

Outcomes at a glance



Crisis Needs (5)

Being fed; emergency accommodation



Housing (8)

Post-crisis accommodation; maintaining tenancies; housing support



Health & Wellbeing (15)

Improving physical health, mental health and general wellbeing; reduction in substance misuse



Employment & Skills (12)

Improving work-related skills; participating in training; obtaining employment



Independence & Personal Development (11)

Gaining confidence; gaining life skills; increased motivation; moving towards independent living



Connection with Community (6) & Family (3)

Building community connections; reconnecting with family



Rights (7)

Benefits claimed; understanding own welfare rights; legal and immigration rights advanced



Indirect (5)

Staff and volunteer training; leadership development; networking; system changes



Other Direct (4)

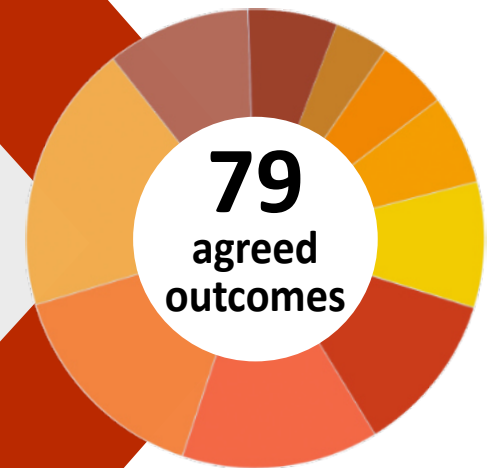
Outcomes with direct impacts on homeless people that do not fit in other categories



General (both direct and indirect impacts) (3)

General aims; wider impacts

21 projects
working
towards



Plus
26 unplanned
outcomes from
15 projects

See report for more information

Key conclusions at a glance



General

- All 21 projects deliver good quality, impactful, valuable work
- The programme as a whole delivers good value and social benefit
- Making a real difference to homeless people and those at risk of homelessness



Values, faith, approaches and delivery models

- Strong core values, e.g. respect, trust and hope
- Shared, evidence-based approaches, e.g. person-centred and strengths-based
- Various delivery models



Challenges

- COVID-19 was the greatest challenge
- Also: recruiting volunteers; sourcing funding; working with clients with multiple complex needs
- Pressures likely to continue



Outcomes and impact

- 21 projects working towards agreed and unplanned outcomes – see ‘Outcomes at a glance’
- Some identified gaps, e.g. support for homeless women; tackling structural or policy issues
- Increased understanding of impact may help to increase it



Working with Mercers

- Projects’ experiences of working with Mercers’ are positive
- The funding is highly valued; some projects would not have been viable without it
- Relationships with Mercers’ are highly valued



Learning and the future

- Projects’ learning varied, e.g. relating to COVID-19; working with particular client groups; need for flexibility; value of volunteers; benefits of strong partnerships
- Most were interested in knowing more about the other projects
- Organisations were optimistic they would continue to deliver their projects but concerned about future funding