



**Employability &
Homelessness in Glasgow:**
Evidence & Aspirations

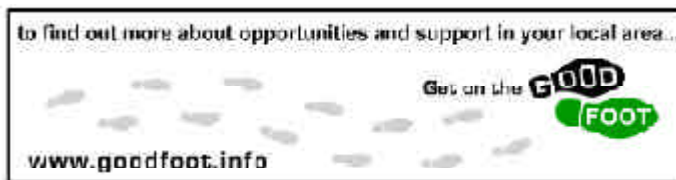
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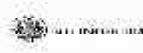
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Glasgow Homelessness Partnership



glasgow homelessness network

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Executive summary

1. This report provides the first detailed analysis of employability issues relating to people experiencing homelessness in Glasgow. It has direct significance for the development of policy, partnership working, and allocation of funding in Glasgow. The report also has broader significance in Scotland, where it is an important contribution to the development of understanding of employability issues as called for in the Scottish Executive's *Workforce Plus* employability framework; and in the UK, where it contributes to the broader body of research on homelessness and employability.
2. The report was commissioned by the Glasgow Homelessness Network (GHN), the umbrella organisation for voluntary sector service providers, and the Glasgow Homelessness Partnership, which has overarching responsibility for development and delivery of services.
3. The report is a key element in GHN's broad research programme on employability and homelessness in Glasgow entitled "*What are you doing today....?*"
4. The core of the report is an analysis of a dataset containing information on the employability of **311 people** affected by homelessness in Glasgow who completed a **questionnaire**. For each individual, the dataset contains information on their personal characteristics, their employment related experience; their current situation; their aspirations for the future; and the barriers to progress which they identify. The data collection ensured that the profile of this group matched the overall profile of people experiencing homelessness in Glasgow in terms of age, gender, and accommodation type. This dataset was complemented by a series of focus groups in which an additional **119 people** experiencing homelessness articulated their experiences and opinions on employability issues.
5. The main findings to emerge from the data are that there is significant past experience of employment, training and education, volunteering and participation in hobbies and activities; that there are very low levels of activity while experiencing homelessness; and that aspirations are for a return to high levels of employment and engagement in the future.

6. It is clear that the factors which lead to homelessness also lead to low levels of economic and social activity and/or that homelessness itself contributes to low levels of activity.
7. In the case of employment, for example, 66% of participants have past experience of employment, but only 8% were working when they were homeless and completed the questionnaire. 68% of participants expressed an aspiration to employment in the future. Through completing the questionnaires and participation in the focus groups, participants identified barriers to employment, the most common of which were lack of experience/skills, health concerns, and lack of confidence. A significant number of residents in the city's large scale hostels (private, voluntary and council) and in B & B identified their current address as a barrier.
8. The most common occupational sectors in which participants had experience were building/construction and retail/hospitality/service. The most common sectors in which participants aspired to work in the future were health/social care, building/construction, retail/hospitality/service and art/design/crafts.
9. Similar patterns emerged when examining employability issues such as training and education; volunteering; and hobbies and activities. On all these issues, people experiencing homelessness have extensive past experience; very low levels of activity while homeless; and aspirations for much higher levels of activity in the future.
10. The report considers the employability evidence in the context of projected demand in the Glasgow labour market, and concludes that the aspirations of the research participants are compatible with the expected growth in employment in sectors such as health and social work, hotels and catering, and construction. The labour market projections emphasise the growing importance of qualifications, and this is clearly an issue for people experiencing homelessness, as it is for other groups in the city where worklessness is endemic.
11. The report's research evidence supports recommendations (from the Scottish Executive and from the Glasgow Consortium on Welfare Reform) for realigning expenditure on employability services to ensure more emphasis on the early stages in the employment pathway (engagement and activity) and on the later stages (support in employment).

12. Finally, the report recommends that homelessness, social care and health care staff should develop a better understanding of employability issues, and should at least be able to signpost people experiencing homelessness to the appropriate employability services; and that staff working in employment and employability services should develop a greater awareness of homelessness issues, particularly the employability barriers which often accompany homelessness, or are caused by homelessness.

1. Introduction

The research project

- 1.1 This report was commissioned by the Glasgow Homelessness Network (GHN), working in partnership with the Glasgow Homelessness Partnership (GHP). GHN is the voluntary sector organisation which acts as the umbrella body for organisations working to tackle homelessness in Glasgow. GHP is a partnership between Glasgow City Council, Greater Glasgow Health Board, Glasgow Homelessness Network (representing the voluntary sector) and the Scottish Executive. These organisations are working together to re-provision homelessness services in Glasgow to eliminate the need for use of large scale hostels, and to provide options for homeless people which minimise the personal, social and economic damage that homelessness can cause. This includes eliminating the need to sleep rough and to reduce levels of repeat homelessness.
- 1.2 The report is a key element in the GHN's "*What are you doing today...?*" research programme. The programme is focused on homelessness and employability and has gathered qualitative and quantitative information from service users and service providers through a series of seminars, consultation events, focus groups and questionnaires. These have included the Benefit Matters Seminar; best practice from the New Futures Consultation Event; the Capacity for Learning Consultation Event; and consultation in relation to the key role that advice and information plays in ensuring equitable access to opportunity.
- 1.3 The report was funded by RE:FOCUS with match funding in staff time from GHN and GHP.
- 1.4 The core of the report is an analysis of a dataset containing information on the employability of more than 300 people affected by homelessness in Glasgow. For each individual, the dataset contains information on their personal characteristics; their employment related experience; their current situation; their aspirations for the future; and the barriers to progress which they identify.
- 1.5 This core dataset was compiled by GHN on the basis of questionnaires completed in 2006. It is complemented by the written records of key points to emerge from a series of focus groups of people affected by homelessness carried out as part of the same research project. The focus groups, attended by more than 100 people, were

structured around the same themes as the questionnaire.

- 1.6 The research project directly addresses many key concerns and issues in homelessness policy and employability policy. The project will contribute important information and recommendations to strategic developments in Glasgow, to Scottish policies on homelessness and employability, and to understanding of homelessness and employability issues in the UK.

Report structure

- 1.7 The following chapters of this report are as follows:
- Chapter Two, *The national policy context*, locates the research project in the context of national developments and initiatives on homelessness and employability.
 - Chapter Three, *The Glasgow context*, outlines the major relevant developments which are specific to the city.
 - Chapter Four, *The research project*, describes the project's methodology.
 - Chapter Five, *Profile of the research participants*, profiles the people experiencing homelessness who contributed to the research and compares that profile against the general Glasgow profile of people experiencing homelessness.
 - Chapter Six, *Employment*, examines participants' experience of employment, their current employment status, their aspirations, and how they see the barriers which they face.
 - Chapter Seven, *Training and education*, examines participants' experience of training and education, their current training and education activities, their aspirations, and how they see the barriers which they face.
 - Chapter Eight, *Volunteering*, examines participants' experience of volunteering, their current volunteering activities, their aspirations, and how they see the barriers which they face.
 - Chapter Nine, *Hobbies and activities*, examines participants' previous hobbies and activities, their current level of activity, their aspirations, and how they see the barriers which they face.

- Chapter Ten, *Meeting needs*, analyses the needs which can be estimated from the research project, and the implications for services.
- Chapter Eleven, *Key findings*, identifies the key findings to emerge from the research project.
- Appendix A is the *Questionnaire* used in the research.
- Appendix B, *Assisting organisations*, lists the organisations which assisted the research project by hosting a focus group, hosting a supported questionnaire session or returning questionnaires.
- Appendix C lists the *Stakeholder Interviewees* who contributed to the research.

2. The national policy context

Division of responsibilities

- 2.1 Effective action to tackle homelessness requires co-ordination of policy and funding at city level, by the Scottish Parliament and Executive, and by the UK government. Glasgow agencies have responsibility for assessing need, delivering and co-ordinating services, and monitoring performance and progress. Responsibility for social inclusion, homelessness and aspects of employability now lie with the Scottish Parliament and the Scottish Executive. While the UK government still has a role in some of these areas, it has complete responsibility for welfare benefits which have a central importance in developing, or restricting, the potential for people experiencing homelessness to move from benefits to employment.

Homelessness policy

- 2.2 Traditionally, services for people affected by homelessness have focussed on housing issues and a care agenda.
- 2.3 In more recent years, however, there has been increasing emphasis on employability and employment issues. The Homelessness Task Force¹ reflected and reinforced this changing emphasis, concluding that *“Services addressing homelessness have traditionally focused on finding housing, with little emphasis on employment, education, or training. This must change. Employment is a route to social and economic inclusion and a key part of the solution to homelessness.”*
- 2.4 The Housing (Scotland) Act 2001 required local authorities to draw up local homelessness strategies. The Scottish Homelessness and Employability Network² (SHEN) is currently analysing local homelessness strategies to identify how local authorities are using employability to support sustainable routes out of homelessness.
- 2.5 The Scottish Executive³ supports and develops this agenda, and promotes pilot projects and initiatives such as SHEN.

¹ Homelessness Task Force : Final Report to Scottish Ministers (2002)

² For more information on SHEN, see www.shen-scotland.org

³ For Scottish Executive policies and programmes, www.scotland.gov.uk/Topics/Housing/homeless

Employability

- 2.6 Employability is now at the heart of UK Welfare to Work policies; Scottish Executive social inclusion policy; and Glasgow community planning policies and initiatives.
- 2.7 The centrality of the employability agenda was highlighted by the publication of *Workforce Plus: an Employability Framework for Scotland* by the Scottish Executive in June 2006. The document includes proposals for helping 66,000 individuals in seven local government areas to move from benefits to work. Glasgow has the lowest rates of economic activity of any local authority area in Scotland.
- 2.8 According to *Workforce Plus*, “*employability’ encompasses all the things that enable people to increase their chances of getting a job, staying in, and progressing further, in work.*”
- 2.9 *Workforce Plus* explicitly recommends research which corresponds very closely to the specification for GHN’s Homelessness and Employability Research Project. According to *Workforce Plus*, “*we need to develop and build on the knowledge and data about workless client groups. We need to know more about the factors that influence what needs to be done to help each individual improve his or her employment prospects and about what has been holding that person back.*”

Significance of research

- 2.10 The Welfare to Work and employability strategies are driven by an established consensus that, for most socially excluded individuals and households, paid employment is the most likely route to long term and sustainable improvements in living standards and quality of life. However, for many excluded groups, including people affected by homelessness, there is a lack of information about their employment and employability experience and their aspirations. For people affected by homelessness, there is also an absence of data about the diversity of their experiences and aspirations.
- 2.11 Valuable research work and policy development on the links between homelessness and employability has been carried out in Scotland and in the UK⁴. However, this

⁴ See for example, Scottish Homelessness and Employability Network (www.shen-scotland.org), Off the Streets and Into Work (www.osw.org.uk), DEMOS (Include Me In report, www.demos.co.uk),

research project contributes a body of statistical evidence which has not been available to researchers, policy makers and practitioners in the past. It provides an evidence base on which policy can be developed, and against which progress can be monitored.

- 2.12 GHN have entered the data onto a relational database. While this report analyses and reports on the main issues and trends, the database will prove to be a valuable resource for research, policy development, and establishing a baseline on a whole range of issues. For example, the database should be used as a starting point when reviewing and developing volunteering activities for people experiencing homelessness. The same would apply to issues specific to women, over 50s, hostel residents and to many other groups and categories.

3. The Glasgow context

Introduction

- 3.1 While efforts to regenerate the city's economy and its social fabric have gathered pace in recent years and are showing signs of success, the city has a long way to go if it is to close the gap between its key homelessness and employability indicators, and Scotland or UK-wide indicators. This chapter of the report identifies the important features of the Glasgow context.

Social exclusion

- 3.2 The factors which contribute to, or correlate with, social exclusion tend to be the same factors which contribute to and correlate with homelessness. Assessment of multiple deprivation is now based on the Scottish Index of Multiple Deprivation (SIMD). Communities Scotland and the Scottish Executive identify the most deprived 15% of SIMD datazones as areas eligible for special funding and support. Glasgow has 11% of Scotland's population⁵, but has 38% of the most deprived datazones⁶. 54% of the city's population lives in these datazones. When even more extreme concentrations of poverty are examined (the most deprived 5% of SIMD datazones), Glasgow's position is even bleaker – the city has 70% of the worst 5% of datazones in Scotland.

Homelessness

- 3.3 With 11% of Scotland's population, Glasgow accounted for 27% of all Scottish households assessed as being homeless and in priority need under the Homeless Persons legislation in 2004-05⁷.
- 3.4 In addition to having a level of homelessness which is significantly greater than the rest of Scotland, Glasgow also has a historic reliance on large scale hostels which both sets the city apart from the rest of Scotland, and has specific implications for employability. Ensuring the closure of these hostels with appropriate support packages and realignment of services is the main function of the Glasgow

⁵ General Register Office for Scotland mid-2005 population estimates

⁶ Regeneration Outcome Agreement 2006-08, Glasgow Community Planning Partnership

⁷ Scottish Executive Statistical Bulletin HSG/2005/6

Homelessness Partnership and a central objective of the Strategy for the Prevention and Alleviation of Homelessness in Glasgow 2003-2006.

3.5 The general negative features of Glasgow hostel accommodation have been well documented, and are now being addressed through the hostel closure programme and the development of more appropriate accommodation and support programmes. It is clear from this research, however, that the hostels are also associated with specific employability barriers including

- the stigma felt by people experiencing homelessness who have to give a hostel address to a potential employer;
- possible negative reactions from some employers to hostel residents;
- the difficulty of establishing and maintaining structured activities in what is often a difficult and relatively chaotic living situation.

Economic activity

3.6 Glasgow has low levels of economic activity amongst its working age population. Major steps forward have been taken in recent years, and Glasgow now has a UK-wide reputation for innovative approaches to employability. The numbers of people on Department of Work and Pensions (DWP) benefits have dropped, but the most recent available data still document almost 100,000 working age people on DWP benefits.

3.7 In Glasgow, Equal Access to Employment is a city-wide strategy (EAS) aimed at getting those furthest removed from the labour market back into work. The Equal Access partnership includes the City Council, the Health Board, Careers Scotland, Job Centre Plus and the Local Development Companies. RE:FOCUS is the EAS development partnership, committed to developing new approaches to policy, practice and processes.

3.8 The Glasgow Consortium on Welfare Reform has recently submitted a successful bid to the DWP to secure Pathfinder status, and additional funding and flexibility to tackle this issue. The importance of reducing the numbers of adults claiming benefits and increasing the numbers in employment is endorsed by:

- Glasgow Community Planning Partnership, which has agreed that tackling worklessness and addictions are its overriding priorities for the city;

- the *Workforce Plus* Employability Framework, which proposes to help 66,000 individuals in seven local government areas (including Glasgow) to move from benefits to work.

The labour market

3.9 Glasgow is Scotland's major city and is the heart of a wider metropolitan labour market with significant numbers of workers travelling into the city to work, and significant numbers travelling daily from the city to work in outlying areas.

3.10 The Glasgow Consortium on Welfare Reform has built on the work of Futureskills Scotland to project the growth in job opportunities in the city and in the wider metropolitan area through to 2009. Their projections suggest significant growth in the following sectors:

- other business services (14,000 jobs in Glasgow and 34,000 in the metropolitan region as a whole);
- retail and distribution (14,000 and 32,000 jobs);
- health and social work (12,000 and 28,000 jobs);
- education (9,000 and 20,000 jobs);
- miscellaneous services (7,000 and 17,000 jobs); and
- hotels and catering (6,000 and 14,000 jobs).

3.11 They also project more modest growth in traditional manual industries such as construction and manufacturing.

3.12 Across all occupational sectors, it is predicted that demand will increase for staff with higher levels of qualifications, and for management, professional and technical staff. There will be less demand for employees with no qualifications, or low levels of qualifications; and for unskilled and semi-skilled workers.

New Futures Fund

3.13 The Glasgow Consortium on Welfare Reform and *Workforce Plus* have concluded that there is a need for a realignment of employability funding and resources so that more attention is focussed on

- engaging with people who are at the initial stage of the 'employment pathway' (some way from the labour market) and whose initial needs are, for example, regular activity, personal and social development, or literacy and numeracy support;
- supporting people who are in employment to maintain their employment and to upgrade their skills so that they can access more demanding and better paid jobs.

3.14 Until recently, the New Futures Fund (NFF) supported projects which provided services for people who were far from the labour market, many of them people experiencing homelessness. In Glasgow, as in the rest of the country, NFF funding has been transferred to Community Planning Partnerships (CPPs) who are required to ensure that the achievements of NFF-funded projects are maintained while their activities are integrated into a more strategic framework. CPP decisions on funding and services will be particularly important in Glasgow where many of the NFF projects focussed on the needs of people experiencing homelessness.

4. The research project

Questionnaire

- 4.1 GHN prepared a research toolkit for supporting organisations (listed in Appendix B), and worked closely with staff and projects working with people experiencing homelessness to ensure that the research questionnaire was widely distributed. The toolkit included pictorial prompt cards to allow people with literacy or language barriers to contribute to the research.
- 4.2 311 individuals completed questionnaires relating to their personal characteristics; hobbies and activities; training and education; volunteering activity; employment; and barriers to participation.
- 4.3 The questionnaire was completed by individuals on their own, or with help from front line staff and researchers. The distribution of the questionnaire was designed to achieve a return which matches the general profile of homeless households in Glasgow by age, gender, ethnicity, family status and accommodation type. Participants who completed a questionnaire received a £5 incentive payment.

Focus groups

- 4.4 A further 119 individuals took part in 15 focus groups which followed a common structure and addressed the issues covered in the questionnaire. The experiences and points of view expressed in these focus groups have been written up, and provide valuable additional insights and qualitative information on the main employability issues. Participants in the focus groups also received a £5 incentive payment.

Duplication

- 4.5 The level of duplication (participants completing more than one questionnaire; or completing a questionnaire and taking part in a focus group) was extremely low. Four participants completed 2 questionnaires; 2 participants completed a questionnaire and took part in a focus group; and one participant completed 2 questionnaires and took part in a focus group.
- 4.6 Each participant was assigned a unique personal identifier. This allowed for the identification of duplication. Duplicates were removed from the database before

analysis of the data, so the 311 returns analysed represent 311 separate individuals, and the 119 focus group participants were also distinct individuals.

Analysis

- 4.7 With funding from Re:focus, GHN contracted a consultant/researcher, Archie Fairley, to provide support with data analysis, a research and policy overview, mapping demand against services, and a final report.

Outputs

- 4.8 The outputs from the research process include this report, a 4 page summary report for stakeholders who want a good overview of the project, and a one page “thank you” report for research participants and others. All reports are available on the GHN website www.ghn.org.uk.

5. Profile of the research participants

The employability database

5.1 The employability database now contains information on the personal characteristics of all 430 participants who completed a questionnaire or took part in a focus group. More detailed information is further included for the 311 individuals who completed questionnaires. The information includes:

For all 430 entries:

- Personal characteristics – age, gender, ethnicity, household type, accommodation.

For the 311 individuals who completed questionnaires:

- Hobbies and activities – experience before homelessness, current activities, aspirations and barriers
- Training and education - experience before homelessness, current activities, aspirations and barriers
- Volunteering activity - experience before homelessness, current activities, aspirations and barriers
- Employment (including hours worked and salary information) - experience before homelessness, current activities, aspirations and barriers.

Characteristics of participants

5.2 The research project set out to include a sample of people experiencing homelessness which corresponded, as closely as possible, to the known population of all people experiencing homelessness in Glasgow. In broad terms, this has been achieved. Table 1 provides information on some of the main categories.

Table 1 : Research participants						
	All participants		Completed questionnaires		Took part in focus groups	
Age	No.	%	No.	%	No.	%
16-17	4	1%	2	1%	2	2%
18-25	88	20%	70	23%	18	15%
26-59	301	70%	218	70%	83	70%
60+	21	5%	14	5%	7	6%
Not disclosed	16	4%	7	2%	9	8%
Gender						
Male	304	71%	215	69%	89	75%
Female	126	29%	96	31%	30	25%
Household						
Single	375	87%	271	87%	104	87%
Couple	55	13%	40	13%	15	13%
Parent	67	16%	56	18%	11	9%
Accommodation						
Hostel*/B & B	151	35%	114	37%	37	31%
Other	20	5%	12	4%	8	7%
Own tenancy	78	18%	61	20%	17	14%
Private rented	5	1%	4	1%	1	1%
Sleeping rough	1	<1%	1	<1%	0	0%
Staying with friends/family	6	1%	5	2%	1	1%
Supported accommodation	99	23%	50	16%	49	41%
Temporary furnished flat	68	16%	64	21%	4	3%
Not disclosed	2	<1%	0	0%	2	2%

* includes City Council, voluntary sector and private sector hostels

5.3 Most detailed analysis in this report is on the 311 participants who completed questionnaires. Comparison of this group against the characteristics of the 10,565 completed HL1 forms in Glasgow in 2004-05 shows that, in general, there is a good match between the two groups – most categories in the questionnaire group are within a few percentage points of the overall Glasgow sample. The major differences are:

- women are underrepresented – 31% (96 questionnaires) in the GHN sample against 43% in the 2004/05 HL1 returns;

- 16-17 year olds are underrepresented - 1% (2 questionnaires) in the GHN sample against 6% in the 2004/05 HL1 returns;
- over 60s are overrepresented - 5% (14 questionnaires) in the GHN sample against 2% in the 2004/05 HL1 returns;
- parents are underrepresented - 18% (56 questionnaires) in the GHN sample against 28% in the 2004/05 HL1 returns.

5.4 Of the 311 participants who completed questionnaires, five identified themselves as Asian, and three as black. This very low level of black and minority ethnic (BME) participation is consistent with HL1 returns, and precludes any analysis of BME issues in this report.

5.5 Comparisons between the research participants and HL1 returns are set out fully in table 2 below

Table 2 : Comparison between questionnaire participants and homeless people in Glasgow		
	GHN questionnaires	Homeless households in Glasgow*
Age	%	%
16-17	1%	6%
18-25	23%	28%
26-59	70%	64%
60+	5%	2%
Not disclosed	2%	
Household		
Single	87%	88%
Couple	13%	11%
Parent	18%	28%
Gender		
Male	69%	57%**
Female	31%	43%**
Accommodation		
Hostel/B & B	37%	not known***
Other	4%	not known***
Own tenancy	20%	not known***
Private rented	1%	not known***
Sleeping rough	<1%	not known***
Staying with friends/family	2%	not known***
Supported accommodation	16%	not known***
Temporary furnished flat	21%	not known***

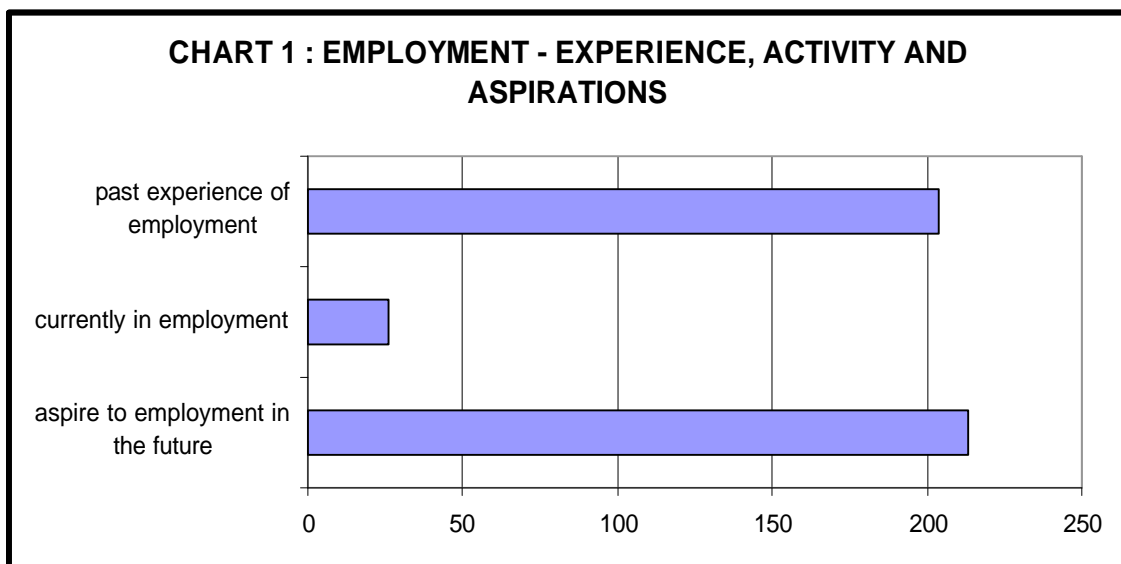
* based on analysis of the 2004-05 HL1 returns

** based on gender breakdown of 2004-05 HL1 stats. There has been a significant shift in the gender breakdown over recent years. The percentage of women increased from 31% in 2002-03 to 43% in 2004-05

*** exact Glasgow figures are not available, but, from the best available estimates, the GHN questionnaire sample corresponds closely to the overall Glasgow situation.

6. Employment

- 6.1 Participants were asked about past employment; what they did now; and what they wanted to do in the future.
- 6.2 Amongst the research participants, there is extensive experience of employment in the past; very low levels of current employment; and high levels of aspiration for future employment. 66% of participants (204) have experience of employment, but only 8% (26) were working when they completed the questionnaire. 213 participants (68%) expressed an aspiration to employment in the future. Of those who express a preference, most would prefer full time employment.



- 6.3 There is an extremely high correlation between homelessness and economic inactivity.

“When you try to move on, you’ve got a high rent to pay. Low wages and a high rent...it’s not worth working.”

(Focus Group Participant)

The most likely explanations are that the factors which lead to homelessness also lead to unemployment; and that homelessness itself leads to unemployment. It is clear from the focus group discussions that participants believe that homelessness makes it more difficult to find and maintain employment.

Participants referred to:

- The stigma of homelessness making them unattractive to potential employers

“If you are homeless an employer won’t touch you with a bargepole.”

(Focus Group Participant)

- Mental health and motivation problems caused by homelessness
- The problems of an address which identifies them as homeless

“If you’ve not got an address, volunteering is your only option.”

“Your address can be a barrier....I use my mum’s”

(Focus Group Participants)

- Employment being a low priority for them compared to finding satisfactory accommodation

“Employment or training isn’t a priority....getting a house is my priority.”

(Focus Group Participant)

- Employers being deterred by applicants having a criminal record
- The financial problems associated with moving from benefits to paid employment.

“It would need to be a decent paying job for me to afford the rent.”

“Rents are too high when you take work – you have to give them half your wages”

(Focus Group Participants)

6.4 Analysis of the data by age bands reveals that older age groups are more likely to have experience of employment, but are less likely to aspire to work in the future. 72% of the 50+ age group have experience of employment, compared to 68% of 26-49 year olds and 59% of under 25s. However, 83% of under 25s hope to work in the future, compared to 70% of 26-49 year olds and 40% of the 50+ age group. In all cases, the numbers currently in employment are very low – 8% of under 25s, 10% of 25-49 year olds, and 2% of over 50s (see table 3 below):

Table 3 : Employment – experience and aspirations by age band						
Age band	Experience of employment		Currently employed		Aspiration to employment in the future	
	No.	%	No.	%	No.	%
Under 25	38	59%	5	8%	53	83%
25 to 49	134	68%	20	10%	138	70%
50+	31	72%	1	2%	17	40%

6.5 The overwhelming majority of all research participants (68%) aspire to work in the future. The most popular occupational sector is health/social care. 101 participants (32% of the sample) hope to work in this sector in the future, although only 36 (12%) have experience, and 8 (3%) currently work in this sector. Some focus group participants explained that they believed that their experience of homelessness or drug abuse would allow them to work effectively in this type of job; others said that, having seen what was involved in this kind of work, they believed that they could do it.

“I’d like to work in social care to repair the cracks in the system.”

“I know about working with homeless people from watching the staff here”

(Focus Group Participants)

6.6 The numbers aspiring to work in health/social care; art/design/crafts; and self employment are markedly greater than the numbers having experience in these occupational sectors. On the other hand, numbers aspiring to work in building/construction and retail/hospitality/service are lower than the numbers with experience in these occupational sectors. The numbers with experience in professional/technical and office/administration are low; as are the numbers with aspirations to work in these sectors.

6.7 Some of the key findings are set out in table 4 below:

Table 4 : Employment						
Occupational sector	In the past		Now		In the future	
	No.	% (*)	No.	%	No.	%
Building/ construction	87	28%	7	2%	68	22%
Retail/hospitality/ service	84	27%	3	1%	64	21%
Office/ administration	37	12%	2	1%	38	12%
Self-employed	36	12%	4	1%	58	19%
Health/social care	36	12%	8	3%	101	32%
Professional/ technical	30	10%	1	>1%	37	12%
Art/design/crafts	28	9%	12	4%	66	21%

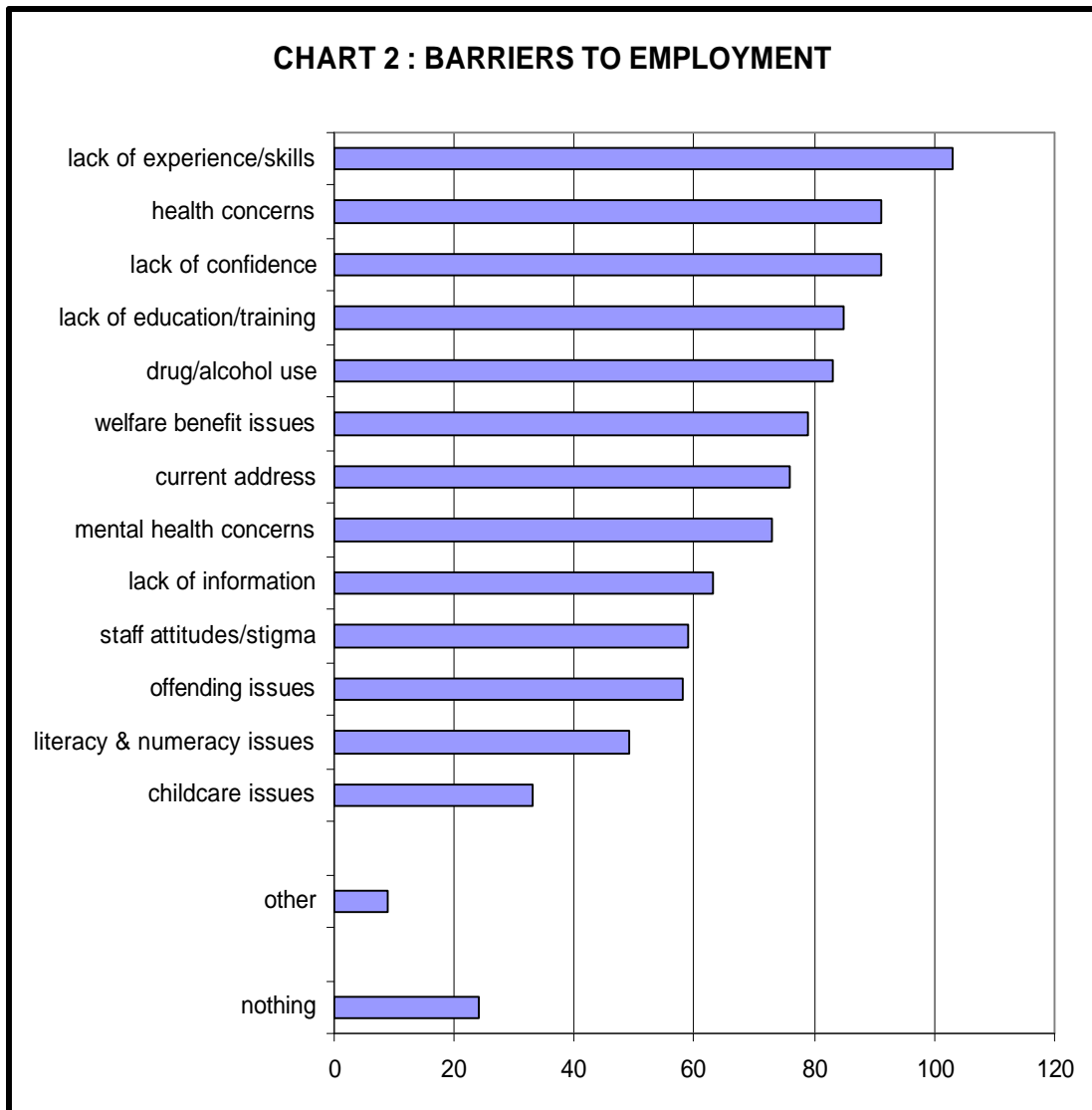
* % of the total sample of 311 questionnaires

- 6.8 There is substantial overlap between the occupational sectors to which participants aspire and the projected growth sectors in the Glasgow economy (chapter 3 of this report). In particular, the projected growth in health and social work employment matches the most popular aspirations. Substantial numbers also expressed aspirations to work in building/construction, retail/hospitality/service, office/administration and professional/technical.
- 6.9 Perceived barriers to employment are more numerous than perceived barriers to participation in hobbies and activities; training and education; and volunteering. This finding tends to confirm both
- the general validity of the pathways approach to employment – more people see barriers at the “higher” end of the pathway, than at the “lower” entry level
 - the view that many people experiencing homelessness are some distance from the labour market and will enter the pathway at the “lower” entry level.
- 6.10 Many people who are experiencing homelessness, or are described as homeless, face a number of interrelated problems in their lives. Some of the most common are drug/alcohol abuse, mental health problems, physical ill health, or a history of offending. Many respondents to the questionnaire reported a number of barriers to employment
- 6.11 The most common barriers to employment are perceived to be lack of experience/skills (103 participants), health concerns (91), and lack of confidence

(91). 24 participants reported no barriers to employment.

“I have a friend who was offered a job working with kids with disabilities, and he would have gone into debt by taking a full time job. It was the opportunity of a lifetime, but he had to knock it back.”

(Focus Group Participant)



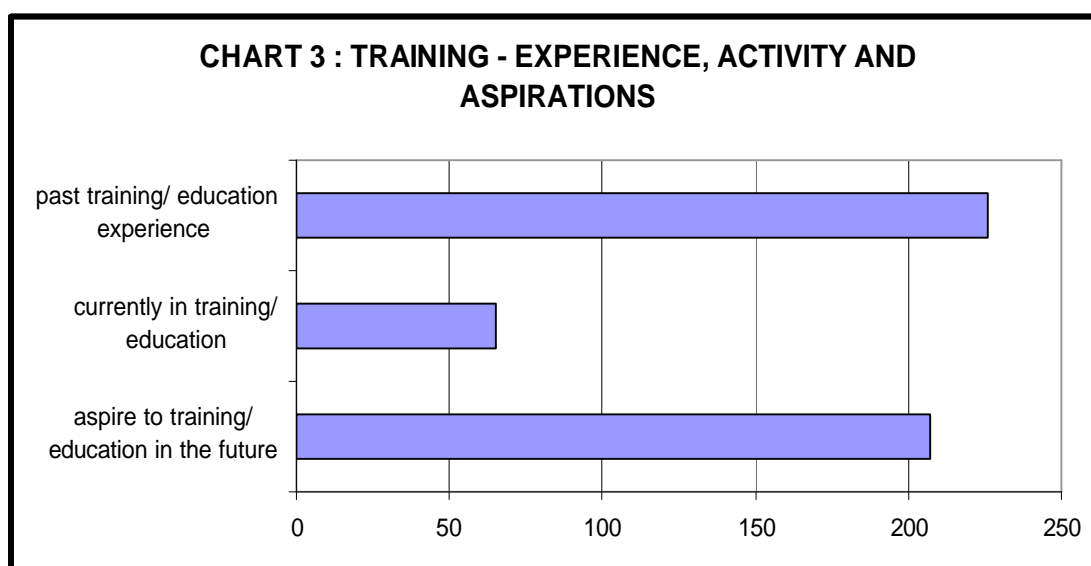
- 6.12 225 participants specified the employment barriers they faced. The vast majority (188 or 84%) identified two or more barriers. 154 (68% identified three or more barriers. These responses serve to confirm that many people experiencing homelessness have complex needs, and many are far from the labour market. The pattern of barriers identified by under 25s was very similar to the overall pattern of responses.
- 6.13 Of the 76 participants who identified their current address as a barrier to employment, 44 were living in hostels or B&B accommodation. For this group of people experiencing homelessness, the stigma of their current address, and the practicalities of holding down a job given their current accommodation are clearly major barriers. Sixteen participants living in temporary furnished flats, and eight participants living in supported accommodation also identified their current address as a barrier to employment.
- 6.14 Participants were asked about the hours of work they had done in the past and their previous wage/salary, their current hours/earnings, and what they aspired to in the future. The results confirm that many participants had a realistic assessment of the labour market and their earnings potential. Of the 170 participants who expressed a view on the hours they wanted to work, 104 (61%) wished to work more than 30 hours a week. Of the 201 who expressed a view on the salary they hoped to earn in the future, most chose a figure in the £10,000 to £25,000 range. The findings on past earnings, current earnings, and aspirations are set out in table 4 below.

Table 5 : Earnings – past, present and aspirations						
	in the past		now		in the future	
less than £10k	98	47%	16	64%	10	5%
£10k – 15k	66	32%	5	20%	55	28%
£15k – 25k	26	13%	1	4%	66	33%
more than £25k	17	8%	3	12%	67	34%

7. Training and education

7.1 Participants were asked what training and education they had done in the past; what they did now; and what they wanted to do in the future.

7.2 Amongst the research participants, there is extensive experience of training and education in the past; very much lower levels of current engagement; and high levels of aspiration for the future. 73% of participants (226) have experience of training and education, but only 21% (65) were engaged in any kind of training or education when they completed the questionnaire. 207 participants (67%) expressed an aspiration to engage in training or education in the future.

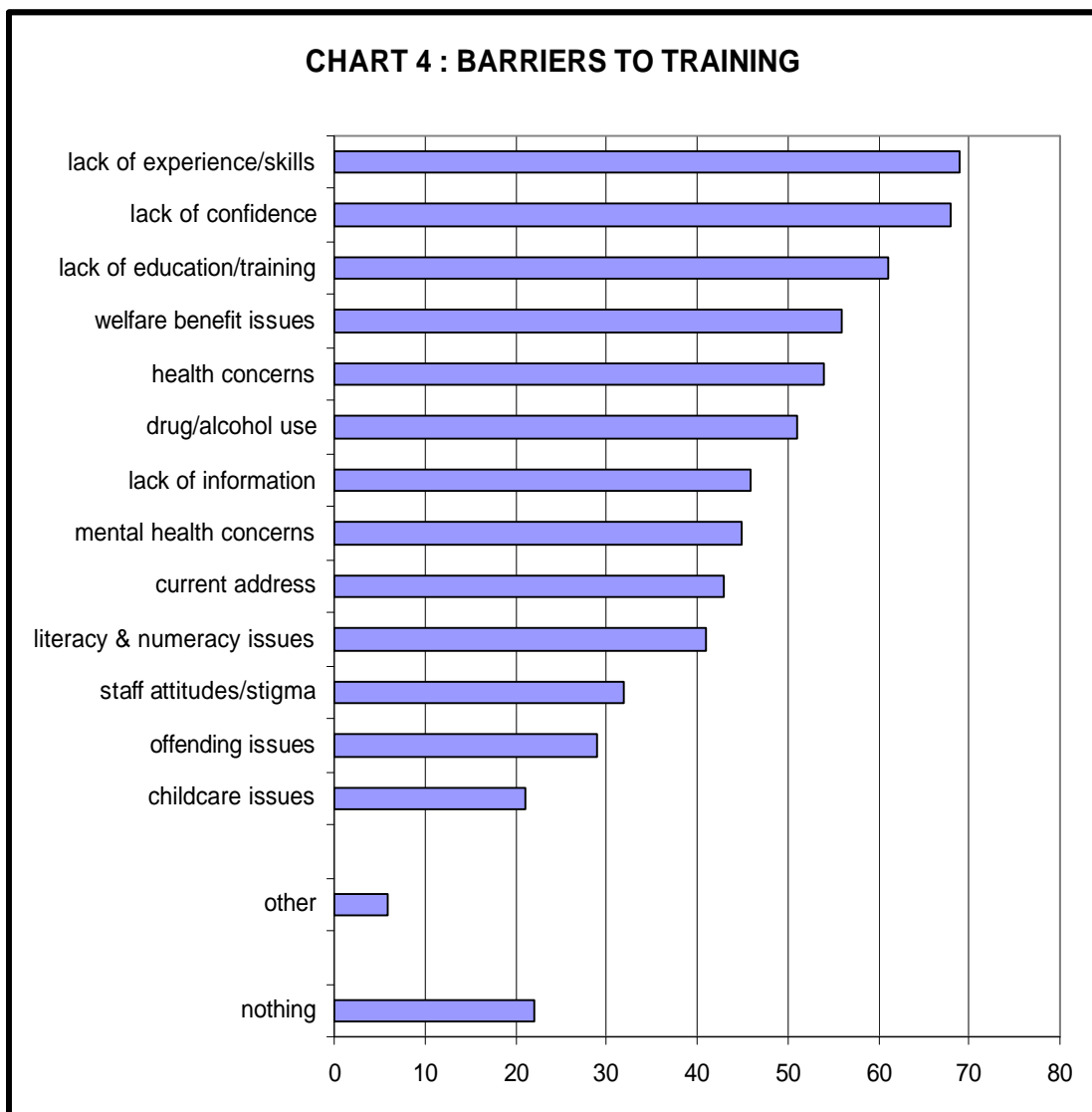


7.3 The responses show that there has been significant involvement in training and education, specially at the introductory, vocational and non-advanced levels. Past participation rates in advanced and professional training were at lower levels. Aspirations for the future are for much higher participation in training and education than is currently the case, with significantly increased levels of participation at advanced and professional levels.

Table 6 : Training and education						
Level	In the past		Now		In the future	
	No.	% (*)	No.	%	No.	%
Introductory	155	50%	42	14%	92	30%
Vocational	142	46%	18	6%	118	38%
Non-advanced	101	32%	6	2%	63	20%
Advanced	33	11%	4	1%	102	33%
Professional	45	14%	7	2%	65	21%
Other	17	5%	6	2%	23	7%

* % of the total sample of 311 questionnaires

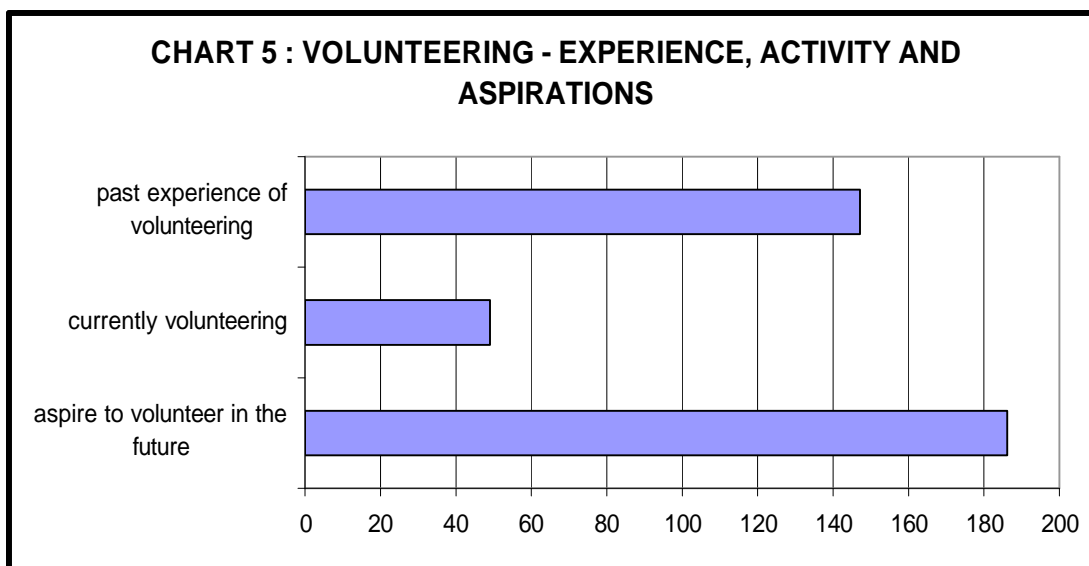
7.4 The most common barriers to involvement in training and education are perceived to be lack of experience/skills (69 participants), lack of confidence (68), and lack of education/training (61).



7.5 Futureskills Scotland's projections for the period through to 2009 show a marked decline in unskilled and semi-skilled jobs requiring no qualifications or qualifications at the SVQ1 and SVQ2 levels, with increases in job opportunities where SVQ3 level skills or above are required. Meeting the training aspirations of people experiencing homelessness is a priority if they are to resolve the problems associated with homelessness and if the city is to achieve its economic potential.

8. Volunteering

- 8.1 The many benefits of volunteering, some of which relate to employability, are now recognised in the Scottish Executive's Volunteering Strategy 2004-09. Volunteering can benefit individuals at most stages of the employment pathway. For those furthest from the labour market, volunteering can help to restore confidence and introduce structure into daily living. For those closer to the labour market, volunteering can help to develop a cv, or can be a direct stepping stone to employment.
- 8.2 Participants were asked what volunteering they had done in the past; what they did now; and what they wanted to do in the future.
- 8.3 The numbers who had volunteering experience (147 participants, or 47%), or who wanted to volunteer in the future (186 or 60%) were significantly lower than the comparable numbers relating to employment or training. Current levels of volunteering activity (26 or 8%) were much lower than past levels; and aspirations for the future showed a return to past or higher levels of activity.



- 8.4 The main areas of past volunteering experience were in health/social care and building/construction. Aspirations for the future were mainly focused on health/social care and art/design/crafts. In office/administration, current levels of volunteering were much higher than past experience or aspirations for the future.

Table 7 : Volunteering						
Occupational sector	In the past		Now		In the future	
	No.	% (*)	No.	%	No.	%
Health/social care	56	21%	23	9%	97	37%
Building/ construction	53	20%	2	%	52	20%
Retail/hospitality/ service	45	17%	7	3%	54	20%
Art/design/crafts	42	16%	15	6%	70	27%
Professional/ technical	21	8%	2	1%	33	13%
Office/ administration	18	7%	33	13%	17	6%

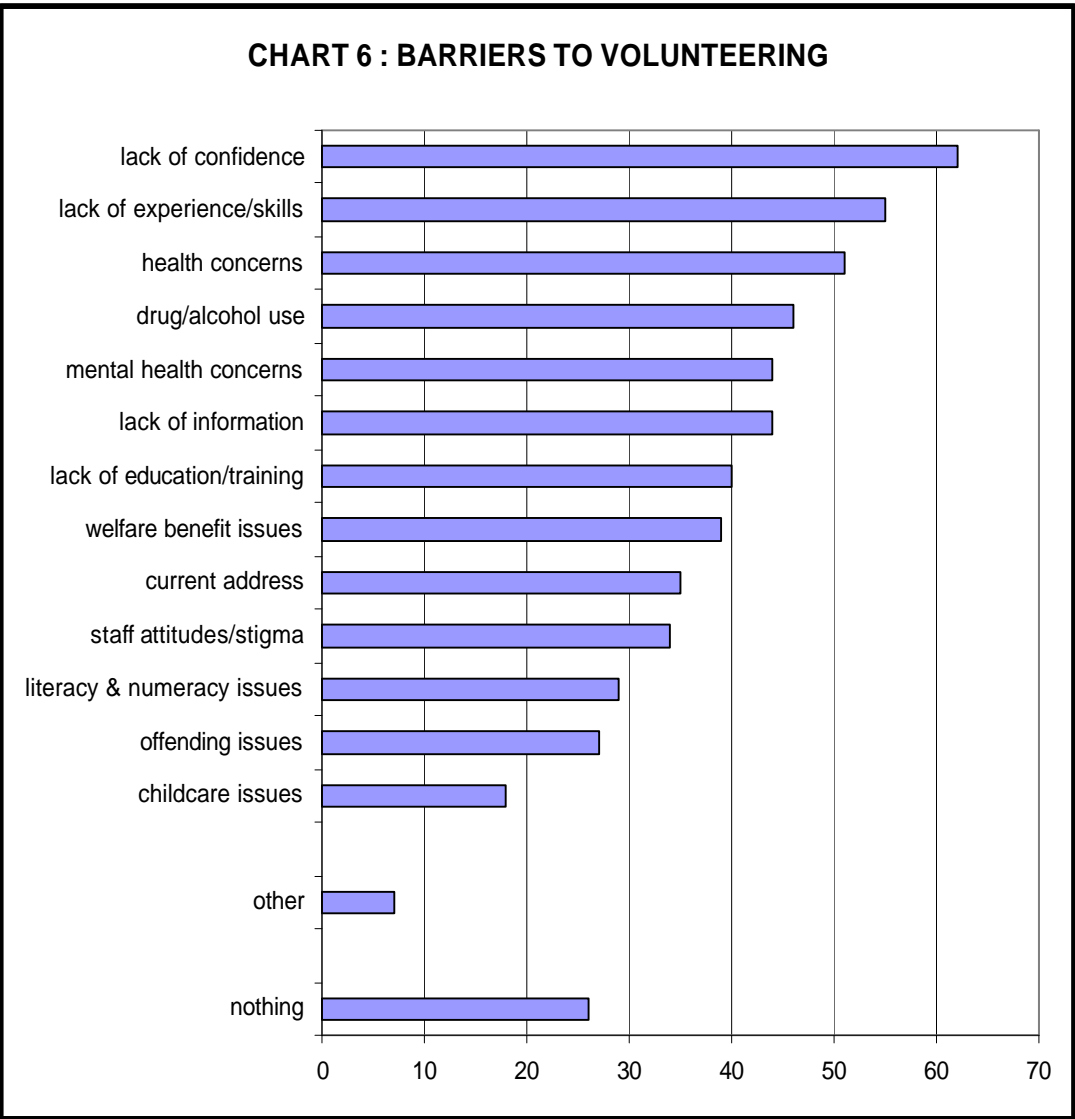
* % of the total sample of 311 questionnaires

- 8.5 The most common barriers to taking part in volunteering are perceived to be lack of confidence (62 participants), lack of experience/skills (55), and health concerns (51).

“They ask you for criminal checks if you’re doing voluntary work. I have a couple of charges outstanding from when I used to use”

“Voluntary work would be good for my confidence, but it would threaten my Incapacity Benefit”

(Focus Group Participants)



8.6 The latest figures from Volunteer Development Scotland⁸ indicate that 38% of adults in Scotland volunteer on a formal basis, and that 81% volunteer on an informal basis. The current volunteering of people experiencing homelessness (8% volunteering) indicates that promoting volunteering should be an important element in the process of developing employability.

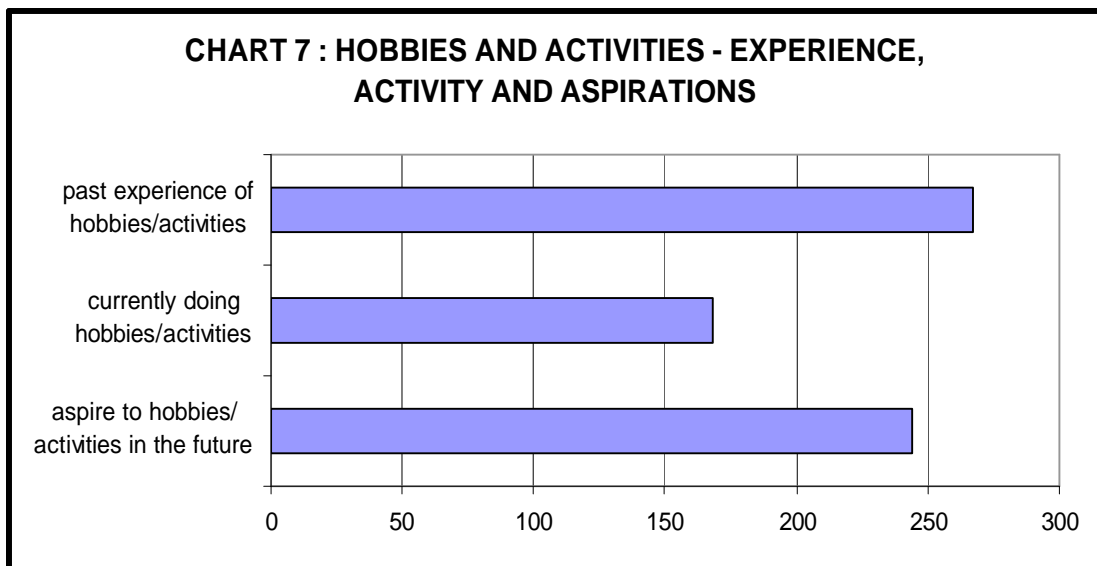
“At my age, I’m not looking for a career. I’m 62 and disabled. I would like to volunteer, but I’m still getting used to being homeless”

(Focus Group Participant)

⁸ www.vds.org.uk

9. Hobbies and activities

- 9.1 Engaging in hobbies and activities could be an important indicator for people at the initial stages of the employment pathway, where the priority may be to develop motivation and engage in some form of structured, stimulating or purposeful activity.
- 9.2 Participants were asked what hobbies and activities they had done in the past; what they did now; and what they wanted to do in the future. A clear pattern emerges. Levels of activity had fallen when homelessness emerged as an issue; and would rise again in the future when homelessness ceased to be an issue.



- 9.3 For most activities, aspirations for future participation are lower than past levels of participation. The one major exception to the trend was in leisure reading and writing, where participation had fallen; but where the aspiration was for participation to fall further in the future.

9.4 The following table shows past levels of activity, current level and aspirations for the major categories of hobbies/activities

Table 8 : Hobbies and Activities						
Activity	In the past		Now		In the future	
	No.	% (*)	No.	%	No.	%
Sports & fitness	159	51%	63	20%	110	35%
Leisure reading/writing	144	46%	93	30%	77	25%
Cooking/baking	135	43%	64	21%	107	34%
Arts & crafts	130	42%	28	9%	80	26%
Outdoor pursuits	129	41%	46	15%	103	33%
Computers	126	41%	48	15%	125	40%
Music & drama	99	32%	41	13%	86	28%
Travel	89	29%	22	7%	134	43%
Gardening	82	26%	19	6%	58	19%
Another language	62	20%	14	5%	71	23%
Other	17	5%	16	5%	30	10%

* % of the total sample of 311 questionnaires

9.5 The most common barriers to taking part in hobbies/activities are perceived to be health concerns (72 participants), drug/alcohol use (66), and lack of confidence (63).

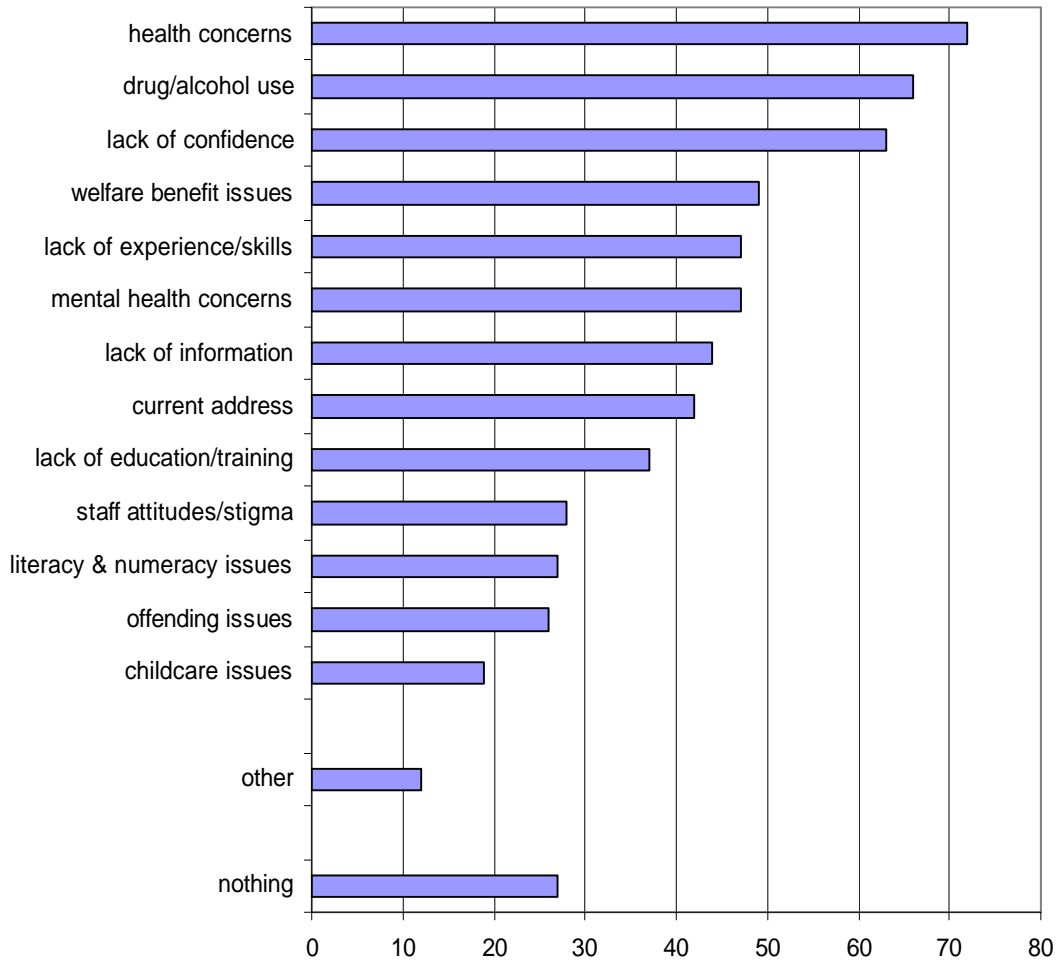
“Homelessness can blunt your motivation to get into hobbies”

“It’s very difficult to pursue hobbies and activities if you don’t have any money”

“It’s hard to pursue hobbies because you never get any time to yourself”

(Focus Group Participants)

CHART 8 : BARRIERS TO HOBBIES/ACTIVITIES



10. Meeting needs

10.1 People experiencing homelessness are by no means a homogenous group. In employability terms, they range from people who have never worked and face complex deep-rooted barriers if they are ever to enter the labour market to people who are in well paid full time employment who may require no, or very little, help if they are to retain employment and progress in their careers. However, there are clearly some situations and some barriers which are experienced by large numbers of homeless people. These include:

- the vast majority of people experiencing homelessness are workless when they are homeless (92% of the sample);
- a large majority of people experiencing homelessness (68% of the sample) aspire to employment in the future;
- a similar percentage (65%) have past experience of employment;
- many people experiencing homelessness have multiple complex barriers to employability, the most common of which include lack of confidence, lack of experience/skills, health concerns, drug/alcohol use, welfare benefit issues, mental health concerns, and lack of education/training;
- very few people experiencing homelessness report that they have no employability barriers.

10.2 The EAS 'employment pathway' that is used in Glasgow has the following five stages:

Positive Activity: Helping people into regular activity programmes/positive routine and to connect with others.

Work Preparation – Initial Stages: Basic skills (literacy and numeracy, ICT skills); Life skills development; Self management/helping individuals make choices.

Work Preparation – later stages: Career Advice and Guidance; Supporting Volunteering; Developing core skills; Vocational training; Job search skills; Job tasters; Work experience; Work preparation; Intermediate labour market; Support for self employed; Job search services; Working with employers; Addressing specific barriers; Accessing work.

In Work – Early post recruitment: Active support for employee; Assist employee to retain and progress in job; Active support for employer; Supported employment; Helping employee adjust to specific barriers.

In Work - Long term support: Career development; Assist employee to retain job; Support for employer; Helping employee adjust to specific barriers

- 10.3 The *Workforce Plus* Employability Framework uses a similar approach, but has only four stages:

Positive Activity Providing activities to help jobless people with more severe barriers to stabilise their lives and develop their confidence.

Engagement and Progression Getting jobless people on board employability projects or services. Developing career aspirations, providing skills, removing barriers.

Employment – including Self Employment Helping people to move into employment and self employment.

Sustained Employment and Self Employment Helping people to sustain their employment, and move to more rewarding employment.

- 10.4 For the purposes of this project, GHN analysed the employability services of service providers on the Equal Access database, and of homelessness organisations not on the Equal Access database. The findings show a concentration on stages 1 and 2 of the EAS pathways. This reflects the major need identified in the research. However, the level of demand stretches the current capacity of these providers. On the other hand, there is very little provision at the later stages of the pathway (*see table 9 below*):

Table 9 : Services for people experiencing homelessness in Glasgow			
	Service providers identifying homeless people as a main client group	Service providers working exclusively with homeless people	Total
EAS pathway stage (para 10.2 above)			
Stage 1 : Positive Activity	46	28	74
Stage 2 : Work Preparation – Initial Stages	35	11	46
Stage 3 : Work Preparation – later stages	16	1	17
Stage 4 : In Work – Early post recruitment	8	1	9
Stage 5 : In Work - Long term support	0	0	0

10.5 *Workforce Plus* and the Glasgow Consortium for Welfare Reform have conclude that there is a need for resources to be reallocated to strengthen the early stages (positive activity and engagement) and later stages (support in employment) of the employment pathway.

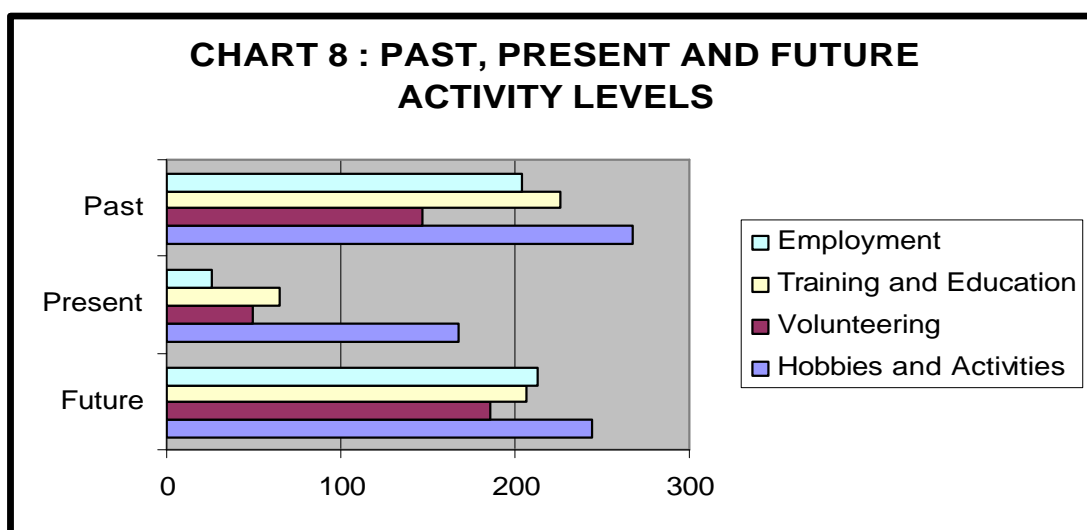
10.6 The evidence from this research project reinforces the *Workforce Plus* and Glasgow Consortium for Welfare Reform analysis. Specifically:

- There is a very high correlation between homelessness and worklessness. 92% of questionnaire respondents were workless (285 out of 311). Glasgow-wide, a reasonable estimate would be that there are between 9,500 and 10,000 people experiencing homelessness who are also workless;
- A very high proportion of research participants identified barriers to employment and employability. For example, only 24 research participants (8%) said that they had no barriers to employment. Of the participants who identified specific barriers, 84% identified two or more barriers. We know from the experience of the New Futures Fund, and from the focus groups, that many of these barriers are significant, complex and inter-related. This reinforces the need for services at the early stages of the employment pathway;

- Some research participants are working and others will secure employment while they are homeless or after they have resolved their homelessness situation. It is clear from the focus groups, and from other research, that homelessness is a stressful experience which contributes to loss of confidence. It is likely that many people who are experiencing homelessness, or have experienced homelessness, will need support in the early stages of employment to ensure that they are able to retain that employment, and make progress.

11. Key findings

- 11.1 There is a very high correlation between homelessness and worklessness. 92% of research participants were workless.
- 11.2 The research demonstrates a pattern of significant levels of experience and activity in the past; low levels of activity while experiencing homelessness; and aspirations for the future which involve employment and active involvement in the community. In the past, 66% (204) of research participants have experience of employment; 73% (226) training and education; 47% (147) volunteering; and 86% (267) hobbies and activities. Levels of activity are, by comparison, extremely low while the respondents are experiencing homelessness – 8% (26) in employment, 21% (65) in education/training; 16% (49) volunteering; and 54% (168) involved in hobbies and activities. Aspirations for the future are 68% (213) employment; 67% (207) training and education; 60% (186) volunteering; and 78% (244) hobbies and activities.



- 11.3 The high level of aspiration to employment (68%) is particularly significant given the focus of this research and current policy developments in Glasgow and nationwide. The occupational sectors to which the research participants aspire, together with their hopes for hours of work and earnings reflect ambition and realism, and are not incompatible with projected employment growth sectors in the city.

- 11.4 The overwhelming majority of research participants identified barriers which would make it difficult for them to participate in employment, training, volunteering and hobbies/activities. Across the range of employability issues, the most commonly identified barriers were lack of confidence, lack of experience/skills, health concerns, drug/alcohol use, welfare benefit issues, mental health concerns, and lack of education/training.
- 11.5 Most research participants identified multiple barriers to employment confirming that many barriers are inter-related and that many people experiencing homelessness have complex needs which require to be addressed if they are to enhance their employability and secure and retain employment.
- 11.6 The research findings suggest that homelessness, social care and health care staff should develop a better understanding of employability issues, and should at least be able to signpost people experiencing homelessness to the appropriate employability services. It is equally clear that staff working in employment and employability services should develop a greater awareness of homelessness issues, particularly the employability barriers which often accompany homelessness, or are caused by homelessness.

Employability & Homelessness Research

Dear Colleague

This version of the research questionnaire is intended for professionals to record the answers given to you by people who access your service. From Step 2, **please cross as many boxes** as is appropriate for each column.

There is a separate version in your **Research Toolkit** for people who would prefer to fill out their own questionnaire (although of course, people can use this version if they want). Also in your Toolkit are '**prompt cards**' to assist your interviewee with each question. One version of these cards lists the potential answers; with a separate *pictorial* version to support anyone you know to have literacy issues.

Please advise your interviewees that their answers are FULLY anonymous, and will be used only for this research. Here are a couple of guidelines...

Step 1: Unique Sample Identifier

The questions in Step 1 give us a 'unique sample identifier', which means that we can be sure that questionnaires we have returned are unique without asking for people's names. This means that we don't double count.

Ethnicity - please ☒:

- **White** if self-defined as white Scottish, British, Irish or Other
- **Black** if self-defined as Black African, Caribbean or Other
- **Asian** if self-defined as Asian Indian, Pakistani, Chinese, Bangladeshi or Other
- **Other** if self-defined out with these categories

Step 3: Training & Education

The categories listed are adapted from those used by Learndirect Scotland:

APPENDIX A: QUESTIONNAIRE

Please ☒:

Introductory qualifications:

Where people have attended classes in a local learning or community centre. For example, these are skills in preparation for work or further learning, including reading, writing and working with numbers.

Vocational qualifications:

Where people have job-related qualifications based on practical skills and experience gained in the workplace; for example a bricklaying certificate or bookkeeping qualification.

Non-advanced:

Where people have entry level qualifications which are usually school-based, such as Standard Grades, Ordinary Grades and Highers.

Advanced:

Where people have College and University level qualifications, for example a degree, HNC or HND.

Professional qualifications:

Where people have qualifications awarded by professional bodies.

Step 4 & 5: Volunteering & Employment

Please record details of the highest level employment attained in the past.

Professional/Technical: Please note that this category includes professions in the Armed Forces; Public Services; Teacher; Doctor etc.

Retail/Hospitality/Service: Please note that this category includes professions in the cleaning and catering industries.

Salary: To identify nearest annual salary bracket, please multiply a disclosed weekly wage by 52. Hourly rates should be multiplied by 35, then again by 52

Step 1... ✎

Initials	<i>First name initial</i>		<i>Surname initial</i>		Ethnicity (please ☒ 1 box)	White	<input type="checkbox"/>	Black	<input type="checkbox"/>	Gender	Male	<input type="checkbox"/>	Female	<input type="checkbox"/>
						Asian	<input type="checkbox"/>	Other	<input type="checkbox"/>		Accommodation (please ☒ 1 box)	Hostel/B&B	<input type="checkbox"/>	Sleeping Rough
Date of Birth					Household Type (please ☒ 2 boxes) ↗ ↘	Single	<input type="checkbox"/>	Couple	<input type="checkbox"/>	Own tenancy		<input type="checkbox"/>	Private Rented	<input type="checkbox"/>
						Children	<input type="checkbox"/>	without children	<input type="checkbox"/>	Supported		<input type="checkbox"/>	Staying with friends/family	<input type="checkbox"/>
										Temporary Furnished Flat	<input type="checkbox"/>	Other	<input type="checkbox"/>	

Step 2... ✎

	What have you done before?		What are you doing now?		What do you <u>want</u> to do in the future?		What would <u>stop you</u> from reaching this ambition?	
	NONE	<input type="checkbox"/>	NONE	<input type="checkbox"/>	NONE	<input type="checkbox"/>	NONE OF THESE	<input type="checkbox"/>
a) Hobbies & Activities	Arts & Crafts	<input type="checkbox"/>	Arts & Crafts	<input type="checkbox"/>	Arts & Crafts	<input type="checkbox"/>	Health Concerns	<input type="checkbox"/>
	Computers	<input type="checkbox"/>	Computers	<input type="checkbox"/>	Computers	<input type="checkbox"/>	Mental Health Concerns	<input type="checkbox"/>
	Leisure Reading/Writing	<input type="checkbox"/>	Leisure Reading/Writing	<input type="checkbox"/>	Leisure Reading/Writing	<input type="checkbox"/>	Lack of Education/Training	<input type="checkbox"/>
	Sports & Fitness	<input type="checkbox"/>	Sports & Fitness	<input type="checkbox"/>	Sports & Fitness	<input type="checkbox"/>	Welfare Benefit Issues	<input type="checkbox"/>
	Outdoor Pursuits	<input type="checkbox"/>	Outdoor Pursuits	<input type="checkbox"/>	Outdoor Pursuits	<input type="checkbox"/>	Drug/Alcohol Issue	<input type="checkbox"/>
	Music & Drama	<input type="checkbox"/>	Music & Drama	<input type="checkbox"/>	Music & Drama	<input type="checkbox"/>	Offending Issues	<input type="checkbox"/>
	Another Language	<input type="checkbox"/>	Another Language	<input type="checkbox"/>	Another Language	<input type="checkbox"/>	Confidence	<input type="checkbox"/>
	Gardening	<input type="checkbox"/>	Gardening	<input type="checkbox"/>	Gardening	<input type="checkbox"/>	Lack of Experience/Skills	<input type="checkbox"/>
	Travel	<input type="checkbox"/>	Travel	<input type="checkbox"/>	Travel	<input type="checkbox"/>	Lack of Information	<input type="checkbox"/>
	Cooking/Baking	<input type="checkbox"/>	Cooking/Baking	<input type="checkbox"/>	Cooking/Baking	<input type="checkbox"/>	Childcare Issues	<input type="checkbox"/>
	Other (specify) _____		Other (specify) _____		Other (specify) _____		Staff Attitudes/Stigma	<input type="checkbox"/>
						Literacy & Numeracy issues	<input type="checkbox"/>	
						Current Address	<input type="checkbox"/>	
						Other (specify) _____		

Step 3... ✍️

b) Training & Education	What have you done <u>before</u> ?		What are you doing <u>now</u> ?		What do you want to do in the future?		What would <u>stop you</u> from reaching this ambition?	
	NONE	<input type="checkbox"/>	NONE	<input type="checkbox"/>	NONE	<input type="checkbox"/>	NONE OF THESE	<input type="checkbox"/>
	Introductory	<input type="checkbox"/>	Introductory	<input type="checkbox"/>	Introductory	<input type="checkbox"/>	Health Concerns	<input type="checkbox"/>
	Vocational	<input type="checkbox"/>	Vocational	<input type="checkbox"/>	Vocational	<input type="checkbox"/>	Mental Health Concerns	<input type="checkbox"/>
	Non-Advanced	<input type="checkbox"/>	Non-Advanced	<input type="checkbox"/>	Non-Advanced	<input type="checkbox"/>	Lack of Education/Training	<input type="checkbox"/>
	Advanced	<input type="checkbox"/>	Advanced	<input type="checkbox"/>	Advanced	<input type="checkbox"/>	Welfare Benefit Issues	<input type="checkbox"/>
	Professional	<input type="checkbox"/>	Professional	<input type="checkbox"/>	Professional	<input type="checkbox"/>	Drug/Alcohol Issue	<input type="checkbox"/>
	Other (specify) _____		Other (specify) _____		Other (specify) _____		Offending Issues	<input type="checkbox"/>
							Confidence	<input type="checkbox"/>
							Lack of Experience/Skills	<input type="checkbox"/>
							Lack of Information	<input type="checkbox"/>
							Childcare Issues	<input type="checkbox"/>
							Staff Attitudes/Stigma	<input type="checkbox"/>
							Literacy & Numeracy issues	<input type="checkbox"/>
							Current Address	<input type="checkbox"/>
							Other (specify) _____	

Step 4... ✍️

c) Volunteering...	What have you done <u>before</u> ?		What are you doing <u>now</u> ?		What do you <u>want</u> to do in the future?		What would <u>stop you</u> from reaching this ambition?	
	NONE	<input type="checkbox"/>	NONE	<input type="checkbox"/>	NONE	<input type="checkbox"/>	NONE OF THESE	<input type="checkbox"/>
	Professional/Technical	<input type="checkbox"/>	Professional/Technical	<input type="checkbox"/>	Professional/Technical	<input type="checkbox"/>	Health Concerns	<input type="checkbox"/>
	Office/Administration	<input type="checkbox"/>	Office/Administration	<input type="checkbox"/>	Office/Administration	<input type="checkbox"/>	Mental Health Concerns	<input type="checkbox"/>
	Building/Construction	<input type="checkbox"/>	Building/Construction	<input type="checkbox"/>	Building/Construction	<input type="checkbox"/>	Lack of Education/Training	<input type="checkbox"/>
	Retail/Hospitality/Service	<input type="checkbox"/>	Retail/Hospitality/Service	<input type="checkbox"/>	Retail/Hospitality/Service	<input type="checkbox"/>	Welfare Benefit Issues	<input type="checkbox"/>
	Health/Social Care	<input type="checkbox"/>	Health/Social Care	<input type="checkbox"/>	Health/Social Care	<input type="checkbox"/>	Drug/Alcohol Issue	<input type="checkbox"/>
	Art/Design/Crafts	<input type="checkbox"/>	Art/Design/Crafts	<input type="checkbox"/>	Art/Design/Crafts	<input type="checkbox"/>	Offending Issues	<input type="checkbox"/>
	Other (specify) _____		Other (specify) _____		Other (specify) _____		Confidence	<input type="checkbox"/>
							Lack of Experience/Skills	<input type="checkbox"/>
							Lack of Information	<input type="checkbox"/>
							Childcare Issues	<input type="checkbox"/>
							Staff Attitudes/Stigma	<input type="checkbox"/>
							Literacy & Numeracy issues	<input type="checkbox"/>
							Current Address	<input type="checkbox"/>
							Other (specify) _____	

Step 5... ✍️

	What have you done <u>before</u> ?		What are you doing <u>now</u> ?		What do you <u>want</u> to do in the future?		What would <u>stop you</u> from reaching this ambition?	
	NONE	<input type="checkbox"/>	NONE	<input type="checkbox"/>	NONE	<input type="checkbox"/>	NONE OF THESE	<input type="checkbox"/>
d) Employment	Professional/Technical	<input type="checkbox"/>	Professional/Technical	<input type="checkbox"/>	Professional/Technical	<input type="checkbox"/>	Health Concerns	<input type="checkbox"/>
	Office/Administration	<input type="checkbox"/>	Office/Administration	<input type="checkbox"/>	Office/Administration	<input type="checkbox"/>	Mental Health Concerns	<input type="checkbox"/>
	Building/Construction	<input type="checkbox"/>	Building/Construction	<input type="checkbox"/>	Building/Construction	<input type="checkbox"/>	Lack of Education/Training	<input type="checkbox"/>
	Retail/Hospitality/Service	<input type="checkbox"/>	Retail/Hospitality/Service	<input type="checkbox"/>	Retail/Hospitality/Service	<input type="checkbox"/>	Welfare Benefit Issues	<input type="checkbox"/>
	Health/Social Care	<input type="checkbox"/>	Health/Social Care	<input type="checkbox"/>	Health/Social Care	<input type="checkbox"/>	Drug/Alcohol Issue	<input type="checkbox"/>
	Art/Design/Crafts	<input type="checkbox"/>	Art/Design/Crafts	<input type="checkbox"/>	Art/Design/Crafts	<input type="checkbox"/>	Offending Issues	<input type="checkbox"/>
	Self-Employed	<input type="checkbox"/>	Self-Employed	<input type="checkbox"/>	Self-Employed	<input type="checkbox"/>	Confidence	<input type="checkbox"/>
How many hours a week?	1-15	<input type="checkbox"/>	1-15	<input type="checkbox"/>	1-15	<input type="checkbox"/>	Lack of Experience/Skills	<input type="checkbox"/>
	16-30	<input type="checkbox"/>	16-30	<input type="checkbox"/>	16-30	<input type="checkbox"/>	Lack of Information	<input type="checkbox"/>
	31+	<input type="checkbox"/>	31+	<input type="checkbox"/>	31+	<input type="checkbox"/>	Childcare Issues	<input type="checkbox"/>
Highest Salary?	Less than £10,000	<input type="checkbox"/>	Less than £10,000	<input type="checkbox"/>	Less than £10,000	<input type="checkbox"/>	Staff Attitudes/Stigma	<input type="checkbox"/>
	£10,000 - £15,000	<input type="checkbox"/>	£10,000 - £15,000	<input type="checkbox"/>	£10,000 - £15,000	<input type="checkbox"/>	Literacy & Numeracy issues	<input type="checkbox"/>
	£15,001 - £25,000	<input type="checkbox"/>	£15,001 - £25,000	<input type="checkbox"/>	£15,001 - £25,000	<input type="checkbox"/>	Current Address	<input type="checkbox"/>
	£25,001+	<input type="checkbox"/>	£25,001+	<input type="checkbox"/>	£25,001+	<input type="checkbox"/>	Other (specify) _____	<input type="checkbox"/>

Thank You!



Appendix B: Assisting organisations

Many organisations and individuals contributed to the development, design and delivery of the research project. Those organisations which provided operational assistance by hosting a focus group, hosting a supported questionnaire session or returning questionnaires are listed below.

Hosted a Focus Group

Crossreach: Kirkhaven Project
Emmaus
GCC: Elder Street Resettlement Project
Glasgow Association for Mental Health (GAMH)
Glasgow Homelessness Network (GHN)
Salvation Army: Laurieston Centre
Lodging House Mission
Quarriers Stopover
Routes out of Prostitution (ROOPs)
Salvation Army: East Campbell Street Project
Salvation Army: Hope House
Scottish Christian Alliance: The Arch
Scottish Drugs Forum
Southside Housing Association: Saffron Project
Talbot Association: Kingston Halls
The Mungo Foundation
Wayside Day Centre
YWCA

Hosted Supported Questionnaire Session

Bell Street Hostel
GCC: Inglefield Street Hostel
GCC: Peter McCann Hostel
Glasgow City Mission
Glasgow Homelessness Network
Salvation Army: William Hunter House

Returned Questionnaires

Aspire
Blue Triangle Housing Association
Glasgow Simon Community
Gowrie Housing Association
Loretto
Move On
Quarriers Aim Project
SACRO
Scottish Association for Mental Health (SAMH)
Shelter Families Project
Unity

Organisations who provided valuable guidance, advice and assistance through their membership of the Employability & Opportunity sub group of the Homelessness Planning & Implementation Group (HPIG) are listed below:

Sub-group Members

Patrick McKay	Blue Triangle Housing Association
Angie Black	Equal Access Glasgow
Linda Walker	EverybodyOnline
Liz Maguire	GCC: Development & Regeneration Services
Lynn McGurk	GCVS
Margaret-Ann Brunjes	Glasgow Homelessness Network
Kathleen Deacon	Glasgow Homelessness Network
Elaine Haddow	Glasgow Homelessness Partnership
Janice Greig	Glasgow Homelessness Partnership
Anne Marie Taylor	Glasgow Simon Community
Leslie Roy	Jobcentre Plus (Progress to Work)
John Hinton	Move On
Ann Forsyth	NHS Greater Glasgow & Clyde
Emily Squire	Scottish Business in the Community
Joanne Farrow	The Big Step
Linda Duff	The Initiative

Appendix C : Stakeholder Interviewees

Margaret-Ann Brunjes	Planning and Development Manager, Glasgow Homelessness Network
Liz Catterson	Network Manager, Equal Access to Employment
Kathleen Deacon	Development Co-ordinator, Glasgow Homelessness Network
Anna Donald	Policy Officer, Homelessness Team, Scottish Executive
Elaine Haddow	Homelessness Service Planning & Commissioning Manager, Glasgow Homelessness Partnership
Theresa Haran	former New Futures Fund project manager, Scottish Enterprise
Matt Howarth	Policy Officer, Homelessness Team, Scottish Executive
Stuart Valentine	Chief Executive, Glasgow City Mission
David Webster	Chief Housing Officer, Glasgow City Council
Geraldine Wooley	Coordinator, Scottish Homelessness & Employability Network (SHEN)