



FEANTSA

### Questionnaire Annual Theme 2007

## **“Multiple barriers, multiple solutions: Inclusion into and through employment for people who are homeless in Europe”**

AC members are asked to **draft a national report for their country**, based on responses to the questions outlined in this questionnaire. The reports should be 10 – 15 pages in length, written in either English or French and they should be submitted to the office by June 15th 2007.

AC members are asked to **consult with all FEANTSA member organisations in their country** in the preparation of the reports; a copy of the questionnaire will be circulated to all FEANTSA members.

The **European report on Employment and Homelessness** will be prepared over the course of the summer, on the basis of the responses received, and will be presented at **FEANTSA’s annual conference in Zaragoza**, on 19<sup>th</sup> October 2007.

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### *Introduction*

Employment and occupational activities are an important element of social integration. The lack or loss of employment is often one of the trigger factors that lead to homelessness. At the same time, the (re-)integration into employment or occupational activities can play a key role in bringing a person who is homeless on a pathway out of poverty and social exclusion. It helps establishing a social network, gaining experience, improving skills, developing self esteem and moving towards financial independence. This has a positive effect on other areas of life as well, such as the mental well being of the person.

People who are homeless very often belong to the people furthest away from the labour market. They face multiple barriers in accessing employment. These obstacles are personal such as lack of work experience, mental ill health or a history of substance abuse. In addition, there are many structural barriers such as lack of affordable housing, lack of public transport, lack of training possibilities etc. Finally, people who are homeless are confronted with societal barriers such as stigmatisation, prejudices and racism.

Quality services are needed that address their multiple barriers to work in a holistic way and help people who are homeless to move towards employment or related activities. Services working in the area of employment for people who are homeless have to closely cooperate with housing, training and health services in order to provide for effective solutions.

Although many people who are homeless want to work, not everybody is ready to be integrated into regular employment on the mainstream labour market or in the social economy. Some people who are homeless need extra time and training, more flexible working hours or other forms of support also after a job has been taken up. Some, such as people who have a history of substance abuse or suffer from mental ill health, might not - even not in the long-term - be able to take up a job without personal support.

Employment for people who are homeless therefore goes beyond the (re-)integration of an individual into the mainstream labour market or into the social economy. Employment is closely linked to the active involvement of people who are homeless in all kinds of occupational activities that will develop the employability of the individual. Improving employability is the development of skills and competencies that allow a person to connect with the labour market. It includes employment schemes such as supported employment or meaningful occupation.

Focusing on employability allows measuring the positive outcomes of employment schemes for people who are homeless not only in quantitative but also qualitative terms. This has proved to be more suitable for the people that are furthest away from the labour market.

**FEANTSA members have gained a breadth of expertise in the area of employment for people who are homeless over the past years. To pool this expertise and further develop effective approaches to help people who are homeless moving towards employment, FEANTSA decided to dedicate the annual theme in 2007 to the topic "Multiple barriers, multiple solutions: Inclusion into and through employment for people who are homeless in Europe".**

FEANTSA's special focus on employment and homelessness during the course of the year 2007 is in line with the clear commitment made at EU level to bring more marginalised people into employment and to treat the phenomenon of homelessness as priority on the European anti-poverty agenda.

The following questionnaire aims to collect the necessary information from all FEANTSA members that are working in the area of employment in all Member States. This information will be the basis for the national reports and the European report on this topic.



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**Reference to ETHOS:** Over the last years, FEANTSA has developed the European Typology on Homelessness and Housing Exclusion. ETHOS classifies people experiencing homelessness into four categories: roofless, houseless, people living in inadequate housing, people living in insecure housing. When answering the questions of this questionnaire, it may be useful to refer to these categories in order to ensure clarity and comprehensiveness. For more information, see [FEANTSA Ethos Leaflet](#).

### 1. Employment profiles of people who are homeless

**What are the most common employment profiles of people who are homeless in your country?**

ETHOS: Do these profiles differ according to the ETHOS categories and/or within these categories? If available, please provide any figures on this. (See also 9.)

Gender dimension: Do profiles differ between men and women who are homeless? If yes, what is different?

- Economically inactive🔔
- Unemployed🔔
- Student/attending educational institutions
- Participation in life skills training🔔 or meaningful occupation🔔
- Participation in vocational training🔔
- Supported employment🔔
- Work in the social economy🔔
- Work on the alternative labour market🔔
- Part time employment
- Full time employment
- Temporarily employed
- Long-term job contract
- Other, please specify:

1.1 Approximately, of the homeless people who are economically inactive, unemployed or are involved in non-paid activities, how many are actively seeking regular work on the mainstream labour market or in the social economy?



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1.2. How easy is it for people who are homeless to gain paid employment on the mainstream labour market or in the social economy? Please include any figures/national statistics that may help to describe the situation (e.g. unemployment rate, rate of long-term unemployment etc.).

### 2. Barriers to employment for people who are homeless

#### What barriers to employment do people who are homeless in your country face?

ETHOS: Do these barriers differ according to the ETHOS categories (roofless, houseless, inadequate housing, insecure housing)?

Gender dimension: Do barriers to employment differ between men and women? If yes, what is different?

**Practical information:** The tables below will help you to structure and organise your written response in the National Report. Please indicate the relevance of the barrier by choosing between **important barrier (YES)** and **less important barrier to employment (NO)** and **explain why** it is an important or less important barrier in your text. Please do not hesitate to include any barrier that you think is relevant.

2.1. Barriers related to health	Roofless		Houseless		Insecure housing		Inadequate housing	
	Yes	No	Yes	No	Yes	No	Yes	No
Drug addiction/history of drug abuse								
Alcohol addiction/history of alcohol abuse								
Tuberculosis								
Mental health problems								
'Dual diagnosis' (substance abuse combined with mental health problems)								
General physical health problems and dental problems								
Other, please specify								

2. Barriers related to housing	Roofless		Houseless		Insecure housing		Inadequate housing	
	Yes	No	Yes	No	Yes	No	Yes	No
Shortage of affordable housing								
Shortage of adequate housing								
Poor working environment in hostels or other temporary housing								
Barriers created by service providers in their housing restrictions (e.g. limited time of stay, inflexible opening hours)								



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Living in economically deprived areas								
Over crowdedness								
Lack of housing and tenant support while undertaking training or during the initial stages of employment								
Possibility to open a bank account necessary for taking up a job								
Other, please specify:								

2.3. Transport	Roofless		Houseless		Insecure housing		Inadequate housing	
	Yes	No	Yes	No	Yes	No	Yes	No
Lack of public transport								
High costs of public transport								
Lack of driver's licence								
Lack of vehicle (bike, car)								
Other, please specify:								

2.4. Education	Roofless		Houseless		Insecure housing		Inadequate housing	
	Yes	No	Yes	No	Yes	No	Yes	No
Lack of basic qualifications (e.g. literacy)								
Lack of specific qualifications /secondary education								
Access to life skills training								
Access to work skills training								
Lack of qualified advice on what training to follow								
Other, please specify								

2.5. Information	Roofless		Houseless		Insecure housing		Inadequate housing	
	Yes	No	Yes	No	Yes	No	Yes	No
Lack of information on/ access to information on job offers								
Lack of access to relevant information on rights and benefits								



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Lack of access to internet								
Lack of access to telephone								
Lack of access to job-centres								
Other, please specify								

2.6. Stigmatisation/discrimination	Roofless		Houseless		Insecure housing		Inadequate housing	
	Yes	No	Yes	No	Yes	No	Yes	No
Physical appearance (clothes, haircut, personal hygiene etc.)								
Lack of awareness on homelessness (if yes, please specify)								
Discrimination (if yes, please specify on which grounds)								
Other, please specify								

2.7. Personal barriers	Roofless		Houseless		Insecure housing		Inadequate housing	
	Yes	No	Yes	No	Yes	No	Yes	No
Transient, unstable 'chaotic' lifestyles								
Lack of 'core' life skills								
Problems with debt								
Poor financial skills								
Lack of communication skills								
Long term distance from the reality of the labour market								
Lack of social and work networks								
Family related problems								
Experience of domestic violence								
Criminal record								
Lack of work experience								
Behaviour issue								
Hygiene issues								
Disempowerment								
Other, please specify								

2.9. Services	Roofless		Houseless		Insecure housing		Inadequate housing	
	Yes	No	Yes	No	Yes	No	Yes	No
Unstable/short-term services due to funding regimes								
Lack of adequate services that specifically target people who are homeless								



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Poor cooperation between necessary support services								
Lack of flexibility of services								
Lack of an individualised approach/case management								
Bad administration								
Poor transitional and exit support								
Attitude and low expectations of some hostel/support staff								
Poorly trained support staff								
Other, please specify								

2.10. Bureaucratic and financial barriers	Roofless		Houseless		Insecure housing		Inadequate housing	
	Yes	No	Yes	No	Yes	No	Yes	No
Poorly structured welfare benefits that make it financially unattractive to work – work does not pay								
Bureaucratic hurdles ( e.g. due to legal status)								
Other, please specify								

2.11. In many countries, a significant number of people who are homeless have a paid job but are still homeless. What are the main **barriers to housing** for people experiencing homelessness that have temporary or full time employment in your country?

### 3. Policy and legal context

**What is being done in your country to overcome the barriers to employment for people experiencing homelessness?**

#### 3.1. Right to work

Does a 'right to work' exist in your country? Is there any form of legal obligation to help people finding a job, changing jobs, accessing vocational training schemes etc.? If yes, please describe in more detail.

#### 3.2. Mutual support between employment, homelessness and prevention policies

##### 3.2.1. Integration of employment dimension into homelessness strategies

Do homelessness strategies in your country have integrated an employment dimension?

Does a specific employment policy for people experiencing homelessness or marginalised/disadvantaged groups exist in your country? If yes, do you think it is useful and implemented correctly and explain why? (See also 3.3.)

##### 3.2.2. Prevention of housing exclusion and exclusion from the labour market

Since different types of homelessness often appear together with the exclusion from the labour market, does a policy exist that combines both, the prevention of housing exclusion and the prevention of exclusion from the labour market? If yes, do you think it is useful and implemented correctly? What can be improved?

#### 3.3. Employment schemes for people who are homeless



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Are there any employment schemes or programmes in your country that specifically target people who are homeless? If yes, please describe in more detail.

If not, are there any employment schemes or programmes that generally target socially disadvantaged groups? Can people who are homeless participate in these schemes? How effective are these schemes?

### 3.4. Definition of employment

Does an official definition of “employment” exist in your country? If yes, what is the definition?

Are all employment schemes targeting people who are homeless included in this definition?

If a scheme is not recognised as employment (e.g. meaningful occupation), are there any negative consequences for the person participating in this scheme (e.g. person does not acquire right to pension etc.)? What is the legal and funding context of organisations providing these activities that are not officially recognised as employment? Are there any negative consequences for the organisation providing these services (e.g. less funding available for these schemes)?

### 3.5. Social benefits

What social benefits are people who are homeless entitled to in your country? Please indicate in how far entitlements vary according to the status of the person (national, EU national, third-country national, refugee) and evaluate their effectiveness in helping people who are homeless to move towards employment.

- Unemployment related benefits
- Disability or sickness related benefits
- Housing benefits
- Minimum Income benefits
- Other, please specify

### 3.6. Compulsory participation

Are social benefits payments linked to compulsory participation in activation schemes? If yes, what kinds of obligations exist for which benefits? Do obligations differ according to the different ETHOS categories? Are the obligations effective for homeless people or are there any negative spin-offs in relation to this?

### 3.7. General context and trend


Do you think the political, economic and social context for people who are homeless in gaining employment has become more difficult/easier recently? If yes, what has changed and why?


## 4. Employment schemes/tools for people who are homeless

**Which employment/activation tools or services are available to people experiencing homelessness in your country?** Please describe and evaluate their effectiveness for people who are homeless. Are they mainstream schemes or are they tailored for people experiencing homelessness? Can you give a “good practice” example?

4.1.1. Support schemes that help homeless people to find a job (internet access, job ads etc.):  
Please provide a brief description of what this entails:

4.1.2. Support after job placement (counselling, helping to set up a bank account etc.)  
Please provide a brief description of what this entails:

4.1.3. Supported employment   
Please provide a brief description of what this entails:

4.1.4. Social economy or social enterprise   
Please provide a brief description of what this entails:

4.1.5. Vocational training: 



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Please provide a brief description of what this entails:

4.1.6. Life skills training <sup>Ⓐ</sup> and meaningful occupation <sup>Ⓐ</sup>

Please provide a brief description of what this entails:

4.1.7. Other, please specify

Please provide a brief description of what this entails:

### 4.2. Participation of service users

Do service users participate in the design of services that aim to promote the employability of people who are homeless? If yes, how do service users participate and is this participation effective? Is this participation compulsory in order to benefit from a service? If there is no participation of service users, how does this affect homeless individuals' employment success?

### 4.3. Geographical distribution of services

Is there an adequate geographical distribution of employment services for people who are homeless in your country? Are there any areas which are insufficiently covered by employment services that target people who are homeless?

## 5. Training for employers or public administration

5.1. Are you aware of any training schemes or projects in your country that target employers or public administrators to raise awareness about the situation of people who are homeless and their specific needs in relation to employment? Could you describe and evaluate them shortly?

5.2. Do you know of any projects to offer training for employers so in the future? If no, do you think that this would be a useful initiative?

## 6. Cooperation between different stakeholders

### Do you work together with stakeholders in the field of employment, skills or training?

If yes, please state which ones, and provide a description and evaluation of the type of cooperation you have with them.

Gender dimension: Does cooperation differ between organisations working with men and organisations working with women? If yes, please describe in more detail.

- Private companies
- Trade Unions
- Job-Centres
- Local or regional government departments or agencies
- National government departments or agencies
- Social enterprises
- Other NGOs
- Schools and universities
- Other, please specify.

## 7. Funding of employment services for people who are homeless

### How are employment services for people experiencing homelessness funded in your country?

7.1. What is the relation of the respective funding source to the overall budget? Please indicate to which service you refer to.

- State funding (other than Structural Funds/ESF)



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- European Social Fund
- Community Initiative EQUAL
- Other EU funds/projects (please specify)
- Income through work force/products that were sold
- Fundraising
- Charitable Foundations
- Membership fees
- Other, please specify

7.2. How secure is the majority of your funding for employment related activities?

- Less than 1 year
- Secured for 1-3 years
- Secured for more than 3 years

7.3. Are services financed in a way that they can actually deliver the necessary support for people who are homeless? If not, what problems exist in relation to the funding of the services? Please describe in more detail.

### 8. Indicators and success factors

**Have employment services for people who are homeless been successful in bringing people experiencing homelessness back into employment?**

8.1. Are you aware of any indicators that exist in your country to measure the positive outcomes of employment schemes for people experiencing homelessness and could you describe them?

8.2. What are the key factors for the success of employment projects? What are the main challenges that remain? **Are success factors:**

- **Project/scheme related** (holistic approach, personalised approach, assessment of needs and aspirations of service user, financial resources available, length of a project/scheme, cooperation with other actors...)? Please describe in more detail.
- **Service user related** (motivation and skills of service user, health situation of service user...)? Please describe in more detail.
- **Context related** (institutional context, political context, socio-economic context, funding context...)? Please describe in more detail.

### 9. Data collection and research

9.1. Is data on the employment situation of people who are homeless collected in your country? If yes, who collects this information?

9.2. Do you know of any research undertaken on employment for people experiencing homelessness by academic or other bodies in your country? If yes, please describe in more detail.

### 10. The right to work of people who are homeless

10.1. Do you know of any examples where a rights-based approach has been adopted in relation to the right to work for people who are homeless or other vulnerable groups, whether in the form of court cases or campaigns?

10.2. Is the work situation of people who are homeless a political issue in your country? Could it be a useful campaigning point? Why? Why not?



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### **Annex: Working definitions – only for guidance!**

For most of the following concepts, there is **no common definition at European or international level**. Concepts vary from country to country; there is no clear-cut distinction between the concepts and the list is not exhaustive. The **aim of this guidance note** therefore is only to give you **an idea about what different terms used in the questionnaire may refer to in order to help especially non-native speakers translating and responding to the questionnaire**. On the basis of your input, FEANTSA will further develop these concepts.

#### *In alphabetical order*

**Alternative labour market (“informal economy”):** economic activities are not regulated under national labour law. Employment on the alternative labour market may involve illegal dealings, such as direct cash payments or the lack of a legal job contracts. A person working on the alternative labour market usually does not benefit from the same rights and benefits as a person employed in the mainstream labour market (e.g. does not acquire pension rights etc.)

**Economically inactive (national definitions may vary considerably from this definition – see also “unemployed”):** Persons between 16-65 who are without work or without paid work and who are not actively seeking work.

**Employability:** development of skills and competencies that allow a person to connect with the labour market

**Life skills training:** Aim of the training activity is to allow a person to live independently and to develop essential life skills that people need to function in the community, such as budgeting, personal hygiene, assertion not aggression etc.

**Mainstream labour market:** labour market where workers are employed on the basis of their skills and compete with other workers without discrimination. The labour market is regulated under the national labour law.

(Social criteria may apply if an employer chooses to do so, e.g. in the context of its Corporate Social Responsibility scheme.)

**Meaningful occupation:** helps the person moving away from a homeless lifestyle and to rejoin the wider community through finding something purposeful to do. The main aims are to build the persons self confidence and self esteem. Meaningful occupation is often organised within a shelter. The activity is usually unpaid. Meaningful occupation may make a social or economic contribution. Possible examples of meaningful occupations are: photography, art, crafts, furniture making, computing.

**Occupational activity:** Activities that will develop the employability of the individual

**Seeking work:** take specific steps to seek paid employment or self-employment. The specific steps may include registration at a public or private employment exchange; application to employers; checking at worksites, farms, factory gates, market or other assembly places; placing or answering newspaper advertisements; seeking assistance of friends or relatives; looking for land, building, machinery or equipment to establish own enterprise; arranging for financial resources; applying for permits and licences, etc.

**Social economy:** businesses that are “not –for - personal-profit” but offer employment which is regulated under the national labour law; Principles such as solidarity, participation are more important than a personal financial benefit. However, social enterprises may be competing with conventional businesses on the same market. Social enterprises may include: community owned businesses; local self help organisations engaged in trading activities with social, economic or environmental benefit. Social



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enterprises may have the status of cooperatives and mutual benefit societies. They may be linked to associations and foundations.

**Supported employment:** the person is placed (most often temporarily) in a work setting on the mainstream labour market (in the private or public sector) or in the social economy but receives ongoing support. This support may be **financial**. For example, the salary may be paid by a third party (e.g. public funding) or there is a guaranteed replacement for the employer in case of no-show of the employee. There may also be **personal support** in the form of counselling, ongoing evaluation of job performance etc. Ongoing **vocational training** may also be a form of supported employment.

### **Unemployed (ILO definition - national definitions may vary considerably from this definition)**

All persons above a certain age (usually between 16-65 or similar) who are:

- without work (i.e. are not in paid employment or self employment)
- currently available for work (i.e. are available for paid employment or self-employment)
- seeking work  (i.e. have taken specific steps to seek paid employment or self-employment)

**Vocational Training:** the person participates in training courses in order to develop essential job skills that will help the person to find a paid job on the mainstream labour market or in the social economy. Possible examples: CV writing, computer trainings, mechanical trainings etc.