All partners deliver 1:1 end to end provision
 - 7 stages from initial assessment to 6 months in-work support
- **Access to training and activities including;**
 - Literacy, functional skills, IT and ESOL etc
 - Soft skills – employability, CV building, GOALS coaching
 - Health and wellbeing group activities and 1:1 counselling
- **Housing Support**
 - Partners provided housing support using in-house resource and partner agencies
- **Working with partners**
 - Coaches take lead role, liaising with housing, employment, health, and vol sector agencies
- **Access to employers**
 - Crisis' Employment Platform opened to all TMD participants



Based on Off Streets and Into Work model, cited by MEAM coalition (2015) and reinforced by Crisis' Justice Studio report (2016)

Targets

- **RESULTS – Programme level**

- 600 people will start project
- 168 will **exit** into employment or self-employment (28%)
 - Of these 96 will sustain for 6 months (57% on those who enter employment)
- 102 will **exit** into training
- 105 of economically inactive will **exit** into job search activity

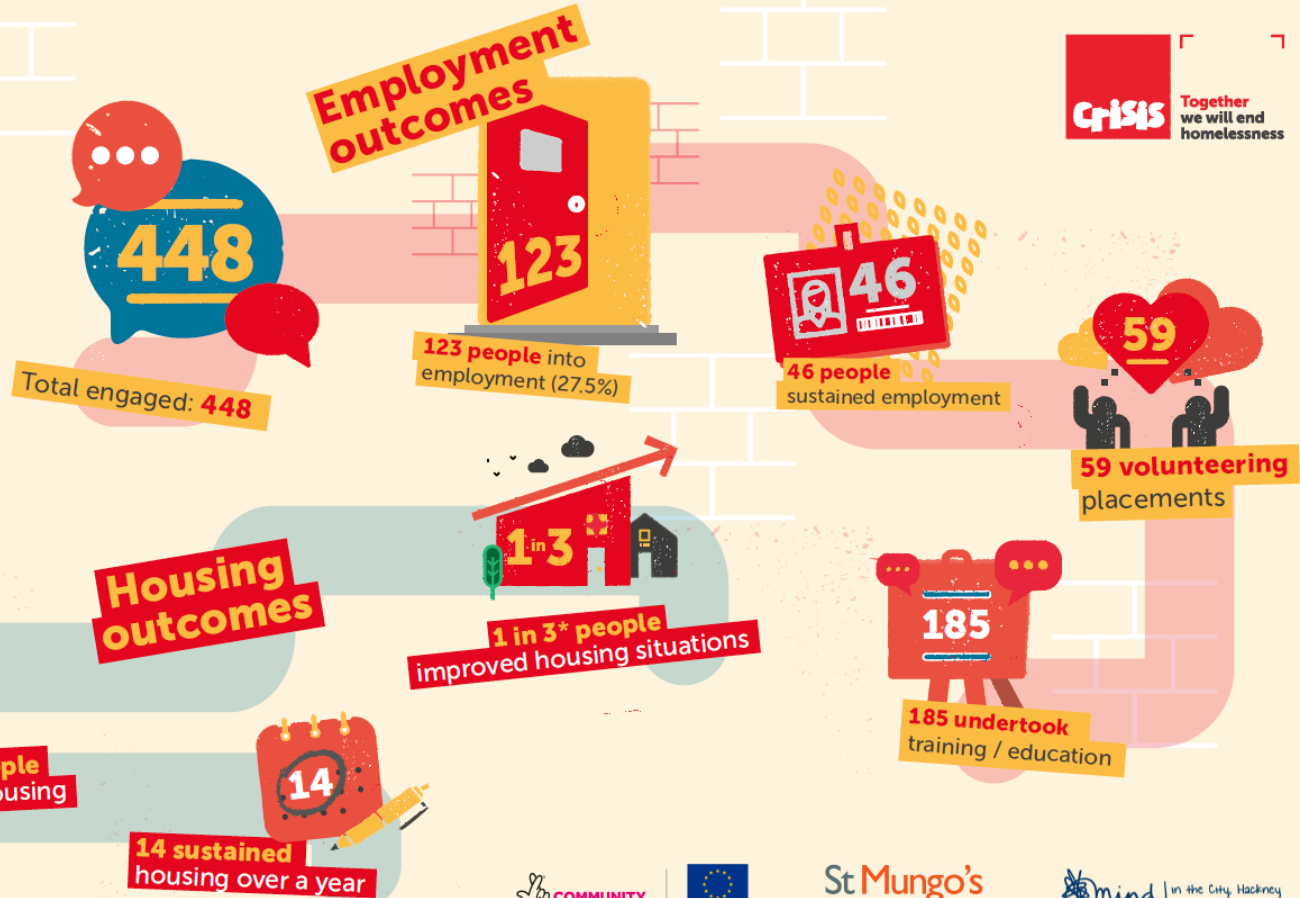
- **SOFT OUTCOMES – Project level (9)**

- Improved Emotional Health & resilience to pursue employment goals (3)
- Improved Employability Skills (3)
- Feel more likely to get a job upon leaving (3)

Performance

Tackling Multiple Disadvantage: Project outcomes

Tackling Multiple Disadvantage (TMD) was a project to help homeless people with complex needs into employment. Crisis and partners worked together across 17 London Boroughs to engage people and support them into employment, training and volunteering as a means to help them end their homelessness for good.



*based on 144 Crisis members for whom a housing outcome was recorded.



Results Summary

Exit Result	Totals		%	
	Target	Actual	Target	Actual
Project Starts	600	448	100%	75%
Exit into employment	168	123	28%	27%
Sustained employment	96	46	16%	10%
Training	102	17	17%	4%
Job Search	105	9	18%	2%

Participation rates by characteristic

Table 1 participation targets and rates by demographic group

	Participant rates	Target	Actual
Gender	Men	60%	79%
	Women	40%	21%
Employment status	Unemployed	35%	60%
	Economically inactive	65%	40%
Demographics	Aged 50 or over	15%	22%
	With disabilities	40%	35%
	Ethnic minorities	55%	59%

Participation rates by characteristic

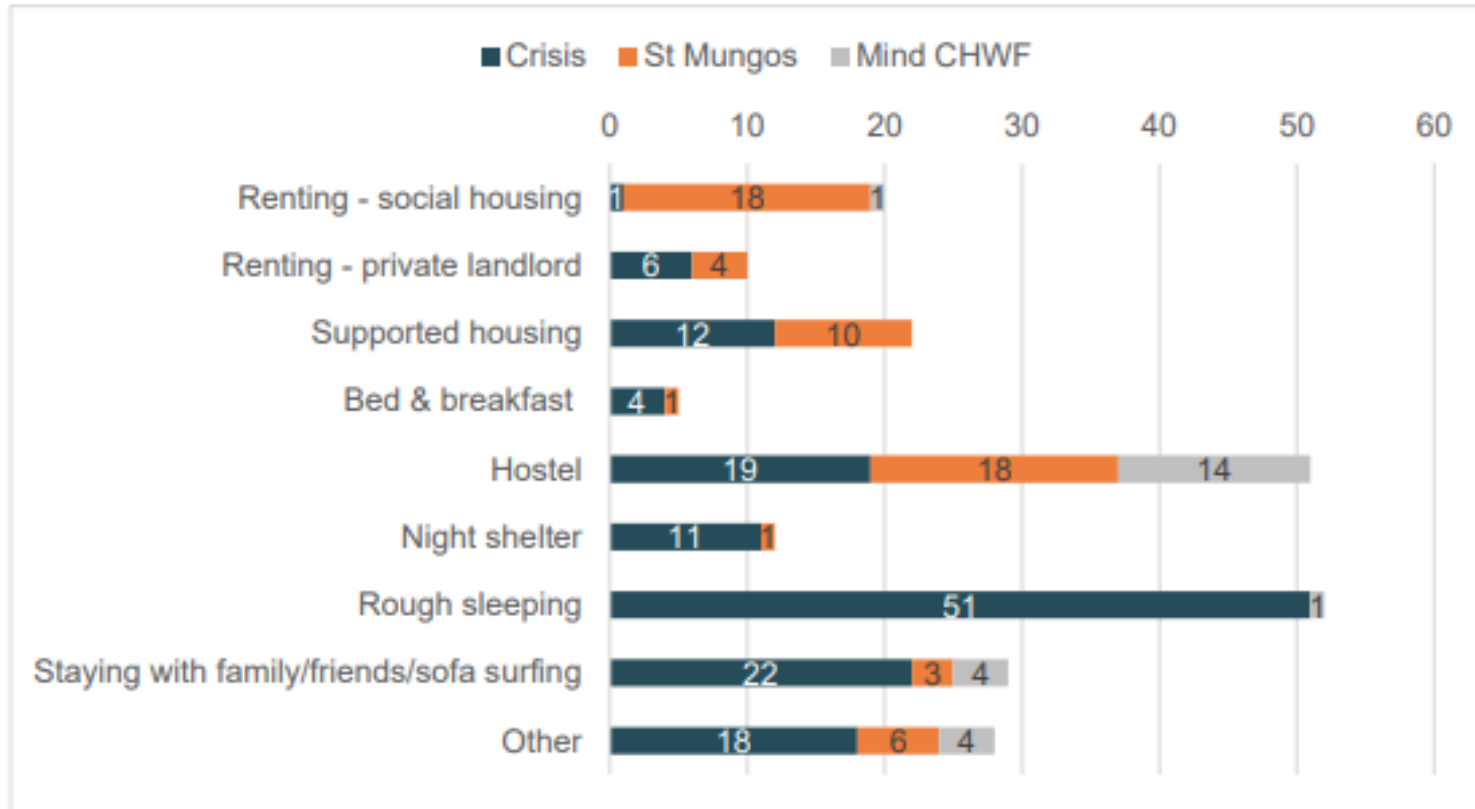
Box 1: TMD participant circumstances²⁴

All TMD participants were homeless or had experienced housing exclusion. In addition:

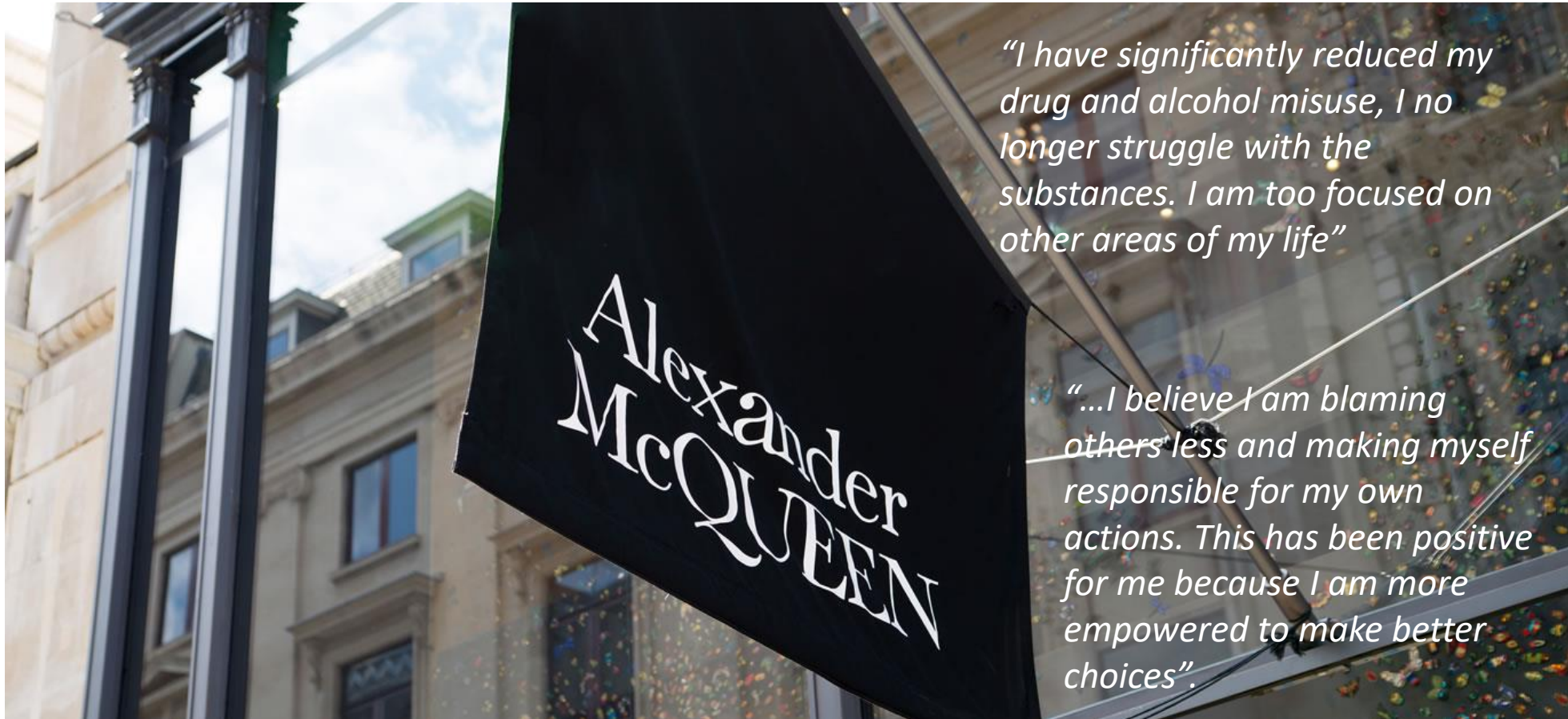
- 48% identified mental health problems;
- 34% identified substance misuse issues;
- 35% were disabled;
- 51% lacked basic skills;
- 21% were ex-offenders.

Participation rates by characteristic

Figure 9 Participant living situations



Case Study - J



"I have significantly reduced my drug and alcohol misuse, I no longer struggle with the substances. I am too focused on other areas of my life"

"...I believe I am blaming others less and making myself responsible for my own actions. This has been positive for me because I am more empowered to make better choices".

Operational challenges



- Programme Design
- Caseload Management
- Staff Turnover
- Gaps in support