Tackling Multiple Disadvantage
Evaluation Findings

17th December 2020

Seana Friel, Researcher

L&W LEARNING AND WORK INSTITUTE

Evaluation methods

Visual dashboard - quarterly MI analysis
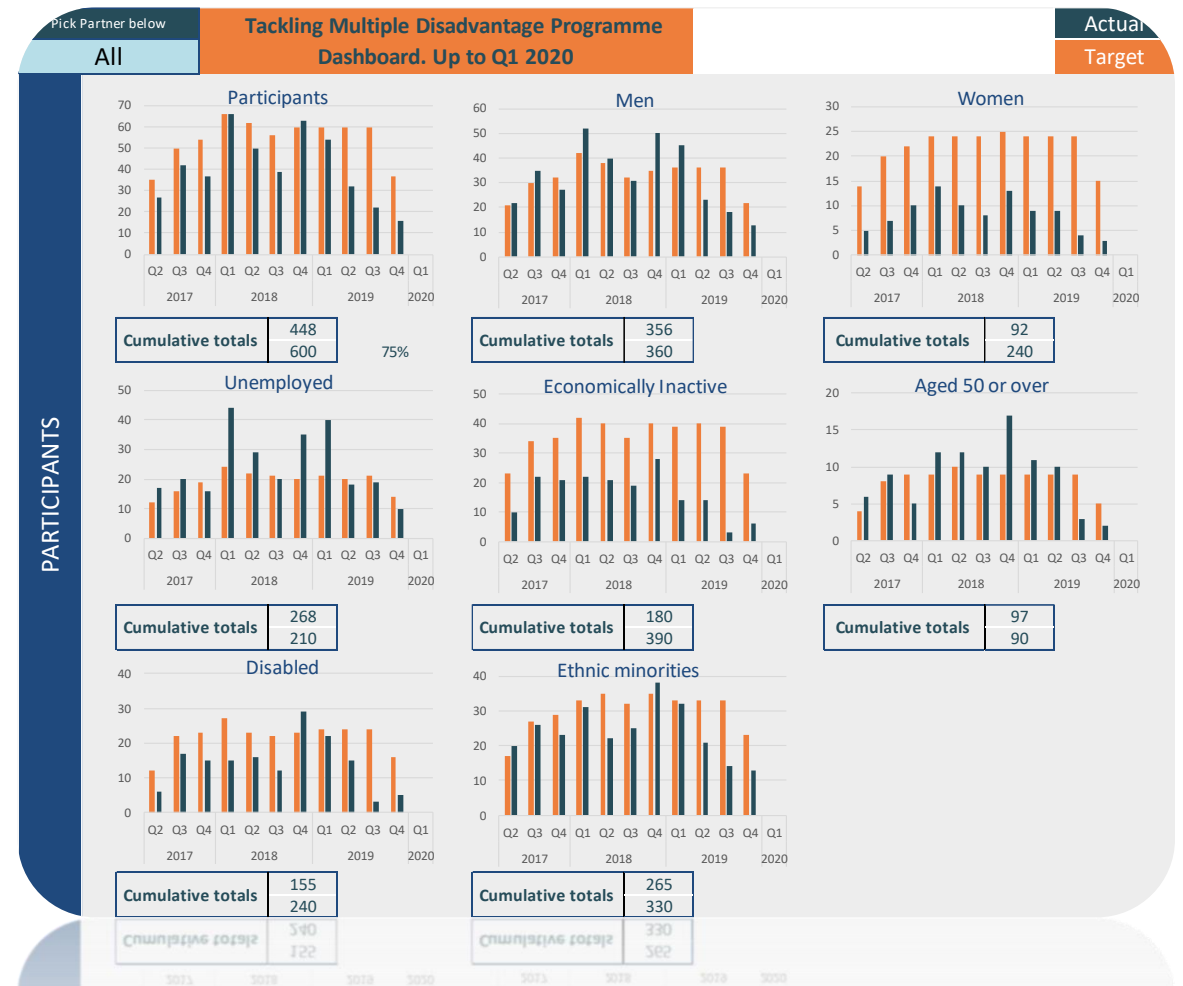**Housing data analysis**

Literature review

Participant research
- Semi-structured interviews (2 waves; longitudinal)
- Participant focus groups

Staff and stakeholder research
- Strategic leads and local authorities
- Coach interviews (2 waves)
- Workshop with TMD senior management

TMD evaluation – key messages

- **Target group**
- **Support**
- **Outcomes**

L&W LEARNING AND WORK INSTITUTE

Target group

Automatically they're coming in with this huge barrier [homelessness] regardless of everything else

They give you flat, you start to find job, you think everything's sorted out, and one day you have to leave the place… everything fell down

Key learning from TMD

- Multiple and complex needs client group barriers highly varied and interrelated.
- Barriers impact ability to join support, make and maintain progress.
- Far-reaching detrimental impact of homelessness / precarious housing circumstances on health, recovery, ability to enter/sustain employment.
- Good practice in engagement: wide service offer; tailored to individual need; trust transfer.
- Hindered by excessively bureaucratic project design.

LEARNING AND WORK INSTITUTE

Support delivery

*Coaching really helped them to **realise what their strengths are,** why life is worth living still…this guy said, 'You've listened to me, you didn't give up on me, and you didn't see me as just like a homeless person, tick a box. It was really empowering'*

*I like the way they **offer great classes** … that's what you need because you feel depressed and degraded*

Key learning from TMD

- **Holistic & needs led support is paramount;** prioritising support to stabilise participant's situation.

- **Coaching model**: facilitates trust, resilience and feeling valued, in turn supports engagement.

- Training and recreational activities **provide routine and instil a sense of purpose**

- Financial support to cover costs training/qualifications – **alleviates barrier**, boosts motivation confidence.

- **Working in collaboration with internal or external specialist teams** effective for higher needs

- **Transitioning and in-work support key to sustaining outcomes**

L&W LEARNING AND WORK INSTITUTE

Key challenges

Often people with mental health needs lose their housing if they go into hospital…if somebody's sectioned, they're not allowed out to get their paperwork, don't have access to the internet, they can't maintain a UC claim…

Working on TMD, and having such a high caseload, and doing so much paperwork, it's very hard to actually apply a coaching model.

- **Participants' fluctuating circumstances**: homelessness impacts health, recovery, ability to make progress and enter/sustain employment.
- **Time for in-work support** and **employer engagement**
- **Excessively bureaucratic project design (condition of BBO funding)** negatively impacted:
  - Participant's ability to join project
  - Resources/ staff turnover (detrimental to participants)
  - Partnership (exit *and* appetite for future delivery)
- **Systematic challenges** (e.g. supply of affordable housing, single issue provision, lack of preventative support)

L&W LEARNING AND WORK INSTITUTE

*…I started to **build my confidence up** slowly…*

*…it's an absolutely awesome project because it's **giving you opportunity to bring out what you didn't even know you had inside of you…***

*…TMD **keeps me active**, it stops me going too much off the rails…*

*…Now, I **feel stronger…***

*…If you have a lot of negative experiences in society…you become negative yourself…it's impossible to be productive… interacting with [Partner] bit by bit helps me to **feel better with myself…***

TMD outcomes: lessons learned

- Model is effective employment support for client group.
- Outcome rate improvement (18% to 27%) – longer term support.
- TMD was **more than employment outcomes**
  - 33% improved housing situation
  - 35% secured housing (including 18% for over 6 months).
  - Transformative impact on participant lives.

L&W LEARNING AND WORK INSTITUTE

Key learning from TMD

Importance of work quality, in-work support and progression support

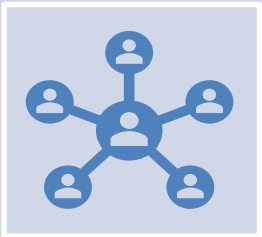**Role of stable housing** in progress to sustainable employment

Future employment support:

1) Investment in employment support must not forget those with complex needs;

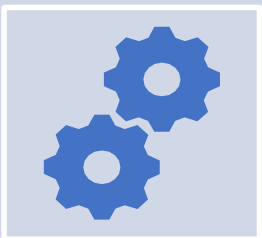2) Post ESF reporting requirements must be proportionate and measure what matters

Recommendations

DELIVERY
Engage through trusted organisations
Ensure caseloads are manageable

Employer engagement
In-work support

COMMISSIONING
Invest in proven models of long term support
Minimise monitoring and compliance

Measure what matters
Focus on job quality & sustainment

POLICY
Integrate housing & employment support
Extend Housing First approaches

Local cross-sector collaboration
Address root causes of homelessness
(UC and social housing investment)

www.learningandwork.org.uk

@LearnWorkUK