

Sub-sector: Homelessness

Title	The Employability Map
Developed by	Triangle Consulting for Off the Streets and Into Work (OSW)
Year published	2004
Developed for	OSW-funded services but could be used by all homelessness organisations running programmes to help homeless people get into employment. OSW are now offering technical support on implementation to other organisations working with homeless people.
Available from	OSW – a leaflet on the programme can be downloaded from the OSW website www.osw.org.uk/librarydocs/OSW_Employability_Map_Flyer_Oct_2004.pdf
Price	Two days training at charity rate £200, inclusive of manual.
Approach	Measuring soft outcomes
Practical tools	<p>The Employability Map consists of a form covering five areas, each graded with a scale. Each scale is divided into three zones, indicating the level of support required by the client in that area. The five areas are:</p> <ul style="list-style-type: none"> • Motivation/sense of direction • Lifestyle • Readiness for work • Basic skills • Skills for finding work <p>In order to complete the form the client and project worker decide together which zone the client falls into on each scale, and then where in the zone they are. The form comes with a detailed description of what kind of behaviours each of the points on the scale represent, to make the process as objective as possible.</p>
Use of case examples	N/A
Lists additional resources	N/A
Size	
Description	<p>There is a training package delivered by OSW for organisations wanting to use the Employability Map. The map is an interactive assessment tool for measuring an individual's progression route to employment and identifying soft outcomes along the way. Its main aims are to:</p> <ul style="list-style-type: none"> • help clients think about where they are on their journey towards work or further training • enable service providers to support individuals on that journey, by looking at how their position on the map changes over time.

Title	The Outcomes Star
Developed by	Triangle Consulting for London Housing Foundation
Year published	2006
Developed for	Organisations working with Homeless People, although likely to be useful for other client groups such as people with mental health problems and young people.
Available from	London Housing Foundation Homeless Outcomes website
Price	Free to download from www.homelessoutcomes.org.uk
Approach	Measuring soft outcomes
Practical tools	A practical tool for measuring the outcomes of work with homeless people. It is completed by service users with support from key workers. Additional practical tools for use by key worker and managers are provided in the supporting documents that accompany the Outcome Star.
Use of case examples	Examples of completed tools are provided
Lists additional resources	No
Size	20pp for the introduction to the Outcomes Star
Description	<p>The Outcomes Star is a tool to measure change when working with vulnerable service users. It has been developed to measure distance travelled and should be used as an integral part of the support process. Using the tool also helps users to take an overview of their own situation and helps them to see what the next steps are for them.</p> <p>The London Housing Foundation has developed a web site dedicated to sharing knowledge about outcomes. The Outcomes Star Collection is available on the web site - www.homelessoutcomes.org.uk.</p> <p>The Outcomes Star Collection comprises:</p> <ul style="list-style-type: none"> • The Outcomes Star • The Outcome Star - A Guide for Key Workers • The Outcomes Star - A Guide for Managers • Using the Outcomes Star - A One-Day Training Course <p>The website also provides information on how the Outcomes Star relates to the Supporting People Outcomes and the Communities and Local Government framework.</p>

Title	Managing Outcomes: A Guide for Homelessness Organisations
Developed by	Sara Burns and Sally Cupitt for Charities Evaluation Service
Year published	2003
Developed for	This guide is for all those working in the homelessness field, although it is also likely to be helpful to those working in associated areas, such as housing or substance misuse.
Available from	Charities Evaluation Service
Price	Hard copy £12.95 plus 10% pp Download for free from the publications section of the CES website www.ces-vol.org.uk
Approach	Outcomes assessment
Practical tools	Practical tips on developing indicators and tools for gathering information on outcomes
Use of case examples	Examples and discussion points are drawn from a range of homelessness services, many of which have substantial experience in implementing and using outcome monitoring systems.
Lists additional resources	Limited
Size	40pp
Description	This is a practical guide to the effective use of outcome management within the homelessness field. The advice and recommendations it contains are based on the experience of a wide range of voluntary sector organisations. The guide will be useful for those who are already familiar with outcomes as well as for those looking at outcomes for the first time.