



Talent Match Plus
This project is part-funded by the European Social Fund and the Youth Employment Initiative



TALENT MATCH LIVERPOOL

Social Return on Investment Individual Case Study Report 2

April 2020

1 INTRODUCTION

- 1.2 This is the second report which has captured and calculated the social return on investment relating to individual case studies, information has been taken from a range of sources including Mentor feedback.
- 1.3 The case studies tell the story of the journey's individuals have taken both pre and post support from Talent Match and their delivery partners. Capturing both the qualitative and quantitative outcomes.

2. SOCIAL RETURN ON INVESTMENT

- 2.1 The main aim is to be able to demonstrate that the delivery model provides unique interventions, in addressing complex support needs which assist in removing barriers to training and employment and evidencing the added social and economic value.
- 2.2 The SROI framework captures the outcomes and applicable social value for individuals, communities and stakeholders, which is based on the Housing Association Charitable Trust (HACT) methodology, DWP Data, The New Economics Foundation and the Centre for Crime and Justice. This includes Wellbeing valuations which reflect health and wellbeing factors. The framework is detailed in **Appendix 1**.
- 2.3 MYA and LCR Talent Match Plus evaluation framework focuses on a range of training and employment definitions aligned to the HACT wellbeing outcomes, also incorporated are individual, health, crime and housing public sector related saving definitions. **Appendix 2** outlines the definitions, and the evidence required to support the social value outcome and financial value/savings.

3 INDIVIDUAL CASE STUDIES

3.1 CASE STUDY ASSESSMENT

- 3.1.1 A summary of each participants journey is detailed below, the individual social return on investment value has been assessed and recorded against each case study. Where individuals have included their feedback or future aspirations within the questionnaire, we have incorporated within the case study.



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Case Study	SROI value £££
<p>Case study 1 –Female long term unemployed, when she joined TM she was diagnosed with PTSE and was receiving counselling from camms. In receipt of personal independence payments. Since engaging with TM, she has attended a 6-week wellbeing course and various other PSD sessions, undertaken some voluntary work at the MYA music project. Her confidence has increased significantly, she is awaiting a diagnosis for either bipolar or emotional personality disorder but is now managing her mental health. She never previously left home, she is now visiting the gym daily and is regularly swimming. She has gained a qualification in First Aid Level 3 and is feeling much better about life and future opportunities. She is no longer smoking or using any controlled substance. She is ready to start university. Future aspirations <i>“ I will start Liverpool Hope university this year to do a wellbeing and psychology degree and I hope in the future I can help other young people through the most difficult times in their lives as I will be qualified and experienced in this field, the best workers are those who have walked in these shoes”.</i></p>	£55,340
<p>Case study 2 – Female long term unemployed joined the programme in April 2019, experienced poor mental health and low confidence issues linked to a previous sexual assault and family issues. In receipt of ESA and HB. Since joining TM, she now volunteers regularly and attends voluntary groups at least once a month. Received employment training support and is due to start a traineeship programme. She has engaged with Ypas/MYA counselling and completed a 6-week wellbeing course which has helped her with her mental health. Her anxiety has decreased, confidence and overall health improved, she feels that she has taken more control of her life. Future aspirations <i>“I want to be a writer”</i></p>	£71,609

<p>Case study 3 – Female long term unemployed joined the programme in February 2019, she experienced poor mental health, low confidence, a lack of family support. Since joining TM, she has gained part time employment, has started a higher education training course in Midwifery. She has received support with Elevate, and as a direct result of support her overall health and mental health and confidence levels have improved and anxiety decreased. She is feeling more in control of her life. Future Aspirations <i>“I was able to plan a clear pathway for my life and gain more confidence, not just in myself but in my life choices moving forward. I was not only able to gain a place in college, but I have gained part time employment through my work with Elevate. It has changed my mind set and I am really looking forward to what lies ahead for me now”</i></p>	<p>£58,484</p>
<p>Case study 4 – Female long term unemployed joined the programme in July 2019, she experienced poor mental health and low confidence. Since joining TM, she has engaged with Elevate and received training in interview techniques, has attended 3 job interviews and now has the confidence to make friends and participate in outdoor and indoor activities. Her confidence and general health have improved, and she feels less anxious. She feels more in control of her life. Future aspirations <i>“to get a job I now feel ready to try work, TM have helped me to complete applications and I’ve had 3 interviews”</i>,</p>	<p>£52,548</p>
<p>Case study 5 – Male long term unemployed joined the programme in January 2019 he experienced low confidence and felt a lack of control over his life. Living at home with his parents he felt he lacked guidance and support which impacted on his motivation and was struggling to find employment. Since joining TM his motivation has improved and he now has a clear pathway to follow. His confidence and job searching skills have improved and he feels more in control of his life. Future aspirations <i>“my long-term goal is to find employment and if I stick with TM then I think I will keep improving and will be in a better position to achieve this”</i>.</p>	<p>£55,319</p>

<p>Case study 6 – Female long term unemployed joined the programme in March 2019. She had a drug addiction, suffered from anxiety or depression, low confidence, felt she had a lack of family support and was not in control of her life. Since joining TM, she has received employment training, she is studying and has passed a SIA exam, she is engaged with external mental health services and has moved into independent living from rehab. She is no longer using drugs, her confidence and overall health has improved, she feels less anxious and is feeling more in control of her life. Future aspirations <i>“To secure employment within the Security industry and trust me never to use drugs again”</i></p>	<p>£90,093</p>
<p>Case study 7 – Female long term unemployed joined the programme in January 2019. She has learning difficulties suffered from anxiety and depression and had low levels of confidence. She felt isolated at home and she was struggling to apply for jobs which impacted negatively. Since joining TM, she has completed sector-based training in the retail industry and secured a part time job. Her confidence and overall health have improved. She feels less anxious and support from her family has improved. Future aspirations <i>“I would like to be in a job I enjoy and like to go to work. I want to be happy and confident in both work and life. My confidence is high now and I would like it to remain this way.”</i></p>	<p>£61,449</p>
<p>Case study 8 – Male long term unemployed joined the programme in June 2019. He has a disability. Since joining TM, he has received support through Elevate, undertaken work experience at the job centre and secured full time employment. His confidence and overall health have improved, and he received more family support. Future aspirations <i>“To sustain my job now I am employed”</i></p>	<p>£41,308</p>
<p>Case study 9 – Female long term unemployed joined the programme in July 18. She has some learning difficulties and is engaged with mental health services. Since joining Tm, she has volunteered regularly, received employability training, gained qualifications in First Aid and Food Hygiene and attended various PSD programmes. She has now progressed onto the princes Trust Team Programme. Her confidence and general health have improved, and she is receiving more family support. She has moved into supported accommodation.</p>	<p>£49,458</p>

<p>Case study 10 – Female long term unemployed joined the programme in November 2017. This young lady experienced a traumatic childhood involved in gangs and drugs from an early age becoming pregnant at 15. An ex offender she had mental health issues, low confidence and anxiety. Since joining TM, she has undertaken work experience and placements, completed a level 3 First Aid at Work qualification. She is also due to start a youth work qualification and follow her dream of becoming a Youth Worker. Her confidence and general health have improved, and she has not re offended. Unfortunately, recently her work placement has broken down and she has failed to engage recently and has been exited from the programme. However positive outcomes have been achieved as a direct result of interaction with TMP.</p>	<p>£111,434</p>
<p>Case study 11 – Female long term unemployed joined the programme In May 2019. When she joined TM, she felt isolated with few friends and no routine low levels of confidence and motivation and mental health issues. Since joining TM, she has volunteered regularly as a TM Ambassador, completed first aid training, undertaken employment training and work placements. She has also been rehoused. She has completed counselling and is feeling more confident, she has a circle of friends, can travel independently and feels she has a purpose in life, she is now smiling more. Future aspirations <i>“To be settled in my flat”</i></p>	<p>£48,882</p>
<p>Case study 12 – Male long term unemployed joined the programme in May 2019. Lived at home and felt he had no friends, dropped out of school with low levels of confidence suffered with anxiety and depression. Since joining TM, he has studied for an Art and Design Level 2 qualification and completed various training courses. This has increased his confidence and overall health. Future aspirations <i>“To pass my Art and Design course and maybe go to university”</i>.</p>	<p>£30,597</p>

<p>Case study 13 – Male an ex-offender joined the programme in April 2019. When released from prison he had no ID or bank account and was struggling to gain accommodation sofa surfing with his nan, unemployed. He was suffering from anxiety and depression, low confidence and felt he had little control over his life. Since joining TM, he has completed a range of training courses, received employment support from Elevate, and secured full time employment. His confidence and overall health have improved, he has not reoffended and is feeling in more control of his life. Future aspirations “To continue working and to keep moving forward”.</p>	<p>£68,289</p>
<p>Case study 14 – Young female aged 25 inactive for 84 months, joined the programme in May 2019. Engaged with mental health services, suffered from anxiety, low confidence, hidden NEET. She previously would not leave the house except for counselling services, suffered severe anxiety living at home with her parents. Since joining the programme, she has developed coping mechanisms, engaged in personal and social development activities and gained a qualification. She has volunteered regularly and developed new interests. She has engaged with Elevate and YPAS, her confidence has improved as has her family support. Future aspirations “to gain a career in gaming”.</p>	<p>£33,763</p>
<p>Case study 15 – Young female never worked, joined the programme in October 2017. She had previously lived in care and foster homes experiencing a traumatic childhood, and exploitation. Her parents were engaged in drug and criminal activities. She has a problem with drug addiction and was homeless when presented to MYA. Since joining the programme, she has volunteered and gained confidence and trust in others. There is a long road ahead for this young woman, she has attempted suicide and continues to receive support. She attended a range of PSD activities, gaining a qualification in Manual Handling First Aid. She has engaged with Elevate and YPAS, she now has secure accommodation and she has ceased being dependent on drugs. MYA have provided intensive support to help address complex needs and vulnerabilities.</p>	<p>£48,042</p>

<p>Case study 16 – Young female joined the programme in February 2019. she suffered with Asperger’s and ADHD, she was isolated at home very rarely left the house and struggled to travel on public transport. Engaged with mental health services, low in confidence, family where struggling to support her. With intensive support from her mentor she secured a place at college and gained a level 2 qualification in hair and beauty, she has gone onto study for her level 3 and is doing very well. Her confidence has improved significantly, her family now understand her issues more which has led to improved family support. She is feeling more in control of her life. Future aspirations “To be self-employed mobile hair and beauty”.</p>	<p>£54,082</p>
<p>Case study 17 – Young male who provided care for his mother who suffers with mental health issues. Isolated at home left school at the age of 15, he suffers from autism. Never left the house and had no friends. Engaged with mental health services and had low confidence and a lack of family support. Having received significant support from MYA, he has undertaken a Traineeship programme, his personal hygiene has much improved and he has completed personal development sessions. He has made friends on programme and is far more confident and independent. Engaged with Elevate to gain employment skills, and his overall health and wellbeing has improved, he feels in more control of his life.</p>	<p>£65,872</p>
<p>Case study 18 – Female joined the programme aged 28 in July 2018, having experienced a traumatic life previously, parents were heroin addicts, she experienced grooming. She spent time in prison, experienced poor mental health with borderline personality disorder and psychosis. Since joining TM, she has received significant support from her mentor through one to one session, engaged with Elevate and mental health services. She has completed qualifications in mental health and counselling. She now has a life plan in place, her confidence has improved, she has not reoffended, and feels her anxiety is now more manageable. Future aspirations “To continue with qualifications and become a qualified counsellor”.</p>	<p>£95,847</p>

<p>Case study 19 – Female joined the programme in 2015, a lone parent living with her grandmother and young daughter. She had poor overall health and was withdrawn with very little confidence or self-esteem. Since joining the programme, she has attended wellbeing sessions, engaged with Elevate and YPAS, volunteered regularly, completed a level 1 ICT qualification and secured part time employment. She has excellent craft skills and started to run sessions for other people. Her confidence has improved, and she feels her anxiety is manageable, she feels in more control of her life. Future aspirations “To have my own art school and be a famous artist”.</p>	<p>£44,102</p>
<p>Case study 20 – Young female joined the programme in February 2018, referred from JCP, lost all confidence following a car accident in 2016. Lived at home with mum whom she was very close to, unfortunately mum died suddenly. Since joining TM, she has engaged with Elevate and YPAS, volunteered on a regular basis, completed First Aid and Food Hygiene training and secured a full-time job. Her confidence has increased, and she is waiting to secure her own accommodation. Future aspiration’s “to work in retail”</p>	<p>£39,546</p>
<p>Case study 21 – Young male aged 21 NEET for 60 months, led a chaotic life involving drugs and alcohol and risk-taking behaviour. Lived at home with mum. Engaged with YPAS and Elevate, received support to deal with a reduction in drug and alcohol use and secured PIP. He has now secured full time employment and his confidence levels have improved, still receives support from mental health services.</p>	<p>£33,717</p>
<p>Case study 22 – Young male joined the programme in May 2018, engaged with mental health services, suffered from anxiety and depression, lacked confidence and family support. Since joining TM he volunteered on a regular basis, attended a Government training programme. He has learnt to cook and met new people, his mood has improved, and he has a sense of purpose and increased confidence. He has secured full time employment.</p>	<p>£46,413</p>

3.2 SOCIAL RETURN ON INVESTMENT CASE STUDY VALUE

- 3.2.1 The total SROI value in relation to the first 12 case studies was **£726,521**, this is the second tranche of case studies reviewed, those 10 provide a social value of **£529,673**. Individuals who have reported increased confidence and general health, coupled with improved mental health or feeling less anxious have higher individual values, savings which can be attributed to the public purse with a reduction in health and wellbeing support.
- 3.2.2 We applied a weighting of 75% to the first tranche of case studies to reflect the learning curve in colleagues capturing information. However, we are now confident that the data received is accurate and provides evidence that the interventions and support provided by TM directly impacts on the outcomes. Therefore, in terms of the combined case study social value for the 22 case studies, this equates to **£544,890** plus the **£529,673** the sum of **£1,074,563** providing an average individual value of **£48,843**.
- 3.2.3 The case studies clearly reflect the multiple complex issues that young people are presenting with, and the intense support required from Mentors to assist these people to access training and employment, or indeed, to help them move forward with their lives.
- 3.2.4 The work experience, employability support clearly helps to prepare them for job interviews and securing employment, whilst access to immediate counselling facilities and the partnerships in place with Ypas, has made a positive impact in improving mental health wellbeing.



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APPENDIX ONE: MYA LCR TALENT MATCH PLUS- SOCIAL VALUE FRAMEWORK 2019

Social Return on Investment HACT Wellbeing and Unit Cost Database Definitions

Data (Skills)	Value	SROI Name	SROI description	Evidence required
1. Government training scheme (Including Traineeship) HACT EMP1604	£9447	Government Training Scheme	Joined a recognised government training scheme	Record of individual enrolling onto a Government Training Scheme
2. General Training for the job HACT EMP1610	£1567	General training for job	General work-related training to help find a new job, to increase skills for a job or to improve skills for a job	Record of individual attending training
3. Employment Training HACT EMP1611	£807	Employment Training	Employment training at employment or job centre	Record of individual attending training
4. Volunteering HACT EMP1408	£3249	Regular Volunteering	Volunteers at least once per month for at least two months	Record of individual who regularly volunteer
5. Regular attendance at voluntary or local organisation HACT EMP1609	£1773	Regular volunteering voluntary or local organisation	Attends local and voluntary groups at least once per month for two months	Record of individual regularly attending groups
Data (Employment)	Value	SROI Name	SROI Description	Evidence required
6. FT employment HACT EMP1401	£14433	FT employment	Moving from unemployment to FT employment - 30 hours or more	Record of Individual moving from unemployment into full time employment

7. PT employment HACT EMP1603	£1229	PT Employment	Moving from unemployment to part time employment - 16 hours	Record of Individual moving from unemployment into part time employment
8. Self-employment HACT EMP1602	£11588	Self-employment	Moving from unemployment to self-employment	Record of individual moving from unemployment to self-employment
9. Employed Parent HACT EMP1612	£1,700	Employed Parent for children (11-15)	Moving from unemployment to employment and number of children	Record of those moving into employment who have children between 11-15
10. Apprenticeship HACT EMP1606	£2353	Apprenticeship	The value of being enrolled on an apprenticeship is the vocational training value (EMP1407 plus part time employment value (EMP 1403)	Record of individual enrolling onto apprenticeship
11. NEET NE E&E9	£4637	NEET	Not in education training or employment	Record of individual engaging in employment, education or training.
Data (Life)	Value	SROI Name	SROI Description	Evidence required
12. Personal Circs stabilised (Ex/Offending) NE CR3	£33765	Avoid Repeat Offending	Offender, Prison Average Cost across all prisons including central costs (Cost per prisoner per annum)	Record that intervention have avoided repeat offending and imprisonment
13. Personal Circs stabilised (Rough Sleeping) HACT HOM1601	£24467	Rough Sleeper	Movement from rough sleeping to secure housing	Record that individual has moved from Rough Sleeping to Secure accommodation
14. Personal Circs stabilised (Rough Sleeping) HACT HOM1607	£16448	Rough Sleeper (temp)	Movement from rough sleeping to temporary accommodation	Record that individual has moved from Rough Sleeping to Temp accommodation



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15. Personal Circs stabilised (Temp accommodation) HACT HOM1604	£8019	Temp accommodation	Temporary accommodation to secure Housing	Record that individual has moved from temp accommodation to secure housing
16. Personal Circs stabilised (substance misuse Alcohol and or drugs) HACT HEA1604	£26124	Relief from drug/alcohol problems	Problem with drugs or alcohol	Record that individual no longer has a problem with drugs or alcohol
Data (Future)	Value	SROI Name	SROI Description	Evidence required
17. Confidence HACT HEA1601	£13080	High Confidence	Self-assessment of level of confidence	Evidence improvement in confidence
18. Overall health HACT HEA1603	£20141	Good overall health	Self-assessment rating of overall health over last 12 months compared to people of same age	Evidence improved health
19. Anxiety and depression HACT HEA1602	£36766	Relief from anxiety or depression	Self-assessment of suffer from anxiety or depression	Record that individual no longer suffers with anxiety or depression
20. Mental health NE HE13.0	£1866	Mental health	Average cost of service provision for people suffering from mental health disorders, per person per year, including dementia (all ages, including children, adolescents and adults)	Evidence improved mental health – no longer rely on external services
21. Smoker HACT HEA1605	£4010	Smoking cessation	Self-assessment of whether smoke cigarettes	Record that individual no longer smokes cigarettes



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22. Family support HACT HEA1607	£6784	Can rely on family	Self-assessment of how much individual can rely on your family if you have a serious problem	Evidence of increase in reliance on family
23. Life control HACT HEA1406	£15894	Feel in control of life	Self-assessment of how much control an individual feels they have over their life	Evidence of increase in feeling of control
24. Debt Free HACT FIN 1601	£1593	Owe money or have debt to pay	Self-assessment	Evidence of individual no longer having debt or owing money (not including mortgage or credit cards being paid off this month)
25. Engage with Elevate				
26. Engage with YPAS/CIlr				
27. Engage with Advanced solutions				

APPENDIX TWO – DEFINITION AND EVIDENCE REQUIRED.

Assumptions and Notes

- 1. Government Training Scheme (HACT EMP1604) – This could Include Traineeship. to claim this SROI value there must be evidence that an individual has ENROLLED onto a Government Training Scheme listed on their webpage <https://www.gov.uk/career-skills-and-training>



- 2. General Training for a Job (HACT EMP1610) – This could include any general work-related training provided/arranged/supported by MYA or Delivery Partner to help find a new job, to increase skills for a job or to improve skills for a job i.e. job clubs, CV writing workshops, interview skills. To claim this SROI value there must be evidence of the individual’s attendance at the training i.e. registers, sign in sheets.
- 3. Employment Training (HACT EMP1611) – This includes training at employment or job centre arranged/supported by MYA or Delivery Partner i.e. work experience. To claim this SROI value there must be evidence of the individual’s attendance at the training i.e. work experience placement provider details and dates of attendance
- 4. Volunteering (HACT EMP1408) – provided/arranged/supported by MYA or Deliver Partner. Individual must volunteer at least once per month for at least two months and a record of this is required as evidence. To claim this SROI value there must be evidence of the individual volunteering i.e. Volunteering provider, dates from and to and evidence they volunteered once a month for at least two months.
- 5. Regular Attendance at voluntary or local organisation (HACT EMP1609) – I provided/arranged/supported by MYA or Deliver Partner. Individual must attend a local or voluntary group at least once a month for two months and a record of this is required as evidence. To claim this SROI value there must be evidence of the individual attending a voluntary or local organisation i.e. Name of voluntary group or local organisation, dates from and to and evidence they volunteered once a month for at least two months.
- 6. FT Employment (HACT EMP 1401) – Provided/Arranged or Supported by MYA or Delivery Partner. – to claim this SROI value there must be evidence that an individual has moved from unemployed into full time (30 hours or more) employment i.e. Employer Name, Job Title, Start Date, Number of Hours.
- 7. PT Employment (HACT EMP 1603) – Provided/Arranged or Supported by MYA or Delivery Partner. – to claim this SROI value there must be evidence that an individual has moved from unemployed into full time (at least 16 hours) employment i.e. Employer Name, Job Title, Start Date, Number of Hours.
- 8. Self-Employment (HACT EMP 1602) – Supported by MYA or Delivery Partner. – to claim this SROI value there must be evidence that an individual has moved from unemployed into self-employment i.e. Business Name and Start Date.
- 9. Employed Parent (HACT EMP1612) – This SROI value can be claimed alongside FT and PT Employment. To claim this SROI value there must be evidence that an individual has moved from Unemployment into FT or PT Employment and has children between 11 and 15 years of age.
- 10. Apprenticeship (HACT EMP1606) - Provided/Arranged or Supported by MYA or Delivery Partner. To claim this SROI value there must be evidence that an individual has ENROLLED onto an Apprenticeship including Name of Apprenticeship provider, start date.
- 11. NEET (NE E&E9) – Assume all participants on programme are NEET – to claim this SROI value individual must have completed and evidenced an intervention and action plan
- 12. Personal Circs stabilised (Ex/Offending) (NE CR3) - To claim this SROI value there must be evidence that the individual was an Offender/ex offender and whilst on programme did not commit any further offences (avoided repeat offence or imprisonment).

- 13. Personal Circs stabilised (Rough Sleeping) (HACT HOM1601) – To claim this SROI value there must be evidence that the individual was rough sleeping and moved to secure accommodation arranged/supported by MYA or Delivery Partner. Evidence could include Name of Landlord, Address, sight of tenancy agreement.
- 14. Personal Circs stabilised (Rough Sleeping) (HACT HOM1607) – To claim this SROI value there must be evidence that the individual was rough sleeping and moved to Temp accommodation arranged/supported by MYA or Delivery Partner. Evidence could include Name of Landlord, Address, sight of licence agreement.
- 15. Personal Circs stabilised (Temp Accommodation) (HACT HOM1604) – To claim this SROI value there must be evidence that the individual was Temp accommodation to Secure Housing arranged/supported by MYA or Delivery Partner. Evidence could include Name of Landlord, Address, sight of Tenancy agreement.
- 16. Personal Circs Stabilised (Alcohol and Drugs) (HACT HEA1604) – To claim this SROI value there must be a record that the individual reported they had a problem with Alcohol and Drugs immediately prior to joining the programme and a record that the individual no longer had a problem with drugs or alcohol since being on the TM programme.
- 17. Confidence (HACT HEA1601) – To claim this SROI value there must be a record that the individual reported they experienced low confidence immediately prior to joining the programme and a record that the individual's confidence has improved since being on the TM programme.
- 18. Overall Health (HACT HEA1602) – To claim this SROI value there must be a record that the individual reported they experienced poor overall health (compared to people their own age) immediately prior to joining the programme and a record that the individuals overall health has improved since being on the TM programme.
- 19. Anxiety and Depression (HACT HEA1602) – To claim this SROI there must be a record that the individual reported that they suffered from anxiety or depression on joining the programme and a record that the individual no longer suffers with anxiety and depression since being on the TM programme. This SROI should only be claimed for individual engaging with YPAS or MYA counselling service and should be backed up with evidence such as CORC score improvements.
- 20. Mental health (NE HE13.0) – To claim this SROI there must be a record that the individual suffered from poor mental health on joining the TM programme and a record that their mental health has improved since being on the TM programme. ***This SROI cannot be claimed in conjunction with Anxiety and Depression.***
- 21. Smoker (HACT HEA1605) –To claim this SROI there must be a record that the individual smoked on joining the TM programme and a record that they have stopped smoking since being on the TM programme.
- 22. Family Support (HACT HEA1607) – To claim this SROI there must be a record that the individual felt they had a lack of family support (feel you can rely on family if you have a serious problem) immediately prior to joining the programme and a record that the individual feels their family support has improved since being on the TM programme.



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- 23. Life Control (HACT HEA1406) - To claim this SROI there must be a record that the individual felt they had a lack of control over life (feel what happens to you is out of your control) immediately prior to joining the programme and a record that the individual feels they have more control over their life since being on the TM programme.
- 24. Debt Free (HACT FIN1601) – To claim this SROI there must be a record that the individual owed money or had a debt to pay (not including mortgage or credit cards being paid off this month) immediately prior to joining the programme and a record that they no longer owe money or have a debt to pay since being on the TM programme.

CONTACTS

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